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# Medicaid Care Management Oversight Council

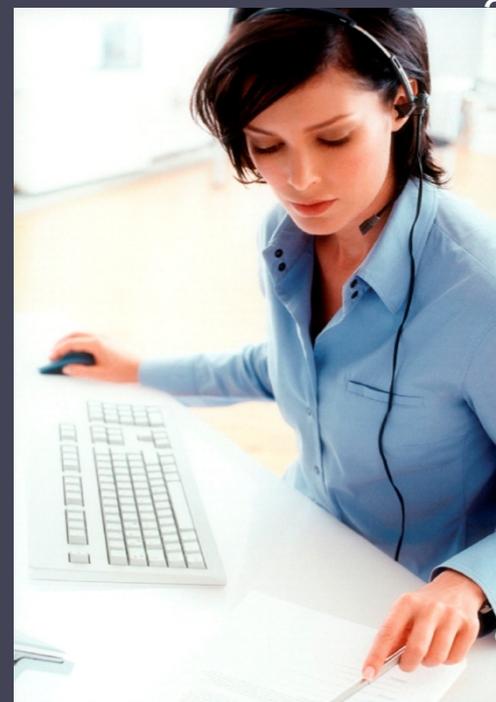
April 8, 2011

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## Slide from May 10, 2010 MMCC Presentation

- 2009 mystery shopper was performed internally by CTDHP
- MMCC QA subcommittee recommended an external entity for the mystery shopper survey
- CTDHP contracted with United Way of Connecticut to perform the 2010 mystery shopper survey to measure:
  - Accuracy of the provider network
  - Appointment availability and wait time at each office
  - Open/closed panels at each office
- Results will be reported in late 2010

# 2010 Connecticut Dental Health Partnership Mystery Shopper Survey Results



Presentation to Medicaid Care Management  
Oversight Council

April 8, 2011



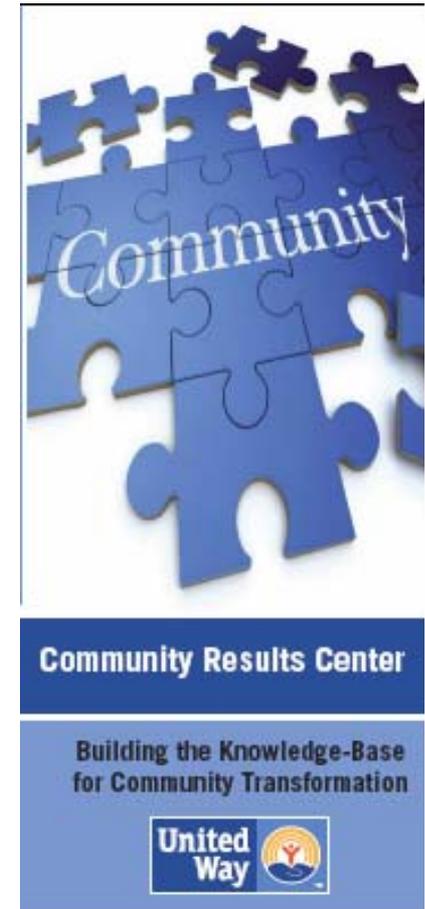
# PRESENTATION OVERVIEW

- Community Results Center (CRC) overview
- Overview of survey
- Methodology
- Results
- Questions and Comments

# United Way of Connecticut CRC Overview

Provides expertise in:

- **Community Asset Mapping**
- **Community Needs Assessments**
- **Research and Evaluation**



# Overview of Survey

## Purpose

- UWC conducted a telephone mystery shopper survey for Connecticut Dental Health Partnership (CTDHP) in order to determine the availability of primary dental care for HUSKY (Healthcare for Uninsured Kids and Youth) recipients.
- Call specialists asked each dental office provided by CT DHP for a routine care appointment for an eligible Medicaid recipient

# Methodology:

CTDHP provided lists of various types of offices including:

- General practice offices
- General practice offices that accept families only
- General practice offices that are not accepting new patients
- Pediatric offices that are accepting new patients
- Pediatric offices that are not accepting new patients
- General offices that accept children only

# Methodology:

- Called 418 dental offices to schedule an appointment during normal business hours
- Made multiple calls to providers until an appointment was scheduled
- Logged the outcome and length of wait time for appointment

