

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

Plan Name: LIBERTY California
Reporting Year: 2022

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
Q6 Explain things in a way that was easy to understand	Dental provider and dental staff training	Disseminate provider education materials	4/1/2023	3/31/2024	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 and brochures.</p> <p>Orientations are completed within the first 10 days of onboarding and tracked.</p> <p>Provider Relations teams ensures providers receive ongoing training. Additionally, provider alerts are also disseminated on a regular basis.</p> <p>Provider education and outreach are monitored on a quarterly basis.</p>	Intervention Complete	Intervention Complete	

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						<p>Total number of service calls/visits completed by office are also monitored.</p> <p>Provider alert regarding Access and Availability education was disseminated in April, 2023.</p> <p>Provider alert regarding language assistance services was disseminated in June, 2023.</p>			
Q7 Listen carefully to you	Dental provider and dental staff training	Disseminate provider education materials	4/1/2023	3/31/2024	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 and brochures.</p> <p>Orientations are completed within the first 10 days of onboarding and tracked.</p> <p>Provider Relations teams ensures providers receive ongoing training.</p>	Intervention Complete	Intervention Complete	

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						<p>Additionally, provider alerts are also disseminated on a regular basis.</p> <p>Provider education and outreach are monitored on a quarterly basis.</p> <p>Total number of service calls/visits completed by office are also monitored.</p> <p>Provider alert regarding Access and Availability education was disseminated in April, 2023.</p>			
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Q8 Dentist treat you with courtesy and respect	Dental Provider and dental staff training	Disseminate provider education materials related to quality of service	4/1/2023	3/31/2024	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 and brochures.</p> <p>Orientations are completed within the first 10 days of onboarding and tracked.</p> <p>Provider Relations teams ensures providers receive ongoing training. Additionally, provider alerts are also disseminated on a regular basis.</p> <p>Provider education and outreach are monitored on a quarterly basis.</p> <p>Total number of service calls/visits completed by office are also monitored.</p> <p>Provider alert regarding Access and Availability education was</p>	Intervention Complete	Intervention Complete	

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						disseminated in April, 2023.			
Q8 Dentist treat you with courtesy and respect	Dental Provider and dental staff training	Monitor complaint/grievance metrics to identify opportunities for improvement related to quality of service complaints.	4/1/2023	3/31/2024	Completed	<p>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.</p> <p>Providers that are repeat offenders are referred to Provider Relations for futher actions.</p> <p>Providers are required to undergo Cultural Compliance training annually.</p>	Intervention Complete	Intervention Complete	
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.	4/1/2023	3/31/2024	Completed	<p>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</p>	Intervention Complete	Intervention Complete	

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						assurance team. Providers that are repeat offenders are referred to Provider Relations for further actions that includes counseling, closing the office to new providers, etc.			
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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.	4/1/2023	3/31/2024	Completed	<p>LIBERTY's Provider Relations team is actively recruiting providers across both GMC and PHP service areas ensuring 100% compliance with access standards. These metrics are reported and monitored through the quarterly Access and Availability Committee.</p> <p>In Quarter 1, 100% of offices met the availability standards for all appointment types.</p> <p>No significant trends identified.</p>	Intervention Complete	Intervention Complete	
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	4/1/2023	3/31/2024	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 and brochures.</p> <p>Orientations are completed within the first 10 days of onboarding and tracked.</p> <p>Provider Relations teams ensures providers receive ongoing training. Additionally, provider alerts are also disseminated on a regular basis.</p> <p>Provider education and outreach are monitored on a quarterly basis.</p>	Intervention Complete	Intervention Complete	

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						Total number of service calls/visits completed by office are also monitored. Provider alert regarding Access and Availability education was disseminated in April, 2023.			
Q19 Get an appointment 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.	4/1/2023	3/31/2024	Completed	LIBERTY's Provider Relations team is actively recruiting providers across both GMC and PHP service areas ensuring 100% compliance with access standards. In Quarter 1, 100% of offices met the availability standards for all appointment types. Secret Shopper calls conducted quarterly to ensure self reporting data by providers is valid. Provider alert regarding Access and Availability education was disseminated in April, 2023.	Intervention Complete	Intervention Complete	

