

# Medi-Cal Dental Los Angeles Stakeholder Meeting

May 14, 2024  
1:00 p.m. – 3:00 p.m.

# Agenda

- » Medi-Cal Dental Updates
- » Outreach Updates
- » Stakeholder Topics
- » Open Forum

# Medi-Cal Dental Updates

- » Dental Managed Care Contract
- » Dental Managed Care Procurement
- » Consumer Assessment of Healthcare Provider and Systems Survey
- » Medi-Cal 2020 Waiver, Dental Transformation Initiative
- » California Advancing and Innovating Medi-Cal (CalAIM) 1915(b) Monitoring Requirements
- » CalAIM Oral Health Initiatives
- » Proposition 56
- » Teledentistry
- » Community Health Worker
- » Children's Presumptive Eligibility
- » Sealants for a Healthy Smile Campaign
- » Current Dental Terminology 24
- » Fiscal Intermediary-Dental Business Operations
- » Medi-Cal Dental Webpage Updates
- » Provider Application and Validation for Enrollment Updates
- » Medi-Cal Dental Manual of Criteria
- » Medi-Cal Dental Los Angeles Fact Sheet

# Dental Managed Care Contract

- » 54-month operations
- » Quality Improvement and Oral Health Equity Transformation Program
- » Accountability and Compliance

# Dental Managed Care (DMC) Procurement

- » August 3, 2023: DMC Request for Proposal (RFP)
- » May 21, 2024: Notice of Intent to Award
- » May 28, 2024: Appeal Deadline
- » May 29, 2024: Proposed Contract Award Date
- » June 12, 2024: Proposed Contract Execution Date
- » January 1, 2025: Proposed Operations Period Commencement Date

# Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey

- » SPH Analytics
- » Key Drivers of Satisfaction
- » Trends Analysis for Survey Years: 2020, 2021, and 2022
- » Survey Results:
  - Ensure member satisfaction
  - Monitor and improve quality of services
  - Plan for improvement

# **Medi-Cal 2020 Waiver**

## **Dental Transformation Initiative (DTI)**

# California Advancing and Innovating Medi-Cal (CalAIM)

# **California Advancing and Innovating Medi-Cal (CalAIM) Oral Health Initiatives Performance Fact Sheet**



# Proposition 56 Supplemental Payments as of February 29, 2024

» Fiscal Year

» 2022-23

» \$605.0 Million Total

- FFS: \$571.5 million
- DMC: \$33.5 million

» Fiscal Year

» 2023-24

» \$376.4 Million Total

- FFS: \$353.5 million
- DMC: \$22.9 million

# Teledentistry

- » Teledentistry Survey Update
  - Find-A-Dentist
  - Emergency Department Outreach
- » Dental Managed Care Plans Teledentistry Services
  - Teledentistry by video or phone
  - 24 hours a day, 7 days a week

# Community Health Worker (CHW)

- » DHCS Policy to Pathway
- » State Plan Amendment 24-0016

# Children's Presumptive Eligibility (CPE)

## » Medi-Cal Dental Providers

- July 1, 2024
- Providers will have to meet qualification standards to become qualified CPE providers



**BRUSH,  
FLOSS,  
SEAL!**

**Protect your children and youths  
from cavities with sealants.**

Medi-Cal Dental covers sealants for  
children and youths under the age of 21.



**Medi-Cal Dental**



**smile,  
CALIFORNIA™**

MEDI-CAL HAS DENTAL COVERED

Teens  
Managers who take care of  
their mouth are more likely  
to enjoy healthy gums and  
teeth as an adult.



smile,  
CALIFORNIA  
MEDI-CAL HAS DENTAL COVERED  
SmileCalifornia.org

smile,  
CALIFORNIA  
MEDI-CAL HAS DENTAL COVERED  
SmileCalifornia.org

MEDI-CAL HAS DENTAL COVERED

Its  
Re... care for  
se... event  
... health

Caring for your  
baby's smile  
begins the  
moment they  
are born.

No matter your  
age, you can  
keep your mouth  
healthy, strong,  
and pain-free.