NOTE: Call Specialist's identity was not revealed

Call Specialists did not provide “coaching” to expedite appointment

# HOW WE DID IT

## Survey:

- Mystery Shopper calls were made in June 2010
- Offices were asked for an appointment for a routine cleaning
- Call Specialists used HUSKY A client IDs
- Age appropriate clients were used for each office type

# HOW WE DID IT

## Survey:

### Captured following information:

1. Whether the appointment was scheduled
2. Number of days until the appointment
3. Dentist's name and contact information
4. Type of provider
5. Call Specialist's name
6. If applicable - the reason an appointment could not be made

# WHAT WE FOUND

## Result of Phone Calls

- 418 offices were attempted:
  - ❖ 396 offices were reached (95%)
  - ❖ 22 offices had non-working numbers or unanswerved phones (5%)
- Appointments were made in 368 offices (88%)

# WHAT WE FOUND

## Overall Findings

<b>All Offices Attempted</b>	<b>Percent</b>	<b>Number</b>
Office reached – appointment made	88%	368
Unreachable offices	5%	22
Reached – no appointment	7%	28
<b>Total</b>	<b>100%</b>	<b>418</b>

<b>All Offices Reached</b>		
Office reached – appointment made	93%	368
Reached – no appointment	7%	28
<b>Total</b>	<b>100%</b>	<b>396</b>

