

D Member Enrollment and Disenrollment

The Louisiana Department of Health and Hospitals (DHH) provides member enrollment and disenrollment data for use in the Dental Benefits Management Program (DBMP). The member file is provided via the Medicaid Management Information System (MMIS) Fiscal Intermediary (FI). The Delta Dental Claims Processing System (DDCPS) receives, processes and stores all member information used in the administration of the DBMP. We use member data in accordance with provisions of the Health Insurance Portability and Accountability Act (HIPAA), RFP and contract requirements and applicable federal and state regulations. Delta Dental’s Member Enrollment and Disenrollment solution meets the requirements of the Request for Proposal (RFP) and we commit to compliance.



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D.1 Enrollment Procedure Requirements

D.1 Describe how you will ensure that you will coordinate with DHH and its Agent to transmit and obtain files sent by the Fiscal Intermediary.

During the transition period, we work with DHH and its MMIS FI to establish connectivity and clarify protocols. We understand that the MMIS FI’s Systems Companion Guide outlines file formatting and related requirements. Our policies and procedures are updated to incorporate these requirements.

Delta Dental has standardized protocols for receiving enrollment files and facilitating efficient file transfers. For the DBMP, we transmit and receive using MOVEit DMZ for an encrypted connection and secure file transfer.

We use member file data to identify all individuals eligible for enrollment, based on predetermined eligibility criteria as outlined in the RFP. At project start-up, Delta Dental loads the full member file to test the business rules used to isolate the members eligible for enrollment in the DBMP. A full reconciliation process is defined, tested and implemented during the transition period. The reconciliation process is used every time a member file transfer is made between the MMIS FI and Delta Dental.

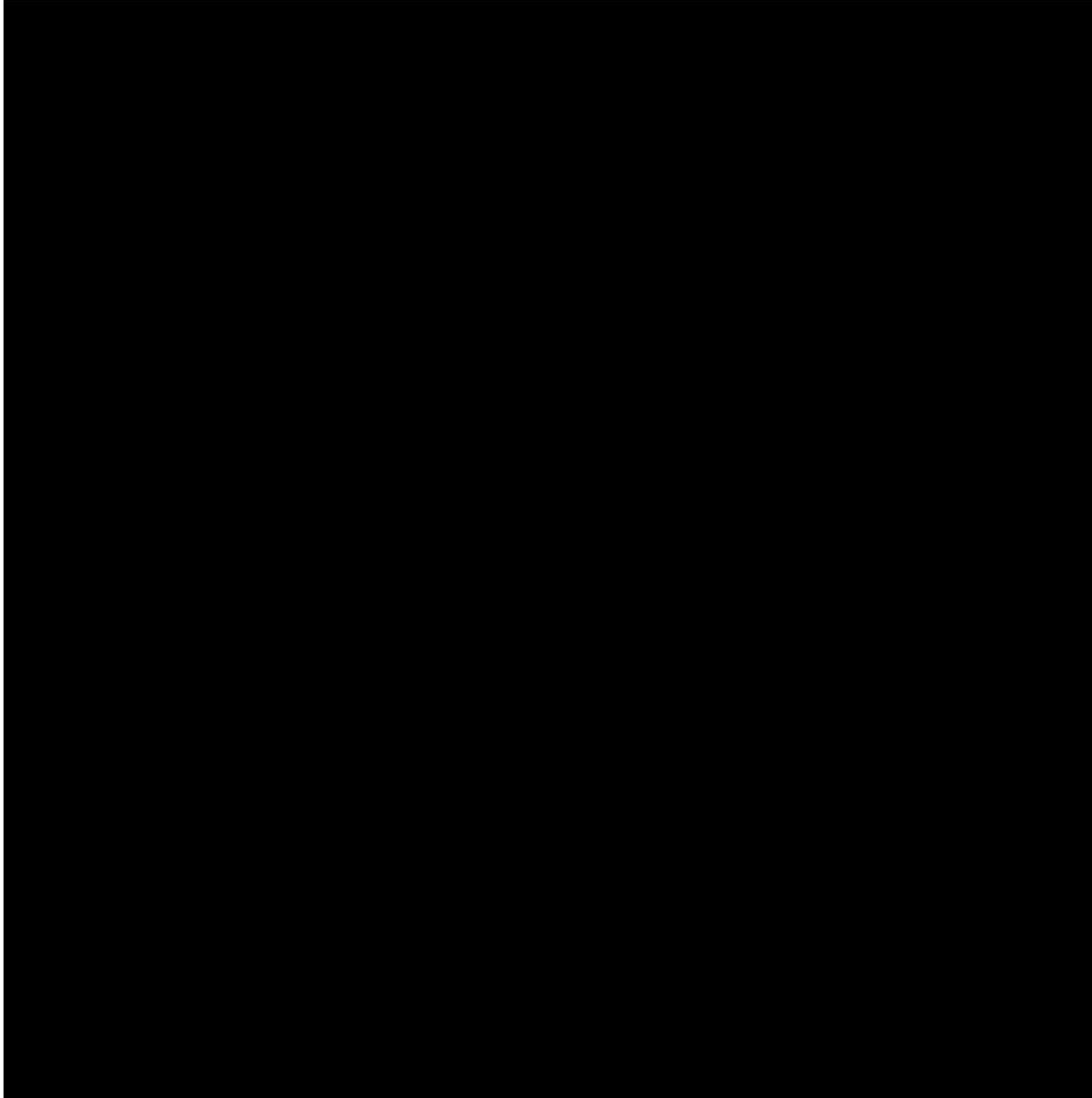
After transition, Delta Dental receives, processes and updates the DDCPS member records based on the member file transmitted by the MMIS FI. A return transmission to the MMIS FI in the format specified by DHH is initiated on a daily basis to report member enrollment changes processed through the DDCPS.

Delta Dental receives a daily member file transmission. (See Exhibit D.1-1, Pre-Production Environment). We reconcile the data received against the DDCPS member records using the reconciliation process defined and documented during the transition period. Our weekly reconciliation process produces the required synchronization report, identifying any discrepancies and a Corrective Action Plan, if necessary. Any corrections will be applied in a timely manner to provide accurate member enrollment data on a continuous basis.

Part II: Technical Approach

We establish open channels of communication with DHH and its MMIS FI to coordinate the transfer of member data. We ensure that the Delta Dental designated staff are accessible to address any issues that may arise related to file and data transmission, during both transition and ongoing operations. Detail and summary data is captured and provided to DHH on member file and data transmission.

Exhibit D.1–1, Pre-Production Environment



Enrollment Procedures

Delta Dental enrolls eligible individuals according to the specifications in the RFP and as revised by DHH over the life of the contract. We accept members without restrictions unless such restrictions are authorized by DHH. Delta Dental encourages the continuation of any existing satisfactory provider/patient relationship with current primary care dentist participating with the DBMP.

Part II: Technical Approach

Delta Dental has well established policies and processes for all of our enrollment procedures and auto-assignment. These will be submitted to DHH for approval no later than 30 days after Delta Dental signs the DBMP contract.

Assignment of Primary Care Dentist

As part of the enrollment process, Delta Dental sends each member a Welcome Packet within ten days of receiving the member file from the FI. Please see Proposal Section J, Member Materials, for a complete description of the Welcome Packet. Delta Dental includes within the Welcome Packet information about the importance and role of the Primary Care Dentist (PCD), as well as instructions for making a PCD selection. We encourage members to continue any existing relationship, if possible, with their current dentist. Delta Dental sends written notification to the member upon PCD selection.

PCD Auto Assign

Members who do not proactively choose a PCD are auto assigned a PCD. Delta Dental's assignment of PCD occurs during the eligibility update process. We make every effort to auto assign a member to a provider who is the assigned PCD for an immediate family member enrolled in the DBMP.

Delta Dental's business rules for PCD assignment are:

1. Assign members only to providers that are designated as PCD's.
2. Assign members only to providers accepting new patients.
3. Develop geographic location information (Geocoding) from member and provider address information.
4. Select PCD within required close proximity to the member.
5. Match to previous dentist or family dentist, if applicable.
6. Match selected PCD's language to member's language requirements.
7. Validate member's age against PCD limitations.
8. Distribute members equally among available PCD's to prevent over- or under-assigning to a particular PCD provider.
9. When a PCD reaches their patient limit, bypass new auto-assignments until they are below limit.
10. Members can request a change to their PCD by contacting Member Services. We process requests from members or providers to change from a current assigned PCD to another qualified PCD.

For more information about PCD auto-assign, please see Proposal Section J, Member Materials.

D.2 Process for Assigning Members to a Different PCD

D.2 Describe the steps you will take to assign a member to a different Provider in the event a Primary Care Dentist requests the Member be assigned elsewhere.

Delta Dental's policy on member reassignment to a different provider at the PCD's request follows:

- The provider may call or submit a written request to re-assign the member to another PCD.
- The request is directed to Delta Dental's Case Management Unit.
- After receipt of the provider's request, case management staff ascertain the reason for the request.

Part II: Technical Approach

- The Case Management Unit contacts the member by phone and notifies the member of the reassignment request.
- We help the member select a new PCD.
- We process the change in PCD in compliance with established procedures.
- Lastly, we generate a notification letter to the member and the requesting provider to advise them of the change.

For more information about assigning members to a different PCD, please see Proposal Section J. Member Materials.

Disenrollment

Upon notification from DHH that a member is no longer eligible for Medicaid or dental benefits, Delta Dental disenrolls the member no later than the first day of the second month following the calendar month request for disenrollment. We process all member file updates from the MMIS FI prior to the reconciliation process and reconcile disenrollment issues with DHH at the end of each month.

E Service Coordination

Delta Dental recognizes the critical importance of identifying members with special needs and challenging health issues and serving them appropriately. We use a personalized approach in taking care of members by helping them receive quality and appropriate dental care services. Our experience in meeting the special and unique needs of our members is of great value to the Louisiana Medicaid Dental Benefit Management Program (DBMP) members. We extend our proven processes and methods to the DBMP and tailor them to the Department of Health and Hospitals' (DHH) requirements. DHH can be assured that members receive expert service coordination at the start of the contract and throughout its life.

Delta Dental encourages the development of an ongoing bond between the member and the dental provider. Enabling members to choose a specific network provider is particularly important in reinforcing established relationships. A major strength of Delta Dental's Member and Professional Services program is the employment of well-qualified, fully trained and culturally diverse staff who genuinely care about our members. Our staff provides one-on-one service as necessary to support members' service coordination needs.

Delta Dental's Service Coordination plan meets the requirements of the RFP and we commit to compliance.

E.1 Continued Services for Louisiana Members

E.1 DHH intends to provide DBPs with two years of historic claims data for members enrolled in the DBP effective the start date of operations. Describe how you will ensure the continuation of all active prior authorized services for members effective the start date of operations. The description should include:

- *How you will identify these members, and how you will use this information to identify these members;*
 - *What additional information you will request from DHH, if any, to assist you in ensuring continuation of services;*
 - *How you will ensure continuation of services and use of non-contract providers;*
 - *What information, education, and training you will provide to your providers to ensure continuation of services; and*
 - *What information you will provide your members to assist with the transition of care.*
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E.1.1 Identification of Members with Prior Authorizations

Upon contract award, we incorporate the previous two years of claims data provided by DHH into the Delta Dental Claims Processing System (DDCPS). Through the evaluation of utilization reports generated by the DDCPS, Delta Dental's Utilization Management group identifies members with prior authorizations (PA). These reports show the types and numbers of dental services provided to members with active PAs for any specific period and, allows us to track the volume and types of dental service the member has received.

Part II: Technical Approach

Depending on the types of information available in those member files, we may be able to identify special-needs members. For the purposes of this response, we assume appropriate indicators are on the member file. However, if indicators are not on the file, we have processes in place supporting proactive identification of members with special needs. For example, our Member Services representatives ask callers general questions about whether or not a member has been given a diagnosis or if the member is currently receiving any type of special needs services. If the caller's response is yes to either or both questions, the member is tentatively identified as having special needs and the information is forwarded to our Case Management unit for follow up.

Identification of a special-needs member may also occur upon notification from the member, member's parent or member's dental or medical provider. For example, a member's parent may call our Contact Center, explain the special needs situation of the child and ask for help in finding a dentist who can provide special needs services to the child. The Member Services Representative, who has been trained to recognize requests that may benefit from assistance by Case Management staff, routes the call to that Case Management unit. Delta Dental understands the importance of reminding members to complete treatment plans with the primary care dentist and for any specialty care. Every time a member's care is being considered within the DBPM, staff are trained to approach their service to the customer with an eye on a broad spectrum of care.

E.1.2 Additional Information Needed from DHH

Following contract award, and in coordination with the DHH, we clarify the types of member information available to us and the medium HIPAA transactions available. If new data collection is required, a plan is developed describing why the information is necessary and defining how it is to be used, collected and maintained. The plan is submitted to DHH for approval before any activities commence. We assume that the claims and member data provided are in standard, HIPAA-compliant formats or, if not, data elements can be isolated and converted. Therefore, we do not anticipate needing any additional information from DHH or its agents, such as the Louisiana MMIS fiscal intermediary.

We extract the PA record from the claims record and pass the PA to the member's record. Using configured business rules, we determine if the PA is active with unused services and if the provider is a network provider. If the services can continue with a network provider automated notifications are sent to the member and provider. If services are under way with a non-network provider, we enroll the provider as a temporary, special circumstances provider and link the provider to the member's treatment plan. Automated notifications are generated to the member and provider. For any unusual situations, for example, if the member wishes to change dentists and the new dentist is not a network provider, Case Management staff work directly with the member to identify options and reach a decision.

E.1.3 Ensuring Continuation of Services

In accordance with RFP provisions, Delta Dental accepts PAs that have been issued by DHH. For services that are approved but not yet rendered, we accept PAs as authorized care. We notify providers and members of the continuation of authorizations to provide and receive the services.

As summarized below, Delta Dental has well established policies and processes that help ensure continued delivery of services in situations that involve PA requests and the use of non-contracted providers.

Part II: Technical Approach

Prior Authorization Requests

We have nearly 40 years of experience in implementing dental PA procedures in State Medicaid programs for basic, major and specialty services. We can easily adapt our procedures to the DBMP environment to comply with DHH's requirements.

While most PA requests are submitted in writing, our approach to PA allows requests for specific services to be made by telephone. If a member changes providers while a PA treatment plan is in progress, we ask the new provider to notify Delta Dental so we can update our records. The new provider does not need to obtain a new PA for the in-progress services unless there has been a change in criteria, such as medical necessity.

We give providers the forms to use for submitting prior-authorization requests via the Delta Dental web site, fax or mail. We can accept PA requests and issue approval notices using electronic data interchange, eliminating paper altogether as approved by DHH. Like our other provider processes, we offer a multi-channel approach.

Use of Non-Contracted Providers

Delta Dental has established procedures to help ensure that members have timely access to non-contracted (i.e., out-of-network) providers when covered services are not available by the member's primary care dentist or a network specialty dentist. The most common need for out-of-network services occur during emergencies or travel outside the member's normal service area. Other circumstances can also necessitate the use of a non-network dentist for non-emergency care within the member's usual service area. For example, if a special needs child is best suited by a non-network dentist in the child's town; our policies allow such Case Management exceptions. We do, however, make every attempt to find or contract with network dentists.

Did You Know

More than 1,200 Louisiana dentists are Delta Dental Network Providers and deliver services to our current in-state members.

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While Delta Dental's networks provide broad coverage in various dental specialty fields, we also plan for that infrequent situation in which a member's dental condition or health status requires a highly specialized provider, one who is not participating in the network, to render the most appropriate care. Primary care dentists maintain a referral process to another dentist whenever the primary care dentist is unavailable (e.g., on vacation or after business hours). During business hours, the dentist's staff communicates this information to the member. After business hours, this information is communicated via a recorded message on the dentist's business number or through an answering service. Our Member Services staff can also assist members with obtaining referral information. Each primary care dentist's referral arrangements are required to be submitted to Delta Dental for pre-approval.

In 2010, Delta Dental studied the effect of Hurricane Katrina on access to dental services. The study is included as an attachment to Proposal Section I, Quality Management. In it, we studied the use of and need to avail members of non-contract providers in post-disaster and emergency situations. The results of this study positively influenced Delta Dental's policies for services coordination.

Certified Hudson Initiative Company Support for Service Coordination

Delta Dental has selected a Certified Hudson Initiative company, Survey Communications, Inc. (SCI), to help develop, tailor, and administer customer satisfaction surveys to assist us in confirming that we meet the needs and expectations of the new DBMP. Feedback from members, providers and the DHH is assessed on an ongoing basis to help Delta Dental improve the delivery of services. Feedback is received in a variety of ways, which includes assessing the number and types of calls to the Contact Center, reviewing grievances and appeals filed, having one-on-one communications with providers, reviewing, evaluating and learning from completed satisfaction surveys, and conducting focus groups. Feedback from all sources is reported to the Quality Assurance Committee for its review and assessment and provided to DHH.

SCI also assists in the area of Service Coordination. During transition, SCI assists in managing the volume of continuation of care requests, (for members in active, pre-approved treatment plans), and special needs requests. After transition SCI serves as an advocate to assist and provide supportive guidance to members in transition.

SCI has provided political, commercial, governmental, and health care clients with data collection and data tabulation services. SCI provides strategic data collection and tabulation services for a broad range of private and public sector clients throughout the United States.

E.1.4 Provider Training, Education and Support

Delta Dental's Professional Services staff is responsible for delivering provider training throughout the term of the contract. These staff members are knowledgeable about dental office practices, Delta Dental's network policies and procedures and the Louisiana Medicaid DBMP. The Professional Services staff develops a comprehensive curriculum and companion materials. They design training delivery systems that include regional training seminars, computer-based training and on-site training. Training is modularized to cover topics applicable to all network dentists, such as the Louisiana DBMP overview, covered benefits, billing and other administrative processes. Training also covers topics that may be more applicable to specific provider types, like primary care and specialties, such as orthodontics.

Delta Dental network providers receive training and materials that cover the policies and procedures related to out-of-network dental services. Our Professional Services staff are available to assist network and non-network dentists in obtaining authorization and coordinating care when necessary services are not available to a member by network dentists. Professional Services staff monitors out-of-network activity. If there is a pattern of use in sufficient numbers for a particular type of care or in a geographic area, we take prompt action to recruit additional dentists to provide these services.

E.1.5 Information Provided to Members

The Member Handbook distributed to each member includes information on how to access services and handle the transition of care from one provider to another. The handbook is the member's primary written source for details about the program, such as what to do if the member needs or wants to see a specialist dentist, the availability of Delta Dental staff to help coordinate care and the member's rights. The handbook includes our toll-free phone number and website address.

Part II: Technical Approach

The Provider Directory, which is accessible to members in hard copy or a searchable copy on the web, includes information about services available in each provider office. For example, the directory may identify the type of practice (e.g., general or specialty type) and which offices are wheelchair-accessible or can accommodate members with special needs.

E.2. Communications - Bayou Health Plans and Medicaid FFS

E.2 Provide your communication plans with the Bayou Health Plans and Medicaid fee-for-service in coordinating the following services which will continue to be provided by the Medicaid fee-for-service and Bayou Health programs: Outpatient facility fees for dental services; Fluoride Varnish performed by Primary Care Physician; Current Procedural Terminology (CPT) codes billed by Oral Surgeons.

For carved-out services that continue to be provided by the Medicaid fee-for-service and Bayou Health programs, Case Management staff serve as the single point-of-contact for coordinating those services. Case Management staff coordinates with our claims processing staff regarding outpatient facility fees for dental services, fluoride varnishes performed by primary care dentists and Current Procedural Terminology codes billed by oral surgeons. Case Management staff also coordinates with our Professional Relations staff regarding members residing out of state in psychiatric residential treatment facilities to ensure that there is access to services by the member's primary care dentist. The DDCPS has the flexibility and capability to track the delivery of carved-out services for each member and allows easy retrieval of that information.

E.3. Member Access to Specialty Care

E.3 What specific measures will you take to ensure that members in rural parishes are able to access specialty care? Also address specifically how will you ensure members with disabilities have access?

Our existing network offers far-reaching geographic coverage both in number of providers and specialty areas to support a broad range of dental needs for DBMP members, including those with disabilities. If we do not meet coverage requirements for some specialties in rural areas, we are committed to aggressive recruitment efforts to improve and correct these deficiencies. We regard a stable provider network as a Delta Dental differentiation and an essential component of healthy outcomes.

Delta Dental's Network Specialists are assessing the state on a parish-by-parish basis to provide access to primary and specialty dental services to members in the 40 parishes of Louisiana's 64 that are classified as rural. Delta Dental has developed dental networks for publicly-funded dental programs and successfully implemented approaches to address hard-to-reach areas. Federally Qualified Health Centers and Rural Health Centers that frequently provide services in these areas have been invited to participate in the network, as have other community-based providers.

Our Provider Network meets contractual standards related to travel distances. We use GeoAccess analysis tools to monitor network coverage and identify locations where we may need to supplement to meet standards. We match GeoAccess analysis against available dentists to target recruitment efforts for additional providers.

Delta Dental assists members with arranging and coordinating care through our Case Management unit. Case Management staff helps identify, monitor, and coordinate the care for members with special health care needs and those requiring specialty care.

E.4. Member Oral Health Care

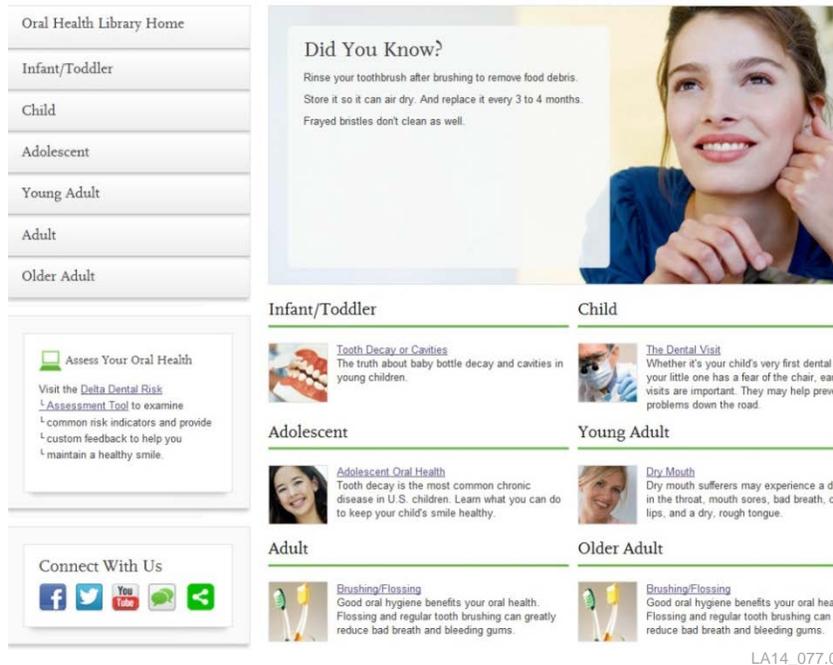
E.4 Detail the strategies you will use to influence the behavior of members to access oral health care resources appropriately and adapt healthier lifestyles. Include examples from your other Medicaid/CHIP managed care contracts as well as your plan for Louisiana Medicaid DBP members.

For DBMP members, Delta Dental uses a combination of strategies to help influence the members' behavior in favor of regular use of preventative oral health care services. Our strategies include the following:

- Disseminate an easy-to-read, user-friendly Member Handbook that encourages members to use the dental plan
- Provide benefits of keeping appointments and best practices when an appointment needs to be changed
- Use Contact Center, Case Management and other Delta Dental staff who interact directly with members, to encourage the members to use their available dental services and assist with referrals to external resources
- Implement a provider outreach and education program that emphasizes Delta Dental's commitment to DBMP members' improved oral health and supports provider efforts to educate members during dental visits
- Design user-friendly websites such as our award-winning "mysmilekids.com" website that offers an engaging cadre of characters, audio, interactive games and stories to make learning about dental health fun
- Implement a Member Outreach and Education plan targeted to meet the unique needs of DBPM members, that includes:
 - Education and outreach goals and objectives
 - Identification of Delta Dental Staff responsible for implementing the plan
 - Identification of external resources and Delta Dental's approach to working with those resources
 - State wide, local and individual outreach activities
 - Methodologies for monitoring the effectiveness of activities
 - Reporting on activities and assessing their effectiveness

Our approach promotes personal responsibility and the benefits of adopting healthier lifestyles.

Exhibit E.4–1, Website Resources for Oral Health and Wellness



Two examples of the strategies used for other contracts we administer are summarized below.

SmileWay Wellness Program

The SmileWay Wellness Program, introduced in 2011, harnesses Delta Dental’s extensive dental health resources into an easy-to-follow program called the SmileWay Challenge. We offer a comprehensive library of dental health education materials for members. As a public service, much of this information is available to our members and the general public through the SmileWay Wellness website. This website, which can be accessed at mysmileway.com, offers oral health and wellness information that addresses topics such as tobacco use and oral health, diet and dental health, caring for teeth with braces, asthma and oral health, and other dental issues of concern to the general public. It also provides a direct link to the MySmileKids website. Videos and interactive quizzes featured on these websites are some of the ways we impart preventive dental care messages in a visual and reader-friendly format.

Teeth-on-the-Go Program

Delta Dental developed Teeth-on-the-Go to support California Medicaid Denti-Cal members and the state’s county-sponsored health programs. Our staff works with dentists, elementary school nurses, dental clinics, Head Start and various community organizations to identify neighborhoods where access to dental care is limited and families are struggling with childhood dental disease. This enables us to target schools with a high concentration of children who may be underserved. This school program features visits by Delta Dental staff who teach students in kindergarten through Grade 2 about the importance of oral health and how to take care of their teeth. The program includes a teacher’s guide for use in the classroom and encourages parents to take an active role in their children’s oral health by tracking tooth-brushing habits for one week.

Part II: Technical Approach

The program focuses on three teaching points: the importance of teeth to a child’s overall health, the impact of nutrition on teeth, and the proper way to brush teeth and maintain good oral hygiene. Children who participate in the program receive a dental hygiene kit that contains a colorful Delta Dental logo pouch, a polka-dot suction cup toothbrush, a matching colored two-minute timer (to time their brushing), a colored spool of dental floss, an “Ask Me What I Learned” sticker, and a “Healthy Smiles” Certificate of Completion. The teacher’s guide outlines a five-day lesson plan of 15 to 20 minutes per day, with suggestions for daily activities that teachers can use to maintain a focus on good oral health practices.

E.5. Leveraging Education and Outreach Efforts

E.5 Much faith based, social and civic groups, resident associations, and other community-based organizations now feature health education and outreach activities, incorporate health education in their events, and provide direct oral health services. Describe what specific ways would you leverage these resources to support the oral health and wellness of your members.

E.5.1 Leveraging External Resources

Delta Dental knows that supporting the oral health and wellness of members means more than just offering quality dental benefit programs or paying for treatment, and that dental health education and outreach is about much more than attending a specific number of events each year or distributing a specific number of toothbrushes. Rather, it is about maximizing opportunities to communicate with members, directly and indirectly, about the importance of good dental health habits and preventive care.

Effective education and outreach requires ingenuity, ongoing leverage of available community resources and a corporate commitment to address the causes of dental disease.

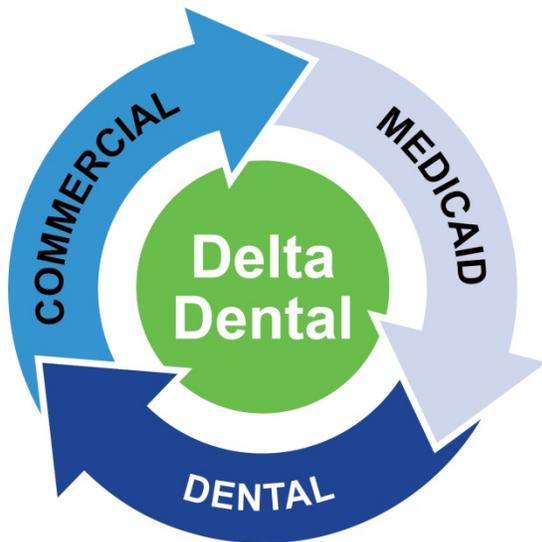
We use a combination of proven outreach methods that include health fairs, oral health presentations, focus groups, training sessions and meetings/networking. We employ trained staff (e.g., professional staff who have established community connections), who can identify and participate in dental health education and outreach activities. Our well-established provider outreach representatives liaison with dental providers, Louisiana State University Health Sciences Center (LSUHSC), and professional associations. We seek opportunities to collaborate with organizations that can disseminate information to those with direct to influence behavioral and practice enhancements.

Specific external resources we leverage for the DBMP include:

- Participation at community and outreach events hosted by other agencies and organizations or sponsored by Delta Dental, (e.g., giving an oral health presentation at church Sunday School classes)
- Distribution of dental-specific health education materials to agencies, organizations, businesses, dental offices and other appropriate entities, (e.g., mailing “How to Brush Your Teeth” brochures to walk-in medical clinics for distribution to patients)
- Modification of outreach materials and creation of new materials to address the varied needs and concerns of members, (e.g., creating a colorful “Take Care of Your Teeth” poster and distributing it to social service agencies for display in lobbies)
- Assistance to members with special needs, (e.g., those who need help with transportation to their dental appointments)

F Provider Network

The success of the Louisiana Benefit management Program (DBMP) depends on a robust network of providers to provide care for the estimated 1.2 million members. The network must be comprised of generalist and specialists to deliver the range of services included in the program.



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The Department of Health and Hospital's (DHH) choice for Dental Benefit Plan (DBP) manager must reflect a company with a remarkable record of success in establishing, developing and refining a strong dental provider network.

Delta Dental is the best known brand of dental benefits management companies for several reasons, one of which is the strength of our provider network to advance oral health care nationally. Due to our exceptional Provider Network, we are able to serve more than 26 million members and deliver quality dental care and healthy outcomes. The strength of our provider network distinguishes us in the market, giving credibility to the Delta Dental brand promise.

Our brand is predicated on a 100% Delta Dental-owned provider network. Professional standards are applied to every provider network decision we make. Ease of provider participation is built into every policy, procedures and process we put in place. Service to providers is seen in every action we take. Professionalism, ease of participation, and service are shown to providers, not at the expense of members, rather, to advance members access to quality oral health care services and improve healthy outcomes. The Delta Dental brand promises the best provider network for optimal member participation in the DBMP.

Delta Dental has a unique history and perspective that set us apart in the market. Starting as a commercial entity, Delta Dental began service to Medicaid 40 years ago. Combined with our singular focus on dental benefits, we bring commercial, Medicaid and dental focus into a single solution.

We bring the State of Louisiana the best of a commercial offering, layered with Medicaid expertise and driven by a mission to advance oral health care. In this section, we commit to meeting or exceeding all RFP requirements for provider network and in the process demonstrate how our unique experience and competencies offer the best solution for a successful DBMP provider network.

F.1 Proposed Provider Network Listing

F.1 Provide a listing of the proposed provider network using the List of Required In-Network and Allowable Out-of-Network Providers as described in this RFP, including only those providers with whom you have obtained a signed LOI or executed subcontract. LOIs and signed subcontracts will receive equal consideration. LOIs and subcontracts should NOT be submitted with the proposal. DHH may verify any or all referenced LOIs or contracts. Along with the provider listing, provide the number of potential linkages per primary care dentist.

Part II: Technical Approach

Using providers, with whom you have signed letters of intent or executed contracts, provide individual maps and coding by parish. You should provide individual maps as well as overlay maps to demonstrate distance relationships between provider types, if applicable (i.e, pediatrics, general dentist and orthodontist).

The DBP should provide an Excel spreadsheet of their proposed provider network and include the following information: (Sample spreadsheet is available in the Procurement Library)

- 1. Practitioner Last Name, First Name and Title - For types of service such as primary care dentist and specialist, list the practitioner's name and practitioner title such as DDS, DMD, etc.*
 - 2. Practice Name/Provider Name - - Indicate the name of the provider. For practitioners indicate the professional association/group name, if applicable.*
 - 3. Business Location Address - Indicate the business location address where services are provided including but not limited to, 1st line of address, 2nd line of address, City, State, Postal Code*
 - 4. Provider Type and Specialty Code - Indicate the practitioner's specialty using Medicaid Provider Type and Specialty Codes.*
 - 5. New Patient - Indicate whether or not the provider is accepting new patients.*
 - 6. Age Restriction - Indicate any age restrictions for the provider's practice. For instance, if a provider only sees patients up to age 19, indicate < 19; if a provider only sees patients age 13 or above, indicate > 13.*
 - 7. Primary Care Dentist - the number of potential linkages.*
 - 8. If LOI or contract executed.*
 - 9. Designate if Significant Traditional Provider.*
 - 10. Maps for this location.*
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Delta Dental proposes a comprehensive, custom network designed specifically to respond to the DHH's needs for the DBMP. The network is the vehicle that provides access to and utilization of dental services by DBMP members. The development of a network that is tailored to Louisiana's program, goals, and members is consistent with our past successful network implementations for multiple state and national programs.

During the preparation period for this proposal, our Professional Services unit initiated a plan for configuring a network that provides ample dental services capacity for all members residing in parishes within the three geographic service areas (GSAs) in Louisiana. It is the responsibility of our Professional Services team to maintain its vitality and integrity.

Did You Know

More than 1,200 Louisiana dentists are Delta Dental Network Providers and deliver services to our current in-State members.

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Part II: Technical Approach

Custom Network Development Plan for DBMP

Reaching out to providers and building lasting and productive relationships with them is what sets Delta Dental apart in the industry. It also provides the foundation for what is needed most for the improved oral health of DBMP members, a stable network of qualified providers who deliver continuity of care over the long term.

Development of the network for the DBMP will occur in several phases, as summarized below in Exhibit F.1-1, Network Development Plan for the Louisiana Medicaid Dental Benefit Management Program.

Exhibit F.1-1, Network Development Plan for the Louisiana Medicaid Dental Benefit Management Program

Phase	Description
Phase 1	Initial mailing to providers to announce Delta Dental proposed network plans. Analyze member data and access requirements. Develop reimbursement fees and methodology. Begin recruitment with interested providers. Receive and process LOIs returned by providers. Draft provider contracts.
Phase 2	Complete LOIs in-process. Review Phase 1, Initial Network Development, results and continue recruitment with primary care dentists and specialists to optimize geographic access and specialty representation. Work with provider organizations. Complete provider contracting process. Post provider directory to website.
Phase 3	Follow-up with primary care and specialty dentists to complete geographic access and capacity refinements. Verify compliance with capacity and access standards. Complete provider training.
Phase 4	Partner with DHH on special concerns and maximizing member accessibility in underserved areas.

As Exhibit F.1-1 illustrates, Delta Dental takes a methodical professional approach to configuring the network to meet the needs of children and adults enrolled in the program. These efforts will result in delivery of a network that meets DHH’s access requirements set forth in the RFP. Delta Dental will provide the Department with a provider directory database of the dentists comprising the network and post it to the website for member access. It is updated daily to reflect the most current information.

Phase 1: Initial Network Development Results for all Geographic Service Areas

Phase 1, Initial Network Development, was initiated concurrently with the Delta Dental’s decision to bid on the Louisiana DBMP. The recruitment campaign began with a mailing to nearly 1400 dental providers, inviting them to join Delta Dental’s network for the program. Subsequently, our recruitment specialists, who live in Louisiana and are knowledgeable about the local dental communities, began the process of contacting providers, in-person and by telephone, to discuss participation in the DBMP. At the conclusion of Phase 1, a total of 480 dentists, primary care dentists, (general and pediatric dentists), and specialty dentists have signed LOIs attesting to their interest in participating in Delta Dental’s network to serve DBMP members. This key indicator improves as additional primary care dentists, and specialty dentists are added to the network during Phase 2 of our network development plan.

Part II: Technical Approach

The provider figures shown above are those for whom Delta Dental has received and processed a written, signed LOI. After contract award, we will complete the credentialing and contracting process with the proposed providers. Delta Dental will hold a direct contract with each provider. We do not use subcontracted networks or other intermediaries. The care taken by Delta Dental in obtaining signed, valid LOIs from interested providers offers DHH an additional level of assurance regarding the network's integrity and its timely implementation. These documents are on file in our offices and are available to DHH for review at any time during the proposal evaluation period.

In accordance with instructions in the RFP, Delta Dental is submitting a detailed listing of the proposed network providers based on the results of Phase 1 of our network development plan.

The listing Attachment F.1-1, Proposed Provider Network Listing (Phase 1) is formatted as requested in the RFP, including the following fields:

- Last Name, First Name, Middle Name
- Degree (DDS or DMD)
- Practice Name/Provider Name
- Business Location Address
- Parish Name- Telephone Number
- Specialty Code
- New Patient Indicator
- Age Restrictions (If any)
- Primary Care Dentist (PCD) Linkages
- Letter of Intent
- Significant Traditional Provider (STP) Indicator

Providers with multiple practice locations are entered as separate line items in the listing. Data not present in the listing is gathered during the credentialing and contracting process to complete each provider's record. We provide DHH with an updated listing as the additional data is finalized. We have confirmed that the proposed providers will accept DBMP members. Although the recruitment plan is still underway with many additional providers to be added to the network, we are submitting two Ingenix GeoAccess® reports to demonstrate the level of compliance already achieved with network standards set forth in the RFP. Attachment F.1-2, Phase 1 Network Results: Compliance with Access Standards provides two GeoAccess reports, based on January 2013 enrollment data, which indicate:

- Delta Dental's network already meets the requirement of at least one general dentist within 20 miles for 100 percent of urban members (Attachment F.1-3, GeoAccess Maps by General Dentist).
- The network provides access to at least one specialty dentist within 60 miles for 99.4 percent of members, which is higher than the required 75 percent required by the RFP. (Attachment F.1-4, GeoAccess Maps by Dental Specialty.. These reports are updated as the recruiting efforts continue and provided to DHH.

Phase 2: Pre-Operations Network Development Activities

In the first phase of network development, our Professional Services team primarily focused on providers who are currently participating in the Louisiana Medicaid program. In general, our recruiting approach initially emphasizes contacts with primary care dentists, both general and pediatric dentists, who form the

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core of the network and provide the majority of services to children enrolled in the program. In addition to finalizing LOIs with providers with whom we initiated discussions, we continue to recruit additional primary care dentists to maximize convenient access for members.

During Phase 2, our Professional Services team follows up with specialty dentists from information collected during contacts with general dentists interested in participating in the network. During the initial contacts in Phase 1, staff took the opportunity to gather information about dentists' usual specialty referral arrangements. We apply this information as we expand the specialty component of the network during Phase 2 of the plan. This allows us to take into account customary practice patterns within each community and leverage established dentist relationships to expand specialty care services and minimize the opportunity for patient referrals to non-network providers.

Upon contract award, we work with DHH to obtain updated member residence data to refine the network configuration to address the specific geographic, cultural, linguistic and special needs requirements of the DBMP members.

After completing these network refinements, Delta Dental prepares updated accessibility reports using GeoAccess. These reports are used by staff to identify areas where additional providers are needed to provide service to members.

Prior to the conclusion of Phase 2, we also finalize discussions with Federally Qualified Health Centers (FQHCs) for network participation. FQHCs are frequently the safety-net providers for Medicaid members and may provide dental services to a number of members already. Delta Dental works with each FQHC and other safety-net providers that offer dental services to ensure network participation. During Phase 2, Delta Dental also works closely with various local and state dental organizations to gain their support and add momentum to the recruiting efforts.

Upon contract award, Delta Dental will submit an updated Excel provider listing to DHH.

Phase 3: Continued Network Development Activities

Prior to the start of operations, Delta Dental continues to explore opportunities to further refine the network under Phase 3 of network development. These activities focus on hard-to-serve areas where there are few dentists within the parish. Phase 3 essentially continues throughout the life of the program. Professional Services continually reviews the adequacy of the DBMP Network Provider and invokes Phase 4 processes, described below, to review network development plans with the DHH.

Phase 4: Network Follow-up Activities

Following the start of operations, the Professional Services team completes the 4th phase of our network development plan. Delta Dental reviews the results of Phase 3 activities with DHH and ensures that maximum coverage for members has been achieved, particularly in regard to the three parishes in which no dentist resides and other designated Health Professional Shortage Areas (HPSAs). We take this opportunity to discuss the addition of out-of-state providers, if permitted, and other solutions to make dental care easily accessible to members.

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Provider Credentialing

Delta Dental credentials all dental providers and all dentists who apply to become providers. Our Dental Director, dental consultants and in-house professionals participating in the review process are also credentialed. The process encompasses initial credentialing, triennial re-credentialing, periodic interim license verification and ad hoc re-credentialing, as needed. Credentialing activity is documented in Delta Dental's credentialing database, credentialing files and in the Credentialing Committee's minutes. These records preserve a history of the credentialing documents and of our verifications and credentialing decisions.

The mandatory information we require for initial credentialing includes:

- Graduation from dental school (if not verified by the state dental licensing board)
- A valid state license to practice
- Work history covering the past five years
- Current and adequate malpractice insurance according to Delta Dental's policy
- A valid DEA certificate
- History of Drug Enforcement Administration (DEA) certificate revocation, suspension or probation
- History of professional liability claims resulting in settlements or judgments paid on behalf of the provider covering the past five years
- Attestation that includes, but is not limited to, statements regarding any practice limitations or impairments owing to chemical and/or substance abuse
- History of limitations and sanctions imposed by the state licensing board or agency for dentistry
- History of an applicant being previously excluded or restricted by Delta Dental from participating in a provider panel
- Reports from the National Practitioner Data Bank (NPDB)
- Any Medicare and/or Medicaid sanctions imposed by the Office of Inspector General, as documented by NPDB report
- Verification of specialty training
- A current valid x-ray certificate
- Good standing of hospital privileges
- Status of clinical privileges at the provider's designated primary admitting facility
- Results of facility and/or process-of-care audits, if any
- Valid general anesthesia permit, as applicable

Subsequently, during re-credentialing of providers, we check elements reviewed during the initial credentialing process that may be subject to change, plus the following:

- Member satisfaction and grievance history
- Information on quality improvement activities
- Utilization reports
- Results dental record audits

Delta Dental uses a systematic process to verify, review and evaluate professional credentials and qualifications. Professional Services representatives receive provider applications, which include credentialing documents and attachments, for each dentist within a practice. After verification that an application is complete, it is logged and a credentialing file is created for each dentist. Professional

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Services staff reviews and examines each file to ensure that it is complete and in order. If documents are incomplete or attachments are missing, a Professional Services staff contacts the dentist to amend, correct or supply the items in question.

The credentialing file includes an attestation form, which must be signed and dated by the dentist to confirm the correctness and completeness of the credentialing information provided and give Delta Dental permission to verify and research the information provided. The attestation is reviewed to assess any physical or mental health limitations that may affect the dentist's current ability to provide dental care with or without accommodations. It also confirms the dentist's confirmation of the accuracy of records relating to any history of chemical dependency or substance abuse, loss of license and or felony convictions, disciplinary activity or other professional sanctions and malpractice actions or the loss of malpractice coverage.

Once complete, the credentialing file is forwarded to the Dental Director for review. By policy, the Credentialing Committee has authorized the Dental Director to accept the credentials of dentists whose elements are clear. The Dental Director may also accept the credentials of dentists with only one malpractice judgment within the last five years if the rest of their elements are clear.

For current providers, if elements have not changed since the original credentialing, they are not re-verified. For example, after determining during initial credentialing that the dentist graduated from an approved dental school, this element would not subsequently be re-verified. Instead, the re-credentialing process focuses on:

- Original credentialing elements that are subject to change, such as professional actions or sanctions
- New elements assessing the dentist's performance during the previous period, including grievance history, utilization information, audit history and member satisfaction information

If the Dental Director does not accept an applicant's credentials, the matter is referred to the Credentialing Committee. The Dental Director will defer to the committee when the file shows:

- Two or more malpractice actions or settlements within the preceding five years
- Past or current adverse actions by any state or federal regulatory agency
- Past or current limitation, reduction, suspension or termination of any dental license or hospital privileges
- Past or current criminal conviction
- Past or current sanctions by a Medicare or Medicaid regulatory agency
- Lack of current valid general anesthesia permit (applies to oral surgeons only)
- Lack of a current valid DEA certification (does not apply to orthodontists)
- Past or current mental illness, chemical dependency or medical condition that would impair or interfere with the dentist's ability to deliver care effectively

After discussion, the committee may decide to accept, reject or defer a decision pending the receipt of additional information. After a decision is made, the applicant is notified of the committee's decision within 60 calendar days. All applicants have the right to request corrections of erroneous credentialing information. Requests for correction must be submitted by an applicant in writing and be received by Delta Dental within 30 days of receipt of the decision. Only those applicants whose credentials are accepted by either the Dental Director or Credentialing Committee are approved to be contracted.

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In addition to periodic re-credentialing, Delta Dental may also perform monthly interim verifications of a valid and active dental license or an oral maxillofacial surgery permit. The process allows Delta Dental to verify that any expiring licenses and permits of providers have been renewed. It also facilitates identification of any adverse actions prior to a provider's next scheduled Professional Services re-credentialing.

Any time Delta Dental becomes aware of an event or action that calls into question the credentials of an applicant or contracted dentist, the Professional Services unit investigates the matter. Based on that investigation, the Dental Director is authorized to take actions as needed to safeguard members.

If such actions are required prior to a committee meeting, those actions are reported to the committee and presented with the dentist's credentialing file. Delta Dental proactively seeks information and updates key credentialing elements, such as a valid license to practice and licensing board actions and sanctions.

F.2 Loss of Providers

F.2 Describe how you will handle the potential loss (i.e., contract termination, closure) in a parish of all providers within a certain specialty.

Delta Dental is continually monitoring its network providers and reaching out to additional providers in each parish in order to develop the network and improve access to care of members. Delta Dental actively recruits replacements when notified of a provider termination that potentially affects the access to care. The DBMP Dental Director determines a strategy to replace the terminated provider by viewing available dentists from the State Board of Dentistry website and those providers who currently contract on Delta Dental commercial programs.

Should an unusual event occur, such as losing all specialty providers within a parish, Delta Dental would implement several temporary measures to provide continuity of care to members until qualified, alternate providers could be secured for the network. These include arranging for out-of-network dentists to see patients and arranging transportation for patients to travel to another parish. Member Services staff works with Professional Services staff to find non-contracted dental specialist, until replacements are contracted within the parish.

Delta Dental regards each provider as a valuable asset in delivering dental services to members and makes every effort to prevent the loss of any qualified network provider. Provider retention rates in the 99 percent range distinguish Delta Dental's record in the market.

F.3 Contracting with Significant Traditional Providers (STPs)

F.3 The DBP is encouraged to offer to contract with Significant Traditional Providers (STPs) who meet your credentialing standards and all the requirements in the DBP's subcontract. DHH will make available on www.MakingMedicaidBetter.com a listing of STPs by provider type by Parish. Describe how you will encourage the enrollment of STPs into your network; and indicate on a copy of the listing which of the providers included in your listing of network providers (See F.1) are STPs.

Delta Dental's footprint in the State of Louisiana helps assure minimal disruptions to members who already have a dentist or are in an active treatment plan.

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Relationships with Louisiana's Significant Traditional Providers (STPs) exist through Delta Dental's commercial business. We have already received LOIs from STPs, which helps ensure established relationships between members and their dentists are preserved.

Those for whom we have processed an LOI and are an STP are included in Attachment F.1-1, Proposed Provider Network Listing (Phase 1), with an STP indicator.

We have also received LOI's from an additional 20% who are not current STPs, which allows for new options to the members of the DBMP. This demonstrates the strength of the Delta Dental brand and its ability to attract new providers.

F.4 Maintaining the Provider Network

F.4 Based on discussions with providers in obtaining Letters of Intent and executed subcontracts as well as other activities you have undertaken to understand the delivery system and enrollee population in the Parish(es) for which a proposal is being submitted, discuss your observations and the challenges you have identified in terms of developing and maintaining a provider network. Provide a response tailored to each Parish of the following provider types/services:

- Primary Care
 - Specialty Care
 - FQHC
-

Delta Dental has learned from past experience that recruitment strategies necessitate creative solutions to secure coverage in areas with few or no providers. To meet the provider network capacity requirements relating to the number of providers with open practices, we periodically generate GeoAccess reports to monitor and assess network capacity for new and existing member access. If we identify member accessibility that does not meet established DHH standards, a targeted strategic recruitment is instituted.

The following summary gives details of Delta Dental's recruitment challenges and observations. Many non-Medicaid providers sight low reimbursement as the main reason for not contracting, along with the high no-show rate for appointments among Medicaid members. Due to our long term relationships with numerous providers and group practices through our commercial programs, we were able to acquire 480 LOI commitment letters. No Prosthodontists signed commitments in any parish, sighting a wait and see attitude. Few Endodontists and Periodontists signed commitments, sighting low reimbursements for the program. No Endodontists, Orthodontists or Periodontists would sign commitments in northern Louisiana, which has more rural parishes than southern Louisiana. FQHC's signed commitment letters in most parishes where they are currently contracted to provide services. A summary by region follows.

Region 1, including the parishes St. Barnard, Plaquemines, Jefferson and Orleans include both urban areas and rural areas of network development. The region allowed for the recruitment of General Dentists in all parishes except Plaquemines. Three Endodontists committed including two from Jefferson and one from St. Barnard. Oral Surgeons also committed in all parishes except Plaquemines. Three Orthodontists signed commitments in the parishes of Jefferson and St. Barnard. Multiple Pedodontists signed in all parishes except Plaquemines. Three Periodontists agreed to commitments with only Orleans and

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Plaquemines not having commitments. Plaquemines Parish was the only Parish that a General Dentist or specialist could not be contracted with an LOI.

In Region 2, including East Feliciana, West Feliciana, Pointe Coupee, East Baton Rouge, West Baton Rouge, Iberville, and Ascension parishes we have of LOI's for General Dentists. Two Oral Surgeons in Ascension and East Baton Rouge signed LOIs. Other surgeons wanted to wait until the award is made. No Endodontics committed to the program through LOIs in Region 2. One Orthodontic group committed in Ascension parish. Multiple Pedodontists were available for LOI's in Ascension and East Baton parishes. One Periodontist signed an LOI in the Ascension Parish.

Region 3 including St. James, St. John, St. Charles, Assumption and Lafourche parishes has LOI's for General Dentists in all parishes with the exception of St. James and Assumption. No Endodontists or Oral Surgeons in the region signed LOIs deciding to wait until the award is made. One Orthodontist and Pedodontist in St. Charles Parish committed while no Periodontists would commit.

Region 4, including Evangeline, St. Landry, Acadia, Lafayette, St. Martin, Vermilion, Iberia, St. Mary and Terrebonne saw commitments from all parishes for General Dentists except Terrebonne. One Oral Surgeon in the Lafayette Parish committed to a LOI. No other Oral Surgeons in Region 4 committed, sighting desire to wait until award is announced. No Endodontist, Orthodontist or Periodontist committed, to a LOI. One Oral Surgeon and Pedodontist committed to a LOI in Lafayette Parish, while no commitments for these specialties were attained in the other parishes.

Region 5, including Beauregard, Allen, Calcasieu, Jefferson Davis and Cameron parishes saw commitments from all parishes for General Dentists except Cameron. One Oral Surgeon signed a LOI for the program in Jefferson Davis parish. No Endodontist, Orthodontist or Periodontist committed to a LOI in this region. Two Pedodontists signed commitments in Calcasieu parish with no other LOIs registered. Currently, no Endodontists, Prosthodontists or Periodontists have contracted with the program. The rural nature of this region made specialty recruitment more challenging due to a limited number of providers.

Region 6, including Winn, LaSalle, Grant, Catahoula, Concordia, Avoyelles, Rapides and Vernon parishes saw commitments from all parishes for General Dentists except Grant and Catahoula. One Oral Surgeon signed a commitment with an LOI for the program in Rapides parish. No Endodontist or Orthodontist committed to an LOI in this region. Three Pedodontists signed commitments from Rapides and Concordia parishes with no other commitments registered. The rural nature of this region made specialty recruitment more challenging due to a limited number of providers.

Region 7, including Bossier, Caddo, Webster, Claiborne, Bienville, Red River, Desoto, Sabine, and Natchitoches parishes saw commitments for General Dentists from all parishes except Bienville, Red River, Sabine, and Natchitoches. Multiple Oral Surgeons signed a LOI for the program in Caddo and Bossier parishes. No Endodontist, Orthodontist or Periodontist committed to an LOI in the region. One Pedodontist signed a commitment from Caddo parish.

Region 8, including Union, Morehouse, West Carroll, East Carroll, Richland, Madison, Tensas, Franklin, Ouachita, Caldwell, Jackson and Lincoln Parishes saw commitments from all Parishes for General Dentists except Union, Morehouse, West Carroll, East Carroll, Tensas and Caldwell. Three Oral Surgeons signed a commitment with an LOI for the program in Lincoln and Ouachita parishes. No Endodontist,

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Orthodontist or Periodontist committed to an LOI in this region. Three Pedodontists signed commitments from Ouachita and Franklin parishes with no other commits registered.

Region 9, including St. Helena, Washington, Tangipahoa, St. Tammany and Livingston parishes saw commitments from all parishes for General Dentists. Five Oral Surgeons signed LOIs in all parishes except Washington. A total of four Endodontists signed commitments in St. Tammany and Tangipahoa parishes. Three Orthodontists agreed to commit with two from St. Tammany and one in Tangipahoa parishes. Three Periodontists committed to an LOI in this region with two in St. Tammany and one in Tangipahoa parish. Seven Pedodontists signed commitments representing all parishes except St. Helena.

F.5 Monitoring of Appointments and Wait Times

F.5 Describe your process for monitoring and ensuring adherence to DHH's requirements regarding appointments and wait times.

We determine if members have availability to dental appointments, using the following methods:

- Calling a randomly selected sample of network providers each month as a “mystery shopper” to attempt to schedule appointments within prescribed time frames
- Monitoring calls to the Member Services for complaints and grievances related to appointment scheduling and waiting times
- Evaluating members’ reasons for requesting a change in network providers to determine if appointment access is one of the underlying causes for the requested change

In the case of after-hours deficiencies, we assist providers in arranging reciprocal after-hours agreements with other network dentists. When a provider is not allowing DBMP members to make appointments or keeps members waiting excessively, peer-to-peer counseling is performed by one of our dental professionals. Should counseling not suffice, or if a provider accumulates three confirmed non-compliant incidents, we refer the provider to Professional Services. This group can impose more aggressive interventions and sanctions up to and including contract termination and removal from the network.

F.6 PCD Assignment Process

F.6 Describe your PCD assignment process and the measures taken to ensure that every member in your DBP is assigned a PCD in a timely manner. Include your process for permitting members with chronic conditions to select a specialist as their PCD and whether you allow specialists to be credentialed to act as PCDs.

Delta Dental’s assignment of PCD to members occurs during the eligibility process. Any members who choose not to select a PCD will be auto-assigned to a provider. Members can request a change to their PCD by contacting Member Services.

Following are Delta Dental business rules and process for PCD assignment:

- Assign members only to providers that are designated as PCD home providers.
- Assign members only to providers accepting new patients.
- Develop geographic location information (Geocoding) from member and provider address information.

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- Select PCDs within required proximity to the member.
- Match to previous dentist, or family dentist, if applicable.
- Match selected PCD's language to member's language requirements.
- Validate member's age against the PCD's age limitations.
- Distribute members equally among available PCDs to prevent over or under assigning to a particular PCD.
- When a PCD reaches their patient limit, bypass new auto-assignments until they are below the limit.

Members with chronic conditions are able to select their specialist as the PCD. We do not automatically credential specialists as PCDs however, on request and based on need, we allow specialist to act as PCD for patients with chronic conditions

F.7 Monitoring Providers

F.7 Describe how you will monitor providers and ensure compliance with provider subcontracts. In addition to a general description of your approach, address each of the following:

- *Compliance with cost sharing requirements;*
 - *Compliance with dental record documentation standards;*
 - *Compliance with conflict of interest requirements;*
 - *Compliance with lobbying requirements;*
 - *Compliance with disclosure requirements; and*
 - *Compliance with member education requirements.*
-

Compliance with Cost Sharing Requirements

If applicable, providers are responsible for collecting co-payments or deductibles in accordance with cost-sharing limitations. Such collections are made at the time of service.

Compliance with Dental Record Documentation Standards

As Delta Dental contracted dentists, providers are required to ensure that accurate and complete patient dental records are established and maintained. Upon request, providers must provide information from a member's dental record to Delta Dental for purposes of quality and utilization review activities. Providers must also allow Delta Dental's authorized personnel, its designated representatives, accreditation and review organization, and government agencies on-site access to such records.

Compliance with Conflict of Interest Requirements

Delta Dental educates providers through its Provider Manual, seminars and webinars about the importance of avoiding conflicts of interest. Providers must avoid situations where their personal interest could conflict with their DBMP responsibilities and obligations DBMP.

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The Office of Compliance addresses the Conflict of Interest Policy by describing Delta Dental's guidance regarding:

- Individuals that are covered by the policy
- Areas where conflict can arise
- Reporting of known or suspected conflicts
- Remedial actions

Delta Dental's Office of Compliance and legal counsel monitor conflicts through regular and random review of public announcements and provider interaction during credentialing and re-credentialing processes.

Compliance with Lobbying Requirements

Delta Dental educates providers on compliance with lobbying restrictions through its Provider Manual, seminars and webinar training. Training is provided before DBMP operations commence and continues throughout the contract.

Providers are expected to comply with federal statutes required in the Anti-Lobbying Act. Providers are prohibited from giving gifts to public employees as it violates the Code of Governmental Ethics. Such actions may be subject to enforcement proceedings.

Compliance with Disclosure Requirements

Delta Dental is completely HIPAA compliant. HIPAA has brought many changes to the way Delta Dental conducts business, including implementing new code sets and screening processes for anyone wanting to obtain member information through contact with us. Delta Dental continues to make HIPAA a priority in our daily business practices as we protect members' health information.

Our contracted dentists understand and agree to the following:

- In compliance with HIPAA, each provider must protect the confidentiality of member protected health information, including patient records.
- Each provider must comply with all applicable federal and state laws, including the HIPAA Privacy and Security Rule governing the use and disclosure of protected health information.
- Each provider is required to treat all information that is obtained through the performance of dental services as confidential information to the extent that confidential treatment is provided under state and federal laws, rules, and regulations. This includes, but is not limited to, information relating to applicants or recipients of Louisiana Medicaid program. Providers are prohibited from using such information in any manner except as is necessary for the proper discharge of obligations and securing of rights under the Contracting Dentist Agreement.
- Providers may not transfer identifiable dental services records, including a patient chart, to another entity or person without the written consent from the member or someone authorized to act on his or her behalf.

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Compliance with Member Education Requirements

Delta Dental expects network providers to assist with DBMP member education. By virtue of the dentist-patient relationship, providers have the opportunity and means to influence member behaviors. We provide member educational materials to providers to display and hand out and we encourage provider staff members to explain DBMP features, such as selecting a PCD and getting regular preventive care.

We monitor member education compliance by including questions about provider manner and thoroughness in member satisfaction surveys. In the 2013 DDIC Patient Satisfaction Survey Report, 99% of patients rated “dentist’s manner,” 99 out of 100 points. For thoroughness of “dentist’s explanation of your treatment options,” patients rated their Delta Dental provider 98 out of 100 points. We monitor grievances and appeals and inquiries and check availability of DBMP materials during on-site visits to monitor the compliance of individual providers.

F.8 Resolution of Provider Noncompliance

F.8 Provide an example from your previous experience of how you have handled provider noncompliance with contract requirements.

In the Texas Medicaid program, an Orthodontic provider was billing patients for orthodontic services the provider considered optional by using codes outside of the approved orthodontic codes for the program. The provider would not agree to an open records audit. We met with the provider and re-educated the provider to the program requirements and requested records to be evaluated. The provider would not agree to a review so the provider was removed from the program and reported to OIG for investigation. Patients were contacted and reimbursed for incorrect billing practices by the provider.

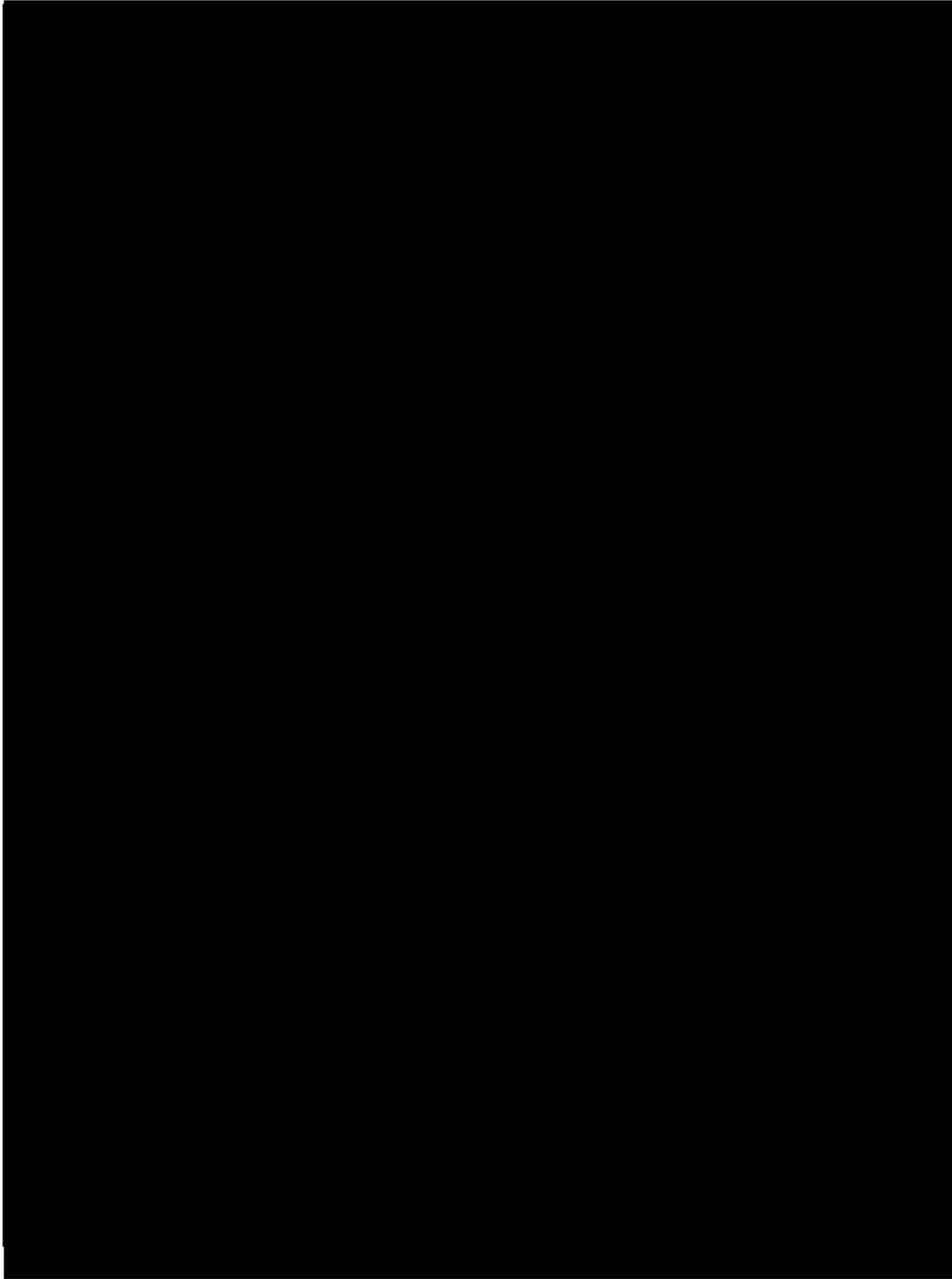
F.9 Billing Requirements Training and Education

F.9 Describe in detail how you will educate and train providers about billing requirements, including both initial education and training prior to the start date of operations and ongoing education and training for current and new providers.

