

AZ Dental Program 2006

Robert L. Birdwell, DDS
AZ Medicaid Dental Director

AZ Model Managed Care

- 8 Managed Care Plans Provide Dental Services to 1 million members in 15 counties.
- Reducing disparities between health plans is a key dental management function.
- Measuring and comparing performance is essential to assessing and improving the program in Arizona.

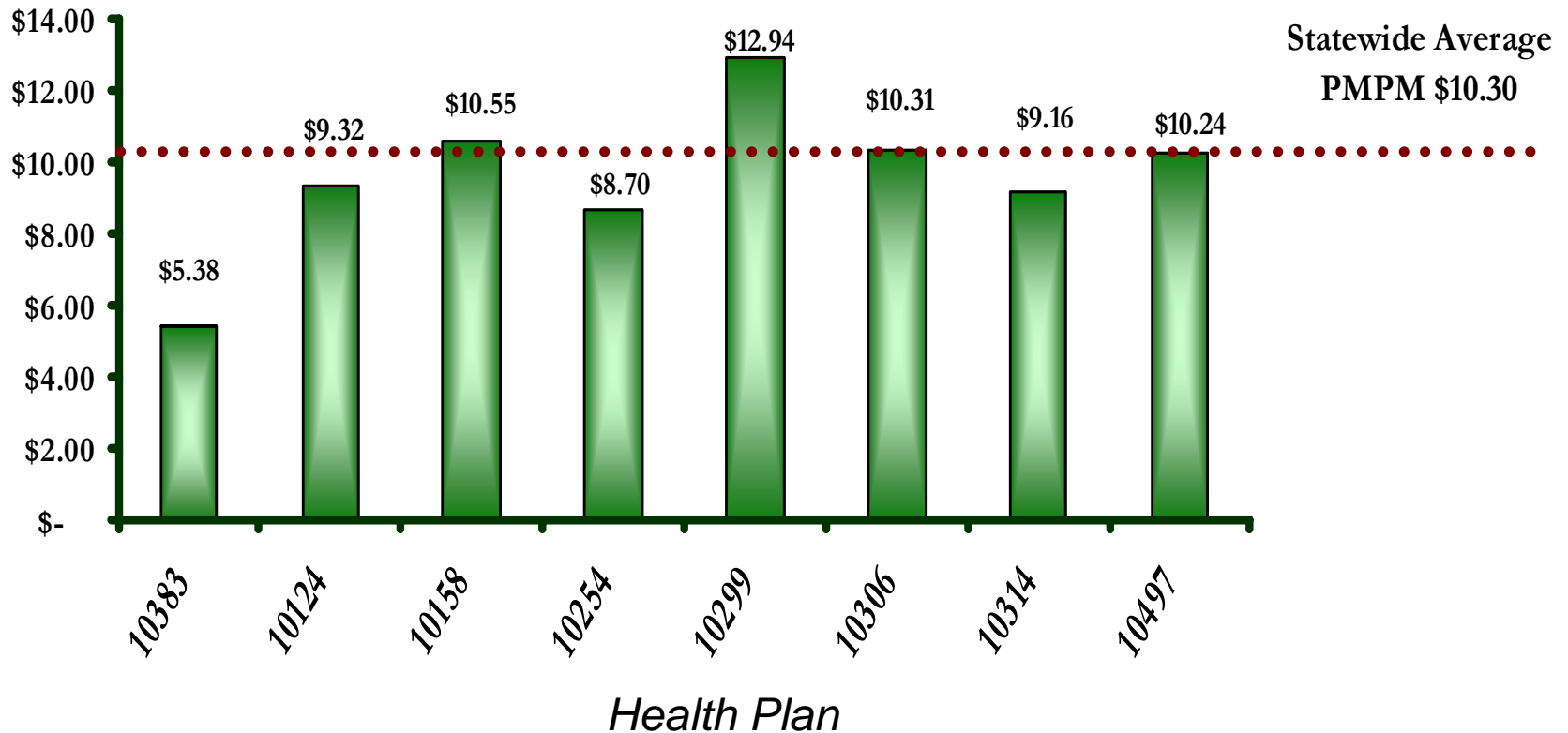
AZ Measurements

The Goal: To reduce variance between plans.

