

Consumer Assessment of Healthcare Providers and Systems (CAHPS)

Access Dental Plan (ADP) conducts the comprehensive CAHPS survey through an NCQA-certified vendor SPH Analytics and analyzes the results annually to assess member satisfaction with the health services and care received. The 2022 survey represents the fourth year the combined child Medicaid population was surveyed. There have been no changes to the child CHIP survey methodology.

Results are compared to the performance goal and to prior year results. The 2021 performance goal was to reach the 50th percentile for each composite with an emphasis on improving member satisfaction with getting needed care and getting care quickly.

Child CAHPS - Rating of Access Dental Plan

GOAL Met: Two measures met the 50th percentile goal.

1. Care from Dentist and Staff 55%
2. Care from Regular Dentist. 53%

GOAL Not Met: Several measures did not meet the 50th percentile goal.

1. Rating of child's regular dentist 48%,
2. Dentist explained things in a way that was easy for child to understand 31%,
3. Dental plan met all of child's dental care needs 43%,
4. How often satisfied with overall care provided to child by dentist 40%,
5. Dentist listened carefully to you 39%, Child got specialist appointment as soon as you wanted 18%,
6. Dental plan's customer service gave information/ help needed 14%,
7. Information provided by plan helped you find a dentist that you were happy 12%,
8. Rating of how easy it was to find a dentist 14%

OBJECTIVE: Percentage of members 0-20 years of age who had at least one dental visit during the measurement year. Our objective was to evaluate various delivery processes based on reported member satisfaction which included but was not limited to access and availability to care, and provider and specialist care.

GOAL: The overall goal was to reach the 50th percentile for each category with an emphasis on improving the scores for getting needed care and getting care quickly and access to care.

RESULTS & PROGRESS TOWARDS GOALS: Overall ADP Child CAHPS survey results for 2022 presented numerous of opportunities for improvement. Using a mixed (mail and online) survey protocol defined in HEDIS specifications, ADP Child CAHPS response rate was 4.6%, a notable decrease from the 7.4% response rate in 2021 but still below industry standards. ADP performed at the 50th percentile on two measures, with the other seven measures performing below the 50th percentile. ADP saw improved

performance on two measures – Care from Regular Dentist and Care from Dentist and Staff – though both measures continue to perform at the 50th percentile opportunities for improvement are being reviewed. ADP saw decreased performance on several measures and declined significantly with this year's results.

Child CAHPS - Would Recommend Dental Plan

GOAL Met: Two measures met the 50th percentile goal.

1. Dentists or dental staff helped child feel comfortable during dental work 53%
2. Rating of dental care 55%

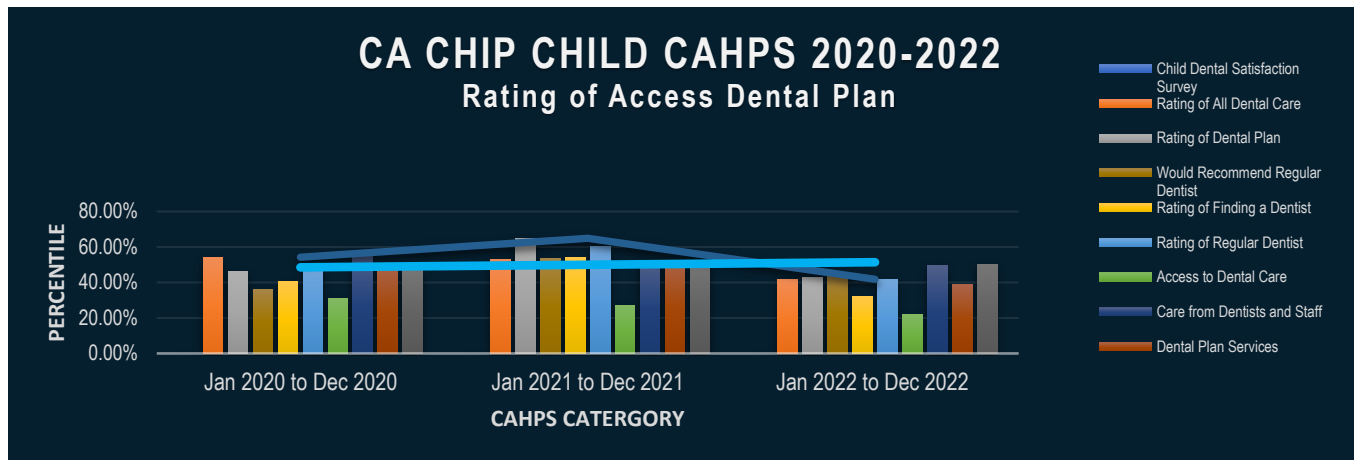
GOAL Not Met: Several measures did not meet the 50th percentile goal.

1. Rating of child's regular dentist 48%,
2. Dentists or dental staff explained what they were doing while treating child 46%
3. Dental plan met all of child's dental care needs 43%
4. Dentist listened carefully to you 39%
5. How often satisfied with overall care provided to child by dentist 40%

OBJECTIVE: Percentage of members 0-20 years of age who had at least one dental visit during the measurement year. Our objective was to evaluate various delivery processes based on reported member satisfaction which included but was not limited to access and availability to care, and provider and specialist care.