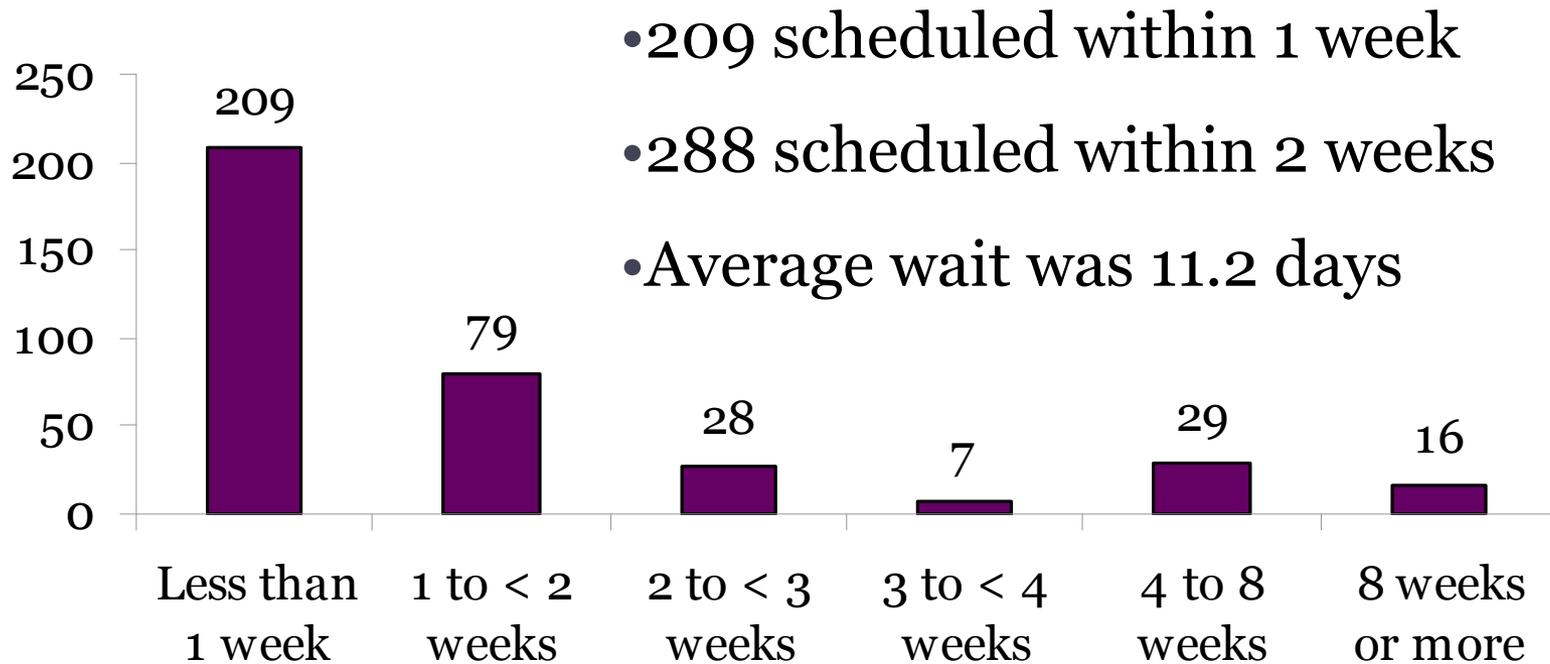
# WHAT WE FOUND

## Overall Findings

<b>Reasons Appointments Could Not Be Made</b>	<b>Percent of all offices attempted</b>	<b>Number</b>
Non-working numbers/unanswered phone	5.3%	22
Not accepting HUSKY patients	2.4%	10
Not accepting new patients with HUSKY	1.9%	8
Administrative policy issues	0.9%	4
Not accepting adults with HUSKY	0.7%	3
Not accepting new patients	0.5%	2
Doctor is retiring	0.2%	1
<b>Total</b>	<b>11.9%</b>	<b>50</b>

# WHAT WE FOUND

Of the 368 offices scheduling an appointment:



# WHAT WE FOUND

Average number of days until appointment by provider type:

<b>Type of Provider</b>	<b>Average Days to Appt.</b>	<b>Number of offices</b>
Pediatric – not accepting new patients	6.3	6
General office - accepts children only	7.9	127
General practice – not accepting new patients	10.5	47
General practice	11.7	142
General practice – accepting families only	15.1	8
Pediatric – Accepting new patients	20.4	38
<b>Total</b>	<b>11.2</b>	<b>368</b>

# Previous Research:

## **2006 Mercer Mystery Shopper Report:**

- 27% (123 out of 453 offices) of calls to dental offices resulted in an appointment
- Of that 27% , 87% scheduled dental appointments within 6 weeks
- 418 providers were surveyed including specialists

# Previous Research

## **2009 CTDHP Mystery Shopper Report:**

- 79% (297 out of 375 providers) of calls to dental offices resulted in an appointment within 8 weeks
- 375 primary and pediatric offices were surveyed

# Summary

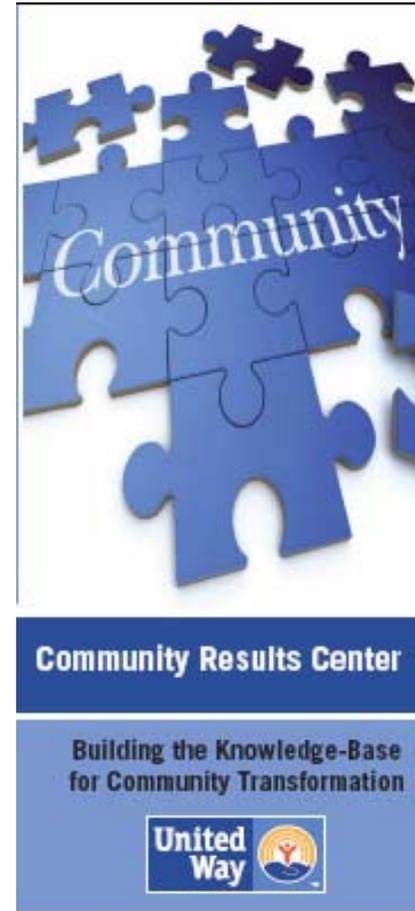
## **2010 UWC Mystery Shopper Report:**

- 93% (368 out of 396 providers) of calls to dental office resulted in an appointment
- 88% of scheduled dental appointments were within 4 weeks
- Average wait was 11.2 days
- 453 primary and pediatric offices were surveyed

# United Way of CT Community Results Center

Maria Dynia - 860-571-7215

## Questions?



*A specialized program of the  
United Way of Connecticut/2-1-1*

- CTDHP evaluated the mystery shopper results to identify non-compliance with appointment scheduling timeframes or if an appointment could not be scheduled (n=50 offices, 11.9%)
- CTDHP developed a correction action plan (CAP) to address potential non-compliance
- The CAP was approved by DSS on August 20, 2010
- Implemented the corrective action measures between September 1, 2010 and October 1, 2010

The corrective action plan steps included:

- Office visits with every non-compliant office
- Provided education regarding program standards:
  - Expected appointment timeframes
  - Process for network status changes (retiring dentists, opening/closing the network patient panel)
  - After-hours, vacation and holiday phone requirements
- Gathered provider documentation and updated network status, as appropriate
- Updated CTDHP / HP Enterprise systems
- 2011 Mystery Shopper will include re-measurement of all non-compliant offices from the 2010 Survey

