



Kansas Dental Program

Janelle Garrison, RN, BSN
Kansas Health Policy Authority
Dental Program Manager

1



Kansas Health
Policy Authority

2



Quasi-Independent Agency

- Reports to a Board of Directors
- Nine Voting Members
- Eight Non-Voting Members
 - Secretaries of State
 - Insurance Commissioner
 - Education Commissioner
 - KHPA Executive Director

3



Dental Program
History

4



Dental Program History

- 1999 thru 2001
 - Three Fiscal Agents administer dental program
 - Two Managed Care Organizations (MCO)
 - One Fee For Service (FFS)
 - Title 19 rates increased
- 2001 thru 2002
 - Two Fiscal Agents administer dental program
 - One MCO
 - One FFS
 - Title 21 (SCHIP) rates increased

5



Dental Program History

- 2003
 - Maintained two Fiscal Agents
 - Dental MCO & ASO awarded to one Fiscal Agent
 - Processed Title 21
 - Received Title 19 claims and prior authorizations
 - Different Fiscal Agent processed Title 19 claims thru MMIS system
- 2004
 - Maintained two Fiscal Agents
 - Review of all dental policies into master policy per benefit plan

6



Dental Program History

- 2005
 - Maintained two Fiscal Agents
 - KHPA policy implementation
 - Title 19 \$2,000 annual limitation discontinued
 - Periodicity schedule adopted (ADA, AAPD, AAP)
 - Fluoride treatments approved for Medical Providers
 - Prior Authorization removed for several CDT codes

7



Dental Program History

- 2006
 - KHPA policy implementation
 - One Fiscal Agent awarded dental contract for Title 19 and Title 21
 - Providers begin accessing real-time claims adjudication via KHPA Web site
 - Prior Authorization removed for more CDT codes
 - Title 19 and Title 21 children benefit plans aligned

8



Dental Program History

- 2007
 - Governor's office sent letters to dental providers that had participated in KHPA dental program for more than 30 years
 - KHPA policy implementation
 - Comprehensive dental benefits added for some waiver adults
 - Home and Community Based Services
 - » Developmentally Disabled
 - » Head Injury
 - » Physically Disabled
 - » Frail Elderly

9



Dental: The KHPA Way

10



Dental: The KHPA Way

- Dedicated Dental Services Team
 - Dental Program Education Coordinator
 - Dental Services Call Center
 - Unique phone option for dental providers
 - Provide customer service to only dental providers
 - Retention
 - Recruitment
 - Dental Resolution Specialist
 - Consistency

11




Retention

- Provider "Toolkit"
 - Dental Services Team
 - Local Dental Consultant
 - Automatic Voice Response System
 - Electronic Data Interchange (EDI)
 - Electronic claims

12


Coordinating health & health care
for a thriving Kansas



Retention

- KHPA web site
 - Publications
 - Global Messages
 - Bulletins
 - Provider Manuals
 - » Re-written in a provider friendly format
 - Eligibility Inquiry
 - Dental Services Profile
 - » Five year history


Coordinating health & health care
for a thriving Kansas



Retention

- Dental Claim
 - Header Level
 - » Provider ID and NPI auto populate
 - » Enter beneficiary ID number; beneficiary name and date of birth auto populate
 - » Free form text box
 - » Third party liability payment field
 - Detail Level
 - » Pop up boxes prevent user from entering invalid information
 - » Drop down box enabled when certain CDT codes are entered
 - » Correct number of surface fields are enabled when a restoration code is entered


Coordinating health & health care
for a thriving Kansas



Retention

- Dental Claim Inquiry
 - Research past dental claims
 - » Resolve account receivable
 - Adjustments
 - » Complete claim corrections on the web site
 - Re-submit denied claims

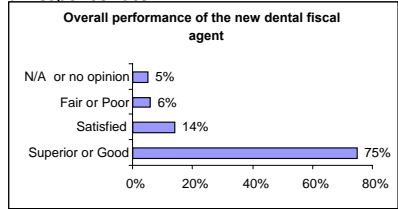
Coordinating health & health care
for a thriving Kansas



Retention


- Provider Survey
 - In November 2006 a satisfaction survey was sent to 520 KHPA dental providers that filed claims in 2006. One hundred seventy-nine providers returned the survey, a **34% response rate.**

Overall performance of the new dental fiscal agent



Performance Level	Percentage
Superior or Good	75%
Satisfied	14%
Fair or Poor	6%
N/A or no opinion	5%


