



Connecticut Department of Social Services

--Caring for Connecticut--

Presentation to the Medicaid
Managed Care Council

May 14, 2010



Medicaid Managed Care Council

May 14, 2010

Participating Dental Providers and Program Update

as of April 30, 2010

- FFY 2008 (10/1/07 - 9/30/08) children's dental utilization rate was 36.7%
- Compared to the 2009 "Ever Eligible" population the rate has increased to 42.4% or a 15.5% increase
- This compares closely to the national rate for all children (Medicaid and non-Medicaid) of 45.4%¹

CTDHP 2009 Unduplicated Utilization		
All Clients, All Products		
	Ever	Continuously
Adults (21+)	Eligible	Eligible
Clients	329,199	193,635
Utilizers	96,685	69,172
% Utilization	29.4%	35.7%
	Ever	Continuously
Children (<21)	Eligible	Eligible
Clients	307,945	191,238
Utilizers	130,701	99,444
% Utilization	42.4%	52.0%

¹ 2004 Medical Expenditure Panel Survey conducted by the U.S. Department of Health & Human Services

Participating Dental Practitioners

as of April 30, 2010

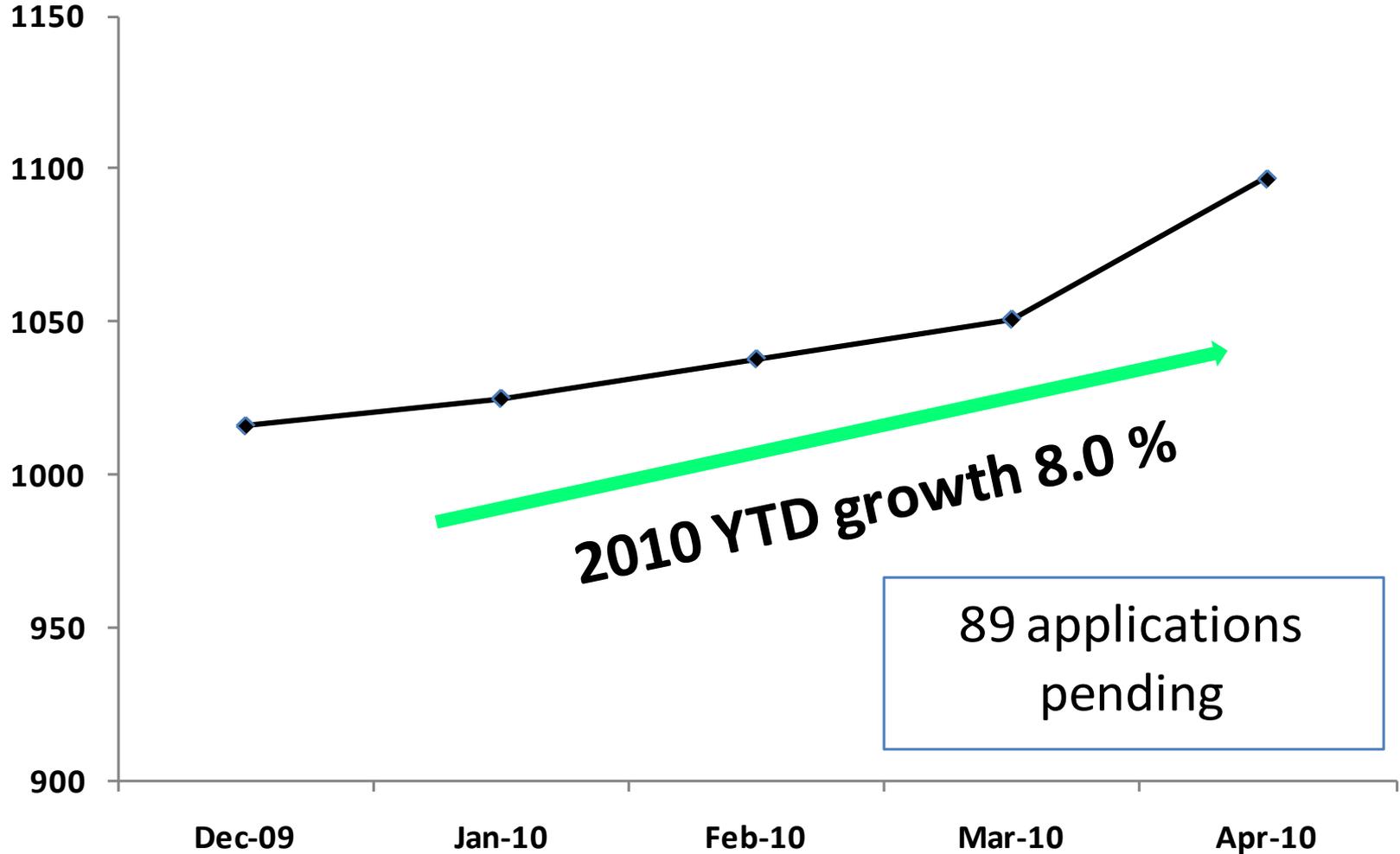
County	Endo	General	Oral	Ortho	Pediatric	Perio	Hygienists	Totals
		Dentists	Surgeons		Dentists			
FAIRFIELD, CT	4	164	11	6	20	0	23	228
HARTFORD, CT	5	232	28	22	30	0	26	343
LITCHFIELD, CT	0	34	2	1	3	0	0	40
MIDDLESEX, CT	0	37	1	1	8	0	10	57
NEW HAVEN, CT	3	174	28	12	19	0	11	247
NEW LONDON, C	1	40	3	2	6	0	6	58
TOLLAND, CT	0	24	1	3	2	0	0	30
WINDHAM, CT	0	28	0	1	0	0	4	33
Out of State		59		2				
Totals	13	792	74	50	88	0	80	1097

