

Managed Care Data Quality Monitoring Webinar

Dental Data

Introduction

Dr. Eugene D. Stevenson III

Managed Care Plan Data Support Branch Chief

DHCS Data Philosophy

» DHCS Managed Care Data Philosophy

- Completeness, Accuracy, Reasonability and Timeliness (C.A.R.T.)

» Expectations

- 3Cs: Communication, Collaboration, Coordination

Questions & Answers

- » For **GENERAL** questions, please submit your question to the WebEx Q & A message box and please ensure that your questions are visible to all participants, as opposed to sending a private chat to the host.
- » For **SPECIFIC** questions, please reach out to your Data Mailbox as will be instructed.

Agenda

Amy Peterson, MPA

Managed Care Data Support Section Chief

Agenda

- » Data Quality Monitoring Objectives
- » Dental Managed Care (DMC) Data
 - Dental Data Overview & Requirements
 - 274/837 Submission Process
- » Dental Data Quality Monitoring
- » Communication
- » Next Steps

Data Quality Monitoring Objectives

- » Receive and Review Electronic Data Interchange (EDI) Transaction data from Managed Care Plans (MCPs), Counties, and Post Adjudicated Claims and Encounters (PACES)
- » Monitors the Completeness, Accuracy, Reasonability and Timeliness (C.A.R.T.) of EDI Transaction Data

C.A.R.T. Dimensions

Quality Dimension	Description
Completeness	Checks for missing, surplus, or duplicate data For instance, the site data should report all the essential details like valid city, county code, Site OSHPD IDs, etc.
Accuracy	Checks for typos and questionable records For example, site email addresses that use forbidden characters, dummy addressees, multiple and misspelled addresses are flagged
Reasonability	Checks if the data is valid and plausible For example, the number of distinct organization names reported in the 274 must be exactly 1 and must correspond to the MCP submitting the file, not any of its subnetworks
Timeliness	Checks for timely submission of data The submission date and time is taken from the most recent submission that was accepted before midnight on the submission day

Dental Managed Care (DMC) Data

Linh Le

Program Operations and Reporting Branch Chief

Medi-Cal Dental Overview

- » Fee-For-Service
- » Dental Managed Care (DMC) Plans –
 - Sacramento County – mandatory enrollment
 - Los Angeles County – optional enrollment
- » Medical Managed Care Plans – Health Plan of San Mateo, Programs for All Inclusive Care for the Elderly (PACE), and Senior Care Action Network (SCAN) plans.

Dental Data Requirements

» Data and Systems Requirements

- [DMC Plan Contracts](#) – Exhibit A, Attachment 4
- Federal Regulations - 42 CFR 438.242

» All Plan Letters (APL)