Coordinating health & health care
for a thriving Kansas



Recruitment

- Mailings
 - Recruitment brochure was developed in June 2007.
 - Kansas Dental Board provided KHPA with a list of all dentists currently licensed in Kansas
 - 922 dental offices were identified as non participating
 - Recruitment brochure was mailed to these offices
 - 30% of all the offices were contacted successfully. They cited the following reasons for non-participation:
 - » 80% said the fees were well below their cost of seeing the patient
 - » 10% cited the high "no show" rate for Title 19/Title 21 beneficiaries
 - » 8% cited the amount of paperwork and staff time
 - » 2% said they would like more information and would consider participation

Coordinating health & health care
for a thriving Kansas



Recruitment

- Spring 2009 workshops
 - Post cards will be sent to non-participating dental providers to encourage their attendance in the dental specific portion held in their local area across the state.

Coordinating health & health care for a thriving Kansas
KHPA
 KANSAS HEALTH POLICY AUTHORITY

Claim Outcomes

- Electronic Submission
 - 2006 73%
 - 2007 77%
 - 2008 79%
- Claim Processing (receipt to adjudication)
 - 2006 60.93% <2 days
 - 2007 75.77% <2 days
 - 2008 82.58% <2 days
 - Average for all dental claims in 2008 – 2.02 days
- Claim form mandate
 - 2000 or later ADA dental claim form

19

Coordinating health & health care for a thriving Kansas
KHPA
 KANSAS HEALTH POLICY AUTHORITY

Kansas Statistics



20

Coordinating health & health care for a thriving Kansas
KHPA
 KANSAS HEALTH POLICY AUTHORITY

Kansas Statistics

- 416 Report
 - Medicaid-Percentage of children receiving any dental services

Title	Total	Age Group							
		<1	1–2	3–5	6–9	10–14	15-18	19-20	
FY07	50	0.7	14	47	61	56	46	29	
FY06	43	0	9.6	40	53	48	41	27	

Title	Total	Age Group							
		<1	1–2	3–5	6–9	10–14	15-18	19-20	
FY07	37	0.4	12	45	54	49	42	20	
FY06	36	0.4	10	44	53	49	42	22	

21

Coordinating health & health care for a thriving Kansas
KHPA
 KANSAS HEALTH POLICY AUTHORITY

Kansas Statistics

Dental Provider Participation Analysis - Title 19 January 2009

	January 2009			FISCAL YEAR-TO-DATE	
	THIS MONTH	SAME MONTH LAST YEAR	SIX MONTH AVERAGE	THIS YEAR	LAST YEAR
Providers Enrolled	519	558	582	580	544
Providers Participating	367	326	332	332	324
Percent Provider Participating	71%	58%	57%	57%	60%
Total Claims Paid	17,522	15,722	17,217	122,181	112,636
Claims Paid Per Participating Provider	48	48	52	368	348
Total Participants Served	14,445	12,866	14,319	101,289	91,639
Total Payments	\$2,769,291.47	\$2,492,691.80	\$2,738,110.69	\$19,442,824.76	\$17,742,870.67
Average Payment Per Participating Provider	\$7,545.75	\$7,646.29	\$8,247.32	\$58,562.73	\$54,761.95
Average Payment Per Participant	\$191.71	\$193.74	\$191.22	\$191.95	\$193.62
Services Rendered	64,523	70,761	65,355	487,205	454,593
Average Number of Services Per Participating Provider	175.81	217.96	196.85	1,407.24	1,403.06
Average Number of Services Per Participant	4.47	5.50	4.56	4.61	4.96
Average Payment Per Service	\$42.92	\$35.23	\$41.90	\$41.62	\$39.03

187 providers are enrolled in Title 19 only

22

Coordinating health & health care for a thriving Kansas
KHPA
 KANSAS HEALTH POLICY AUTHORITY