WWW.SMILECALIFORNIA.ORG

WWW.SMILECALIFORNIA.ORG

# Current Dental Terminology (CDT) 24

## » D2989: Restorative Service

- Excavation of a tooth resulting in the determination of non-restorability

## » D6089 Implant Service

- Accessing and retorquing loose implant screw

## » D9957 Sleep Apnea

- Screening for sleep related breathing disorders

# **Fiscal Intermediary - Dental Business Operations (FI-DBO)**

**May 13, 2024**



# Upcoming Updates to Medi-Cal Dental Webpage

- » Provider Directory Updates
- » Care Coordination Form
- » Electronic Data Interchange (EDI)
- » Provider Portal
- » Voice Interactive Response (IVR) System

# Provider Application and Validation for Enrollment (PAVE) Updates

- » Medi-Cal Dental PAVE Concierge Service
  - PAVE Deficiency Letter
  - PAVE Concierge Service: (888) 284-0623
- » Registered Dental Hygienist (RDH)
  - RDH, Extended Functions (RDHEF)
  - RDH, Alternative Practice (RDHAP)

# Medi-Cal Dental

- » Manual of Criteria
- » Diagnostic General Policies
- » Radiograph Exemption

# Medi-Cal Dental

## Los Angeles Stakeholder Fact Sheet

# Medi-Cal Dental

## Outreach Updates

# Medi-Cal Dental Fee-for-Service (FFS) Provider and Member Outreach

- » Member Outreach
- » Smile, California
- » Provider Outreach

# Community Engagement Materials

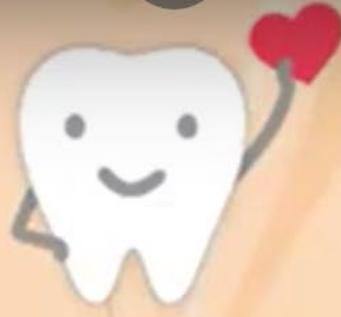
- » Benefits
- » Oral Hygiene Instruction
- » School Age Children
- » Elderly Population
- » Pregnancy
- » Nutrition
- » Teledentistry
- » Access (Transportation and Translation)
- » Early Childhood Caries
- » Emergency Service Intervention
- » Special Health Care Need Population
- » Whole Person Care



# 2024 Q1 Community Events

- » 2 Virtual Member Presentation: non-underserved counties
- » 6 In-Person Member Presentations: non-underserved counties
- » 11 Virtual Meetings: underserved counties
- » 34 Virtual Meetings: non-underserved counties
- » 1 In-Person Meeting: non-underserved county
- » 2 In-Person Community Events: underserved counties
- » 18 In-Person Community Events: non-underserved counties
- » 384 Agencies contacted: underserved counties
- » 2,206 Agencies contacted: non-underserved counties
  - In-Person contacts: 96





---

# **Celebrate the Love in Every Child's Smile**

**National Children's Dental Health Month 2024**

---

# Smile, CA Updates

## » 2024 Q1

- 2,340,502 visits to *Smile, CA*
  - 1,569,912 unique users
  - 1,197,076 "Find a Dentist"
  - 317,750 Downloads

## » October 2023 to March 2024

- 255,573 New Visitors to SmileCalifornia.org and SonrieCalifornia.org
- 8 Smile Alert emails
- 844 Smile Alert subscribers
- 12,685 pieces of materials distributed to 15 organizations



# Provider Outreach

## » 2023 Provider Outreach

- 5,316 Billing Service Locations: Accepting New Patients
- Los Angeles: 2,075 Billing Service Locations: Accepting New Patients

## » Annual Provider Directory Refresh Campaign

- Los Angeles: 2,372 Letters Mailed

## » Provider Recruitment Los Angeles County

- 2023 Q4: Rendering Providers and 12 New Service Locations
- 2024 Q1: 10 Rendering Providers and 12 New Service Locations

# Provider Outreach Updates

## Provider Trainings and Seminars

### » 2024 Q1:

- Basic Seminars: 207 Providers Attended
- Advanced Seminars: 239 Provider Attended

### » Provider Relations Team:

- Personalized Training
  - 4 Virtual
  - 4 In-Person

# Dental Managed Care (DMC) Provider and Member Outreach



# Stakeholder Topics



# Open Forum

- » Questions or comments?
- » You may also email [dental@dhcs.ca.gov](mailto:dental@dhcs.ca.gov) with questions or comments.



**Medi-Cal Dental Los Angeles  
Stakeholder Meeting  
November 12, 2024**