Participating Dental Service Locations

as of April 30, 2010

County	Endo	General	Oral	Ortho	Pediatric	Perio	Totals
		Dentists	Surgeons		Dentists		
FAIRFIELD, CT	1	110	8	11	10	0	140
HARTFORD, CT	2	158	16	18	19	0	213
LITCHFIELD, CT	0	31	4	2	2	0	39
MIDDLESEX, CT	0	20	1	2	5	0	28
NEW HAVEN, CT	4	107	14	12	11	0	148
NEW LONDON, CT	1	21	2	3	4	0	31
TOLLAND, CT	0	16	3	2	2	0	23
WINDHAM, CT	0	15	2	2	0	0	19
Totals	8	478	50	52	53	0	641

Participating Dental Practitioners through April 2010



FQHC	Adult New Patients	Adult Established Patients (routine care)	Child New Patients	Child Established Patients (routine care)	Providers within 5 miles Accepting New Adults/Children
Dental Center of Stamford	1w	1w	1w	1w	29
UCFS	2m	1-2w	1w	1w	11
Generations Health Center	1w	1w	1w	1w	4
CHC of Old Saybrook	WL	2w	2w	2w	6
CHC of New Britain	2-3w	1w	2-3w	1w	26
CHC of New London	2-3w	1-2w	2-3w	1-2w	11
Hill Health Center	3w	1w	3w	1w	29