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Q19 Get an appointment as soon as you wanted	Dental providers and dental staff knowledge of regulatory requirements	Disseminate provider education materials related to access standards	4/1/2023	3/31/2024	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 and brochures.</p> <p>Orientations are completed within the first 10 days of onboarding and tracked.</p> <p>Provider Relations teams ensures providers receive ongoing training. Additionally, provider alerts are also disseminated on a regular basis.</p> <p>Provider education and outreach are monitored on a quarterly basis.</p> <p>Total number of service calls/visits completed by office are also monitored.</p>	Intervention Complete	Intervention Complete	
Q21 Did someone tell you why there was a delay or how long it would be	Dental Provider and dental staff training	Monitor complaint/grievance metrics to identify opportunities for improvement related to quality of service complaints.	4/1/2023	3/31/2024	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.	Intervention Complete	Intervention Complete	

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						Providers that are repeat offenders are referred to Provider Relations for futher actions. Providers are required to undergo Cultural Compliance training annually.			
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.	4/1/2023	3/31/2024	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. Member Services Team monitors their representatives and provides training. No significant trends identified.	Intervention Complete	Intervention Complete	

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Q23 Plan covered all of the services you thought were covered.	Member knowledge of covered benefits.	Add education to grievance response letters that are related to benefit discrepancies.	4/1/2023	3/31/2024	Completed	Grievance resolution letters were reviewed with Grievance leadership. All Grievance resolution letters pertaining to a dissatisfaction with a non-covered service always include the following information: Confirmation of the service (and service code) that was requested and denied as non-covered Confirmation that the requested service is not a covered benefit per Plan benefits. An explanation that sometimes a provider may recommend a treatment plan that includes a non-covered benefit. An explanation that if a member chooses to receive a non- covered treatment, the Plan will not cover the service and the member will be responsible for that cost. An explanation that all members are entitled to a second opinion regarding the proposed, non-covered treatment plan and instructions on contacting LIBERTY for assistance locating an in-network provider and scheduling an appointment. Instructions on how to access online resources for Plan benefits. Instructions on how to contact Customer Service regarding any	Intervention Complete	Intervention Complete	

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						<p>benefit-related questions.</p> <p>LIBERTY's Grievance team continues to monitor Grievance data to look for areas of opportunity to provide members with thorough information regarding their Plan benefits.</p>			
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.	4/1/2023	3/31/2024	Completed	<p>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.</p> <p>No significant trends identified.</p>	Intervention Complete	Intervention Complete	
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.	4/1/2023	3/31/2024	Completed	<p>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.</p>	Intervention Complete	Intervention Complete	

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						No significant trends identified.			
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Q25 Plan covered what your child needed to get done	Member knowledge of covered benefits.	Add education to grievance response letters that are related to benefit discrepancies.	4/1/2023	3/31/2024	Completed	Grievance resolution letters were reviewed with Grievance leadership. All Grievance resolution letters pertaining to a dissatisfaction with a non-covered service always include the following information: Confirmation of the service (and service code) that was requested and denied as non-covered. Confirmation that the requested service is not a covered benefit per Plan benefits. An explanation that sometimes a provider may recommend a treatment plan that includes a non-covered benefit. An explanation that if a member chooses to receive a non- covered treatment, the Plan will not cover the service and the member will be responsible for that cost. An explanation that all members are entitled to a second opinion regarding the proposed, non-covered treatment plan and instructions on contacting LIBERTY for assistance locating an in-network provider and scheduling an appointment. Instructions on how to access online resources for Plan benefits. Instructions on how to contact Customer Service regarding any benefit-related questions.	Intervention Complete	Intervention Complete	

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