We are committed to a robust training program that ensures our network providers have the necessary information to understand and comply with the standards established for the Louisiana DBMP. Our training program includes every aspect of billing requirements and claims processing. During the transition period, regional provider orientation sessions will be conducted. Training is also made available on-demand via the Delta Dental website. We provide a dedicated website for providers to verify member eligibility, submit claims, PA requests and a variety of other transactions. We use regional seminars, periodic office visits, provider bulletins, newsletters and the Provider Manual to instruct and advise providers. Continual development and distribution of relevant, meaningful program and clinical educational material are the bedrock of our provider education and training program.

In Exhibit F.9-1, Provider Tools, we present a two page Overview of Provider Tools. Providers Tools gives Delta Dental Providers access to a wide variety of tools to have effective interaction with members and receive timely, accurate payments.

Exhibit F.9–1, Provider Tools



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F.10 Implementation Training and Education

F.10 Describe how you will educate and train providers that join your network after program implementation. Identify the key requirements that will be addressed.

We mail invitations to network provider offices within a 100-mile radius of an upcoming seminar. Delta Dental maintains a dedicated website where existing and prospective network providers can access information regarding the DBMP. The website includes training seminar schedules, on-line training schedules, the Provider Manual, quarterly provider bulletins and patient oral health brochures and videos. It offers several self-directed Delta Dental-sponsored training sessions.

The Provider Manual is a supplement to the provider contract and includes a comprehensive set of guidelines and instructions for participation in the Louisiana Medicaid Program. To reflect procedures for the new DBMP, we will customize our baseline Provider Manual to include relevant information for the DBMP.

Delta Dental will conduct training seminars through the State of Louisiana at convenient times and locations. Attendees receive the most current information on all aspects of the Medicaid and Adult Denture Programs. Seminars address general program purposes, goals, policies and procedures including information on member eligibility, claims processing and PA requests. A Delta Dental Provider Services representative conducts each seminar. For network providers who prefer not to attend in person, we also offer the convenience of on-demand webinars.

Delta Dental assures training content incorporates the processes and procedures for making and coordinating referrals for specialty care, and obtaining emergency care. We assist pediatric and general Dentists to serve in the capacity of PCDs. Provider education reinforces the principles of early patient outreach, caries risk assessment, dental prophylaxis, topical fluoride varnish, anticipatory guidance and establishment of recall schedules.

F.11 Quality of Care Profiling

F.11 Describe your practice of profiling the quality of care delivered by network general dentists, and any other acute care providers including the methodology for determining which and how many Providers will be profiled.

- *Submit sample quality profile reports used by you, or proposed for future use (identify which).*
 - *Describe the rationale for selecting the performance measures presented in the sample profile reports.*
 - *Describe the proposed frequency with which you will distribute such reports to network providers, and identify which providers will receive such profile reports.*
-

Attachment F.11-1, Quality Profile Report is a sample of a current report utilized by Delta Dental. The report identifies:

- How a provider was identified for review
- The provider's utilization history
- Findings
- Recommendations

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Delta Dental's provider profiling activities include:

- Developing provider-specific reports that include a multi-dimensional assessment of a provider's performance using clinical, administrative and member satisfaction indicators of care that are accurate, measurable, and relevant to the enrolled population
- Establishing provider, group, statewide and regional benchmarks for areas profiled, where applicable
- Providing feedback to individual providers regarding the results of their performance and the overall performance of the provider network.

Utilization Management generates statistical reports each month to detect providers whose service patterns deviate from expected norms. Provider profiles compare each provider to all network dentists and also by type of service, (e.g., diagnostic, preventive, operative, endodontics, oral surgery, periodontics, and prosthetics). Ratio reports identify providers who exceed norms in terms of services per patient are generated. Based on the result of the ratio report analysis, additional drill-down reports are generated for providers who warrant further investigation to identify the basis for the aberrant statistical results.

Quality and Utilization Management staff also identifies quality issues and trends through input from other departments during regularly scheduled staff meetings and reviews of member and provider complaints and appeals, satisfaction survey results and other feedback mechanisms.

F.12 Provider Inquiries, Complaints, and Requests for Information

F.12 Describe the process for accepting and managing provider inquiries, complaints, and requests for information that are received outside the provider grievance and appeal process.

Provider inquiries, complaints and requests for information that are received outside of the normal grievance and appeals process are managed as a priority situation, just as a formalized grievance are.

Delta Dental has a well-developed and effective provider inquiry process. This process consists of clearly written policies and procedures. Desk-level documentation guides our staff through every step of the process. Delta Dental tracks inquiries and complaints from receipt until resolution. We assign a control number to all cases. A Provider Services staff member reviews all submissions and divides them into two categories: administrative and quality of care. Administrative complaints involve issues such as claim payment challenges or eligibility disputes. Quality of Care complaints are sent to Professional Services with all supporting documentation and data.

Delta Dental will resolve complaints referred to Professional Services from DHH by the due date on the notification form. DHH allows up to ten business days to resolve such referred complaints, depending on the severity or urgency of the complaint. DHH may grant a written extension if Delta Dental demonstrates good cause.

Delta Dental assigns the highest priority to complaints involving imminent threat to a member's health. We commit to expediting the investigation and resolving such cases within one business day from receipt. Providers receive resolution letters that provide a clear, concise explanation of the specific clinical or contractual provisions used in the decision. The letter also explains the provider's right to an appeal.

Part II: Technical Approach

Contact Center calls from providers are tracked and analyzed to identify frequently asked questions. This information is used in our ongoing assessment of overall training needs and materials and for referrals for individual provider follow-up.

F.13 Adherence to a Code of Ethics

F.13 If the Department receives written or verbal complaints on behalf of any provider in regards to excessive, unwarranted, and/or aggressive attempts to require any information to fulfill network adequacy requirements during the RFP process.

Our company subscribes to a Code of Ethics that prohibits unethical actions. Our contacts with providers are professional, respectful and conducted in a manner that reflects positively on Delta Dental and the DBMP. Our experienced team understands the practice of dentistry and has repeatedly demonstrated the ability to establish and maintain a stable network of qualified dentists to deliver quality care to our members.

Attachment F.1-1, Proposed Provider Network Listing (Phase 1)

Please see the following page(s).

Proposed Provider Network Listing (Phase 1)
Delta Dental Insurance Company

Last Name	First Name	Middle Name	Title	Practice Name	Practice Address - Street	Practice Address - City	Practice Address - State	Practice Address - ZIP	Parish Name	Phone	Specialty Code	Accepting Patients (while some providers indicate NO, this would apply for new members beyond the current members)	Age Restriction	Number of Potential Linkages	LOI received	STP List
RICHEY	JAMES	C	DDS	Todd A Touchet Family Dentistry Llc	121 LAKE DR	CROWLEY	LA	70526-0000	ACADIA	(337) 783-3321	General Dentist	NO	NO	3,000	YES	STP
THOMPSON	JAMES	C	DDS	Clay M Duos Dds & James C Thompson Dds	P O BOX 495/115 FREY ST	IOTA	LA	70543-0495	ACADIA	(337) 779-3587	General Dentist	NO	NO	3,000	YES	STP
BAILEY	LISA	C	DDS	Lisa C Bailey Apdc	225 W ASCENSION ST	GONZALES	LA	70737-2803	ASCENSION	(225) 644-4977	General Dentist	NO	YES	3,000	YES	STP
GREMLILLION	BLAIR	P	DDS	Ascension Endodontics Llc	17563 OLD JEFFERSON HWY	PRAIRIEVILLE	LA	70769-3930	ASCENSION	(225) 677-9000	General Dentist	NO	YES	3,000	YES	STP
DAIGLE	JAMIE	DDS	DDS	Dr Dwight D Landry A Professiona	13353 HWY 73/STE A	GEISMAR	LA	70734-3000	ASCENSION	(225) 673-5000	Pedodontist	NO	NO	3,000	YES	STP
PADGETT	GLEN	S	DDS	Glen S Padgett Dds	201 LESSARD	DONALDSONVILLE	LA	70346-0000	ASCENSION	(225) 473-8466	General Dentist	NO	NO	3,000	YES	STP
ABUSEY	DAVID	DDS	DDS	Ascension Dental Associates Llc	40470 GERMAN RD	GONZALES	LA	70737-0000	ASCENSION	(225) 622-2022	General Dentist	YES	NO	3,000	YES	STP
CAUSEY	DANIELLE	DDS	DDS	Dental Care Group	16270 AIRLINE HWY/STE B	PRAIRIEVILLE	LA	70769-0000	ASCENSION	(225) 673-1557	General Dentist	YES	NO	3,000	YES	NA
EVANS	LEANN	DDS	DDS	Ascension Dental Associates Llc	40470 GERMAN RD	GONZALES	LA	70737-0000	ASCENSION	(225) 622-2022	Orthodontist	YES	NO	3,000	YES	NA
IRBY	MERRILL	DDS	DDS	Ascension Dental Associates Llc	40470 GERMAN RD	GONZALES	LA	70737-0000	ASCENSION	(225) 622-2022	General Dentist	YES	NO	3,000	YES	NA
JORDAN	CATRINAL	DDS	DDS	Dental Care Group	16270 AIRLINE HWY/STE B	PRAIRIEVILLE	LA	70769-0000	ASCENSION	(225) 673-1557	General Dentist	YES	NO	3,000	YES	NA
LACOSTE	JOSEPH	R	DDS	Ascension Dental Associates Llc	40470 GERMAN RD	GONZALES	LA	70737-0000	ASCENSION	(225) 622-2022	General Dentist	YES	NO	3,000	YES	STP
Landry	Ronald	DDS	DDS	Ronald D Landry Dds Apdc	1516 E Hwy 30	GONZALES	LA	70737	ASCENSION	225-926-5102	Oral Surgeon	YES	NO	3,000	YES	STP
LUMINAS	KEITH	DDS	DDS	Ascension Dental Associates Llc	40470 GERMAN RD	GONZALES	LA	70737-0000	ASCENSION	(225) 622-2022	General Dentist	YES	NO	3,000	YES	NA
MONCADA	LUIS	DDS	DDS	Ascension Dental Associates Llc	40470 GERMAN RD	GONZALES	LA	70737-0000	ASCENSION	(225) 622-2022	Orthodontist	YES	NO	3,000	YES	NA
OWENS	SEAN	DDS	DDS	Ascension Dental Associates Llc	40470 GERMAN RD	GONZALES	LA	70737-0000	ASCENSION	(225) 622-2022	Periodontist	YES	NO	3,000	YES	STP
WILLIS	COLE	D	DDS	Ascension Dental Associates Llc	40470 GERMAN RD	GONZALES	LA	70737-0000	ASCENSION	(225) 622-2022	General Dentist	YES	NO	3,000	YES	STP
DESSELLE	RENE	C	DDS	Dr Rene Desselles Apdc	1857 L-EGLE ST	MANSTURA	LA	71350-4001	AVOVELLES	(318) 964-2300	General Dentist	NO	NO	3,000	YES	STP
WOODRUFF	MICHAEL	N	DDS	Michael N Woodruff Dds	PO BOX 507/135 LA RUE MEDICINE	MARKSVILLE	LA	71351-0507	AVOVELLES	(318) 253-6567	General Dentist	NO	NO	3,000	YES	STP
SHIRLEY	THOMAS	H	DDS	Thomas H Shirley Dds	307 S WASHINGTON ST	DERIDDER	LA	70834-4861	BEAUREGARD	(318) 463-3036	General Dentist	NO	NO	3,000	YES	STP
SHIRLEY	JAMES	T	DDS	James T Shirley Dds	307 S WASHINGTON ST	DERIDDER	LA	70834-4861	BEAUREGARD	(318) 463-3036	General Dentist	NO	NO	3,000	YES	STP
CLARK JR	PAUL	M	DDS	Drs Gamble Clark & Harmon	1525 DOCTORS DR	BOSSIER CITY	LA	71111-3321	BOSSIER	Will be obtain during credentialing	General Dentist	NO	NO	3,000	YES	STP
BEACH	BENJAMIN	A	DDS	Ross H Dies Dds And J Cody Cowen	2119 Airline Suite 700	BOSSIER CITY	LA	71111	BOSSIER	(318) 686-7470	General Dentist	YES	YES	3,000	YES	STP
BEACH	KATIE	M	DDS	Ross H Dies Dds And J Cody Cowen	2119 Airline Suite 700	BOSSIER CITY	LA	71111	BOSSIER	(318) 686-7470	General Dentist	YES	YES	3,000	YES	STP
CONNOR	KATHRYN	C	DDS	Ross H Dies Dds And J Cody Cowen	2119 Airline Suite 700	BOSSIER CITY	LA	71111	BOSSIER	(318) 686-7470	General Dentist	YES	YES	3,000	YES	STP
COWEN	JOHN	C	DDS	Ross H Dies Dds And J Cody Cowen	2119 Airline Suite 700	BOSSIER CITY	LA	71111	BOSSIER	(318) 686-7470	General Dentist	YES	YES	3,000	YES	STP
DIES	ROSS	H	DDS	Ross H Dies Dds And J Cody Cowen	2119 Airline Suite 700	BOSSIER CITY	LA	71111	BOSSIER	(318) 686-7470	General Dentist	YES	YES	3,000	YES	STP
GENEUX II	EMILE	T	DDS	Ross H Dies Dds And J Cody Cowen	2119 Airline Suite 700	BOSSIER CITY	LA	71111	BOSSIER	(318) 686-7470	General Dentist	YES	YES	3,000	YES	STP
UNDERHILL	ALEXIS	DDS	DDS	Ross H Dies Dds And J Cody Cowen	2119 Airline Suite 700	BOSSIER CITY	LA	71111	BOSSIER	(318) 686-7470	General Dentist	YES	YES	3,000	YES	STP
BELLEW	DAVID	DDS	DDS	David Raines Community Health Ce	1514 DOCTORS DRIVE	BOSSIER CITY	LA	71111-3321	BOSSIER	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	NA
BUMGARDENER	BENJAMIN	DDS	DDS	David Raines Community Health Ce	1514 DOCTORS DRIVE	BOSSIER CITY	LA	71111-3321	BOSSIER	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	STP
Clark	David	DDS	DDS	Drs Gamble Clark & Harmon	1525 Doctors Dr	BOSSIER CITY	LA	71111	BOSSIER	Will be obtain during credentialing	Oral Surgeon	YES	NO	3,000	YES	STP
ELLIS	KRISTEN	R	DDS	David Raines Community Health Ce	1514 DOCTORS DRIVE	BOSSIER CITY	LA	71111-3321	BOSSIER	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	STP
GIBSON	INDIA	DDS	DDS	David Raines Community Health Ce	1514 DOCTORS DRIVE	BOSSIER CITY	LA	71111-3321	BOSSIER	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	STP
Harmon	Frank	DDS	DDS	Drs Gamble Clark & Harmon	1525 Doctors Drive	BOSSIER CITY	LA	71111	BOSSIER	Will be obtain during credentialing	Oral Surgeon	YES	NO	3,000	YES	STP
VANDIVER	RICHARD	C	DDS	David Raines Community Health Ce	1514 DOCTORS DRIVE	BOSSIER CITY	LA	71111-3321	BOSSIER	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	NA
CONNOR	KATHRYN	C	DDS	Ross H Dies Dds And J Cody Cowen	910 BERT KOONS INDUSTRIAL LOOP	SHREVEPORT	LA	71118-3410	BOSSIER/CADDO	(318) 686-7470	General Dentist	NO	YES	3,000	YES	STP
COWEN	JOHN	C	DDS	Ross H Dies Dds And J Cody Cowen	910 BERT KOONS INDUSTRIAL LOOP	SHREVEPORT	LA	71118-3410	BOSSIER/CADDO	(318) 686-7470	General Dentist	NO	YES	3,000	YES	STP
DIES	ROSS	H	DDS	Ross H Dies Dds And J Cody Cowen	910 BERT KOONS INDUSTRIAL LOOP	SHREVEPORT	LA	71118-3410	BOSSIER/CADDO	(318) 686-7470	General Dentist	NO	YES	3,000	YES	STP
BEACH	BENJAMIN	A	DDS	Ross H Dies Dds And J Cody Cowen	910 BERT KOONS INDUSTRIAL LOOP	SHREVEPORT	LA	71118-0000	BOSSIER/CADDO	(318) 686-7470	General Dentist	NO	NO	3,000	YES	STP
BEACH	KATIE	M	DDS	Ross H Dies Dds And J Cody Cowen	910 BERT KOONS INDUSTRIAL LOOP	SHREVEPORT	LA	71118-0000	BOSSIER/CADDO	(318) 686-7470	General Dentist	NO	NO	3,000	YES	STP
UNDERHILL	ALEXIS	DDS	DDS	Ross H Dies Dds And J Cody Cowen	910 BERT KOONS INDUSTRIAL LOOP	SHREVEPORT	LA	71118-3410	BOSSIER/CADDO	(318) 686-7470	General Dentist	NO	NO	3,000	YES	STP
WOOLBERT	MICHAEL	E	DDS	M E Woolbert	3100 WOODLAWN	SHREVEPORT	LA	71104-0000	BOSSIER/CADDO	(318) 868-8276	General Dentist	NO	NO	3,000	YES	NA
CONNOR	KATHRYN	C	DDS	Ross H Dies Dds And J Cody Cowen	4955 Hwy 1 Suite 500	SHREVEPORT	LA	71103-3932	BOSSIER/CADDO	(318) 675-8063	General Dentist	YES	YES	3,000	YES	STP
COVVEN	JOHN	DDS	DDS	Ross H Dies Dds And J Cody Cowen	4955 Hwy 1 Suite 500	SHREVEPORT	LA	71103-3932	BOSSIER/CADDO	(318) 675-8063	General Dentist	YES	YES	3,000	YES	STP
DIES	ROSS	DDS	DDS	Ross H Dies Dds And J Cody Cowen	4955 Hwy 1 Suite 500	SHREVEPORT	LA	71103-3932	BOSSIER/CADDO	(318) 675-8063	General Dentist	YES	YES	3,000	YES	STP
GENEUX II	EMILE	T	DDS	Ross H Dies Dds And J Cody Cowen	910 BERT KOONS INDUSTRIAL LOOP	SHREVEPORT	LA	71118-3410	BOSSIER/CADDO	(318) 686-7470	General Dentist	YES	YES	3,000	YES	STP
GENEUX II	EMILE	DDS	DDS	Ross H Dies Dds And J Cody Cowen	4955 Hwy 1 Suite 500	SHREVEPORT	LA	71103-3932	BOSSIER/CADDO	(318) 675-8063	General Dentist	YES	YES	3,000	YES	STP
BEACH	BENJAMIN	DDS	DDS	Ross H Dies Dds And J Cody Cowen	4955 Hwy 1 Suite 500	SHREVEPORT	LA	71103-3932	BOSSIER/CADDO	(318) 675-8063	General Dentist	YES	NO	3,000	YES	STP
BEACH	KATIE	DDS	DDS	Ross H Dies Dds And J Cody Cowen	4955 Hwy 1 Suite 500	SHREVEPORT	LA	71103-3932	BOSSIER/CADDO	(318) 675-8063	General Dentist	YES	NO	3,000	YES	STP
BELLEW	DAVID	DDS	DDS	David Raines Community Health Ce	12763 LAY STREET	GILLIAM	LA	71029	CADDO	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	NA
BELLEW	DAVID	DDS	DDS	David Raines Community Health Ce	1625 DAVID RAINES RD	SHREVEPORT	LA	71107-0000	BOSSIER/CADDO	(318) 425-2252	General Dentist	YES	NO	3,000	YES	NA
BUMGARDENER	BENJAMIN	DDS	DDS	David Raines Community Health Ce	12763 LAY ST	GILLIAM	LA	71029	CADDO	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	STP
BUMGARDENER	BENJAMIN	DDS	DDS	David Raines Community Health Ce	1625 DAVID RAINES RD	SHREVEPORT	LA	71107-0000	BOSSIER/CADDO	(318) 425-2252	General Dentist	YES	NO	3,000	YES	STP
CHUMLEY	EDWARD	DDS	DDS	Counsel For Advancement Of Socia	2120 BERT KOONS/STE E	SHREVEPORT	LA	71118-3354	BOSSIER/CADDO	(318) 688-3350	General Dentist	YES	NO	3,000	YES	STP
CLARK	DAVID	K	DDS	Drs Gamble Clark & Harmon	2120 BERT KOONS EXP/PWY/STE D	SHREVEPORT	LA	71118-3351	BOSSIER/CADDO	(318) 687-9800	General Dentist	YES	NO	3,000	YES	STP
Clark Jr	Paul	DDS	DDS	Drs Gamble Clark & Harmon	2120 Bert Koons	SHREVEPORT	LA	71103-3932	BOSSIER/CADDO	(318) 675-8063	General Dentist	YES	NO	3,000	YES	STP
DAVENPORT	MONICA	A	DDS	Davenport Family Dental	1850 MARTIN L KING DR/STE A	SHREVEPORT	LA	71107-0000	BOSSIER/CADDO	(318) 228-0244	General Dentist	YES	NO	3,000	YES	STP
ELLIS	KRISTEN	R	DDS	David Raines Community Health Ce	12763 LAY ST	GILLIAM	LA	71029	CADDO	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	STP
ELLIS	KRISTEN	R	DDS	David Raines Community Health Ce	1625 DAVID RAINES RD	SHREVEPORT	LA	71107-5899	BOSSIER/CADDO	(318) 425-2252	General Dentist	YES	NO	3,000	YES	STP
GHALI	GHALI	E	DDS	Lsumcs Surgery Dept	1501 KINGS HWY	SHREVEPORT	LA	71103-3932	BOSSIER/CADDO	(318) 675-8063	General Dentist	YES	NO	3,000	YES	STP
GIBSON	INDIA	DDS	DDS	David Raines Community Health Ce	12763 LAY ST	GILLIAM	LA	71029	CADDO	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	STP
GIBSON	INDIA	D	DDS	David Raines Community Health Ce	1625 DAVID RAINES RD	SHREVEPORT	LA	71107-5899	BOSSIER/CADDO	(318) 425-2252	General Dentist	YES	NO	3,000	YES	STP
HARMON	FRANK	W	DDS	Drs Gamble Clark & Harmon	2120 BERT KOONS #D	SHREVEPORT	LA	71118-0000	BOSSIER/CADDO	(318) 687-9800	Oral Surgeon	YES	NO	3,000	YES	STP
HENDERSON	MARLON	D	DDS	Henderson Dentistry Llc	9096 WALKER RD	SHREVEPORT	LA	71118-0000	BOSSIER/CADDO	(318) 687-6453	Oral Surgeon	YES	NO	3,000	YES	STP
JACKSON	DANA	M	DDS	Kenneth F Graves Jr Dds	515 E WASHINGTON ST/STE A	SHREVEPORT	LA	71104-3664	BOSSIER/CADDO	(318) 861-6342	General Dentist	YES	NO	3,000	YES	STP
KIM	DONGSOO	DDS	DDS	Lsumcs Surgery Dept	1501 KINGS HWY	SHREVEPORT	LA	71103-3932	BOSSIER/CADDO	(318) 675-8063	Oral Surgeon	YES	NO	3,000	YES	STP
LLOYD	CECIL	R	DDS	Lsumcs Surgery Dept	1501 KINGS HWY	SHREVEPORT	LA	71103-4228	BOSSIER/CADDO	(318) 675-8063	Oral Surgeon	YES	NO	3,000	YES	STP
LOUD	RODRICK	E	DDS	Loud Family Dental	2701 FREDERICK ST	SHREVEPORT	LA	71109-0000	BOSSIER/CADDO	(318) 631-3464	Pedodontist	YES	NO	3,000	YES	STP
PALMIERI	GELSO	DDS	DDS	Lsumcs Surgery Dept	1501 KINGS HWY	SHREVEPORT	LA	71103-42								

Proposed Provider Network Listing (Phase 1)
Delta Dental Insurance Company

Last Name	First Name	Middle Name	Title	Practice Name	Practice Address - Street	Practice Address - City	Practice Address - State	Practice Address - ZIP	Parish Name	Phone	Specialty Code	Accepting Patients (while some providers indicate NO, this would apply for new members beyond the current members)	Age Restriction	Number of Potential Linkages	LOI received	STP List
HEBERT	EDWARD	J	DDS	Edward J Hebert Dds	1540 COUNTRY CLUB RD	LAKE CHARLES	LA	70605-5324	CALCASIEU	(337) 474-4892	General Dentist	YES	NO	3,000	YES	STP
JONES	ANDREW	N	DDS	Swla Center For Health Services	613 JOHN F KENNEDY DR	CROWLEY	LA	70526	ACADIA	337 769 9451	General Dentist	YES	NO	3,000	YES	STP
JONES	ANDREW	N	DDS	Swla Center For Health Services	112 N SIXTH ST	OBERLIN	LA	70526	ALLEN	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	STP
LATOLLAIS	STEVEN	R	DDS	Steven R Latolais	P O BOX 12042 MBS	LAKE CHARLES	LA	70611-0000	CALCASIEU	(318) 855-2742	General Dentist	YES	NO	3,000	YES	STP
MC GEE	JAMES	J	DDS	Harry K Castle	1616 W MCNEESE ST	LAKE CHARLES	LA	70605-4244	CALCASIEU	(337) 478-3232	Pedodontist	YES	NO	3,000	YES	STP
MILLER	MARK	M	DDS	Mark Miller Dds	1516 18TH ST	LAKE CHARLES	LA	70601-0000	CALCASIEU	(337) 478-9994	General Dentist	YES	NO	3,000	YES	STP
MILLER	LA FAITH	H	DDS	Swla Center For Health Services	2000 OPELOUSAS ST	LAKE CHARLES	LA	70601	CALCASIEU	(337) 439-9983	General Dentist	YES	NO	3,000	YES	NA
NGUYEN	KIM	H	DDS	Swla Center For Health Services	5140 Church street	LAFAYETTE	LA	70501-2718	LAFAYETTE	(337) 769-9451	General Dentist	YES	NO	3,000	YES	STP
OUBRE	CECILIA	C	DDS	Harry K Castle	1616 W MCNEESE ST	LAKE CHARLES	LA	70605-0000	CALCASIEU	(337) 478-3232	General Dentist	YES	NO	3,000	YES	STP
RAGAS	PAUL	DDS	Swla Center For Health Services	2000 OPELOUSAS ST	LAKE CHARLES	LA	70601	CALCASIEU	(337) 439-9983	General Dentist	YES	NO	3,000	YES	STP	
RICCIARDONE	JOSHUA	DDS	Swla Center For Health Services	500 PATTERSON ST	LAFAYETTE	LA	70501-2718	LAFAYETTE	(337) 769-9451	General Dentist	YES	NO	3,000	YES	STP	
RICCIARDONE	TANIA	DDS	Swla Center For Health Services	500 PATTERSON ST	LAFAYETTE	LA	70501-2718	LAFAYETTE	(337) 769-9451	General Dentist	YES	NO	3,000	YES	STP	
TOUCHET	TODD	DDS	Todd A Touchet Family Dentistry Llc	117 BLUE LAKE DR	CROWLEY	LA	70526	ACADIA	337-783-3321	General Dentist	YES	NO	3,000	YES	NA	
VARGHESE	SEEMA	J	DDS	Swla Center For Health Services	2000 OPELOUSAS ST	LAKE CHARLES	LA	70601-2641	CALCASIEU	(337) 439-9983	General Dentist	YES	NO	3,000	YES	STP
Williams	Yolanda	DDS	Yolanda A Williams Dds Apdc	901 W Gloria Switch rd	LAFAYETTE	LA	70501-2718	LAFAYETTE	(337) 769-9451	General Dentist	YES	NO	3,000	YES	STP	
PALMER	JAMES	C	DDS	James C Palmer	729 W MAIN	HOMER	LA	7104-0000	CLAIBORNE	(318) 927-6152	General Dentist	NO	YES	3,000	YES	STP
PROCELL	MELVIN	H	DDS	Melvin H Procell Dds	5220 HWY 79	HOMER	LA	71040-2002	CLAIBORNE	318-927-6787	General Dentist	NO	NO	3,000	YES	STP
HAYGOOD	GARY	S	DDS	Gary S Haygood Dds	1644 CARTER ST/STE 1	VIDALIA	LA	71373-0000	CONCORDIA	(318) 336-4211	General Dentist	NO	NO	3,000	YES	STP
WORLEY	STEVEN	J	DDS	Steven J Worley Dds A Profession	1810 EE WALLACE BLVD/#2	FERRIDAY	LA	71334-0000	CONCORDIA	(318) 757-3648	Pedodontist	NO	NO	3,000	YES	STP
MURPHY	ANDREW	G	DDS	Mansfield Dental Clinic Lc	126 JEFFERSON	MANSFIELD	LA	71052-0000	DESOTO	(318) 872-1557	General Dentist	YES	NO	3,000	YES	STP
REW	FRED	G	DDS	Fred Gillis Rew Apdc	1140 POLK ST/STE A	MANSFIELD	LA	71052-0000	DESOTO	(318) 872-3972	General Dentist	NO	NO	3,000	YES	STP
KOSCHEL	LEROY	DDS	Leroy W Koschel Dds Apdc	2151 PLANK RD/STE 17A	BATON ROUGE	LA	70805-0000	EAST BATON ROUGE	(225) 355-3070	General Dentist	NO	YES	3,000	YES	STP	
MORGAN-JR	THURMAN	C	DDS	Thurman C Morgan Jr Dds Apdc	2314 WVEYMOUTH DR	BATON ROUGE	LA	70809-0000	EAST BATON ROUGE	(225) 926-4444	Pedodontist	NO	YES	3,000	YES	STP
ALDI	MELISSA	J	DDS	Dental Works Inc	363 S ACADIAN THRUWAY	BATON ROUGE	LA	70806-5022	EAST BATON ROUGE	(225) 389-0040	General Dentist	NO	NO	3,000	YES	STP
BUI	THUY-ANH	DDS	Monticello Family Dental Care Li	4814 MONTICELLO BLVD	BATON ROUGE	LA	70814-0000	EAST BATON ROUGE	(225) 275-4665	General Dentist	NO	NO	3,000	YES	STP	
CARLSON	ROBERT	H	DDS	Nguyens Premier Dental Care Lc	5188 HIGHLAND RD	BATON ROUGE	LA	70808-6527	EAST BATON ROUGE	(225) 766-8107	General Dentist	NO	NO	3,000	YES	STP
EDWARDS	ROBERT	J	DDS	Nguyens Premier Dental Care Lc	5188 HIGHLAND RD	BATON ROUGE	LA	70808-0000	EAST BATON ROUGE	(225) 766-8107	Pedodontist	NO	NO	3,000	YES	STP
JACKSON	VELMA	H	DDS	Velma H Jackson Dds Inc	4343 NORTH BLVD	BATON ROUGE	LA	70806-0000	EAST BATON ROUGE	(225) 343-3459	General Dentist	NO	NO	3,000	YES	STP
JONES	BOBBY	D	DDS	Bobby D Jones Dds	541 S EUGENE ST	BATON ROUGE	LA	70806-0000	EAST BATON ROUGE	(225) 383-5288	General Dentist	NO	NO	3,000	YES	STP
LACOUR	CHAD	A	DDS	Chad A Lacour Dds Lc	10343 SIEGEN LN/BLDG #1-A	BATON ROUGE	LA	7081-0000	EAST BATON ROUGE	(225) 757-8450	General Dentist	NO	NO	3,000	YES	STP
LANDRY	RONALD	D	DDS	Ronald D Landry Dds Apdc	2726 CONTINENTAL DR	BATON ROUGE	LA	70808-0000	EAST BATON ROUGE	(225) 926-5102	General Dentist	NO	NO	3,000	YES	STP
LEVATINO	JOSEPH	A	DDS	Joseph Angelo Levatino Dds Lic	10028 JEFFERSON HWY	BATON ROUGE	LA	70809-2723	EAST BATON ROUGE	(225) 296-5980	General Dentist	NO	NO	3,000	YES	STP
MAGNINIS	MICHAEL	J	DDS	Michael J Magninis Dds	1742 OFFICE PK/BLD A/STE 1	BATON ROUGE	LA	70809-7601	EAST BATON ROUGE	(225) 201-1000	General Dentist	NO	NO	3,000	YES	STP
NASSIF	GREGORY	T	DDS	Gregory T Nassif Dds Apdc	2335 CHURCH ST/STE D	ZACHARY	LA	70791	EAST BATON ROUGE	225-654-6814	Pedodontist	NO	NO	3,000	YES	STP
NGUYEN	THUONG-TRI	D	DDS	Monticello Family Dental Care Li	4814 MONTICELLO BLVD	BATON ROUGE	LA	70814-0000	EAST BATON ROUGE	(225) 275-4665	General Dentist	NO	NO	3,000	YES	NA
RECORD	BENJAMIN	R	DDS	Benjamin R Record Dds	15110 WAX RD	BATON ROUGE	LA	70818-5423	EAST BATON ROUGE	(225) 261-1580	General Dentist	NO	NO	3,000	YES	STP
RIPPLE	STEVEN	E	DDS	Smile Stars Lc	10522 S GLENSTONE AVE	BATON ROUGE	LA	7081-0000	EAST BATON ROUGE	(225) 769-5377	General Dentist	NO	NO	3,000	YES	STP
SMITH	JOHN	M	DDS	John Mehugh Smith Dds	15110 WAX RD	BATON ROUGE	LA	70818-5423	EAST BATON ROUGE	(225) 261-1580	General Dentist	NO	NO	3,000	YES	NA
TRAN	HOANG	V	DDS	Trans Dental Care Apdc	10914 OLD HAMMOND HWY	BATON ROUGE	LA	70816-8313	EAST BATON ROUGE	(225) 615-7334	General Dentist	NO	NO	3,000	YES	NA
JORDAN	LAKARA	J	DDS	Lakara Jordan Dds	332 S ACADIAN THRWY	BATON ROUGE	LA	70806-0000	EAST BATON ROUGE	(225) 343-5100	General Dentist	YES	YES	3,000	YES	STP
Aldy	Melissa	DDS	Dental Works Inc	363 S Acadian Thruway	BATON ROUGE	LA	70806-0000	EAST BATON ROUGE	225-538-0040	Oral Surgeon	YES	NO	3,000	YES	STP	
Cheuk	Khuong	DDS	St Helena Health Center	6351 Main Street	ZACHARY	LA	70791	EAST BATON ROUGE	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	NA	
Levatino	Joseph	DDS	Tracy M Crear Dds & Associates	3508 Groom Rd	BAKER	LA	70714	EAST BATON ROUGE	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	STP	
Nguyen	Thuringa	DDS	St Helena Health Center	6351 Main Street	ZACHARY	LA	70791	EAST BATON ROUGE	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	NA	
RABEL	E	L	DDS	E L Rabel Inc	3114 GROOM RD	BAKER	LA	70714-0000	EAST BATON ROUGE	(225) 775-0160	General Dentist	YES	NO	3,000	YES	NA
RABEL	BRETT	R	DDS	R Brett Rabel Dds	3114 GROOM RD	BAKER	LA	70714-3402	EAST BATON ROUGE	(225) 775-0160	General Dentist	YES	NO	3,000	YES	NA
RABEL	MICHAEL	N	DDS	E L Rabel Inc	3114 GROOM RD	BAKER	LA	70714-0000	EAST BATON ROUGE	(225) 775-0160	Pedodontist	YES	NO	3,000	YES	STP
STEVENS	KASAN	C	DDS	Kasan Stevens Hansberry Dds Llc	11918 SUNRAY AVE	BATON ROUGE	LA	70816-5316	EAST BATON ROUGE	(225) 291-2111	General Dentist	YES	NO	3,000	YES	STP
SUADI	CARLOS	M	DDS	Associates In Dental Health	15420 S HARRELS FERRY RD/STE C	BATON ROUGE	LA	70816-0000	EAST BATON ROUGE	(225) 753-5885	General Dentist	YES	NO	3,000	YES	STP
Iran	Houng	DDS	Trans Dental Care Apdc	10914 Old Hammond Hwv	BATON ROUGE	LA	70816-8313	EAST BATON ROUGE	225-615-7334	General Dentist	YES	NO	3,000	YES	NA	
WARNER	SHANNA	R	DDS	David M Vieth Dds A Professional Corp	3455 GOVERNMENT ST	BATON ROUGE	LA	70806-0000	EAST BATON ROUGE	(770) 916-9000	General Dentist	YES	NO	3,000	YES	STP
ANDERSON	DAVID	C	DDS	P O BOX 8345/206 SILLIMAN ST	CLINTON	LA	70722-0000	EAST FELICIANA	(225) 683-5413	General Dentist	YES	NO	3,000	YES	STP	
MCVEA	WALKER	P	DDS	Walker P Mcvea Dds	12236 WOODVILLE ST/P O BOX 96	CLINTON	LA	70722-0000	EAST FELICIANA	(225) 683-3384	General Dentist	YES	NO	3,000	YES	STP
TOWN	ADAM	C	DDS	Rkm Primary Care	1190 JACKSON ST	CLINTON	LA	70722-0000	EAST FELICIANA	(225) 383-1350	General Dentist	YES	NO	3,000	YES	STP
FONTENOT	PETER	DDS	Peter W Fontenot Dds	411 E LINCOLN RD	VILLE PLATTE	LA	70586-0000	EVANGELINE	(337) 363-7290	General Dentist	NO	NO	3,000	YES	STP	
PERKINS	PRENTISS	A	DDS	Prentiss A Perkins Dds Apdc	908 SIXTH ST	MAMOU	LA	70554-3122	EVANGELINE	(337) 468-2787	General Dentist	NO	NO	3,000	YES	NA
SYLVESTER	TRACY	D	DDS	Carl D Sylvester Dds	604 N MACARTHUR DR	VILLE PLATTE	LA	70586-0000	EVANGELINE	(337) 363-5582	General Dentist	NO	NO	3,000	YES	STP
CHAPMAN	JONATHAN	L	DDS	Orthodontics For Children And Adults	525 E MAIN ST	VILLE PLATTE	LA	70586-0000	EVANGELINE	337-363-7666	General Dentist	YES	NO	3,000	YES	STP
GOLDEN JR	GERALD	DDS	Gerald C Golden Jr Dds	6909 PRAIRE RD	WINNSBORO	LA	71295-2950	FRANKLIN	(318) 435-5756	General Dentist	NO	YES	3,000	YES	STP	
TUCKER	MICHAEL	R	DDS	Michael R Tucker Dds	502 PRAIRE	WINNSBORO	LA	71295-0000	FRANKLIN	(318) 435-6155	Pedodontist	NO	NO	3,000	YES	STP
DELAHOUSSEY	VINTAGE	DMD	Southern Smiles Of Iberia Inc	715 N LEWIS ST	NEW IBERIA	LA	70563-2045	IBERIA	(337) 256-8658	General Dentist	NO	NO	3,000	YES	NA	
LORIO	MICHAEL	R	DDS	Michael R Lorio Dds Apc	1504 W MAIN	JEANERETTE	LA	70544-0000	IBERIA	(337) 276-5326	General Dentist	NO	NO	3,000	YES	STP
SWAN	STEVEN	A	DDS	Southern Smiles Of Iberia Inc	715 N LEWIS ST	NEW IBERIA	LA	70563-2045	IBERIA	(337) 256-8658	General Dentist	YES	NO	3,000	YES	STP
CAO	LINDA	T	DDS	Linda Cao Dds Llc	2800 MANHATTAN BLVD/STE D	HARVEY	LA	70058-2904	JEFFERSON	(999) 999-9999 (504-207-0314)	General Dentist	NO	YES	3,000	YES	STP
CURRAN	RONALD	A	DDS	R A Curran Dds	5036 YALE ST/STE 302	METAIRIE	LA	70006-3980	JEFFERSON	(504) 455-2213	General Dentist	NO	YES	3,000	YES	NA
ADAMS	THOMAS	O	DDS	Oral Surgery Ltd	4224 HOLMA BLVD #224	METAIRIE	LA	70006-0000	JEFFERSON	(504) 454-4224	Pedodontist	NO	NO	3,000	YES	STP
BARRIOS	WENDY	J	DDS	David C Raphael Dds	4432 CONLIN ST/STE 1A	METAIRIE	LA	70006-0000	JEFFERSON	(504) 888-9204	Pedodontist	NO	NO	3,000	YES	STP
BILLINGS	TERRY	K	DDS	Terry J Billings Dds Apdc	3101 7TH ST	METAIRIE	LA	70002-0000	JEFFERSON	(504) 832-2222	General Dentist	NO	NO	3,000	YES	STP
COSSICH	DIMETRY	B	DDS	Dimetry B Cossich Dds & Family Dentistry	1708 MANHATTAN BLVD/STE C	HARVEY	LA	70058-0000	JEFFERSON	(504) 361-5333	General Dentist	NO	NO	3,000	YES	STP
CREAR	TRACY	M	DDS	St Bernard Dental Group	2600 BELLE CHASSE HWY # 200	METAIRIE	LA	70056-7156	JEFFERSON	(504) 352-9874	General Dentist	NO	NO	3,000	YES	STP
DIEM	DIEM	D	DDS	Diem Do Dds Pc	5220 LAPALCO BLVD	MARRERO	LA</									

Proposed Provider Network Listing (Phase 1)
Delta Dental Insurance Company

Last Name	First Name	Middle Name	Title	Practice Name	Practice Address - Street	Practice Address - City	Practice Address - State	Practice Address - ZIP	Parish Name	Phone	Specialty Code	Accepting Patients (while some providers indicate NO, this would apply for new members beyond the current members)	Age Restriction	Number of Potential Linkages	LOI received	STP List
THORSON	ELIZABETH		DDS	R A Curran Dds	5036 YALE ST #302	METAIRIE	LA	70006-0000	JEFFERSON	504-455-2213	General Dentist	NO	NO	3,000	YES	STP
URSICK	WILLIAM	M	DDS	Lakeside Dental Assocs Inc	3301 VETERANS BLVD/STE 203	METAIRIE	LA	70002-0000	JEFFERSON	(504) 887-6453	General Dentist	NO	NO	3,000	YES	STP
WILK	RANDALL	E	DDS	Oak Tree Family Dentistry Llc	3501 BEHRMAN PL/STE B	NEW ORLEANS	LA	70114-0000	ORLEANS	(504) 362-6134	Oral Surgeon	NO	NO	3,000	YES	STP
YOU	CHENG		DDS	Cheng You Dds Apac	2400 VETERANS BLVD/STE 210	KENNER	LA	70062-8723	JEFFERSON	(504) 833-3200	General Dentist	NO	NO	3,000	YES	STP
BAUDEAN JR	AUBREY		DDS	Aubrey A Baudean Jr Dds Apdc	2446 BARATARIA BLVD/STE C	MARRERO	LA	70072-5356	BEAUREGARD	(504) 347-1015	General Dentist	YES	YES	3,000	YES	STP
GRUEZKE	FREDERICK	H	DDS	Frederick H Gruezke Dds Pc	1705 LAPALCO BLVD/STE 2	HARVEY	LA	70058-3020	JEFFERSON	(504) 361-3697	General Dentist	YES	YES	3,000	YES	STP
NAJOLIA	RAYMOND	F	DDS	Raymond F Najolia Dds Pc	3939 HOUMA BLVD #226	METAIRIE	LA	70002-0000	JEFFERSON	Will be obtain during credentialing	Oral Surgeon	YES	YES	3,000	YES	STP
VU	BOIHOANG	T	DDS	Natchez Morice Dds	12A WESTBANK EXPY/STE 200	GRETNA	LA	70053-3692	JEFFERSON	(504) 362-1776	General Dentist	YES	NO	3,000	YES	STP
Alvarez	Jason		DDS	Dimetry B Cossich Dds & Family Dentistry	1708 Manhattan Blvd #C	HARVEY	LA	70058	JEFFERSON	(504) 324-3353	General Dentist	YES	NO	3,000	YES	STP
Asercion	Joseph		DDS	Dimetry B Cossich Dds & Family Dentistry	1708 Manhattan Blvd #C	HARVEY	LA	70058	JEFFERSON	(504) 324-3353	Oral Surgeon	YES	NO	3,000	YES	STP
BATTIER	SHAWNA	S	DDS	David M Vieth Dds A Professional Corp	6 WESTSIDE SHOPPING CENTER	GRETNA	LA	70053-3640	JEFFERSON	(800) 920-9947	General Dentist	YES	NO	3,000	YES	STP
Cossich	Dimetry		DDS	Dimetry B Cossich Dds & Family Dentistry	1708 Manhattan Blvd #C	HARVEY	LA	70058	JEFFERSON	(504) 324-3353	General Dentist	YES	NO	3,000	YES	STP
CUMMINGS	STEPHEN		DDS	Lakeside Dental Assocs Inc	3301 VETERANS BLVD/STE 203	METAIRIE	LA	70002-8440	JEFFERSON	(504) 887-6453	General Dentist	YES	NO	3,000	YES	NA
Deville	Marilyn		DDS	Dimetry B Cossich Dds & Family Dentistry	1708 Manhattan Blvd #C	HARVEY	LA	70058	JEFFERSON	(504) 324-3353	General Dentist	YES	NO	3,000	YES	STP
DIGNEY	TARO		DDS	Manhattan Dental Associates Llc	2840 MANHATTAN BLVD	HARVEY	LA	70058	JEFFERSON	(504) 324-3353	Periodontist	YES	NO	3,000	YES	STP
DINH	DUNG	V	DDS	David M Vieth Dds A Professional Corp	6 WESTSIDE SHOPPING CENTER	GRETNA	LA	70053-3640	JEFFERSON	(800) 920-9947	General Dentist	YES	NO	3,000	YES	STP
DONGIEUX	JEFFREY	W	DDS	Manhattan Dental Associates Llc	2840 MANHATTAN BLVD	HARVEY	LA	70058	JEFFERSON	(504) 324-3353	General Dentist	YES	NO	3,000	YES	STP
GARRETT	LACY		DMD	Lakeside Dental Assocs Inc	3301 VETERANS BLVD/STE 203	METAIRIE	LA	70002-0000	JEFFERSON	(504) 887-6453	General Dentist	YES	NO	3,000	YES	STP
GRAY	BARNES	MIA	DDS	David M Vieth Dds A Professional Corp	6 WESTSIDE SHOPPING CENTER	GRETNA	LA	70053-3640	JEFFERSON	(800) 920-9947	General Dentist	YES	NO	3,000	YES	NA
GREGGSON	JEFFREY		DDS	Manhattan Dental Associates Llc	2840 MANHATTAN BLVD	HARVEY	LA	70058	JEFFERSON	(504) 324-3353	General Dentist	YES	NO	3,000	YES	NA
HARRIS	DANIEL	B	DDS	Anthony A Indovina Dds Apdc	5132 LAPALCO BLVD	MARRERO	LA	700720000	JEFFERSON	504-340-2401	Oral Surgeon	YES	NO	3,000	YES	STP
Haslings	Justin		DDS	Frederick H Gruezke Dds Pc	1708 Manhattan Blvd #C	HARVEY	LA	70058	JEFFERSON	(504) 324-3353	General Dentist	YES	NO	3,000	YES	STP
Indovina	ANTHONY	A	DDS	Anthony A Indovina Dds Apdc	5132 LAPALCO BLVD	MARRERO	LA	70072-0000	JEFFERSON	(504) 340-2401	Oral Surgeon	YES	NO	3,000	YES	STP
JOLIANDOT	CHARLES	M	DDS	Charles M Jousard Dds Llc	3803 JEFFERSON HWY	JEFFERSON	LA	70121-1628	JEFFERSON	(504) 833-2211	General Dentist	YES	NO	3,000	YES	STP
KHAN	KHALIG		DDS	Lakeside Dental Assocs Inc	3301 VETERANS BLVD/STE 203	METAIRIE	LA	70002-0000	JEFFERSON	(504) 887-6453	General Dentist	YES	NO	3,000	YES	STP
LACOSTE	JOSEPH	R	DDS	Manhattan Dental Associates Llc	2840 MANHATTAN BLVD	HARVEY	LA	70058	JEFFERSON	(504) 324-3353	General Dentist	YES	NO	3,000	YES	STP
LACOSTE	JOSEPH	R	DDS	Lakeside Dental Assocs Inc	3301 VETERANS BLVD/STE 203	METAIRIE	LA	70002-0000	JEFFERSON	(504) 887-6453	General Dentist	YES	NO	3,000	YES	STP
LE	JOSEPH	H	DDS	Manhattan Dental Associates Llc	2840 MANHATTAN BLVD	HARVEY	LA	70058	JEFFERSON	(504) 324-3353	General Dentist	YES	NO	3,000	YES	NA
LEESON	JEFFRY	A	DDS	Jeffry A Leeson Dds Inc	5037 VETERANS BLVD/STE 1C	METAIRIE	LA	70006-0000	JEFFERSON	(999) 999-9999 (504) 887-6160	Pedodontist	YES	NO	3,000	YES	STP
Linskey-Sanders	Jeanette		DDS	Dimetry B Cossich Dds & Family Dentistry	1708 Manhattan Blvd #C	HARVEY	LA	70058	JEFFERSON	(504) 324-3353	Endodontist	YES	NO	3,000	YES	NA
Linsky	Jeanette		DDS	Cheng You Dds Apac	2400 VETERANS BLVD/STE 210	KENNER	LA	70062-0000	JEFFERSON	(504) 833-3200	General Dentist	YES	NO	3,000	YES	STP
LUKE	DAWN	C	DDS	David M Vieth Dds A Professional Corp	6 WESTSIDE SHOPPING CENTER	GRETNA	LA	70053-3640	JEFFERSON	(800) 920-9947	General Dentist	YES	NO	3,000	YES	STP
MARTIN	CHASE		DDS	Lakeside Dental Assocs Inc	3301 VETERANS BLVD/STE 203	METAIRIE	LA	70002-8440	JEFFERSON	(504) 887-6453	General Dentist	YES	NO	3,000	YES	STP
MATHERNE	RYAN		DDS	Lakeside Dental Assocs Inc	3301 VETERANS BLVD/STE 203	METAIRIE	LA	70002-0000	JEFFERSON	(504) 887-6453	Periodontist	YES	NO	3,000	YES	STP
Mekari	Amnar		DDS	Frederick H Gruezke Dds Pc	1708 Manhattan Blvd #C	HARVEY	LA	70058	JEFFERSON	(504) 324-3353	General Dentist	YES	NO	3,000	YES	STP
MONCADA	LUIS		DMD	Manhattan Dental Associates Llc	2840 MANHATTAN BLVD	HARVEY	LA	70058	JEFFERSON	(504) 324-3353	General Dentist	YES	NO	3,000	YES	NA
NGUYEN	QUYNH	M	DDS	Lakeside Dental Assocs Inc	3301 VETERANS BLVD/STE 203	METAIRIE	LA	70002-0000	JEFFERSON	(504) 887-6453	General Dentist	YES	NO	3,000	YES	STP
PERENACK	JON	D	DDS	Thomas S Kearns Dds	3800 HOUMA BLVD/STE 305	METAIRIE	LA	70006-0000	JEFFERSON	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	STP
POYADOU	TIMOTHY		DDS	Manhattan Dental Associates Llc	2840 MANHATTAN BLVD	HARVEY	LA	70058	JEFFERSON	(504) 324-3353	Oral Surgeon	YES	NO	3,000	YES	NA
Raphael	Claire		DDS	David C Raphael Dds	4432 CONLIN ST/STE 1A	METAIRIE	LA	70006-0000	JEFFERSON	(504) 888-9204	General Dentist	YES	NO	3,000	YES	NA
ROME	JENNIFER		DDS	Manhattan Dental Associates Llc	2840 MANHATTAN BLVD	HARVEY	LA	70058	JEFFERSON	(504) 324-3353	Orthodontist	YES	NO	3,000	YES	STP
SNITZER	JEFFREY		DMD	Lakeside Dental Assocs Inc	3301 VETERANS BLVD/STE 203	METAIRIE	LA	70002-0000	JEFFERSON	(504) 887-6453	Pedodontist	YES	NO	3,000	YES	NA
VIETH	DAVID		DDS	David M Vieth Dds A Professional Corp	6 WESTSIDE SHOPPING CENTER	GRETNA	LA	70053-3640	JEFFERSON	(800) 920-9947	General Dentist	YES	NO	3,000	YES	STP
WU	JUSTIN		DDS	Lakeside Dental Assocs Inc	3301 VETERANS BLVD/STE 203	METAIRIE	LA	70002-0000	JEFFERSON	(504) 887-6453	Endodontist	YES	NO	3,000	YES	STP
SONNIER	MITCHELL	M	DDS	Mitchell M Sonnier Dds Llc	109 CARY AVE	JENNINGS	LA	70546-0000	JEFFERSON DAVIS	(337) 824-9090	Oral Surgeon	NO	YES	3,000	YES	STP
FONTENOT JR	NATHAN	R	DDS	Nathan Ray Fontenot Jr Apdc	715 N MAIN ST	JENNINGS	LA	70546-0000	JEFFERSON DAVIS	(337) 824-4963	General Dentist	YES	NO	3,000	YES	STP
GUILLOT	ALBERT	D	DDS	John Albert Guillot Apdc	430 JEFFERSON ST	LAFAYETTE	LA	70501-0000	LAFAYETTE	(337) 237-1843	General Dentist	NO	YES	3,000	YES	NA
BOWDEN	SHEREA		DDS	David M Vieth Dds A Professional Corp	2001 NE EVANGELINE THRWAY	LAFAYETTE	LA	70501-0000	LAFAYETTE	(800) 920-9947	General Dentist	NO	NO	3,000	YES	STP
BARANCO	RAPHAEL	A	DDS	Baranco Family Dentisty	701 N PIERCE ST #3	LAFAYETTE	LA	70501-3558	LAFAYETTE	(337) 232-8387	General Dentist	YES	NO	3,000	YES	STP
BODE	ROBERT	B	DDS	Robert Burton Bode Dds	1144 STE A COLIDGE	LAFAYETTE	LA	70503-0000	LAFAYETTE	(337) 234-8788	General Dentist	YES	NO	3,000	YES	STP
CALVILLO	STEPHANIE	T	DDS	David M Vieth Dds A Professional Corp	2001 NE EVANGELINE THRWAY	LAFAYETTE	LA	70501-0000	LAFAYETTE	(800) 920-9947	General Dentist	YES	NO	3,000	YES	STP
CHAUVIN	TIM	L	DDS	Timothy Chauvin Dds Apdc	104 ENERGY PKWY	LAFAYETTE	LA	70508-3818	LAFAYETTE	(337) 234-2186	General Dentist	YES	NO	3,000	YES	STP
HEBERT	ROBIN		DDS	Theriot Family Dental Care Inc	4702 JOHNSTON ST/STE D	LAFAYETTE	LA	70503-4501	LAFAYETTE	(337) 984-3048	Pedodontist	YES	NO	3,000	YES	NA
JUDICE	KIM	T	DDS	Kim Thomas Judice Dds	111 NOEL DR	LAFAYETTE	LA	70503-0000	LAFAYETTE	(337) 988-0020	General Dentist	YES	NO	3,000	YES	STP
LEWIS	LEONARD		DDS	Omega Dentistry Inc	2865 AMBASSADOR CAFFERY #117	LAFAYETTE	LA	70506-5943	LAFAYETTE	(337) 988-9399	General Dentist	YES	NO	3,000	YES	NA
LLOPIS	ROBERTO	L	DDS	David M Vieth Dds A Professional Corp	2001 NE EVANGELINE THRWAY	LAFAYETTE	LA	70501-0000	LAFAYETTE	(800) 920-9947	General Dentist	YES	NO	3,000	YES	STP
NGUYEN	NGA	H	DDS	Swa Center For Health Services	500 PATTERSON ST	LAFAYETTE	LA	70501-2718	LAFAYETTE	(337) 769-9451	General Dentist	YES	NO	3,000	YES	STP
ODOM	SCOTT	T	DDS	Scott T Odom Dds Pc	1315 SURREY ST	LAFAYETTE	LA	70501-7617	LAFAYETTE	(337) 593-9989	General Dentist	YES	NO	3,000	YES	STP
SCARDINA	DEREK	J	DDS	David M Vieth Dds A Professional Corp	2001 NE EVANGELINE THRWAY	LAFAYETTE	LA	70501-0000	LAFAYETTE	(800) 920-9947	General Dentist	YES	NO	3,000	YES	STP
SOIREZ	KAYLA	P	DDS	Theriot Family Dental Care Inc	4702 JOHNSTON ST/STE D	LAFAYETTE	LA	70503-4501	LAFAYETTE	(337) 984-3046	General Dentist	YES	NO	3,000	YES	STP
THERIOT	JOHN	C	DDS	Theriot Family Dental Care Inc	4702 JOHNSTON ST/STE D	LAFAYETTE	LA	70503-4501	LAFAYETTE	(337) 984-3046	General Dentist	YES	NO	3,000	YES	NA
OWENS	LOCKLEY	M	DDS	Willie E Owens Dds	4390 W CRYSTAL	LAFAYETTE	LA	70508-3736	LAFAYETTE	Will be obtain during credentialing	Oral Surgeon	YES	NO	3,000	YES	STP
VONDENSTEIN	ERIC	N	DDS	Nova Dental Group Llc	1602 W PINHOOK RD/STE 303	LAFAYETTE	LA	70508-3736	LAFAYETTE	(337) 235-3761	General Dentist	YES	NO	3,000	YES	STP
BRAUD	ELLIS	D	DDS	Ellis D Braud Jr & Fred A Tenney	810 BAYOU LN	THIBODAUX	LA	70301-0000	LAFOURCHE	985 446 2540	General Dentist	NO	YES	3,000	YES	STP
DIGNEY	TARO	M	DDS	Joseph R Lacoste Jr Dds Apdc	4690 HWY 1	RACELAND	LA	70394-2623	LAFOURCHE	(985) 537-1993	General Dentist	NO	NO	3,000	YES	STP
FABRE	KEITH		DDS	Joseph R Lacoste Jr Dds Apdc	4690 HWY 1	RACELAND	LA	70394-0000	LAFOURCHE	Will be obtain during credentialing	General Dentist	NO	NO	3,000	YES	STP
HAFFORD	JOSHUA		DDS	Joseph R Lacoste Jr Dds Apdc	4690 HWY 1	RACELAND	LA	70394-2623	LAFOURCHE	(985) 537-1993	General Dentist	NO	NO	3,000	YES	STP
REYNOLDS	JEFFREY	M	DDS	Joseph R Lacoste Jr Dds Apdc	4690 HWY 1	RACELAND	LA	70394-0000	LAFOURCHE	(985) 537-1993	General Dentist	NO	NO	3,000	YES	STP
LE	HOANG	JH	DDS	Joseph R Lacoste Jr Dds Apdc	4690 HWY 1	RACELAND	LA	70394-0000	LAFOURCHE	(985) 537-1993	General Dentist	YES	NO	3,000	YES	NA
GADDIS	CECIL	C	DDS	Cecil Clyde Gaddis Dds A Profess	2709 N FIRST											