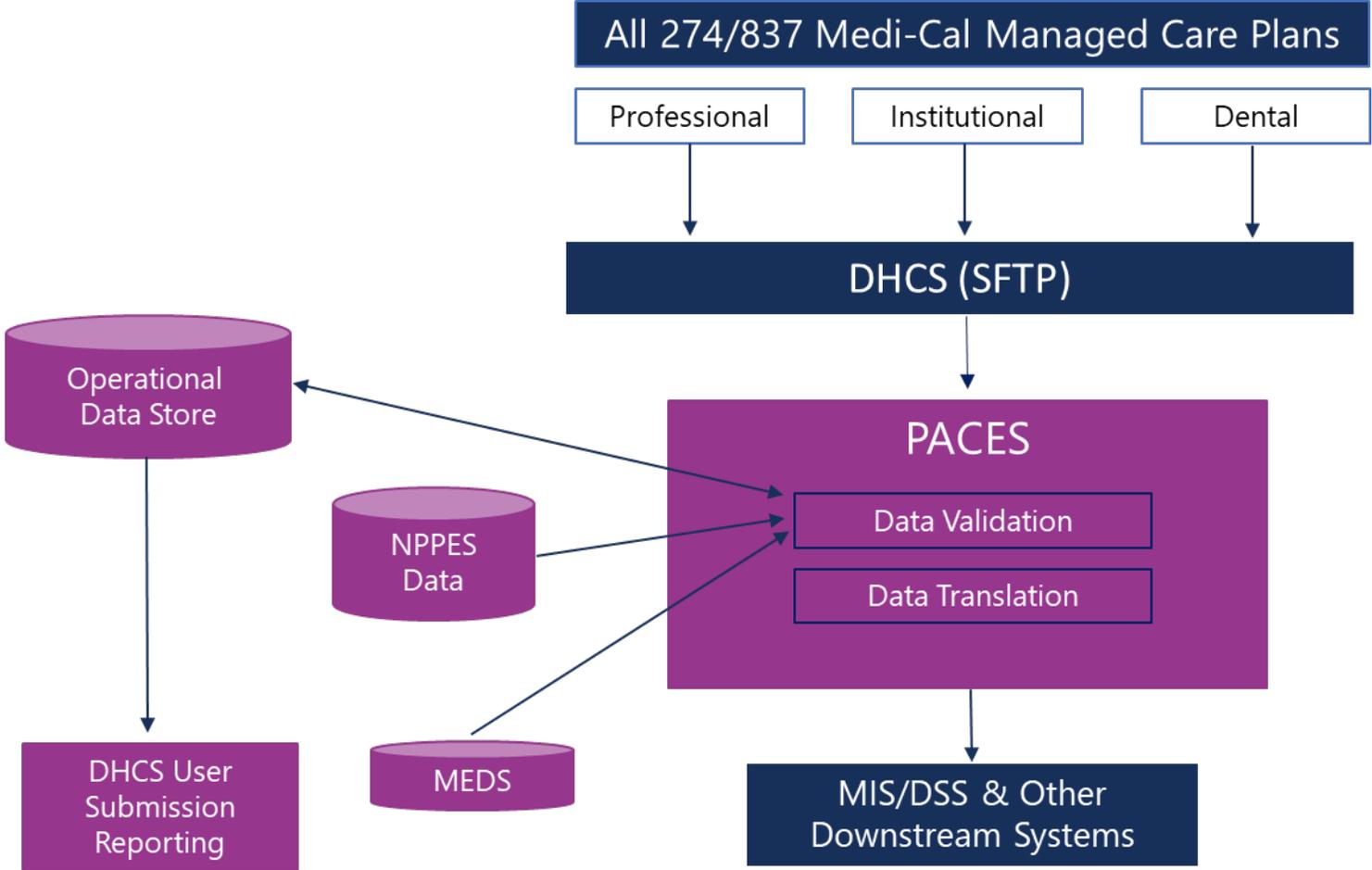
- [APL 15-007](#) - transition to Post Adjudication Claims and Encounter Data Systems (PACES)
- [APL 18-011](#) - uses of the Encounter Data Submission Reconciliation Form (EDSRF)
- [APL 19-004](#) - uses of the 274 electronic X12 standard format for submission of Provider Network Data

» Companion Guides

Dental Data Submission Frequency

- » 274 Dental Provider Network and 837 Dental Claims Encounter data
 - Files are due by the 10th of every month to the DHCS PACES system
 - Encounter Data Submission Reconciliation Form (EDSRF) is due by the 15th of the month following the month of submission to PACES, e.g., February 15th for January data

DMC Plans Submission Flow



274/837 Submission Process

- » Data must be submitted through the DHCS SFTP site.
- » DMC Plan personnel are granted access to upload data to the SFTP.
- » Folder structures in the SFTP cannot be changed in any way, as this will disrupt file processing.

274/837 Submission Process (cont.)

- » Each DMC Plan has a set of two SFTP folders: one for test and one for production submissions.
- » Each SFTP folder includes "Submit" and "Response" folders. DMC Plans must submit data files by placing them in the "Submit" folder.
- » Once a file has been successfully processed, the files will be automatically removed from the "Submit" folder.

274/837 Submission Process (cont.)

- » A Validation Response File (VRF) will be returned to each DMC Plans' "Response" folder for each submitted data file.
- » If a file is rejected, the VRF will include information on the errors that occurred within the file.
 - A rejected file must be corrected and submitted as a new file by the 10th of the month following the reporting month, e.g., February 10th for January data.
 - The file cannot be corrected at the record level; an entirely new file must be submitted.

Common Data Submission Errors

- » Incorrect File Names: Filenames must strictly follow the naming convention outlined in both the 837 Dental and Dental 274 Companion Guides. **Please consult the relevant section in each guide for further details on these file naming conventions.**
 - Common naming errors include using an underscore “_” in the plan name
 - Example: “Plan_Name” instead of a dash “Plan-Name” (please note the dash is not required).
 - Conversely, using a dash '-' where an underscore is required is a common mistake
 - 837D file name examples: XXXXX—X_HHH_837D_MCE_YYYYMMDD_NNNNN.dat
 - MYHEALTHPLAN_678_837D_MCE_YYYYMMDD_NNNNN.dat OR
 - MYHEALTH-PLAN_456_837D_MCE_YYYYMMDD_NNNNN.dat
 - 274 Dental file name example: MYHEALTHPLAN_678_274D_20171002_00001.dat
- » Every NPI reported in the 274 file is required to be found in CMS NPPES database