Statewide FQHC Access and Availability

as of 3/31/2010, slide 2 of 3

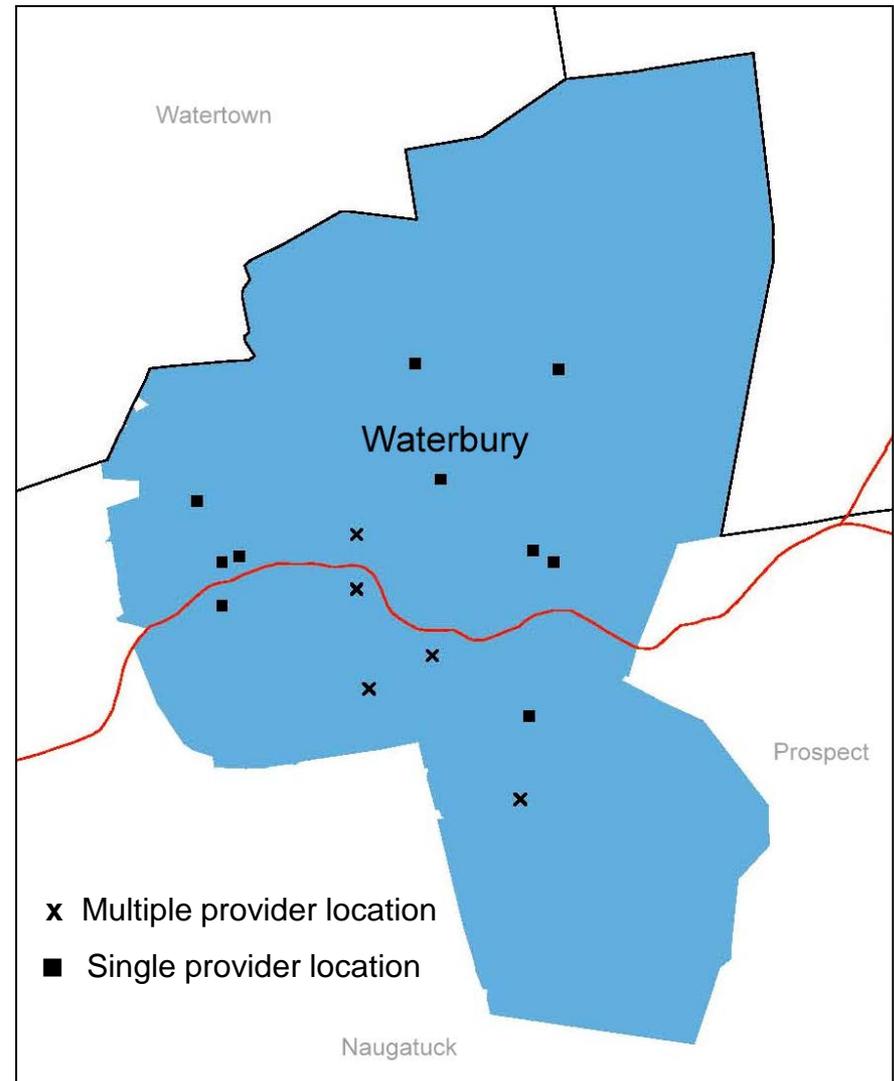
FQHC	Adult New Patients	Adult Established Patients (routine care)	Child New Patients	Child Established Patients (routine care)	Providers within 5 miles Accepting New Adults/Children
Charter Oak Health Center	3w	3w	3w	3w	23
Bridgeport CHC	1m	1m	1m	1m	36
Southwest CHC	1m	1m	1m	1m	36
Optimus Health Care	1-2m	1w	1-2m	1w	36
Hill Health Center	1-2m	1w	1-2m	1w	11
East Hartford CHC	1-3m	1-2m	1-3m	1-2m	24