Proposed Provider Network Listing (Phase 1)
Delta Dental Insurance Company

Last Name	First Name	Middle Name	Title	Practice Name	Practice Address - Street	Practice Address - City	Practice Address - State	Practice Address - ZIP	Parish Name	Phone	Specialty Code	Accepting Patients (while some providers indicate NO, this would apply for new members beyond the current members)	Age Restriction	Number of Potential Linkages	LOI received	STP List
AKIN	RICHARD	K	DDS	Richard K Akin Apdc	3501 BEHRMAN PLACE/STE B	NEW ORLEANS	LA	70114-0000	ORLEANS	(504) 368-7743	General Dentist	NO	NO	3,000	YES	STP
AKIN	CARLO	L	DDS	St Claude Gentle Dental Center	4232 ST CLAUDE AVE	NEW ORLEANS	LA	70117-5339	ORLEANS	(504) 947-2958	General Dentist	NO	NO	3,000	YES	NA
CAUST	JACQUELINE	DDS	St Claude Gentle Dental Center	4232 ST CLAUDE AVE	NEW ORLEANS	LA	70117-5339	ORLEANS	(504) 947-2958	General Dentist	NO	NO	3,000	YES	NA	
HARRIS	CAROLYN	M	DDS	Carolyn M Harris	2633 NAPOLEON AVE/STE 702	NEW ORLEANS	LA	70127-0000	ORLEANS	(504) 891-9264	General Dentist	NO	NO	3,000	YES	STP
HOGUE	LAURA	P	DDS	Hogue Rouhana Hogue	4001 MACARTHUR BLVD	NEW ORLEANS	LA	70117-5339	ORLEANS	(504) 368-7000	General Dentist	NO	NO	3,000	YES	STP
HUDSON	CHRISTOPHER	DDS	St Claude Gentle Dental Center	4232 ST CLAUDE AVE	NEW ORLEANS	LA	70117-5339	ORLEANS	(504) 947-2958	Pedodontist	NO	NO	3,000	YES	STP	
JONES	ANDREW	N	DDS	St Claude Gentle Dental Center	4232 ST CLAUDE AVE	NEW ORLEANS	LA	70117-5339	ORLEANS	(504) 947-2958	General Dentist	NO	NO	3,000	YES	STP
LONG	AUKENA	P	DDS	Aukena M Parker	5961 BULLARD AVE/STE 4	NEW ORLEANS	LA	70128-2817	ORLEANS	504 240 3181	General Dentist	NO	NO	3,000	YES	STP
MATURIN	ERIN	M	DDS	St Claude Gentle Dental Center	4232 ST CLAUDE AVE	NEW ORLEANS	LA	70117-0000	ORLEANS	(504) 947-2958	General Dentist	NO	NO	3,000	YES	STP
MEKARI	AMMAR	DDS	St Claude Gentle Dental Center	4232 ST CLAUDE AVE	NEW ORLEANS	LA	70117-0000	ORLEANS	(504) 947-2958	General Dentist	NO	NO	3,000	YES	STP	
MORRIS	LAUREN	DDS	St Claude Gentle Dental Center	4232 ST CLAUDE AVE	NEW ORLEANS	LA	70117-5339	ORLEANS	(504) 947-2958	Pedodontist	NO	NO	3,000	YES	STP	
OZA	REENA	S	DDS	Elk Place Dental Center	1441 CANAL ST	NEW ORLEANS	LA	70112-0000	ORLEANS	9858932240	General Dentist	NO	NO	3,000	YES	STP
PARKER	KENDALL	P	DDS	Parker Dental Center	5121 N CLAIBORNE AVE	NEW ORLEANS	LA	70117-0000	ORLEANS	(504) 949-4547	Pedodontist	NO	NO	3,000	YES	STP
PLUMMER	RODNEY	K	DDS	Rodney K Plummer Dds	1537 N BROAD	NEW ORLEANS	LA	70119-0000	ORLEANS	(504) 945-2099	General Dentist	NO	NO	3,000	YES	STP
QUISENBERRY	NICOLE	DDS	St Claude Gentle Dental Center	4232 ST CLAUDE AVE	NEW ORLEANS	LA	70117-0000	ORLEANS	(504) 947-2958	General Dentist	NO	NO	3,000	YES	STP	
SEEBBA	GARETT	DDS	St Claude Gentle Dental Center	4232 ST CLAUDE AVE	NEW ORLEANS	LA	70117-5339	ORLEANS	(504) 947-2958	General Dentist	NO	NO	3,000	YES	NA	
SHELTON	WILLIAM	J	DDS	Parker Dental Center	5121 N CLAIBORNE AVE	NEW ORLEANS	LA	70117-3605	ORLEANS	(504) 304-9229	General Dentist	NO	NO	3,000	YES	NA
WALKER-HOUSTON	DIANNE	W	DDS	Dianne Walker Houston	3712 MAC ARTHUR BLVD/STE 201	NEW ORLEANS	LA	70114-0000	ORLEANS	(504) 361-3277	Orthodontist	NO	NO	3,000	YES	NA
WILLIAMS	YOLANDA	A	DDS	Yolanda A Williams Dds Apdc	2029 ORETHA C HALEY BLVD	NEW ORLEANS	LA	70113-0000	ORLEANS	(504) 523-3209	General Dentist	NO	NO	3,000	YES	STP
WUJICHIM	JUSTIN	L	DDS	St Claude Gentle Dental Center	4232 ST CLAUDE AVE	NEW ORLEANS	LA	70117-0000	ORLEANS	(504) 947-2958	Pedodontist	NO	NO	3,000	YES	STP
Akin	Richard		DDS	Richard K Akin Apdc	3501 Behrman Place	New Orleans	LA	70117-0000	ORLEANS	504-368-7743	Pedodontist	YES	NO	3,000	YES	STP
ARMBUSTER	PAUL	DDS	Lsu Health Sciences Center	1100 FLORIDA AVE	NEW ORLEANS	LA	ORLEANS	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	NA		
BALLARD	RICHARD	DDS	Lsu Health Sciences Center	1100 FLORIDA AVE	NEW ORLEANS	LA	ORLEANS	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	NA		
BRISCO	STEPHEN	DDS	Lsu Health Sciences Center	1100 FLORIDA AVE	NEW ORLEANS	LA	ORLEANS	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	NA		
CRAWFORD-MCKENDALL	ROSALYNN	Y	DDS	Lsu Health Sciences Center	1100 FLORIDA AVE	NEW ORLEANS	LA	70119-0000	ORLEANS	(504) 941-8110	Pedodontist	YES	NO	3,000	YES	NA
DASTOURY	KAMRAN	DDS	Lsu Health Sciences Center	1100 FLORIDA AVE/BOX 220	NEW ORLEANS	LA	70119-0000	ORLEANS	(504) 941-8110	Oral Surgeon	YES	NO	3,000	YES	STP	
EVANS	GERALD	DDS	Lsu Health Sciences Center	1100 FLORIDA AVE	NEW ORLEANS	LA	ORLEANS	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	NA		
GALLO	JOHN	R	DDS	Louisiana State University Health	1100 FLORIDA AVE/BOX 227	NEW ORLEANS	LA	70119-2799	ORLEANS	(504) 941-8110	Pedodontist	YES	NO	3,000	YES	STP
GOLD	JONATHAN	N	DDS	David M Vieth Dds A Professional Corp	3057 GENTILLY BLVD	NEW ORLEANS	LA	70122-3807	ORLEANS	(504) 717-4402	General Dentist	YES	NO	3,000	YES	STP
HERNANDEZ	GABRIEL	DDS	Lsu Health Sciences Center	1100 FLORIDA AVE	NEW ORLEANS	LA	ORLEANS	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	STP		
HIMEL	VAN	DDS	Lsu Health Sciences Center	1100 FLORIDA AVE	NEW ORLEANS	LA	ORLEANS	Will be obtain during credentialing	Oral Surgeon	YES	NO	3,000	YES	NA		
HOCHSTEDLER	J	DDS	Lsu Health Sciences Center	1100 FLORIDA AVE	NEW ORLEANS	LA	ORLEANS	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	NA		
JOACHIM	SHELLEY	DDS	Lsu Health Sciences Center	1100 FLORIDA AVE	NEW ORLEANS	LA	ORLEANS	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	NA		
Jones	Brigette	DDS	A World Of Smiles	7240 Crowder Blvd	New Orleans	ORLEANS	877-976-4537	General Dentist	YES	NO	3,000	YES	STP			
KENT	JOHN	N	DDS	Lsu Health Sciences Center	1100 FLORIDA AVE/BOX 227	NEW ORLEANS	LA	70119-0000	ORLEANS	(504) 941-8110	Pedodontist	YES	NO	3,000	YES	STP
LOYOLA	JAMES	A	DMD	James A Loyola Dmd	4902 CANAL ST/STE 401	NEW ORLEANS	LA	70119-5871	ST CHARLES	(504) 484-7246	Oral Surgeon	YES	NO	3,000	YES	STP
McGeathy	Norman	DDS	A World Of Smiles	7240 Crowder Blvd	New Orleans	ORLEANS	877-976-4537	General Dentist	YES	NO	3,000	YES	NA			
MENDEZ	ARTURO	DDS	Lsu Health Sciences Center	1100 FLORIDA AVE	NEW ORLEANS	LA	ORLEANS	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	NA		
PALAIODOGOU	ARCHONTHIA	DDS	Lsu Health Sciences Center	1100 FLORIDA AVE	NEW ORLEANS	LA	ORLEANS	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	NA		
PRICE	HELEN	J	DDS	Helen J Price Dds	839 TECHE ST	ALGIERS	LA	70114-0000	ORLEANS	(504) 368-9174	General Dentist	YES	NO	3,000	YES	STP
RITWIK	PRIVANSHI	DDS	Lsu Health Sciences Center	1100 FLORIDA AVE/BOX 131	NEW ORLEANS	LA	70119-0000	ORLEANS	(504) 941-8110	General Dentist	YES	NO	3,000	YES	STP	
RUSSELL	ALEXIS	F	DDS	Acadia Health Lic	3502 S CARROLLTON AVE/STE A	NEW ORLEANS	LA	701180000	ORLEANS	504-304-9929	General Dentist	YES	NO	3,000	YES	STP
RUSSELL	ALEXIS	DDS	Lsu Health Sciences Center	2504 TULANE AVENUE	NEW ORLEANS	LA	701180000	ORLEANS	504-304-9929	General Dentist	YES	NO	3,000	YES	STP	
SABEY	KENT	DDS	Lsu Health Sciences Center	1100 FLORIDA AVE	NEW ORLEANS	LA	ORLEANS	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	NA		
SPAGNOLI	DANIEL	B	DDS	Lsu Health Sciences Center	1100 FLORIDA AVE	NEW ORLEANS	LA	ORLEANS	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	STP	
TOWNSEND	JANICE	DDS	Childrens Hospital	200 HENRY CLAY AVE	NEW ORLEANS	LA	70118-0000	ORLEANS	(504) 896-9520	General Dentist	YES	NO	3,000	YES	STP	
TOWNSEND	JANICE	A	DDS	Lsu Health Sciences Center	1100 FLORIDA AVE/BOX 131	NEW ORLEANS	LA	70119-2714	ORLEANS	(504) 889-9893	Oral Surgeon	YES	NO	3,000	YES	STP
CORDER	PHIL	M	DDS	Phil M Corder Dds	117 PROFESSIONAL DR	WEST MONROE	LA	71291-0000	OUACHITA	(318) 387-8054	Oral Surgeon	NO	YES	3,000	YES	STP
BANKS	RISHARD	M	DDS	David M Vieth Dds A Professional Corp	2820 LOUISVILLE AVE/STE 100	MONROE	LA	71201-6685	OUACHITA	(318) 450-4198	General Dentist	NO	NO	3,000	YES	NA
BEVERLY	KATINA	R	DDS	Katina Beverly Dds Lic	1203 N 5TH ST	MONROE	LA	71201-5317	OUACHITA	(318) 405-3000	General Dentist	NO	NO	3,000	YES	STP
BRYAN	BRAD	Y	DDS	David M Vieth Dds A Professional Corp	2820 LOUISVILLE AVE/STE 100	MONROE	LA	71201-6685	OUACHITA	(318) 450-4198	General Dentist	NO	NO	3,000	YES	NA
CARDONA	YALICE	DDS	David M Vieth Dds A Professional Corp	2820 LOUISVILLE AVE/STE 100	MONROE	LA	71201-0000	OUACHITA	(318) 450-4198	General Dentist	NO	NO	3,000	YES	STP	
GEIST	ERIC	T	DDS	Oral Surgery Associates	2003 FORSYTHE AVE	MONROE	LA	71201-0000	OUACHITA	(318) 388-2621	General Dentist	NO	NO	3,000	YES	STP
HOOTON	EDWARD	J	DDS	Armand Dental Inc	2805 ARMAND ST	MONROE	LA	71201-3751	OUACHITA	(318) 388-4411	Pedodontist	NO	NO	3,000	YES	STP
PUCKETT	WANDA	F	DDS	David M Vieth Dds A Professional Corp	2820 LOUISVILLE AVE/STE 100	MONROE	LA	71201-6600	OUACHITA	(318) 450-4198	General Dentist	NO	NO	3,000	YES	NA
SCOTT	KING	DDS	L King Scott Dds Ltd	120 PROFESSIONAL DR	WEST MONROE	LA	71291-0000	OUACHITA	(318) 325-4600	General Dentist	NO	NO	3,000	YES	NA	
WILLIS	RICHARD	D	DDS	Oral Surgery Associates	2003 FORSYTHE AVE	MONROE	LA	71201-0000	OUACHITA	(318) 388-2621	Oral Surgeon	NO	NO	3,000	YES	STP
EDDLEMAN	THOMAS	L	DDS	Lane Eddleman Dds Lic	2511 BROADMOOR BLVD	MONROE	LA	71201-2987	OUACHITA	(318) 322-2013	General Dentist	YES	YES	3,000	YES	STP
GRAVES	WHITE	S	DDS	White S Graves Dds	1013 NORTH 2ND	MONROE	LA	71201-0000	OUACHITA	(318) 325-6427	General Dentist	YES	YES	3,000	YES	STP
SPATAFORA	ROBERT	E	DDS	Robert E Spatafora Dds	2212 JUSTICE ST	MONROE	LA	71201-0000	OUACHITA	(318) 325-5764	General Dentist	YES	YES	3,000	YES	STP
TIDWELL	GREGG	C	DDS	Gregg C Tidwell Dds	1512 ROYAL AVE	MONROE	LA	71201-0000	OUACHITA	(318) 387-5400	Pedodontist	YES	YES	3,000	YES	STP
SNUGGS	JOHN	L	DDS	John L Snuggs Dmd	3808 WHITES FERRY RD	WEST MONROE	LA	71291-0000	OUACHITA	(318) 396-6204	General Dentist	YES	NO	3,000	YES	STP
TARVER	JUSTIN	DDS	Justin E Tarver Dds Apdc	92 LINCOLN DR	MONROE	LA	71203-0000	OUACHITA	(318) 343-6006	General Dentist	YES	NO	3,000	YES	STP	
LEVY	ROBERT	L	DDS	Robert L Lev Dds	301 4TH ST/BOX 30137	ALEXANDRIA	LA	71301-8423	RAPIDES	(318) 445-8606	General Dentist	YES	NO	3,000	YES	NA
BANKSTON JR	JR	DDS	A Mixon Bankston Jr	4017 PARLIAMENT DR	ALEXANDRIA	LA	71303-0000	RAPIDES	(318) 442-4439	Oral Surgeon	YES	YES	3,000	YES	NA	
HENSEL	W FOSTER	DDS	W Foster Hensel Dds Lic	11 HEYMAN	ALEXANDRIA	LA	71303-0000	RAPIDES	(318) 445-0419	Pedodontist	YES	YES	3,000	YES	STP	
HILTON	DAVID	W	DDS	David W Hilton Dds	1500 METRO DR	ALEXANDRIA	LA	71301-3308	RAPIDES	(318) 445-5489	Oral Surgeon	YES	YES	3,000	YES	STP
ARNOLD JR	PAUL	S	DDS	Alexandria Oral Surg Assoc	1403 PETERMAN DR	ALEXANDRIA	LA	71301-3433	RAPIDES	(318) 443-7208	Oral Surgeon	YES	NO	3,000	YES	STP
BARRIOS	WENDY	DDS	Rapides Primary Health Care Cent	1217 WILLOW GLEN RIVER RD	ALEXANDRIA	LA	71302-0000	RAPIDES	(318) 487-4400	General Dentist	YES	NO	3,000	YES	STP	
BRASHER	RICHARD	R	DDS	Richard R Brasher Jr Dds Apdc	1400 METRO DR/STE A	ALEXANDRIA	LA	71301-3451	RAPIDES	(318) 445-5471	Pedodontist	YES	NO	3,000	YES	NA
CARLTON JR	DAVID	M	DDS	Alexandria Oral Surg Assoc	1403 PETERMAN DR	ALEXANDRIA	LA	71301-3433	RAPIDES	(318) 443-7208	General Dentist	YES	NO	3,000	YES	NA
FINNEY	JENNIFER	DDS	Alexandria Pediatric Dentistry	1400 METRO DR/STE A	ALEXANDRIA	LA	71301-3451	RAPIDES	(318) 445-5471	Pedodontist	YES	NO	3,000	YES	STP	
MARKS	RONALD	B	DDS	Alexandria Oral Surg Assoc	1403 PETERMAN DR	ALEXANDRIA										

Proposed Provider Network Listing (Phase 1)
Delta Dental Insurance Company

Last Name	First Name	Middle Name	Title	Practice Name	Practice Address - Street	Practice Address - City	Practice Address - State	Practice Address - ZIP	Parish Name	Phone	Specialty Code	Accepting Patients (while some providers indicate NO, this would apply for new members beyond the current members)	Age Restriction	Number of Potential Linkages	LOI received	STP List
NGUYEN	THAI		DDS	Chalmette Dental Associates Llc	9020 WEST JUDGE PEREZ D	CHALMETTE	LA	70043	ST BERNARD	(504) 277-4401	General Dentist	YES	NO	3,000	YES	STP
POYADOU	TIMOTHY		DDS	Chalmette Dental Associates Llc	9020 WEST JUDGE PEREZ D	CHALMETTE	LA	70043	ST BERNARD	(504) 277-4401	General Dentist	YES	NO	3,000	YES	NA
RICHARDSON	JEFFREY		DDS	Chalmette Dental Associates Llc	9020 WEST JUDGE PEREZ D	CHALMETTE	LA	70043	ST BERNARD	(504) 277-4401	General Dentist	YES	NO	3,000	YES	STP
SNITZER	JEFFREY		DMD	Chalmette Dental Associates Llc	9020 WEST JUDGE PEREZ D	CHALMETTE	LA	70043	ST BERNARD	(504) 277-4401	Endodontist	YES	NO	3,000	YES	NA
WIGGINS	JEFFREY		DDS	Chalmette Dental Associates Llc	9020 WEST JUDGE PEREZ D	CHALMETTE	LA	70043	ST BERNARD	(504) 277-4401	General Dentist	YES	NO	3,000	YES	STP
BRANNEN	DAVID		DDS	J David Brannen Dds	111 LAKEWOOD DR/STE A	LULING	LA	70070-0000	ST. CHARLES	(504) 785-6838	General Dentist	NO	NO	3,000	YES	NA
HANNA	MARIAM	G	DDS	Crescent City Dentistry Llc	10964 RIVER RD	ST ROSE	LA	70087-0000	ST. CHARLES	Will be obtain during credentialing	General Dentist	NO	NO	3,000	YES	STP
OWENS SR	RICHARD		DDS	Richard L Owens Dds	124 LONGVIEW DR/STE 6	DESTREHAN	LA	70047-5058	ST. CHARLES	985-764-1615	General Dentist	YES	NO	3,000	YES	STP
CALDWELL	CYNTHIA	L	DDS	St Charles Community Health Cent	643 MILLINS AVE	LULING	LA	70070-4442	AVOYELLES	(985) 785-5800	General Dentist	YES	NO	3,000	YES	STP
GULBERSON	MYRON D	D	DDS	Myron D Gulberson	P O BOX 536	GREENSBURG	LA	70441-0000	ST HELENA	(225) 222-6156	General Dentist	NO	NO	3,000	YES	STP
LEACH JR	THOMAS	R	DDS	St Helena Health Center	490 SITMAN ST	GREENSBURG	LA	70441-0000	ST HELENA	225-306-2000	Oral Surgeon	NO	NO	3,000	YES	STP
HAMMACK	TONY	D	DDS	Jack P Newell	179 BELLE TERRE BLVD/STE C	LAPLACE	LA	70068-0000	ST JOHN THE BAPTIST	Will be obtain during credentialing	General Dentist	NO	NO	3,000	YES	STP
NEWELL JR	JACK	P	DDS	Jack P Newell	179 BELLE TERRE BLVD/STE C	LAPLACE	LA	70068-0000	ST JOHN THE BAPTIST	(504) 652-2425	General Dentist	NO	NO	3,000	YES	NA
AULD	ELIZABETH		DDS	Opelousas Dental Lc	506 N COURT ST	OPELOUSAS	LA	7057-0000	ST. LANDRY	(337) 942-3441	General Dentist	NO	NO	3,000	YES	STP
DUOS	CLAY	M	DDS	Clay Duos	481 MOOSA BLVD	EUNICE	LA	70535-0000	ACADIA	(337) 457-9035	General Dentist	NO	NO	3,000	YES	STP
FONTENOT	TIMOTHY		DDS	Timothy S Fontenot	149 N 3RD ST	EUNICE	LA	70535-0000	ACADIA	(337) 457-1342	General Dentist	NO	NO	3,000	YES	STP
VIDRINE	BRIDGETTE	M	DDS	Opelousas Dental Lc	506 N COURT ST	OPELOUSAS	LA	70570-5220	ST. LANDRY	(337) 942-3441	General Dentist	NO	NO	3,000	YES	STP
FONTENOT	BENNETT	P	DDS	Bennett Fontenot Dds Pc	1329 GRAND POINT AVE	BREAUX BRIDGE	LA	70517-0000	ST MARTIN	(337) 332-2412	General Dentist	NO	NO	3,000	YES	STP
BROUDREAUX	JOHN	NEAL	DDS	John Neal Boudreaux Dds	600 HAIFLEIGH ST	FRANKLIN	LA	70538-0000	ST MARY	(337) 828-1517	General Dentist	NO	YES	3,000	YES	NA
AYCOCK	KENNETH	J	DDS	J Kenneth Avcock Dds	512 HAIFLEIGH ST	FRANKLIN	LA	70538-0000	ST MARY	(337) 828-5841	General Dentist	NO	NO	3,000	YES	STP
BROUSSARD	CHARLES	H	DDS	Charles H Broussard Dds	1255 BELLEVUE ST	MORGAN CITY	LA	70380-5351	ST MARY	(504) 395-5108	General Dentist	NO	NO	3,000	YES	STP
BALDO	RICHARD	F	DDS	Ronald E Baldo Dds	41 SPUR/STE B	PEARL RIVER	LA	70450-0000	ST TAMMANY	(985) 393-6740	General Dentist	NO	NO	3,000	YES	STP
GANCHEZ	JAYNE	D	DDS	Jayne D Sanchez Dds Family Dentl	2 SAINT ANN DR/STE 6	MANDEVILLE	LA	70471-3418	ST TAMMANY	(985) 227-2300	General Dentist	NO	YES	3,000	YES	STP
CANTRELLE	ROY	L	DDS	Covington Dental Office Of Joseph R Lacos	600 N HWY 190/STE 4	COVINGTON	LA	70433-0000	ST TAMMANY	(985) 893-5522	General Dentist	NO	NO	3,000	YES	NA
CORDORA	DAISY	G	DDS	Slidell Dental Association Llc	1301 EASTRIDGE DR #1	SLIDELL	LA	70458-3026	ST TAMMANY	(985) 643-1500	General Dentist	NO	NO	3,000	YES	STP
DEEN	GRIFFIN	L	DDS	Griffin L Deen Dds	122 E 21ST AVE	COVINGTON	LA	70433-2814	ST TAMMANY	(985) 867-9122	Pedodontist	NO	NO	3,000	YES	STP
DEYOUNG	BRANDI	M	DDS	Today's Dental Covington	842 N COLLINS BLVD/STE F	COVINGTON	LA	70433-2759	ST TAMMANY	Will be obtain during credentialing	General Dentist	NO	NO	3,000	YES	STP
ECK	PATRICK	C	DDS	Slidell Dental Association Llc	1301 EASTRIDGE DR/STE 1	SLIDELL	LA	70458-3083	ST TAMMANY	(985) 643-8800	General Dentist	NO	NO	3,000	YES	STP
FERRAGE	JORDAN	M	DDS	Covington Dental Office Of Joseph R Lacos	600 N HWY 190/STE 4	COVINGTON	LA	70433-0000	ST TAMMANY	(985) 893-5522	General Dentist	NO	NO	3,000	YES	STP
JENSEN	MARK	E	DDS	Slidell Dental Association Llc	1301 EASTRIDGE DR/STE 1	SLIDELL	LA	70458-3083	ST TAMMANY	(985) 643-8800	General Dentist	NO	NO	3,000	YES	STP
LANDESMAN	LISA	S	DDS	Dr Lisa Scalia Landesman Llc	735 ASBURY DR	MANDEVILLE	LA	70471-0000	ST TAMMANY	(985) 624-2334	General Dentist	NO	NO	3,000	YES	STP
SCHENCK	EMILIE	R	DDS	Emilie Russo Schenck	215 ST ANN DR/STE 5	MANDEVILLE	LA	70471-0000	ST TAMMANY	(985) 626-4807	General Dentist	NO	NO	3,000	YES	STP
SCIPIONE	RICHARD		DDS	Covington Dental Office Of Joseph R Lacos	600 N HWY 190/STE 4	COVINGTON	LA	70433-5003	ST TAMMANY	(985) 893-5522	General Dentist	NO	NO	3,000	YES	STP
SILVESTRI	SUSAN		DDS	Deniger & Silvestri Llc	2300 GAUSE BLVD	SLIDELL	LA	70461-4141	ST TAMMANY	(985) 641-7200	General Dentist	NO	NO	3,000	YES	STP
VAUGHT	CHAD	S	DDS	Slidell Dental Association Llc	1301 EASTRIDGE DR/STE 1	SLIDELL	LA	70458-3026	ST TAMMANY	(985) 643-8800	General Dentist	NO	NO	3,000	YES	STP
WIGGINS	JEFFREY	A	DDS	Slidell Dental Association Llc	1301 EASTRIDGE DR/STE 1	SLIDELL	LA	70458-0000	ST TAMMANY	(985) 643-8800	General Dentist	NO	NO	3,000	YES	STP
Alvarez	Jason		DDS	Today's Dental Covington	842 N Collins Blvd #F	COVINGTON	LA	70433-0000	ST TAMMANY	985-809-1889	General Dentist	YES	NO	3,000	YES	STP
ARDALAN	CYRILUS		DDS	Slidell Dental Association Llc	1301 EASTRIDGE DR/STE 1	SLIDELL	LA	70458-0000	ST TAMMANY	(985) 643-8800	General Dentist	YES	NO	3,000	YES	NA
Asercion	Joseph		DDS	Today's Dental Covington	842 N Collins Blvd #F	COVINGTON	LA	70433-0000	ST TAMMANY	985-809-1889	Oral Surgeon	YES	NO	3,000	YES	STP
ASHLEY	LESTRADE		DDS	Covington Dental Office Of Joseph R Lacos	600 N HWY 190/STE 4	COVINGTON	LA	70433-0000	ST TAMMANY	(985) 893-5522	General Dentist	YES	NO	3,000	YES	NA
BROWN	KIMBERLY		DDS	Covington Dental Office Of Joseph R Lacos	600 N HWY 190/STE 4	COVINGTON	LA	70433-5083	ST TAMMANY	(985) 893-5522	General Dentist	YES	NO	3,000	YES	STP
BROWN	EDWARD		DDS	Slidell Dental Association Llc	1301 EASTRIDGE DR/STE 1	SLIDELL	LA	70458-0000	ST TAMMANY	(985) 643-8800	General Dentist	YES	NO	3,000	YES	NA
Cossich	Dimetry		DDS	Today's Dental Covington	842 N Collins Blvd #F	COVINGTON	LA	70433-0000	ST TAMMANY	985-809-1889	General Dentist	YES	NO	3,000	YES	STP
Deville	Marilyn		DDS	Today's Dental Covington	842 N Collins Blvd #F	COVINGTON	LA	70433-0000	ST TAMMANY	985-809-1889	General Dentist	YES	NO	3,000	YES	STP
DONGIEUX	JEFFREY		DDS	Slidell Dental Association Llc	1301 EASTRIDGE DR/STE 1	SLIDELL	LA	70458-0000	ST TAMMANY	(985) 643-8800	Periodontist	YES	NO	3,000	YES	STP
DOURS	JOHN		DMD	Slidell Dental Association Llc	1301 EASTRIDGE DR/STE 1	SLIDELL	LA	70458-0000	ST TAMMANY	(985) 643-8800	General Dentist	YES	NO	3,000	YES	STP
DUGAS	PAUL	E	DDS	Paul E Dugas Dds Apds	59070 AMBER ST	SLIDELL	LA	70461-5334	ST TAMMANY	(985) 641-3245	General Dentist	YES	NO	3,000	YES	STP
FALLAH	SUSAN		DDS	Slidell Dental Association Llc	1301 EASTRIDGE DR/STE 1	SLIDELL	LA	70458-0000	ST TAMMANY	(985) 643-8800	Orthodontist	YES	NO	3,000	YES	STP
FALST	JACQUELINE		DDS	Covington Dental Office Of Joseph R Lacos	600 N HWY 190/STE 4	COVINGTON	LA	70433-5083	ST TAMMANY	(985) 893-5522	General Dentist	YES	NO	3,000	YES	NA
GREGGON	JEFFREY		DDS	Covington Dental Office Of Joseph R Lacos	600 N HWY 190/STE 4	COVINGTON	LA	70433-0000	ST TAMMANY	(985) 893-5522	General Dentist	YES	NO	3,000	YES	NA
Hastings	Justin		DDS	Today's Dental Covington	842 N Collins Blvd #F	COVINGTON	LA	70433-0000	ST TAMMANY	985-809-1889	General Dentist	YES	NO	3,000	YES	STP
HERNANDEZ	GABRIEL		DDS	Covington Dental Office Of Joseph R Lacos	600 N HWY 190/STE 4	COVINGTON	LA	70433-5083	ST TAMMANY	(985) 893-5522	General Dentist	YES	NO	3,000	YES	STP
HOLLIER	JASON		DDS	Slidell Dental Association Llc	1301 EASTRIDGE DR/STE 1	SLIDELL	LA	70458-0000	ST TAMMANY	(985) 643-8800	General Dentist	YES	NO	3,000	YES	STP
LACOSTE	JOSEPH	R	DDS	Slidell Dental Association Llc	1301 EASTRIDGE DR/STE 1	SLIDELL	LA	70458-0000	ST TAMMANY	(985) 643-8800	General Dentist	YES	NO	3,000	YES	STP
Linskey-Sanders	Jeanette		DDS	Today's Dental Covington	842 N Collins Blvd #F	COVINGTON	LA	70433-0000	ST TAMMANY	985-809-1889	Endodontist	YES	NO	3,000	YES	NA
MARINO	JAY		DDS	Covington Dental Office Of Joseph R Lacos	600 N HWY 190/STE 4	COVINGTON	LA	70433-5083	ST TAMMANY	(985) 893-5522	General Dentist	YES	NO	3,000	YES	NA
MATHERNE	RYAN		DDS	Covington Dental Office Of Joseph R Lacos	600 N HWY 190/STE 4	COVINGTON	LA	70433-0000	ST TAMMANY	(985) 893-5522	Orthodontist	YES	NO	3,000	YES	STP
MATHERNE	RYAN		DDS	Slidell Dental Association Llc	1301 EASTRIDGE DR/STE 1	SLIDELL	LA	70458-0000	ST TAMMANY	(985) 643-8800	Pedodontist	YES	NO	3,000	YES	STP
MICKEY	BRIIGGS		DDS	Covington Dental Office Of Joseph R Lacos	600 N HWY 190/STE 4	COVINGTON	LA	70433-0000	ST TAMMANY	(985) 893-5522	Periodontist	YES	NO	3,000	YES	NA
MICHEL	JOHN	H	DDS	P O BOX 130 MISSION DR	SIMMSPORT	LA	71369-0000	AVOYELLES	(318) 941-2071		General Dentist	NO	NO	3,000	YES	STP
OLINDE	RICHARD	D	DDS	Richard D Olinde Dds	189 GREENBRIAR BLVD	COVINGTON	LA	70433-7234	ST TAMMANY	(985) 892-5942	General Dentist	YES	NO	3,000	YES	STP
SNITZER	JEFFREY		DMD	Covington Dental Office Of Joseph R Lacos	600 N HWY 190/STE 4	COVINGTON	LA	70433-0000	ST TAMMANY	(985) 893-5522	Endodontist	YES	NO	3,000	YES	NA
SNITZER	JEFFREY		DMD	Slidell Dental Association Llc	1301 EASTRIDGE DR/STE 1	SLIDELL	LA	70458-0000	ST TAMMANY	(985) 643-8800	Endodontist	YES	NO	3,000	YES	NA
ULMER	JESSICA		DDS	Slidell Dental Association Llc	1301 EASTRIDGE DR/STE 1	SLIDELL	LA	70458-0000	ST TAMMANY	(985) 643-8800	General Dentist	YES	NO	3,000	YES	NA
URSICK	WILLIAM		DDS	Slidell Dental Association Llc	1301 EASTRIDGE DR/STE 1	SLIDELL	LA	70458-0000	ST TAMMANY	(985) 643-8800	Oral Surgeon	YES	NO	3,000	YES	STP
WALLACE	MARQUITA	D	DDS	Covington Dental Office Of Joseph R Lacos	600 N HWY 190/STE 4	COVINGTON	LA	70433-5083	ST TAMMANY	(985) 893-5522	General Dentist	YES	NO	3,000	YES	STP
CLAWSON	BRYAN	C	DDS	Stacie L Noe Dds Apdc	212 W MINNESOTA PARK RD	HAMMOND	LA	70403-0000	TANGIPARHOA	(985) 542-3368	General Dentist	NO	YES	3,000	YES	STP
GRIFFIN	CHRISTOPHER	A	DDS	Stacie L Noe Dds Apdc	212 W MINNESOTA PARK RD	HAMMOND	LA	70403-6125	TANGIPARHOA	(985) 542-3368	Pedodontist	NO	YES	3,000	YES	NA
NOE	STACIE	L	DDS	Stacie L Noe Dds Apdc	212 W MINNESOTA PARK RD	HAMMOND	LA	70403-0000	TANGIPARHOA	(985) 542-3368	General Dentist	NO	YES	3,000	YES	NA
VERGES	TROY	M	DDS	Troy M Verges Dds Inc	207 AVE G	KENTWOOD	LA	70444-2803	TANGIPARHOA	(985) 229-3973	General Dentist	NO	YES	3,000	YES	STP
AGUILAR	JORGE		DDS	Louisiana Dental Center	800 C M FAGAN DR/STE A	HAMMOND	LA	70403-0000	TANGIPARHOA	(985) 345-5888	Pedodontist	NO	NO	3,000	YES	STP
ALLEN	MELVIN	D	DDS	Melvin D Allen Dds	P O BOX 7294 1160 HWY 51 N	CHATTOUGLA	LA	70454-0728	TANGIPARHOA	(985) 398-9936	General Dentist	NO	NO	3,000	YES	STP
ANZALONE	PAUL	M	DDS	Paul M Anzalone	211-A E OAK ST	AMITE	LA	70422-0000	TANGIPARHOA	(985) 748-8434	General Dentist	NO	NO	3,000	YES	STP
CANNING	HAROLD	B	DDS	Louisiana Dental Center	800 C M FAGAN DR/STE A	HAMMOND	LA	70403-0000	TANGIPARHOA	(985) 345-5888	General Dentist	NO	NO	3,000	YES	STP
GIVENS	CHRISTINA		DDS	Christina B Givens Dds Llc	200 NE CENTRAL AVE	AMITE	LA	70422-0000	TANGIPARHOA	(985) 747-8600	General Dentist	NO	NO	3,000	YES	STP
GRAFF JR	EUGENE	R	DDS	Louisiana Dental Center	800 C M FAGAN DR/STE A	HAMMOND	LA	70403-0000	TANGIPARHOA	(985) 345-5888	General Dentist	NO	NO	3,000	YES	STP
WINGO	THOMAS	H	DDS	Thomas H Wingo Jr Dds Llc	1008 W THOMAS ST	HAMMOND	LA	70401-0000	TANGIPARHOA	(985) 542-6855	General Dentist	NO	NO	3,000	YES	STP
CAO	LETHU	T	DDS	Louisiana Dental Center	800 C M FAGAN DR/STE A	HAMMOND	LA	70403-0000	TANGIP							

Proposed Provider Network Listing (Phase 1)
Delta Dental Insurance Company

Last Name	First Name	Middle Name	Title	Practice Name	Practice Address - Street	Practice Address - City	Practice Address - State	Practice Address - ZIP	Parish Name	Phone	Specialty Code	Accepting Patients (while some providers indicate NO, this would apply for new members beyond the current members)	Age Restriction	Number of Potential Linkages	LOI received	STP List
MATHERNE	RYAN		DDS	Louisiana Dental Center	800 C M FAGAN DR/STE A	HAMMOND	LA	70403-0000	TANGIPAHOA	(985) 345-5888	Oral Surgeon	YES	NO	3,000	YES	STP
NGUYEN	QUYNH		DDS	Louisiana Dental Center	800 C M FAGAN DR/STE A	HAMMOND	LA	70403-0000	TANGIPAHOA	(985) 345-5888	Orthodontist	YES	NO	3,000	YES	STP
OLINDE	RICHARD		DDS	Thomas H Wingo Jr Dds Llc	1008 W THOMAS ST	HAMMOND	LA	70401	TANGIPAHOA	98505426855	General Dentist	YES	NO	3,000	YES	STP
SNITZER	JEFFREY		DMD	Louisiana Dental Center	800 C M FAGAN DR/STE A	HAMMOND	LA	70403-0000	TANGIPAHOA	(985) 345-5888	Endodontist	YES	NO	3,000	YES	NA
VON GRUBEN	MICHAEL		DDS	Louisiana Dental Center	800 C M FAGAN DR/STE A	HAMMOND	LA	70403-0000	TANGIPAHOA	(985) 345-5888	General Dentist	YES	NO	3,000	YES	STP
WIGGINS	JEFFREY		DDS	Louisiana Dental Center	800 C M FAGAN DR/STE A	HAMMOND	LA	70403-0000	TANGIPAHOA	(985) 345-5888	General Dentist	YES	NO	3,000	YES	STP
	Thomas		DDS		15790 Paul Vega Dr	HAMMOND	LA	70401	TANGIPAHOA	985-542-6855	Pedodontist	YES	NO	3,000	YES	STP
MANCUSO	LUKE	E	DDS	Luke Mancuso Dds Llc	1600 W VETERANS MEMORIAL DR	KAPLAN	LA	70548-3604	VERMILION	337-643-6400	General Dentist	YES	NO	3,000	YES	STP
ROBERT	JOHN		DDS	John L Robert Apdc	2616 NORTH DR	ABBEVILLE	LA	7051-0000	VERMILION	(337) 893-8048	General Dentist	YES	NO	3,000	YES	STP
BATES	VIRGINIA	C	DDS	Outpatient Medical Center Inc	1603 BOONE ST	LEESVILLE	LA	71446-5245	VERNON	Will be obtain during credentialing	General Dentist	NO	NO	3,000	YES	STP
BELL JR	RONALD	D	DDS	Fair City Dental Clinic Llc	1935 WASHINGTON ST	FRANKLINTON	LA	70438-0000	WASHINGTON	(985) 795-8668	Pedodontist	NO	YES	3,000	YES	STP
BROWN JR	EARLE	R	DDS	Earle R Brown Jr Dds	934 WASHINGTON ST	FRANKLINTON	LA	70438-0000	WASHINGTON	(985) 839-3413	General Dentist	NO	YES	3,000	YES	STP
ILAWAN	CHARLIE	P	DDS	Charlie P Ilawan Dds Apdc	400 LOUISIANA AVE	BOGALUSA	LA	70427-0000	WASHINGTON	(985) 735-7372	General Dentist	NO	YES	3,000	YES	STP
BERNARD III	JOSEPH	E	DDS	Charlie P Ilawan Dds Apdc	400 LOUISIANA DR	BOGALUSA	LA	70427-3323	WASHINGTON	(985) 735-7372	General Dentist	NO	YES	3,000	YES	STP
BRATCHER	ASTRID	A	DDS	Charlie P Ilawan Dds Apdc	400 LOUISIANA AVE	BOGALUSA	LA	70427-3323	WASHINGTON	(985) 735-7372	General Dentist	NO	NO	3,000	YES	NA
MCCURDY	WENDY		DDS	Charlie P Ilawan Dds Apdc	400 LOUISIANA AVE	BOGALUSA	LA	70427-0000	WASHINGTON	(985) 735-7372	General Dentist	NO	NO	3,000	YES	STP
TRUXILLO	TERRENCE	H	DDS	Terrence H Truxillo Dds	710 RIVERSIDE DR	FRANKLINTON	LA	70438-0000	WASHINGTON	(985) 839-5848	General Dentist	NO	NO	3,000	YES	STP
MCVEA JR	CONRAD	P	DDS	Mcvea Dental Center Llc	2016 WASHINGTON ST	FRANKLINTON	LA	70438-0000	WASHINGTON	(985) 839-4138	General Dentist	YES	YES	3,000	YES	STP
MCVEA-III	CONRAD	P	DDS	Mcvea Dental Center Llc	2016 WASHINGTON ST	FRANKLINTON	LA	70438-0000	WASHINGTON	(985) 839-4138	General Dentist	YES	YES	3,000	YES	STP
CARTER	ERIN	E	DDS	Bogalusa Dental Associates Llc	218 MEMPHIS ST	BOGALUSA	LA	70427-3844	WASHINGTON	(985) 735-0078	General Dentist	YES	NO	3,000	YES	STP
GRAHAM	JEREMY		DDS	Bogalusa Dental Associates Llc	218 MEMPHIS ST	BOGALUSA	LA	70427-3844	WASHINGTON	(985) 735-0078	General Dentist	YES	NO	3,000	YES	STP
GREGSON	JEFFREY		DDS	Bogalusa Dental Associates Llc	218 MEMPHIS ST	BOGALUSA	LA	70427-3844	WASHINGTON	(985) 735-0078	General Dentist	YES	NO	3,000	YES	STP
LACOSTE	JOSEPH	R	DDS	Bogalusa Dental Associates Llc	218 MEMPHIS ST	BOGALUSA	LA	70427-3844	WASHINGTON	(985) 735-0078	General Dentist	YES	NO	3,000	YES	NA
POYADOU	TIMOTHY		DDS	Bogalusa Dental Associates Llc	218 MEMPHIS ST	BOGALUSA	LA	70427-3844	WASHINGTON	(985) 735-0078	Pedodontist	YES	NO	3,000	YES	NA
SCHWARZ	JORGE		DDS	Bogalusa Dental Associates Llc	218 MEMPHIS ST	BOGALUSA	LA	70427-3844	WASHINGTON	(985) 735-0078	General Dentist	YES	NO	3,000	YES	STP
VON GRUBEN	MICHAEL		DDS	Bogalusa Dental Associates Llc	218 MEMPHIS ST	BOGALUSA	LA	70427-3844	WASHINGTON	(985) 735-0078	General Dentist	YES	NO	3,000	YES	STP
WU	JUSTIN		DDS	Bogalusa Dental Associates Llc	218 MEMPHIS ST	BOGALUSA	LA	70427-3844	WASHINGTON	(985) 735-0078	General Dentist	YES	NO	3,000	YES	STP
MOORE	DANIEL	J	DDS	Daniel J Moore Dds	1117 HOMER RD	MINDEN	LA	71058-0310	WEBSTER	Will be obtain during credentialing	General Dentist	NO	YES	3,000	YES	STP
BELLEW	DAVID		DDS	David Raines Community Health Ce	128 HOMER RD	MINDEN	LA	71055	WEBSTER	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	NA
BUMGARDENER	BENJAMIN		DDS	David Raines Community Health Ce	128 HOMER RD	MINDEN	LA	71055	WEBSTER	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	STP
ELLIS	KRISTEN	R	DDS	David Raines Community Health Ce	128 HOMER RD	MINDEN	LA	71055	WEBSTER	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	STP
GIBSON	INDIA		DDS	David Raines Community Health Ce	128 HOMER RD	MINDEN	LA	71055	WEBSTER	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	STP
VANDIVER	RICHARD	C	DDS	David Raines Community Health Ce	128 HOMER RD	MINDEN	LA	71055	WEBSTER	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	NA
WILSON	CHARLES	B	DDS	St Francisville Family Dentistry	P O BOX 4747689 HWY 61	ST FRANCISVILLE	LA	70775-0474	WEST FELICIANA	(225) 635-8554	General Dentist	NO	NO	3,000	YES	STP
COLE	RANDY	R	DDS	R R Cole	140 W COURT	WINNFIELD	LA	71483-0000	WINN	(318) 628-1144	General Dentist	NO	NO	3,000	YES	STP
COLEMAN	RODERICK	L	DDS		120 HOLT COLLIER DR/STE D	VICKSBURG	MS	39183-0000 (?)		(601) 619-4777	General Dentist	YES	YES	3,000	YES	STP
TURNER	VALERIE	J	DMD		1071 HWY 51 NORTH	MCCOMB	MS	39648-0000	CADDOACADIA (?)	(601) 250-4115	Pedodontist	NO	NO	3,000	YES	STP
NGUYEN	KIM	H	DDS	Jefferson Community Healthcare Centers Inc	4028 US HWY 90	AVONDALE	LA		JEFFERSON	(504) 437-8500/504-436-2223	General Dentist	NO	NO	3,000	YES	STP
HAMILTON	KEVIN	M	DDS	Kevin M Hamilton Dds Llc	202 HOLLY ST	DEQUINCY	LA	70542-3120	CALCASIEU	(337) 536-7377	General Dentist	YES	YES	3,000	YES	NA
	Woody		DDS	Woody L Smithy Jr Dds	214 Jimmie Davis Blvd	JONESBORO	LA	71251	JACKSON	Will be obtain during credentialing	General Dentist	YES	YES	3,000	YES	NA
BELLEW	DAVID		DDS	David Raines Community Health Ce	1953 MAIN STREET	HAYNESVILLE	LA	71038	CLAIBORNE	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	NA
	Jennifer		DDS	Jennifer N Boles Dds Llc	902 JULIA ST	RAYVILLE	LA	71269-0000	RICHLAND	318-248-4986	General Dentist	YES	NO	3,000	YES	STP
BUMGARDENER	BENJAMIN		DDS	David Raines Community Health Ce	1953 MAIN STREET	HAYNESVILLE	LA	71038	CLAIBORNE	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	STP
CHEUK	JULIA		DDS	Boutte Dental Associates Llc	14243 HWY 90	BOUTTE	LA	70039	ST CHARLES	(985) 985-758-5110	Orthodontist	YES	NO	3,000	YES	STP
DIGNEY	TARO		DDS	Boutte Dental Associates Llc	14243 HWY 90	BOUTTE	LA	70039	ST CHARLES	(985) 985-758-5110	General Dentist	YES	NO	3,000	YES	STP
ELLIS	KRISTEN	R	DDS	David Raines Community Health Ce	1953 MAIN STREET	HAYNESVILLE	LA	71038	CLAIBORNE	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	STP
GARRETT	LACY		DMD	Boutte Dental Associates Llc	14243 HWY 90	BOUTTE	LA	70039	ST CHARLES	(985) 985-758-5110	General Dentist	YES	NO	3,000	YES	STP
GIBSON	INDIA		DDS	David Raines Community Health Ce	1953 MAIN STREET	HAYNESVILLE	LA	71038	CLAIBORNE	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	STP
LACOSTE	JOSEPHY	R	DDS	Boutte Dental Associates Llc	14243 HWY 90	BOUTTE	LA	70039	ST CHARLES	(985) 985-758-5110	General Dentist	YES	NO	3,000	YES	STP
LE	HOANG	JH	DDS	Boutte Dental Associates Llc	14243 HWY 90	BOUTTE	LA	70039	ST CHARLES	(985) 985-758-5110	General Dentist	YES	NO	3,000	YES	NA
MONCADO	LUIS		DMD	Boutte Dental Associates Llc	14243 HWY 90	BOUTTE	LA	70039	ST CHARLES	(985) 985-758-5110	General Dentist	YES	NO	3,000	YES	STP
NGUYEN	QUYNH		DDS	Boutte Dental Associates Llc	14243 HWY 90	BOUTTE	LA	70039	ST CHARLES	(985) 985-758-5110	General Dentist	YES	NO	3,000	YES	STP
NGUYEN	KIM	H	DDS	Jefferson Community Healthcare Centers Inc	11312 Jefferson Hwy	River Ridge	LA	70123	JEFFERSON	(504) 437-8500/504-436-2223	General Dentist	YES	NO	3,000	YES	STP
POYADOU	TIMOTHY		DDS	Boutte Dental Associates Llc	14243 HWY 90	BOUTTE	LA	70039	ST CHARLES	(985) 985-758-5110	Pedodontist	YES	NO	3,000	YES	NA
SUADI	CARLOS		DDS	R Gary Teel Dds	18335 HWY 42	PORT VINCENT	LA	70726	LIVINGSTON	225-252-5793	Pedodontist	YES	NO	3,000	YES	STP
VANDIVER	RICHARD	C	DDS	David Raines Community Health Ce	1953 MAIN STREET	HAYNESVILLE	LA	71038	CLAIBORNE	Will be obtain during credentialing	General Dentist	YES	NO	3,000	YES	NA

Attachment F.1-2, Phase 1 Network Results: Compliance with Access Standards

Please see the following page(s).

Delta Dental's Accessibility Analysis

February 24, 2014

A report on the accessibility of the

Louisiana Medicaid Network

for the Children Enrolled in

Louisiana Medicaid

Accessibility summary

Accessibility analysis specifications	
Dentist group:	Louisiana Medicaid Endodontists 3 dentists at 7 locations (based on 7 records)
Member group:	Medicaid Enrollment - Children 852,051 members
Access standard:	1 dentist within 60 miles
Members with desired access:	419,841 (49.3%)

Average distance to a choice of dentists for members with desired access					
Number of dentists	1	2	3	4	5
Miles	21.4	32.4	35.9	49.9	56.2

Key geographic areas				
Parish	Total number of members	Members with desired access		
		Number	Percent	Average distance to 1 dentist
East Baton Rouge	77,173	77,173	100.0	40.6
Jefferson	77,034	77,034	100.0	4.0
Orleans	69,429	69,429	100.0	5.7
St. Tammany	31,881	31,881	100.0	5.2
Tangipahoa	27,793	27,793	100.0	9.6
Livingston	22,159	22,159	100.0	26.4
Terrebonne	21,597	20,326	94.1	51.9
Ascension	16,783	16,783	100.0	39.0
Lafourche	14,458	14,458	100.0	44.8
Washington	10,166	10,166	100.0	30.1

Accessibility summary

Accessibility analysis specifications	
Dentist group:	Louisiana Medicaid Endodontists 3 dentists at 7 locations (based on 7 records)
Member group:	Medicaid Enrollment - Children 852,051 members
Access standard:	1 dentist within 60 miles
Members without desired access:	432,210 (50.7%)

Average distance to a choice of dentists for members without desired access					
Number of dentists	1	2	3	4	5
Miles	161.3	177.1	180.3	190.4	196.3

Key geographic areas				
Parish	Total number of members	Members without desired access		
		Number	Percent	Average distance to 1 dentist
Caddo	51,953	51,953	100.0	251.9
Calcasieu	36,453	36,453	100.0	171.4
Lafayette	34,665	34,665	100.0	101.2
Ouachita	33,269	33,269	100.0	182.6
Rapides	27,152	27,152	100.0	140.4
St. Landry	21,962	21,962	100.0	96.0
Terrebonne	21,597	1,271	5.9	63.3
Bossier	17,903	17,903	100.0	248.5
Iberia	16,480	16,480	100.0	95.7
Acadia	13,197	13,197	100.0	116.9

Parish detail information

Medicaid Enrollment - Children					
Parish	Total number of members	Total number of dentists	All members		
			Pct w	Pct wo	Average distance to a choice of 1 dentist
Acadia	13,197	0	0.0	100.0	116.9
Allen	4,776	0	0.0	100.0	141.3
Ascension	16,783	0	100.0	0.0	39.0
Assumption	3,707	0	69.8	30.2	56.7
Avoyelles	9,228	0	0.0	100.0	111.5
Beauregard	7,086	0	0.0	100.0	171.4
Bienville	3,159	0	0.0	100.0	216.3
Bossier	17,903	0	0.0	100.0	248.5
Caddo	51,953	0	0.0	100.0	251.9
Calcasieu	36,453	0	0.0	100.0	171.4
Caldwell	2,168	0	0.0	100.0	159.5
Cameron	395	0	0.0	100.0	182.5
Catahoula	2,116	0	0.0	100.0	126.5
Claiborne	2,703	0	0.0	100.0	235.4
Concordia	4,813	0	0.0	100.0	110.7
De Soto	5,383	0	0.0	100.0	236.3
East Baton Rouge	77,173	0	100.0	0.0	40.6
East Carroll	2,302	0	0.0	100.0	171.6
East Feliciana	3,449	0	99.0	1.0	51.1
Evangeline	7,791	0	0.0	100.0	116.3
Franklin	4,902	0	0.0	100.0	146.7
Grant	4,158	0	0.0	100.0	156.1
Iberia	16,480	0	0.0	100.0	95.7
Iberville	6,786	0	77.0	23.0	55.1
Jackson	2,518	0	0.0	100.0	190.1
Jefferson	77,034	2	100.0	0.0	4.0
Jefferson Davis	6,091	0	0.0	100.0	138.8
La Salle	2,298	0	0.0	100.0	143.9
Lafayette	34,665	0	0.0	100.0	101.2
Lafourche	14,458	0	100.0	0.0	44.8
Lincoln	7,471	0	0.0	100.0	204.6
Livingston	22,159	0	100.0	0.0	26.4
Madison	3,226	0	0.0	100.0	145.8
Morehouse	6,858	0	0.0	100.0	190.3
Natchitoches	8,511	0	0.0	100.0	190.9
Orleans	69,429	0	100.0	0.0	5.7
Ouachita	33,269	0	0.0	100.0	182.6
Plaquemines	3,740	0	94.2	5.8	17.1
Pointe Coupee	4,128	0	6.5	93.5	68.3

Dentist group: Louisiana Medicaid Endodontists

Access standard:

1 dentist within 60 miles

Parish detail information

Medicaid Enrollment - Children					
Parish	Total number of members	Total number of dentists	All members		
			Pct w	Pct wo	Average distance to a choice of 1 dentist
Rapides	27,152	0	0.0	100.0	140.4
Red River	2,184	0	0.0	100.0	211.2
Richland	5,124	0	0.0	100.0	164.2
Sabine	4,336	0	0.0	100.0	209.7
St. Bernard	9,785	1	100.0	0.0	4.7
St. Charles	8,111	0	100.0	0.0	15.9
St. Helena	1,640	0	100.0	0.0	25.0
St. James	3,944	0	98.5	1.5	37.1
St. John The Baptist	9,928	0	100.0	0.0	23.3
St. Landry	21,962	0	0.0	100.0	96.0
St. Martin	10,147	0	0.0	100.0	85.0
St. Mary	12,049	0	0.0	100.0	80.7
St. Tammany	31,881	3	100.0	0.0	5.2
Tangipahoa	27,793	1	100.0	0.0	9.6
Tensas	1,248	0	0.0	100.0	123.9
Terrebonne	21,597	0	94.1	5.9	52.5
Union	4,630	0	0.0	100.0	209.1
Vermilion	10,475	0	0.0	100.0	115.7
Vernon	7,521	0	0.0	100.0	175.9
Washington	10,166	0	100.0	0.0	30.1
Webster	8,356	0	0.0	100.0	240.9
West Baton Rouge	4,216	0	100.0	0.0	49.8
West Carroll	2,660	0	0.0	100.0	180.7
West Feliciana	1,530	0	3.9	96.1	68.2
Winn	2,897	0	0.0	100.0	175.4
TOTALS	852,051	7	49.3	50.7	92.4

Dentist group: Louisiana Medicaid Endodontists

Access standard:

1 dentist within 60 miles

Delta Dental's Accessibility Analysis

February 24, 2014

A report on the accessibility of the

Louisiana Medicaid Network

for the Children Enrolled in

Louisiana Medicaid

Accessibility summary

Accessibility analysis specifications	
Dentist group:	Louisiana Medicaid Endodontists 3 dentists at 7 locations (based on 7 records)
Member group:	Medicaid Enrollment - Children 852,051 members
Access standard:	1 dentist within 90 miles
Members with desired access:	450,271 (52.8%)

Average distance to a choice of dentists for members with desired access					
Number of dentists	1	2	3	4	5
Miles	25.1	36.0	39.5	53.0	59.5

Key geographic areas				
Parish	Total number of members	Members with desired access		
		Number	Percent	Average distance to 1 dentist
East Baton Rouge	77,173	77,173	100.0	40.6
Jefferson	77,034	77,034	100.0	4.0
Orleans	69,429	69,429	100.0	5.7
St. Tammany	31,881	31,881	100.0	5.2
Tangipahoa	27,793	27,793	100.0	9.6
Livingston	22,159	22,159	100.0	26.4
St. Landry	21,962	3,505	16.0	85.9
Terrebonne	21,597	21,597	100.0	52.5
Ascension	16,783	16,783	100.0	39.0
Iberia	16,480	768	4.7	88.0

Accessibility summary

Accessibility analysis specifications	
Dentist group:	Louisiana Medicaid Endodontists 3 dentists at 7 locations (based on 7 records)
Member group:	Medicaid Enrollment - Children 852,051 members
Access standard:	1 dentist within 90 miles
Members without desired access:	401,780 (47.2%)

Average distance to a choice of dentists for members without desired access					
Number of dentists	1	2	3	4	5
Miles	167.8	184.0	187.2	197.7	203.2

Key geographic areas				
Parish	Total number of members	Members without desired access		
		Number	Percent	Average distance to 1 dentist
Caddo	51,953	51,953	100.0	251.9
Calcasieu	36,453	36,453	100.0	171.4
Lafayette	34,665	34,665	100.0	101.2
Ouachita	33,269	33,269	100.0	182.6
Rapides	27,152	27,152	100.0	140.4
St. Landry	21,962	18,457	84.0	97.9
Bossier	17,903	17,903	100.0	248.5
Iberia	16,480	15,712	95.3	96.1
Acadia	13,197	13,197	100.0	116.9
St. Mary	12,049	585	4.9	95.2

Parish detail information

Medicaid Enrollment - Children					
Parish	Total number of members	Total number of dentists	All members		
			Pct w	Pct wo	Average distance to a choice of 1 dentist
Acadia	13,197	0	0.0	100.0	116.9
Allen	4,776	0	0.0	100.0	141.3
Ascension	16,783	0	100.0	0.0	39.0
Assumption	3,707	0	100.0	0.0	56.7
Avoyelles	9,228	0	0.0	100.0	111.5
Beauregard	7,086	0	0.0	100.0	171.4
Bienville	3,159	0	0.0	100.0	216.3
Bossier	17,903	0	0.0	100.0	248.5
Caddo	51,953	0	0.0	100.0	251.9
Calcasieu	36,453	0	0.0	100.0	171.4
Caldwell	2,168	0	0.0	100.0	159.5
Cameron	395	0	0.0	100.0	182.5
Catahoula	2,116	0	0.0	100.0	126.5
Claiborne	2,703	0	0.0	100.0	235.4
Concordia	4,813	0	0.0	100.0	110.7
De Soto	5,383	0	0.0	100.0	236.3
East Baton Rouge	77,173	0	100.0	0.0	40.6
East Carroll	2,302	0	0.0	100.0	171.6
East Feliciana	3,449	0	100.0	0.0	51.1
Evangeline	7,791	0	0.0	100.0	116.3
Franklin	4,902	0	0.0	100.0	146.7
Grant	4,158	0	0.0	100.0	156.1
Iberia	16,480	0	4.7	95.3	95.7
Iberville	6,786	0	100.0	0.0	55.1
Jackson	2,518	0	0.0	100.0	190.1
Jefferson	77,034	2	100.0	0.0	4.0
Jefferson Davis	6,091	0	0.0	100.0	138.8
La Salle	2,298	0	0.0	100.0	143.9
Lafayette	34,665	0	0.0	100.0	101.2
Lafourche	14,458	0	100.0	0.0	44.8
Lincoln	7,471	0	0.0	100.0	204.6
Livingston	22,159	0	100.0	0.0	26.4
Madison	3,226	0	0.0	100.0	145.8
Morehouse	6,858	0	0.0	100.0	190.3
Natchitoches	8,511	0	0.0	100.0	190.9
Orleans	69,429	0	100.0	0.0	5.7
Ouachita	33,269	0	0.0	100.0	182.6
Plaquemines	3,740	0	100.0	0.0	17.1
Pointe Coupee	4,128	0	97.3	2.7	68.3

Dentist group: Louisiana Medicaid Endodontists

Access standard:

1 dentist within 90 miles

Parish detail information

Medicaid Enrollment - Children					
Parish	Total number of members	Total number of dentists	All members		
			Pct w	Pct wo	Average distance to a choice of 1 dentist
Rapides	27,152	0	0.0	100.0	140.4
Red River	2,184	0	0.0	100.0	211.2
Richland	5,124	0	0.0	100.0	164.2
Sabine	4,336	0	0.0	100.0	209.7
St. Bernard	9,785	1	100.0	0.0	4.7
St. Charles	8,111	0	100.0	0.0	15.9
St. Helena	1,640	0	100.0	0.0	25.0
St. James	3,944	0	98.5	1.5	37.1
St. John The Baptist	9,928	0	100.0	0.0	23.3
St. Landry	21,962	0	16.0	84.0	96.0
St. Martin	10,147	0	51.9	48.1	85.0
St. Mary	12,049	0	95.1	4.9	80.7
St. Tammany	31,881	3	100.0	0.0	5.2
Tangipahoa	27,793	1	100.0	0.0	9.6
Tensas	1,248	0	0.0	100.0	123.9
Terrebonne	21,597	0	100.0	0.0	52.5
Union	4,630	0	0.0	100.0	209.1
Vermilion	10,475	0	0.0	100.0	115.7
Vernon	7,521	0	0.0	100.0	175.9
Washington	10,166	0	100.0	0.0	30.1
Webster	8,356	0	0.0	100.0	240.9
West Baton Rouge	4,216	0	100.0	0.0	49.8
West Carroll	2,660	0	0.0	100.0	180.7
West Feliciana	1,530	0	100.0	0.0	68.2
Winn	2,897	0	0.0	100.0	175.4
TOTALS	852,051	7	52.8	47.2	92.4

Dentist group: Louisiana Medicaid Endodontists

Access standard:

1 dentist within 90 miles

Delta Dental's Accessibility Analysis

February 24, 2014

A report on the accessibility of the

DeltaCare® USA Network

for the Children Enrolled in

Louisiana Medicaid

Delta Dental's Accessibility Analysis

February 24, 2014

Urban - Medicaid Enrollment - Children

Accessibility summary

Accessibility analysis specifications	
Dentist group:	Louisiana Medicaid General Dentists 322 dentists at 202 locations (based on 374 records)
Member group:	Urban - Medicaid Enrollment - Children 270,564 members
Access standard:	1 dentist within 20 miles
Members with desired access:	270,564 (100.0%)

Average distance to a choice of dentists for members with desired access					
Number of dentists	1	2	3	4	5
Miles	1.5	2.1	2.5	2.8	3.3

Key geographic areas				
Parish	Total number of members	Members with desired access		
		Number	Percent	Average distance to 1 dentist
Jefferson	69,265	69,265	100.0	1.2
Orleans	67,279	67,279	100.0	1.2
East Baton Rouge	60,057	60,057	100.0	1.9
Caddo	24,354	24,354	100.0	1.8
Lafayette	19,550	19,550	100.0	1.5
St. Tammany	8,113	8,113	100.0	2.8
Calcasieu	5,696	5,696	100.0	1.1
St. Bernard	5,455	5,455	100.0	1.0
Rapides	4,701	4,701	100.0	1.0
Ouachita	3,360	3,360	100.0	0.9

Accessibility summary

Accessibility analysis specifications	
Dentist group:	Louisiana Medicaid General Dentists 322 dentists at 202 locations (based on 374 records)
Member group:	Urban - Medicaid Enrollment - Children 270,564 members
Access standard:	1 dentist within 20 miles
Members without desired access:	0 (0.0%)

Average distance to a choice of dentists for members without desired access					
Number of dentists	1	2	3	4	5
Miles	---	---	---	---	---

Key geographic areas				
Parish	Total number of members	Members without desired access		
		Number	Percent	Average distance to 1 dentist
NO MEMBERS MEET THE SPECIFICATIONS				

Parish detail information

Urban - Medicaid Enrollment - Children					
Parish	Total number of members	Total number of dentists	All members		
			Pct w	Pct wo	Average distance to a choice of 1 dentist
Caddo	24,354	34	100.0	0.0	1.8
Calcasieu	5,696	15	100.0	0.0	1.1
East Baton Rouge	60,057	25	100.0	0.0	1.9
Jefferson	69,265	50	100.0	0.0	1.2
Lafayette	19,550	19	100.0	0.0	1.5
Orleans	67,279	35	100.0	0.0	1.2
Ouachita	3,360	12	100.0	0.0	0.9
Rapides	4,701	6	100.0	0.0	1.0
St. Bernard	5,455	7	100.0	0.0	1.0
St. Charles	2,113	10	100.0	0.0	1.7
St. James	621	0	100.0	0.0	13.4
St. Tammany	8,113	33	100.0	0.0	2.8
TOTALS	270,564	246	100.0	0.0	1.5

Dentist group: Louisiana Medicaid General Dentists

Access standard:

1 dentist within 20 miles

Delta Dental's Accessibility Analysis

February 24, 2014

Rural - Medicaid Enrollment - Children

Accessibility summary

Accessibility analysis specifications	
Dentist group:	Louisiana Medicaid General Dentists 322 dentists at 202 locations (based on 374 records)
Member group:	Rural - Medicaid Enrollment - Children 581,487 members
Access standard:	1 dentist within 40 miles
Members with desired access:	579,416 (99.6%)

Average distance to a choice of dentists for members with desired access					
Number of dentists	1	2	3	4	5
Miles	7.9	11.0	13.7	15.7	16.8

Key geographic areas				
Parish	Total number of members	Members with desired access		
		Number	Percent	Average distance to 1 dentist
Calcasieu	30,757	30,757	100.0	4.4
Ouachita	29,909	29,909	100.0	4.9
Tangipahoa	27,793	27,793	100.0	5.0
Caddo	27,599	27,599	100.0	5.6
St. Tammany	23,768	23,768	100.0	4.3
Rapides	22,451	22,451	100.0	7.8
Livingston	22,159	22,159	100.0	7.1
St. Landry	21,962	21,962	100.0	6.3
Terrebonne	21,597	21,597	100.0	15.2
Bossier	17,903	17,903	100.0	6.3

Accessibility summary

Accessibility analysis specifications	
Dentist group:	Louisiana Medicaid General Dentists 322 dentists at 202 locations (based on 374 records)
Member group:	Rural - Medicaid Enrollment - Children 581,487 members
Access standard:	1 dentist within 40 miles
Members without desired access:	2,071 (0.4%)

Average distance to a choice of dentists for members without desired access					
Number of dentists	1	2	3	4	5
Miles	46.9	47.5	49.8	53.2	54.8

Key geographic areas				
Parish	Total number of members	Members without desired access		
		Number	Percent	Average distance to 1 dentist
Lafourche	14,458	73	0.5	52.1
Natchitoches	8,511	329	3.9	41.5
Jefferson	7,769	176	2.3	45.6
Morehouse	6,858	22	0.3	42.3
Plaquemines	3,740	549	14.7	54.6
West Carroll	2,660	858	32.3	44.3
Cameron	395	64	16.2	42.8

