

PIP Check-In #2: Increasing the Utilization of Preventive Dental Services in Florida's Children



August 31, 2016

External Quality Review Conference

Agency for Health Care Administration-Division of Medicaid-Bureau of Quality



PIP Check-In #2: Overview

- PIP check-in #1 held March-April 2016
 - Initial face-to-face meeting
- PIP check-in #2 held July-August 2016
 - Telephone conference to serve as a follow up to the face-to-face meeting



PIP Check-In #2: Objectives

- To see increase/improvement in:
 - Barrier Identification/Prioritization
 - Innovative initiatives
 - Evaluation of Initiatives
 - Monitoring of Measures
 - Utilization of Resources
 - Ultimately: More Children Receiving Dental Care in Florida



Overall Feedback from Health Plans

- “We are proud to check-in a few months later to share our successes”
- “Knowing there are upcoming check-in’s keeps us on our toes”
- “We have enjoyed the open lines of communication with the Quality Bureau at AHCA”
- “We have taken a good look at our initiatives and retired those that are not effective. We are now thinking in a more innovative way”
- “ We have developed clearly defined roles and more structured QI team”



Findings: Sharing of HEDIS Scores

- Purpose: to empower recipients to make informed decisions about their health care
- Most health plans share HEDIS scores on their website
- Those who do not currently provide that information, indicated that they will do so soon
- Health plans encouraged to share the Health Plan Report Card

Attachment II, Section VII.B.3 of the Medicaid Health Plan Contract, “The Managed Care Plan shall publish its results for HEDIS measures on the Managed Care Plan’s website in a manner that allows recipients to reliably compare the performance of Managed Care Plans. The Managed Care Plans may meet this requirement by including information about the comparison of performance measures conducted by the Agency and providing a link to AHCA’s applicable website page” (s. 409.967(2)(e)2., F.S).



New/Improved Interventions (Recipient level)

- Increase in the number of recipient events and “clinic days” focused on dental
- Text Messaging Initiatives
- Dental education & instructions on how to make an appointment added to all recipient resources (electronic, print, etc.)
- Bus route information included in the dental provider directory
- Educational information added to transportation vendor messaging



New/Improved Interventions (Recipient level)

- Working with dental vendor to provide dental services at PCP offices
- Partnership with dental schools to target recipients in rural areas
- Improved outreach materials (fun/exciting infographics) for all PCP offices



New/Improved Interventions (Provider level)

- Increase in the number of providers receiving HEDIS and gap in care reports
- Increase provider training webinars
- Hosting vendor conferences for providers
- Provider report cards comparing peers, with visits to “poor performers”



New/Improved Interventions (Provider level)

- Provider Portal now advising providers of patients in their care that do not have preventive dental visits
- Provider performance reports used to determine eligibility in a Quality Performance Incentive Program (QPIP)
- Provider Focus Groups with Physician Advisory Board



New/Improved Interventions (Plan level)

- Side by side analysis of enrollee compliance rate to network adequacy to identify target zip codes for intervention
- Tracking dental related calls from other entities within the company
- QI specialists and Intervention leads working together to implement use of PDSA



New/Improved Interventions (state level)



- Outreach Materials
- Consumer Friendly Webpage
- New Logo-the logo is standard and identifiable across all health plans and the entire Florida Medicaid Program
- Social Media Campaign



Utilization of Resources

- Plans have reached out to Christina Vracar, Florida's Public Dental Program Coordinator, at DOH Headquarters
- Plans reported that the CMS "keep Kids smiling" resource was helpful
- Plans have had as many as 4 technical assistance appointments with HSAG (Florida Medicaid's External Quality Review Organization)



Additional Resources Requests

- Evidence from Florida Health Plans about their texting initiatives
- Evidence based practice for incorporating dental care into PCP
- Clarification on FL Statutes regulating where mobile dental services can be provided
- Specific contacts within Florida Schools
- A calendar reflecting the schedules of sealant programs in schools to inform enrollees
- Improvement of the demographic database (ACCESS)



Measures

- More frequent monitoring of measures: example-quarterly to monthly
- All health plans were able to report the same or IMPROVED measures (since our last check-in, and in comparison to where they were last year at this time.)



What's Next?



Thank You



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