

Dental Consumer Assessment for Healthcare Provider and Systems (CAHPS) Member Satisfaction Improvement Report

Plan Name: LIBERTY California
Reporting Year: 2020

Survey Item	Problems/ Barriers	Intervention/ Action Plan	Intervention Start Date (MM/DD/YY YY)	Target Completion Date (MM/DD/YYYY)	Status (Select One)	Quarter 2 (Apr-Jun) Intervention Progress	Quarter 3 (Jul-Sep) Intervention Progress	Quarter 4 (Oct-Dec) Intervention Progress	Comments
Q10 Explain things in a way that was easy for your child to understand	Dental provider and dental staff training	Disseminate provider education materials.	4/1/2021	3/31/2022	Completed	LIBERTY's Provider Relations team ensure provider and office staff training upon onboarding. Orientations conducted and provided with training materials including; provider reference guide and brochures. Provider Relations teams ensures providers receive ongoing training. Additionally, provider alerts are also disseminated on a regular basis. Provider education and outreach are monitored on a quarterly basis. Total number of service calls/visits completed by office are also monitored.	LIBERTY's Provider Relations team continue to ensure provider and office staff training during onboarding. Continued monitoring of provider education and outreach and number of service calls/visits by office.	LIBERTY's Provider Relations team continue to ensure provider and office staff training during onboarding. Continued monitoring of provider education and outreach and number of service calls/visits by office.	

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Q12 Overall care provided by regular dentist	Dental Provider and dental staff training	Monitor complaint/grievance metrics to identify opportunities for improvement related to quality of service complaints.	4/1/2021	3/31/2022	Completed	LIBERTY's Grievance and Appeals, Clinical and Provider Relations teams work collaboratively to track and monitor quality of service complaints. Complaints and grievances received from various sources such as member services and grievance and appeals and track and monitored and referred to quality assurance team. Grievances are broken out by categories and sub categories.	LIBERTY's Grievance and Appeals, Clinical and Provider Relations teams continued to track and monitor quality of service complaints from various sources and referred to quality assurance team.	LIBERTY's Grievance and Appeals, Clinical and Provider Relations teams continued to track and monitor quality of service complaints from various sources and referred to quality assurance team.	
Q15 Help you child feel as comfortable as possible during dental work.	Dental Providers and dental staff unaware of child's needs	Develop and disseminate provider education materials related to child member examinations. Track and monitor in person and webinar orientations.	4/1/2021	3/31/2022	Completed	LIBERTY's Provider Relations team ensure provider and office staff training upon onboarding. Orientations conducted and provided with training materials including; provider reference guide and brochures. Provider Relations teams ensures providers receive	LIBERTY's Provider Relations team continue to ensure provider and office staff training during onboarding. Continued monitoring of provider education and outreach and number of service	LIBERTY's Provider Relations team continue to ensure provider and office staff training during onboarding. Continued monitoring of provider education and outreach and number of service calls/visits by office.	

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Q15 Help you child feel as comfortable as possible during dental work.	Dental Providers and dental staff unaware of child's needs	Monitor complaint/grievance metrics to identify opportunities for improvement related to quality of service complaints.	4/1/2021	3/31/2022	Completed	LIBERTY's Grievance and Appeals, Clinical and Provider Relations teams work collorabately to track and monitor quality of service complaints. Complaints and grievances received from various sources such as member services and grievance and appeals and track and monitored and referred to quality assurance team. Grievances are broken out by categories and sub catogeries.	LIBERTY's Grievance and Appeals, Clinical and Provider Relations teams continued to track and monitor quality of service complaints from various sources and referred to quality assurance team.	LIBERTY's Grievance and Appeals, Clinical and Provider Relations teams continued to track and monitor quality of service complaints from various sources and referred to quality assurance team.	

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Q16 Explain what were doing while treating your child.	Dental Providers and dental staff unaware of child's needs	Develop and disseminate provider education materials related to child member examinations. Track and monitor in person and webinar orientations.	4/1/2021	3/31/2022	Completed	LIBERTY's Provider Relations team ensure provider and office staff training upon onboarding. Orientations conducted and provided with training materials including; provider reference guide and brochures. Provider Relations teams ensures providers receive ongoing training. Additionally, provider alerts are also disseminated on a regular basis. Provider education and outreach are monitored on a quarterly basis. Total number of service calls/visits completed by office are also monitored.	LIBERTY's Provider Relations team continue to ensure provider and office staff training during onboarding. Continued monitoring of provider education and outreach and number of service calls/visits by office.	LIBERTY's Provider Relations team continue to ensure provider and office staff training during onboarding. Continued monitoring of provider education and outreach and number of service calls/visits by office.	