Parish detail information

Rural - Medicaid Enrollment - Children					
Parish	Total number of members	Total number of dentists	All members		
			Pct w	Pct wo	Average distance to a choice of 1 dentist
Acadia	13,197	4	100.0	0.0	6.0
Allen	4,776	1	100.0	0.0	15.2
Ascension	16,783	10	100.0	0.0	3.0
Assumption	3,707	0	100.0	0.0	14.0
Avoyelles	9,228	3	100.0	0.0	6.8
Beauregard	7,086	2	100.0	0.0	8.8
Bienville	3,159	0	100.0	0.0	20.7
Bossier	17,903	13	100.0	0.0	6.3
Caddo	27,599	34	100.0	0.0	5.6
Calcasieu	30,757	15	100.0	0.0	4.4
Caldwell	2,168	0	100.0	0.0	19.0
Cameron	395	0	83.8	16.2	27.7
Catahoula	2,116	0	100.0	0.0	19.7
Claiborne	2,703	7	100.0	0.0	5.6
Concordia	4,813	1	100.0	0.0	9.1
De Soto	5,383	2	100.0	0.0	9.8
East Baton Rouge	17,116	25	100.0	0.0	2.9
East Carroll	2,302	0	100.0	0.0	27.0
East Feliciana	3,449	3	100.0	0.0	7.0
Evangeline	7,791	4	100.0	0.0	4.7
Franklin	4,902	1	100.0	0.0	7.8
Grant	4,158	0	100.0	0.0	19.4
Iberia	16,480	3	100.0	0.0	4.0
Iberville	6,786	0	100.0	0.0	13.5
Jackson	2,518	1	100.0	0.0	8.2
Jefferson	7,769	50	97.7	2.3	3.9
Jefferson Davis	6,091	1	100.0	0.0	6.9
La Salle	2,298	3	100.0	0.0	5.2
Lafayette	15,115	19	100.0	0.0	4.7
Lafourche	14,458	6	99.5	0.5	10.6
Lincoln	7,471	1	100.0	0.0	5.4
Livingston	22,159	2	100.0	0.0	7.1
Madison	3,226	2	100.0	0.0	2.7
Morehouse	6,858	0	99.7	0.3	22.9
Natchitoches	8,511	0	96.1	3.9	32.5
Orleans	2,150	35	100.0	0.0	3.5
Ouachita	29,909	12	100.0	0.0	4.9
Plaquemines	3,740	0	85.3	14.7	14.9
Pointe Coupee	4,128	0	100.0	0.0	17.8

Dentist group: Louisiana Medicaid General Dentists

Access standard:

1 dentist within 40 miles

Parish detail information

Rural - Medicaid Enrollment - Children					
Parish	Total number of members	Total number of dentists	All members		
			Pct w	Pct wo	Average distance to a choice of 1 dentist
Rapides	22,451	6	100.0	0.0	7.8
Red River	2,184	0	100.0	0.0	24.1
Richland	5,124	2	100.0	0.0	8.8
Sabine	4,336	0	100.0	0.0	31.3
St. Bernard	4,330	7	100.0	0.0	7.5
St. Charles	5,998	10	100.0	0.0	2.5
St. Helena	1,640	1	100.0	0.0	5.8
St. James	3,323	0	100.0	0.0	14.2
St. John The Baptist	9,928	2	100.0	0.0	2.8
St. Landry	21,962	4	100.0	0.0	6.3
St. Martin	10,147	1	100.0	0.0	5.9
St. Mary	12,049	3	100.0	0.0	4.2
St. Tammany	23,768	33	100.0	0.0	4.3
Tangipahoa	27,793	18	100.0	0.0	5.0
Tensas	1,248	0	100.0	0.0	24.2
Terrebonne	21,597	0	100.0	0.0	15.2
Union	4,630	0	100.0	0.0	23.8
Vermilion	10,475	2	100.0	0.0	5.7
Vernon	7,521	1	100.0	0.0	10.1
Washington	10,166	15	100.0	0.0	6.4
Webster	8,356	6	100.0	0.0	10.0
West Baton Rouge	4,216	0	100.0	0.0	7.2
West Carroll	2,660	0	67.7	32.3	36.5
West Feliciana	1,530	1	100.0	0.0	7.1
Winn	2,897	1	100.0	0.0	6.5
TOTALS	581,487	373	99.6	0.4	8.1

Dentist group: Louisiana Medicaid General Dentists

Access standard:

1 dentist within 40 miles

Delta Dental's Accessibility Analysis

February 24, 2014

A report on the accessibility of the

Louisiana Medicaid Network

for the Children Enrolled in

Louisiana Medicaid

Accessibility summary

Accessibility analysis specifications	
Dentist group:	Louisiana Medicaid Oral Surgeons 35 dentists at 29 locations (based on 38 records)
Member group:	Medicaid Enrollment - Children 852,051 members
Access standard:	1 dentist within 60 miles
Members with desired access:	833,196 (97.8%)

Average distance to a choice of dentists for members with desired access					
Number of dentists	1	2	3	4	5
Miles	16.0	24.8	33.1	37.0	42.1

Key geographic areas				
Parish	Total number of members	Members with desired access		
		Number	Percent	Average distance to 1 dentist
East Baton Rouge	77,173	77,173	100.0	6.8
Jefferson	77,034	77,034	100.0	2.5
Orleans	69,429	69,429	100.0	4.0
Caddo	51,953	51,953	100.0	6.1
Calcasieu	36,453	35,899	98.5	37.6
Lafayette	34,665	34,665	100.0	5.7
Ouachita	33,269	33,269	100.0	5.8
St. Tammany	31,881	31,881	100.0	6.1
Tangipahoa	27,793	27,793	100.0	8.3
Rapides	27,152	27,152	100.0	8.6

Accessibility summary

Accessibility analysis specifications	
Dentist group:	Louisiana Medicaid Oral Surgeons 35 dentists at 29 locations (based on 38 records)
Member group:	Medicaid Enrollment - Children 852,051 members
Access standard:	1 dentist within 60 miles
Members without desired access:	18,855 (2.2%)

Average distance to a choice of dentists for members without desired access					
Number of dentists	1	2	3	4	5
Miles	65.8	68.4	74.4	74.6	78.2

Key geographic areas				
Parish	Total number of members	Members without desired access		
		Number	Percent	Average distance to 1 dentist
Calcasieu	36,453	554	1.5	62.4
Terrebonne	21,597	492	2.3	61.6
Natchitoches	8,511	1,470	17.3	62.0
Vernon	7,521	659	8.8	64.1
Beauregard	7,086	4,387	61.9	65.6
Concordia	4,813	4,247	88.2	68.3
Sabine	4,336	2,397	55.3	65.5
Plaquemines	3,740	84	2.2	65.6
Madison	3,226	624	19.3	68.6
West Carroll	2,660	515	19.4	63.0

Parish detail information

Medicaid Enrollment - Children					
Parish	Total number of members	Total number of dentists	All members		
			Pct w	Pct wo	Average distance to a choice of 1 dentist
Acadia	13,197	0	100.0	0.0	20.0
Allen	4,776	0	100.0	0.0	33.3
Ascension	16,783	1	100.0	0.0	7.1
Assumption	3,707	0	100.0	0.0	26.5
Avoyelles	9,228	0	100.0	0.0	35.5
Beauregard	7,086	0	38.1	61.9	59.6
Bienville	3,159	0	100.0	0.0	28.6
Bossier	17,903	2	100.0	0.0	7.3
Caddo	51,953	5	100.0	0.0	6.1
Calcasieu	36,453	0	98.5	1.5	37.9
Caldwell	2,168	0	100.0	0.0	31.9
Cameron	395	0	81.8	18.2	54.1
Catahoula	2,116	0	91.0	9.0	53.9
Claiborne	2,703	0	100.0	0.0	40.4
Concordia	4,813	0	11.8	88.2	66.1
De Soto	5,383	0	100.0	0.0	24.5
East Baton Rouge	77,173	1	100.0	0.0	6.8
East Carroll	2,302	0	16.8	83.2	61.8
East Feliciana	3,449	0	100.0	0.0	21.8
Evangeline	7,791	0	100.0	0.0	38.6
Franklin	4,902	0	100.0	0.0	44.6
Grant	4,158	0	100.0	0.0	25.0
Iberia	16,480	0	100.0	0.0	27.5
Iberville	6,786	0	100.0	0.0	17.4
Jackson	2,518	0	100.0	0.0	20.7
Jefferson	77,034	7	100.0	0.0	2.5
Jefferson Davis	6,091	1	100.0	0.0	7.3
La Salle	2,298	0	100.0	0.0	41.7
Lafayette	34,665	1	100.0	0.0	5.7
Lafourche	14,458	0	100.0	0.0	37.0
Lincoln	7,471	3	100.0	0.0	5.7
Livingston	22,159	1	100.0	0.0	7.8
Madison	3,226	0	80.7	19.3	59.9
Morehouse	6,858	0	100.0	0.0	28.0
Natchitoches	8,511	0	82.7	17.3	56.1
Orleans	69,429	6	100.0	0.0	4.0
Ouachita	33,269	2	100.0	0.0	5.8
Plaquemines	3,740	0	97.8	2.2	15.5
Pointe Coupee	4,128	0	100.0	0.0	32.9

Dentist group: Louisiana Medicaid Oral Surgeons

Access standard:

1 dentist within 60 miles

Parish detail information

Medicaid Enrollment - Children					
Parish	Total number of members	Total number of dentists	All members		
			Pct w	Pct wo	Average distance to a choice of 1 dentist
Rapides	27,152	4	100.0	0.0	8.6
Red River	2,184	0	100.0	0.0	46.2
Richland	5,124	0	100.0	0.0	29.7
Sabine	4,336	0	44.7	55.3	59.9
St. Bernard	9,785	0	100.0	0.0	5.9
St. Charles	8,111	0	100.0	0.0	11.7
St. Helena	1,640	1	100.0	0.0	14.4
St. James	3,944	0	100.0	0.0	21.6
St. John The Baptist	9,928	0	100.0	0.0	19.5
St. Landry	21,962	0	100.0	0.0	23.8
St. Martin	10,147	0	100.0	0.0	24.2
St. Mary	12,049	0	100.0	0.0	49.5
St. Tammany	31,881	2	100.0	0.0	6.1
Tangipahoa	27,793	1	100.0	0.0	8.3
Tensas	1,248	0	0.0	100.0	70.5
Terrebonne	21,597	0	97.7	2.3	46.9
Union	4,630	0	100.0	0.0	25.3
Vermilion	10,475	0	100.0	0.0	21.1
Vernon	7,521	0	91.2	8.8	50.5
Washington	10,166	0	100.0	0.0	29.8
Webster	8,356	0	100.0	0.0	31.6
West Baton Rouge	4,216	0	100.0	0.0	9.6
West Carroll	2,660	0	80.6	19.4	51.9
West Feliciana	1,530	0	100.0	0.0	37.5
Winn	2,897	0	100.0	0.0	40.6
TOTALS	852,051	38	97.8	2.2	17.1

Dentist group: Louisiana Medicaid Oral Surgeons

Access standard:

1 dentist within 60 miles

Delta Dental's Accessibility Analysis

February 24, 2014

A report on the accessibility of the

Louisiana Medicaid Network

for the Children Enrolled in

Louisiana Medicaid

Accessibility summary

Accessibility analysis specifications	
Dentist group:	Louisiana Medicaid Oral Surgeons 35 dentists at 29 locations (based on 38 records)
Member group:	Medicaid Enrollment - Children 852,051 members
Access standard:	1 dentist within 90 miles
Members with desired access:	852,051 (100.0%)

Average distance to a choice of dentists for members with desired access					
Number of dentists	1	2	3	4	5
Miles	17.1	25.7	34.0	37.8	42.9

Key geographic areas				
Parish	Total number of members	Members with desired access		
		Number	Percent	Average distance to 1 dentist
East Baton Rouge	77,173	77,173	100.0	6.8
Jefferson	77,034	77,034	100.0	2.5
Orleans	69,429	69,429	100.0	4.0
Caddo	51,953	51,953	100.0	6.1
Calcasieu	36,453	36,453	100.0	37.9
Lafayette	34,665	34,665	100.0	5.7
Ouachita	33,269	33,269	100.0	5.8
St. Tammany	31,881	31,881	100.0	6.1
Tangipahoa	27,793	27,793	100.0	8.3
Rapides	27,152	27,152	100.0	8.6

Accessibility summary

Accessibility analysis specifications	
Dentist group:	Louisiana Medicaid Oral Surgeons 35 dentists at 29 locations (based on 38 records)
Member group:	Medicaid Enrollment - Children 852,051 members
Access standard:	1 dentist within 90 miles
Members without desired access:	0 (0.0%)

Average distance to a choice of dentists for members without desired access					
Number of dentists	1	2	3	4	5
Miles	---	---	---	---	---

Key geographic areas				
Parish	Total number of members	Members without desired access		
		Number	Percent	Average distance to 1 dentist
NO MEMBERS MEET THE SPECIFICATIONS				

Parish detail information

Medicaid Enrollment - Children					
Parish	Total number of members	Total number of dentists	All members		
			Pct w	Pct wo	Average distance to a choice of 1 dentist
Acadia	13,197	0	100.0	0.0	20.0
Allen	4,776	0	100.0	0.0	33.3
Ascension	16,783	1	100.0	0.0	7.1
Assumption	3,707	0	100.0	0.0	26.5
Avoyelles	9,228	0	100.0	0.0	35.5
Beauregard	7,086	0	100.0	0.0	59.6
Bienville	3,159	0	100.0	0.0	28.6
Bossier	17,903	2	100.0	0.0	7.3
Caddo	51,953	5	100.0	0.0	6.1
Calcasieu	36,453	0	100.0	0.0	37.9
Caldwell	2,168	0	100.0	0.0	31.9
Cameron	395	0	100.0	0.0	54.1
Catahoula	2,116	0	100.0	0.0	53.9
Claiborne	2,703	0	100.0	0.0	40.4
Concordia	4,813	0	100.0	0.0	66.1
De Soto	5,383	0	100.0	0.0	24.5
East Baton Rouge	77,173	1	100.0	0.0	6.8
East Carroll	2,302	0	100.0	0.0	61.8
East Feliciana	3,449	0	100.0	0.0	21.8
Evangeline	7,791	0	100.0	0.0	38.6
Franklin	4,902	0	100.0	0.0	44.6
Grant	4,158	0	100.0	0.0	25.0
Iberia	16,480	0	100.0	0.0	27.5
Iberville	6,786	0	100.0	0.0	17.4
Jackson	2,518	0	100.0	0.0	20.7
Jefferson	77,034	7	100.0	0.0	2.5
Jefferson Davis	6,091	1	100.0	0.0	7.3
La Salle	2,298	0	100.0	0.0	41.7
Lafayette	34,665	1	100.0	0.0	5.7
Lafourche	14,458	0	100.0	0.0	37.0
Lincoln	7,471	3	100.0	0.0	5.7
Livingston	22,159	1	100.0	0.0	7.8
Madison	3,226	0	100.0	0.0	59.9
Morehouse	6,858	0	100.0	0.0	28.0
Natchitoches	8,511	0	100.0	0.0	56.1
Orleans	69,429	6	100.0	0.0	4.0
Ouachita	33,269	2	100.0	0.0	5.8
Plaquemines	3,740	0	100.0	0.0	15.5
Pointe Coupee	4,128	0	100.0	0.0	32.9

Dentist group: Louisiana Medicaid Oral Surgeons

Access standard:

1 dentist within 90 miles

Parish detail information

Medicaid Enrollment - Children					
Parish	Total number of members	Total number of dentists	All members		
			Pct w	Pct wo	Average distance to a choice of 1 dentist
Rapides	27,152	4	100.0	0.0	8.6
Red River	2,184	0	100.0	0.0	46.2
Richland	5,124	0	100.0	0.0	29.7
Sabine	4,336	0	100.0	0.0	59.9
St. Bernard	9,785	0	100.0	0.0	5.9
St. Charles	8,111	0	100.0	0.0	11.7
St. Helena	1,640	1	100.0	0.0	14.4
St. James	3,944	0	100.0	0.0	21.6
St. John The Baptist	9,928	0	100.0	0.0	19.5
St. Landry	21,962	0	100.0	0.0	23.8
St. Martin	10,147	0	100.0	0.0	24.2
St. Mary	12,049	0	100.0	0.0	49.5
St. Tammany	31,881	2	100.0	0.0	6.1
Tangipahoa	27,793	1	100.0	0.0	8.3
Tensas	1,248	0	100.0	0.0	70.5
Terrebonne	21,597	0	100.0	0.0	46.9
Union	4,630	0	100.0	0.0	25.3
Vermilion	10,475	0	100.0	0.0	21.1
Vernon	7,521	0	100.0	0.0	50.5
Washington	10,166	0	100.0	0.0	29.8
Webster	8,356	0	100.0	0.0	31.6
West Baton Rouge	4,216	0	100.0	0.0	9.6
West Carroll	2,660	0	100.0	0.0	51.9
West Feliciana	1,530	0	100.0	0.0	37.5
Winn	2,897	0	100.0	0.0	40.6
TOTALS	852,051	38	100.0	0.0	17.1

Dentist group: Louisiana Medicaid Oral Surgeons

Access standard:

1 dentist within 90 miles

Delta Dental's Accessibility Analysis

February 24, 2014

A report on the accessibility of the

Louisiana Medicaid Network

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Louisiana Medicaid

Accessibility summary

Accessibility analysis specifications	
Dentist group:	Louisiana Medicaid Orthodontists 9 dentists at 8 locations (based on 9 records)
Member group:	Medicaid Enrollment - Children 852,051 members
Access standard:	1 dentist within 60 miles
Members with desired access:	451,709 (53.0%)

Average distance to a choice of dentists for members with desired access					
Number of dentists	1	2	3	4	5
Miles	17.2	22.3	31.8	43.7	51.7

Key geographic areas				
Parish	Total number of members	Members with desired access		
		Number	Percent	Average distance to 1 dentist
East Baton Rouge	77,173	77,173	100.0	21.4
Jefferson	77,034	77,034	100.0	9.7
Orleans	69,429	69,429	100.0	6.0
St. Tammany	31,881	31,881	100.0	5.9
Tangipahoa	27,793	27,793	100.0	9.6
Livingston	22,159	22,159	100.0	16.1
St. Landry	21,962	563	2.6	58.2
Terrebonne	21,597	21,597	100.0	35.2
Ascension	16,783	16,783	100.0	6.4
Iberia	16,480	2,825	17.1	58.4

Accessibility summary

Accessibility analysis specifications	
Dentist group:	Louisiana Medicaid Orthodontists 9 dentists at 8 locations (based on 9 records)
Member group:	Medicaid Enrollment - Children 852,051 members
Access standard:	1 dentist within 60 miles
Members without desired access:	400,342 (47.0%)

Average distance to a choice of dentists for members without desired access					
Number of dentists	1	2	3	4	5
Miles	151.0	151.1	167.4	182.8	194.5

Key geographic areas				
Parish	Total number of members	Members without desired access		
		Number	Percent	Average distance to 1 dentist
Caddo	51,953	51,953	100.0	240.0
Calcasieu	36,453	36,453	100.0	141.1
Lafayette	34,665	34,665	100.0	69.3
Ouachita	33,269	33,269	100.0	179.1
Rapides	27,152	27,152	100.0	126.0
St. Landry	21,962	21,399	97.4	74.6
Bossier	17,903	17,903	100.0	237.5
Iberia	16,480	13,655	82.9	64.6
Acadia	13,197	13,197	100.0	88.7
St. Mary	12,049	585	4.9	65.1

Parish detail information

Medicaid Enrollment - Children					
Parish	Total number of members	Total number of dentists	All members		
			Pct w	Pct wo	Average distance to a choice of 1 dentist
Acadia	13,197	0	0.0	100.0	88.7
Allen	4,776	0	0.0	100.0	119.7
Ascension	16,783	2	100.0	0.0	6.4
Assumption	3,707	0	100.0	0.0	30.2
Avoyelles	9,228	0	0.0	100.0	97.0
Beauregard	7,086	0	0.0	100.0	149.6
Bienville	3,159	0	0.0	100.0	207.0
Bossier	17,903	0	0.0	100.0	237.5
Caddo	51,953	0	0.0	100.0	240.0
Calcasieu	36,453	0	0.0	100.0	141.1
Caldwell	2,168	0	0.0	100.0	153.6
Cameron	395	0	0.0	100.0	151.3
Catahoula	2,116	0	0.0	100.0	119.5
Claiborne	2,703	0	0.0	100.0	228.5
Concordia	4,813	0	0.0	100.0	105.4
De Soto	5,383	0	0.0	100.0	222.4
East Baton Rouge	77,173	0	100.0	0.0	21.4
East Carroll	2,302	0	0.0	100.0	171.6
East Feliciana	3,449	0	100.0	0.0	42.4
Evangeline	7,791	0	0.0	100.0	96.7
Franklin	4,902	0	0.0	100.0	144.0
Grant	4,158	0	0.0	100.0	143.5
Iberia	16,480	0	17.1	82.9	63.5
Iberville	6,786	0	100.0	0.0	22.8
Jackson	2,518	0	0.0	100.0	182.4
Jefferson	77,034	1	100.0	0.0	9.7
Jefferson Davis	6,091	0	0.0	100.0	108.5
La Salle	2,298	0	0.0	100.0	134.9
Lafayette	34,665	0	0.0	100.0	69.3
Lafourche	14,458	0	100.0	0.0	28.7
Lincoln	7,471	0	0.0	100.0	198.1
Livingston	22,159	0	100.0	0.0	16.1
Madison	3,226	0	0.0	100.0	145.8
Morehouse	6,858	0	0.0	100.0	189.6
Natchitoches	8,511	0	0.0	100.0	177.4
Orleans	69,429	1	100.0	0.0	6.0
Ouachita	33,269	0	0.0	100.0	179.1
Plaquemines	3,740	0	97.8	2.2	15.5
Pointe Coupee	4,128	0	84.2	15.8	52.8

Dentist group: Louisiana Medicaid Orthodontists

Access standard:

1 dentist within 60 miles

Parish detail information

Medicaid Enrollment - Children					
Parish	Total number of members	Total number of dentists	All members		
			Pct w	Pct wo	Average distance to a choice of 1 dentist
Rapides	27,152	0	0.0	100.0	126.0
Red River	2,184	0	0.0	100.0	198.4
Richland	5,124	0	0.0	100.0	163.2
Sabine	4,336	0	0.0	100.0	193.1
St. Bernard	9,785	1	100.0	0.0	4.7
St. Charles	8,111	1	100.0	0.0	6.8
St. Helena	1,640	0	100.0	0.0	25.0
St. James	3,944	0	98.5	1.5	24.9
St. John The Baptist	9,928	0	100.0	0.0	16.8
St. Landry	21,962	0	2.6	97.4	74.2
St. Martin	10,147	0	84.6	15.4	55.8
St. Mary	12,049	0	95.1	4.9	55.1
St. Tammany	31,881	2	100.0	0.0	5.9
Tangipahoa	27,793	1	100.0	0.0	9.6
Tensas	1,248	0	0.0	100.0	122.6
Terrebonne	21,597	0	100.0	0.0	35.2
Union	4,630	0	0.0	100.0	205.3
Vermilion	10,475	0	0.0	100.0	83.7
Vernon	7,521	0	0.0	100.0	157.0
Washington	10,166	0	100.0	0.0	32.6
Webster	8,356	0	0.0	100.0	231.9
West Baton Rouge	4,216	0	100.0	0.0	28.2
West Carroll	2,660	0	0.0	100.0	180.7
West Feliciana	1,530	0	76.1	23.9	56.7
Winn	2,897	0	0.0	100.0	165.1
TOTALS	852,051	9	53.0	47.0	80.1

Dentist group: Louisiana Medicaid Orthodontists

Access standard:

1 dentist within 60 miles

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Accessibility summary

Accessibility analysis specifications	
Dentist group:	Louisiana Medicaid Orthodontists 9 dentists at 8 locations (based on 9 records)
Member group:	Medicaid Enrollment - Children 852,051 members
Access standard:	1 dentist within 90 miles
Members with desired access:	543,434 (63.8%)

Average distance to a choice of dentists for members with desired access					
Number of dentists	1	2	3	4	5
Miles	26.5	30.8	43.1	54.7	63.3

Key geographic areas				
Parish	Total number of members	Members with desired access		
		Number	Percent	Average distance to 1 dentist
East Baton Rouge	77,173	77,173	100.0	21.4
Jefferson	77,034	77,034	100.0	9.7
Orleans	69,429	69,429	100.0	6.0
Lafayette	34,665	34,665	100.0	69.3
St. Tammany	31,881	31,881	100.0	5.9
Tangipahoa	27,793	27,793	100.0	9.6
Livingston	22,159	22,159	100.0	16.1
St. Landry	21,962	21,962	100.0	74.2
Terrebonne	21,597	21,597	100.0	35.2
Ascension	16,783	16,783	100.0	6.4

Accessibility summary

Accessibility analysis specifications	
Dentist group:	Louisiana Medicaid Orthodontists 9 dentists at 8 locations (based on 9 records)
Member group:	Medicaid Enrollment - Children 852,051 members
Access standard:	1 dentist within 90 miles
Members without desired access:	308,617 (36.2%)

Average distance to a choice of dentists for members without desired access					
Number of dentists	1	2	3	4	5
Miles	174.4	174.5	187.9	204.7	216.5

Key geographic areas				
Parish	Total number of members	Members without desired access		
		Number	Percent	Average distance to 1 dentist
Caddo	51,953	51,953	100.0	240.0
Calcasieu	36,453	36,453	100.0	141.1
Ouachita	33,269	33,269	100.0	179.1
Rapides	27,152	27,152	100.0	126.0
Bossier	17,903	17,903	100.0	237.5
Acadia	13,197	5,290	40.1	95.9
Vermilion	10,475	1,518	14.5	97.9
Avoyelles	9,228	7,629	82.7	99.5
Natchitoches	8,511	8,511	100.0	177.4
Webster	8,356	8,356	100.0	231.9

Parish detail information

Medicaid Enrollment - Children					
Parish	Total number of members	Total number of dentists	All members		
			Pct w	Pct wo	Average distance to a choice of 1 dentist
Acadia	13,197	0	59.9	40.1	88.7
Allen	4,776	0	0.0	100.0	119.7
Ascension	16,783	2	100.0	0.0	6.4
Assumption	3,707	0	100.0	0.0	30.2
Avoyelles	9,228	0	17.3	82.7	97.0
Beauregard	7,086	0	0.0	100.0	149.6
Bienville	3,159	0	0.0	100.0	207.0
Bossier	17,903	0	0.0	100.0	237.5
Caddo	51,953	0	0.0	100.0	240.0
Calcasieu	36,453	0	0.0	100.0	141.1
Caldwell	2,168	0	0.0	100.0	153.6
Cameron	395	0	0.0	100.0	151.3
Catahoula	2,116	0	0.0	100.0	119.5
Claiborne	2,703	0	0.0	100.0	228.5
Concordia	4,813	0	2.1	97.9	105.4
De Soto	5,383	0	0.0	100.0	222.4
East Baton Rouge	77,173	0	100.0	0.0	21.4
East Carroll	2,302	0	0.0	100.0	171.6
East Feliciana	3,449	0	100.0	0.0	42.4
Evangeline	7,791	0	2.5	97.5	96.7
Franklin	4,902	0	0.0	100.0	144.0
Grant	4,158	0	0.0	100.0	143.5
Iberia	16,480	0	100.0	0.0	63.5
Iberville	6,786	0	100.0	0.0	22.8
Jackson	2,518	0	0.0	100.0	182.4
Jefferson	77,034	1	100.0	0.0	9.7
Jefferson Davis	6,091	0	0.0	100.0	108.5
La Salle	2,298	0	0.0	100.0	134.9
Lafayette	34,665	0	100.0	0.0	69.3
Lafourche	14,458	0	100.0	0.0	28.7
Lincoln	7,471	0	0.0	100.0	198.1
Livingston	22,159	0	100.0	0.0	16.1
Madison	3,226	0	0.0	100.0	145.8
Morehouse	6,858	0	0.0	100.0	189.6
Natchitoches	8,511	0	0.0	100.0	177.4
Orleans	69,429	1	100.0	0.0	6.0
Ouachita	33,269	0	0.0	100.0	179.1
Plaquemines	3,740	0	100.0	0.0	15.5
Pointe Coupee	4,128	0	100.0	0.0	52.8

Dentist group: Louisiana Medicaid Orthodontists

Access standard:

1 dentist within 90 miles

Parish detail information

Medicaid Enrollment - Children					
Parish	Total number of members	Total number of dentists	All members		
			Pct w	Pct wo	Average distance to a choice of 1 dentist
Rapides	27,152	0	0.0	100.0	126.0
Red River	2,184	0	0.0	100.0	198.4
Richland	5,124	0	0.0	100.0	163.2
Sabine	4,336	0	0.0	100.0	193.1
St. Bernard	9,785	1	100.0	0.0	4.7
St. Charles	8,111	1	100.0	0.0	6.8
St. Helena	1,640	0	100.0	0.0	25.0
St. James	3,944	0	98.5	1.5	24.9
St. John The Baptist	9,928	0	100.0	0.0	16.8
St. Landry	21,962	0	100.0	0.0	74.2
St. Martin	10,147	0	100.0	0.0	55.8
St. Mary	12,049	0	100.0	0.0	55.1
St. Tammany	31,881	2	100.0	0.0	5.9
Tangipahoa	27,793	1	100.0	0.0	9.6
Tensas	1,248	0	0.0	100.0	122.6
Terrebonne	21,597	0	100.0	0.0	35.2
Union	4,630	0	0.0	100.0	205.3
Vermilion	10,475	0	85.5	14.5	83.7
Vernon	7,521	0	0.0	100.0	157.0
Washington	10,166	0	100.0	0.0	32.6
Webster	8,356	0	0.0	100.0	231.9
West Baton Rouge	4,216	0	100.0	0.0	28.2
West Carroll	2,660	0	0.0	100.0	180.7
West Feliciana	1,530	0	100.0	0.0	56.7
Winn	2,897	0	0.0	100.0	165.1
TOTALS	852,051	9	63.8	36.2	80.1

Dentist group: Louisiana Medicaid Orthodontists

Access standard:

1 dentist within 90 miles

Delta Dental's Accessibility Analysis

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Accessibility summary

Accessibility analysis specifications	
Dentist group:	Louisiana Medicaid Pedodontists 43 dentists at 38 locations (based on 45 records)
Member group:	Medicaid Enrollment - Children 852,051 members
Access standard:	1 dentist within 60 miles
Members with desired access:	844,301 (99.1%)

Average distance to a choice of dentists for members with desired access					
Number of dentists	1	2	3	4	5
Miles	14.3	22.6	38.1	42.8	51.2

Key geographic areas				
Parish	Total number of members	Members with desired access		
		Number	Percent	Average distance to 1 dentist
East Baton Rouge	77,173	77,173	100.0	4.5
Jefferson	77,034	77,034	100.0	3.2
Orleans	69,429	69,429	100.0	3.6
Caddo	51,953	51,953	100.0	7.4
Calcasieu	36,453	36,453	100.0	7.3
Lafayette	34,665	34,665	100.0	6.2
Ouachita	33,269	33,269	100.0	5.9
St. Tammany	31,881	31,881	100.0	6.0
Tangipahoa	27,793	27,793	100.0	8.2
Rapides	27,152	27,152	100.0	8.0

Accessibility summary

Accessibility analysis specifications	
Dentist group:	Louisiana Medicaid Pedodontists 43 dentists at 38 locations (based on 45 records)
Member group:	Medicaid Enrollment - Children 852,051 members
Access standard:	1 dentist within 60 miles
Members without desired access:	7,750 (0.9%)

Average distance to a choice of dentists for members without desired access					
Number of dentists	1	2	3	4	5
Miles	64.1	65.1	68.4	75.4	88.6

Key geographic areas				
Parish	Total number of members	Members without desired access		
		Number	Percent	Average distance to 1 dentist
Natchitoches	8,511	1,923	22.6	62.6
Vernon	7,521	196	2.6	61.9
Sabine	4,336	3,088	71.2	66.0
Plaquemines	3,740	217	5.8	63.2
Claiborne	2,703	261	9.7	64.6
West Carroll	2,660	515	19.4	62.3
East Carroll	2,302	1,550	67.3	63.0

Parish detail information

Medicaid Enrollment - Children					
Parish	Total number of members	Total number of dentists	All members		
			Pct w	Pct wo	Average distance to a choice of 1 dentist
Acadia	13,197	0	100.0	0.0	25.3
Allen	4,776	0	100.0	0.0	39.9
Ascension	16,783	1	100.0	0.0	6.0
Assumption	3,707	0	100.0	0.0	26.3
Avoyelles	9,228	0	100.0	0.0	34.9
Beauregard	7,086	0	100.0	0.0	38.9
Bienville	3,159	0	100.0	0.0	44.4
Bossier	17,903	0	100.0	0.0	11.0
Caddo	51,953	2	100.0	0.0	7.4
Calcasieu	36,453	2	100.0	0.0	7.3
Caldwell	2,168	0	100.0	0.0	26.0
Cameron	395	0	100.0	0.0	28.9
Catahoula	2,116	0	100.0	0.0	21.4
Claiborne	2,703	0	90.3	9.7	55.3
Concordia	4,813	1	100.0	0.0	10.1
De Soto	5,383	0	100.0	0.0	29.5
East Baton Rouge	77,173	4	100.0	0.0	4.5
East Carroll	2,302	0	32.7	67.3	60.6
East Feliciana	3,449	0	100.0	0.0	16.7
Evangeline	7,791	0	100.0	0.0	40.4
Franklin	4,902	1	100.0	0.0	8.2
Grant	4,158	0	100.0	0.0	23.6
Iberia	16,480	0	100.0	0.0	26.9
Iberville	6,786	0	100.0	0.0	14.6
Jackson	2,518	0	100.0	0.0	39.9
Jefferson	77,034	5	100.0	0.0	3.2
Jefferson Davis	6,091	0	100.0	0.0	35.7
La Salle	2,298	0	100.0	0.0	36.4
Lafayette	34,665	1	100.0	0.0	6.2
Lafourche	14,458	0	100.0	0.0	28.7
Lincoln	7,471	0	100.0	0.0	33.0
Livingston	22,159	3	100.0	0.0	6.7
Madison	3,226	0	100.0	0.0	42.5
Morehouse	6,858	0	100.0	0.0	27.4
Natchitoches	8,511	0	77.4	22.6	56.6
Orleans	69,429	8	100.0	0.0	3.6
Ouachita	33,269	2	100.0	0.0	5.9
Plaquemines	3,740	0	94.2	5.8	17.0
Pointe Coupee	4,128	0	100.0	0.0	22.4

Dentist group: Louisiana Medicaid Pedodontists

Access standard:

1 dentist within 60 miles

Parish detail information

Medicaid Enrollment - Children					
Parish	Total number of members	Total number of dentists	All members		
			Pct w	Pct wo	Average distance to a choice of 1 dentist
Rapides	27,152	4	100.0	0.0	8.0
Red River	2,184	0	100.0	0.0	49.1
Richland	5,124	0	100.0	0.0	22.8
Sabine	4,336	0	28.8	71.2	62.6
St. Bernard	9,785	1	100.0	0.0	4.7
St. Charles	8,111	1	100.0	0.0	6.5
St. Helena	1,640	0	100.0	0.0	23.0
St. James	3,944	0	100.0	0.0	23.3
St. John The Baptist	9,928	0	100.0	0.0	16.8
St. Landry	21,962	0	100.0	0.0	25.3
St. Martin	10,147	0	100.0	0.0	25.4
St. Mary	12,049	0	100.0	0.0	49.1
St. Tammany	31,881	2	100.0	0.0	6.0
Tangipahoa	27,793	4	100.0	0.0	8.2
Tensas	1,248	0	100.0	0.0	23.0
Terrebonne	21,597	0	100.0	0.0	35.2
Union	4,630	0	100.0	0.0	32.8
Vermilion	10,475	0	100.0	0.0	19.6
Vernon	7,521	0	97.4	2.6	49.6
Washington	10,166	2	100.0	0.0	6.8
Webster	8,356	0	100.0	0.0	36.2
West Baton Rouge	4,216	0	100.0	0.0	8.7
West Carroll	2,660	0	80.6	19.4	51.1
West Feliciana	1,530	0	100.0	0.0	23.8
Winn	2,897	0	100.0	0.0	47.9
TOTALS	852,051	44	99.1	0.9	14.8

Dentist group: Louisiana Medicaid Pedodontists

Access standard:

1 dentist within 60 miles

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Accessibility summary

Accessibility analysis specifications	
Dentist group:	Louisiana Medicaid Pedodontists 43 dentists at 38 locations (based on 45 records)
Member group:	Medicaid Enrollment - Children 852,051 members
Access standard:	1 dentist within 90 miles
Members with desired access:	852,051 (100.0%)

Average distance to a choice of dentists for members with desired access					
Number of dentists	1	2	3	4	5
Miles	14.8	23.0	38.4	43.1	51.5

Key geographic areas				
Parish	Total number of members	Members with desired access		
		Number	Percent	Average distance to 1 dentist
East Baton Rouge	77,173	77,173	100.0	4.5
Jefferson	77,034	77,034	100.0	3.2
Orleans	69,429	69,429	100.0	3.6
Caddo	51,953	51,953	100.0	7.4
Calcasieu	36,453	36,453	100.0	7.3
Lafayette	34,665	34,665	100.0	6.2
Ouachita	33,269	33,269	100.0	5.9
St. Tammany	31,881	31,881	100.0	6.0
Tangipahoa	27,793	27,793	100.0	8.2
Rapides	27,152	27,152	100.0	8.0

Accessibility summary

Accessibility analysis specifications	
Dentist group:	Louisiana Medicaid Pedodontists 43 dentists at 38 locations (based on 45 records)
Member group:	Medicaid Enrollment - Children 852,051 members
Access standard:	1 dentist within 90 miles
Members without desired access:	0 (0.0%)

Average distance to a choice of dentists for members without desired access					
Number of dentists	1	2	3	4	5
Miles	---	---	---	---	---

Key geographic areas				
Parish	Total number of members	Members without desired access		
		Number	Percent	Average distance to 1 dentist
NO MEMBERS MEET THE SPECIFICATIONS				

Parish detail information

Medicaid Enrollment - Children					
Parish	Total number of members	Total number of dentists	All members		
			Pct w	Pct wo	Average distance to a choice of 1 dentist
Acadia	13,197	0	100.0	0.0	25.3
Allen	4,776	0	100.0	0.0	39.9
Ascension	16,783	1	100.0	0.0	6.0
Assumption	3,707	0	100.0	0.0	26.3
Avoyelles	9,228	0	100.0	0.0	34.9
Beauregard	7,086	0	100.0	0.0	38.9
Bienville	3,159	0	100.0	0.0	44.4
Bossier	17,903	0	100.0	0.0	11.0
Caddo	51,953	2	100.0	0.0	7.4
Calcasieu	36,453	2	100.0	0.0	7.3
Caldwell	2,168	0	100.0	0.0	26.0
Cameron	395	0	100.0	0.0	28.9
Catahoula	2,116	0	100.0	0.0	21.4
Claiborne	2,703	0	100.0	0.0	55.3
Concordia	4,813	1	100.0	0.0	10.1
De Soto	5,383	0	100.0	0.0	29.5
East Baton Rouge	77,173	4	100.0	0.0	4.5
East Carroll	2,302	0	100.0	0.0	60.6
East Feliciana	3,449	0	100.0	0.0	16.7
Evangeline	7,791	0	100.0	0.0	40.4
Franklin	4,902	1	100.0	0.0	8.2
Grant	4,158	0	100.0	0.0	23.6
Iberia	16,480	0	100.0	0.0	26.9
Iberville	6,786	0	100.0	0.0	14.6
Jackson	2,518	0	100.0	0.0	39.9
Jefferson	77,034	5	100.0	0.0	3.2
Jefferson Davis	6,091	0	100.0	0.0	35.7
La Salle	2,298	0	100.0	0.0	36.4
Lafayette	34,665	1	100.0	0.0	6.2
Lafourche	14,458	0	100.0	0.0	28.7
Lincoln	7,471	0	100.0	0.0	33.0
Livingston	22,159	3	100.0	0.0	6.7
Madison	3,226	0	100.0	0.0	42.5
Morehouse	6,858	0	100.0	0.0	27.4
Natchitoches	8,511	0	100.0	0.0	56.6
Orleans	69,429	8	100.0	0.0	3.6
Ouachita	33,269	2	100.0	0.0	5.9
Plaquemines	3,740	0	100.0	0.0	17.0
Pointe Coupee	4,128	0	100.0	0.0	22.4

Dentist group: Louisiana Medicaid Pedodontists

Access standard:

1 dentist within 90 miles

Parish detail information

Medicaid Enrollment - Children					
Parish	Total number of members	Total number of dentists	All members		
			Pct w	Pct wo	Average distance to a choice of 1 dentist
Rapides	27,152	4	100.0	0.0	8.0
Red River	2,184	0	100.0	0.0	49.1
Richland	5,124	0	100.0	0.0	22.8
Sabine	4,336	0	100.0	0.0	62.6
St. Bernard	9,785	1	100.0	0.0	4.7
St. Charles	8,111	1	100.0	0.0	6.5
St. Helena	1,640	0	100.0	0.0	23.0
St. James	3,944	0	100.0	0.0	23.3
St. John The Baptist	9,928	0	100.0	0.0	16.8
St. Landry	21,962	0	100.0	0.0	25.3
St. Martin	10,147	0	100.0	0.0	25.4
St. Mary	12,049	0	100.0	0.0	49.1
St. Tammany	31,881	2	100.0	0.0	6.0
Tangipahoa	27,793	4	100.0	0.0	8.2
Tensas	1,248	0	100.0	0.0	23.0
Terrebonne	21,597	0	100.0	0.0	35.2
Union	4,630	0	100.0	0.0	32.8
Vermilion	10,475	0	100.0	0.0	19.6
Vernon	7,521	0	100.0	0.0	49.6
Washington	10,166	2	100.0	0.0	6.8
Webster	8,356	0	100.0	0.0	36.2
West Baton Rouge	4,216	0	100.0	0.0	8.7
West Carroll	2,660	0	100.0	0.0	51.1
West Feliciana	1,530	0	100.0	0.0	23.8
Winn	2,897	0	100.0	0.0	47.9
TOTALS	852,051	44	100.0	0.0	14.8

Dentist group: Louisiana Medicaid Pedodontists

Access standard:

1 dentist within 90 miles

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Accessibility summary

Accessibility analysis specifications	
Dentist group:	Louisiana Medicaid Periodontists 7 dentists at 7 locations (based on 7 records)
Member group:	Medicaid Enrollment - Children 852,051 members
Access standard:	1 dentist within 60 miles
Members with desired access:	450,888 (52.9%)

Average distance to a choice of dentists for members with desired access					
Number of dentists	1	2	3	4	5
Miles	17.6	30.7	40.3	52.9	58.8

Key geographic areas				
Parish	Total number of members	Members with desired access		
		Number	Percent	Average distance to 1 dentist
East Baton Rouge	77,173	77,173	100.0	21.4
Jefferson	77,034	77,034	100.0	4.3
Orleans	69,429	69,429	100.0	6.0
St. Tammany	31,881	31,881	100.0	5.9
Tangipahoa	27,793	27,793	100.0	9.6
Livingston	22,159	22,159	100.0	16.1
St. Landry	21,962	563	2.6	58.2
Terrebonne	21,597	20,776	96.2	50.2
Ascension	16,783	16,783	100.0	6.4
Iberia	16,480	2,825	17.1	58.4

Accessibility summary

Accessibility analysis specifications	
Dentist group:	Louisiana Medicaid Periodontists 7 dentists at 7 locations (based on 7 records)
Member group:	Medicaid Enrollment - Children 852,051 members
Access standard:	1 dentist within 60 miles
Members without desired access:	401,163 (47.1%)

Average distance to a choice of dentists for members without desired access					
Number of dentists	1	2	3	4	5
Miles	150.9	167.9	185.7	197.5	203.5

Key geographic areas				
Parish	Total number of members	Members without desired access		
		Number	Percent	Average distance to 1 dentist
Caddo	51,953	51,953	100.0	240.0
Calcasieu	36,453	36,453	100.0	141.1
Lafayette	34,665	34,665	100.0	69.3
Ouachita	33,269	33,269	100.0	179.1
Rapides	27,152	27,152	100.0	126.0
St. Landry	21,962	21,399	97.4	74.6
Terrebonne	21,597	821	3.8	63.4
Bossier	17,903	17,903	100.0	237.5
Iberia	16,480	13,655	82.9	64.6
Acadia	13,197	13,197	100.0	88.7

Parish detail information

Medicaid Enrollment - Children					
Parish	Total number of members	Total number of dentists	All members		
			Pct w	Pct wo	Average distance to a choice of 1 dentist
Acadia	13,197	0	0.0	100.0	88.7
Allen	4,776	0	0.0	100.0	119.7
Ascension	16,783	1	100.0	0.0	6.4
Assumption	3,707	0	100.0	0.0	30.2
Avoyelles	9,228	0	0.0	100.0	97.0
Beauregard	7,086	0	0.0	100.0	149.6
Bienville	3,159	0	0.0	100.0	207.0
Bossier	17,903	0	0.0	100.0	237.5
Caddo	51,953	0	0.0	100.0	240.0
Calcasieu	36,453	0	0.0	100.0	141.1
Caldwell	2,168	0	0.0	100.0	153.6
Cameron	395	0	0.0	100.0	151.3
Catahoula	2,116	0	0.0	100.0	119.5
Claiborne	2,703	0	0.0	100.0	228.5
Concordia	4,813	0	0.0	100.0	105.4
De Soto	5,383	0	0.0	100.0	222.4
East Baton Rouge	77,173	0	100.0	0.0	21.4
East Carroll	2,302	0	0.0	100.0	171.6
East Feliciana	3,449	0	100.0	0.0	42.4
Evangeline	7,791	0	0.0	100.0	96.7
Franklin	4,902	0	0.0	100.0	144.0
Grant	4,158	0	0.0	100.0	143.5
Iberia	16,480	0	17.1	82.9	63.5
Iberville	6,786	0	100.0	0.0	22.8
Jackson	2,518	0	0.0	100.0	182.4
Jefferson	77,034	2	100.0	0.0	4.3
Jefferson Davis	6,091	0	0.0	100.0	108.5
La Salle	2,298	0	0.0	100.0	134.9
Lafayette	34,665	0	0.0	100.0	69.3
Lafourche	14,458	0	100.0	0.0	41.1
Lincoln	7,471	0	0.0	100.0	198.1
Livingston	22,159	0	100.0	0.0	16.1
Madison	3,226	0	0.0	100.0	145.8
Morehouse	6,858	0	0.0	100.0	189.6
Natchitoches	8,511	0	0.0	100.0	177.4
Orleans	69,429	0	100.0	0.0	6.0
Ouachita	33,269	0	0.0	100.0	179.1
Plaquemines	3,740	0	97.8	2.2	15.5
Pointe Coupee	4,128	0	84.2	15.8	52.8

Dentist group: Louisiana Medicaid Periodontists

Access standard:

1 dentist within 60 miles

Parish detail information

Medicaid Enrollment - Children					
Parish	Total number of members	Total number of dentists	All members		
			Pct w	Pct wo	Average distance to a choice of 1 dentist
Rapides	27,152	0	0.0	100.0	126.0
Red River	2,184	0	0.0	100.0	198.4
Richland	5,124	0	0.0	100.0	163.2
Sabine	4,336	0	0.0	100.0	193.1
St. Bernard	9,785	1	100.0	0.0	4.7
St. Charles	8,111	0	100.0	0.0	15.9
St. Helena	1,640	0	100.0	0.0	25.0
St. James	3,944	0	98.5	1.5	28.3
St. John The Baptist	9,928	0	100.0	0.0	23.3
St. Landry	21,962	0	2.6	97.4	74.2
St. Martin	10,147	0	84.6	15.4	55.8
St. Mary	12,049	0	95.1	4.9	55.1
St. Tammany	31,881	2	100.0	0.0	5.9
Tangipahoa	27,793	1	100.0	0.0	9.6
Tensas	1,248	0	0.0	100.0	122.6
Terrebonne	21,597	0	96.2	3.8	50.7
Union	4,630	0	0.0	100.0	205.3
Vermilion	10,475	0	0.0	100.0	83.7
Vernon	7,521	0	0.0	100.0	157.0
Washington	10,166	0	100.0	0.0	32.6
Webster	8,356	0	0.0	100.0	231.9
West Baton Rouge	4,216	0	100.0	0.0	28.2
West Carroll	2,660	0	0.0	100.0	180.7
West Feliciana	1,530	0	76.1	23.9	56.7
Winn	2,897	0	0.0	100.0	165.1
TOTALS	852,051	7	52.9	47.1	80.4

Dentist group: Louisiana Medicaid Periodontists

Access standard:

1 dentist within 60 miles

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Accessibility summary

Accessibility analysis specifications	
Dentist group:	Louisiana Medicaid Periodontists 7 dentists at 7 locations (based on 7 records)
Member group:	Medicaid Enrollment - Children 852,051 members
Access standard:	1 dentist within 90 miles
Members with desired access:	543,434 (63.8%)

Average distance to a choice of dentists for members with desired access					
Number of dentists	1	2	3	4	5
Miles	26.9	42.7	53.1	64.7	70.6

Key geographic areas				
Parish	Total number of members	Members with desired access		
		Number	Percent	Average distance to 1 dentist
East Baton Rouge	77,173	77,173	100.0	21.4
Jefferson	77,034	77,034	100.0	4.3
Orleans	69,429	69,429	100.0	6.0
Lafayette	34,665	34,665	100.0	69.3
St. Tammany	31,881	31,881	100.0	5.9
Tangipahoa	27,793	27,793	100.0	9.6
Livingston	22,159	22,159	100.0	16.1
St. Landry	21,962	21,962	100.0	74.2
Terrebonne	21,597	21,597	100.0	50.7
Ascension	16,783	16,783	100.0	6.4

Accessibility summary

Accessibility analysis specifications	
Dentist group:	Louisiana Medicaid Periodontists 7 dentists at 7 locations (based on 7 records)
Member group:	Medicaid Enrollment - Children 852,051 members
Access standard:	1 dentist within 90 miles
Members without desired access:	308,617 (36.2%)

Average distance to a choice of dentists for members without desired access					
Number of dentists	1	2	3	4	5
Miles	174.4	187.9	206.8	220.2	226.1

Key geographic areas				
Parish	Total number of members	Members without desired access		
		Number	Percent	Average distance to 1 dentist
Caddo	51,953	51,953	100.0	240.0
Calcasieu	36,453	36,453	100.0	141.1
Ouachita	33,269	33,269	100.0	179.1
Rapides	27,152	27,152	100.0	126.0
Bossier	17,903	17,903	100.0	237.5
Acadia	13,197	5,290	40.1	95.9
Vermilion	10,475	1,518	14.5	97.9
Avoyelles	9,228	7,629	82.7	99.5
Natchitoches	8,511	8,511	100.0	177.4
Webster	8,356	8,356	100.0	231.9

Parish detail information

Medicaid Enrollment - Children					
Parish	Total number of members	Total number of dentists	All members		
			Pct w	Pct wo	Average distance to a choice of 1 dentist
Acadia	13,197	0	59.9	40.1	88.7
Allen	4,776	0	0.0	100.0	119.7
Ascension	16,783	1	100.0	0.0	6.4
Assumption	3,707	0	100.0	0.0	30.2
Avoyelles	9,228	0	17.3	82.7	97.0
Beauregard	7,086	0	0.0	100.0	149.6
Bienville	3,159	0	0.0	100.0	207.0
Bossier	17,903	0	0.0	100.0	237.5
Caddo	51,953	0	0.0	100.0	240.0
Calcasieu	36,453	0	0.0	100.0	141.1
Caldwell	2,168	0	0.0	100.0	153.6
Cameron	395	0	0.0	100.0	151.3
Catahoula	2,116	0	0.0	100.0	119.5
Claiborne	2,703	0	0.0	100.0	228.5
Concordia	4,813	0	2.1	97.9	105.4
De Soto	5,383	0	0.0	100.0	222.4
East Baton Rouge	77,173	0	100.0	0.0	21.4
East Carroll	2,302	0	0.0	100.0	171.6
East Feliciana	3,449	0	100.0	0.0	42.4
Evangeline	7,791	0	2.5	97.5	96.7
Franklin	4,902	0	0.0	100.0	144.0
Grant	4,158	0	0.0	100.0	143.5
Iberia	16,480	0	100.0	0.0	63.5
Iberville	6,786	0	100.0	0.0	22.8
Jackson	2,518	0	0.0	100.0	182.4
Jefferson	77,034	2	100.0	0.0	4.3
Jefferson Davis	6,091	0	0.0	100.0	108.5
La Salle	2,298	0	0.0	100.0	134.9
Lafayette	34,665	0	100.0	0.0	69.3
Lafourche	14,458	0	100.0	0.0	41.1
Lincoln	7,471	0	0.0	100.0	198.1
Livingston	22,159	0	100.0	0.0	16.1
Madison	3,226	0	0.0	100.0	145.8
Morehouse	6,858	0	0.0	100.0	189.6
Natchitoches	8,511	0	0.0	100.0	177.4
Orleans	69,429	0	100.0	0.0	6.0
Ouachita	33,269	0	0.0	100.0	179.1
Plaquemines	3,740	0	100.0	0.0	15.5
Pointe Coupee	4,128	0	100.0	0.0	52.8

Dentist group: Louisiana Medicaid Periodontists

Access standard:

1 dentist within 90 miles

Parish detail information

Medicaid Enrollment - Children					
Parish	Total number of members	Total number of dentists	All members		
			Pct w	Pct wo	Average distance to a choice of 1 dentist
Rapides	27,152	0	0.0	100.0	126.0
Red River	2,184	0	0.0	100.0	198.4
Richland	5,124	0	0.0	100.0	163.2
Sabine	4,336	0	0.0	100.0	193.1
St. Bernard	9,785	1	100.0	0.0	4.7
St. Charles	8,111	0	100.0	0.0	15.9
St. Helena	1,640	0	100.0	0.0	25.0
St. James	3,944	0	98.5	1.5	28.3
St. John The Baptist	9,928	0	100.0	0.0	23.3
St. Landry	21,962	0	100.0	0.0	74.2
St. Martin	10,147	0	100.0	0.0	55.8
St. Mary	12,049	0	100.0	0.0	55.1
St. Tammany	31,881	2	100.0	0.0	5.9
Tangipahoa	27,793	1	100.0	0.0	9.6
Tensas	1,248	0	0.0	100.0	122.6
Terrebonne	21,597	0	100.0	0.0	50.7
Union	4,630	0	0.0	100.0	205.3
Vermilion	10,475	0	85.5	14.5	83.7
Vernon	7,521	0	0.0	100.0	157.0
Washington	10,166	0	100.0	0.0	32.6
Webster	8,356	0	0.0	100.0	231.9
West Baton Rouge	4,216	0	100.0	0.0	28.2
West Carroll	2,660	0	0.0	100.0	180.7
West Feliciana	1,530	0	100.0	0.0	56.7
Winn	2,897	0	0.0	100.0	165.1
TOTALS	852,051	7	63.8	36.2	80.4

Dentist group: Louisiana Medicaid Periodontists

Access standard:

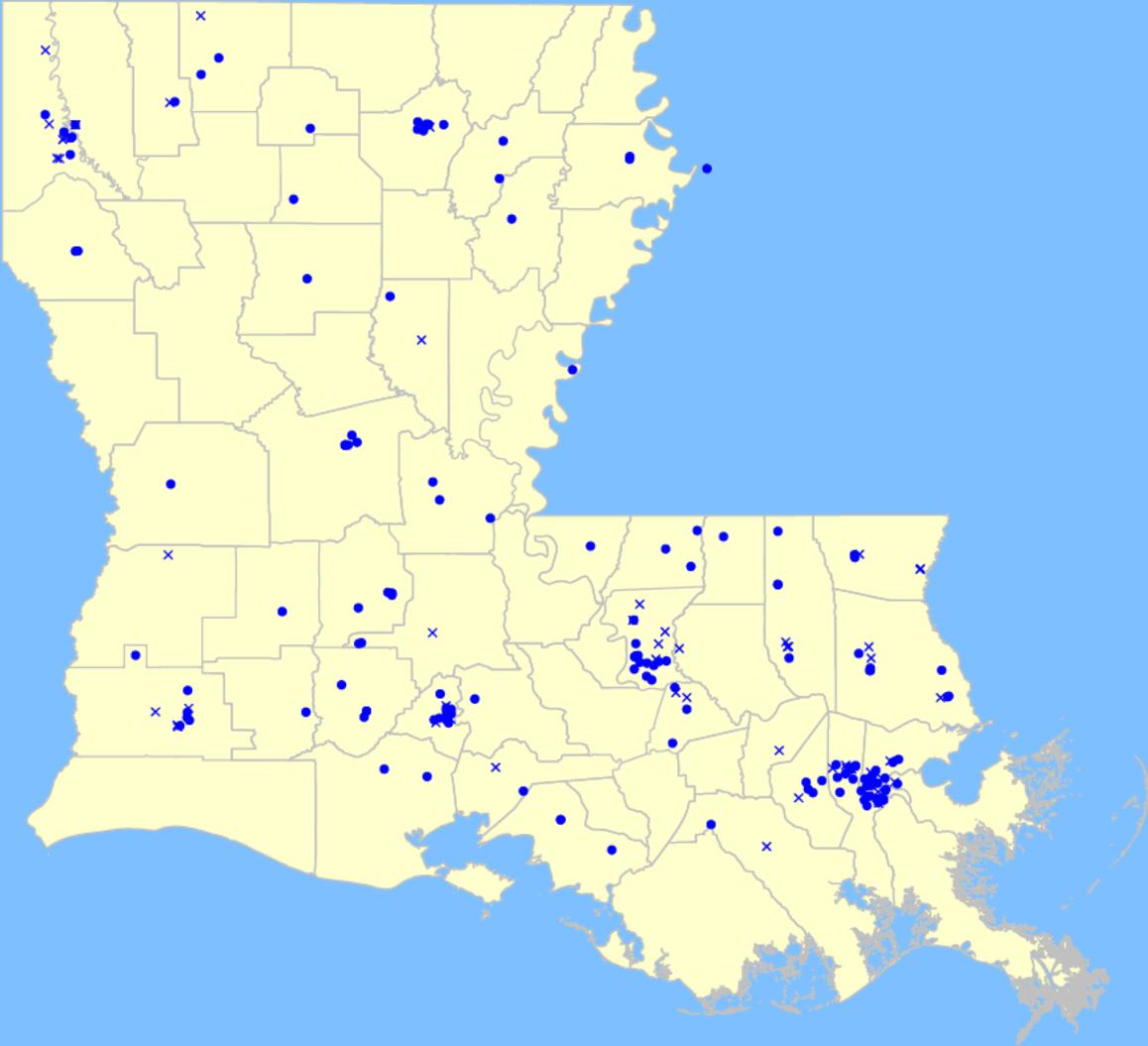
1 dentist within 90 miles

Attachment F.1-3 GeoAccess Maps by General Dentist

Please see the following page(s).

Louisiana Medicaid

Louisiana Medicaid General Dentists

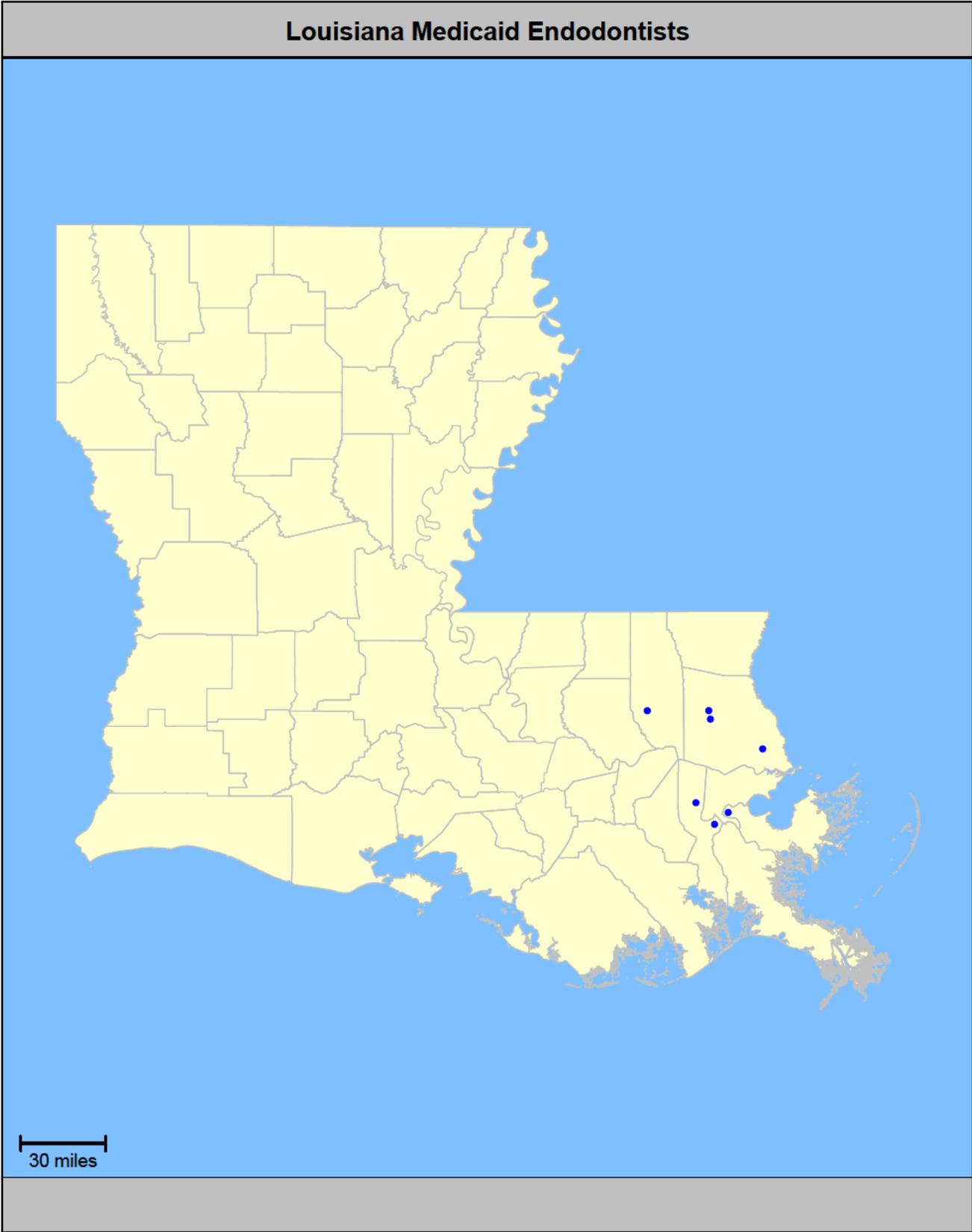


- Single dentist locations (149)
- × Multiple dentist locations (53)

Attachment F.1-4 GeoAccess Maps by Dental Specialty

Please see the following page(s).