- Comparison of expenditures on a per member per month basis by health plan for various categories and services.
- Development of new performance measures for key services that we wish to encourage such as sealants.

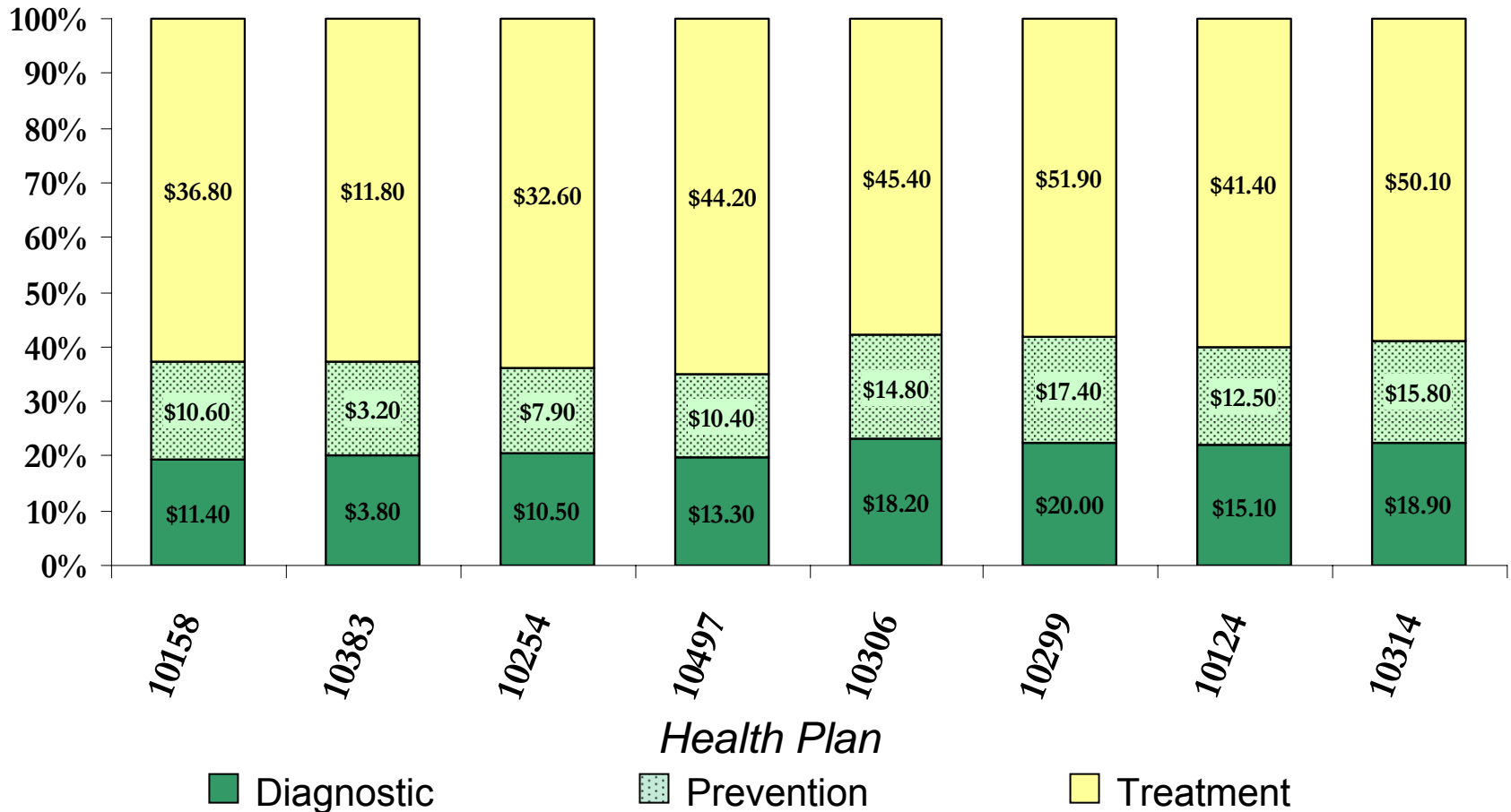
Health Plan Cost (PMPM)