Future Monitoring

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Managed Care Plan Data Support Branch Chief

Future Monitoring Overview

- » 274 & 837 Dental Data Quality Monitoring Status
 - Quality checks in PACES
- » Future plan for 274 Dental Data Quality Monitoring
 - Monthly Data Checks
 - Semi-Annual Data Checks
 - SRF JSON file submission
- » Future plan for 837 Dental Data Quality Monitoring
 - Quality Measures for Encounter Data (QMED) Report Cards

Future Monitoring Status

» Quality checks in PACES

- Editing to the data to ensure data meets the requirements specified in the 274 Dental Companion Guide
- 274 & 837 file will be rejected if any edits fail for required data elements (e.g., dental provider name, address, unique identifier)

Future Plan for 274 Dental Data: Monthly Data Checks

- » Each month, the data quality analyst team performs data quality checks on the 274 dental files submitted by plans
- » Each plan receives a report summarizing the results
- » The reports consider the submission timeliness of the 274 dental file in addition to several types of data quality measures related to reasonability, completeness, and accuracy of the 274 dental data.
- » Each check has an identifier in the format MDCxxx, where xxx is a three-digit number.
- » The first digit of the number reflects what type of calculation determines the score.

Example of Monthly Data Checks Report

Check Code	Check Name	Percentage of Plans that passed check
MDC000	Submission Timeliness	100%
MDC101	Organization Name	100%
MDC202	Safety Net Provider (SNP) Site Count	96%
MDC301	Site Email Addresses	100%
MDC302	Site County Codes	100%
MDC303	Site and Provider Member Counts	92%
MDC305	Site City Spelling	100%
MDC308	Site Telehealth Indicators	96%
MDC401	Change in Number of Distinct Site NPIs	96%
MDC402	Change in Number of Distinct Provider NPIs	92%
MDC403	Transactions and Subnetworks Counts	88%
MDC404	Sees-Children Indicator Distribution	92%
MDC405	Telehealth Indicator Distribution	96%

Future plan for 274 Dental Data: Semi-Annual Data Checks

- » The Semi-Annual Data Check (SDC) serves as a way for the data quality team to identify whether plans have corrected deficiencies identified in the DMCs.
- » January 2023 data (February 2023 submission) through June 2023 data (July 2023 submission)
- » Checks are similar to the MDC metrics and use the MOST RECENT submission for any particular month's data, to make sure that data deficiencies have been corrected

Future plan for 274 Dental Data: Submission Reconciliation Form (SRF)

- » Has multiple data sections
- » SRF contains submission details about all accepted 837 and 274 files
- » This is a JSON file and is submitted to PACES which will eventually replace the Excel spreadsheets
- » Due by the 15th of the month (unlike 837 and 274 files, due by the 10th)

Future plan for 274 Dental Data: Submission Reconciliation Form (SRF)

- DMC Plans should not include any rejected files in the SRF - Otherwise, the submitted file will be rejected
- DMC Plans are expected to review all SRFs for warning messages, even when the file is accepted
- DMC Plans should rectify any discrepancy warning messages and resubmit the file

Future plan for 837 Dental Encounter Data: Quality Measures for Encounter Data (QMED) Report Cards

- » Quality Measures for Encounter Data (QMED) defines encounter data quality.
- » The QMED is a quarterly report card based on a series of metrics that evaluate DMC Plans' performance based on four quality dimensions – C.A.R.T.
 - Data Completeness
 - Data Accuracy
 - Data Reasonability
 - Data Timeliness

Communication

Amy Peterson, MPA

Managed Care Data Support Section Chief

Communication

- » Data group mailboxes
 - 274 Dental Provider & 837 Encounter: DMCdeliverables@dhcs.ca.gov
 - Documentation Center Access requests: DataExchange@dhcs.ca.gov
 - Webinar: MCDSS@dhcs.ca.gov
- » If the message is urgent, please mark [URGENT]

Next Steps

DHCS Data Collection Status

EDI Data Transaction type	Status
Medi-Cal Managed Care Provider Network data (274 Medical MCP)	In production
County Mental Health Plan 274 Provider Network Data (274 MHP)	Counties are being Phased in (90% counties in production)
274 Drug Medi-Cal ODS data (274 DMC-ODS)	DMC-ODS plans must be in production by March 2024
Dental Managed Care Plans 274 Provider Network Data (274 Dental)	In production
BH – Short Doyle	In production
Encounter data	In production
MCPD/PCPA JSON file expansion	In production

Webinar Schedule

Month	Focus on
January	Semi Annual Data check; Connected to CAPs
February	BH Short Doyle
March	Qualitative Data Templates
April	Annual Address
May	274 Medical Managed Care Provider Data
June	274 MHP

Webinar Schedule (cont.)