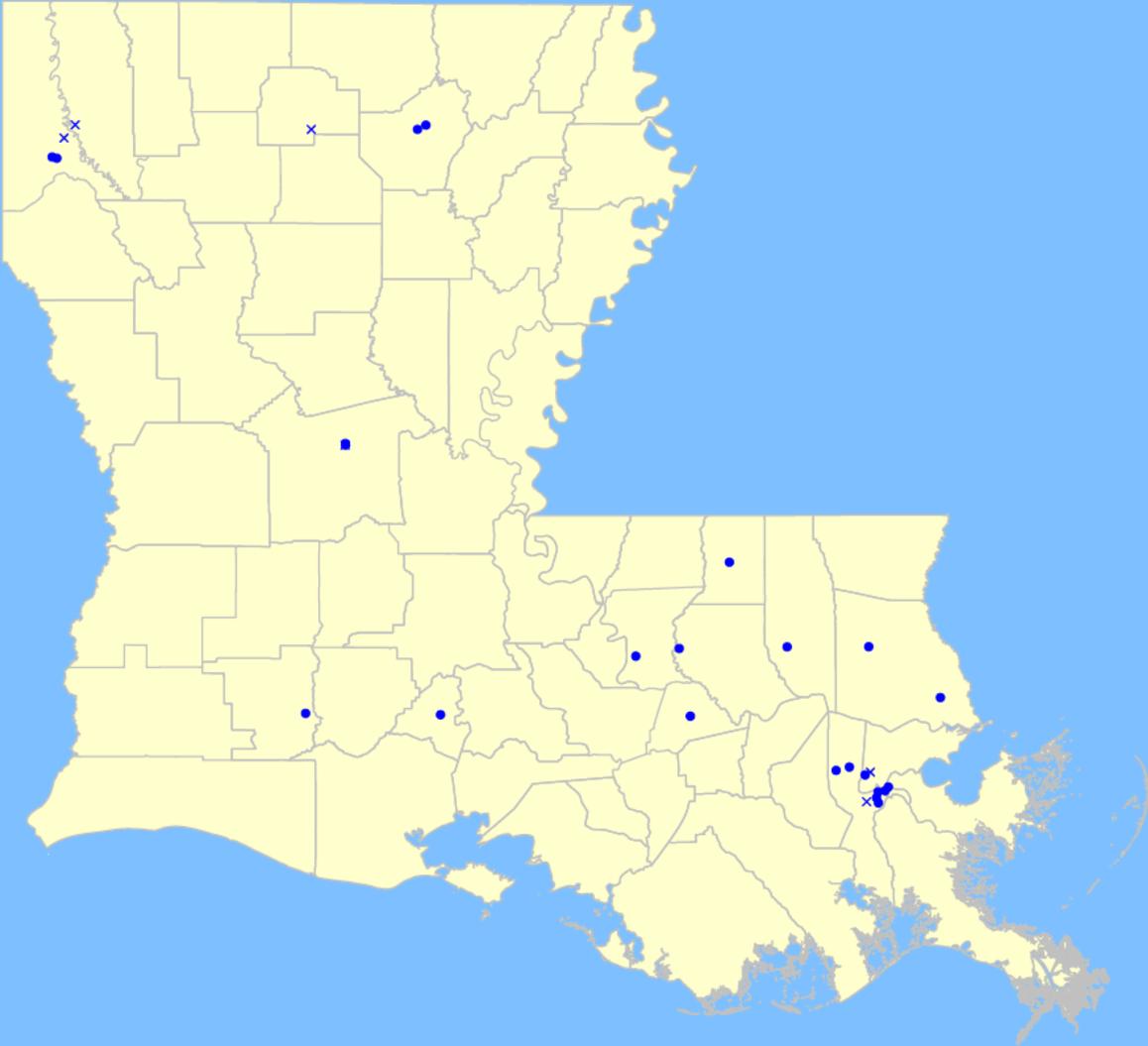
Louisiana Medicaid



● Dentist locations (7)

Louisiana Medicaid

Louisiana Medicaid Oral Surgeons

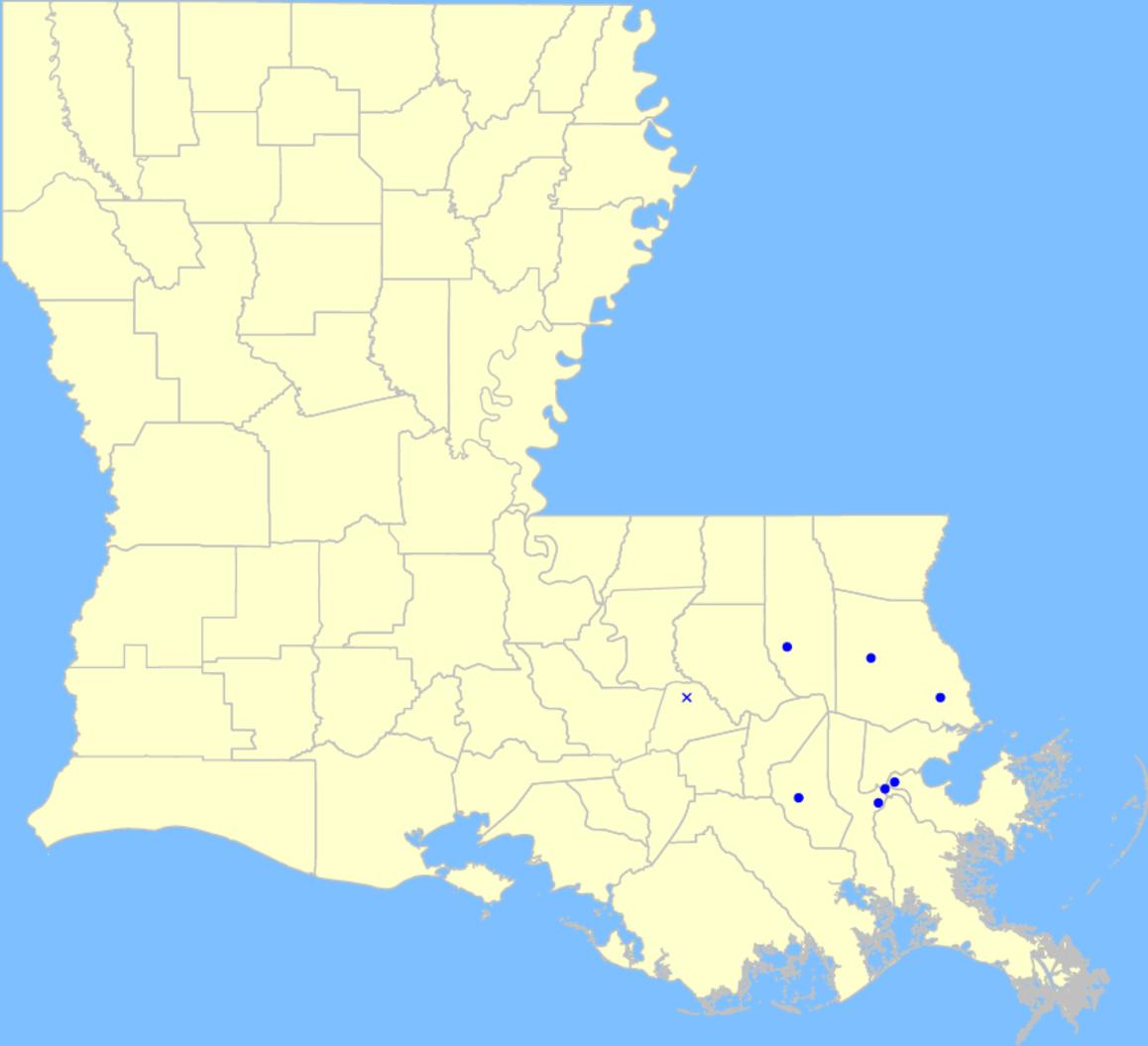


30 miles

- Single dentist locations (23)
- × Multiple dentist locations (6)

Louisiana Medicaid

Louisiana Medicaid Orthodontists

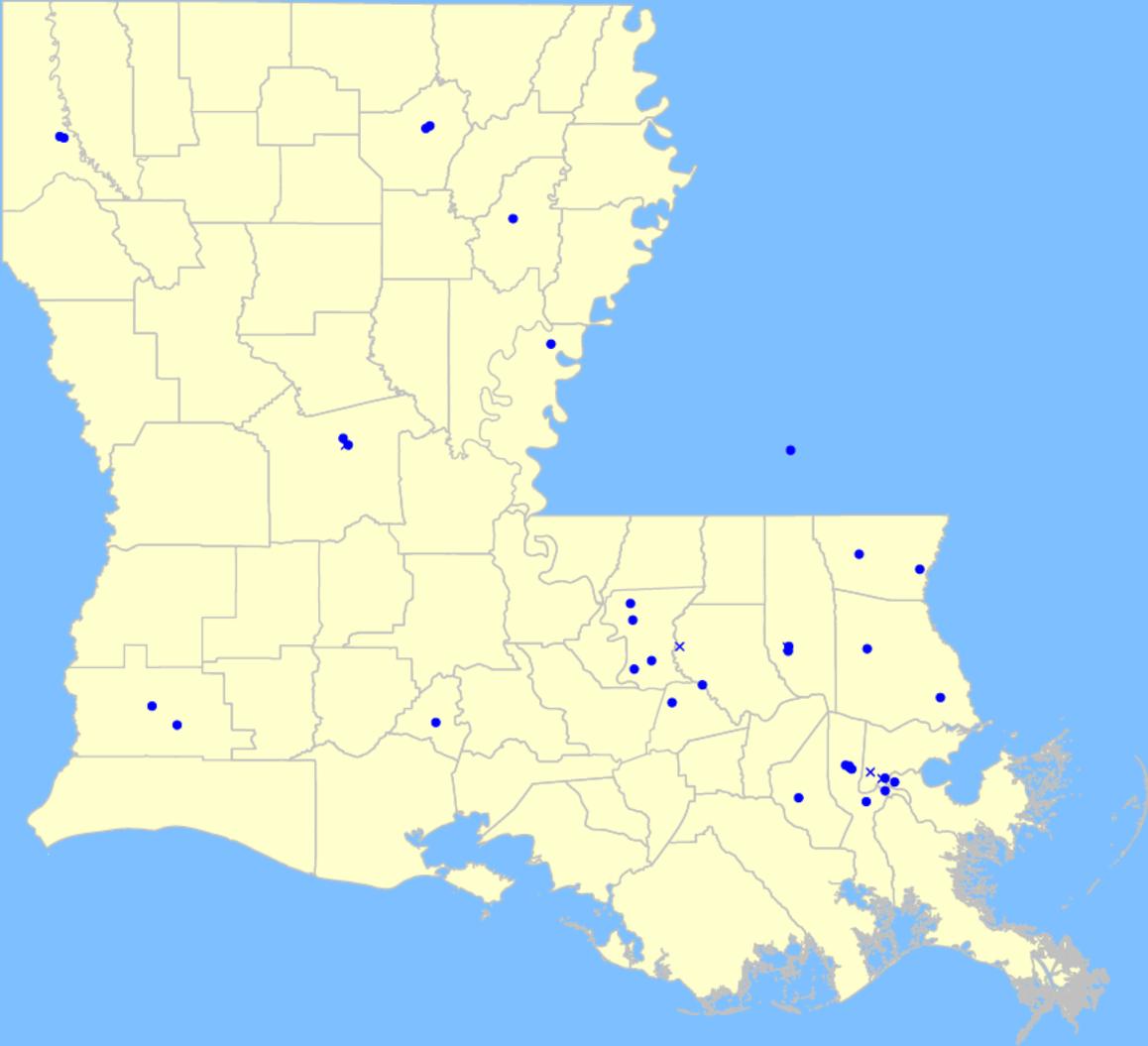


30 miles

- Single dentist locations (7)
- × Multiple dentist locations (1)

Louisiana Medicaid

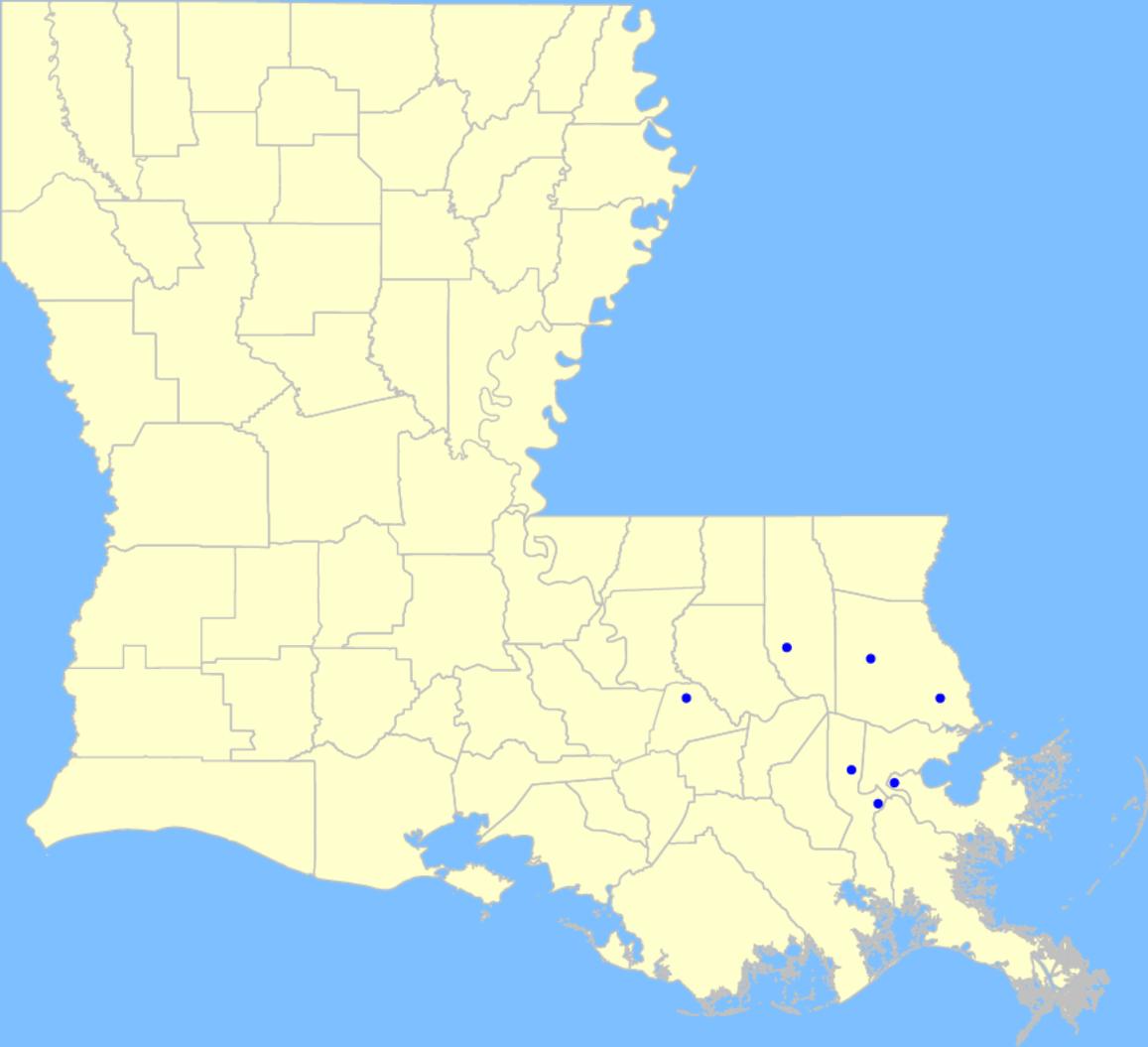
Louisiana Medicaid Pedodontists



- Single dentist locations (33)
- × Multiple dentist locations (5)

Louisiana Medicaid

Louisiana Medicaid Periodontists



30 miles

● Dentist locations (7)

Attachment F.11-1, Quality Profile Report

Please see the following page(s).

Attachment G.1-1, Example of Utilization Data Analysis

H EPSDT

Since our founding in 1955, Delta Dental has focused on advancing oral health. We are committed to encouraging, supporting and providing preventative care benefits and achieving healthy outcomes for children. Our 19 million members are a testament to the brand promise. Our member outreach programs encourage personal responsibility for good oral health, which makes prevention one of the hallmarks of Delta Dental's programs, thus lowering the spending on preventable conditions.

Delta Dental has an outstanding track record of implementing large, complex government-sponsored dental programs, and we are committed to meeting all RFP requirements for the successful capture and reporting information to support the Louisiana Department of Health and Hospitals Dental Benefit Management Program (DBMP). Our Early Periodic Screening, Diagnosis and Treatment (EPSDT) solution identifies and tracks members, ensuring a sufficient number of providers to deliver EPSDT services. The Louisiana Periodicity Schedule will be strictly adhered to.

The science is clear that the establishment of a "dental home" for young children, with initial visits by age one or when their first tooth erupts, is critical to the long term oral health of the patient. Continuous monitoring and care during the child's developmental period can not only establish patterns of oral hygiene and health that will last a lifetime but it will ultimately lead to a reduction in the overall lifetime cost of treatment for patients. The early intervention of care and the application of preventive services under EPSDT prevent countless episodes of pain and suffering for children. In addition, missed school days and the federal revenue lost as a result of dental disease are reduced.

We provide a comprehensive dental benefit plan for children under age 21 who qualify for Medicaid and the EPSDT program. This dental benefit plan meets the federally mandated requirements for dental screening services for children (42 CFR §441.56(b)(1)(vi) and 42 CFR §441.56(c)(2) as listed in the RFP).

Delta Dental, its employees and its provider network are committed to delivering the highest quality dental care to the residents of the State of Louisiana, while at the same working with the State of Louisiana to protect valuable taxpayer dollars. In the sections below, we have outlined some of the innovative approaches we take to ensure that members not only have access to but actually receive, the best dental care possible.

Delta Dental EPSDT plan meets the requirements of the RFP and we commit to compliance. Delta Dental understands the RFP requirements for performance measurement goals referenced in Appendix N, Dental Benefit Plan Clinical Performance Measurement Goals and commits to compliance throughout the contract term.

H.1 Tracking EPSDT Members

H.1 Describe your system for tracking each member's screening, diagnosis, and treatment including, at minimum, the components of the system, the key features of each component, the use of technology, and the data sources for populating the system.

As a part of the initial establishment of member profiles, we understand that Louisiana Fiscal Intermediary (FI) provides member information to Delta Dental via an electronic file transfer, hereafter

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referred to as the “Member File”. We use the Member File to establish complete member records and identify individuals eligible for enrollment in the DBMP, based on predetermined eligibility business rules as outlined in this RFP.

In our ongoing commitment to maintaining the integrity and accuracy of encounter data, Delta Dental accepts into our system DBPM data files and information available from DHH and its contractors, including incremental Member File updates, full Member File updates and provider extracts.

Delta Dental uses dental encounter data, which includes all data captured during the course of an encounter, to track each member’s screening, diagnosis, and treatment history. Encounter data contains specific data elements that capture EPSDT dental services for members.

The Delta Dental Claims Processing System (DDCPS) is a commercial solution developed for our dental benefits management business. We have tailored it for state Medicaid program, to handle Medicaid-specific requirements such as EPSDT.

Data elements and codes specific for EPSDT, as identified in the Dental Benefit Plan Manager Systems Companion Guide (Appendix HH), include:

- **Prior Authorization File** — contains data elements in Notes related to EPSDT-PCS
- **Provider Type, Provider Specialty, Provider Specialty Sub-specialty, Types of Service, and Category of Service** — contains provider type and specialty codes (PCS-EPSDT) and a code for EPSDT Health Services
- **Types of Service** — Personal Care Services (EPSDT), EPSDT, EPSDT Dental
- **Category of Service** — EPSDT Screening Services, EPSDT Dental, EPSDT Other, EPSDT Health Services Non-School Board, EPSDT - Personal Care Services, EPSDT - Health Services

Delta Dental recognizes the importance of assessing the effectiveness of EPSDT efforts and activities as part of the DBMP. The DDCPS has the flexibility and capability to track the delivery of EPSDT services for each member and allows easy retrieval of that information.

The CMS-416 Report provides basic information on participation in the Medicaid Children’s Health Insurance Program. This report also provides the necessary data for DHH to assess the effectiveness of the program in terms of the number of children, (by age group and basis of Medicaid eligibility) who are provided health screening services, referred for corrective treatment and provided dental services as initial or periodic screens as dictated by the Louisiana periodicity schedule.

Delta Dental meets the required EPSDT reporting requirements as described in this RFP under EPSDT Services and in the Report Submissions Table: Reporting on the Form CMS-416, and delivers reports quarterly and annually to the DHH, Bayou Health, and the Louisiana MMIS FI.

We use Business Objects, a generalized query and reporting software tool that accesses data from the Enterprise Data Warehouse (EDW). It produces reports that show the types and numbers of dental services provided to members for any specific period which allows us to monitor, evaluate and understand the volume and types of EPSDT dental services provided.

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Using encounter data and the EDW, the Business Objects application creates scheduled and ad-hoc reports to extract data records matching specified criteria where calculations can be performed as described in the Appendix X - EPSDT-Reporting instructions.

H.2 Member Education and Outreach

H.2 Describe your approach to member education and outreach regarding EPSDT including the use of the tracking system described in H.1 above and any innovative/non-traditional mechanisms. Include:

- How you will conduct member education and outreach regarding EPSDT including any innovative/non-traditional methods that go beyond the standard methods;*
 - How you will work with members to improve compliance with the periodicity schedule, including how you will motivate parents/members and what steps you will take to identify and reach out to members (or their parents) who have missed screening appointments (highlighting any innovative/non-traditional approaches); and*
 - How you will design and monitor your education and outreach program to ensure compliance with the RFP.*
-

Delta Dental realizes it is not enough to simply have a robust provider network ready, willing and able to service the needs of members. In order to maximize the delivery of oral health care services, Delta must take extraordinary steps to ensure members who historically underutilize services are contacted and informed of the benefits available to them and the importance of oral health care. Delta Dental accomplishes this by targeting historically underserved populations such as the Hispanic population and other minority groups for radio educational announcements on their ethnic language stations. Educational pamphlets and referral material is also disseminated to major institutions of ethnic worship and ethnic grocery stores, common sites where minority ethnic groups receive community and health related information in their native languages.

Delta Dental understands there are certain barriers to care that face our unique member population such as language differences, lack of understanding of the importance of good oral hygiene and regular care and adequate transportation to dental offices. We provide language-specific written educational material to members as well as providing fully trained bilingual Contact Center staff to support their phone inquiries. Delta staff work directly with members who have transportation issues to ensure arrangements can be made to ensure their access to care. A critical component of our intervention efforts is to get children under six years of age into the dental office to establish and maintain a “dental home”. The families of young children who have not visited a dental office in the previous twelve months are contacted by phone and attempts made by Contact Center staff to arrange an appointment while on the call with the member. Contact Center staff stress the importance of early dental intervention and assess if there are any barriers to care that must be overcome. In addition, support staff assist individual provider offices who are experiencing high cancellation or no-show rates with children under the age of six by making outreach calls to these families to stress the importance of early dental intervention and the need to keep established appointments.

The DBMP Dental Director is responsible for ensuring that the member education and outreach functions for EPSDT are carried out during and after transition. Delta Dental undertakes the responsibility for

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EPSDT under the DBMP in accordance with all appropriate federal and state laws and policies, including the following RFP requirements:

- 42 CFR §441.56(b)(1)(vi) and periodicity charts posted on Louisiana Medicaid’s website at lamedicaid.com, the DBPM shall provide dental screening services furnished by direct referral to a dentist for children beginning at 3 years of age .
- 42 CFR §441.56(c)(2), the Contractor shall provide dental care, at as early an age as necessary, needed for relief of pain and infections, restoration of teeth and maintenance of dental health.
- The DBPM shall accurately report, via encounter data submissions, all dental screenings and access to preventive services as required for DHH to comply with federally mandated CMS 416 reporting requirements (Appendix X – EPSDT Reporting).

Effective education and outreach requires ingenuity, ongoing leverage of available community resources and a corporate commitment to address the causes of dental disease. Delta Dental knows that improving oral health means more than just offering quality dental benefits programs. It requires a corporate commitment to address the causes of dental disease. By directly supporting community activities and dental programs, as well as by helping fund research and education projects, we strive to create partnerships that ultimately help improve oral health in communities nationwide.

Each year we invest in efforts to educate the public and members about oral healthcare and we are strong advocates for the improvement of oral health treatment and the advancement of oral health knowledge. Delta Dental has donated millions of dollars throughout the country to support programs that focus on preventing dental disease, expanding access to care, advancing dental science and understanding the connections between oral and overall health.

For the Texas Medicaid/CHIP Program, Delta Dental staffed regional member advocates across the State. Each worked closely with community and local entities supporting members’ needs. We raised awareness of the program and provided preventive services to children of migrant farm workers within appropriate timelines. Delta Dental provided case management services to assist in identifying, monitoring, coordinating and managing the care of Children with Special Health Care Needs (CSHCN).

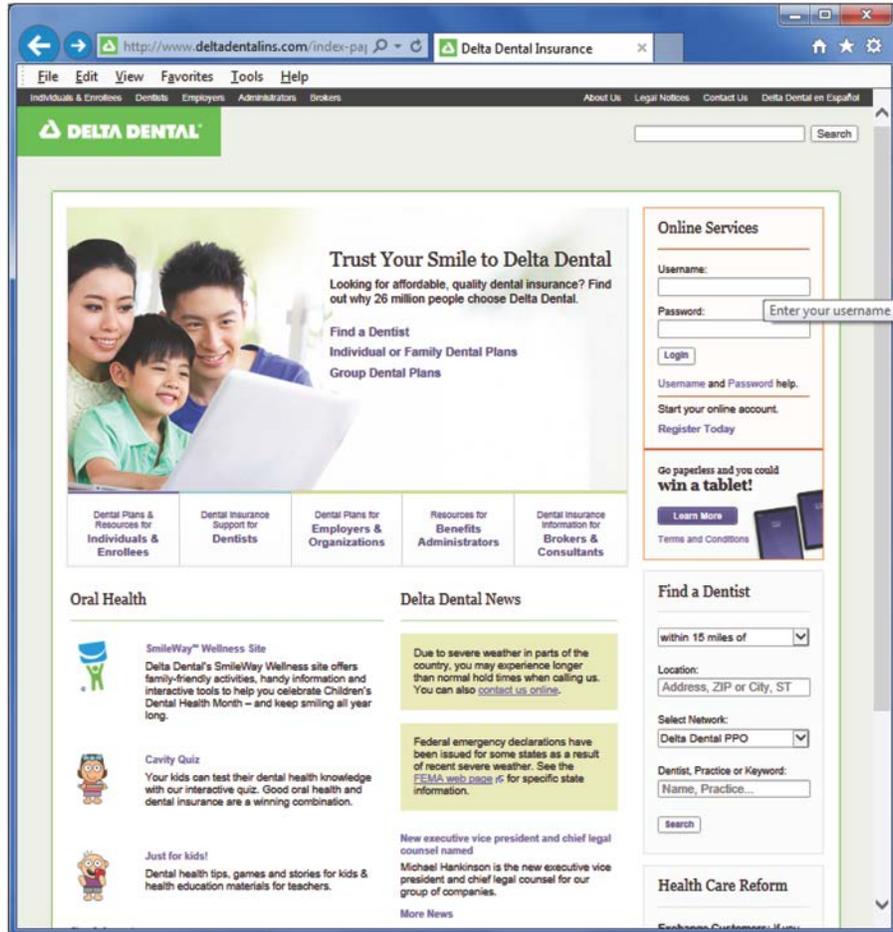
Our education and outreach efforts include the Delta Dental website for use by the public, DBMP members and dentists. This user-friendly website (deltadentalins.com) serves as a valuable resource that addresses and provides information about oral health management. We excel in this outreach area, having developed user-friendly websites for the public and for multiple Medicaid and CHIP dental plans.

Public Website

Exhibit H.2-1, Delta Dental Home Page demonstrates some of the resources on Delta Dental’s Home Page including:

- **SmileWay Wellness Site** offers family-friendly activities, handy information and interactive tools to help you celebrate Children’s Dental Health Month and keep smiling all year long.
- **Cavity Quiz**, where kids can test their dental health knowledge with our interactive Cavity quiz.
- **Just for kids!** has Dental health tips, games and stories for kids and health education materials for teachers.

Exhibit H.2–1, Delta Dental Home Page

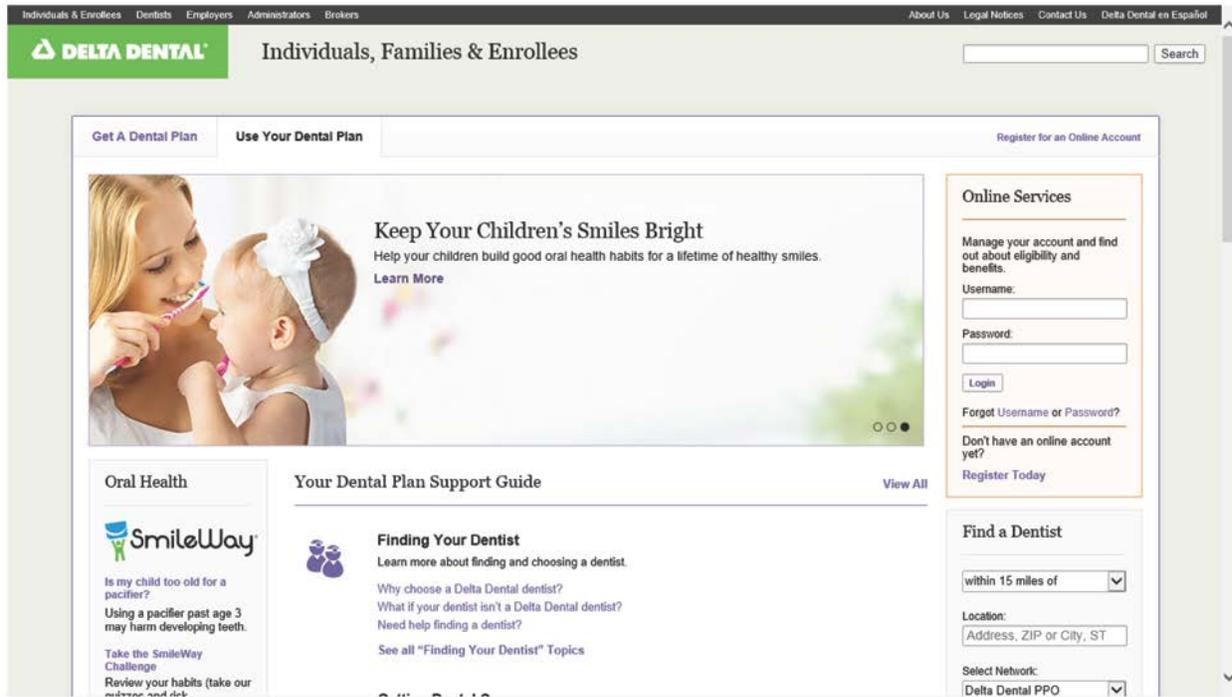


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Individuals, Families and Members

Following the link to **Individuals, Families and Members** more resources are available, as well as links to finding a dentist, getting dental care and managing your dental plan (see Exhibit H.2-2, Individuals, Families and Members Page). Members can request logins and access pages to manage their own dental benefits online, understand their benefits, explore the details of their dental coverage, review their claims and access additional services.

Exhibit H.2–2, Individuals, Families and Members Page



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Community Center

Delta Dental invests millions of dollars each year to help people achieve good oral health by donating throughout the country to support programs that focus on preventing dental disease, expanding access to care, advancing dental science and understanding the connections between oral and overall health.

The **About Us** link guides users to information about the company and includes a link to the **Community Center** (see Exhibit H.2-3, Community Center) that describes the educational and outreach efforts that Delta Dental participates in and supports across the country.

We actively participate in health fairs and provide information pertaining to our dental plans and general dental health care. We provide a variety of brochures discussing dental health including information on baby bottle caries, nutrition, oral hygiene, prenatal care and the importance of dental education. We also offer dental services as part of our outreach programs.

In 2012, Delta Dental companies nationwide provided financial support for 555 organizations and giving organizations. A total of more than \$42 million in donations went to support prevention, treatment, oral health education, dental education, sponsorships and research. The lives of more than 5.3 million children and adults were improved through programs like Missions of Mercy, two-day free dental clinics, community water fluoridation, mobile dental units that visited schools, scholarships for dental students, school sealant programs, Hispanic outreach programs and oral health research.

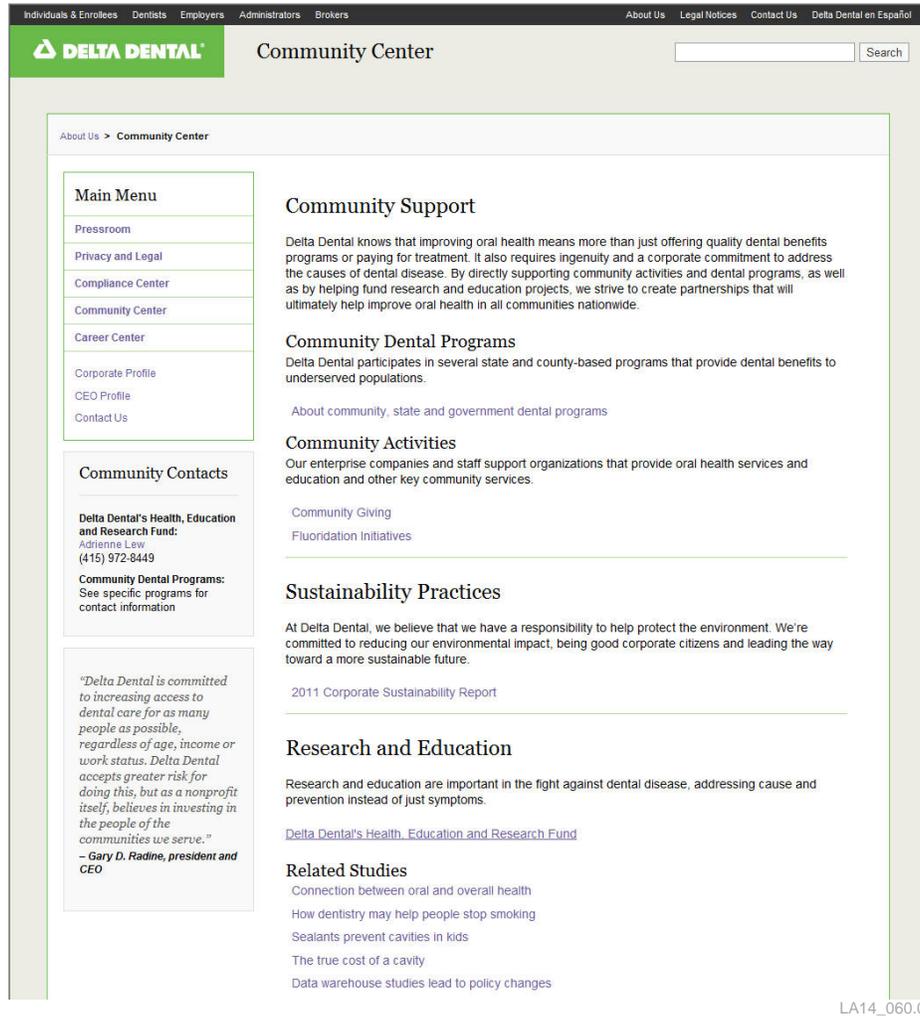
Part II: Technical Approach

Examples of our education projects are:

- School-based dental clinics
- Mobile dental units that visit schools
- Missions of Mercy
- Water fluoridation
- Sealant programs for children
- Interactive, educational museum displays
- Oral health kits (toothbrushes, toothpaste and floss)
- Give Kids A Smile events
- Children’s hospitals

We work with the Louisiana Statewide Oral Health Coalition that developed a State Plan for Improving Oral Health for Louisiana. The Coalition represents a wide variety of organizations, associations and individuals from across the state.

Exhibit H.2–3, Community Center



The screenshot shows the Delta Dental Community Center website. The top navigation bar includes links for 'Individuals & Enrollees', 'Dentists', 'Employers', 'Administrators', 'Brokers', 'About Us', 'Legal Notices', 'Contact Us', and 'Delta Dental en Español'. The main header features the Delta Dental logo and the title 'Community Center' with a search bar. The page content is organized into several sections:

- Main Menu:** Pressroom, Privacy and Legal, Compliance Center, Community Center, Career Center, Corporate Profile, CEO Profile, Contact Us.
- Community Contacts:** Delta Dental's Health, Education and Research Fund: Adrienne Lew (415) 972-8449. Community Dental Programs: See specific programs for contact information.
- Community Support:** Delta Dental knows that improving oral health means more than just offering quality dental benefits programs or paying for treatment. It also requires ingenuity and a corporate commitment to address the causes of dental disease. By directly supporting community activities and dental programs, as well as by helping fund research and education projects, we strive to create partnerships that will ultimately help improve oral health in all communities nationwide.
- Community Dental Programs:** Delta Dental participates in several state and county-based programs that provide dental benefits to underserved populations. About community, state and government dental programs.
- Community Activities:** Our enterprise companies and staff support organizations that provide oral health services and education and other key community services. Community Giving, Fluoridation Initiatives.
- Sustainability Practices:** At Delta Dental, we believe that we have a responsibility to help protect the environment. We're committed to reducing our environmental impact, being good corporate citizens and leading the way toward a more sustainable future. 2011 Corporate Sustainability Report.
- Research and Education:** Research and education are important in the fight against dental disease, addressing cause and prevention instead of just symptoms. Delta Dental's Health, Education and Research Fund.
- Related Studies:** Connection between oral and overall health, How dentistry may help people stop smoking, Sealants prevent cavities in kids, The true cost of a cavity, Data warehouse studies lead to policy changes.

A quote from Gary D. Radine, president and CEO, is featured in a sidebar: "Delta Dental is committed to increasing access to dental care for as many people as possible, regardless of age, income or work status. Delta Dental accepts greater risk for doing this, but as a nonprofit itself, believes in investing in the people of the communities we serve."

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Member Services

Delta Dental monitors initiatives designed to improve the oral health of all Americans, particularly children, and incorporates best practices into our case management program to help ensure that we deliver high-quality, cost-effective services to our members.

A major strength of Delta Dental's Member Services program is the employment of well-qualified, fully trained and a culturally diverse staff who genuinely care about the members they serve. Our Contact Center hotline is a key way for members to obtain the information and assistance they need to effectively participate in the program. They can also obtain information from the Interactive Voice Response (IVR) system during normal and after business hours.

We encourage the development of an ongoing bond between the patient and the dental provider. We enable members to select the network provider of their choice which is particularly important to reinforce established relationships, or the member may be assigned to a dentist by Delta Dental if no preference is expressed.

Through education and outreach efforts, Delta Dental motivates parents and guardians to take the steps to use the EPSDT services to maintain oral health, as described in the Louisiana Periodicity Schedule.

Using Business Objects reports generated from the Delta Dental Claims Processing System (DDCPS), we evaluate how EPSDT services are used by members. We work with the members and providers to promote EPSDT by posting information and notifications to the member portal, and sending notifications and letters to inform members of their schedules for oral screening and services.

H.3 Providers and EPSDT

H.3 Describe your approach to ensuring that providers deliver and document all required components of EPSDT screening.

Delta Dental's provider network is the foundation for improved oral health of children. A stable network of qualified providers who deliver continuity of care over the long term to set children on a course of good oral hygiene and health for life is critical to any program success.

We regard our statewide network for the Louisiana DBMP as a critical asset and our Professional Services team has the responsibility to maintain its vitality and integrity. Details of the communications and activities Delta Dental takes with providers is described in Section F, Provider Network and Section K, Member and Provider Service of this technical proposal.

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Provider Manual

Provider Manuals are tailored to each program and describe:

- the covered practice
- benefits package
- member eligibility and assignment
- provider obligations for compliance with all administrative (example, treatment list documentation) and regulatory requirements including those for EPSDT

Each dentist participating in the DBMP network has access to it when registering for online services on the website Dentists Page located at URL: deltadentalins.com/dentists/. The Provider Manual is sent to providers during transition, ongoing, and upon initial enrollment and on request.

For more information on Delta Dental's relationship with providers and administration, please see Section F, Provider Network.

Provider manuals include detailed information about coverage, program policies and procedures, instructions for completing claim forms and other related documents such as PA requests. The agreement between Delta Dental and each network dentist contains a provision that obligates the provider to comply with all Provider Manual provisions including EPSDT.

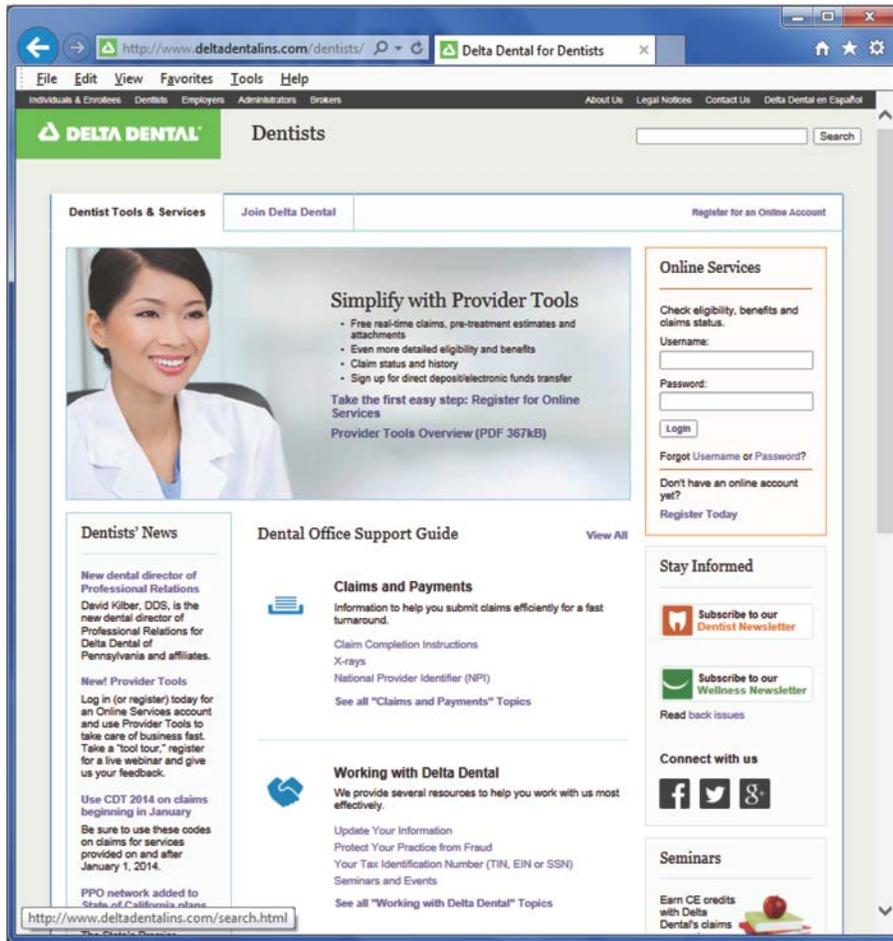
The DBMP Provider Manual includes information on EPSDT services and how to deliver and document EPSDT services.

Dentists Website

Delta Dental provides network dentists with a user-friendly website specifically for the Louisiana DBMP as a resource to locate important information. The website supports secure functions, such as provider-specific information, and general information access. The Delta Dental website for Dentists is located at URL: deltadentalins.com/dentists/.

As Exhibit H.3-1, Dentists Website shows, providers can register for online services using the registration form and entering specific information. Once registered, providers have secure access to their patients' benefits and eligibility information and claims status, as well as the Provider Manual.

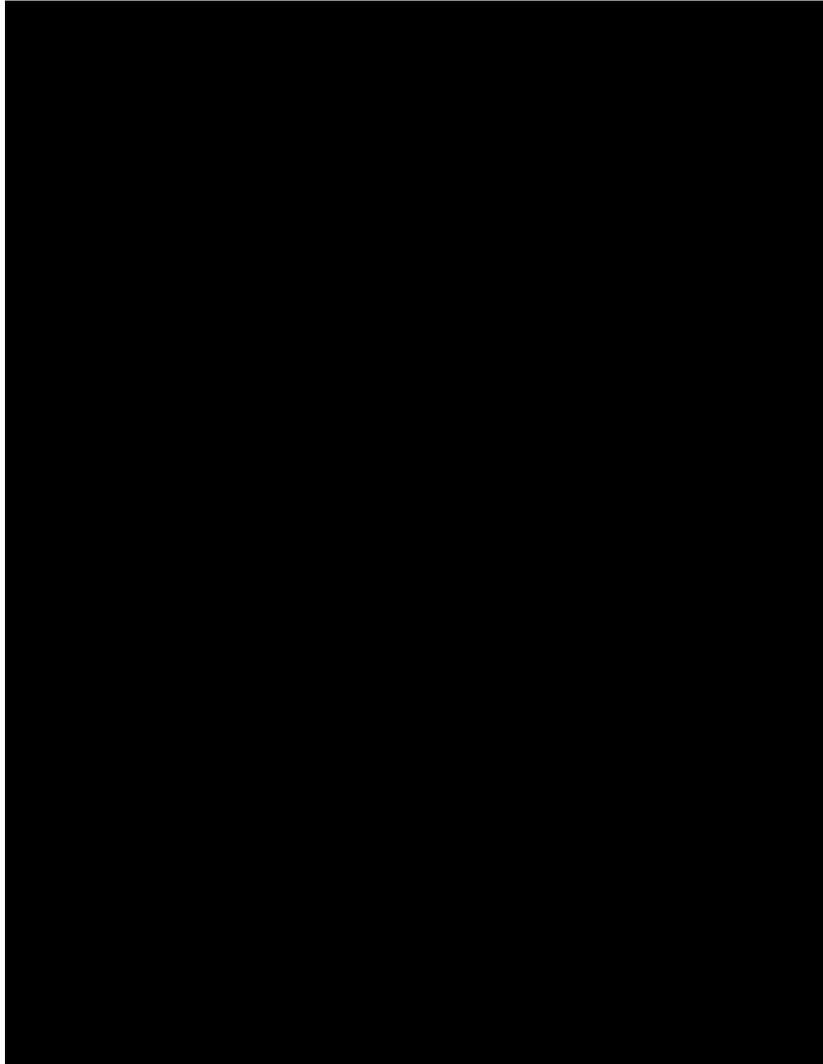
Exhibit H.3–1, Dentists Website



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Exhibit H.3-2 shows the **Provider Tools Overview** that gives Dentists information on what the Online Services offer and how to use the site.

Exhibit H.3–2, Provider Tools Overview



Contact Center

Delta Dental’s toll-free Contact Center provides a convenient means for dentists and their office staff to rapidly obtain information about all aspects of the program, including EPSDT. Call Center services available to providers are described in this technical proposal, Section K, Member and Provider Services.

Provider Orientation and Training

An experienced, qualified representative works with providers to orient them on the following topics when they join the DBMP Provider Network:

- Program purposes and goals
- Program policies and procedures
- An overview of program services and contract requirements
- Correct use of standard billing forms
- Support services available to program network dentists

Part II: Technical Approach

Delta Dental's EPSDT processes are fully integrated into our manual claims processing to provide the greatest efficiency. Compliance with reporting requirements is fulfilled through a robust EDW and Business Objects reports.

I Quality Management

This Section of Delta Dental's proposal addresses our approach for meeting the Quality Management (QM) requirements in Section 3.B.11.k (Scope of Work) of the RFP and Attachment VI, Part II: Technical Approach, Section I. Delta Dental approaches its QM responsibilities as a significant opportunity to improve services, conserve financial resources for Louisiana's Dental Benefits Management Program (DBMP) and ensure that appropriate and high-quality dental services access are provided to Louisiana's Medicaid members.

Delta Dental's solution meets the RFP requirements and we are committed to compliance.

Delta Dental is pleased to provide the Louisiana Department of Health and Hospitals (DHH) DBMP with a comprehensive set of well-defined, well-tested QM activities. Delta Dental's QM program uses nationally recognized industry standards formalized by leading quality organizations to perform all prospective and retrospective reviews. The key external standards organizations and their charters include:

- **American National Standards Institute (ANSI)** (ansi.org) — internationally recognized quality leader that administers and coordinates the U.S. voluntary standardization and conformity assessment system
- **American Society for Quality (ASQ)** (asq.org) — advances learning, quality improvement and knowledge exchange to improve business result
- **Association for Information and Image Management (AIIM)** (aiim.org) — acts as the enterprise content management industry's intermediary regarding tools and technologies for capturing, managing, storing, preserving and delivering information
- **Institute of Electrical and Electronics Engineers (IEEE)** (ieee.org) — world's largest professional organization dedicated to advancing technological innovation and excellence through technology standards, conferences, publications and professional and educational activities
- **International Organization for Standardization (ISO)** (iso.org) — develops performance and manufacturing standards for business, government and society
- **RABQSA International, Inc.** (rabqsa.com) — a leading international certification organization (not-for-profit) that provides quality-related professional development programs
- **The Institute of Internal Auditors (IIA)** (theiia.org) — internationally recognized leader in certification, education, research and technological guidance for the internal auditor profession.

Attachment I.3-1, Diabetes and Periodontal Treatment

Attachment I.3-2A, OHCM Brochure for Consumers



Attachment I.3-2B, OHCM Group vs California & National Benchmarks

Attachment I.3-3, Sealants & Restorations in Children

Attachment I.3-4, Early Childhood Exams and Disease and Cost Impact

Attachment I.3-5, Root Caries and Periodontal Disease in an Older Population

Part II: Technical Approach

Attachment I.6-1, HEDIS Measures 2010, 2011 and 2012

Please see the following page(s).

Attachment I.6-2, CMS 416 Report Measures 2010, 2011 and 2012

Please see the following page(s).

Attachment I.6-3, Healthy Families Program 2012 Dental Quality Report

Please see the following page(s).

Attachment I.6-4, Additional Information - HEDIS and CMS 416 Measures

Please see the following page(s).

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Oral Health Action Plan Template For Medicaid and CHIP Programs

STATE: CALIFORNIA
AGENCY: CALIFORNIA DEPT. OF HEALTH CARE SERVICES
PROGRAM NAME: MEDI-CAL DENTAL PROGRAM
PROGRAM TYPE REFLECTED IN THIS TEMPLATE: <input type="checkbox"/> MEDICAID <input type="checkbox"/> CHIP <input checked="" type="checkbox"/> COMBINED MEDICAID /CHIP

STATE CONTACT: Andrew McCray
TITLE: CHIEF
AGENCY: CALIFORNIA DEPT. OF HEALTH CARE SERVICES
PROGRAM: MEDI-CAL DENTAL SERVICES DIVISION
TELEPHONE: 916-464-0209
EMAIL: Andrew.mccray@dhcs.ca.gov

INSTRUCTIONS

It is best to complete separate templates for each of your State's Medicaid and CHIP dental programs. If your State has a combined Medicaid and CHIP dental program, or if you are implementing common improvements across both Medicaid and CHIP dental programs, you may complete a single template for both programs.

ORAL HEALTH INITIATIVE GOALS

- 1) To increase the proportion of children ages 1-20 enrolled in Medicaid or CHIP for at least 90 consecutive days who receive a preventive dental service by 10 percentage points over a five-year period. Target year is FY 2015.
- 2) To increase the proportion of children ages 6-9 enrolled in Medicaid or CHIP for at least 90 continuous days who receive a dental sealant on a permanent molar tooth by 10 percentage points over a five-year period. Target year has not yet been determined.

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TYPE OF DENTAL DELIVERY SYSTEM

SERVICE DELIVERY FOR DENTAL	Calendar year implemented	Number of children currently enrolled	If a new dental delivery system was launched since 2005, please explain why the new dental delivery system model was chosen.
Fee For Service	1966	3,241,045 as of 01/2013	
Administered by the State agency, including CARVED OUT of medical managed care			
Administered by a contractor, including CARVED OUT of medical managed care			
Administered by a contractor or contractors, but CARVED IN to medical managed care			
Other FFS (describe) Administered by State agency AND, in part, by a partially at risk contractor (Fiscal Intermediary)	1966	3,241,045 as of 01/2013	
Dental Managed Care	1994	326,529 as of 01/2013	
CARVED IN to medical managed care			

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CARVED OUT of medical managed care (see below)	1994, 1997	326,529 as of 01/2013
Other dental managed care (describe)	1994 - GMC	138,473
Two separate programs: Geographic Managed Care (GMC), where 3 dental plans cover beneficiaries in one county, most of whom are mandated to enroll;	1997-PHP	188,056
2) Prepaid Health Plan (PHP), where 7 dental plans (3 effective 7/1/2013) cover beneficiaries who can voluntarily enroll in one of the plans or in FFS.		as of 01/2013

DRAFT

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“PARTICIPATING” DENTAL PROVIDERS

“Participating”= submitted at least one claim. “Actively participating”= submitted at least \$10,000 in claims.	YEAR DATA IS FOR:	NUMBER LICENSED IN STATE	Primary Dental Delivery System Type: _____		Secondary Dental Delivery System Type: _____	
			# PARTICIPATING	# ACTIVE	# PARTICIPATING	# ACTIVE
DENTISTS (Total)	Nov 2011 Jan 2013	30,512 (total licensed) 31,603 (in state)	9,429 (SFY11-12)	5,113 (SFY11-12)		
DENTAL HYGIENISTS RDH - in state	Jan 2013	16,413	0	0	0	0
RDHAP - in state	Jan 2013	427	119 (CY 2012)	79 (CY 2012)		
OTHER DENTAL MID-LEVEL		0	0	0	0	0
DENTAL SPECIALISTS (enumerated by type)	Nov 2011					
General Dentists		25,307	NA	NA	NA	NA
Oral Surgeons		784	NA	NA	NA	NA
Orthodontists		1,388	NA	NA	NA	NA
Endodontists		761	NA	NA	NA	NA
Pediatric Dentists		798	NA	NA	NA	NA
Periodontists		810	NA	NA	NA	NA
Other Specialties		664	NA	NA	NA	NA

Describe any specific access challenges in your State, such as rural areas, dental health professional shortage areas, etc.

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“PARTICIPATING” NON-DENTAL (MEDICAL) PRIMARY CARE PROFESSIONALS PROVIDING ORAL HEALTH CARE SERVICES

“Participating”= submitted at least one claim for oral health services. “Actively participating”= submitted at least \$10,000 in claims.	YEAR DATA IS FOR:	NUMBER LICENSED IN STATE	# PARTICIPATING	# ACTIVE
MDs - Physicians and Surgeons	As of 5/1/2012	130,440	2,237	0
DOs	As of 8/1/2012	5,057		
NURSE PRACTITIONERS	2011	17,032	0	0
PHYSICIAN ASSISTANTS	As of Sept 2012	8,104	0	0
OTHER NON-DENTAL MID-LEVEL PROVIDERS	NA	NA	NA	NA

DRAFT

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In January 2013, the Department of Health Care Services (DHCS) began efforts to transition approximately 860,000 children from California's CHIP program (known as the Healthy Families Program (HFP)) into the Medicaid program (Medi-Cal). This transition involved one of the largest numbers of individuals that has ever transferred from a single program into the Medi-Cal Program. The transition was a phased process, beginning January 2013 and will be coming to a close shortly with the last phase of the transition scheduled for no earlier than November 1, 2013. These children have been enrolled in HFP dental managed care plans prior to the transition and have been transitioning into the Medi-Cal Dental FFS system ("Denti-Cal") in all but two counties (Sacramento County and Los Angeles County). Due to the size of this transitioning population, DHCS has been paying particularly close attention to the dental network adequacy. Overall the transition has been a success, and Denti-Cal has been able to successfully certify network adequacy for each of the phases thus far. Throughout the transition, DHCS has conducted extensive provider outreach efforts and has closely monitored provider enrollment including the tracking of HFP provider enrollment into the Denti-Cal system. Thus far, DHCS has seen that many HFP providers have continued care for their HFP children and have even been willing to take on new beneficiaries after enrolling in the Denti-Cal program. DHCS has institutionalized the metrics used by the HFP transition and plans to continue to utilize these measurements post-transition to ensure quality of care and network adequacy. DHCS will also continue reviewing the level of administrative simplification that the dental program can implement in order to improve provider experience through assessing our claims adjudication process and the provider enrollment process.

As of February 1, 2012, there were 321 Dental Health Professional Shortage Area (DHPSA) designations in the State, encompassing a population of 2,495,300, or 6.7% of the State population. The estimated underserved population is 1,338,955. It is estimated that 378 practitioners would be needed to remove the DHPSA designations and 398 to achieve the target population-to-practitioner ratio of 5,000:1 (4,000:1 in areas with unusually high need). Most of these are facility DHPSAs such as Federally Qualified Health Centers, Rural Health Clinics, Correctional Facilities, or other types of facilities, but those designations are only for those specific facilities and do not count as designations for the region. There are officially 68 DHPSAs that cover a geographic region as of February 8, 2013 of which 50 are low-income (population) designations and 18 are geographic designations.

California cut most optional Medicaid adult dental services effective July 2009. As a consequence, most adults have only been eligible to receive "Federally Required Adult Dental Services," largely limited to services for the relief of pain, infection and trauma. There are several reports in the literature suggesting that children whose parents have access to dental care are themselves more likely to use dental care. Thus, some anticipated that children's utilization would decline following the adult service reductions. However, other evidence from states that cut adult benefits suggests that providers might compensate for the loss of revenue from adults by seeing more children. This is indeed what has been observed in California: Between the first quarter of 2008 and the second quarter of 2012, the quarterly utilization rate for children ages 0-20 increased from 10.5% to 12.4%, an 18% increase. However, the increase was far more dramatic for the youngest children. For those ages 0-3, the increase was 288%, and for those ages 4-5, the increase was 918%.

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Although federally funded clinics were originally included among the providers targeted by the rate reduction, a recent decision by the Ninth U.S. Circuit Court of Appeals ruled that adult dental care must be restored in these facilities.

Another impact of the adult dental reductions, evidenced by several recent reports, appears to have been an increased use of emergency rooms for ambulatory care sensitive dental conditions, i.e., preventable conditions--those for which good outpatient care can potentially prevent the need for hospitalization, or for which early intervention can prevent complications or more severe disease.

Fortunately, the FY 2013-14 budget will restore many adult dental benefits beginning in May 2014. Services to be restored include several diagnostic, preventive and restorative procedures, full dentures and anterior root canals.

In addition to shortages of providers who provide care to children enrolled in Medi-Cal, many families face socio-economic barriers to accessing dental care. Low-income families often do not have affordable transportation options, lose pay when they miss work, e.g., to take a child to a dental appointment, and need to arrange and pay for child care for other children.

At the same time California severely reduced adult dental coverage, funding was suspended for the California Children's Dental Disease Prevention Program (CCDDPP), a comprehensive school-based preventive dental program that operated in approximately half the counties in the State, that provided oral health services including dental screenings, fluoride varnish and mouth rinses, dental sealants, and oral health education to the lowest income children in elementary schools, preschools and Head Start centers.

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<p>Describe the activities you have underway and/or plan to implement in order to achieve the dental goal(s). Here are some examples of types of activities. Please describe how you are doing, or plan to do, any of these in your State. Please also add and describe any additional activities you have underway or plan to implement.</p>	
<p>Overall approach to outreach</p>	<p>Many of the activities described below are conducted by the Outreach Unit of Delta Dental of California, the fiscal intermediary for California's FFS dental program ("Denti-Cal"). These activities are largely requirements of California's contract with Delta. Some have observed that the impact of these activities has not been well documented—or at least not well-known or felt in the dental community. The Department of Health Care Services, Medi-Cal Dental Services Division (MDS) plans to review the contractual requirements pertaining to Delta's Outreach activities and, with stakeholder and Delta input, develop measureable objectives for the Outreach Unit that better reflect activities that are believed most likely to improve access.</p>
<p>Education/outreach to dentists, dental hygienists, and state/national dental associations</p>	<p>Delta Dental of California, the fiscal intermediary for California's FFS dental program ("Denti-Cal"), has an Outreach Unit that currently travels to all counties meeting with dentists, California chapters of national dental associations (e.g., American Academy of Pediatric Dentistry) and dental schools; provides enrollment and billing training for Registered Dental Hygienists in Alternative Practice (RDHAPs); and attends California Dental Association (CDA) scientific sessions, local dental society meetings and conferences. Delta also offers both in-person and webinar Provider Enrollment Workshops and monthly Enrollment Assistance Days for providers seeking assistance in submitting an enrollment application. In recent months, the enrollment process has been made considerably more user-friendly. Providers are additionally supplied with educational information and tools on the Denti-Cal website to mitigate program challenges. Newly licensed providers are also contacted on a bi-annual basis to recruit new providers into Denti-Cal's network.</p> <p>Since January 2013, providers have been mailed postcards each month to inform them of the resources available to them on the Denti-Cal website. Providers who practice in communities with low utilization or little participation on the referral list will also be</p>

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targets of call campaigns, provider mailings, and field office visits.

MDSO has determined that dental hygienists are permitted to bill for preventive dental services provided in public health programs to Medi-Cal beneficiaries. **MDSO is in the process of establishing policy and requesting system changes that will enable hygienists to bill for these services. MDSO will make this information available to the California Dental Hygienists' Association and other interested parties.**

MDSO will review the feasibility of listing RDHAPs on the Denti-Cal website to help link more homebound special needs and institutionalized children with preventive care.

MDSO will direct its Dental Managed Care staff and Delta Dental's Outreach Unit to inform Denti-Cal and dental managed care providers about the goals of this action plan through provider bulletins, the Denti-Cal website, webinars, the California Dental Association (CDA) and other stakeholder groups.

MDSO will meet with the California Dental Association and local dental societies, California Society of Pediatric Dentistry, California Dental Hygienists' Assn. and local dental hygiene societies, State and local MCAH and CHDP programs, Oral Health Access Council and local oral health coalitions to develop preventive services promotion strategies/outreach activities relevant to each provider group.

MDSO will meet with Medi-Cal dental managed care plans to discuss ideas for Quality Improvement Projects aimed at increasing the number of children who receive preventive dental services.

MDSO will meet with the California Head Start Association and local Head Start programs, California Department of Education, California WIC Association and local WIC programs, State and local First 5 Commissions, California Association of School-Based Health Centers, State and local MCAH and CHDP programs, Oral Health Access Council and local oral health coalitions to develop strategies/outreach activities relevant to each non-dental office setting aimed at increasing the delivery of preventive services in non-dental office settings.