Dental PMPM Costs by Health Plan State Fiscal Year 2005



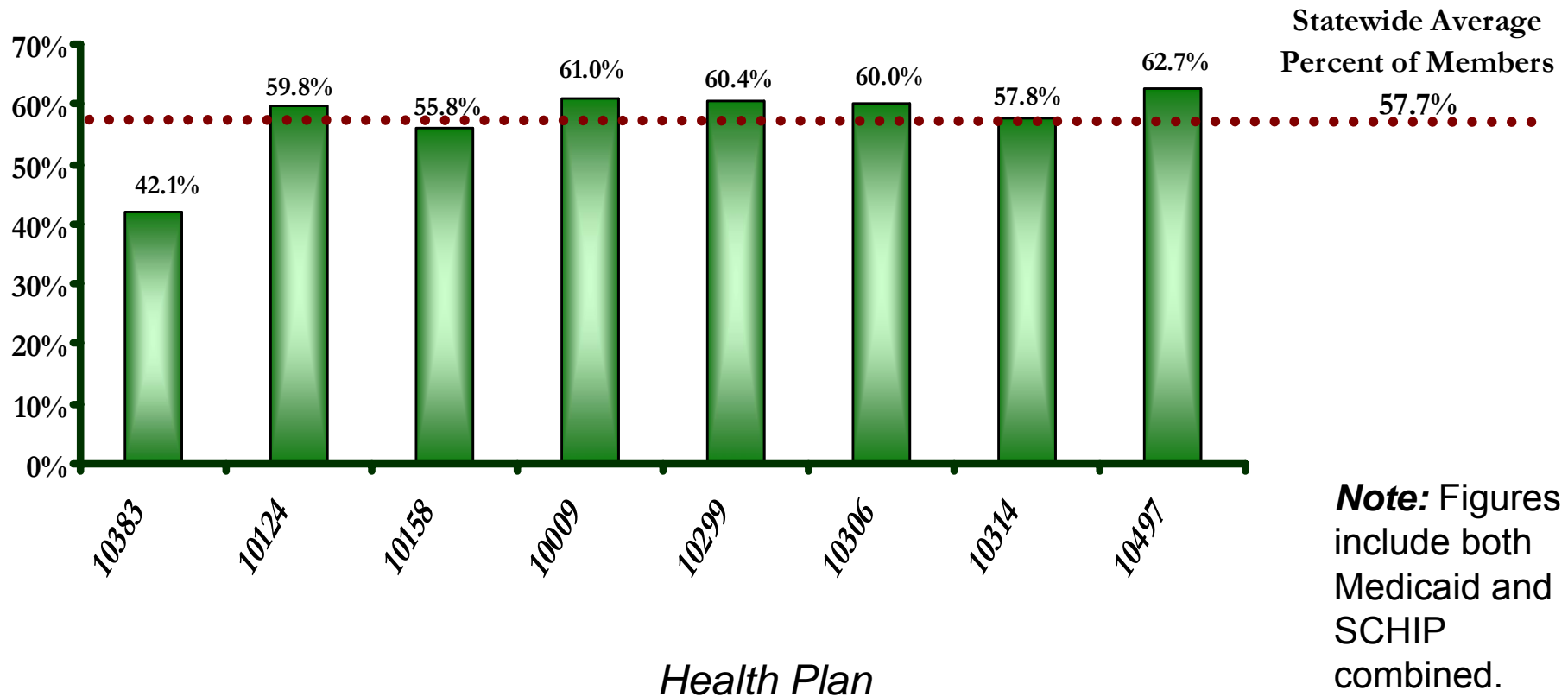
Service Category Comparison

Service Category Cost Percentages by Health Plan State Fiscal Year 2005