Statewide FQHC Access and Availability

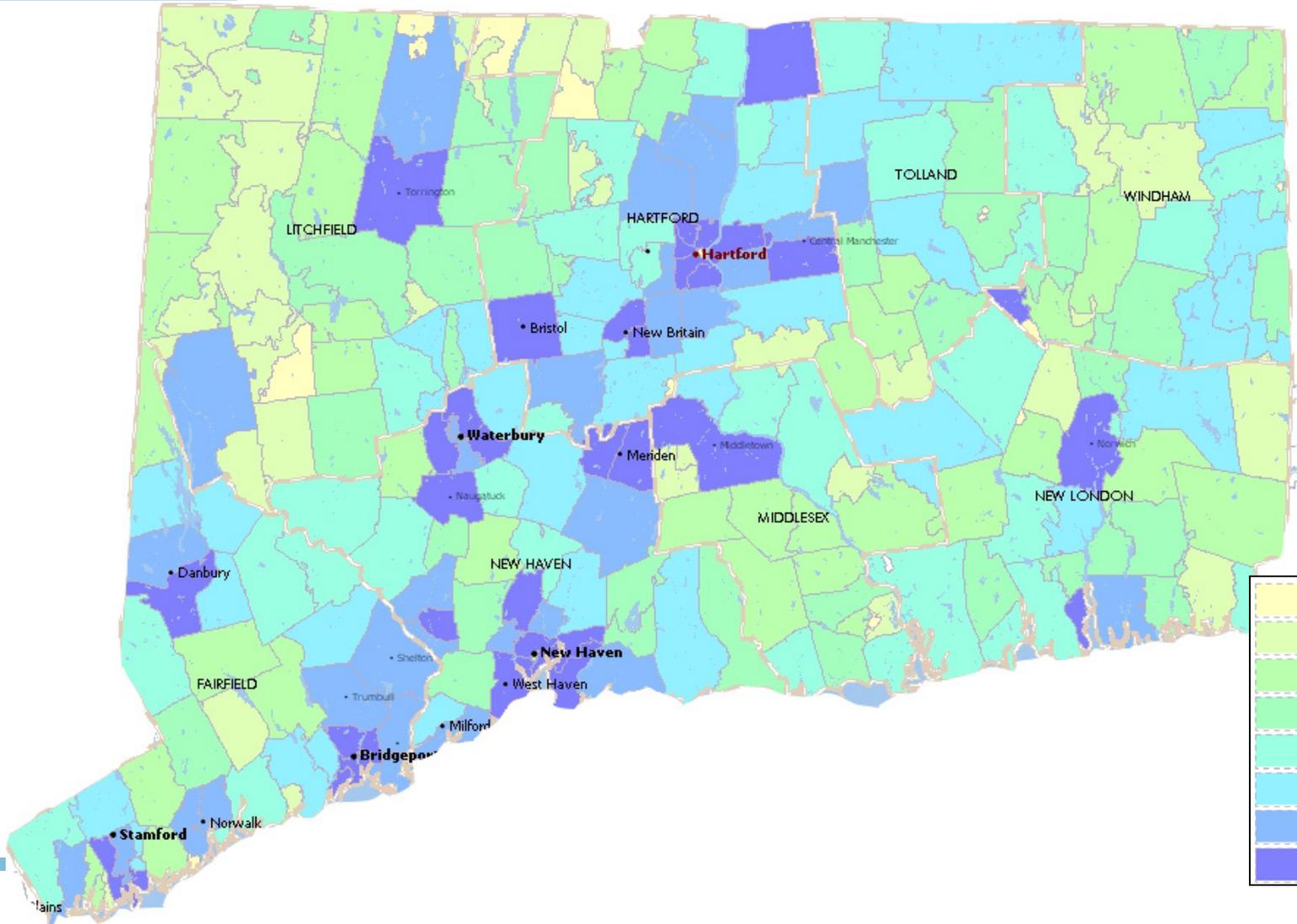
as of 3/31/2010, slide 3 of 3

FQHC	Adult New Patients	Adult Established Patients (routine care)	Child New Patients	Child Established Patients (routine care)	Providers within 5 miles Accepting New Adults/Children
UCFS	2-3m	2-3m	2-3m	2-3m	11
CHS	2-3m	2-3m	2-3m	2-3m	23
Staywell CHC	3-6m	2w	3-6m	2w	25
CHC of Meriden	WL	2m	WL	2m	6
CHC of Middletown	WL	3w	WL	3w	13

- FQHC wait time for new patients: 3-6 months
- FQHC wait time for existing patients: 1-2 weeks
- 30 other available providers in 14 locations, all within 5 miles of the Waterbury area, 25 of which have open panels for adults and children
- **If clients contact the CTDHP we will find the nearest available provider with no/short wait time.**