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<p>Education/outreach to pediatricians, family practitioners and state/national medical associations</p>	<p>Delta's Outreach Unit meets with county medical societies and members of the California Division of the American Academy of Pediatrics in an attempt to encourage family practitioners/pediatricians to provide early dental health information to parents.</p> <p>The Outreach Unit plans to continue reaching out to medical societies to encourage their patients to routinely utilize dental services.</p> <p>See section on Other Oral Health Improvement Initiatives for a description of the First Smiles Program, which specifically targeted training and education to both medical and dental providers. DHCS is also represented on a Dental Committee of the American Academy of Pediatrics, District IX (California), Chapter 1. This chapter, which includes 47 Northern California counties, has been quite active in training pediatricians to do oral health assessments and fluoride varnish applications. California is one of the states that provides Medi-Cal reimbursement to medical providers (physicians and nurse practitioners) who provide fluoride varnish applications to children under 6.</p> <p>MDSD will request the Medi-Cal Managed Care Division to communicate the goals of this action plan through its all plan meetings.</p>
<p>Education/outreach to beneficiaries</p>	<p>Delta's Outreach Unit conducts 12 county Health Fairs each year, provides oral hygiene education to various groups/agencies (Teen Mom programs, Sacramento Food Bank-parenting classes). The Outreach Unit meets with county Departments of Social Services (DSS) and public health offices to distribute Denti-Cal program information and beneficiary educational material. They meet with many social services and public health offices, focusing on counties that historically have fewer dentists. They mainly meet with DSS employees to provide their contact information and talk about Denti-Cal. They distribute the "Have a Healthy Smile" brochure which describes the Denti-Cal program, gives the beneficiary a toll-free number and informs them what to bring to their dental appointment. At Health Fairs, they give out the same brochure and provide information on xylitol, oral hygiene and brushing techniques. They also distribute oral health education videos.</p> <p>The Outreach Unit is planning on improving the quality of educational material that is</p>

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	<p>being released to the beneficiary population and participating in surveys to evaluate the effectiveness of current outreach methods to beneficiaries.</p> <p>A beneficiary satisfaction telephone survey was recently conducted of an initial group of 10,000 beneficiaries who transitioned from the Healthy Families Program to Medi-Cal. Beneficiaries were asked 1) if their child had been scheduled for a dental visit since they moved to Medi-Cal (28% of 349 respondents answered yes), and 2) of those who answered yes to the first question, if their experience in making or keeping an appointment with a dentist was better, the same or worse following their move to Medi-Cal (39% of the 92 respondents said better, 3% said worse and 58% said it was the same).</p> <p>Denti-Cal maintains a website that includes a list, by county, of dentists and federally funded clinics accepting Medi-Cal beneficiaries. This website also includes a link to the Insure Kids Now (IKN) website, which allows more specific search features (e.g., distance to a provider's office, whether they are accepting new patients) than the Denti-Cal website. DHCS was recently commended by Mission Analytics Group, which is working with CMS and HRSA to improve the data available for families of children enrolled in Medicaid and CHIP who are looking for dentists for their children. California was ranked as one of the best states in the nation in terms of the quality and accuracy of the data submitted to the IKN Dental Locator.</p> <p>Sacramento and Los Angeles County beneficiaries enrolled in dental managed care plans who have not had a dental visit in the past 12 months have been called by their dental plans and encouraged to make a dental visit.</p> <p>MDSO meets regularly with stakeholders in Sacramento and Los Angeles County to address barriers to care. These groups have collaborated with MDSO to create educational brochures for Medi-Cal enrollees and their families.</p>
<p>Coordination with Federally Qualified Health Centers</p>	<p>The Outreach Unit provides training and assistance to FQHCs, Rural Health Clinics and Indian Health Clinics. They train clinic staff on Denti-Cal billing and criteria as these clinics are required to follow Denti-Cal Program criteria. The Unit also attends FQHC</p>

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	<p>roundtables and IHS conferences. If possible, particularly in rural counties, Outreach Unit staff meet with clinic directors to discuss the possibility of expanding their facilities to increase access into the area.</p> <p>Relatively recently, DHCS established a mechanism whereby dental hygienists working in FQHCs could be considered billable providers in those settings. More recently, DHCS established new policy that allows FQHCs to contract for dental services provided outside the "four walls" of the clinic. MDSO will work with DHCS staff that oversee FQHC billing to clarify the settings and conditions under which RDHAPs and RDHs are permitted to bill for services provided to Medi-Cal beneficiaries in FQHC settings.</p> <p>It was recently discovered that the dentist referral list on the Denti-Cal website did not include federally funded clinics (FQHCs, Rural Health Clinics, Tribal Health Clinics) among the referral sites. This has been remedied and these clinics are now listed, by county.</p> <p>MDSO will partner with the California Primary Care Association (CPCA) and the Community Clinic Association of Los Angeles County (CCALAC) to inform FQHCs and other federally funded clinics about this action plan and its goals.</p> <p>To date, federally funded clinics have not been required to report procedure codes for dental services provided to their Medi-Cal enrolled patients. Consequently, DHCS has been unable to report on the CMS-416 form anything other than whether clinic patients have received any dental procedure, i.e., no data has been able to be provided on the extent to which diagnostic, preventive, sealant, or treatment services were provided. DHCS has begun a project to address this, and once complete, clinics will be required to report procedure codes.</p>
<p>Undertaking administrative simplifications</p>	<p>The Denti-Cal program is undertaking administrative simplifications in the enrollment process by supporting the Department of Health Care Services, Provider Enrollment Division (PED) in the CalPES system, which would increase the level of automation and streamline parts of the enrollment process. Denti-Cal is expecting to adopt the CalPES enrollment system by the end of 2016. The Denti-Cal program additionally addresses administrative simplification with regard to claims processing by modifying provisions in the Manual of Criteria (MOC) every two years. The current MOC revision cycle included</p>

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	<p>changes to the MOC such as allowing providers to submit a root canal treatment request and a crown request at the same time rather than wait for the root canal TAR first, removing the periodontal evaluation chart submission requirement for TARs on deep cleanings, and removing the prior authorization requirement for immediate complete dentures. In general, Denti-Cal examines procedures every two years where there are written documentation requirements to see if the specified requirements are necessary to determine medical necessity for procedures. Denti-Cal has also engaged with the stakeholder community and the California Dental Association (CDA) specifically to develop useful resources and tools to supplement the Provider Handbook with regard to information on how to successfully submit claims to Denti-Cal.</p>
<p>Using electronic health records and/or supporting dental providers in their efforts to qualify for meaningful use incentive payments</p>	<p>See section on electronic health records.</p>
<p>Coordination with Maternal and Child Health (MCH) Title V programs (Title V is the Federal/State program focused on assuring the health of all mothers and children, and Children with Special Health Care Needs (CSHCN).</p>	<p>While there are no specific requirements for coordinating with Maternal and Child Health programs in the Medi-Cal Dental Program, Denti-Cal addresses dental related issues for special needs children through referrals, coordinating with contacts at surgery centers, clinics, dental schools, the California Children’s Services program and other agencies as needed to ensure they receive the care they need.</p> <p>California's Title V program, located in the Department of Public Health, is in the process of updating a 5-year work plan for local health jurisdictions (LHJs), the purpose of which is to provide a sample of objectives that LHJs might select for their annual Scopes of Work, and give them a longer time period in which to achieve these objectives. The intent is to "nudge" them toward common State MCAH goals, one of which (still in draft) is to "Increase access and link children to a dental home where possible to ensure they get preventive care on an annual basis." The draft action plan contains a number of short- and medium-term objectives aimed at increasing children's access to preventive dental services, and proposes involvement of local medical and dental organizations and providers, advocacy organizations and the Medi-Cal dental program.</p> <p>MDSD plans to meet with the State MCH program Oral Health Consultant to try to</p>

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	<p>devise a way in which the California Home Visitation Program can encourage public health nurses in the program to provide fluoride varnish applications during home visits.</p>
<p>Collaboration with dental schools and dental hygiene programs</p>	<p>The Outreach Unit and Dental Policy staff work closely with the six California dental schools. Medi-Cal Dental Program training is provided to dental school clinic directors and students twice yearly at each school. The Outreach Unit collaborates with the schools to remedy access to care issues and/or assists those patients who need specialty dental care. Delta Provider Relations staff also provide billing/criteria training at the hygiene schools.</p> <p>Once a mechanism is in place to allow dental hygienists to enroll as billing providers in the Denti-Cal program (see Enrollment of Registered Dental Hygienists as Denti-Cal billing providers below), DHCS plans to publicize this information to dental hygiene schools in the hope that some of the students may be interested in pursuing such activities once they are licensed.</p>
<p>If your State is a CHIPRA quality demonstration grantee, describe how you are coordinating activities with those being undertaken under the CHIPRA demonstration.</p>	<p>NA</p>
<p>Changing or increasing reimbursement rates or approaches</p>	<p>No current plans to increase rates. A legal challenge to a Legislative proposal to reduce payments by 10%, retroactive to June 1, 2011, was recently decided in DHCS's favor by the Ninth Circuit Court of Appeals and it is anticipated that this reduction will be implemented shortly.</p> <p>DHCS is considering a proposal for a risk-stratified caries management demonstration project that would pay a fixed fee for bundled diagnostic and preventive services, market rates for basic services and discounted market rates to contracted specialists for the most expensive, catastrophic services.</p>

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	<p>As described below (see medical-dental collaboration), DHCS is involved in a project that will be exploring interest in alternative reimbursement models that emphasize preventive services for younger children and/or those who have not had a dental visit in the past 12 months, which could include a model encompassing a global capitation rate for medical and dental services.</p> <p>DHCS has also had several exploratory meetings with Dr. Paul Glassman at the University of the Pacific School of Dentistry to discuss a new model of dental care delivery ("Virtual Dental Home") that involves providing preventive and temporizing care in community settings (e.g., schools, Head Start centers, nursing facilities) without the need for a dentist on site, using teledentistry.</p> <p>Recent legislation enacted in California encourages the use of telehealth technology, including teledentistry, to provide services to Medi-Cal beneficiaries. Additionally, two bills have been introduced that would require Medi-Cal to pay for "store and forward" costs associated with teledentistry. MSD is currently considering what new Denti-Cal policies and procedures need to be developed to accommodate this technology. For example, current law requires Medi-Cal to provide a facility and transmission fee to the originating telehealth site. However, Denti-Cal does not have a mechanism to allow dental providers to claim these fees. DHCS plans to address this parity issue between medical and dental services in Medi-Cal.</p>
<p>Other: Enrollment of Registered Dental Hygienists as Denti-Cal billing providers.</p>	<p>Currently, the only dental hygienists who can be enrolled as Denti-Cal billing providers are Registered Dental Hygienists in Alternative Practice (RDHAPs). However, California law allows Registered Dental Hygienists (RDHs) to provide preventive dental services unsupervised in public health programs. Consequently, DHCS is in the process of establishing a mechanism to enroll RDHs and allow them to be billing providers for preventive services provided in public health programs such as WIC and Head Start centers, schools and child care settings. This is expected to increase the number of children receiving preventive services.</p>
<p>Other: Development of Dental Dashboard</p>	<p>Work is underway, with completion scheduled for November 2013, on development of an interactive performance measurement dashboard that will allow staff to access</p>

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	<p>dental data on eligibility, utilization and expenditures through an interactive business intelligence tool. This tool will allow these data to be analyzed from multiple perspectives, e.g., by age group, race/ethnicity, aid code category, county, scope of coverage, length of eligibility, FFS vs. managed care, and procedure category. This will allow the Department to much more effectively address questions about the program, identify issues and specific populations that need to be improved and then use this information to continuously work toward program improvements.</p>
<p>Other: Deployment of GIS mapping software</p>	<p>DHCS has purchased GIS software and will be arranging for staff training that will enable mapping by county or ZIP code any of the data derived from the Dental Dashboard described above. In addition, this software will be used to analyze distance and travel time to provider offices, which will add to the Department's ability to quickly identify access problems and devise solutions.</p>
<p>Other: Fluoride varnish programs in Head Start centers</p>	<p>Approximately 80-90% of Head Start and Early Head Start children in California are either Medi-Cal eligible or are in the process of transitioning from Healthy Families (California's CHIP program) to Medi-Cal. Dental hygienists in several counties provide fluoride varnish applications to children in Head Start programs, but rarely are claims for these services submitted to the Denti-Cal program (see section above on enrollment of RDHs as Denti-Cal billing providers for one remedy being planned). California law also allows any individual, including unlicensed personnel, to provide fluoride varnish applications under the written "prescription" (i.e., protocol) of a physician or dentist. DHCS is currently exploring the legal issues involved in arranging a Memorandum of Understanding between a Head Start agency and the Department that would allow Medi-Cal eligibility information to be provided to the Department in order for reports on dental services received by Head Start children to be reported to the Head Start agency. Once these arrangements have been worked out, DHCS would like to arrange for training of Head Start staff to provide fluoride varnish applications and be able to bill for them. It is expected that this would capture many preventive procedures that are being provided to Head Start children but not being reported because they are not being billed.</p>
<p>Other: Medical-dental collaboration</p>	<p>DHCS is an active participant in a demonstration project funded by the DentaQuest Foundation to Children Now aimed at testing strategies in Los Angeles County to</p>

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	<p>engage with health and dental plans, and oral health care providers and primary care physicians (PCPs), to strengthen medical-dental collaboration. The project includes 1) Tracking progress made by dental plans to identify and contact Medi-Cal-enrolled children under the age of 6 in Los Angeles County who have not had a dental visit in the past 12 months (DHCS is currently exploring a mechanism to identify children in both FFS and dental managed care plans who have not had a dental visit in the past 12 months); 2) Creating a system to identify the health plan of each non-utilizing child, and relay this information to the child's health plan; 3) Working with participating health plans to identify the PCP for each non-utilizing child, and high-opportunity PCPs (those with large numbers/ percentages of non-utilizing children); 4) Coordinating with health plans to work with PCPs to provide tools and support for oral health education and referrals; and 5) Exploring interest among dental plans to design alternative reimbursement models that emphasize preventive services for younger children and/or those who have not had a dental visit in the past 12 months.</p>
<p>Other: Identification and follow-up of CHDP children with no dental visit in past year</p>	<p>The Child Health & Disability Prevention (CHDP) program is the 'EPS' component of the EPSDT program in California. Every county has a local CHDP program that is responsible for providing dental assessments as part of a comprehensive health assessment and referring children with suspected or detected dental problems to a dentist at any age. The CHDP program recommends that a child be referred to a dentist by age 1, and requires such a referral by age 3.</p> <p>Through the DHCS data warehouse, it should be possible to identify those children who have received a health assessment but have not had a dental visit subsequent to that assessment for any user-defined period of time. DHCS will explore whether a template can be developed that could provide lists of those children for use by local CHDP programs to follow up with the families of those children and encourage them to see a dentist.</p>
<p>Other: Enhance data capabilities</p>	<p>DHCS maintains a data warehouse that contains eligibility, claims and encounter data on a rolling 10-year timeframe. In the past it has been difficult to get accurate data on billing and rendering dental providers because of how claims data from Delta Dental are transmitted to and entered by the data warehouse. This has made accurate analysis of</p>

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	<p>provider participation problematic. Steps have been taken in the past year to correct this problem, and resolution is expected within the next few months.</p> <p>There has also been a longstanding problem with respect to the quality of managed care data in the data warehouse. Recently DHCS launched an Encounter Data Improvement Project that is reviewing the quality of both medical and dental managed care data. It is expected that when this project is completed the reliability of the dental managed care data should be much improved.</p>
Other: Quality Improvement Activities	<p>MDSO has developed 11 performance/quality measures on which the current three dental managed care contractors in Sacramento and Los Angeles Counties are required to report. The measures are age group-specific and baseline benchmarks have been established for each measure. Using a point system, plans can receive bonus payments for outstanding performance, and face financial sanctions for less-than-satisfactory performance. The FFS Denti-Cal program will be reporting using the same measures, but will not be subject to the same sanctions or bonuses being used with the dental managed care plans. DHCS will also be considering using some or all of the new performance measures recently developed by the Dental Quality Alliance (DQA). These are the only dental performance measures that have been tested for feasibility, validity and reliability.</p> <p>The dental managed care plan contracts also require them to undertake two Quality Improvement Projects (QIP) each year--one to be dictated by DHCS and applicable to all plans, and the other to be plan-specific as determined by each plan (and approved by DHCS). In addition, plan contracts require the use of an External Quality Review Organization (EQRO) to monitor and validate the QIPs, as well as validate all performance measure data submitted by the plans. Finally, the contracts require plans to conduct patient satisfaction surveys based on a dental version of the Consumer Assessment of Healthcare Providers and Systems (CAHPS) that has been used for several years by the Healthy Families Program. The CAHPS survey results will also have to be validated by the EQRO.</p>
Other: Participation in Medicaid Oral Health Learning Collaborative	California is one of seven states selected to participate in a Center for Health Care Strategies (CHCS) sponsored Medicaid Oral Health Learning Collaborative that includes

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peer-to-peer learning as well as individual and group technical assistance from national experts in oral health quality-improvement. Each state is required to develop at least one objective for each of the two CMS goals and then, using a CHCS Quality Improvement Framework and Project Planning and Measurement Tool, develop very specific plans for meeting its objectives. The first meeting of the Collaborative was held on May 20-21, 2013, and an intensive series of calls with CHCS experts and other states is planned over the next year. **The California team has selected several objectives related to the CMS goals to work on over the next four years.**

Other Oral Health Improvement Initiatives

Has your State undertaken any initiatives within the last 5 years to increase the number of children who receive oral health or dental services? If so, please describe those activities.

While there have been no DHCS-sponsored initiatives within the last 5 years specifically targeted at increasing the number of children receiving oral health/dental services, the Department has undertaken a number of activities, noted above, to try to increase provider participation and increase beneficiary demand. The Department has also been an active participant in projects led by other entities aimed at increasing children's access. These include being on the advisory committee for a project funded by the DentaQuest Foundation to California's CHIP program (known as Healthy Families) aimed at fostering medical-dental collaboration and improving access for children ages 0-6 in several Southern California counties. That project was recently taken over by Children Now, and DHCS remains an active member of that project's advisory committee, and is assisting the project in identifying children with no dental visit in the past year and making that information available to health plans so that they can encourage families they serve to take their children to the dentist.

First 5 California, funded from a voter-approved tax on the sale of tobacco products, supports selected statewide initiatives and 58 county

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commissions throughout the state to improve the lives of children from the prenatal period to the time they enter kindergarten. First 5 funded an Early Childhood Oral Health Initiative, launched in 2004, in recognition of the link between a child's oral health and their overall health, and the critical gap in access faced by many low-income families to preventive and treatment services based in part on provider and parent knowledge, attitudes and involvement.

First Smiles, one of the Initiative's two components, was a 4-year, \$7 million statewide education and training program conducted in 2004-2008 and co-administered by the California Dental Association Foundation (CDAF) and the Dental Health Foundation (DHF--now the Center for Oral Health). First Smiles' goal was to deliver provider education and training targeted to medical and dental professionals, and consumer education targeted to community-based organizations such as WIC and Head Start that have significant early interaction with parents and other caregivers of children 0-5.

What impact did those initiatives have? Do you consider those activities to have been successful? If so, please describe.

First Smiles trained 15,230 California dental and medical providers (90% of the overall goal) and an additional 883 staff from community service organizations received training in children's oral health. The program drew a more diverse population of dentists and physicians in race/ethnicity, gender and years in practice compared to those professionals in active practice in California. All training participants exhibited a great deal of knowledge in most areas of the curriculum content (80% average correct posttest scores). Both dental and medical providers did least well in understanding that there is no general difference in the behavioral issues of children aged 0-5 with special needs versus all children 0-5. More than 90% of providers who took a First Smiles course reported being satisfied with the training, learning new information and skills and believing they could apply the information in their practices; 57% of dental providers and 45% of medical providers had recommended the course to a colleague 6 months later. Parents demonstrated a fair amount of knowledge (73% average correct score on posttest) after receiving education about children's oral health, and retained it 6 months later (matched sample follow-up posttest).

The highest self-perceived increase in skill level for dental and medical providers was the ability to communicate with parents and provide education and anticipatory guidance. Dental providers next reported increased clinical skills in learning how to perform a knee-to-knee exam, and medical providers in assessing dental caries risk and protective factors. Medical providers maintained the same perceived level of skill increase due to the training six months later as they did right after taking the course; dental providers reported a slightly lower level at the time of follow up. Six months after the training, 16% (25 of 156) of general dentists reached at follow up said they were seeing more children aged 0-5 in their practices; close to 80% reported having the capacity to accommodate requests for appointments for this age group. Six months after the training, dental providers significantly increased the frequency of performing the following procedures: for children 0-5, application of fluoride varnish and discussion of an infant's bottle or breast feeding practices. For pregnant patients, discussion of breast feeding practices and recommendations to chew xylitol gum more often. As a result of what they learned at the course, six months later dentists increased by 8.3% and 8.7%, respectively, delegation of two procedures to other dental professionals: placing sealants and applying

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topical fluoride. 60.8% of parents had taken their child to a dentist in the last year when initially asked the question; 6 months after receiving oral health education from the program 64.1% reported doing so, an important though not statistically significant increase in utilization of dental services. See www.cdafoundation.org/Portals/0/pdfs/first5_finalevalrpt.pdf for more information.

If the activities did not achieve the results that you had expected, please describe the lessons learned.

The type of training was significant for the dental providers' knowledge gain: participants did less well overall in the 2-hour than the 4-hour course. The main barriers dentists cited to taking more 0-5-year-old children were managing this age group in a dental office is difficult (e.g., crying/behavior issues) and having too-full or limited-hours practices. More staff and training for providing parent education and managing young children's behavior are what medical and dental providers said it would take to see more children aged 0-5. It was generally felt that, for both dental and medical providers, hands-on experience examining and providing fluoride varnish to crying children was a particularly important factor in their willingness and comfort in assuming these new functions. For community agency staff, an inability to integrate a new program component into the agency's programming, and inadequate time for staff to deliver oral health education to parents, were the main barriers they identified.

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Dental Data Measurement

Does your State compute or report the National Committee for Quality Assurance's (NCQA) HEDIS dental measure or a modification of it? (Dental care: percentage of members 2 through 21 years of age who had at least one dental visit during the measurement year." Web site: <http://qualitymeasures.ahrq.gov/content.aspx?id=14998>) If yes, describe how that data compares with the data submitted on line 12.a of the CMS-416 and/or Section III, G.1.a. of the CHIP Annual Report (Total Enrollees Receiving Any Dental Services).

We have computed and reported on variations of the HEDIS Annual Dental Visit (ADV) measure, using different age groups (typically the CMS-416 age groups) and slightly different methodology (see below). When computing the ADV measure using CMS age groups and children who have been continuously eligible in the same plan for 11 or more months during the measurement year, we have consistently found higher utilization rates than those reported to CMS on the CMS-416 form. For example, for State Fiscal Year 2011-12, the utilization rate for children ages 0-20 continuously enrolled in any dental plan for 11 or more months was 50.6%, while for children enrolled for 3 or more months it was 42.9%. The likely reasons are described below. We strongly believe that the CMS method of only using 90 or more days of continuous eligibility treats children enrolled for as little as 3 months and those enrolled for as long as 12 months the same, when those children will have had an unequal opportunity to have made a dental visit. This methodology is also inconsistent with many other HEDIS measures, which are the most widely used performance measures in health care.

If the HEDIS measure result differs from the result reported on CMS-416, line 12.a, or the CHIP Annual Report, Section III, G.1.a., please explain why you think there is a difference.

The CMS-416, line 12a measure is based on EPSDT children continuously eligible for at least 90 days during the Federal Fiscal Year. Age is calculated as of September 30. Children are counted once if they received any CDT-coded procedure. Children are counted regardless of whether they remained in the same dental plan during their period of eligibility. The HEDIS ADV is based on children continuously eligible for 12 months during the Calendar Year, with no more than a one-month break in eligibility. Age is calculated as of December 31. The ADV excludes several CDT codes: D5900-5999 (all Maxillofacial Prosthetics codes), D6000-D6199 (all Implant Services codes) and all Fixed Prosthodontics codes (D6200-D6999) except D6205. The ADV also includes several CPT and ICD-9 procedure codes used by medical providers. The only age group used with the ADV that is the same as an age group on the CMS-416 is the 15-18 group. Although there is no ADV requirement that children remain in the same dental plan during their period of continuous eligibility, the fact that the ADV is only used with commercial health/dental plans with a Medicaid book of business suggests that most of the children reported would have been in the same plan for the reporting period.

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If you use a modification of the HEDIS measure, please describe the modification.

For the past couple of years, we typically have been reporting to the public using a HEDIS-like methodology, based on children continuously enrolled in the same plan for 11 or more months during the reporting year, with no break in eligibility. We have reported using both Calendar Year and State Fiscal Year (July-June), depending on the request and the audience. We have typically reported based on children receiving any CDT code, i.e., we have not excluded the CDT codes excluded by the ADV definition. We also have excluded the CPT and ICD-9 procedure codes included in the ADV specifications. We have typically reported using the CMS-416 age groups rather than the ADV age groups, and age has been reported as the child's oldest age during the reporting period. We recently gained the ability to report based on a more HEDIS-like measure of length of eligibility, i.e., any 11 months of eligibility during a 12-month reporting period, rather than 11 continuous months.

Reimbursement Strategies: What are your current reimbursement rates for the following 10 procedures for services provided to children eligible for Medicaid and CHIP? Please describe any increases or decreases in these reimbursement rates that have occurred in the last five years.

For more than a decade, there have been numerous proposals on the part of the Administration to reduce reimbursement rates to dental providers. Often these proposals have resulted in lawsuits which typically have resulted in rejection of rate reductions. In February 2008, legislation was enacted that would have cut \$1.3 billion from the Medi-Cal program, including a 10% cut in Denti-Cal payments, effective July 1, 2008, for the Fiscal Year 2008-09. In May 2008, a coalition of health care providers filed a lawsuit against the State to prevent the planned cuts from taking effect. The rate cut was only in effect for about 6 weeks—until August 18—at which time the US District Court issued a preliminary injunction to stop it, a ruling appealed by the State but subsequently upheld by the US Ninth Circuit Court of Appeals. AB 1183, Statutes of 2008, enacted a 1% rate cut effective March 1, 2009, which remains in effect. All of the fees shown in the table below reflect this 1% cut.

In March 2011, AB 97 was enacted, which included a 10% reduction in reimbursement for dentists, pharmacists and other Medi-Cal providers. CMS approved the rate cuts on October 27, 2011, based on documentation provided by DHCS purporting that access to care for Medi-Cal patients would not be impacted by the reduction. DHCS said the reductions would be retroactive to June 1, 2011. While the rate cut exempted hospitals and children's medical providers (on the basis that the state could not make the case that access to these entities would not be affected), it did not exempt children's dental providers. The State indicated it would take several months before the reductions could be implemented and that it would develop a plan to recoup the 10% retroactively to June 1.

On November 3, 2011, the California Hospital Association filed a lawsuit against the State and the Department of Health and Human Services

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(HHS) to block the reductions, citing violation of the provisions of Medicaid law which require reimbursement rates sufficient to ensure beneficiaries have equal access to providers and services as the general public. A group of individual pharmacists filed a second suit shortly thereafter. Both sought a preliminary injunction to block implementation of the cuts until the cases could be fully considered by the courts.

On November 21, 2011, the California Dental Association (CDA) joined with the California Medical Association, the California Pharmacists Association, and the National Association of Chain Drug Stores in a lawsuit challenging the adequacy of the information provided by the State to support the rate cut approval. The suit claimed the CMS action in approving the rate cuts was arbitrary and capricious and that the providers' cost to deliver care was insufficiently considered. In addition, the suit alleged that CMS did not follow procedural requirements in reviewing the State Plan Amendment and applied a wrong legal standard. It also cited violation the equal access provisions of Medicaid law.

On January 30, 2012, the US District Court issued a tentative ruling to block State officials from moving forward with the rate cut. The State appealed the ruling and the case was heard on October 10, 2012 by the U.S. Ninth Circuit Court of Appeals. On December 13, 2012, the Appeals Court upheld the 10 percent rate cut. The Court said it was required to defer to the U.S. Department of Health and Human Services, which had decided previously that lowering the Medi-Cal rates was unlikely to reduce access to health care. Finally, on January 28, 2013, the California Medical Association (CMA) filed a request for an *en banc* review by the Ninth Circuit Court of Appeals to stop the State from implementing the rate cut. On May 30, 2013, the court denied that request. Accordingly, DHCS is proceeding with plans to implement the rate cut, retroactive to June 1, 2011.

In a separate lawsuit, the California Association of Rural Health Clinics and a community health center in Kings County sued DHCS and state officials over the rate cuts, alleging that the Medi-Cal changes conflict with federal law. A court order reinstated the coverage in October 2010. The State resumed payments for such services until May 2011, when it received CMS approval to eliminate coverage of benefits considered optional under Medi-Cal. DHCS then determined it had the authority to recoup payments that were made during the court-mandated period. On July 5, 2013, U.S. Ninth Circuit Court of Appeals ruled that the cuts made to Medi-Cal services for individuals in rural and other underserved areas were illegal. The ruling applies only to those beneficiaries receiving services at federally funded health centers. DHCS is currently reviewing potential next steps.

With enactment of AB 97 (see above), effective July 1, 2009, California eliminated coverage for a number of optional Medicaid services, including most adult dental services. The only adult dental services that continue to be covered are those for residents of nursing facilities, "Federally Required Adult Dental Services" (FRADS), which are primarily emergency dental services for the relief of pain, trauma and infection, and pregnancy-related dental services, which are limited to a few diagnostic, preventive and periodontal procedures, but include no restorative services. There was speculation at the time these cuts were made that children's access to dental care might suffer because of evidence in the literature suggesting that children whose parents lack Medicaid coverage are less likely to receive dental services than their counterparts whose parents have such coverage. For the most part, this does not seem to have occurred. In fact, it appears that children's

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utilization of dental services has *increased*, particularly for those ages 0-5, since the cuts were enacted. This is believed due to both private providers and dentists compensating for their loss of revenue from adults by seeing more children.

With enactment of the State's FY 2013-14 Budget, some of the adult dental benefits that had been cut will be restored, effective in May 2014. These include several diagnostic, preventive and restorative procedures; full dentures, including repairs and relines; and anterior root canals.

Current Reimbursement Rates		Current Fees (reflect 1% rate cut currently in effect)	Plans to Adjust
D0120	Periodic Oral Exam	\$14.85	See above
D0140	Limited Oral Evaluation, problem focused	\$34.65	See above
D0150	Comprehensive Oral Exam	\$24.75	See above
D0210	Complete X-rays with Bitewings	\$39.60	See above
D0272	Bitewing X-rays – 2 films	\$9.90	See above
D0330	Panoramic X-ray film	\$24.75	See above
D1120	Prophylaxis (cleaning)	\$29.70	See above
D1203	Topical Fluoride (excluding cleaning) [Ages 0-5/6-20]	\$17.82/\$7.92	See above
D1206	Topical Fluoride Varnish [Ages 0-5/6-20]	\$17.82/\$7.92	See above
D1351	Dental Sealant	\$21.78	See above

Efforts Related to Dental Sealants

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Assessment of Current School-based, School-linked, Head Start or Early Childhood Dental Programs	Comment:
Do you encourage or plan to encourage dental providers in your State to provide dental sealants?	Yes <input checked="" type="checkbox"/> ___ No <input type="checkbox"/> ___
If yes, how do you communicate that information to providers?	<p>Comment: DHCS plans to issue a Provider Bulletin to promote increased use of sealants, citing the evidence-based literature supporting their use. This will be coordinated with promotional efforts by the State's Child Health and Disability Prevention (CHDP) program (considered the 'EPS' component of the EPSDT program) and Maternal, Child and Adolescent Health (MCAH) program. Also, sealants are one of the preventive procedures that dental hygienists can provide in public health programs without supervision. See description elsewhere in this Plan regarding plans to enroll hygienists as Denti-Cal billing providers and to promote this to dental hygiene schools.</p> <p>MDSD will establish policy allowing RDHs to become Denti-Cal billing providers for preventive services provided in public health programs and will work with California Dental Hygienists' Association and local dental hygiene societies to promote.</p> <p>MDSD will encourage school-based health centers to provide and bill for sealants, and will work with California Association of School-Based Health Centers to promote.</p> <p>MDSD will meet with the California Dental Association and local dental societies, California Society of Pediatric Dentistry, California Dental Hygienists' Association and local dental hygiene societies to develop sealant promotion strategies/outreach activities relevant to each provider group aimed at increasing dental provider participation.</p>

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	<p>MDSO will meet with the California Department of Education, California Association of School-Based Health Centers, State and local MCAH and CHDP programs, Oral Health Access Council and local oral health coalitions to develop sealant promotion strategies/outreach activities relevant to each non-dental office setting aimed at increasing the delivery of sealants in non-dental office settings.</p> <p>MDSO will meet with Medi-Cal dental managed care plans to discuss ideas for Quality Improvement Projects aimed at increasing the number of children who receive sealants in non-dental office settings.</p>
<p>Have you seen an increase in the number of children receiving sealants over the last year or years? If yes, please explain.</p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Comment: The number of children ages 0-20 enrolled in any plan for 11 or more months of the year who received at least one sealant increased from 215,126 in FY08-09 to 281,562 in FY11-12, a 30.9% increase. As a percentage of the eligible population, the utilization rate increased from 7.95% to 8.94%, a 12.5% increase. The specific reason(s) for the increase in utilization rate are unknown, but might be due to better understanding of sealants by dental providers, promotion and an evidence-based review by the American Dental Association, and promotion by children's advocacy organizations.</p>
<p>Does your state support school-based or school-linked dental sealant programs?</p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> There used to be a school-based sealant component in the California Children's Dental Disease Prevention Program administered by the California Department of Public Health (CDPH), but funding for this program was suspended effective July 1, 2009 as a result of the State's fiscal situation.</p> <p>Although there is currently no financial support from either DHCS or CDPH for school-based sealant programs, there are a number of School-Based</p>

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	Health Centers (SBHCs) in California that provide dental services, including sealants.
If yes, how many Medicaid or CHIP enrolled children were served by these programs in the past year? Are you continuing to see increases in the number of children served by these programs?	# NA Comment:
How many sealants were placed in these programs in the past year?	# NA
Has funding from the Centers for Disease Control and Prevention (for oral health infrastructure development) contributed to these efforts? Please describe.	Yes ___ No <input checked="" type="checkbox"/> ___ Comment: NA

Collaboration with Dental Schools or Dental Hygiene Schools

Do you have a dental school or dental hygiene program in your State? If yes, do you have any arrangement with the dental school or dental hygiene program to treat Medicaid beneficiaries, serve in rural areas, provide educational opportunities, etc.? Please describe.

There are six ADA accredited dental schools in California. All six are enrolled providers for Denti-Cal beneficiaries, and have programs that provide onsite prior authorization, which is monitored by the Medi-Cal Dental Services Division (MDSD). Together, the six dental schools provided 29,523 services to 4,867 Medicaid children under 21 between February 1, 2012 and January 31, 2013.

In addition, the University of California and the University of the Pacific Schools of Dentistry have pilot programs in CAMBRA (Caries Management by Risk Assessment) for Medi-Cal beneficiaries, also monitored by MDSD.

There are 29 entry-level dental hygiene programs in the State. Numerous dental, dental hygiene, and dental assistant programs independently provide outreach activities throughout the State.

Plans to Expand Dental School or Dental Hygiene Program Collaboration

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Describe any plans to initiate or expand collaboration with dental school or dental hygiene program?

See Collaboration with dental schools and dental hygiene programs above.

Electronic Dental Records

Describe the use of electronic dental records by providers in your State for the Medicaid and CHIP populations. Estimate the percentage of dental providers using electronic dental records. Is the dental record integrated with the medical record? How is the State supporting dental provider efforts to qualify for meaningful use incentive payments?

There is no current source of information on the use of electronic dental records by dental providers. However, a survey conducted in 2010 by Edge Research entitled "Health Information Technology in California Dental Practices" stated that "Only 23% of California dentists say they have fully implemented an EDHR system in their practice" (<http://www.chcf.org/publications/2010/08/health-information-technology-in-california-dental-practices-survey-findings>). No information is available on the extent to which medical and dental records are integrated, but the likelihood is that this is a rare occurrence.

The Department of Health Care Services has a website to provide assistance to providers interested in participating in the Medi-Cal EHR Incentive Program (<http://medi-cal.ehr.ca.gov/>). As of January 12, 2013, 6,412 providers, including 482 dental providers, had successfully demonstrated their ability to adopt, implement or upgrade (/A/I/U) their EHR systems and received a payment.

Technical Assistance

Indicate areas of interest or topics about which you would be interested in receiving technical assistance.

Designing an algorithm for auto-assigning more members to dental managed care plans that demonstrate an increase in utilization or in the number of children who receive specific services, e.g., preventive services or sealants.

Establishing evidence-based baselines for existing/new/redefined performance measures and how best to link performance to financial and other incentives/sanctions.

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Designing a value-based financing system for Medicaid dental benefits.

Other Materials or Links to Relevant Websites

If you would like to submit copies of materials or provide links to relevant websites for additional information, please do so as attachments to this template.

DRAFT

J Member Materials

Delta Dental shares the Louisiana Department of Health and Hospitals' (DHH) commitment to educating members about their dental benefits and the importance of early and preventive dental care. Delta Dental understands that all member materials must comply with the requirements in 42 CFR 438.10 and RFP 305PUR-DHHRFP-DENTAL-PAHP-MVA. All materials are approved in writing by DHH prior to distribution.

We develop member materials that are clear, accurate and well-suited to the intended audience. In designing new member materials for Louisiana's Medicaid Dental Benefit Management Program (DBMP) members, our approach is based on the following principles:

- We capture members' attention by creating materials that are appealing to the eye.
- We present messages in easy-to-read formats.
- We feature the most commonly used and requested information.
- We emphasize to members that help is but a phone call away.

All written materials are available in English, Spanish and any other prevalent languages in Louisiana, as well as in formats designed for the visually impaired. Materials are prepared at or below a grade-six reading level as measured by the Flesch-Kincaid reading test.

Using information contained in the Louisiana MMIS files, we identify members with special health care needs, such as the necessity for interpreter services and special assistance needs for members with visual and hearing impairments or physical or mental disabilities. Special member materials are developed for individuals with special needs, such as how to search the electronic or paper provider directory for dentists that are specially equipped for the member's need. We encourage our members with special needs to phone our Member Service Contact Center for assistance, as desired, in all our member materials.

Delta Dental presents DHH with a Marketing and Member Education Plan for approval within 30 days following the date the contract is signed but no later than Readiness Review. The plan addresses Delta Dental's approach for developing enrollment, educational and administrative materials for members. Delta Dental's member materials meet the requirements of the RFP and we commit to compliance.

J.1 Member Education Materials

J.1 Describe proposed content for your member educational materials) and attach an examples used with Medicaid or CHIP populations in other states.

Delta Dental's member materials have two focuses: initial and ongoing membership in the DBPM and communication designed to advance and promote good oral health care. We describe each focus in the following sections.

Welcome Packet

Delta Dental initiates contact with each member within ten working days after receiving the new member's eligibility information from DHH's agent, the Louisiana MMIS Fiscal Intermediary. A Welcome Packet is sent to the member at the address on file. See Attachment J.1-1 and Attachment J.1-2

Part II: Technical Approach

for sample welcome packets in English and Spanish. These packets include, but are not limited to, the following information:

- Welcome letter
- Member Handbook, which contains:
 - Plan Benefit Summary
 - Provider Directory
 - Role of the PCD
 - Actions that may be required on the member’s part, such as selecting a PCD
 - Instructions for accessing and using dental services
 - Instructions for using the Medicaid ID card
 - Steps to take in an emergency dental situation
 - Member rights and responsibilities
 - Notice of privacy practices
 - Grievance and appeals process
 - Benefits of seeing a dentist to achieve and maintain good oral health
 - Educational brochures

Delta Dental prepares a Member Handbook specific to the DBMP that meets the requirements specified in the RFP and complies with state and federal regulations. The Member Handbook includes the information identified above as well as straightforward answers to many commonly asked member questions in the Frequently Asked Questions (FAQ) section, such as how to contact Delta Dental, how to change dentists, how to obtain interpreter services and what to do if emergency dental care is needed.

Member Marketing and Educational Materials

We provide marketing and educational materials to teach members about the value of preventative care and the importance of accessing regular dental services. Delta Dental’s Professional Services group, which is responsible for the developing and maintaining a robust DBMP provider network, works closely with Member and Provider Services to keep our outreach current, relevant and consistent among member and providers. Recent brochures included coverage of the following topics:

- Game Plan for Healthy Teeth
- How to Brush and Floss for a Healthy Smile
- Sealants Can Stop Cavities Before They Begin
- Taking Care of Your Child’s Teeth
- Why Should I Go to the Dentist
- Tobacco Use and Your Oral Health
- What Expectant Mothers Need to Know About Oral Health

Member education brochures used for other Delta Dental Medicaid or CHIP populations can be found in Attachment J.1-3, Game Plan for Healthy Teeth and Attachment J.1-5 Taking Care of Your Child’s Teeth.

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J.2 Language and Reading Level Requirement

J.2 Describe how you will ensure that all written materials meet the language requirements and which reference material you anticipate note the following:

Delta Dental has the skills and experience needed to create DBMP member materials at any reading level as specified by the DHH. As required by the RFP, all member materials are prepared at a sixth-grade reading level as measured by the Flesch-Kincaid readability index. If DHH determines a change is necessary to the reading level, we adjust the composition of future member materials accordingly.

We have a great deal of experience developing, maintaining and distributing of member materials in multiple languages. For our Denti-Cal program we provide materials in the following languages: Arabic, Armenian, Cambodian, Cantonese, English, Farsi, Hmong, Korean, Mandarin, Russian, Spanish, and Tagalog.

Member materials are distributed in the written language of choice, as long as we receive the language of preference for the member's record. We capture the member's language preference in our system and send the appropriately composed materials to the member. If a member does not understand written materials, regardless of the written language, telephone interpretation representatives are available to provide assistance. We can also provide materials in Braille and on audiotapes as requested.

As a mark of our success supporting languages other than English, we offer the following success stories. Our Hispanic outreach efforts in 2012 focused on oral health educational events in Los Angeles, Miami, Orlando, New York City, Atlanta, Brownsville and Houston, where we provided Spanish-language oral health materials and recruited volunteer dentists to conduct screenings. Also, we recently received the South Florida Hispanic Chamber of Commerce's Hispanic Leadership Award for our commitment to promoting oral health in the community.

J.3 Provider Directory

J.3 Describe your strategy for ensuring the information in your provider directory is accurate and up to date, including the types and frequency of monitoring activities and how often the directory is updated.

The Provider Directory is maintained in two mediums, paper and electronic. A paper copy is included with the member's Welcome Packet. A searchable copy is available through the member portal on the DBMP website. The directory is updated on a daily basis so members can access the most current information via the searchable web copy. The printed copy is updated at least annually. It is sent via the US Postal Service at any time as requested by the member. Please refer to Attachment J.3-1, Provider Directory for a sample.

Delta Dental collects information valuable to members for making provider selections at the time dentists are enrolled, including provider specialty, office hours, patient age limitations, non-English languages spoken in the office and whether the provider is accepting new patients. Delta Dental has a robust provider network and solid relationships with our network dentists. We stress the importance of receiving current and relevant information so that members have access to usable information. We encourage providers to update their information whenever there is a change, no matter how small it may seem to the provider. Provider bulletins, the website and provider training all reinforce the importance of updating

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information on a timely basis. Provider Services staff are trained to notice potential discrepancies between the information on file and the information communicated in a provider call. When there is a change identified, we work with the dentist's staff to submit an update immediately.

J.4 Member Website

J.4 Describe how you will fulfill Internet presence and Web site requirements, including:

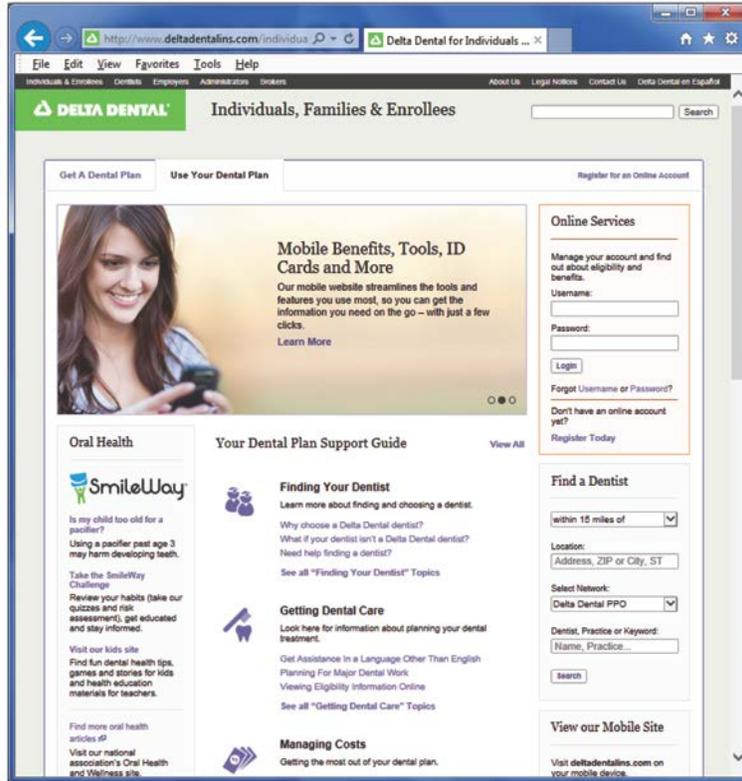
- Your procedures for up-dating information on the Web site;*
 - Your procedures for monitoring e-mail inquiries and providing accurate and timely responses; and*
 - The procedures, tools and reports you will use to track all interactions and transactions conducted via the web.*
-

Delta Dental takes pride in the websites we have created for government programs similar to the DBMP. The sites are popular, used frequently by members and providers alike and are a cornerstone of our member marketing and education strategy. We have developed unique, program-specific websites for several CHIP and Medicaid programs, including Denti-Cal and California Healthy Families, (now part of Denti-Cal). These websites are available in English and Spanish and are designed to be content and culturally appropriate for the program's members.

Members can submit e-mails via the member website. As web e-mails are submitted, they are routed as inquiries to the Customer Relationship Management (CRM) tool's web requests response interface. A tracking number is provided that can be referenced at any time. Web requests are processed on a daily basis by Member Services and are responded to within 24 to 48 hours. Metrics for this activity are included in dashboard reports.

The Louisiana DBMP website will be comparable in style and content to the website shown in Exhibit J.4-1, Member Portal and as referenced below (with DHH approval). The website will contain a wealth of information on oral health and the importance of regular preventative services. From the "Members" or "Oral Health and Wellness," members can access any of the types of information listed.

Exhibit J.4–1, Member Portal

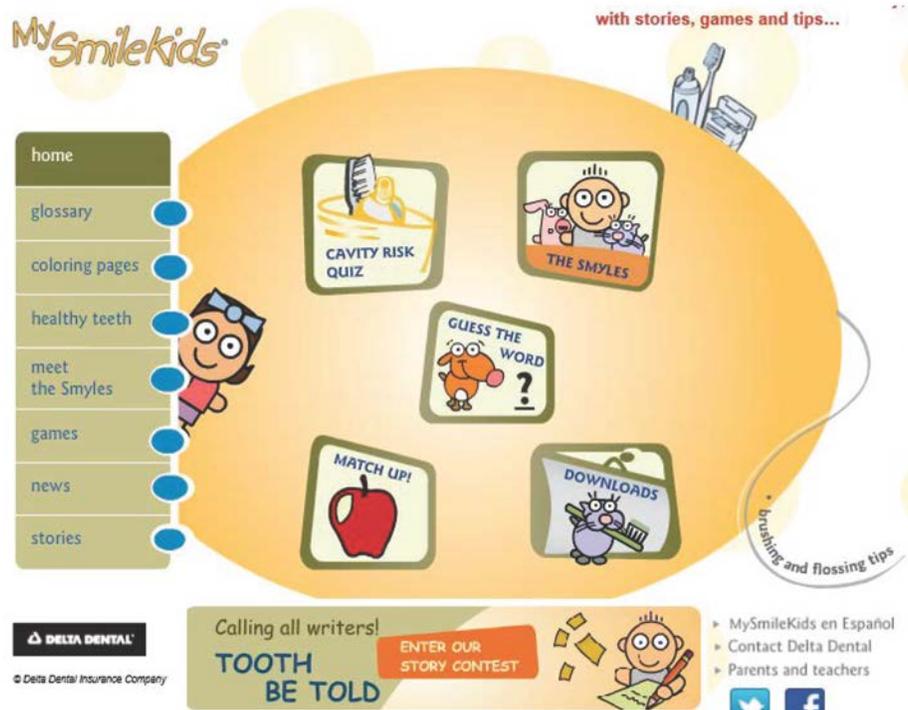


LA14_030.0

We also offer DHH document storage web pages. These are mini-sites that house related content. This feature is available should DHH wish to use this channel for direct member communications related to the DBMP.

Another of our websites available to DBMP members is our child-friendly “MySmileKids” website, shown in Exhibit J.4-2, Website for MySmileKids.com This site educates children on the importance of good oral health, with particular emphasis on prevention. “MySmileKids” is accessible at mysmilekids.com. It is available in English and Spanish and includes stories, games and dental health tips for children.

Exhibit J.4–2, Website for MySmileKids.com



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Website Updates

Delta Dental websites are updated on a weekly basis unless there is extremely time-sensitive information that needs to be communicated. For example, if the Emergency Management Plan were invoked, the website would be updated within the hour.

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Attachment J.1-1, Welcome Packet (English)

Please see the following page(s).



P.O. Box 1803
Alpharetta, GA 30023

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
PAID
K/P CORPORATION

MMDDYYDCCAMLIDTA-00000

MAILNAME

MAILADDR1

MAILADDR2

IMPORTANT PLAN INFORMATION

MM/DD/YYYY



Delta Dental Insurance Company
P.O. Box 1803
Alpharetta, GA 30023
866 467 4219

CAN WE HELP?

Visit our website:
www.deltadentalins.com/ut-medicaid

Call Member Service: 866 467 4219
Hearing Impaired: TTY 7 1 1
Mon to Fri., 6 a.m. to 7 p.m Mountain Time

Dear New Member:

Welcome to Delta Dental. In this packet you will find:

- Identification (ID) card(s) for you and/or your child(ren)
- A Provider Directory listing
- Member Handbook

We will contact you and ask you to choose an office or dentist. If we are unable to reach you we will assign one to you. We will send you a letter to let you know who your assigned office or dentist is. You must see a dentist at the office you are assigned to except if you have an emergency. You can call us and ask us to change your dentist or office at any time. Please see your Provider Directory to choose another office or dentist. Please read your Member Handbook carefully. It will help you to know what your plan covers and how to get dental care. We are here to help. Please visit our website at www.deltadentalins.com/ut-medicaid to:

- View an on-line provider directory,
- Review your benefits.

Please call us toll-free:
Member Services 866-467-4219
Hours: 6 a.m.-7 p.m. (Mountain Time)

Thank you for choosing Delta Dental.

Sincerely,

Delta Dental Insurance Company

Para una explicación de esta correspondencia en español, por favor comuníquese con nuestro departamento de servicio de cliente, al número 1-866-467-4219.

COVERAGE DETAILS

Group Number: 0000-0000

Member Number: PENBR

Current Plan Name: FUTPLAN (Effective)

Member: MBR01NAME

Coverage Effective: MM/DD/YYYY



Member: PENAME

Member Number: PENBR

Group Number: 0000-0000

Delta Dental Insurance Company

P.O. Box 1803, Alpharetta, GA 30023

For member information, call 866-467-4219



Member: MBR01NAME

Member Number: PENBR

Group Number: 0000-0000

Delta Dental Insurance Company

P.O. Box 1803, Alpharetta, GA 30023

For member information, call 866-467-4219

Visit our web site:
deltadentalins.com/ut-medicaid

Visit our web site:
deltadentalins.com/ut-medicaid



A REGISTERED MARK OF DELTA DENTAL PLANS ASSOCIATION



Utah Medicaid Dental Services

Member Handbook

September 2013

Delta Dental Insurance Company

Utah Medicaid Dental Services

Member Services 1-866-467-4219



Utah Medicaid Dental Services Member Handbook

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INTRODUCTION

Welcome to Delta Dental Utah Medicaid!

Delta Dental's goal is to give you quality dental care. We are here to help you keep your teeth healthy. We provide dental coverage to pregnant women and children on Medicaid.

You can get the most from your dental plan by:

- ✓ Seeing only Network providers.
- ✓ Visiting your provider regularly for checkups.
- ✓ Following your provider's advice about brushing and flossing.
- ✓ Getting treatment before you have a toothache.

Please pick a dentist from the provider directory that you received with this handbook. Your dentist will provide you with any covered services you need.

Using the Member Handbook

This handbook is called the Utah Medicaid Dental Services Member Handbook. It gives you facts about:

- Your benefits.
- How to use your benefits.
- Your rights and responsibilities as a plan member.

This handbook uses some terms you should understand:

- **You, Your, My, I, Member** — Refers to pregnant women and children enrolled in the Utah Medicaid Dental Services program.
- **We, Us, Our** — Refers to Delta Dental.
- **Primary Dental Provider (PDP), Provider, Contracting Dentist** — Refers to the dentist you pick to provide Utah Medicaid Dental Services to you.

- **Me or My Child** — Refers to the person enrolled or the parent or legal guardian of the child or children enrolled in the Utah Medicaid Dental Services program.

This handbook will help you understand how the program works. Please read it before you call your dentist. Please keep it for future use.

If you think it will help you, we can give you the handbook in:

- Audio format.
- Larger print.
- Braille.
- Other languages.

To get this handbook in a different format or language, call us at 1-866-467-4219 (toll-free). Also, please call us at that number if you have any questions about the program. We are ready to help you.

PHONE NUMBERS

To learn more about your Delta Dental Utah Medicaid dental plan, please call us.

Toll-free telephone number:	1-866-467-4219
Toll-free number for the hearing impaired:	7-1-1 (Relay Utah)
Regular business days/hours (excluding state-approved holidays):	Monday to Friday 8 a.m. to 7 p.m. Mountain Time
After-hours automated system:	Monday to Sunday 24 hours a day
Delta Dental Utah Medicaid Dental Services	http://deltadentalins.com/ut-medicaid

To learn more about the Utah Medicaid program please contact the Utah Department of Health.

HPR (Health Program Representative) or Local Health Department HPR	1-866-608-9422
Constituent Services Department of Health	1-877-291-5583
Constituent Services Workforce Services (Eligibility)	1-800-331-4341
DWS (Department of Workforce Services) Eligibility	1-866-435-7414
Medicaid Client Education	http://health.utah.gov/umb (Click on Benefits/Medicaid)

Medicaid Information Line

1-800-662-9651

Medicaid Web Site

<http://health.utah.gov/umb>

When you call us during regular hours, we will help you:

- Pick a provider.
- Change to another provider.
- Make a dental appointment.
- Get information on dental health, health fairs, and health education classes.
- Get information on all your dental plan services.
- Get translation services.
- Get interpretive services.
- File a Grievance or Appeal.

You can get information in English and Spanish. If you need to speak with us in a language other than English or Spanish, let us know. We have interpreters ready to help you.

If you call after regular hours or during the weekend, you will get an answering service or a recording.

- If you have an emergency, you can get help from your Primary Dental Provider, or another dental provider who takes emergency calls. You can also go to the nearest emergency room or call 911.
- If you don't have an emergency, your PDP or a member of the dentist's staff will call you back within 4 hours after the office opens again.
- You do not need approval to receive emergency services.

MEMBER SERVICES

Our Member Services department is here to help you with any questions or problems. They are here to answer your calls from 6 a.m. to 7 p.m. Monday through Friday. If you have any questions about your Medicaid Dental Plan please call Member Services toll-free at:

1-866-467-4219

We mail each new member a member ID card. This card has important information about your dental benefits. Only you can use your member ID card for dental services.

If someone else uses your member ID card to get services, we will charge that person for the services. Delta Dental may not be able to keep you in the plan if you allow someone to use your card. Letting someone else use your member ID card is considered Fraud and will be punished in accordance with Utah State Law **Title 26, Chapter 20 Section 13.**

Your state issued Medicaid ID card is the primary source of eligibility and coverage. Your Delta Dental ID card shows that you are a member of Delta Dental.

How to read your card

The following describes how to read your member ID card:

- **Member Name** — The member's name.
- **Member Number** — The member's Utah Medicaid ID number.
- **Group Number** — This shows that you are enrolled in the Delta Dental Utah Medicaid Dental Services program.

How to use your card

To use your card:

- Have your card handy when you call us.

- Our number is 1-866-467-4219 (toll-free).
- Take your card with you when you go to the dentist.

How to replace your card if it gets lost

Please call us at 1-866-467-4219 (toll-free):

- If you have not received your member ID card.
- If you have lost your member ID card.

What to do in an emergency

If you need emergency dental services after your Primary Dental Provider's office has closed, do one of the following:

- Go to the nearest emergency room; or
- Call 911.

Sample Delta Dental Member ID Card



Member Name: PENAME
Member Number: PENBR
Group Number: 0000-0000

Delta Dental Insurance
Company
P.O. Box 1803
Alpharetta, GA 30023
For enrollee information, call:
866-467-4219



Member Name: PENAME
Member Number: PENBR
Group Number: 0000-0000

Delta Dental Insurance
Company
P.O. Box 1803
Alpharetta, GA 30023
For enrollee information, call:
866-467-4219

DENTAL PROVIDERS

Medicaid pays your provider for covered services. Use a dentist or clinic that is listed in the provider directory or you may have to pay the bill. If your dental plan reimburses your provider less than the amount charged for covered services, your provider cannot ask you to pay the rest of the bill.

You need to know about your dental plan and find out how it works. Your dental plan may contact you to ask about your dental needs. Medicaid Dental plans have to obey all federal and state laws. You have the right to receive information about your dental plan each year.

Additional information is available upon request including:

- Our policy for selection of Participating Providers (staff and subcontractors) and what is required of them

What do I need to bring when I go to the dentist?

Bring your State issued Medicaid ID card and Delta Dental member ID card. If you have other dental coverage, bring that information to show your provider.

What is a Primary Dental Provider?

A Primary Dental Provider (PDP) can be a general dentist or a dentist who only treats children. This is the dentist who gives you or your child services that prevent teeth problems. This dentist also can fix most teeth problems. Your PDP also can send you to a specialist for teeth problems that are harder to fix, if that kind of treatment is needed.

How do I find a Primary Dental Provider?

- From your directory of Utah Medicaid Dental Services contracting providers; or

- Online at www.deltadentalins.com/ut-medicaid

Look through the directory and find the name of a provider in your area. You can pick any contracting general dentist, or a dentist who only treats children, listed in the directory. The directory also tells you things about each office, such as:

- The names of the dentists who work there.
- Their office hours.
- The languages spoken in the office.

If you need help finding a PDP, please call us at 1-866-467-4219 (toll-free).

How do I schedule an appointment with my Primary Dental Provider?

After you pick a provider:

- Call the dental office to make an appointment.
- Tell the office you are covered by Delta Dental Utah Medicaid Dental Services.
- Ask the office to confirm that he or she is a Delta Dental contracting provider for the Delta Dental Utah Medicaid Dental Services program.

What if I need to cancel a dental visit?

If you cannot keep the appointment, be sure to call the dental office to cancel the appointment. If not, you may be responsible to pay.

Can a clinic be my Primary Dental Provider?

Yes. A Federally Qualified Health Center can be your PDP.

How many times can I change my Primary Dental Provider?

You can change your PDP as many times as you like. Call us before the 15th of any month to ask for the change. We will then notify your new PDP.

How can I change the Primary Dental Provider?

You can change your PDP by calling us at 1-866-467-4219 (toll-free). Or you can write to us at:

Utah Medicaid Dental Services
Delta Dental Insurance Company
P.O. Box 1803
Alpharetta, GA 30023

If I change my Primary Dental Provider, when can I start getting services from that provider?

Call or write to us. The change will be immediate. You can get services from your new provider right away.

Is there any reason I might be denied if I ask to change my Primary Dental Provider?

We might turn down your request for one of the reasons listed below:

- The PDP you want to change to is not accepting new patients.
- The PDP you want to change to does not provide the types of dental services you or your child needs.

Can I choose to go to a dentist who is not my Primary Dental Provider?

No, you must see your PDP, except for emergency care. Please call us at 1-866-467-4219, and we will help you find another provider. In cases of emergency, if there is no contracting provider

within a reasonable distance of your home you may visit an out of network dentist.

What if I choose to go to a dentist that is out-of-network?

You will have to pay for any out-of-network services not authorized by Delta Dental, except for emergency care.

What if I choose to go to a dentist that does not accept Medicaid?

You will have to pay for any dental services that are done by dentists that do not accept Medicaid, except for emergency care.

How do I get dental care after the Primary Dental Provider's office is closed?

If you or your child needs dental care after the office is closed and it is not an emergency, you can call the PDP and leave a message with the answering service. The provider's staff will call you back when the office reopens.

If you or your child needs emergency dental work after the office has closed:

- Visit the nearest emergency room; or
- Call 911

What happens if my Primary Dental Provider leaves the dental plan?

If your PDP leaves the network, we will let you know. We will also send you a directory so you can choose a new provider. If you have any questions, please call us at 1-866-467-4219.

CHANGING DENTAL PLANS

Can I change to a different dental plan?

Whom do I call?

You can change your dental plan:

- Each year during open enrollment.
- After you choose a dental plan you have 90 days to decide if you want to make a change.
- If your dental plan is not working for you, contact your Health Program Representative.
- Changing your dental plan may change the dentist you can use.

Please call a Health Program Representative at 1-866-608-9422 to change your dental plan. This is a free call.

Can Delta Dental drop me from their dental plan?

A dental plan can ask that a member be removed from their plan for the following reasons:

- The member misuses their Medicaid or Delta Dental ID card or loans it to another person,
- The member is disruptive, unruly, or uncooperative at the dentist's office, or
- The member refuses to follow the dental plan's rules and restrictions.

BENEFITS

What are my dental benefits with Medicaid?

Please see the Coverage section of this handbook starting on page 34. It gives you information on your dental benefits.

This dental plan:

- Covers dental treatment using the most cost-effective option.
- Is consistent with good professional practice.
- Is limited to the benefit level for the least costly, most appropriate choice.

You may be responsible for charges in excess of the covered dental benefit.

How do I get these services?

You will need to make an appointment with a Primary Dental Provider to get services for you or your child.

What services are not covered?

Services that are not covered are found in the Excluded Services list of this handbook.

How much do I have to pay for dental care?

For covered dental services, you pay nothing. You must pay for services not covered by Medicaid. (Please see the answer to the next question for the services that are not covered.)

When do I have to pay for services?

You can be asked to pay for services when:

- You agreed in writing with your Provider to get a service that is not a Medicaid benefit;
- You agreed in writing with your Provider to pay for the services and have gotten services not allowed by Delta Dental;

- You have had an Appeal or State Fair Hearing decision that was adverse and received disputed services during the Appeal or State Fair Hearing process at your request;
- You have become ineligible for Medicaid for any portion of the time period during which services were provided; and
- Services that you or your child receives before dental coverage starts.

Any written agreements with your provider must state the service and the amount to be paid by you. The agreement must be in writing prior to treatment.

How much do I have to pay for services not covered by Medicaid?

You must pay for:

- Non-covered or optional dental services that you choose to have done.
- Services that you receive more often than is allowed by the plan.
- Services provided by a non-contracting dentist, except for emergency care.
- Services that exceed the limits specified in the Coverage section of this handbook.

How do I get drugs the dentist has ordered (prescriptions)?

Prescriptions are covered by your Medicaid health plan. You may contact your health plan or Medicaid at 1-800-662-9651 if you have questions.

Whom do I call if I have problems getting drugs the dentist ordered (prescriptions)?

Please call UDOH at 1-800-662-9651 (toll-free).

Restriction Program

If you are enrolled in the Restriction Program, and your PDP writes you a prescription, you must talk to the Restriction Program staff about which pharmacy to use. You can contact them by calling (801) 538-9045 or toll-free 1-800-662-9651 (press #900).

DENTAL CARE AND OTHER SERVICES

What is routine dental care?

Routine dental care includes:

- Diagnostic and preventive visits.
- Services such as fillings, crowns, root canals, and extractions.

How soon can I expect to be seen?

You can expect an appointment to be scheduled within:

- 21 days for routine services.
- 24 hours for urgent care services.

What are emergency dental services?

Emergency medical condition is an illness or injury that must be cared for right away and might cause the following:

- Place you in danger of being hurt very seriously.
- Prevent your body or organs from working.

The following covered services are considered emergency services:

- Offered by a provider that is qualified to offer these services.
- Needed to evaluate or stabilize an emergency medical condition.

Does Medicaid cover emergency dental services or post-stabilization services?

Medicaid covers dental services you get in a hospital. This includes services the doctor provides and other services you or your child might need, like anesthesia.

If you are enrolled in a Medicaid health plan, the health plan will pay for these services. If you are not enrolled in a health plan, the Utah Department of Health will pay for these services.

How do I get emergency dental care or post-stabilization care services and whom do I call?

Prior Authorization is not required for Emergency Services through the Medicaid program. You have the right to use any provider, hospital or other setting for emergency care. Call 911 if you think your life is in danger. You can call your Primary Dental Provider to find out how you can get emergency dental services. If the office is closed, do one of the following:

- Go to the nearest dentist or Emergency Room; or
- Call 911.

How soon can I expect to be seen?

If you have an emergent need, you should get care right away.

Urgent needs should get care within 24 hours. If you are not sure a problem is urgent, call your Primary Dental Provider or Delta Dental at 1-866-467-4219. You should get urgent dental services no later than 24 hours after you call.

If you need routine dental care when traveling, call us toll-free at 1-866-467-4219 and we will help you find a dentist.

If you need emergency dental services while traveling, go to a nearby hospital or call 911.

What if I need dental services when I am out of the country?

Dental services performed out of the country are not covered by Medicaid.

What if I need to see a special dentist (specialist)?

Please call your PDP or call us toll-free at 1-866-467-4219.

How soon can I expect to be seen by a specialist?

- If the specialist is providing urgent care, you will be seen no later than 24 hours from the time you contact them.
- If the specialist is providing therapy or you need to see the specialist to get a diagnosis, you will be seen no later than 14 days from the time you ask for services.
- If the specialist is providing services to prevent teeth problems, you will be seen no later than 21 days from the time you ask for services.

What dental services do not need a referral?

Any service not provided by your PDP requires a referral. Please call us at 1-866-467-4219.

What if I get a bill from the dentist? Whom do I call?

Call us toll-free at 1-866-467-4219 if you get a bill from your dentist.