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Q17 Were dental appointments as soon as you wanted	GeoAccess deficiencies for providers impacting appointment availability.	Provider Relations will re-assess network compliance based on updated Geo metrics and recruit accordingly.	4/1/2021	3/31/2022	Completed	<p>LIBERTY's Provider Relations team is actively recruiting providers across both GMC and PHP service areas ensuring 100% compliance with access standards.</p> <p>In Quarter 2, 100% of offices met the availability standards for all appointment types.</p>	<p>LIBERTY's Provider Relations team continued recruitment efforts across both counties as well as monitored access related grievances.</p> <p>In Quarter 3, 100% of offices met the availability standards for all appointment types.</p>	<p>LIBERTY's Provider Relations team continued recruitment efforts across both counties as well as monitored access related grievances.</p> <p>In Quarter 4, 100% of offices met the availability standards for all appointment types.</p>	
Q17 Were dental appointments as soon as you wanted	Dental providers and dental staff knowledge of regulatory requirements	Disseminate provider education materials related to access standards	4/1/2021	3/31/2022	Completed	<p>LIBERTY's Provider Relations team ensure provider and office staff training upon onboarding. Orientations conducted and provided with training materials including; provider reference guide</p>	<p>LIBERTY's Provider Relations team continue to ensure provider and office staff training during onboarding.</p> <p>Continued monitoring of provider education and outreach and number of service calls/visits by office.</p>	<p>LIBERTY's Provider Relations team continue to ensure provider and office staff training during onboarding.</p> <p>Continued monitoring of provider education and outreach and number of service calls/visits by office.</p>	

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Q23 Plan covered all of the services you thought were covered.	Member knowledge of covered benefits.	Monitor complaint/grievance metrics to identify opportunities for improvement related to benefit complaints.	4/1/2021	3/31/2022	Completed	LIBERTY's Grievance and Appeals team track and monitors grievances and complaint by categories. Grievances/complaints related to benefits are tracked and if there a trend with	LIBERTY's Grievance and Appeals team track and monitors grievances and complaint by categories. Grievances/complaints related to benefits are tracked and if there a trend with a provider, the provider is referred to Provider Relations for training.	Intervention Complete	

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Q23 Plan covered all of the services you thought were covered.	Member knowledge of covered benefits.	Ensure members are receiving member handbook and schedule of benefits.	4/1/2021	3/31/2022	Completed	New Members receive member handbook and schedule of benefits upon enrolling with welcome packet. Members receive reminder letters annually that guide them to the handbook and schedule of benefits online.	Intervention Complete	Intervention Complete	
Q24 Child's dental plan met all dental needs	Member knowledge of covered benefits.	Monitor complaint/grievance metrics to identify opportunities for improvement related to benefit complaints.	4/1/2021	3/31/2022	Completed	LIBERTY's Grievance and Appeals team track and monitors grievances and complaint by categories. Grievances/complaints related to benefits are tracked and if there a trend with a provider, the provider is referred to Provider Relations for training.	LIBERTY's Grievance and Appeals team track and monitors grievances and complaint by categories. Grievances/complaints related to benefits are tracked and if there a trend with a provider, the provider is referred to Provider Relations for training. No significant trends identified.	Intervention Complete	

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Q25 Plan covered what your child needed to get done	Member knowledge of covered benefits.	Monitor complaint/grievance metrics to identify opportunities for improvement related to benefit complaints.	4/1/2021	3/31/2022	Completed	LIBERTY's Grievance and Appeals team track and monitors grievances and complaint by categories. Grievances/complaints related to benefits are tracked and if there a trend with a provider, the provider is referred to Provider Relations for training. No significant trends identified.	LIBERTY's Grievance and Appeals team track and monitors grievances and complaint by categories. Grievances/complaints related to benefits are tracked and if there a trend with a provider, the provider is referred to Provider Relations for training. No significant trends identified.	Intervention Complete	