# Participating Dental Practitioners

as of March 31, 2011

County	General		Oral		Pediatric		Hygienists	Totals
	Endo	Dentists	Surgeons	Ortho	Dentists	Perio		
FAIRFIELD, CT	4	179	12	10	19	1	24	249
HARTFORD, CT	5	277	30	22	32	0	26	392
LITCHFIELD, CT	0	36	5	3	3	0	0	47
MIDDLESEX, CT	0	41	1	1	8	0	10	61
NEW HAVEN, CT	7	214	28	18	24	1	11	303
NEW LONDON, CT	2	49	3	4	6	0	6	70
TOLLAND, CT	0	25	1	3	2	0	0	31
WINDHAM, CT	0	33	0	1	0	0	4	38
Out of State	0	58	0	0	3	0	0	61
<b>Totals</b>	<b>18</b>	<b>912</b>	<b>80</b>	<b>62</b>	<b>97</b>	<b>2</b>	<b>81</b>	<b>1,252</b>

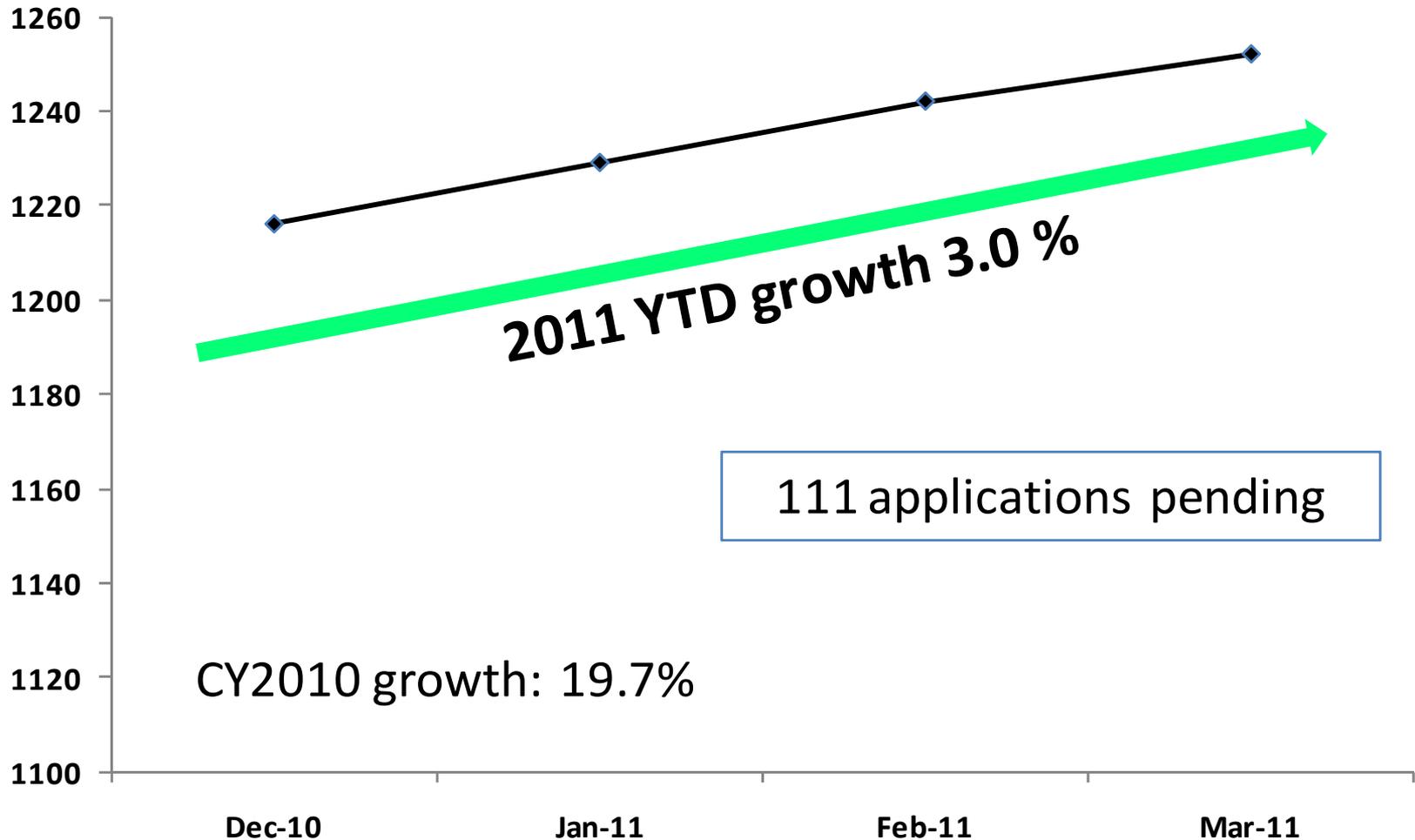
# Participating Dental Service Locations