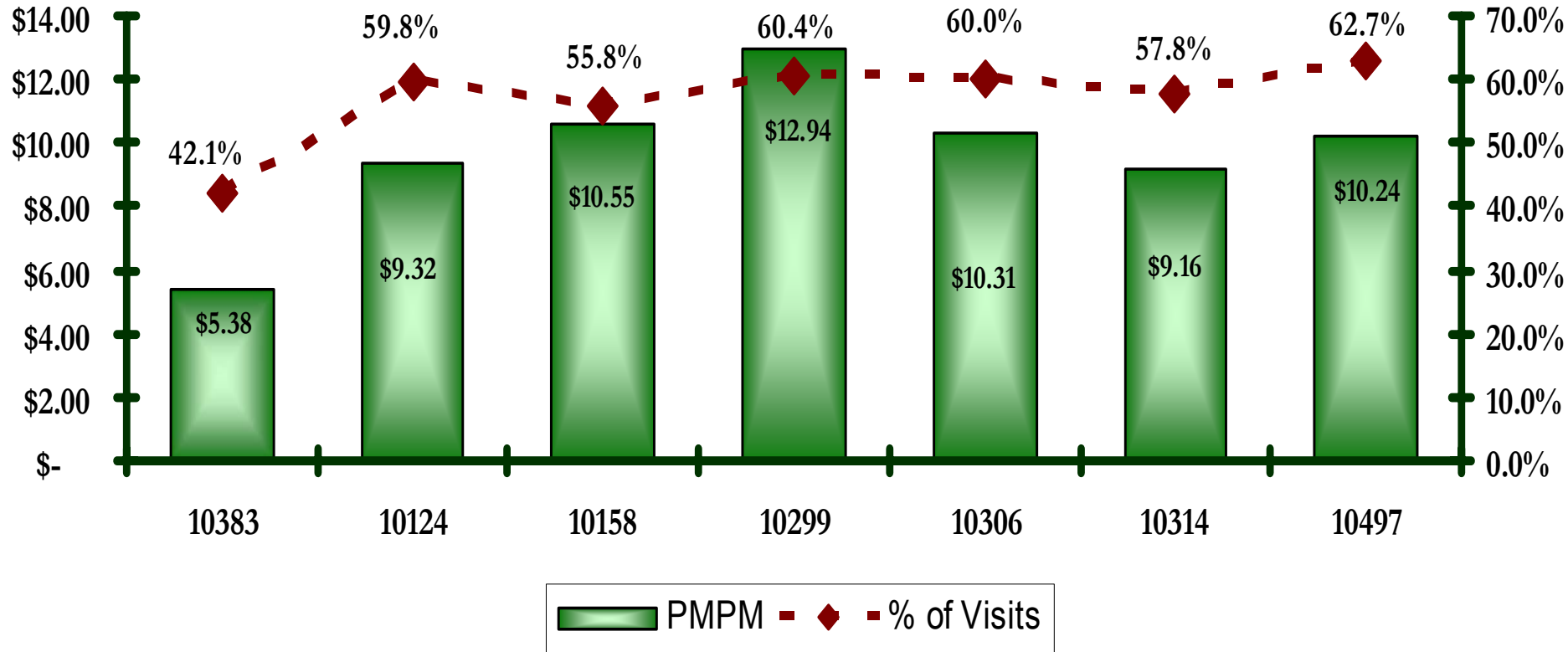
Annual Visits Ages 3-8

Percent of Members with ≥ 1 Dental Visit by Health Plan Contract Year Ending 2004



PMPM vs. Annual Visits

(Cost) (Utilization)



