

CORRECTIVE ACTION PLAN

Plan Name:	Access Dental Plan	Date:	6/30/2023
Contract #:	GMC (12-89341) LAPHP (13-90115)	Prepared By:	ADP Contact Center
Contact Name (1):	Liz Bishop	Contact Name (2):	Destiny Rockwood

Encounter Data Report

Issue:

DHCS reserved the contractual right to provide Access Dental Plan with a Notice of Deficiency with contractual requirements pursuant to APL 13-004, APL 15-007, APL 18-001, Exhibit A, Attachment 4, Provision B and Exhibit A, Attachment 5, Provision N, and hereby requires a Corrective Action Plan (CAP) within 30 days from the date of the electronic mail postmark of the letter (6/30/2023). ADP to provide DHCS proof of submission of full and complete encounter data for November 2022, December 2022, March 2023, April 2023, and May 2023 encounter data.

Remediation:

ADP updated our claims extract criteria to provide more accurate reporting of denied claim reason codes to improve acceptance rates of encounters. This has decreased the number of rejections due to eligibility, invalid procedure codes and duplicate submissions.

ADP built out a robust database specifically for CA encounters and responses to be able to extract data for reporting and evaluation of encounter rejections, correction, and resubmission. The database is an organized collection of all data from encounters sent as well as their corresponding responses from DHCS. This allows for trending of rejections to assist in increasing acceptance and utilization rates for ADP, as well as timely resubmission of rejections to meet Service Level Agreements.

ADP is utilizing the new EDSRF Template to communicate ongoing status of previous months rejection status. The template was also utilized for the lookback of the period in question of this finding as requested by DHCS. Additional information of the utilization of the EDSRF Template and process can be found in the CA Encounter SOP provided with this response.

An EDSRF spreadsheet outlining 17,888 encounters identified as unaccounted for was received from DHCS after the corrective action plan was delivered. The 17,888 identified by DHCS as Total Unaccounted for was determined by adding the Denied (Rejected) Encounters and the Voids less the Replaced encounters. With inclusion of the voids, it is duplicative as they are accounted for elsewhere. ADP has determined that the number of unaccounted for encounters that need to be tied out should be 9,565. The number was determined by subtracting the 76,722 accepted encounters from the 86,287 submitted. Detailed analysis has been completed and can be seen in the DHCS Cap Response 2023_AccessDental_EDSRF_202301 document provided with this response. A summary of the completed analysis is as follows:

	Resubmitted	
0x000CC	8441	duplicate rejections sent as void and accepted
0x0012F	218	encounter resubmitted with correct ICN and accepted
	8659	
	Not Resubmitted	
0x00068	149	eligibility rejection, Claim denied by ADP no need resubmit
0x00069	20	eligibility rejection, Claim denied by ADP no need resubmit
0x0006A	504	eligibility rejection, Claim denied by ADP no need resubmit
0x001C2	71	procedure code rejection, claim denied by ADP no need resubmit
0x00222	58	claim number not unique, unable to resubmit encounter for correction
0x0012E	104	encounter already voided, unable to resubmit
	906	

In regards to utilization, ADP is validating encounter files to our weekly claim paid reports prior to submission to DHCS to ensure that all claims are delivered to DHCS wholly and accurately.

References:

- **DHCS Cap Response 2023_AccessDental_EDSRF_202301** – DHCS identified unaccounted for encounters and APD responses
- **CA Encounter SOP** – ADP Standard Operating Procedures for Encounters

Key Milestones:

- ADP updated our claims extract criteria on May 5, 2023.
- ADP built out a robust database specifically for CA encounters and responses, which was completed June 30, 2023.
- ADP is utilizing the new EDSRF Template to communicate ongoing status of previous months rejection status effective July 14, 2023, for June 2023's encounter data submission.
- Beginning in May 2023, ADP validates encounter files created to our weekly claim paid reports prior to submission to DHCS to ensure all data is captured wholly and accurately.

Success Measure:

Enclosed reports include November 2022, May 2023, and June 2023 denied/rejected encounter statuses for remaining rejections. These have all been submitted to DHCS around 12PM PST on July 27, 2023. For December 2022, March 2023, and April 2023's encounter data reconciliation, these months are current as of today's date with no rejections on file.

Please Do Not Write Below This Line

MDSD Approval:		Management Approval:	Adrianna Alcala-Beshara
MDSD Denied:	David Ferber		
Reviewed By:	Amber Pulley		

MDSD Comments:

Please see letter **RE: RESPONSE TO ACCESS DENTAL PLAN'S REVISED CORRECTIVE ACTION PLAN FOR ENCOUNTER DATA SUBMISSIONS** dated September 29, 2023.