What information will Delta Dental need?

When you call, have your Delta Dental Medicaid member ID card and the bill that you received from the dentist.

What do I have to do if I move?

If you move, contact the Utah Department of Workforce Services at 1-866-435-7414 to update your address.

INTERPRETIVE SERVICES

Can someone interpret for me when I talk with the dentist?

Yes. We can help you:

- Make a dental appointment.
- Find a dentist who speaks your language.
- Find a dental office that has an interpreter available.
- Arrange for an interpreter to go to the dentist with you.
- Arrange for an interpreter to talk to you about dental information.

We do not charge you for these services.

You do not have to use family members or friends as interpreters.

Whom do I call for an interpreter?

Call us toll-free at 1-866-467-4219.

How far ahead of time do I need to call?

In most cases, we need at least 48 hours notice. However, you should call us as soon as you have made an appointment with the dentist.

How can I get a face-to-face interpreter in the dentist's office?

Call us if you want to have an interpreter with you in the dental office during an appointment. We will:

- Ask you for the language that you speak.
- Ask you for the dentist's information.
- Schedule an interpreter for your appointment (the interpreter will meet you at the dental office).

- Call you back to confirm that an interpreter has been scheduled.

TRANSPORTATION SERVICES

How do I get transportation services?

Call the Department of Workforce Services at 1-866-435-7414 to find out if you are eligible for transportation and what form of transportation would be best to meet your needs.

MEMBER RIGHTS AND RESPONSIBILITIES

What are my rights and responsibilities?

Member Rights:

- 1) You have the right to get correct, easy to understand information. This is to help you make good choices about your dentists and other providers.
- 2) You have the right to know how your dentists are paid. You have a right to know about what those payments are and how they work.
- 3) You have the right to know:
 - How Delta Dental decides about whether a service is covered and/or medically necessary
 - Who in Delta Dental's office decides those things.
- 4) You have the right to know the names of the PDP and other providers enrolled with Delta Dental.
- 5) You have the right to pick from a list of providers that is large enough so that you can get the right kind of care when you need it.
- 6) You have the right to take part in all the choices about your dental care.
- 7) You have the right to speak for yourself or your child in all treatment choices.
- 8) You have the right to get a second opinion from another provider about what kind of treatment you or your child needs.
- 9) You have the right to be treated fairly by Delta Dental dentists and other providers.
- 10) You have the right to:
 - Talk to your dentists and other providers in private
 - To have your dental records kept private
 - To look over and copy your dental records
 - To ask for changes to those records.
- 11) You have a right to know that providers who care for you can advise you about:

- Health status
- Dental care
- Treatment

Providers include:

- Dentists
- Hospitals
- Other providers

Your dental plan cannot prevent them from giving you this information, even if the care or treatment is not a covered service.

- 12) You have a right to know that you are not responsible for paying for covered services. Dentists cannot require you to pay any other amounts for covered services.
- 13) You have the right to get medical care no matter what your race, color, nationality, disability, sex, religion or age.

Contact the nondiscrimination coordinator at: 1-866-467-4219 for:

- Any questions related to our policy of non-discrimination,
- Or to file a Grievance for violations of this policy.

Member Responsibilities:

You and Delta Dental both care to see your dental health improve. You can help by being responsible for:

- 1) You must try to follow healthy habits.
- 2) Be involved in the dentist's decisions. This may be about you or your child's treatments.
- 3) You must work together with providers to pick treatments that you have all agreed upon.
- 4) If you have a disagreement with Delta Dental, you must try first to resolve it using Delta Dental's Grievance process.

- 5) You must learn about what Delta Dental Medicaid does and does not cover. You must read your Member Handbook to understand how the rules work.
- 6) If you make an appointment, you must try to get to the dentist's office on time. If you cannot keep the appointment, be sure to call and cancel it.
- 7) You must report waste abuse and fraud. This may be about Delta Dental, or other dental or medical plans.

If you think you have been treated unfairly or discriminated against, call the U.S. Department of Health and Human Services (HHS) toll-free at 1-800-368-1019.

You also can view information at HHS Office of Civil Rights online at: www.hhs.gov/ocr.

GRIEVANCE PROCESS

What is a Grievance?

A Grievance is a complaint about:

- The quality of care you received
- A Delta Dental provider being rude to you
- Your rights were not respected by a Delta Dental staff member
- Not being treated fairly, or feeling you were denied your member rights or discriminated against
- A Delta Dental provider won't see you in a reasonable amount of time

How do I file a Grievance?

You, someone acting on your behalf with your approval, or your Dental provider may file a Grievance by:

- Calling Member Services at 1-866-467-4219 and asking to file a Grievance; or
- Sending a Grievance form or letter to:

Delta Dental Insurance Company
Quality Management Department
P.O. Box 1860
Alpharetta, GA 30023

If you need help filing a Grievance, call Member Services at 1-866-616-1475. We have translators and help for those with hearing problems.

How long does it take to get a Grievance decision?

If we can, we will solve your problem over the phone before it becomes a Grievance. If we get a Grievance, we will make a decision as soon as we can. Most of the time, we can make a

decision within 45 days. After a decision is made, we will send you a letter about it.

Sometimes we cannot make a decision within 45 days. If this happens, we will send you a letter. The letter lets you know why we need more time. The letter asks for 14 more days to solve the Grievance.

What is a Quick Grievance?

If waiting up to 45 days would really harm your health, life or ability to function, you can ask for a Quick Grievance. This kind of Grievance will be done in 72 hours (three days) or sooner, if we can. If we cannot do a Quick Grievance, we will send you a letter. The letter will explain why. It will also tell you when a Grievance decision will be made.

OTHER ACTIONS

What is an Action?

An Action is when Delta Dental:

- Denies care or approves less care than you wanted
- Denies a covered dental service you had
- Decreases the amount of care or ends care, which we had approved and you still want
- Denies payment for care that you may be responsible to pay for
- Denies a request by your Primary Dental Provider to refer you to a dental specialist
- Does not take care of an Appeal or Grievance as soon as needed

If we take an Action, we will send you a Notice of Action. The Notice will tell you about the Action we are taking and how you can appeal the action. If you have a question about an Action, call Member Services at 1-866-467-4219.

Most problems can be solved by Member Services. If you are unhappy with how things go with Member Services, you can file an Appeal about the Action. If your problem is about something other than an Action, you can file a Grievance.

APPEAL PROCESS

What is an Appeal?

An Appeal is when you ask us to review an Action we have taken to see if we made the right decision.

How long does an Appeal take?

We usually make a decision within 30 days after we get an Appeal. If we need more time and you agree, we may take 14 more days. If we need more time, we will write you a letter.

What is a Quick Appeal?

If waiting 30 days would really harm your health life or ability to function, you can ask for a Quick Appeal. If we cannot do a Quick Appeal, we will send you a letter. The letter will explain why. It will also tell you when an Appeal decision will be made.

How do I file for an Appeal?

To be accepted, an Appeal must be received within 30 calendar days from date of our Notice of Action. If you want to continue receiving services that we planned to decrease or end, it must be received within 10 calendar days from the date of our Notice of Action.

You, someone acting on your behalf, or your Dental provider can file an Appeal by:

- Calling Member Services at 1-866-467-4219 and ask to file an Appeal; or
- Sending an Appeal form or letter to:

Delta Dental Insurance Company
Quality Management Department
P.O. Box 1860
Alpharetta, GA 30023

If you need help filing an Appeal, call Member Services at 1-866-467-4219. We have translators and help for those with hearing problems.

Can someone acting on my behalf help with my Appeal?

You can file an Appeal yourself or you can have someone help you. A family member, friend, clergy, or even your Medicaid Dental Provider can agree to help you file an appeal. If you want someone to be your agent, you will also have to call Member Services at 1-866-467-4219 and tell us.

The Appeals Process

You will have the chance to send us any information you want. We will look at it. You will also be able to see your file and any papers we looked at during the Appeal process.

People who were not part of the first decision will decide. If the decision was based on healthcare findings, the person(s) looking at the Appeal will be a healthcare expert.

In some cases, you can ask for and get care during an Appeal or State Fair Hearing.

What if I don't agree with a Decision?

If we rule against you or can't make a decision as soon as needed, you can ask for a State Fair Hearing. Information about how to ask for a State Fair Hearing is on page 31.

QUICK APPEAL

What is a Quick Appeal?

If waiting 30 days would really harm your health, life or ability to function, you can ask for a Quick Appeal. After we get a Quick Appeal, we make a decision within 72 hours (three days) or sooner. If we cannot do a Quick Appeal, we will send you a letter. The letter will explain why. It will also tell you when an Appeal decision will be made.

How do I ask for a Quick Appeal?

Call us at 1-866-467-4219 (toll-free) or write to us at:

Utah Medicaid's Dental Services
Delta Dental Insurance Company
P.O. Box 1860
Alpharetta, GA 30023

Does my request for a Quick Appeal have to be in writing?

No. We will accept your request by phone or in writing.

How long does a Quick Appeal take?

Within 3 business days after we receive your expedited Appeal, we will:

- Review it.
- Make a decision on it.
- Send you written notice of our decision.

What happens if Delta Dental says they won't do a Quick Appeal?

We will call you and tell you why we denied your request. We will also send you a letter with that information within 2 business days.

Who can help me file a Quick Appeal?

We can help you file an expedited Appeal. Call us toll-free at 1-866-467-4219.

STATE FAIR HEARING

What is a State Fair Hearing?

If you are not happy with a decision, you have the right to a state fair hearing. You, someone acting on your behalf, or your Provider can request a State Fair Hearing within 30 days. We will send a letter that will tell you how to ask for the hearing. The letter will tell you about asking to receive continued care during an Appeal and State Fair Hearing. We will give you the forms needed. The request must be mailed to the address on the form. It must be mailed within 30 days of the date on our letter.

What is the time frame for asking for a State Fair Hearing?

If you want to challenge a decision made by Delta Dental, you or your representative must ask for the Fair Hearing within 30 days of the date on Delta Dental's letter with the decision. If you do not ask for the Fair Hearing within 30 days, you may lose your right to a Fair Hearing.

Send your Request To:

Via U.S. Post Office:

Director's Office/Formal Hearings
Division of Medicaid and Health
Financing
PO Box 143105
Salt Lake City, UT 84114-3105

Via UPS or FedEx:

Director's Office/Formal
Hearings Division of Medicaid
and Health Financing
288 North 1460 West
Salt Lake City, UT 84116-3231

Telephone: 801-538-6576

Fax: 801-536-0143

FRAUD INFORMATION

Do you want to report Medicaid waste, abuse, or fraud?

Let us know if you know someone that is doing something wrong. Doing something wrong could be waste, abuse, or fraud. Waste, abuse or fraud is against the law. This could be a:

- Doctor,
- Dentist,
- Pharmacist at a drug store,
- Other health care provider, or
- A person who gets Medicaid benefits

For example, tell us if you think someone is:

- Getting paid for Medicaid services that weren't given or necessary
- Not telling the truth. Such as about a medical condition to get medical treatment
- Letting someone else use a Medicaid Dental ID
- Using someone else's Medicaid Dental ID
- Not telling the truth. Such as about the amount of money or resources he or she has to get benefits

How do I report someone who is misusing/abusing Medicaid dental benefits?

To make a report do one of the following:

- Call the OIG Hotline at 1-855-403-7283
- Visit <https://oig.utah.gov> and click "Report Fraud, Waste and Abuse" to complete the online form
- E-mail Utah OIG at: mpi@utah.gov
- Call our Member Hotline at 1-866-467-4219

- Visit www.deltadentalins.com/ut-medicaid and complete the waste, abuse, and fraud reporting form
- Write to us at:

Utah Medicaid Dental Services
Delta Dental Insurance Company
P.O. Box 1803
Alpharetta, GA 30023

COVERAGE

Services not described here or are listed in the Excluded Services Section are not covered.

General Benefits:

- Check-ups, x-rays and cleanings every six months
- Tooth colored fillings for front teeth and a few small fillings on back teeth
- Silver fillings for back teeth
- Root canal treatment for certain teeth
- Remove the soft inner part of the tooth (pulp) for infected baby teeth
- Pulling teeth
- Dentures, partial dentures
- Space maintainers for children with missing teeth
- Some orthodontic care for children
- Some specialty care or surgical centers for care under general anesthesia
- Emergency exams for problems such as pain

This section lists the dental benefits and services offered through Utah Medicaid's Dental Services. These services:

- Must be necessary for your dental health.
- Must be consistent with professionally recognized standards of practice.
- Are subject to the exceptions and limitations listed here, the UDOH website (www.health.utah.gov/medicaid), and in the Excluded Services section of this handbook.

Yearly Coverage Limits

There is no yearly coverage limit for Medicaid services. If your services are covered, you pay nothing.

You must pay for:

- Services that you received before your dental coverage starts.
- Non-covered or optional dental services that you choose to have done.
- Services received more often than is allowed by the plan.
- Services provided by a non-contracting dentist, except for emergency care.
- Services that exceed the limits specified in the Coverage section of this handbook.

<u>Code</u>	<u>Description</u>	<u>Enrollee pays</u>
<i>Diagnostic Services</i>		
D0120	Periodic oral evaluation - established patient	No Cost
D0140	Limited oral evaluation - problem focused	No Cost
D0150	Comprehensive oral evaluation - new or established patient	No Cost
<i>Preventive Services</i>		
D0470	Diagnostic Casts	No Cost
D1110	Prophylaxis - Adult	No Cost
D1120	Prophylaxis - Child	No Cost
D1208	Topical App of Fluoride	No Cost
D1351	Sealant - Per Tooth (not a covered benefit for pregnant women)	No Cost
D1510	Space Maintainer-Fixed Unilateral (not a covered benefit for pregnant women)	No Cost
D1515	Space Maintainer - Fixed Bilateral (not a covered benefit for pregnant women)	No Cost
D1520	Space Maintainer - Removable Unilateral (not a covered benefit for pregnant women)	No Cost
D1525	Space Maintainer - Removable Bilateral (not a covered benefit for pregnant women)	No Cost
D1550	Recementation of Space Maintainer (not a covered benefit for pregnant women)	No Cost

<u>Code</u>	<u>Description</u>	<u>Enrollee pays</u>
<i>Radiographic Services</i>		
D0210	Intraoral - Complete Series (Including Bitewings)	No Cost
D0220	Intraoral - Periapical - First Film	No Cost
D0230	Intraoral - Periapical - Each Additional Film	No Cost
D0270	Bitewing - Single Film	No Cost
D0272	Bitewings – Two Films	No Cost
D0274	Bitewings - Four Films	No Cost
D0330	Panoramic Film	No Cost
<i>Restorative Services</i>		
D2140	Amalgam - One Surface, Primary Or Permanent	No Cost
D2150	Amalgam - Two Surfaces, Primary Or Permanent	No Cost
D2160	Amalgam - Three Surfaces, Primary Or Permanent	No Cost
D2161	Amalgam - Four Or More Surfaces, Primary Or Permanent	No Cost
D2330	Resin - One Surface, Anterior	No Cost
D2331	Resin - Two Surfaces, Anterior	No Cost
D2332	Resin - Three Surfaces, Anterior	No Cost
D2335	Resin - 4 Or More Surface/Involv Incisal Angle, Anter	No Cost
D2391	Resin - Based Composite, One Surface, Posterior	No Cost

<u>Code</u>	<u>Description</u>	<u>Enrollee pays</u>
D2392	Resin - Based Composite, Two Surfaces, Posterior	No Cost
D2393	Resin - Based Composite, Three Surfaces, Posterior	No Cost
D2394	Resin - Based Composite, Four Or + Surfaces, Posterior	No Cost
D2751	Crown - Porcelain Fused To Predominately Base Metal (not a covered benefit for pregnant women)	No Cost
D2920	Recement Crown	No Cost
D2930	Prefabricated Stainless Steel Crown - Primary Tooth	No Cost
D2931	Prefabricat Stainless Steel Crown - Permanent Tooth	No Cost
D2950	Core Build - Up, Including Any Pins	No Cost
D2951	Pin Retention - Per Tooth, In Addition To Restoration	No Cost
D2954	Prefabricated Post And Core In Addition To Crown	No Cost
D2980	Crown Repair, By Report	No Cost
<i>Endodontics</i>		
D3220	Therapeutic Pulpotomy, (Excl Final Restor) Appl Medi	No Cost
D3310	Root Canal Therapy, Anterior (Exclud Final Restor)	No Cost
D3320	Root Canal Therapy, Bicuspid (Exclud Final Restorat)	No Cost

<u>Code</u>	<u>Description</u>	<u>Enrollee pays</u>
D3330	Root Canal Therapy, Molar (Exclud Final Restoration)	No Cost
D3410	Apicoectomy / Periradicular Surgery - Anterior	No Cost
D3421	Apicoectomy/Periradicular Surg - Bicuspid(1St Root)	No Cost
D3425	Apicoectomy/Periradicular Surgery - Molar(1St Root)	No Cost
D3426	Apicoectomy/Periradicular Surgery (Ea Addtl Root)	No Cost
D3430	Retrograde Filling - Per Root	No Cost
<i>Periodontics</i>		
D4210	Gingivectomy - Oplasty, 4 Or>Contig/Bound Teeth, Quad	No Cost
D4341	Periodontal Scaling/Root Planing - 4 Or>Contig, Quad	No Cost
D4355	Full Mouth Debride Comprehensive Eval & Diagnosis	No Cost
D5110	Complete Upper Dentures (Includ Postdelivery Care)	No Cost
D5120	Complete Lower Dentures (Includ Postdelivery Care)	No Cost
D5130	Immediate Upper Dentures (Includ Postdelivery Care)	No Cost
D5140	Immediate Lower Dentures (Includ Postdelivery Care)	No Cost

<u>Code</u>	<u>Description</u>	<u>Enrollee pays</u>
D5211	Upper Partial - Resin Base(Incl Clasp,Rests & Teeth)	No Cost
D5212	Lower Partial - Resin Base(Incl Clasps,Rests,Teeth)	No Cost
D5213	Upper Partial - Cast Metal Frame W Resin Denture Base	No Cost
D5214	Lower Partial - Cast Metal Frame W Resin Denture Base	No Cost
D5410	Adjust Complete Denture - Upper	No Cost
D5411	Adjust Complete Denture - Lower	No Cost
D5421	Adjust Partial Denture - Upper	No Cost
D5422	Adjust Partial Denture - Lower	No Cost
<i>Denture Adjustments, Repairs, Relines</i>		
D5510	Repair Broken Complete Denture Base	No Cost
D5520	Replace Missing Or Broken Teeth - Complete Denture	No Cost
D5610	Repair Resin Denture Base - Partial Denture	No Cost
D5630	Repair Or Replace Broken Clasp	No Cost
D5640	Replace Broken Teeth - Per Tooth	No Cost
D5650	Add Tooth To Existing Partial Denture	No Cost
D5660	Add Clasp To Existing Partial Denture	No Cost
D5750	Reline Complete Upper Denture (Laboratory)	No Cost

<u>Code</u>	<u>Description</u>	<u>Enrollee pays</u>
D5751	Reline Complete Lower Denture (Laboratory)	No Cost
D5760	Reline Upper Partial Denture (Laboratory)	No Cost
D5761	Reline Lower Partial Denture (Laboratory)	No Cost
<i>Maxillofacial Prosthodontics</i>		
D5931	Obturator Prosthesis, Surgical	No Cost
D5932	Obturator Prosthesis, Definitive	No Cost
D5954	Palatal Augmentation Prosthesis	No Cost
D5955	Palatal Lift Prosthesis	No Cost
<i>Oral Surgery</i>		
D7111	Extraction, Coronal Remnants - Deciduous Tooth	No Cost
D7140	Extraction, Erupted Tooth Or Exposed Root	No Cost
D7210	Surg Removal Erupted Tooth Req Elev Flap, Bone Rmvl	No Cost
D7220	Removal Of Impacted Tooth - - Soft Tissue	No Cost
D7230	Removal Of Impacted Tooth - - Partially Bony	No Cost
D7240	Removal Of Impacted Tooth - - Completely Bony	No Cost
D7270	Tooth Reimplant/Stabiliz Accident Evulse/Displaced	No Cost
D7280	Surgical Access Of An Unerupted Tooth	No Cost
D7283	Placement of Dev Facilitate Eruption Impacted Tooth	No Cost

<u>Code</u>	<u>Description</u>	<u>Enrollee pays</u>
D7286	Biopsy Of Oral Tissue - Soft	No Cost
D7410	Excision Of Benign Lesion Up To 1.25 Cm	No Cost
D7411	Excision Of Benign Lesion Greater Than 1.25 Cm	No Cost
D7412	Excision Of Benign Lesion,Complicated	No Cost
D7413	Excision Of Malignant Lesion Up To 1.25 Cm	No Cost
D7414	Excision Of Malignant Lesion Greater Than 1.25 Cm	No Cost
D7471	Removal Of Lateral Exostosis (Maxilla Or Mandible)	No Cost
D7510	Incision & Drainage Of Abcess - Intraoral Soft Tiss	No Cost
D7610	Maxilla - Open Reduction(Teeth Immobilize If Presnt)	No Cost
D7620	Maxilla - Closed Reduction(Teeth Immobil If Presnt)	No Cost
D7630	Mandible - Open Reduction(Teeth Immobil If Present)	No Cost
D7640	Mandible - Closed Reduction(Teeth Immobil If Presnt)	No Cost
D7670	Alveolus - Close Reduc,May Include Stabiliz Of Teeth	No Cost
D7710	Maxilla - Open Reduction	No Cost
D7720	Maxilla - Closed Reduction	No Cost
D7730	Mandible - Open Reduction	No Cost

<u>Code</u>	<u>Description</u>	<u>Enrollee pays</u>
D7740	Mandible - Closed Reduction	No Cost
D7910	Suture Of Recent Small Wounds Up To 5 Cm	No Cost
D7960	Frenulectomy (Frenctomy/Frenotomy) Separate Procedure	No Cost
D7999	Unspecified Oral Surgery Procedure, By report	No Cost
<i>Orthodontia</i>		
D8080	Comprehensive Orthodontic Treat,Adolescent Dentitn	No Cost
D8670	Periodic Orthodontic Treatment Visit	No Cost
D8680	Orthodontic Retention	No Cost
D8690	Orthodontic Treatment (Alternative Billing)	No Cost
D8692	Replacement Of Lost Or Broken Retainer	No Cost
D8999	Unspecified Orthodontic Procedure By Report	No Cost
<i>Adjunctive General Services</i>		
D9110	Palliative(Emer)Trtmnt Dentl Pain - Minor Procedure	No Cost
<i>Sedation & General Anesthesia</i>		
D9220	Deep Sedation/General Anesthesia - First 30 Minutes	No Cost
D9221	Deep Sedation/General Anesthesia - Ea Add 15 Minutes	No Cost
D9241	Intraven Conscious Sedation/Analgesia - First 30 Min	No Cost

<u>Code</u>	<u>Description</u>	<u>Enrollee pays</u>
D9242	Intravn Conscious Sedation/Analgesia - Ea Add 15 Min	No Cost
D9248	Non - Intravenous Conscious Sedation	No Cost
<i>After Hours Office Visit</i>		
D9440	Office Visit - After Regularly Scheduled Hours	No Cost
<i>Other Misc.</i>		
D9310	Consultation(Diag Srvc By Dentist O/T Treat Pract)	No Cost
D9420	Hospital Call	No Cost
D9999	Unspecified Adjuntive Procedure By Report	No Cost

Excluded Services

For questions about where to access benefits not covered under your Medicaid Dental Program please see the Resources Section of this manual or call: 1-866-467-4219.

Medicaid does **NOT** cover the following dental services:

- Multiple surface composite resin fillings on posterior teeth
- Cast crowns (porcelain fused to metal) on posterior permanent teeth or on primary teeth
- Pulpotomies or pulpectomies on permanent teeth, except in the case of an open apex
- Fixed bridges or pontics
- Dental implants, including but not limited to endosteal implants, eposteal implants, transosteal implants, subperiosteal implants
- Tooth transplantation
- Ridge augmentation
- Osteotomies
- Vestibuloplasty
- Alveoloplasty
- Occlusal appliances, habit control appliances or interceptive orthodontic treatment
- Treatment of temporomandibular joint syndrome or its prevention, sequela, subluxation, therapy, arthroscopy, meniscectomy or condylectomy
- House calls
- Consultation or second opinions not requested by Medicaid
- Processing claim forms
- Charges for laboratory tests or pathology reports (The laboratory or pathologist must bill the charges directly to Medicaid.)
- General anesthesia for removal of an erupted tooth
- Periodontal scaling, root planing, and periodontal surgery

- Oral sedation and behavior management fees. Medicaid will pay a pharmacy to dispense orally administered medications
- Temporary dentures or temporary stayplate partial dentures
- Limited orthodontic treatment, including removable appliance therapies
- Removable appliances in conjunction with fixed banded treatment
- Habit control appliances
- Incomplete Root Canal

RESOURCES

Resource	Number
Baby Your Baby Hotline	1-800-826-9662
Blind and Visually Impaired Salt Lake City	1-801-323-4343
Toll Free	1-800-284-1823
CAP (Community Action Program)	1-800-796-2444
CHEC (Child Health Evaluation and Care) Program See Local Health Dept	
Child Protective Services in Salt Lake County	1-801-281-5151
Other counties dial 211 and ask for the number for your county	
CHIP (Child Health Insurance Program)—Toll Free	1-877-543-7669
CSHCS (Children’s Special Health Care Services)—Toll Free	1-800-829-8200
Constituent Services	
Medicaid	1-877-291-5583
DWS	1-800-331-4341
Deaf, Utah Association for the, Inc (TTY)	1-801-263-4860
DSPD (Division of Services to People with Disabilities)	1-801-264-7620
DWS (Department of Workforce Services)	1-866-435-7414
FQHC (Federally Qualified Health Centers) (income based fees)	
Midtown Community Health Center	1-801-393-5355
Mountainlands Community Health Center	1-801-374-9660
Health Clinics of Utah	
Ogden	1-801-626-3670
Provo	1-801-374-7011
Salt Lake City	1-801-715-3500

Resource	Number
Health Plans	
Health Choice Utah – Toll Free	1-877-358-8797
Healthy U	1-801-587-6480
Toll Free	1-888-271-5870
Molina	1-801-858-0400
Toll Free	1-888-483-0760
Select Access (Medicaid Info Line)	1-801-538-6155
Toll Free	1-800-662-9651
HPR (Health Program Representatives)	1-801-526-9422
Toll Free	1-866-608-9422
Information & Referral	211
Medicaid Information Line	
Toll Free	1-800-662-9651
Medicare Information Toll Free	1-800-633-4227
<u>Mental Health Centers</u>	
Davis Mental Health	
Counties: Davis	1-801-773-7060
OptumHealth Mental Health	
County: Salt Lake	1-877-370-8953
Weber Mental Health	
County: Weber	1-801-625-3700
Wasatch Mental Health	
County: Utah	1-801-373-4760
PCN (Primary Care Network) – Toll Free	1-888-222-2542
Planned Parenthood Clinics – Toll Free	1-800-230-7526
Poison Control – Toll Free	1-800-222-1222
Pregnancy Risk Line – Toll Free	1-800-822-2229
Restriction Program	1-801-538-9045
Toll Free	1-800-662-9651 ext 900
WIC (Women, Infants and Children)	
Toll Free	1-800-662-3638

NOTICE OF PRIVACY PRACTICES

Confidentiality of Your Health Care Information

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

This notice is required by law to tell you how Delta Dental Insurance Company and its affiliates, including Delta Dental of California (“Delta Dental”) protect the confidentiality of your health care information in our possession. Protected Health Information (PHI) is defined as any individually identifiable information regarding a patient’s medical/dental history; mental or physical condition; or treatment. Some examples of PHI include your name, address, telephone and/or fax number, electronic mail address, social security number or other identification number, date of birth, date of treatment, treatment records, x-rays, enrollment and claims records. Delta Dental receives PHI from you, your provider, a broker or other person involved in the administration of your program, or other persons listed in this notice. Delta Dental receives, uses and discloses your PHI to administer your benefit plan or as permitted or required by law. Any other disclosures of your PHI are prohibited.

We must follow the privacy practices that are described in this notice. However, we may change this notice and make the new notice effective for all of your PHI that we maintain. If we make any substantive changes to our privacy practices, we will promptly change this notice and redistribute to you within 60 days of the change to our practices. You may also request a copy of this notice from the Delta Dental privacy office (refer to the Contact section at the end of this notice). You should receive a copy of this notice at the time of enrollment in a Delta Dental program, and we will notify you of how you can receive a copy of this notice every three years.

Permitted Uses and Disclosures of Your PHI

We are permitted to use or disclose your PHI without your prior authorization for the following purposes. These permitted uses and/or disclosures include disclosures to you, uses and/or disclosures for purposes of health care treatment, payment of claims, billing of premiums, and other health care operations. We may provide PHI to the Utah Department of Health for purposes of administering your dental benefits for the Utah Medicaid Dental Services. We may disclose PHI to third parties that perform services for Delta Dental or Utah Medicaid Dental Services in the administration of your benefits. These parties are required by law to sign a contract agreeing to protect the confidentiality of your PHI. Your PHI may be disclosed to an affiliate that performs services for Delta Dental in the administration of your benefits. These affiliates have implemented privacy policies and procedures and comply with applicable federal and state law.

We are also permitted to use and/or disclose your PHI to comply with a valid authorization, to notify or assist in notifying a family member, another person, or a personal representative of your condition, to assist in disaster relief efforts, and to report victims of abuse, neglect, or domestic violence. Other permitted uses and/or disclosures are for purposes of health oversight by government agencies, judicial, administrative, or other law enforcement purposes, information about deceased to coroners, medical examiners and funeral directors, for research purposes, for organ donation purposes, to avert a serious threat to health or safety, for specialized government functions such as military and veterans activities, for workers compensation purposes, and for use in creating summary information that can no longer be traced to you. We are also permitted to incidentally use and/or disclose your PHI during the course of a permitted use and/or disclosure, but we must attempt to keep incidental uses and/or disclosures to a minimum. We use administrative, technical, and physical safeguards to maintain the privacy of your PHI, and we must limit the use and/or

disclosure of your PHI to the minimum amount necessary to accomplish the purpose of the use and/or disclosure.

Examples of Uses and Disclosures of Your PHI for Treatment, Payment or Healthcare Operations

Such activities may include but are not limited to: processing your claims, collecting enrollment information and premiums, reviewing the quality of health care you receive, providing customer service, resolving your grievances, and sharing payment information with your dentist or Medicaid. Additional examples include the following.

- Uses and/or disclosures of PHI in facilitating treatment.
- For example, Delta Dental may use or disclose your PHI to determine eligibility for services requested by your dentist.
- Uses and/or disclosures of PHI for payment.
- For example, Delta Dental may use and disclose your PHI to pay a dental claim submitted by your dentist.
- Uses and/or disclosures of PHI for health care operations.
- For example, Delta Dental may use and disclose your PHI to review the quality of care provided by our network of dentists.

Disclosures Delta Dental Must Make Without an Authorization

We are required to disclose your PHI to you or your authorized personal representative (with certain exceptions), when required by the U.S. Secretary of Health and Human Services to investigate or determine our compliance with law, and when otherwise required by law. Delta Dental must disclose your PHI without your prior authorization in response to the following:

- Court order;
- Order of a board, commission, or administrative agency for purposes of adjudication pursuant to its lawful authority;

Subpoena in a civil action;

- Investigative subpoena of a government board, commission, or agency;
- Subpoena in an arbitration;
- Law enforcement search warrant; or
- Coroner's request during investigations

Disclosures Delta Dental Makes With Your Authorization

Delta Dental will not use or disclose your PHI without your prior authorization if the law requires your authorization. You can later revoke that authorization in writing to stop any future use and disclosure. The authorization will be obtained from you by Delta Dental or by a person requesting your PHI from Delta Dental.

Your Rights Regarding PHI

You have the right to request an inspection of and obtain a copy of your PHI. You may access your PHI by contacting the Delta Dental privacy office listed below. You must include (1) your name, address, telephone number and identification number and (2) the PHI you are requesting. Delta Dental may charge a reasonable fee for providing you copies of your PHI. Delta Dental will only maintain that PHI that we obtain or utilize in providing your health care benefits. Most PHI, such as treatment records or X-rays, is returned by Delta Dental to the dentist after we have completed our review of that information. You may need to contact your health care provider to obtain PHI that Delta Dental does not possess.

You may not inspect or copy PHI compiled in reasonable anticipation of, or use in, a civil, criminal, or administrative action or proceeding, or PHI that is otherwise not subject to disclosure under federal or state law. In some circumstances, you may have a right to have this decision reviewed. Please contact the Delta Dental

privacy office as noted below if you have questions about access to your PHI.

You have the right to request a restriction of your PHI. You have the right to ask that we limit how we use and disclose your PHI. We will consider your request but are not legally required to accept it. If we accept your request, we will put any limits in writing and abide by them except in emergency situations. You may not limit the uses and disclosures that we are legally required or allowed to make.

You have the right to correct or update your PHI. This means that you may request an amendment of PHI about you for as long as we maintain this information. In certain cases we may deny your request for an amendment. If we deny your request for amendment, you have the right to file a statement of disagreement with us and we may prepare a rebuttal to your statement and will provide you with a copy of any such rebuttal. If your PHI was sent to us by another, we may refer you to that person to amend your PHI. For example, we may refer you to your dentist to amend your treatment chart or to Medicaid, if applicable, to amend your enrollment information. Please contact the Delta Dental privacy office listed below if you have questions about amending your PHI.

You have the right to request or receive confidential communications from us by alternative means or at a different address. We will agree to a reasonable request if you tell us that disclosure of your PHI could endanger you. You may be required to provide us with a statement of possible danger, a different address, and another method of contact or information. Please make this request in writing to the Delta Dental privacy office listed below.

You have the right to receive an accounting of certain disclosures we have made, if any, of your PHI. This right does not apply to disclosures for purposes of treatment, payment, or health care operations or for information we disclosed after we received a valid authorization from you. Additionally, we do not need to account for

disclosures made to you, to family members or friends involved in your care, or for notification purposes. We do not need to account for disclosures made for national security reasons or certain law enforcement purposes, disclosures made as part of a limited data set, incidental disclosures, or disclosures made prior to September 1, 2013. Please contact the Delta Dental privacy office listed below if you would like to receive an accounting of disclosures or if you have questions about this right.

You have the right to get this notice by E-Mail. You have the right to get a copy of this notice by e-mail. Even if you have agreed to receive notice via e-mail, you also have the right to request a paper copy of this notice.

Complaints

You may complain to us or to the U.S. Secretary of Health and Human Services if you believe that Delta Dental has violated your privacy rights. You may file a Grievance with us by notifying the Delta Dental privacy office listed below. We will not retaliate against you for filing a Grievance.

Contact

You may contact the Delta Dental privacy office at the address and telephone number listed below for further information about the Grievance process or any of the information contained in this notice.

Utah Medicaid Dental Services
Delta Dental Insurance Company
P.O. Box 1860
Alpharetta, GA 30023
1-866-467-4219

This notice is effective on and after September 1, 2013.

Part II: Technical Approach

Attachment J.1-2, Welcome Packet (Spanish)

Please see the following page(s).



P.O. Box 1803
Alpharetta, GA 30023

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MAILADDR2

IMPORTANT PLAN INFORMATION

MM/DD/YYYY



Delta Dental Insurance Company
P.O. Box 1803
Alpharetta, GA 30023
866 467 4219

¿PODEMOS AYUDARLE?

Visite nuestro sitio web:
www.deltadentalins.com/ut/medicaid

Llame a Servicios para Miembros: 866 467 4219
Problemas para escuchar: TTY 7 1 1
Lunes a viernes, 6 a.m. a 7 p.m., Horario de la Montaña

Estimado miembro nuevo:

Bienvenido a Delta Dental. En este paquete encontrará:

- Tarjeta(s) de identificación (ID) para usted y/o sus hijos
- Un Directorio de Proveedores
- Un Manual del Miembro

Nos comunicaremos con usted para pedirle que seleccione un consultorio o dentista. Si no podemos comunicarnos con usted, le asignaremos uno. Le enviaremos una carta para informarle cuál es su consultorio o dentista asignado. Debe visitar a un dentista en el consultorio que se le asignó, excepto si tiene una emergencia. Puede llamarnos en cualquier momento y solicitarnos que cambiemos su dentista o consultorio. Consulte su Directorio de Proveedores para seleccionar otro consultorio o dentista. Por favor lea atentamente su Manual del Miembro, el cual le ayudará a saber qué cubre su plan y cómo obtener atención dental. Estamos para ayudarle. Visite nuestro sitio web en www.deltadentalins.com/ut-medicaid para:

- Vea un directorio de proveedores en línea,
- Consulte sus beneficios.

Llámenos gratuitamente:

Servicios para Miembros – 866-467-4219

Horario: 6 a.m.-7 p.m. (Horario de la Montaña)

Gracias por escoger a Delta Dental.

Atentamente,

Delta Dental Insurance Company

Para una explicación de esta correspondencia en español, por favor comuníquese con nuestro departamento de servicio de cliente, al número 1-866-467-4219.

COVERAGE DETAILS

Group Number: 0000-0000

Member Number: PENBR

Current Plan Name: FUTPLAN (Effective)

Member: MBR01NAME

Coverage Effective: MM/DD/YYYY



Member: PENAME

Member Number: PENBR

Group Number: 0000-0000

Delta Dental Insurance Company

P.O. Box 1803, Alpharetta, GA 30023

For member information, call 866-467-4219



Member: MBR01NAME

Member Number: PENBR

Group Number: 0000-0000

Delta Dental Insurance Company

P.O. Box 1803, Alpharetta, GA 30023

For member information, call 866-467-4219

Visit our web site:
deltadentalins.com/ut-medicaid

Visit our web site:
deltadentalins.com/ut-medicaid



A REGISTERED MARK OF DELTA DENTAL PLANS ASSOCIATION



Utah Medicaid Dental Services

Manual de Miembros

Septiembre de 2013

Delta Dental Insurance Company

Utah Medicaid Dental Services
Servicios para Miembros 1-866-467-4219



Manual de Miembros para Utah Medicaid Dental Services

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INTRODUCCIÓN

¡Bienvenido a Delta Dental Utah Medicaid!

El objetivo de Delta Dental es proporcionarle atención dental de calidad. Estamos para ayudarle a mantener una dentadura saludable. Proporcionamos cobertura dental a mujeres embarazadas y a niños con Medicaid.

Recuerde, puede obtener el máximo beneficio de su plan dental si usted:

- ✓ Acude sólo a proveedores de la red.
- ✓ Acude a su proveedor regularmente para chequeos.
- ✓ Sigue las instrucciones de su proveedor sobre el cepillado y limpieza con hilo dental.
- ✓ Acude a tratamiento antes de tener un problema dental.

Por favor seleccione a un dentista contratado del directorio de proveedores que recibió con este manual. Su dentista le proporcionará todos los servicios cubiertos que necesite.

Cómo usar el Manual de Miembros

Este manual se llama Manual de Miembros para Utah Medicaid Dental Services. Le proporciona información sobre:

- Sus beneficios.
- Cómo usarlos.
- Sus derechos y responsabilidades como miembro del plan.

Este manual usa algunos términos que necesita comprender:

- **Usted, su, mi, yo, miembro** — Se refiere a mujeres embarazadas y niños inscritos en el programa Utah Medicaid Dental Services.
- **Nosotros, nos, nuestro** — Se refiere a Delta Dental.

- **Proveedor Dental Primario (PDP), proveedor, dentista contratado** — Se refiere al dentista que elige para que le brinde los servicios del programa Utah Medicaid Dental Services.
- **Yo o mi hijo** — Se refiere a la persona inscrita o al padre/madre o tutor legal del niño(s) inscrito(s) en el programa de Utah Medicaid Dental Services.

Este manual le ayudará a entender cómo funciona el programa. Por favor léalo antes de llamar a su dentista. Guárdelo para su consulta futura.

Si cree que le ayudará, podemos proporcionarle el manual en:

- Audio
- Letra más grande
- Braille
- Otros idiomas

Para recibir este manual en un formato o idioma diferente, llámenos al 1-866-467-4219 (gratis). También llámenos a ese número si tiene alguna pregunta sobre el programa. Estamos listos para ayudarle.

NÚMEROS DE TELÉFONO

Para obtener más información sobre su plan dental de Delta Dental Utah Medicaid, por favor llámenos.

Número de teléfono gratuito:	1-866-467-4219
Número de teléfono gratuito para las personas con discapacidad auditiva:	7-1-1 (Relay Utah)
Días/horas de oficina normales (excepto días festivos aprobados por el estado)	Lunes a viernes 8 a.m. a 7 p.m. Hora de la Montaña
Sistema automatizado para horas fuera de oficina:	Lunes a domingo 24 horas del día
Servicios Dentales de Delta Dental Utah Medicaid	http://deltadentalins.com/ut-medicaid

Para obtener más información sobre el programa Utah Medicaid, comuníquese con el Departamento de Salud de Utah.

HPR (representante del programa de salud) o HPR del departamento de salud local	1-866-608-9422
Constituent Services Department of Health (Departamento de Servicios de Salud al Elector)	1-877-291-5583
Servicios de Empleo al Elector (elegibilidad)	1-800-331-4341
DWS (Departamento de Servicios de Empleo) elegibilidad	1-866-435-7414
Medicaid Client Education (Educación al Cliente de Medicaid)	http://health.utah.gov/umb (Haga clic en

	Benefits/Medicaid)
Línea telefónica de Medicaid	1-800-662-9651
Sitio web de Medicaid	http://health.utah.gov/umb

Cuando nos llame durante horas de oficina, le ayudaremos a:

- Seleccionar un proveedor.
- Cambiarse a otro proveedor.
- Hacer una cita dental.
- Obtener información sobre salud dental, ferias de salud y clases de educación de salud.
- Obtener información sobre todos los servicios de su plan dental.
- Obtener servicios de traducción.
- Obtener servicios de interpretación.
- Presentar una queja o apelación.

Puede obtener información en inglés y español. Infórmenos si necesita hablar con nosotros en un idioma que no sea inglés o español. Tenemos intérpretes listos para ayudarle.

Si llama después de horas de oficina o durante el fin de semana, escuchará un servicio de respuesta o una grabación.

- Si tiene una emergencia, puede obtener ayuda de su Proveedor Dental Primario o de otro proveedor dental que atienda llamadas de emergencia. También puede acudir a la sala de emergencias más cercana o llamar al 911.
- Si no tiene una emergencia, su PDP o un miembro del personal del dentista le devolverá la llamada dentro de las siguientes 4 horas después de que hayan abierto el consultorio nuevamente.
- No necesita aprobación para recibir servicios de emergencia.

SERVICIOS AL MIEMBRO

Nuestro departamento de Servicios para los Miembros está para ayudarle con cualquier pregunta o problema. Contestarán sus llamadas de 6 a.m. a 7 p.m., de lunes a viernes. Si tiene alguna pregunta sobre su Plan Dental de Medicaid, llame a Servicios para los Miembros gratuitamente al:

1-866-467-4219

Enviamos por correo una tarjeta de identificación a todos los miembros nuevos. Esta tarjeta contiene información importante acerca de sus beneficios dentales. Solamente usted puede usar su tarjeta de identificación para servicios dentales.

Si alguien más usa su tarjeta de identificación para recibir servicios, le cobraremos los servicios a esa persona. Es posible que Delta Dental no pueda conservarlo en el plan si permite que alguien use su tarjeta. Permitir que otra persona use su tarjeta de identificación se considera un fraude, y será castigado de conformidad con la **Ley Estatal de Utah Título 26, Capítulo 20 Sección 13**.

Su tarjeta de identificación de Medicaid emitida por el estado es su fuente primaria para elegibilidad y cobertura. Su tarjeta de identificación de Delta Dental muestra que es miembro de Delta Dental.

Cómo leer su tarjeta

Los siguientes puntos explican cómo leer su tarjeta de identificación para miembros:

- **Nombre del miembro** — El nombre del miembro.
- **Número de miembro** — El número de identificación de Utah Medicaid del miembro.

- **Número de grupo** — Muestra que está inscrito en el programa Servicios Dentales de Delta Dental Utah Medicaid.

Cómo usar su tarjeta

Para usar su tarjeta:

- Tenga su tarjeta a la mano cuando nos llame.
- Nuestro número es 1-866-467-4219 (gratis).
- Lleve su tarjeta cuando vaya al dentista.

Cómo reemplazar su tarjeta si la pierde

Llámenos al 1-866-467-4219 (gratis):

- Si no ha recibido su tarjeta de identificación.
- Si ha perdido su tarjeta de identificación.

Qué hacer en caso de emergencia

Si necesita servicios dentales de emergencia después de las horas de oficina de su Proveedor Dental Primario, haga uno de los siguientes:

- Acuda a la sala de emergencias más cercana; o
- Llame al 911.

Muestra de la tarjeta de identificación de Delta Dental



Member Name: PENAME
Member Number: PENBR
Group Number: 0000-0000

Delta Dental Insurance
Company

P.O. Box 1803
Alpharetta, GA 30023
For enrollee information, call:
866-467-4219



Member Name: PENAME
Member Number: PENBR
Group Number: 0000-0000

Delta Dental Insurance
Company

P.O. Box 1803
Alpharetta, GA 30023
For enrollee information, call:
866-467-4219

PROVEEDORES DENTALES

Medicaid paga a su proveedor por los servicios cubiertos. Acuda a un dentista o clínica que figuran en el directorio de proveedores, de lo contrario, tal vez tenga que pagar la factura. Si su plan dental reembolsa a su proveedor una cantidad menor que la que se cobró por los servicios cubiertos, su proveedor no puede pedirle que pague la cantidad restante de la factura.

Necesita conocer su plan dental y averiguar cómo funciona. Su plan dental puede comunicarse con usted para preguntarle sobre sus necesidades dentales. Los planes de Medicaid Dental deben seguir todas las leyes federales y estatales. Tiene el derecho de recibir cada año información sobre plan dental.

Tiene información adicional disponible cuando la solicite, incluyendo:

- Nuestra política para la selección de Proveedores Participantes (personal y subcontratistas) y qué se requiere de ellos.

¿Qué necesito llevar cuando voy al dentista?

Lleve su tarjeta de identificación de Medicaid emitida por el estado y su tarjeta de identificación de Delta Dental. Si tiene otra cobertura dental, lleve dicha información para enseñársela a su proveedor.

¿Qué es un Proveedor Dental Primario?

Un Proveedor Dental Primario (PDP) puede ser un dentista general o un dentista que sólo trata a niños. Este es el dentista que le proporciona a usted o a su hijo los servicios que previenen los problemas dentales. Este dentista también puede solucionar la mayoría de los problemas dentales. Su PDP también derivarlo a

un especialista para problemas dentales que son más difíciles de arreglar, si dicho tratamiento es necesario.

¿Cómo encuentro un Proveedor Dental Primario?

- En su directorio de proveedores contratados de Utah Medicaid Dental Services; o
- En línea en www.deltadentalins.com/ut-medicaid

Consulte el directorio y busque el nombre de un proveedor en su área. Puede seleccionar a cualquier dentista general contratado, o a un dentista que sólo trata a niños, que figura en el directorio. El directorio le da información sobre cada consultorio, como por ejemplo:

- Los nombres de los dentistas que trabajan ahí.
- Su horario de trabajo.
- Los idiomas que hablan en el consultorio.

Si necesita ayuda para encontrar a un PDP, llámenos al 1-866-467-4219 (gratis).

¿Cómo hago una cita con mi Proveedor Dental Primario?

Después de seleccionar a un proveedor:

- Llame al consultorio dental para programar una cita.
- Informe al personal que está cubierto por Servicios Dentales de Delta Dental Utah Medicaid.
- Pida al consultorio que confirme que el dentista es un proveedor contratado de Delta Dental para el programa Servicios Dentales de Delta Dental Utah Medicaid.

¿Qué sucede si necesito cancelar una consulta?

Si no puede acudir a la cita, asegúrese de llamar al consultorio dental para cancelarla. Si no lo hace, tal vez tenga que pagar.

¿Una clínica puede ser mi Proveedor Dental Primario?

Sí. Un Centro de Salud con Certificación Federal puede ser su PDP.

¿Cuántas veces puedo cambiar de Proveedor Dental Primario?

Puede cambiar de PDP tantas veces como lo desee. Llámenos antes del día 15 de cualquier mes para solicitar el cambio. Le notificaremos a su nuevo PDP.

¿Cómo puedo cambiar de Proveedor Dental Primario?

Puede cambiar de PDP llamándonos al 1-866-467-4219 (gratis). O puede escribirnos a:

Utah Medicaid Dental Services
Delta Dental Insurance Company
P.O. Box 1803
Alpharetta, GA 30023

Si cambio a mi Proveedor Dental Primario, ¿cuándo puedo empezar a obtener servicios de dicho proveedor?

Llámenos o escribanos. El cambio será inmediato. Puede recibir servicios de su nuevo proveedor inmediatamente.

¿Hay alguna razón por la que se puede rechazar mi solicitud de cambiar de Proveedor Dental Primario?

Podemos negar su solicitud por una de las siguientes razones:

- El PDP con el que desea cambiarse no está aceptando pacientes nuevos.

- El PDP con el que desea cambiarse no proporciona los tipos de servicios dentales que usted o su hijo necesitan.

¿Puedo acudir a un dentista que no es mi Proveedor Dental Primario?

No, debe acudir a su PDP, excepto para atención de emergencia. Llámenos al 1-866-467-4219 y le ayudaremos a encontrar a otro proveedor. En caso de emergencia, si no hay un proveedor contratado dentro de una distancia razonable de su casa, puede acudir a un dentista fuera de la red.

¿Qué sucede si acudo a un dentista fuera la red?

Tendrá que pagar por cualquier servicio fuera la red no autorizado por Delta Dental, excepto por atención de emergencia.

¿Qué sucede si acudo a un dentista que no acepta Medicaid?

Tendrá que pagar los servicios dentales realizados por dentistas que no aceptan Medicaid, excepto por atención de emergencia.

¿Cómo obtengo atención dental después de las horas de oficina de mi Proveedor Dental Primario?

Si usted o su hijo necesitan atención dental después de las horas de oficina, y no se trata de una emergencia, puede llamar al PDP y dejar un mensaje con el servicio de contestadora. El personal del proveedor le devolverá la llamada cuando el consultorio abra nuevamente.

Si usted o su hijo necesitan atención dental de emergencia después de las horas de oficina:

- Acuda a la sala de emergencias más cercana; o
- Llame al 911.

¿Qué ocurre si mi Proveedor Dental Primario abandona el plan dental?

Le informaremos si su PDP abandona la red. También le enviaremos un Directorio de Proveedores para que pueda seleccionar a un nuevo proveedor. Si tiene preguntas, por favor llámenos al 1-866-467-4219.

CÓMO CAMBIAR DE PLAN DENTAL

¿Puedo cambiar a un plan dental diferente? ¿A quién debo llamar?

Puede cambiar su plan dental:

- Cada año durante la inscripción abierta.
- Después que elige un plan dental, tiene 90 días para decidir si desea hacer un cambio.
- Si su plan dental no está cubriendo sus necesidades, comuníquese con su Representante del Programa de Salud.
- Cambiar su plan dental puede cambiar el dentista al que actualmente acude.

Llame a un Representante del Programa de Salud al 1-866-608-9422 para cambiar su plan dental. Es una llamada gratuita.

¿Delta Dental puede darme de baja de su plan dental?

Un plan dental puede solicitar que un miembro sea removido de su plan por las siguientes razones:

- El miembro hace mal uso de su tarjeta de identificación de Medicaid o de Delta Dental o la presta a otra persona;
- El miembro es conflictivo, indisciplinado o poco cooperativo en el consultorio del dentista; o
- El miembro se niega a seguir las reglas y restricciones del plan dental.

BENEFICIOS

¿Cuáles son mis beneficios dentales con Medicaid?

Consulte la sección de Cobertura de este manual a partir de la página 37, la cual le brinda información sobre sus beneficios dentales.

Este plan dental:

- Cubre el tratamiento dental usando la opción más rentable.
- Es consistente con las buenas prácticas profesionales.
- Está limitado al nivel de beneficio de la opción menos costosa y más adecuada.

Usted puede ser responsable de los cargos que excedan el beneficio dental cubierto.

¿Cómo obtengo estos servicios?

Necesitará programar una cita con un Proveedor Dental Primario para obtener los servicios para usted o su hijo.

¿Cuáles servicios no están cubiertos?

Los servicios que no están cubiertos se incluyen en la lista de Servicios Excluidos de este manual.

¿Cuánto tengo que pagar por la atención dental?

No paga nada por los servicios dentales cubiertos. Debe pagar por los servicios no cubiertos por Medicaid. (Por favor lea la respuesta de la siguiente pregunta para ver los servicios que no están cubiertos.)

¿Cuándo debo pagar los servicios?

Se le puede pedir que pague los servicios cuando:

- Acepte por escrito con su proveedor un servicio que no es un beneficio de Medicaid;
- Acepte por escrito con su proveedor pagar los servicios y ha recibido servicios no permitidos por Delta Dental.
- Ha recibido una decisión adversa en una Apelación o Audiencia Imparcial del Estado y solicitó recibir los servicios disputados durante el proceso de Apelación o Audiencia.
- Se ha vuelto inelegible para Medicaid para cualquier parte del período de tiempo durante el cual se proporcionaron servicios; y
- Usted o su hijo reciben servicios antes que inicie la cobertura dental.

Cualquier acuerdo por escrito con su proveedor debe indicar el servicio y la cantidad que usted pagará. El acuerdo debe establecerse por escrito antes del tratamiento.

¿Cuánto tengo que pagar por servicios no cubiertos por Medicaid?

Debe pagar:

- Servicios dentales no cubiertos u opcionales que usted elige que se realicen.
- Servicios que ha recibido con mayor frecuencia que la permitida por el plan.
- Servicios proporcionados por un dentista no contratado; excepto para atención de emergencia.
- Servicios que exceden los límites especificados en la sección de Cobertura de este manual.

¿Cómo obtengo medicamentos que el dentista ha recetado?

Las recetas están cubiertas por su plan de salud de Medicaid. Puede comunicarse con su plan de salud o Medicaid al 1-800-662-9651 si tiene preguntas.

¿A quién llamo si tengo problemas para obtener los medicamentos que el dentista ordenó?

Por favor llame a la UDOH al 1-800-662-9651 (gratis).

Programa de Restricción

Si está inscrito en el Programa de Restricción y su PDP le da una receta, debe hablar con el personal del Programa de Restricción para averiguar qué farmacia debe usar. Puede comunicarse con ellos llamando al (801) 583-9045 o gratis al 1-800-662-9651 (presione #900).

ATENCIÓN DENTAL Y OTROS SERVICIOS

¿Qué es atención dental de rutina?

La atención dental de rutina incluye:

- Consultas de diagnóstico y preventivas.
- Servicios como empastes, coronas, tratamientos de conductos y extracciones

¿Qué tan pronto podría esperar que me atiendan?

Puede esperar que una cita se programe dentro de:

- 21 días para servicios de rutina.
- 24 horas para servicios de atención urgente.

¿Qué son servicios dentales de emergencia?

Una condición médica de emergencia es una enfermedad o lesión que debe tratarse inmediatamente y que puede causar lo siguiente:

- Ponerlo en riesgo de salir lastimado gravemente.
- Evitar el funcionamiento de su cuerpo u órganos.

Los siguientes servicios cubiertos se consideran servicios de emergencia:

- Ofrecidos por un proveedor que está calificado para ofrecer estos servicios.
- Necesarios para evaluar o estabilizar un condición médica de emergencia.

¿Medicaid cubre los servicios dentales de emergencia o de post-estabilización?

Medicaid cubre los servicios dentales que recibe en un hospital. Esto incluye los servicios que el médico le brinda y otros servicios que usted o su hijo pueden necesitar, como anestesia.

Si está inscrito en un plan de salud de Medicaid, el plan de salud pagará estos servicios. Si está no inscrito en un plan de salud, el Departamento de Salud de Utah pagará estos servicios.

¿Cómo recibo atención dental de emergencia o servicios de post-estabilización y a quién llamo?

No se requiere autorización previa para los servicios de emergencia a través del programa Medicaid. Tiene el derecho de acudir a cualquier proveedor, hospital u otro centro para atención de emergencia. Llame al 911 si cree que su vida está en peligro. Puede llamar a su Proveedor Dental Primario para averiguar cómo obtener servicios dentales de emergencia. Si el consultorio está cerrado, puede hacer lo siguiente:

- Acudir al dentista o la sala de emergencia más cercanos; o
- Llamar al 911.

¿Qué tan pronto podría esperar que me atiendan?

Si tiene una emergencia, debe recibir atención inmediatamente.

Las necesidades urgentes deben ser atendidas dentro de las siguientes 24 horas. Si no está seguro si un problema es urgente, llame a su Proveedor Dental Primario o a Delta Dental al 1-866-467-4219. Debe recibir servicios dentales urgentes en un plazo máximo de 24 horas después de su llamada.

Si necesita atención dental de rutina mientras viaja, llámenos gratis al 1-866-467-4219 y le ayudaremos a encontrar a un dentista.

Si necesita servicios dentales de emergencia mientras viaja, acuda a un hospital cercano o llame al 911.

¿Qué sucede si necesito servicios dentales mientras estoy fuera del país?

Medicaid no cubre los servicios dentales proporcionados fuera del país.

¿Qué sucede si necesito ir con un especialista?

Llame a su PDP llámenos gratis al 1-866-467-4219.

¿Qué tan pronto podría esperar que un especialista me atienda?

- Si el especialista está proporcionando atención urgente, recibirá atención en un plazo máximo de 24 horas a partir de haberse contactado con él.
- Si el especialista está proporcionando terapia o necesita acudir a un especialista para obtener un diagnóstico, será atendido en un plazo máximo de 14 días a partir de su solicitud de los servicios.
- Si el especialista está proporcionando servicios para evitar problemas dentales, será atendido en un plazo máximo de 21 días a partir de su solicitud de los servicios.

¿Cuáles servicios dentales no necesitan una derivación?

Cualquier servicio no proporcionado por su PDP requiere una derivación. Por favor llámenos al 1-866-467-4219.

¿Qué sucede si recibo una factura del dentista? ¿A quién debo llamar?

Llámenos gratis al 1-866-467-4219 si recibe una factura de su dentista.

¿Qué información necesitaría Delta Dental?

Cuando llame, tenga a la mano su tarjeta de identificación de Delta Dental Medicaid y la factura que recibió del dentista.

¿Qué debo hacer si me mudo?

Si se muda, comuníquese con Utah Department of Workforce Services (Departamento de Servicios de Empleo) al 1-866-435-7414 para actualizar su dirección.

SERVICIOS DE INTERPRETACIÓN

¿Un intérprete puede ayudarme cuando hable con el dentista?

Sí. Podemos ayudarlo a:

- Hacer una cita dental.
- Buscar a un dentista que hable su idioma.
- Buscar un consultorio dental que tenga un intérprete disponible.
- Hacer los arreglos para que un intérprete acuda con usted al dentista.
- Hacer los arreglos para que un intérprete hable con usted sobre la información dental.

No cobramos por estos servicios.

No es necesario que lleve a familiares ni amigos como intérpretes.

¿A quién llamo para recibir ayuda de un intérprete?

Llámenos gratis al 1-866-467-4219.

¿Con cuánta anticipación necesito llamar?

En la mayoría de los casos, necesitamos que nos informe por lo menos con 48 horas de anticipación. Sin embargo, debe llamarnos tan pronto como haya hecho una cita con el dentista.

¿Cómo puedo obtener la ayuda de un intérprete personal en el consultorio del dentista?

Llámenos si desea que un intérprete lo acompañe al consultorio dental durante una cita. Haremos lo siguiente:

- Le preguntaremos cuál idioma habla.

- Le pediremos la información del dentista.
- Programaremos a un intérprete para su cita (el intérprete lo esperará en el consultorio dental).
- Le llamaremos nuevamente para confirmar la programación de un intérprete.

SERVICIOS DE TRANSPORTE

¿Cómo obtengo servicios de transporte?

Llame al Department of Workforce Services (Departamento de Servicios de Empleo) al 1-866-435-7414 para averiguar si es elegible para recibir servicio de transporte y qué forma de transporte sería mejor para sus necesidades.

DERECHOS Y OBLIGACIONES DE LOS MIEMBROS

¿Cuáles son mis derechos y obligaciones?

Derechos de los miembros:

- 1) Tiene el derecho de recibir información correcta y fácil de comprender. Esto es para ayudarlo a tomar buenas decisiones sobre sus dentistas y otros proveedores.
- 2) Tiene el derecho de saber cómo se paga a sus dentistas. Saber para qué son estos pagos y cómo funcionan.
- 3) Tiene el derecho de saber:
 - Cómo Delta Dental decide si un servicio está cubierto o no y/o si es médicamente necesario.
 - Quién de la oficina de Delta Dental decidió estos asuntos.
- 4) Tiene el derecho de saber los nombres del PDP y otros proveedores inscritos en Delta Dental.
- 5) Tiene el derecho de seleccionar de una lista de proveedores lo suficientemente grande para poder recibir el tipo correcto de atención cuando la necesita.
- 6) Tiene el derecho de tomar parte en todas las decisiones sobre su atención dental.
- 7) Tiene el derecho de hablar por sí mismo o en nombre de su hijo en todas las decisiones de tratamiento.
- 8) Tiene el derecho de obtener una segunda opinión de otro proveedor sobre qué tipo de tratamiento usted o su hijo necesitan.
- 9) Tiene el derecho de ser tratado en forma justa por los dentistas y otros proveedores de de Delta Dental.
- 10) Tiene el derecho de:
 - Hablar en privado con sus dentistas y otros proveedores

- Solicitar que sus registros dentales se mantengan confidenciales
- Inspeccionar y copiar sus registros dentales
- Solicitar cambios a dichos registros.

11) Tiene el derecho de saber que los proveedores que le brindan atención pueden asesorarlo sobre:

- El estado de salud
- Cuidado dental
- Tratamiento

Los proveedores incluyen:

- Dentistas
- Hospitales
- Otros proveedores

Su plan de salud no puede prohibir que estas personas le den dicha información, incluso si la atención o tratamiento no es un servicio cubierto.

12) Tiene el derecho de saber que usted no es responsable de pagar servicios cubiertos. Los dentistas no pueden pedirle que pague alguna otra cantidad por servicios cubiertos.

13) Tiene el derecho de recibir atención médica sin importar su raza, color, nacionalidad, discapacidad, sexo, religión o edad.

Comuníquese con el coordinador contra la discriminación al: 1-866-467-4219 para:

- Alguna pregunta relacionada a nuestra política de no discriminación,
- O para presentar una queja por incumplimientos de esta política.

Responsabilidades de los miembros:

Usted y Delta Dental desean que su salud mejore. Puede ayudar de las siguientes maneras:

- 1) Debe intentar seguir hábitos saludables.
- 2) Participar en las decisiones del dentista. Éstas pueden ser sobre usted o los tratamientos de su hijo.
- 3) Debe colaborar con los proveedores para seleccionar los tratamientos que todos han acordado.
- 4) Si tiene un desacuerdo con Delta Dental, primero debe intentar resolverlo usando el proceso de quejas de Delta Dental.
- 5) Debe informarse sobre lo que cubre y no cubre Delta Dental Medicaid. Debe leer su Manual de Miembros para entender cómo funcionan las reglas.
- 6) Si programa una cita, debe llegar a tiempo al consultorio del dentista. Si no puede cumplir con la cita, asegúrese de llamar para cancelarla.
- 7) Debe reportar los despilfarros y fraudes. Éstos pueden ser sobre Delta Dental u otros planes dentales o médicos.

Si cree que ha sido tratado injustamente o discriminado, llame gratis al Departamento de Salud y Servicios Humanos (HHS) de EE.UU. al 1-800-368-1019.

También puede consultar información en línea en la Oficina de Derechos Civiles del HHS en: www.hhs.gov/ocr.