2009 Services Paid by Area



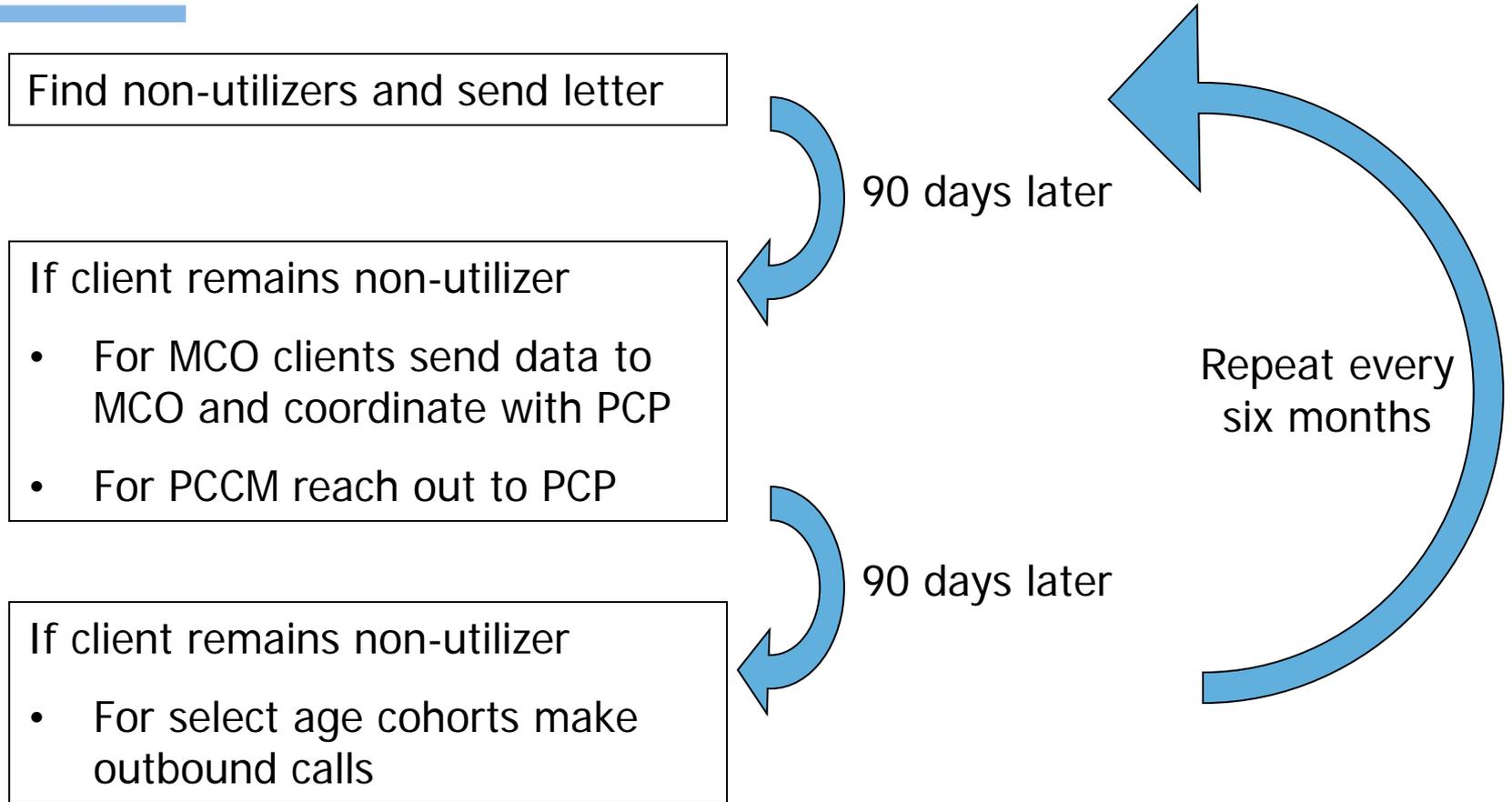
- 2009 mystery shopper was performed internally by CTDHP
- As required by the Carr vs. Wilson -Coker lawsuit settlement, an external entity for mystery shopper required
- Contracted with United Way / 211 to perform 2010 mystery shopper survey to measure:
 - Accuracy of the provider network
 - Appointment availability and wait time
 - Open/closed panels of providers
- Results will be reported in July 2010

If you or your staff are contacted by a HUSKY, SAGA or FFS Medicaid client regarding dental services, please have them contact the CTDHP call center.

866-420-2924

24 hours a day, 7 days a week

Non-Utilizer / EPSDT Outreach Activity



- Mailed non-utilizer letters to 284,000 clients in November 2009

- 47,000 of those clients had a dental service, or 16.2% (within 120 days)
- Next stage of outreach to begin on remaining non-utilizers

90 days later



Will monitor ROI of activities and determine most effective methods of outreach and client follow-up

- 234 Facilities accepting Medicaid
- Outreach Letter sent to each facility in March
 - Explained CTDHP is the Dental Program for their residents
 - Explained services available (referrals, appointment assistance, transportation, Care Coordination, etc.)
 - Provided the CTDHP Call Center number and hours
 - Provided the name/phone number of the Dental Health Care Specialist (DHCS) for their region

- **Follow-up Telephone Calls by DHCS**
 - Reiterated the points in the letter
 - Offered assistance
 - Answered questions
 - Gave referrals to local dentists or clinics on request
- **Results of Calls**
 - Positive response from Administrators
 - All facilities have some form of in house or office arrangements for residents' dental care
 - Thankful for additional assistance

- Identified 2,450 clients who were under the age of 21, enrolled in MAP as of January 2010 and had specific diagnostic codes
- Determined which clients were non utilizers of dental services
- Outbound phone call made by Customer Service Representatives during “down time”
- Follow up letters will be sent out to care givers who fail to have a dental claim in the forthcoming six months