Kansas Statistics

KHPA TXIX Dental Provider Participation – 4th Quarter, 2008

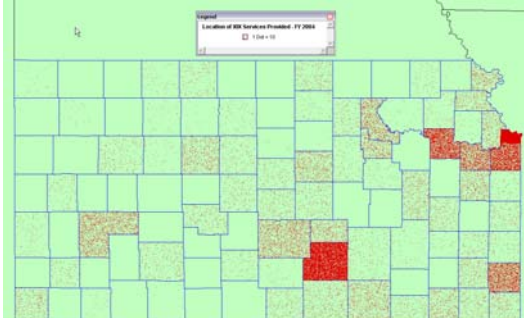
Cheyenne	1	0	0	3	4	1	0	Repub-1	0	4	3	1	2	Leaven-0
Sherman	0	1	0	1	2	2	1	Cloud	1	3	5	3	1	Dodge
Wallace	0	3	0	0	4	1	1	Ottawa	4	4	1	0	1	Wagon
Greeley	0	1	0	0	0	2	4	Saline	2	4	2	0	0	Frank-
Hamilton	1	1	12	6	6	1	1	McPherson	8	7	0	4	2	Linn
Stanton	1	0	0	3	0	3	0	Reno	5	5	2	0	2	Craw-
Morton	2	0	0	1	0	0	3	Kingman	5	8	0	1	2	Chero-

Border State Providers:
 •Missouri - 13 •Nebraska - 0 •Out of State - 0
 •Oklahoma - 2 •Colorado - 0

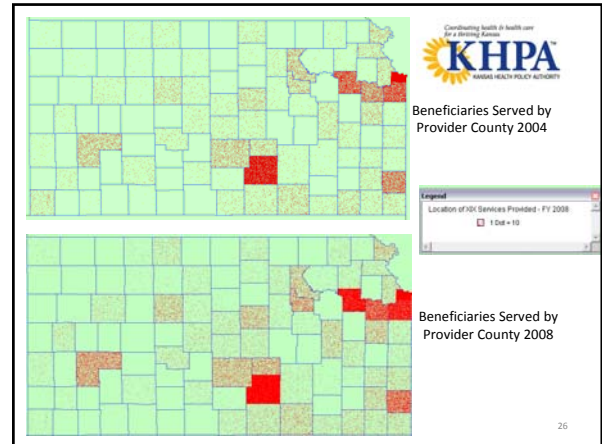
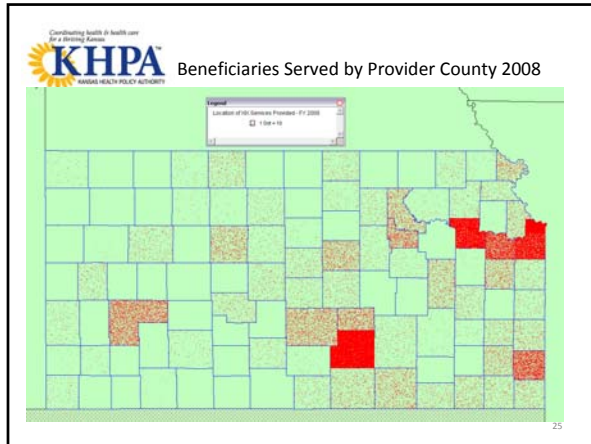
24

Coordinating health & health care for a thriving Kansas
KHPA
 KANSAS HEALTH POLICY AUTHORITY

Beneficiaries Served by Provider County 2004



24



Coordinating health & health care for a thriving Kansas
KHPA
 KANSAS HEALTH POLICY AUTHORITY

Dental Summary

- Summary
 - Simplified children’s benefit plans into one plan
 - Reduced provider paperwork
 - Increased provider confidence in receipt of payment
 - Streamlined claim submission
 - Decreased claim processing time
 - Easy access of information and assistance
 - Dental Services Team
 - AVRS
 - KHPA Web Site

28

Coordinating health & health care for a thriving Kansas
KHPA
 KANSAS HEALTH POLICY AUTHORITY

Dental: The Results

- Increased
 - Provider participation
 - January thru June 2006 569 Providers Participated
 - January thru June 2008 701 Providers Participated
 - Beneficiary access
 - January thru June 2006 71,859 Beneficiaries Served
 - January thru June 2008 78,273 Beneficiaries Served
 - Dental services performed
 - January thru June 2006 450,153 Services Performed
 - January thru June 2008 492,154 Services Performed

2006: Figures reflect data with multiple fiscal agents.
 2008: Increased data is a direct reflection of the changes made to the dental program and administration by one fiscal agent.

These increases were achieved by KHPA in conjunction with a significant reduction in administrative costs.

29

Coordinating health & health care for a thriving Kansas
KHPA
 KANSAS HEALTH POLICY AUTHORITY

Janelle Garrison, RN, BSN
 Kansas Health Policy Authority
 Dental Program Manager
Janelle.Garrison@khp.ks.gov 785-368-6293
<http://www.khpa.ks.gov/>

30