as of March 31, 2011

County	Endo	General	Oral	Ortho	Pediatric	Perio	Totals
		Dentists	Surgeons		Dentists		
FAIRFIELD, CT	1	133	9	13	11	0	167
HARTFORD, CT	2	164	18	17	23	0	224
LITCHFIELD, CT	0	33	5	4	2	0	44
MIDDLESEX, CT	0	24	1	3	5	0	33
NEW HAVEN, CT	5	132	14	14	12	1	178
NEW LONDON, CT	2	26	2	5	4	0	39
TOLLAND, CT	0	17	3	2	2	0	24
WINDHAM, CT	0	19	2	2	0	0	23
<b>Totals</b>	<b>10</b>	<b>548</b>	<b>54</b>	<b>60</b>	<b>59</b>	<b>1</b>	<b>732</b>

# Participating Dental Practitioners

as of March 31, 2011

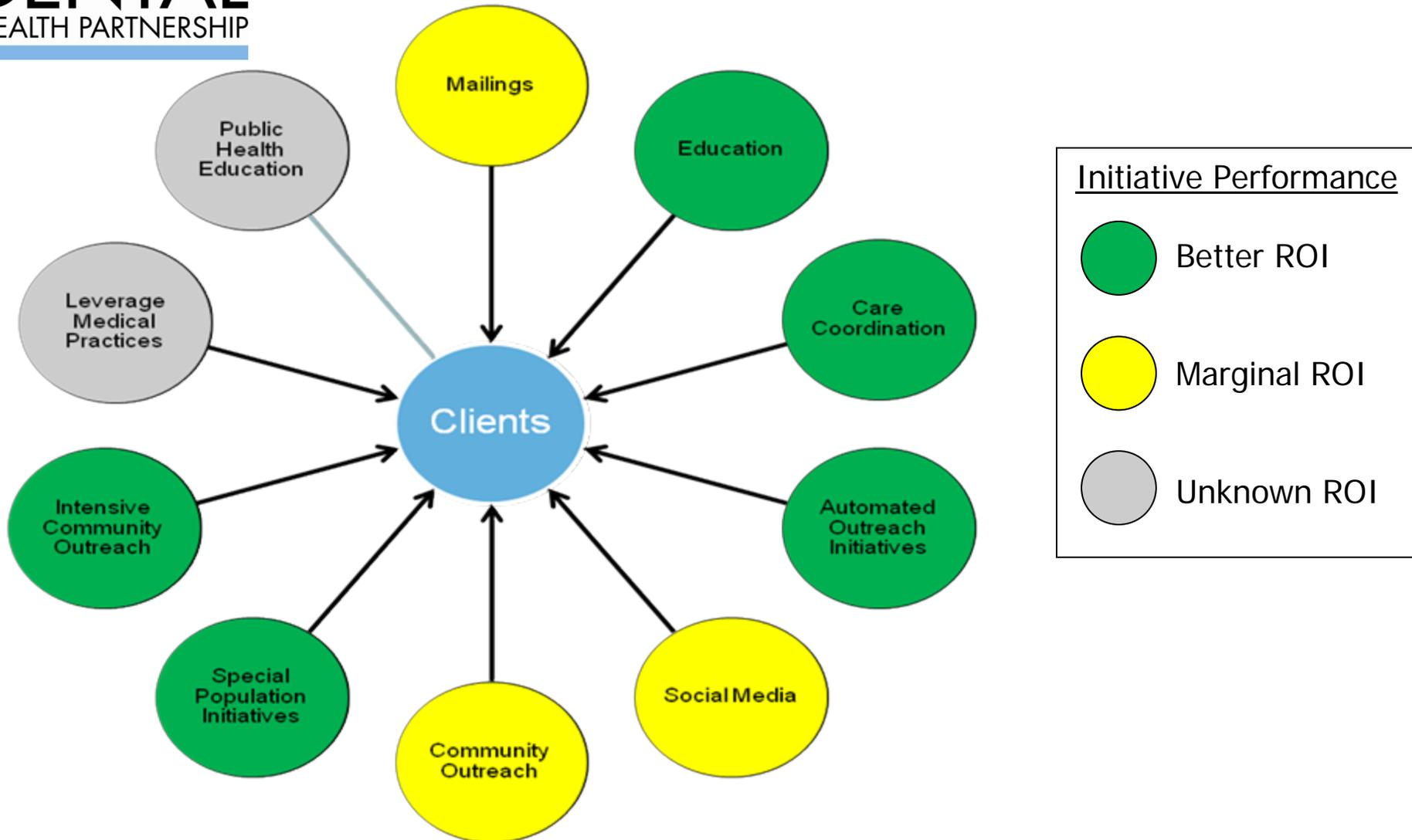


- The number of individual practitioners has increased 3-fold since 2008
- Less than 10% of practitioners have closed panels
- 100% of our clients have access to two providers in 20 miles while 98.5% have access to two providers in ten miles
- Average appointment wait time across CT for routine care has decreased from year to year and is less than 13 days
- 100% success rate in finding available practitioners for all callers requesting appointments or referral from the 180,000 client phone calls into the CTDHP call center, since inception of the program

How do we increase demand and drive appropriate utilization?

# How Do We Increase Demand?

## Current Initiatives and Relative Performance





Leverage  
Medical  
Practices

Across Connecticut, ~80% of the CTDHP children see a medical provider annually. The top 20 medical practices alone see ~100,000 CTDHP clients annually.

Need to encourage medical providers to deliver CTDHP's message. With the move towards medical home models, this cross-discipline messaging requirement will foster a more holistic approach for oral health and improve perception of the importance oral health.

Action steps in this initiative:

- Have PCPs deliver CTDHP materials to eligible clients
- Measure “dental utilization rates” by PCP practice
- Consider other ways of “encouraging PCPs to coordinate with the PCDs and CTDHP



Includes activities that educate and motivate Community Organizations to inform Clients about the importance of oral health and the services available from CTDHP.

The team of Dental Health Care Specialists and the Director of Care Coordination & Outreach perform these activities:

- Visits to Community Agencies
- Distribution of CTDHP Posters, Pads and Materials
- Presentations to Community Agency Staff
- Participation in Community Meetings with Other Organizations

