

# Medi-Cal Dental Los Angeles Stakeholder Meeting

May 14, 2024  
1:00 p.m. – 3:00 p.m.

# Agenda

- » Medi-Cal Dental Updates
- » Outreach Updates
- » Stakeholder Topics
- » Open Forum

# Medi-Cal Dental Updates

- » Dental Managed Care Contract
- » Dental Managed Care Procurement
- » Consumer Assessment of Healthcare Provider and Systems Survey
- » Medi-Cal 2020 Waiver, Dental Transformation Initiative
- » California Advancing and Innovating Medi-Cal (CalAIM) 1915(b) Monitoring Requirements
- » CalAIM Oral Health Initiatives
- » Proposition 56
- » Teledentistry
- » Community Health Worker
- » Children's Presumptive Eligibility
- » Sealants for a Healthy Smile Campaign
- » Current Dental Terminology 24
- » Fiscal Intermediary-Dental Business Operations
- » Medi-Cal Dental Webpage Updates
- » Provider Application and Validation for Enrollment Updates
- » Medi-Cal Dental Manual of Criteria
- » Medi-Cal Dental Los Angeles Fact Sheet

# Dental Managed Care Contract

- » 54-month operations
- » Quality Improvement and Oral Health Equity Transformation Program
- » Accountability and Compliance

# Dental Managed Care (DMC) Procurement

- » August 3, 2023: DMC Request for Proposal (RFP)
- » May 21, 2024: Notice of Intent to Award
- » May 28, 2024: Appeal Deadline
- » May 29, 2024: Proposed Contract Award Date
- » June 12, 2024: Proposed Contract Execution Date
- » January 1, 2025: Proposed Operations Period Commencement Date

# Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey

- » SPH Analytics
- » Key Drivers of Satisfaction
- » Trends Analysis for Survey Years: 2020, 2021, and 2022
- » Survey Results:
  - Ensure member satisfaction
  - Monitor and improve quality of services
  - Plan for improvement

# **Medi-Cal 2020 Waiver**

## **Dental Transformation Initiative (DTI)**

# California Advancing and Innovating Medi-Cal (CalAIM)



# **California Advancing and Innovating Medi-Cal (CalAIM) Oral Health Initiatives Performance Fact Sheet**



# Proposition 56 Supplemental Payments as of February 29, 2024

» Fiscal Year

» 2022-23

» \$605.0 Million Total

- FFS: \$571.5 million
- DMC: \$33.5 million

» Fiscal Year

» 2023-24

» \$376.4 Million Total

- FFS: \$353.5 million
- DMC: \$22.9 million

# Teledentistry

- » Teledentistry Survey Update
  - Find-A-Dentist
  - Emergency Department Outreach
- » Dental Managed Care Plans Teledentistry Services
  - Teledentistry by video or phone
  - 24 hours a day, 7 days a week

# Community Health Worker (CHW)

- » DHCS Policy to Pathway
- » State Plan Amendment 24-0016

# Children's Presumptive Eligibility (CPE)

## » Medi-Cal Dental Providers

- July 1, 2024
- Providers will have to meet qualification standards to become qualified CPE providers



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from cavities with sealants.**

Medi-Cal Dental covers sealants for  
children and youths under the age of 21.



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Teens  
Teenagers who take care of  
their mouth are more likely  
to enjoy healthy gums and  
teeth as an adult.