Prenatal Outreach Initiative

2009 Closed Cases

Received

April 17, 2009 –December
31, 2009

2,624 Closed Cases

REFERRAL SOURCE	#	%
Prenatal: Aetna	235	9%
Prenatal: AmeriChoice	206	8%
Prenatal: CHNCT	2,183	83%
DENTAL HEALTH OUTCOME	#	%
In Prior Active Care	762	29%
Bad Phone #, Can't Reach	655	25%
Couldn't Reach after 4+ Calls	535	20%
Appointment Kept/In Current Care	282	11%
Client Refused Assistance	59	2%
Client Didn't Follow through	290	11%
Client no Longer in Program	41	2%

Client Compliance is an Important Factor

- **Of the 631 Prenatal Clients Reached:**
 - Able to get 40% into Regular Preventive Care (282)
 - Could not reach 45% of the prenatal clients
 - 13% Didn't Follow Through (on referrals when appointments were made) or Refused Assistance. Repeated attempts were made by a dental health care specialist (349)
- **Similarly, Non-utilizer Outreach mailing had a 16.2% response rate to reminder notices**

Focused Social Marketing Campaign Needed

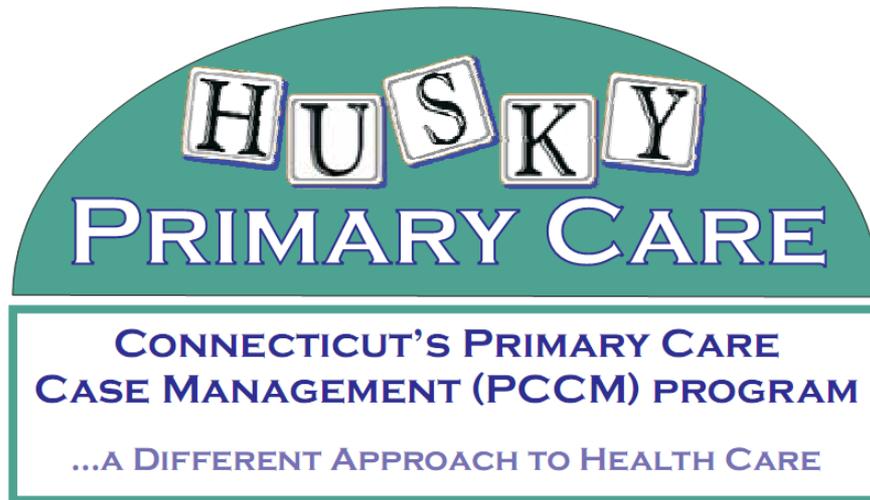
Goals:

1. Analyze why people do not seek care when it is available
 2. Increase the knowledge of the importance of good oral health
 3. Will need an organized strategic campaign to educate and change current behaviors & attitudes towards oral health
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Medicaid Managed Care Council
April 9, 2010

Questions?



HUSKY

PRIMARY CARE

**CONNECTICUT'S PRIMARY CARE
CASE MANAGEMENT (PCCM) PROGRAM**

...A DIFFERENT APPROACH TO HEALTH CARE

HUSKY Primary Care Update

- PCP enrollment: 238 currently available
 - Others are in the process of joining
- Member enrollment: 388 as of 5/1/10
 - Was 359 members as of 4/1/10
- HB 5297: Expansion to Putnam (July 1) and Torrington (October 1)
 - Reaching out to providers in these areas

HUSKY Primary Care: Provider Advisory Group

- Recent meetings of disease management, data, and care coordination subcommittees
 - Disease management and data: Discussed claims-based data and provider-reported data; challenges and future directions
 - Care coordination: Discussed risk assessments; developing care coordination resource lists; specialty care access; coordination of dental care

Charter Oak Premiums

Premium Band	Income % of Federal Poverty Level	Premium Effective 2/1/10	Premium Effective if Enrolled Prior to 6/1/10	State Subsidy Effective 8/1/08	Premium if Enrolled After 5/31/10 No State Subsidy*
Band 1	<150%	\$93	\$129	\$175	\$307
Band 2	150%-185%	\$124	\$172	\$150	\$307
Band 3	186%-235%	\$184	\$202	\$75	\$307
Band 4	236%-300%	\$213	\$239	\$50	\$307
Band 5	>300%	\$296	\$296	\$0	\$307

State subsidies established in statute...Section 11 of Public Act 10-3

*Due to legislation to reduce the Connecticut's budget deficit, (Public Act 10-3), there is a required premium change for all members who enroll in one of the three Managed Care Organizations as of 6/1/10.