DHCS also visit all of the dental providers in their regions.

### Community Organizations Include:



Community  
Outreach

- Head Start Agencies
- WIC Programs
- Public Schools
- Charter Schools
- State-Funded Behavioral Health Agencies
- Community Action Agencies
- Easter Seal Agencies
- Hospital Emergency Departments
- Healthy Start Agencies
- FQHC's without dental
- Nurturing Family Network sites
- DDS Case Managers
- Legal Service Agencies
- School Based Health Centers without dental
- Town/City Recreation Departments
- State-Supported Child Care Centers
- School Readiness Programs
- YMCA's
- Boys & Girls Clubs
- DSS Regional Offices
- Regional Educational Service Centers
- DPH Title V Staff
- Other Agencies

### Dental Providers Include:

- Private provider offices
- Group practice offices
- School Based Health Centers with dental clinics
- Hospital clinics
- FQHC's with dental clinics
- Other Clinics

A pilot that leverages community resources used by pregnant clients in order to improve dental utilization.

Started late in 2010, five Norwich community organizations serving prenatal clients were selected. The staff received intensive training and materials in the importance of oral health for pregnant clients. Each assisted the DHCS in contacting individual clients.

Preliminary results were very positive. More prenatal clients choose to obtain dental care as a result of the coordination. We will be replicating the pilot shortly and if proves successful, the program will be launched to other communities and client populations.





Public  
Health  
Education

Lack of knowledge about the importance of Oral Health is a significant barrier to increasing demand for oral health services.

This is true for the general population, not only CTDHP clients. Dental utilization by the general population has hovered around 40% for years.<sup>1</sup>

A Public Health Education effort, similar to the Social Marketing campaigns for tobacco, obesity, seat belts, etc. would help to reduce that barrier.

Such a campaign should be a joint effort of oral health stakeholders across the state.

<sup>1</sup> Dental services - An analysis of utilization over 20 years; Richard J. Manski, DDS., MBA, PhD, John F. Moeller, PhD and William R. Maas, DDS, MPH, MS; J Am Dent Assoc, Vol 132, No 5, 655-664, 2001

If you or your staff are contacted by a HUSKY, LIA 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