Month	Focus on
July	Semi Annual Data check; Connected to CAPs
August	Encounter
September	Dental Data: Dental Managed Care 274 and Encounters
October	Monthly Data Check
November	274 DMC-ODS
December	MCPD/PCPA files and expansion

DHCS Quality Webinar Series webpage



Services Individuals Providers & Partners Laws & Regulations Data & Statistics Forms & Publications Search

Quality Measures & Reporting

DHCS monitors the quality of care provided to its members in a number of ways. Below are links to different types of reports that have been developed to monitor DHCS programs and the quality of care provided to our members.

Quality Webinar Series

The resources below provide materials and webinar information related to the quality of managed care data.

- [Managed Care Data Quality Monitoring Webinar Series](#): DHCS is currently hosting a monthly webinar series to improve quality monitoring of Managed Care Data.
- [Frequently Asked Questions \(FAQ\)](#)
- [DHCS Documentation Center \(DDC\)](#): The DDC is our solution for sharing Companion Guides and other Managed Care docs and artifacts used by trading partners (MCPs). The PACES, CAPMAN, MCPD and PCPA Companion Guides and other docs and artifacts are posted here and are available to trading partner staff. Access to the DDC is available to trading partners upon request. Access requests can be sent to dataexchange@dhcs.ca.gov.

Quality Measures

The reports below provide quality measures based on administrative and clinical data such as the Healthcare Effectiveness Data and Information Set (HEDIS) measures and self-reported data such as the Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys.

- [Dashboard Initiative](#): DHCS is developing a comprehensive dashboard initiative to strengthen public reporting practices throughout the department while improving transparency and accountability.

» DHCS -> Data & Statistics -> Reports -> Quality Measures and Reporting

<https://www.dhcs.ca.gov/dataandstats/Pages/Quality-Webinar-Series.aspx>

Resources



Services Individuals Providers & Partners Laws & Regulations Data & Statistics Forms & Publications Search

Managed Care Data Quality Monitoring Webinar Series

This monthly webinar series will allow for continued discussion on the status of Managed Care Data Quality Monitoring, which is currently underway at DHCS. Additionally, it will allow for ongoing plan on the development of the necessary changes of the Managed Care Data Quality Monitoring. This discussion will include on the Quality Monitoring Process of 274 Physical Health Medi-Cal Managed Care Provider Data, Dental Data, Mental Health Plan Data, Drug Medi-Cal Organized Delivery System Data, Encounter Data, and Behavioral Health Short Doyle Data.

Please contact MCDS@dhcs.ca.gov to be invited to this webinar series.

Next webinar: September 27, 2023 at 10 a.m. (274 Dental Data)

For frequently asked questions, please see the [DHCS Managed Care Data Quality Monitoring Frequently Asked Questions](#) page.

For a list of common abbreviations and definitions, please see the [Managed Care Data Quality Webinar Glossary](#) page.

2023-24 Webinar Schedule

Month	Topic	Webinar Date	Additional Materials
April	Annual Address	4/24/2023	Presentation Slides
May	274 Medical Managed Care Provider Data	5/24/2023	Presentation Slides
June	274 Behavioral Health / Mental Health Program Data	6/28/2023	Presentation Slides
July	Semi-Annual Data Checks	7/26/2023	Presentation Slides
August	Encounter Data	8/30/2023	Presentation Slides
September	274 Dental Data	9/27/2023	Available October 2023
October	Monthly Data Check	10/25/2023	Available in November 2023

» Webinar Series Webpage

- Recording/script, PPT slides deck
- Upcoming Webinar schedule
- Frequently Asked Questions page
- Glossary page
 - [Quality-Webinar-Glossary \(ca.gov\)](#)

Glossary

Abbreviation	Definition
APL	All Plan Letter
DMC	Dental Managed Care Plans
DMC-ODS	Drug Medi-Cal Organized Delivery Systems
EDI	Electronic Data Interchange
MCPD/PCPA	Managed Care Program Data / Primary Care Provider Assignment
MCPs	Medi-Cal Managed Care Providers

Glossary (cont.)

Abbreviation	Definition
NPPES	National Plan & Provider Enumeration System
PACES	Post-Adjudicated Claim and Encounter System
QMED	Quality Measures for Encounter Data
SFTP	Secure File Transfer Protocol
SRF	Submission Reconciliation Form

Questions ?

Thank you!