GOAL: The overall goal was to reach the 50th percentile for each category with an emphasis on improving the scores for getting needed care and getting care quickly and access to care.

RESULTS & PROGRESS TOWARDS GOALS: Overall ADP Child CAHPS survey results for 2022 presented a lot of opportunities for improvement. Using a mixed (mail and online) survey protocol defined in HEDIS specifications, ADP Child CAHPS response rate was 4.6%, a notable decrease from the 7.4% response rate in 2021 but still below industry standards. ADP performed at the 50th percentile on two measures, with the other seven measures performing below the 50th percentile. ADP saw improved performance on two measures – Care from Regular Dentist and Care from Dentist and Staff – though both measures continue to perform at the 50th percentile opportunities for improvement are being reviewed. ADP saw decreased performance on several measures and declined significantly with this year's results.



SOURCE: CAHPS® SURVEY

DASHBOARD & REPORTS: ADP is currently developing new data tools to help track and manage outcomes, the new dashboard will be produced quarterly that includes information about members with Emergency Department (ED) Visit related to dental and overall utilization rates across both LA, and Sacramento counties, cost of ED, Urgent Care (UC), and Out of Network visits rates for CHIP members. The dashboard will be used to monitor quality and outcomes by facilities to develop targeted interventions and provider collaborative partnerships.

ADP will expand five tools for tracking specific members and caseloads:

1. Treatment of care audits with auto follow up activities for children after urgent care services are rendered, we will measure overall by our Dental Home as a part of the care management oversight.
2. Super utilizers audits will be completed for members who present eight or more times within the 90-day period. This will allow ADP to identify opportunities for invention interventions to maximize engagement of members and interdisciplinary care teams.
3. Expand Provider Performance Reports that will include 100 members with the current highest utilization and member specific HEDIS is outcomes for dental measures Oral Evaluation, Dental Services (OED).
4. Measure referral submission to treatment completion for completion of treatment.
5. Measure NOA approval to claims submission for completion of treatment.

OVERALL BARRIERS

- Specialists may not be located near member zip codes.
- Analysis and review of prior authorization list needed to ensure appropriate services type requires prior authorization.
- Members may not be aware of the prior authorization process and turnaround times period.
- Members may not be aware of appointment availability standards for receiving care period.

- Managing the COVID19 response and maintaining public health safety.
- Customer service representatives may need more training on ADP availability standards.
- Survey results are not shared with providers, so they are unaware of their opportunities for improvement.

OVERALL IMPROVE → ACTION PLAN

- Utilization management program metrics monitoring
- Complete NCQA appeals mock audit to review quality against NCQA standards.
- Provider reconciliation aims to reconcile all ADP provider contracts, develop a source of truth for provider network using a new platform, and then repopulating all systems that use provider data with clean data to increase dental engagement and ease of finding specialist. Medicaid provider data and is currently testing the process you export this data to other systems. In addition, efforts are continuing to obtain and upload complete, up-to-date provider rosters to provider portals.
- The “find a provider” on the ADP website was enhanced to make it more user friendly and provide more information about providers for members.
- ADP is revising the list of services requiring prior authorization, in accordance with the Manual of Criteria (MOC), to reduce delay in providing members with needed services.
- ADP monitors Geo-access reports quarterly for deficiencies in the network. If any are found, the contract team department and network management will recruit to feel those deficiencies.
- Calls to member services are monitored for courteous and quality standards. Grievances are tracked and trended to identify any issues regarding quality of care, access to care, or provider issues among others. Customer service representatives receive routine education and training on the California Medicaid Program, Managed Care and collaborative partnerships on Medicaid redetermination marketing and reminder information such as asking members to update contact information or remind of upcoming appointments. ADP will share the customer service CAHPS survey results with member services and discuss performance improvement initiatives for implementation.
- ADP will target communication with our care management teams to address the findings of our overall surveys.
- ADP will continue to emphasize the importance of timely contacts with members and will track this performance metric using monthly data.
- Included education and articles about the importance of preventive care and screenings in the quarterly member newsletters.
- Developed and provided education to provider groups on HEDIS measure specifications and the importance of closing care gaps. Education was provided during the Provider Town Hall and during quarterly Provider Performance Meetings with each Supergroup.

FUTURE CAHPS SURVEY FEEDBACK

Regarding CAHPS Questions #17-19

ADP would like to suggest rewording the questions to align the member expectation with plan requirements. We feel the wording as is creates confusion for our members on the provider timely access requirements.

Suggested wording: (17) In the last 12 months, was your child offered a dental appointment within 4 weeks of calling the dentist? (18) replace "did your child get to see a dentist as soon as you wanted?" with "was your child offered a dental appointment within 24 hours?" (19) replace "did your child get to see a dentist as soon as you wanted?" with "was your child offered a dental appointment within 30 calendar days?"