

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
<p>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.</p>
<p>Recommendation: 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. 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. For utilization, ADP is now validating each adjudication cycle to the encounter files created, to ensure that all claims are sent to DHCS.</p>
<p>Key Milestones:</p> <ul style="list-style-type: none"> • 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 on July 3, 2023, ADP is validating on a weekly basis each adjudication cycle to the encounter files created.
<p>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.</p>

Please Do Not Write Below This Line

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

MDSD Comments:

See letter RE: RESPONSE TO ACCESS DENTAL PLAN'S CORRECTIVE ACTION PLAN FOR ENCOUNTER DATA SUBMISSIONS dated August 18, 2023.