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# Current Dental Terminology (CDT) 24

## » D2989: Restorative Service

- Excavation of a tooth resulting in the determination of non-restorability

## » D6089 Implant Service

- Accessing and retorquing loose implant screw

## » D9957 Sleep Apnea

- Screening for sleep related breathing disorders



# **Fiscal Intermediary - Dental Business Operations (FI-DBO)**

**May 13, 2024**



# Upcoming Updates to Medi-Cal Dental Webpage

- » Provider Directory Updates
- » Care Coordination Form
- » Electronic Data Interchange (EDI)
- » Provider Portal
- » Voice Interactive Response (IVR) System

# Provider Application and Validation for Enrollment (PAVE) Updates

## » Medi-Cal Dental PAVE Concierge Service

- PAVE Deficiency Letter
- PAVE Concierge Service: (888) 284-0623

## » Registered Dental Hygienist (RDH)

- RDH, Extended Functions (RDHEF)
- RDH, Alternative Practice (RDHAP)

# Medi-Cal Dental

- » Manual of Criteria
- » Diagnostic General Policies
- » Radiograph Exemption

# Medi-Cal Dental

## Los Angeles Stakeholder Fact Sheet

# Medi-Cal Dental

## Outreach Updates

# Medi-Cal Dental Fee-for-Service (FFS) Provider and Member Outreach

- » Member Outreach
- » Smile, California
- » Provider Outreach

# Community Engagement Materials

- » Benefits
- » Oral Hygiene Instruction
- » School Age Children
- » Elderly Population
- » Pregnancy
- » Nutrition
- » Teledentistry
- » Access (Transportation and Translation)
- » Early Childhood Caries
- » Emergency Service Intervention
- » Special Health Care Need Population
- » Whole Person Care



# Member Outreach Updates

## » 2023 4th Quarter Community Events

- » 3 Member Stakeholder Meetings
  - underserved counties
- » 32 Member Stakeholder Meetings
  - non-underserved counties
- » 5 Community Events
  - underserved county
- » 21 Community Events
  - non-underserved counties
- » 463 Agencies contacted: underserved counties
- » 2,531 Agencies contacted: non-underserved counties



# 2024 Q1 Community Events

- » 2 Virtual Member Presentation: non-underserved counties
- » 6 In-Person Member Presentations: non-underserved counties
- » 11 Virtual Meetings: underserved counties
- » 34 Virtual Meetings: non-underserved counties
- » 1 In-Person Meeting: non-underserved county
- » 2 In-Person Community Events: underserved counties
- » 18 In-Person Community Events: non-underserved counties
- » 384 Agencies contacted: underserved counties
- » 2,206 Agencies contacted: non-underserved counties
  - In-Person contacts: 96





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# **Celebrate the Love in Every Child's Smile**

**National Children's Dental Health Month 2024**

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# Smile, CA Updates

## » 2024 Q1

- 2,340,502 visits to *Smile, CA*
  - 1,569,912 unique users
  - 1,197,076 "Find a Dentist"
  - 317,750 Downloads

## » October 2023 to March 2024

- 255,573 New Visitors to SmileCalifornia.org and SonrieCalifornia.org
- 8 Smile Alert emails
- 844 Smile Alert subscribers
- 12,685 pieces of materials distributed to 15 organizations



# Provider Outreach

## » 2023 Provider Outreach

- 5,316 Billing Service Locations: Accepting New Patients
- Los Angeles: 2,075 Billing Service Locations: Accepting New Patients

## » Annual Provider Directory Refresh Campaign

- Los Angeles: 2,372 Letters Mailed

## » Provider Recruitment Los Angeles County

- 2023 Q4: Rendering Providers and 12 New Service Locations
- 2024 Q1: 10 Rendering Providers and 12 New Service Locations

# Provider Outreach Updates

## Provider Trainings and Seminars

### » 2024 Q1:

- Basic Seminars: 207 Providers Attended
- Advanced Seminars: 239 Provider Attended

### » Provider Relations Team:

- Personalized Training
  - 4 Virtual
  - 4 In-Person

# Dental Managed Care (DMC) Provider and Member Outreach



# Stakeholder Topics





# Open Forum

- » Questions or comments?
- » You may also email [dental@dhcs.ca.gov](mailto:dental@dhcs.ca.gov) with questions or comments.



**Medi-Cal Dental Los Angeles  
Stakeholder Meeting  
November 12, 2024**