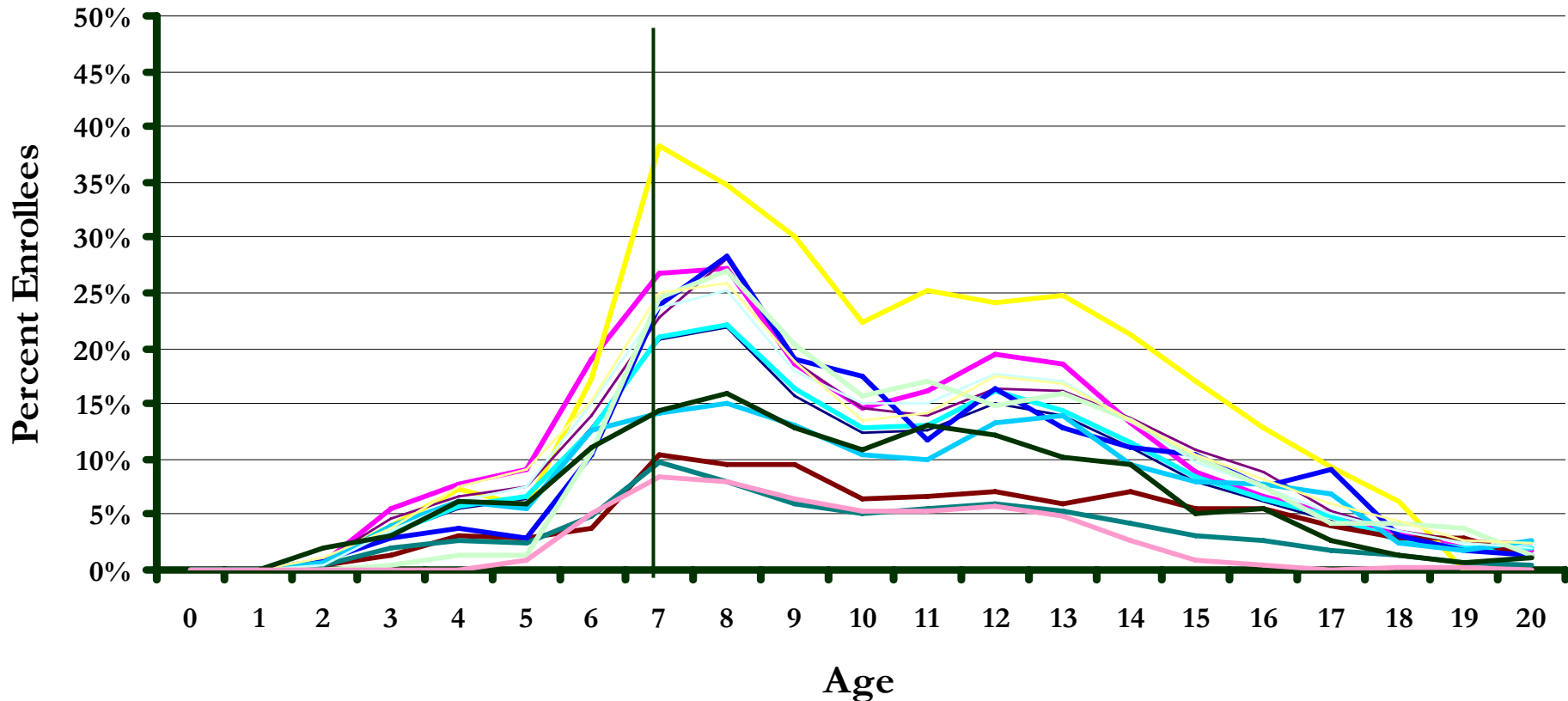
PMPM based on State Fiscal Year 2005

Visits based on Contract Year 04 represents percent of members with ≥ 1 dental visit by health plan

Sealants as a Measurement

Enrollees Receiving at Least One Sealant By Health Plan

Fiscal Year 2003



Challenges

- Finding data to support cost effective interventions.
- Understanding that providing more dental care will cost more money (sometimes more is more).
- Working through a managed care system with relatively little direct control over individual health plan management.

Lessons

- No formula for the “right” cost or utilization levels.
- Variance is a starting point to begin asking questions.
- Measurements create new questions.
- Not all measurements are useful – need to consider what a measurement can tell you.