PROCESO DE QUEJA

¿Qué es una queja?

Una queja puede ser sobre:

- La calidad de la atención que recibió
- Un proveedor de Delta Dental fue descortés con usted
- Sus derechos no fueron respetados por un miembro del personal de Delta Dental
- No ser tratado en forma justa, o sentir que se le negaron sus derechos como miembro o que fue discriminado
- Un proveedor de Delta Dental no lo atiende en un período de tiempo razonable

¿Cómo presento una queja?

Usted, o alguien en su nombre con su aprobación, o su proveedor dental, pueden presentar una queja de la siguiente manera:

- Llamando a Servicios para Miembros al 1-866-467-4219 e indicar que desea presentar una queja; o
- Enviando un formulario de queja o carta a:

Delta Dental Insurance Company
Quality Management Department
P.O. Box 1860
Alpharetta, GA 30023

Si necesita ayuda para presentar una queja, llame a Servicios para Miembros al 1-866-616-1475. Tenemos traductores y ayuda disponible para las personas con problemas auditivos.

¿Cuánto tiempo toma recibir una decisión sobre la queja?

Si nos es posible, resolveremos su problema por teléfono antes que se vuelva una queja. Si recibimos una queja, tomaremos una decisión tan pronto como nos sea posible. La mayor parte del tiempo, podemos tomar una decisión en menos de 45 días. Después de tomar una decisión, le enviaremos una carta al respecto.

Algunas veces no podemos tomar una decisión dentro de los 45 días. Si esto ocurre, le enviaremos una carta. La carta le informa que necesitamos más tiempo, y se le solicitan 14 días más para resolver la queja.

¿Qué es una queja acelerada?

Si esperar hasta 45 días puede perjudicar su salud, vida o capacidad para funcionar, puede solicitar una queja acelerada. Este tipo de queja se resolverá en 72 horas (tres días) o antes, si es posible. Le enviaremos una carta si no podemos proceder con una queja acelerada. La carta le explicará por qué. También le informará cuándo se tomará una decisión sobre la queja.

OTRAS ACCIONES

¿Qué es una acción?

Una acción es cuando Delta Dental:

- Niega un servicio o aprueba menos servicios que los que usted deseaba
- Niega un servicio dental cubierto que usted tenía
- Disminuye la cantidad de los servicios o pone fin a ellos, los cuales habíamos aprobado y usted aún deseaba
- Niega el pago por servicios por los cuales usted tal vez es responsable
- Niega una solicitud de su proveedor dental primario de Delta Dental para derivarlo a un especialista dental
- No procesa una apelación o queja con la prontitud necesaria

Si tomamos una acción, le enviaremos una Notificación de Acción. La Notificación le informará sobre la acción que estamos tomando y cómo puede apelarla. Si tiene alguna pregunta sobre una acción, llame a Servicios para Miembros al 1-866-467-4219.

La mayoría de los problemas pueden ser resueltos por el departamento de Servicios para Miembros. Si no está satisfecho con el departamento de Servicios para Miembros, puede presentar una apelación de la acción. Si su problema trata sobre algo que no sea una acción, puede presentar una queja.

PROCESO DE APELACIÓN

¿Qué es una apelación?

Una apelación es cuando usted nos solicita que reconsideremos una acción que hemos tomado para ver si fue la decisión correcta.

¿Cuánto toma una apelación?

Usualmente tomamos una decisión dentro de los 30 días posteriores a la recepción de una apelación. Si necesitamos más tiempo y usted está de acuerdo, podemos tomarnos 14 días más. Le enviaremos una carta si necesitamos más tiempo.

¿Qué es una apelación acelerada?

Si esperar hasta 30 días puede perjudicar su salud, vida o capacidad para funcionar, puede solicitar una apelación acelerada. Le enviaremos una carta si no podemos proceder con una apelación acelerada. La carta le explicará por qué. También le informará cuándo se tomará una decisión sobre la apelación.

¿Cómo presento una apelación?

Para ser aceptada, una apelación debe recibirse dentro de los 30 días calendario a partir de la fecha de nuestra Notificación de Acción. Si desea continuar recibiendo servicios que tenemos pensado disminuir o terminar, debe recibirse dentro de los 10 días calendario a partir de nuestra Notificación de Acción.

Usted, o una persona actuando en su nombre, o su proveedor dental pueden presentar una apelación de una de las siguientes maneras

- Llamando a Servicios para Miembros al 1-866-467-4219 y expresando que desea presentar una apelación; o
- Enviando una carta de apelación a:

Delta Dental Insurance Company
Quality Management Department
P.O. Box 1860
Alpharetta, GA 30023

Si necesita ayuda para presentar una apelación, llame a Servicios para Miembros al 1-866-467-4219. Tenemos traductores y ayuda para las personas con problemas auditivos.

¿Alguien que actúa en mi nombre puede ayudar con mi apelación?

Puede presentar una apelación usted mismo o pedir ayuda a una persona. Un familiar, amigo, miembro del clero o incluso su proveedor dental de Medicaid, pueden ayudarle para presentar una apelación. Si desea que una persona sea su agente, también tendrá que llamar a Servicios para Miembros al 1-866-467-4219 e informarnos al respecto.

El proceso de apelación

Tendrá la oportunidad de enviarnos cualquier información que desee. La evaluaremos. También podrá ver sus registros y cualquier documentación que consultamos durante el proceso de apelación.

Personas que no hayan tomado parte en la primera decisión tomarán la determinación. Si la decisión se basó en hallazgos sobre atención de salud, las personas que evalúan la apelación serán expertos en atención de salud.

En algunos casos, puede solicitar y recibir atención durante una apelación o una Audiencia Imparcial del Estado.

¿Qué sucede si no estoy de acuerdo con la decisión?

Si decidimos en su contra o no podemos tomar una decisión con la rapidez necesaria, puede solicitar una Audiencia Imparcial del Estado. La información sobre cómo solicitar una Audiencia Imparcial del Estado está en la página 34.

APELACIÓN ACELERADA

¿Qué es una apelación acelerada?

Si esperar hasta 30 días puede perjudicar su salud, vida o capacidad para funcionar, puede solicitar una apelación acelerada. Después de recibir una apelación acelerada, tomaremos una decisión dentro de 72 horas (tres días) o antes. Le enviaremos una carta si no podemos proceder con una apelación acelerada. La carta le explicará por qué. También le informará cuándo se tomará una decisión sobre la apelación.

¿Cómo solicito una apelación acelerada?

Llámenos al 1-866-467-4219 (gratis) o escríbanos a:

Utah Medicaid's Dental Services
Delta Dental Insurance Company
P.O. Box 1860
Alpharetta, GA 30023

¿Mi solicitud de una apelación rápida debe ser por escrito?

No. Aceptaremos su solicitud por teléfono o por escrito.

¿Cuánto tiempo toma una apelación acelerada?

Dentro de los 3 días hábiles posteriores a la recepción de su apelación acelerada haremos lo siguiente:

- La evaluaremos
- Tomaremos una decisión al respecto
- Le enviaremos una notificación por escrito sobre nuestra decisión

¿Qué sucede si Delta Dental indica que no procederá con una apelación acelerada?

Le llamaremos y le informaremos por qué rechazamos su solicitud. También le enviaremos una carta con dicha información entro de los 2 días hábiles posteriores.

¿Quién puede ayudarme a presentar una apelación rápida?

Nosotros podemos ayudarle a presentar una apelación rápida. Llámenos gratis al 1-866-467-4219.

AUDIENCIA ESTATAL IMPARCIAL

¿Qué es una Audiencia Imparcial del Estado?

Si no está satisfecho con una decisión, tiene el derecho a una Audiencia Imparcial del Estado. Usted o una persona actuando en su nombre, o su proveedor pueden solicitar una Audiencia dentro de los 30 días posteriores. Le enviaremos una carta que le informará cómo solicitar la audiencia. La carta le informará sobre la opción de solicitar la continuación de los servicios durante una apelación y una Audiencia Imparcial del Estado. Le proporcionaremos los formularios necesarios. La solicitud debe enviarse a la dirección indicada en el formulario. Debe enviarse dentro de los 30 días posteriores a la fecha de nuestra carta.

¿Cuál es el plazo para solicitar una Audiencia Imparcial del Estado?

Si desea apelar una decisión hecha por Delta Dental, usted o su representante deben solicitar una audiencia imparcial dentro de los 30 días posteriores a la fecha indicada en la carta de Delta Dental sobre la decisión. Si no solicita una audiencia imparcial dentro de los 30 días posteriores, puede perder su derecho a una audiencia.

Envíe su solicitud a:

Por el correo postal de EE.UU.:

Director's Office/Formal
Hearings Division of Medicaid
and Health Financing
PO Box 143105
Salt Lake City, UT 84114-3105

Por UPS o FedEx:

Director's Office/Formal
Hearings Division of Medicaid
and Health Financing
288 North 1460 West
Salt Lake City, UT 84116-3231

Teléfono: 801-538-6576

Fax: 801-536-0143

INFORMACIÓN SOBRE FRAUDES

¿Desea reportar despilfarros, abusos o fraudes de Medicaid?

Infórmenos si sabe de alguien que está haciendo algo indebido. Hacer algo indebido puede incluir despilfarros, abusos o fraudes. El despilfarro, abuso o fraude son contra la ley. Podría tratarse de:

- Un médico
- Un dentista
- Un farmacéutico
- Otro proveedor de atención de salud o
- Una persona que recibe beneficios de Medicaid

Por ejemplo, infórmenos si cree que alguien:

- Está recibiendo dinero por servicios de Medicaid que no se proporcionaron o no eran necesarios.
- No está diciendo la verdad; como información sobre una condición médica para obtener tratamiento.
- Está permitiendo que otra persona use una identificación de Medicaid Dental
- Está usando la identificación de Medicaid Dental de otra persona.
- No está diciendo la verdad; como información sobre la cantidad de dinero o recursos que tiene con el fin de recibir beneficios.

¿Cómo reporto a una persona que está usando incorrectamente/abusando los beneficios dentales de Medicaid?

Para presentar un reporte, puede hacer lo siguiente:

- Llamar a la línea telefónica OIG al 1-855-403-7283
- Visitar <https://oig.utah.gov> y haga clic en “Report Fraud, Waste and Abuse” para completar el formulario en línea
- Enviar un correo electrónico a la OIG de Utah en: mpi@utah.gov
- Llamar a nuestra línea telefónica para miembros al 1-866-467-4219
- Visitar www.deltadentalins.com/ut-medicaid y llenar el formulario para reportar despilfarros, abusos y fraudes
- Escribirnos a:

Utah Medicaid Dental Services
Delta Dental Insurance Company
P.O. Box 1803
Alpharetta, GA 30023

COBERTURA

Los servicios no descritos en esta lista, o enumerados en la sección Servicios Excluidos, no están cubiertos.

Beneficios generales:

- Chequeos, radiografías y limpiezas cada seis meses
- Empastes de color diente para los dientes frontales y empastes pequeños en muelas
- Empastes de plata para muelas
- Tratamiento de conducto para ciertos dientes
- Extracción de parte interior blanda del diente (pulpa) para dientes de leche infectados
- Extracción de dientes
- Dentaduras, dentaduras parciales
- Mantenedores de espacio para niños con dientes faltantes
- Algunos tratamientos de ortodoncia para niños
- Algunos tratamientos especializados o centros quirúrgicos para tratamiento bajo anestesia general
- Exámenes de emergencia para problemas tales como dolor

Esta sección detalla los beneficios y servicios dentales ofrecidos a través de Utah Medicaid Dental Services. Estos servicios:

- Deben ser necesarios para su salud dental.
- Deben ser consistentes con los estándares de práctica reconocidos profesionalmente.
- Están sujetos a las excepciones y limitaciones indicadas en esta lista, el sitio web del UDOH (www.health.utah.gov/medicaid) y en la sección Servicios Excluidos de este manual.

Límites anuales de cobertura

No hay límite anual de cobertura para servicios de Medicaid. Si sus servicios están cubiertos, usted no paga nada.

Debe pagar:

- Servicios que recibe antes que se inicie su cobertura dental.
- Servicios dentales no cubiertos u opcionales que usted elije que se realicen.
- Servicios que ha recibido con mayor frecuencia que la permitida por el plan.
- Servicios proporcionados por un dentista no contratado; excepto para atención de emergencia.
- Servicios que exceden los límites especificados en la sección de Cobertura de este manual.

<u>Código</u>	<u>Descripción</u>	<u>El afiliado paga</u>
<i>Servicios de diagnóstico</i>		
D0120	Evaluación oral periódica - paciente establecido	Sin costo
D0140	Evaluación oral limitada – enfocada en el problema	Sin costo
D0150	Evaluación oral total – en paciente nuevo o establecido	Sin costo
<i>Servicios preventivos</i>		
D0470	Modelos de diagnóstico	Sin costo
D1110	Profilaxis – adulto.	Sin costo
D1120	Profilaxis – niño	Sin costo
D1208	Aplicación tópica de flúor	Sin costo
D1351	Sellante – Por diente (no es un beneficio cubierto para mujeres embarazadas)	Sin costo
D1510	Mantenedor de espacio – Fijo unilateral (no es un beneficio cubierto para mujeres embarazadas)	Sin costo
D1515	Mantenedor de espacio – Fijo bilateral (no es un beneficio cubierto para mujeres embarazadas)	Sin costo
D1520	Mantenedor de espacio – Removible unilateral (no es un beneficio cubierto para mujeres embarazadas)	Sin costo
D1525	Mantenedor de espacio – Removible bilateral (no es un beneficio cubierto para mujeres embarazadas)	Sin costo
D1550	Recementación de mantenedor de espacio (no es un beneficio cubierto para mujeres embarazadas)	Sin costo

<u>Código</u>	<u>Descripción</u>	<u>El afiliado paga</u>
<i>Servicios radiográficos</i>		
D0210	Intraoral – Series completas (incluye radiografías de mordida)	Sin costo
D0220	Intraoral – Primera placa periapical	Sin costo
D0230	Intraoral – Cada placa periapical adicional	Sin costo
D0270	Radiografía de mordida – Una placa	Sin costo
D0272	Radiografías de mordida – Dos placas	Sin costo
D0274	Radiografías de mordida – Cuatro placas	Sin costo
D0330	Placa panorámica	Sin costo
<i>Servicios de restauración</i>		
D2140	Amalgama – Una superficie, primaria o permanente	Sin costo
D2150	Amalgama – Dos superficies, primarias o permanentes	Sin costo
D2160	Amalgama – Tres superficies, primarias o permanentes	Sin costo
D2161	Amalgama – Cuatro o más superficies, primarias o permanentes	Sin costo
D2330	Resina – Una superficie, anterior	Sin costo
D2331	Resina – Dos superficies, anterior	Sin costo
D2332	Resina – Tres superficies, anterior	Sin costo
D2335	Resina – Cuatro o más superficies/ángulo incisal, anterior	Sin costo
D2391	Resina – Compuesto base, una superficie, posterior	Sin costo

Código	Descripción	El afiliado paga
D2392	Resina – Compuesto base, dos superficies, posterior	Sin costo
D2393	Resina – Compuesto base, tres superficies, posterior	Sin costo
D2394	Resina – Compuesto base, cuatro o más superficies, posterior	Sin costo
D2751	Corona – Porcelana fusionada a base predominantemente de metal (no es un beneficio cubierto para mujeres embarazadas)	Sin costo
D2920	Recementar corona	Sin costo
D2930	Corona prefabricada de acero inoxidable, diente primario	Sin costo
D2931	Corona prefabricada de acero inoxidable – Diente permanente	Sin costo
D2950	Reconstrucción de muñones, incluyendo pernos	Sin costo
D2951	Retención de pernos – Por diente, además de la restauración	Sin costo
D2954	Pernos y muñón prefabricados además de coronas	Sin costo
D2980	Reparación de corona, por informe	Sin costo
Endodoncia		
D3220	Pulpotomía terapéutica (excl. restauración final), aplicación médica	Sin costo
D3310	Terapia de conducto, anterior (excl. restauración final)	Sin costo
D3320	Terapia de conducto, bicúspide (excl. restauración final)	Sin costo
D3330	Terapia de conducto, molar (excl.	Sin costo

<u>Código</u>	<u>Descripción</u>	<u>El afiliado paga</u>
	restauración final)	
D3410	Apicectomía/cirugía perirradicular – Anterior	Sin costo
D3421	Apicectomía/cirugía perirradicular – Bicúspide (primera raíz)	Sin costo
D3425	Apicectomía/cirugía perirradicular – Molar (primera raíz)	Sin costo
D3426	Apicectomía/cirugía perirradicular – Molar (cada raíz adicional)	Sin costo
D3430	Empaste retrógrado, por raíz	Sin costo
<i>Periodontología</i>		
D4210	Gingivoplastia – Cuatro o más dientes contiguos/unidos, cuadrante	Sin costo
D4341	Rapado/alisado periodontal – Cuatro o más contiguos, cuadrante	Sin costo
D4355	Debridamiento completo de boca, evaluación y diagnóstico	Sin costo
D5110	Dentaduras superiores completas (incluyendo el cuidado posterior)	Sin costo
D5120	Dentaduras inferiores completas (incluyendo el cuidado posterior)	Sin costo
D5130	Dentaduras superiores inmediatas (incluyendo el cuidado posterior)	Sin costo
D5140	Dentaduras inferiores inmediatas (incluyendo el cuidado posterior)	Sin costo
D5211	Parcial superior – Base de resina (incluyendo gancho, fijación y diente)	Sin costo
D5212	Parcial inferior – Base de resina (incluyendo gancho, fijación y diente)	Sin costo
D5213	Parcial superior – Armazón de metal	Sin costo

<u>Código</u>	<u>Descripción</u>	<u>El afiliado paga</u>
	fundido con base de dentadura de resina	
D5214	Parcial inferior – Armazón de metal fundido con base de dentadura de resina	Sin costo
D5410	Ajuste de dentadura completa – Superior	Sin costo
D5411	Ajuste de dentadura completa – Inferior	Sin costo
D5421	Ajuste de dentadura parcial – Superior	Sin costo
D5422	Ajuste de dentadura parcial – Inferior	Sin costo
<i>Ajustes, reparaciones, revestimientos de dentadura postiza</i>		
D5510	Reparación de base de dentadura postiza completa rota	Sin costo
D5520	Reemplazo de dientes faltantes o rotos – Dentadura postiza completa	Sin costo
D5610	Reparación de base de dentadura de resina – Dentadura postiza parcial	Sin costo
D5630	Reparación o reemplazo de ganchos fracturados	Sin costo
D5640	Reemplazo de dientes rotos, por diente	Sin costo
D5650	Agregado de piezas dentarias a dentadura parcial existente	Sin costo
D5660	Agregado de gancho a dentadura parcial existente	Sin costo
D5750	Revestimiento completo de dentadura postiza superior (laboratorio)	Sin costo

Código	Descripción	El afiliado paga
D5751	Revestimiento completo de dentadura postiza inferior (laboratorio)	Sin costo
D5760	Revestimiento de dentadura postiza superior parcial (laboratorio)	Sin costo
D5761	Revestimiento de dentadura postiza inferior parcial (laboratorio)	Sin costo
<i>Prostodoncia maxilofacial</i>		
D5931	Prótesis de obturador, quirúrgica	Sin costo
D5932	Prótesis de obturador, definitiva	Sin costo
D5954	Prótesis para aumento de paladar	Sin costo
D5955	Prótesis para elevación de paladar	Sin costo
<i>Cirugía bucal</i>		
D7111	Extracción, remanentes de corona – Diente de leche	Sin costo
D7140	Extracción, diente erupcionado o raíz expuesta	Sin costo
D7210	Extracción quirúrgica de diente erupcionado que requiere elevación de colgajo, extracción ósea	Sin costo
D7220	Extracción de diente impactado – Tejido blando	Sin costo
D7230	Extracción de diente impactado – Parcialmente óseo	Sin costo
D7240	Extracción de diente impactados – Completamente óseo	Sin costo
D7270	Reimplante/estabilización de raíz, accidente evulsivo/desplazado	Sin costo
D7280	Acceso quirúrgico a diente no erupcionado	Sin costo

Código	Descripción	El afiliado paga
D7283	Colocación de dispositivo para facilitar la erupción de un diente impactado	Sin costo
D7286	Biopsia de tejido bucal – Blando	Sin costo
D7410	Extirpación de lesión benigna, hasta 1.25 cm	Sin costo
D7411	Extirpación de lesión benigna superior a 1.25 cm	Sin costo
D7412	Extirpación de lesión benigna, complicada	Sin costo
D7413	Extirpación de lesión maligna, hasta 1.25 cm	Sin costo
D7414	Extirpación de lesión maligna superior a 1.25 cm	Sin costo
D7471	Extracción de la exostosis lateral (maxilar o mandibular)	Sin costo
D7510	Incisión y drenado de absceso - Tejido blando intraoral	Sin costo
D7610	Maxilar – Reducción abierta (dientes inmovilizados si están presentes)	Sin costo
D7620	Maxilar – Reducción cerrada (dientes inmovilizados si están presentes)	Sin costo
D7630	Mandibular – Reducción abierta (dientes inmovilizados si están presentes)	Sin costo
D7640	Mandibular – Reducción cerrada (dientes inmovilizados si están presentes)	Sin costo
D7670	Alvéolo – Reducción cerrada, puede incluir estabilización de dientes	Sin costo
D7710	Maxilar – Reducción abierta	Sin costo

Código	Descripción	El afiliado paga
D7720	Maxilar – Reducción cerrada	Sin costo
D7730	Mandibular – Reducción abierta	Sin costo
D7740	Mandibular – Reducción cerrada	Sin costo
D7910	Sutura de heridas pequeñas recientes, hasta 5 cm	Sin costo
D7960	Frenulectomía (frenectomía/frenotomía), procedimiento separado	Sin costo
D7999	Procedimiento quirúrgico no especificado, por informe	Sin costo
Ortodoncia		
D8080	Tratamiento completo de ortodoncia, dentina adolescente	Sin costo
D8670	Consulta para tratamiento periódico de ortodoncia	Sin costo
D8680	Retención de ortodoncia	Sin costo
D8690	Tratamiento de ortodoncia (facturación alternativa)	Sin costo
D8692	Reemplazo de retenedor perdido o roto	Sin costo
D8999	Procedimiento de ortodoncia no especificado, por informe	Sin costo
Servicios generales complementarios		
D9110	Tratamiento dental paliativo para el dolor – Procedimiento menor	Sin costo
Sedación y anestesia general		
D9220	Sedación profunda/anestesia general – Primeros 30 minutos.	Sin costo

Código	Descripción	El afiliado paga
D9221	Sedación profunda/anestesia general – Cada 15 minutos adicionales	Sin costo
D9241	Sedación consciente intravenosa – Primeros 30 minutos	Sin costo
D9242	Sedación consciente intravenosa – Cada 15 minutos adicionales	Sin costo
D9248	Sedación consciente no intravenosa	Sin costo
<i>Consulta fuera de horas de oficina</i>		
D9440	Vista a consultorio - Después de horas regulares programadas	Sin costo
<i>Otros</i>		
D9310	Consulta (servicio de diagnóstico por dentista, tratamiento)	Sin costo
D9420	Llamada al hospital	Sin costo
D9999	Procedimiento complementario no especificado, por informe	Sin costo

Servicios excluidos

Para preguntas sobre dónde obtener los beneficios no cubiertos de acuerdo a su programa dental de Medicaid, consulte la sección Recursos de este manual o llame al: 1 - 866 - 467 - 4219.

Medicaid **NO** cubre los siguientes servicios dentales:

- Empastes superficiales múltiples de resina compuesta en dientes posteriores
- Coronas fundidas (porcelana fusionada a metal) en dientes posteriores permanentes o en dientes de leche
- Pulpotomías o pulpectomías en dientes permanentes, excepto en caso de un ápice abierto
- Puentes o pónicos fijos
- Implantes dentales, incluyendo pero sin limitarse a implantes endosteales, implantes eposteales, implantes transóseos, implantes subperiósticos
- Trasplante de dientes
- Aumento alveolar
- Osteotomías
- Vestibuloplastia
- Alveoloplastia
- Aparatos oclusales, aparatos para control de hábitos o tratamiento interceptivo de ortodoncia
- Tratamiento de síndrome de articulación temperomandibular o su prevención, secuela, subluxación, terapia, artrotomía, meniscectomía o condilectomía
- Consulta a domicilio
- Consulta o segundas opiniones no solicitadas por Medicaid
- Procesamiento de formularios de reclamación

- Cargos por análisis clínicos o reportes de patología (el laboratorio o patólogo deben facturar los cargos directamente a Medicaid)
- Anestesia general para la extracción de un diente erupcionado
- Raspado y alisado periodontal de la raíz y cirugía periodontal
- Sedación oral y honorarios por administración de conducta. Medicaid pagará a una farmacia para dispensar los medicamentos administrados oralmente.
- Dentaduras temporales o placa de rigidez, dentaduras parciales
- Tratamiento limitado de ortodoncia, incluyendo terapias con aparatos removibles
- Aparatos removibles en conjunto con tratamiento segmentado fijo
- Aparatos para el control de hábitos
- Conducto incompleto

RECURSOS

Recursos	Número de teléfono
Baby Your Baby Hotline (Línea directa para consultas para su bebé)	1-800-826-9662
Blind and Visually Impaired (Ciegos y personas con dificultades de la vista) Salt Lake City	1-801-323-4343
Gratis	1-800-284-1823
CAP (Programa de Acción Comunitaria)	1-800-796-2444
Programa CHEC (Evaluación y Atención de la Salud del Niño) Consulte con el departamento de salud local	
Child Protective Services (Servicios de protección al niño) en el condado de Salt Lake	1-801-281-5151
En otros condados, marcar al 211 y pedir el número de teléfono para su condado	
CHIP (Programa de Seguro Médico para Niños) – Gratis	1-877-543-7669
CSHCS (Servicios Especiales de Salud para Niños) – Gratis	1-800-829-8200
Servicios al elector	
Medicaid	1-877-291-5583
DWS	1-800-331-4341
Deaf, Utah Association for the, Inc (TTY)	1-801-263-4860
DSPD (División de Servicios para Personas con Discapacidades)	1-801-264-7620
DWS (Departamento de Servicios de Empleo)	1-866-435-7414
FQHC (Centro de Salud con Certificación Federal) (honorarios según los ingresos del paciente)	

Recursos	Número de teléfono
Midtown Community Health Center	1-801-393-5355
Mountainlands Community Health Center	1-801-374-9660
Clínicas de salud de Utah	
Ogden	1-801-626-3670
Provo	1-801-374-7011
Salt Lake City	1-801-715-3500
Planes de salud	
Health Choice Utah – Gratis	1-877-358-8797
Healthy U	1-801-587-6480
Gratis	1-888-271-5870
Molina	1-801-858-0400
Gratis	1-888-483-0760
Select Access (Línea telefónica para información de Medicaid)	1-801-538-6155
Gratis	1-800-662-9651
HPR (representantes del programa de salud)	1-801-526-9422
Gratis	1-866-608-9422
Información y derivaciones	211
Línea telefónica de Medicaid	
Gratis	1-800-662-9651
Información sobre Medicare, gratis	1-800-633-4227
<u>Centros de salud mental</u>	
Davis Mental Health	
Condados: Davis	1-801-773-7060
OptumHealth Mental Health	
Condado: Salt Lake	1-877-370-8953
Weber Mental Health	
Condado: Weber	1-801-625-3700
Wasatch Mental Health	
Condado: Utah	1-801-373-4760

Recursos	Número de teléfono
PCN (Primary Care Network) – Gratis	1-888-222-2542
Clínicas Planned Parenthood – Gratis	1-800-230-7526
Control de envenenamiento – Gratis	1-800-222-1222
Línea telefónica para riesgos de embarazo – Gratis	1-800-822-2229
Programa de Restricción	1-801-538-9045
Gratis	1-800-662-9651 ext. 900
WIC (Mujeres, Infantes y Niños)	
Gratis	1-800-662-3638

AVISO SOBRE LAS PRÁCTICAS DE PRIVACIDAD

Confidencialidad de su información de atención de salud

ESTA NOTIFICACIÓN DESCRIBE CÓMO LA INFORMACIÓN MÉDICA SOBRE USTED PUEDE UTILIZARSE Y DIVULGARSE Y CÓMO PUEDE OBTENER ACCESO A ESTA INFORMACIÓN. SÍRVASE REVISAR CON ATENCIÓN.

La ley requiere que esta notificación le informe cómo Delta Dental Insurance Company y sus afiliados, incluyendo Delta Dental of California (“Delta Dental”) protegen la privacidad de la información de salud en nuestra posesión. Se define a la información protegida de salud (PHI) como la información individual identificable respecto a la historia de salud/dental del afiliado, condición física o mental, o tratamiento. Algunos ejemplos de PHI incluyen su nombre, dirección, teléfono y/o número de fax, correo electrónico, número de inscripción del afiliado u otro número de identificación, fecha de nacimiento, fecha de tratamiento, registros de tratamiento, radiografías, registros de inscripción y reclamos. Delta Dental recibe PHI de usted, su proveedor, un bróker u otra persona involucrada en la administración de su programa, u otras personas indicadas en esta notificación. Delta Dental recibe, utiliza y divulga su PHI para administrar nuestro plan de beneficios o como lo permite o requiere la ley. Cualquier otra divulgación de su PHI está prohibida.

Debemos seguir las prácticas de privacidad que se describen en esta notificación. Sin embargo, podemos cambiar esta notificación y crear la nueva notificación efectiva para todas la PHI que mantenemos de usted. Si realizamos cualquier cambio importante a nuestras prácticas de privacidad, cambiaremos oportunamente esta notificación y la redistribuiremos dentro de 60 días del

cambio de nuestras prácticas. También puede solicitar una copia de esta notificación de la oficina de privacidad de Delta Dental (consulte la sección Contacto al final de esta notificación). Deberá recibir una copia de esta notificación al momento de inscripción a un programa de Delta Dental, y le notificaremos cómo puede recibir una copia de esta notificación cada tres años.

Usos y divulgaciones permitidas de su PHI

Se nos permite el uso o divulgación de su PHI sin su autorización previa por los siguientes propósitos. Estos usos o divulgaciones permitidas incluyen divulgaciones a usted, usos o divulgaciones para tratamientos de salud, pago de reclamos, facturación de primas y otras operaciones de atención de salud. Podemos proporcionar la PHI al Departamento de Salud de Utah con el fin de administrar sus beneficios dentales para los Utah Medicaid Dental Services. Podemos divulgar la PHI a terceros para realizar servicios de Delta Dental o Utah Medicaid Dental Services en la administración de sus beneficios. La ley requiere que estas partes firmen un contrato acordando proteger la confidencialidad de su PHI. Podemos divulgar la PHI a afiliados para realizar servicios de Delta Dental en la administración de sus beneficios. Estos afiliados han puesto en prácticas políticas de privacidad y procedimientos y cumplimientos con la ley federal y estatal.

También se nos permite usar y/o divulgar su PHI para cumplir con una autorización válida, para notificar o asistir en la notificación a un familiar, otra persona, o un representante personal de su condición, para ayudar en emergencias, en desastres, y para reportar víctimas de abuso, negligencia o violencia familiar. Otros usos permitidos y/o divulgaciones son para fines de supervisión de la salud por parte de las oficinas del gobierno, fines judiciales, administrativos o fuerzas del orden público, información sobre difuntos al funcionario encargado, examinadores médicos y directores de funerarias, para fines de investigación, para fines de

donación de órganos, para evitar una amenaza seria a la salud o seguridad, para funciones especiales del gobierno tales como actividades militares o de veteranos, para fines de compensación al trabajador, y para el uso en creación de información de resumen que ya no se puede rastrear hasta usted. También se nos permite usar y/o divulgar por casualidad su PHI durante el curso de un uso permitido y/o divulgación, pero debemos intentar mantener a mínimo estos usos y/o divulgaciones casuales. Utilizamos medidas preventivas administrativas, técnicas y físicas para mantener la confidencialidad de su PHI, y debemos limitar el uso y/o divulgación de su PHI a la cantidad mínima necesaria para cumplir con el propósito de uso y/o divulgación.

Ejemplos de usos y divulgaciones de su PHI para tratamiento, pago u operaciones de atención de salud

Dichas actividades pueden incluir pero no están limitadas a: tramitación de reclamos, recopilación de información de inscripción y primas, revisión de la calidad de atención de salud que recibe, proporcionar atención al cliente, resolución de quejas, y compartir información de pago con su dentista o Medicaid.

Ejemplos adicionales incluyen lo siguiente:

- Usos y/o divulgaciones de PHI para facilitar el tratamiento.
- Por ejemplo, Delta Dental puede usar o divulgar su PHI para determinar elegibilidad para servicios solicitados por su dentista.
- Usos y/o divulgaciones de PHI para pago.
- Por ejemplo, Delta Dental puede usar y divulgar su PHI para pagar una reclamación dental presentada por su dentista.
- Usos y/o divulgaciones de PHI para operaciones de atención de salud.

- Por ejemplo, Delta Dental puede usar y divulgar su PHI para revisar la calidad de atención proporcionada por nuestra red de dentistas.

Divulgaciones que Delta Dental debe realizar sin una autorización

Se requiere que divulguemos su PHI a usted o a su representante autorizado (con ciertas excepciones), cuando así lo exige el Secretario de EE.UU. de Salud y Servicios Humanos para investigar o determinar nuestro cumplimiento con la ley, y cuando así lo requiere la ley. Delta Dental debe divulgar su PHI sin autorización previa en respuesta a lo siguiente:

- Orden judicial;
- Orden de junta, comisión u oficina administrativa para fines de adjudicación de acuerdo a la autoridad legal;

Citatorio en acción civil;

- Citatorio de investigación de una junta, comisión u oficina del gobierno;
- Citatorio en un arbitraje;
- Orden de allanamiento por parte de autoridades; o
- Solicitud del encargado de investigar muertes repentinas

Divulgaciones que Delta Dental realiza con su autorización

Delta Dental no utilizará ni divulgará su PHI sin autorización previa si la ley lo requiere. Posteriormente usted puede revocar la autorización por escrito para detener cualquier uso o divulgación futura. La autorización se deberá obtener de usted por Delta Dental o por las personas que solicita su PHI de Delta Dental.

Sus derechos respecto a la PHI

Tiene el derecho de solicitar una inspección y obtener una copia de su PHI. Puede tener acceso a su PHI poniéndose en contacto con la oficina de privacidad de Delta Dental indicada más abajo. Deberá incluir (1) su nombre, dirección, número de teléfono y número de identificación y (2) la PHI que está solicitando. Delta Dental podría cobrar una tarifa razonable por proporcionarle copias de su PHI. Delta Dental sólo mantendrá ese PHI que obtuvimos o usamos para brindarle los beneficios de atención de salud. La mayoría de la PHI, tal como registros de tratamientos o radiografías, es devuelta por Delta Dental al dentista después de completar nuestra revisión. Quizás tenga que ponerse en contacto con su proveedor de atención de salud para obtener la PHI que Delta Dental no posee.

No puede revisar ni copiar la PHI recopilada con anticipación razonable o utilizar en una acción civil, criminal o administrativa ni procedimiento, ni PHI que de otro modo no está sujeta a divulgación conforme a ley federal o estatal. En algunas circunstancias, puede tener derecho a revisión de esta decisión. Póngase en contacto con la oficina de privacidad de Delta Dental que se indica abajo si tiene preguntas sobre el acceso a su PHI.

Tiene el derecho de solicitar restricciones de su PHI. Usted tiene derecho a pedir que limitemos cómo usamos y divulgamos su PHI. Consideraremos su solicitud pero legalmente no estamos obligados a aceptarla. Si aceptamos su solicitud, pondremos cualquier límite por escrito y los cumpliremos excepto en casos de emergencia. Usted no puede limitar los usos y divulgaciones que se exigen legalmente o que podemos realizar.

Tiene derecho a corregir o actualizar su PHI. Significa que puede solicitar modificación de su PHI sobre usted por el tiempo que tengamos su información. En ciertos casos podemos negar la

solicitud. Si negamos su solicitud de enmienda, tiene derecho de presentar una declaración de desacuerdo y podemos preparar una refutación de su declaración y le daremos una copia de dicha refutación. Si su PHI fue enviada por otro, podemos enviarlo a esa persona para que enmiende su PHI. Por ejemplo, podemos enviarlo a su dentista para enmendar su historia clínica o a Medicaid, si corresponde, para enmendar su información de inscripción. Póngase en contacto con la oficina de privacidad Delta Dental que se indica abajo si tiene preguntas sobre modificación de su PHI.

Tiene el derecho de solicitar o recibir información confidencial de nosotros por un medio alternativo o en una dirección diferente. Aceptaremos una solicitud razonable si nos informa que la divulgación de su PHI lo podría poner en peligro. Tal vez se le requiera proporcionarnos una declaración del peligro posible, una dirección diferente y otro método de contacto o información. Sírvase realizar esta solicitud por escrito a la oficina de privacidad de Delta Dental que se indica abajo.

Tiene derecho a recibir una lista de ciertas divulgaciones que hemos realizado, si las hubiese, de su PHI. Este derecho no se aplica a las divulgaciones para fines de tratamiento, pago u operaciones de atención de salud o la información que divulgamos después de recibir una autorización válida de usted. Además, no debemos detallar las divulgaciones hechas a usted, sus familiares o amigos involucrados en su cuidado, o para fines de notificación. No tenemos que detallar las divulgaciones realizadas por motivos de seguridad nacional o para fines del orden público realizadas como parte de información limitada, divulgaciones incidentales, o divulgaciones hechas antes del 1 de septiembre de 2013. Póngase en contacto con la oficina de privacidad de Delta Dental indicada abajo si le gustaría recibir un

detalle de las divulgaciones o si tiene preguntas sobre este derecho.

Tiene derecho a recibir esta notificación por correo electrónico. Tiene derecho a recibir copia de esta notificación por correo electrónico. Aun si usted ha aceptado recibir notificaciones por correo electrónico, también tiene derecho a solicitar una copia impresa de esta notificación.

Quejas

Puede presentar quejas ante nosotros o ante el Secretario de EE.UU. de Servicios de Salud y Humanos si cree que Delta Dental ha infringido en sus derechos de privacidad. Puede presentar una queja ante nosotros notificando a la oficina de privacidad de Delta Dental indicada abajo. No tomaremos ninguna represalia contra usted por presentar una queja.

Contacto

Puede ponerse en contacto con la oficina de privacidad de Delta Dental en la dirección y teléfono que se detallan abajo para obtener más información sobre el proceso de quejas o cualquier otra información en esta notificación.

Utah Medicaid Dental Services
Delta Dental Insurance Company
P.O. Box 1860
Alpharetta, GA 30023
1-866-467-4219

Esta notificación es efectiva el 1 de septiembre de 2013 y posteriormente.

Attachment J.1-3, Game Plan for Healthy Teeth

Teeth are meant to last a lifetime — and they can. You just have to know how to beat tooth decay and gum disease at their own game.

If you have any questions or concerns, please call our Member Services Department toll-free at **1-877-535-5896** for Texas Medicaid or at **1-866-561-5892** for Texas CHIP.

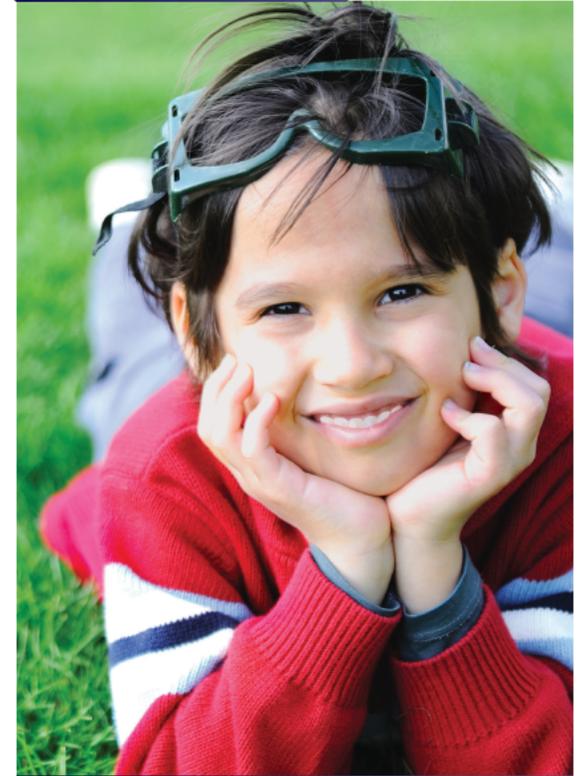
For TTY service, please call **7-1-1 (Relay Texas)**.



Texas Children's Medicaid & CHIP Dental Services
Delta Dental Insurance Company
P.O. Box 537014
Sacramento, CA 95853-7014

deltadentalins.com

Game plan for
healthy teeth



We'll do whatever it takes and then some.



The Players

- **Toothbrush**

Your toothbrush should have the American Dental Association (ADA) seal on the package. It should be soft, easy to hold and fit into your mouth with ease.

An electric toothbrush may help those who have trouble brushing their teeth, even though it's not proven to clean better than a regular toothbrush. And, keep in mind, your toothbrush gets a daily workout — buy a new one every three to four months, as well as after colds, to keep it in top shape.

- **Toothpaste**

Today, you can buy toothpaste in tubes and pumps, for children and adults. There's mint, orange and bubble gum flavors. Many types of toothpaste have anti-plaque or tartar control abilities. While plaque can be brushed away, tartar can only be removed by a dental expert. Tartar control toothpastes won't defeat existing tartar, but do help stop more buildup.

Designed to clean and polish, toothpastes with the ADA seal also have fluoride in them to help prevent tooth decay. Toothpastes that don't have the ADA seal on them may be too coarse and harm your teeth, creating a place for germs to build up.

- **Fluoride**

Fluoride helps teeth hold on to calcium, which keeps them strong. Use fluoride toothpaste, and think about a fluoride mouth wash, which

not only helps fight cavities but also makes teeth strong. Check with your dentist to see if your child should take fluoride supplements.

- **Floss**

A toothbrush can't reach all the spots in which plaque can hide. Waxed, unwaxed, plain, mint or tape form — which floss you choose is up to you, as long as you use it right and often. Try using a floss holder or floss pick, which helps those who find floss hard to work with.

The Enemy

- **Plaque**

Your biggest enemy is plaque — the layer of film that builds up on your teeth every day. You should try using what's known as a "disclosing solution" to see if you're brushing and flossing well. Swish the solution around in your mouth, spit, then rinse with water. The color stays on your teeth where plaque has not been brushed off, appearing darker where plaque is thickest. Disclosing solutions can be bought at a store, or you can make your own by mixing two drops of blue or green food coloring with two teaspoons of water. Try doing this every 2-3 months to help you find the areas in your mouth where you need to do a better job.

- **Tartar**

Tartar is the hard deposit on your teeth that only a dentist can remove. It happens over time as plaque mixes with the minerals in saliva.

- **Decay**

When you eat, the germs in plaque change the sugars and starches in food to acids. Each time acid is formed, it attacks the tooth enamel for about 20 minutes. If plaque is not removed on a regular basis, the enamel breaks down and the teeth will decay.

Decay works from the outside toward the inside of the tooth. If you don't have your cavity taken care of when it's small, it will grow until it reaches the inside of the tooth and form a blister at the root end (usually causing extreme pain). At this stage, a root canal or pulling out the tooth is needed.

- **Diet**

Certain foods can be enemies too, depending on the types of foods you eat, how often and how long the food stays in your mouth.

Like most people, you probably eat your share of sugary snacks and drinks. Sugar, in any form, is a tooth's worst enemy. Starchy foods are also not good for your teeth and should be eaten only as part of a meal. Foods such as raisins, fun fruits, hard candies, breath mints, chewing gum and cough drops tend to stick to the teeth much longer than other foods, raising the risk for tooth decay. The more often you snack, the larger your risks for tooth decay.

The good news is that some foods may really help counter tooth decay. Studies have shown that peanuts and aged Cheddar, Swiss and Monterey Jack cheeses may in fact slow down or stop the acids that cause cavities.

Attachment J.1-4, Taking Care of your Child's Teeth

Did you know that good dental health helps your child speak and eat right?

Just knowing a few simple facts can help your child get off to a healthy start.

If you have any questions or concerns, please call our Member Services Department toll-free at **1-877-535-5896** for Texas Medicaid or at **1-866-561-5892** for Texas CHIP.

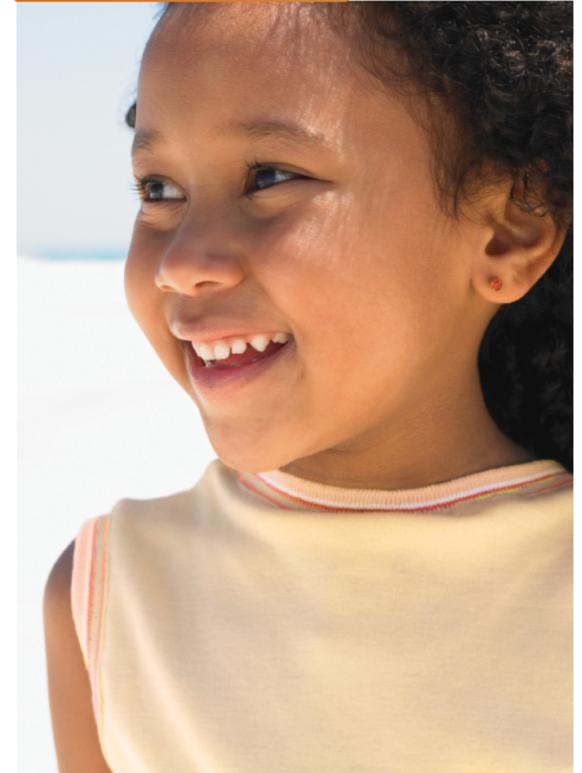
For TTY service, please call **7-1-1 (Relay Texas)**.



Texas Children's Medicaid & CHIP Dental Services
Delta Dental Insurance Company
P.O. Box 537014
Sacramento, CA 95853-7014

deltadentalins.com

Taking care
of your
child's teeth



We'll do whatever it takes and then some.



Before your baby is born

An unborn baby's vitamins and minerals come from what the mother eats. Not eating well during pregnancy can affect your baby's teeth, because the baby's teeth begin to form during the fifth week of pregnancy. To make sure your baby's teeth are healthy, expectant mothers should start by eating a balanced diet.

Caring for an infant's teeth

The germs that cause decay can be given to your baby. To avoid spreading germs that cause cavities, don't put anything in your child's mouth that has been in your mouth.

Cleaning a child's teeth should begin when the first tooth appears (at about six months of age). Because decay can attack teeth as soon as they appear in the mouth, wipe the babies' teeth and gums with a soft, damp cloth after each feeding.

A main cause of tooth decay for young children is "baby bottle" tooth decay. Babies who go to bed with a bottle of milk, formula or juice are more likely to get tooth decay. Because the sugar in formula, milk or juice stays on the teeth for a long time during the night, the teeth can decay quickly.

Here are some tips to avoid baby-bottle tooth decay:

- Put your child to bed with a bottle of plain water, not milk, formula or juice.
- Stop nursing when your child is asleep or has stopped sucking on the bottle.

- Try not to let your child walk around using a bottle of milk, formula or juice as a pacifier.
- Start to teach your child to drink from a cup at about 6 months of age. Plan to stop using a bottle by 12 to 14 months at the latest.
- Don't dip your child's pacifier in honey or sugar.

Is thumb sucking bad for my child's teeth?

It is normal for children to suck their thumbs, their fingers or pacifiers. Most children give up this habit on their own by the time they are 4 years old and do no harm to their teeth. If your child still has a sucking habit after age 4, tell your dentist. Your dentist can watch for problems as the teeth grow. In most children, there is no reason to worry about a sucking habit until the child is 5 or 6 years old, when the permanent teeth start to come in.

Caring for your child's teeth

Taking good care of your child's teeth is important because even "baby" teeth help your child chew food and speak clearly. Baby teeth also hold space so permanent teeth can grow in straight.

The teen years

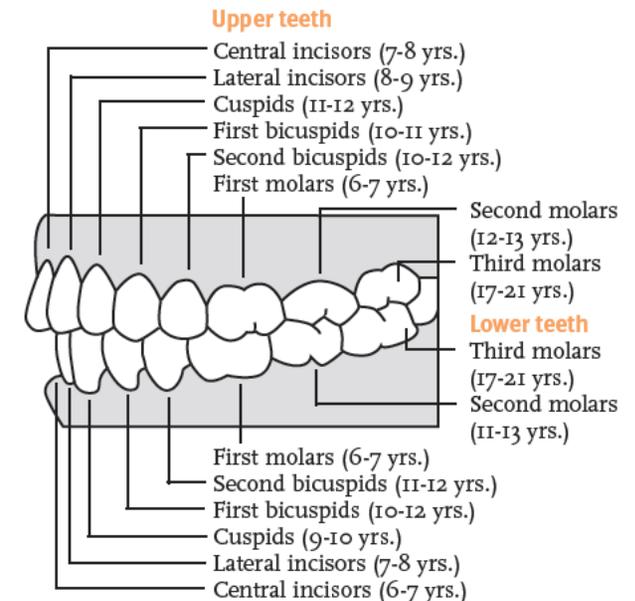
Pay close attention to your child's teeth during the teen years, when almost all permanent teeth are in. Decay most often occurs during this time, due to changes in diet and poor dental hygiene. Children who play sports should wear mouth guards, available at sports stores or from your dentist.

Visiting the dentist

Take your child for a first dental visit within six months of the first baby tooth and by no later than the first birthday. This gives the dentist a chance to look for early tooth problems and to talk to you about how to care for your baby's teeth. It also helps your child feel okay in the dentist's office.

Avoid using negative words such as "hurt" and "shot". A positive outlook toward dental hygiene is one of the best ways to give your child lifelong oral health.

When do permanent teeth grow in?



Attachment J.3-1, Provider Directory



Participating Dental Offices /
Consultorios dentales

Utah Medicaid Dental Services

September 2013 / Septiembre de 2013

AMERICAN FORK

#044595
DAVIES FAMILY DENTAL
291 N 300 E, 84003
(801) 756-2346
KENDELL DAVIES

#020213
MONARCH DTL AMERICAN FORK
476 N 900 W Ste A, 84003
(801) 756-5522

AARON WRIGHT
ANDREW VERNON
BRIAN BAIRD
CLARK HICKEN
DANIEL MEEKS
DARIN DICKERSON
GLADE CROWTHER
JAMES SKOUSEN
JEFFREY ROBERSON
JEREMIAH LINDGREN
KENT DASTRUP
KEVIN CAHOON
KIM ROBERTS
MICHAEL BLAMIREs
PHILLIP OLSEN
RDEAN CLARK
RICHARD STEELE
ROBERT CHIDESTER
ROBERT JOHNSON
SARAH NAISBITT
SCOTT STRINGHAM
SHANE TAYLOR
THOMAS DAVENPORT
WILLIAM FISHER

#044757
MURDOCK & SEARLE FAMILY DENT
356 E 20 S, 84003
(801) 756-4595
BRUCE MURDOCK
BRYCE SEARLE

#044901
YOUNG FAMILY DENTAL
483 E 200 S, 84003
(801) 756-7173
CHRISTOPHER YOUNG
KWANG PARK
MICHAEL BOYACK
MICHAEL LOESER
MICHAEL YOUNG
PAIGE WHITE
WILLIAM CERNY

BOUNTIFUL

#044550
DENTAL CARE 4 KIDS
535 Medical Dr, 84010
(801) 292-2828
COLLEEN TAYLOR

#020209
MONARCH DTL BOUTIFUL
24 South 500 W #D, 84010
(801) 296-1606

AARON WRIGHT
ANDREW VERNON
BENJAMIN MENLOVE
BRIAN BAIRD
CLARK HICKEN
DARIN DICKERSON
GARY CAVANESS JR
GLADE CROWTHER
JEFFREY ROBERSON
JEREMIAH LINDGREN
KENT DASTRUP
KEVIN CAHOON
KIM ROBERTS
MICHAEL BLAMIREs
PAUL HANNA
PHILLIP OLSEN
RICHARD STEELE
ROBERT CHIDESTER
ROBERT JOHNSON
SARAH NAISBITT
SCOTT STRINGHAM
SHANE TAYLOR
THOMAS DAVENPORT
WILLIAM FISHER

CENTERVILLE

#045009
PITT FAMILY DENTAL
281 S Main St, 84014
(801) 295-6192
JASON PITT
JEREM PITT

CLEARFIELD

#044471
DENTAL CARE CENTER
573 N 1000 W, 84015
(801) 776-1000
JOHN DAY
PETER GOUPIOs
REED JARVIS
ROBERT GOUPIOs

#044641
MIDTOWN COMM HEALTH CTR INC
22 S State St Ste 1007, 84015
(801) 393-5355
JOE HOPKIN
ROBERT BINGHAM

#044759
R. CLAIR PALMER DDS
183 N Main St, 84015
(801) 825-1822
ROBERT PALMER

CLINTON

#044706
CLINTON DENTAL GROUP & ORTHO
1737 N 2000 W #G, 84015
(801) 728-9000
ERIC SWENSEN
THOMAS AUSTAD

#044630
COMFORT DENTAL OF CLINTON
2207 West 1800 North #A, 84015
(801) 825-3993
BRENT MILNE
JOHN RORING

EDEN

#044561
IVERSON & LARSEN DENTAL
2627 N Highway 162, 84310
(801) 745-3882
VERN IVERSON

HERRIMAN

#044548
DAWSON PEDIATRIC DNTSTRY/ORTH
6351 W 13400 S Ste 200, 84096
(801) 302-1045
BRAD DAWSON

HOLLADAY

#044760
R. SCOTT DICKSON, DDS, PC
2040 E Murray Holladay Rd Ste 200,
84117
(801) 277-1424
RAMON DICKSON

LAYTON

#044549
DAWSON PEDIATRIC DNTSTRY/ORTH
1086 N Fairfield Rd, 84041
(801) 544-1940
BRAD DAWSON

#045182
HILLFIELD PEDIATRC & FMLY DNT
2112 N Hill Field Rd Ste 1, 84041
(801) 774-0770
DARREN WIBLE
HEATH HENDRICKSON
JARED WEAVER

MAGNA

#044892
GENESIS DENTAL OF MAGNA
3665 S 8400 Ste 250, 84044
(801) 250-0450
DAVID CANNON
DAVID STUBBS
RICHARD BUCK

MURRAY

#044826
 ALL SMILES FAMILY DENTISTRY
 445 E 4500 Ste 150, 84107
 (801) 288-0039
 HANHNGAN NGUYEN TRAN
 RUSSELL SMITH

#044558
 ISMILE MURRAY FAMILY DNTSTRY
 164 E 5900 S Ste A111, 84107
 (801) 262-1181
 GERALD TORGESON

#045014
 QUALITY FAMILY DENTAL CARE
 168 E 5900 S. Ste C103, 84107
 (801) 293-8950
 DAVID JULIAN

NORTH OGDEN

#044538
 WADE E. LARSON, LLC
 2707 N 400 E, 84414
 (801) 782-0866
 WADE LARSON

OGDEN

#044539
 BRYON J. TALBOT DDS PC
 5640 Wasatch Dr Ste B, 84403
 (801) 479-4830
 BRYON TALBOT

#044796
 CALL FAMILY DENTAL
 4590 Harrison Blvd Ste 100b, 84403
 (801) 392-5637
 NATHAN CALL

#045139
 DR. TODD C. CUMMINGS, DDS
 4590 Harrison Blvd Ste 1c, 84403
 (801) 621-0258
 TODD CUMMINGS

#044754
 EXPERIENCED DENTAL
 6017 Fashion Point Dr, 84403
 (801) 475-5155
 BLAKE CAMERON
 JAMES BARCLAY

#044834
 FAMILY DENTAL PLAN
 950 E 25th St, 84401
 (801) 394-4495
 ANGELICA MCHUGH
 DEAN TROIIL
 DEBORAH PERRY
 GARY SPANGLER
 HOANG-CAM NGUYEN
 KIM MICHELSON

#044562
 JAMES W ELLIS DDS PC
 1220 33rd St Ste C, 84403
 (801) 621-1835
 JAMES ELLIS

#044445
 JEFFREY R HASLAM
 448 E 5350 S # C, 84405
 (801) 479-1700
 JEFFREY HASLAM

#044634
 MIDTOWN COMM HEALTH CTR INC
 2240 Adams Ave, 84401
 (801) 393-5355
 JOE HOPKIN
 ROBERT BINGHAM

#045120
 MOUNT OGDEN DENTAL PC
 1220 33rd St Ste D, 84403
 (801) 394-5554
 DERALD GEDDES

#044582
 TRIBE DENTAL
 1770 E 5625 S Ste 1, 84403
 (801) 475-4700
 MICHAEL TRIBE

#045015
 TYLER C. SHAW DDS
 1245 Capitol St Ste 111s, 84401
 (801) 394-1289
 TYLER SHAW

OREM

#044632
 DODGE FAMILY DENTISTRY
 336 W 920 N, 84057
 (801) 225-8060
 KEITH DODGE

#044552
 DOUBLE TAKE DENTAL
 169 N 400 W Ste A3, 84057
 (801) 225-1002
 MICHAEL ATWOOD

#044841
 GENTLE DENTAL ARTS
 385 W Center St, 84057
 (801) 224-1117
 ALEXANDER LARSEN

#044642
 PEDIATRIC SMILES OF OREM
 167 N 400 W Ste A-4, 84057
 (801) 434-5437
 ADAM SHEPHERD

#044902
 YOUNG FAMILY DENTAL
 1834 S State St, 84097
 (801) 224-0222
 CHRISTOPHER YOUNG
 KWANG PARK
 MICHAEL BOYACK
 MICHAEL LOESER
 MICHAEL YOUNG
 PAIGE WHITE
 WILLIAM CERNY

PLEASANT GROVE

#044242
 G. TREVOR SMITH, DDS, PC.
 60 E State Rd, 84062
 (801) 785-2574
 GAVIN SMITH

PLEASANT VIEW

#031255
 LA MONT HESSLEGESSER DDS
 2703 N 1600 W, 84404 (FR)
 (801) 737-4650
 LAMONT HESSELGESSER

#044758
 PLEASANT VIEW DENTAL CENTER
 859 W Pleasant View Dr, 84414
 (801) 737-4477
 PAUL HOPKINS

PROVO

#044568
 MICHAEL H LORSCHIEDER
 2476 N University Pkwy, 84604
 (801) 377-0990
 MICHAEL LORSCHIEDER

#044756
 MOUNTAINLANDS COMM HLTH CTR
 589 S State St, 84606
 (801) 429-2000
 CHAD BOOTH

#044574
 PROVO DENTAL CARE
 1355 N University Ave, 84604
 (801) 373-3150
 DARYN MOODY
 DAVID IROZ
 PAUL NIELSEN
 TYLER HOELZER

#044583
 UNISON DENTAL
 3330 N University Ave Ste A, 84604
 (801) 375-1965
 JAY SCOTT

RIVERTON

#044752
 B. CHARLES PUGH DDS
 12694 S Redwood Rd, 84065
 (801) 254-1278
 BYRON PUGH

#044592
 CORNFIELD DENTAL CENTER
 2845 W 12600 S, 84065
 (801) 254-5255
 BONG NOH

RIVERTON

#044557
 ISMILE CROSSROAD DENTAL
 3409 W 12600 Ste 100, 84065
 (801) 561-1559
 JOEL HOWARTH

#044553
 RIVERTON HEIGHTS DENTAL CARE
 3693 W 13400, 84065
 (801) 878-3111
 BRIAN BORG

#044898
 YOUNG FAMILY DENTAL
 12562 S Rhetski Ln, 84065
 (801) 446-2518
 CHRISTOPHER YOUNG
 KWANG PARK
 MICHAEL BOYACK
 MICHAEL LOESER
 MICHAEL YOUNG
 PAIGE WHITE
 WILLIAM CERNY

ROY

#044845
 ROY DENTAL HEALTH
 5133 S 1900, 84067
 (801) 773-7733
 CARL DICKERSON

#044581
 RUSSELL SEAMONS DMD PC
 4902 S 1900 W #2, 84067
 (801) 773-1234
 RUSSELL SEAMONS

SALT LAKE CITY

#044628
 3G FAMILY DENTISTRY
 2000 S 1300 E, 84105
 (801) 484-8893
 JEFFREY SPERRY
 STEVEN SPERRY

#044708
CENTRAL CITY DENTAL CLINIC
4618 400, 84116
(801) 328-5756
ALAN AOKI
CHRISTOPHER RAMSDELL
DANIEL BAIRD
DEVIN LINK

#045016
DR MATTHEW LARSON
928 E 100, 84102
(801) 355-5558
MATTHEW LARSON

#044450
DR ROGER T RUSSELL DDS
7138 S 2000 E Ste 101, 84121
(801) 943-1625
ROGER RUSSELL

#044414
DRS RICHARD ELLIS II & III
5 S 700 E Ste B30, 84102
(801) 355-3263
RICHARD ELLIS II
RICHARD ELLIS III

#044829
FAMILY DENTAL PLAN
168 N 1950 Ste 202, 84116
(801) 715-3400
ANGELICA MCHUGH
DEAN TROIIL
DEBORAH PERRY
GARY SPANGLER
HOANG-CAM NGUYEN
KIM MICHELSON

#045178
GENESIS DENTAL OF SALT LAKE
1060 E 100 Ste 205, 84102
(801) 355-3288
ERIC VISSER

#044555
HUTCHINGS FAMILY DENTISTRY
440 S 700 E Ste 305, 84102
(801) 363-1213
BRENT HUTCHINGS
MICHAEL HUTCHINGS

#044449
RUEDI TILLMANN DDS
5872 S 900 E Ste 202, 84121
(801) 281-8433
RUEDIGER TILLMANN

#447401
STEPHEN LIDDLE DDS
7069 Highland Dr Ste 200, 84121
(801) 943-2222
STEPHEN LIDDLE

#044452
STEPHEN W CARTER DDS
545 E 4500 Ste E200, 84107
(801) 261-2273
STEPHEN CARTER

#044584
WILLIAM C. VARGO DDS
7138 Highland Dr Ste 219, 84121
(801) 943-9090
WILLIAM VARGO

SANDY
#044627
3G FAMILY DENTISTRY
10011 Centennial Pkwy #210, 84070
(801) 996-3437
JEFFREY SPERRY

#044842
LONE PEAK DENTAL CARE
9853 S 700 E, 84070
(801) 572-4430
KENNETH DIBBLE

SARATOGA SPRINGS
#044894
YOUNG FAMILY DENTAL
1376 Redwood Rd, 84045
(801) 766-2112
CHRISTOPHER YOUNG
KWANG PARK
MICHAEL BOYACK
MICHAEL LOESER
MICHAEL YOUNG
PAIGE WHITE
WILLIAM CERNY

SOUTH OGDEN
#044753
DONALD W SORENSEN DDS
1508 E Skyline Dr Ste 500, 84405
(801) 393-2217
DONALD SORENSEN

SOUTH SALT LAKE CITY
#044448
FAMILY DENTAL CARE
2500 S State St Ste 404, 84115
(385) 646-4748
KIMEL FISHER

SPANISH FORK
#045124
SPANISH FORK DENTAL
826 N 100 Ste 1, 84660
(801) 794-3567
TYLER HOELZER

TAYLORSVILLE
#020214
MONARCH DTL TAYLORSVILLE
5419 S Redwood Rd Ste 2, 84123
(801) 263-6400

AARON WRIGHT
ANDREW VERNON
BRIAN BAIRD
CLARK HICKEN
DANIEL MEEKS
DARIN DICKERSON
GLADE CROWTHER
JAMES SKOUSEN
JEFFREY ROBERSON
JEREMIAH LINDGREN
KENT DASTRUP
KEVIN CAHOON
KIM ROBERTS
MARK MCGOWAN
MICHAEL BLAMIRE
PHILLIP OLSEN
RICHARD STEELE
ROBERT CHIDESTER
ROBERT JOHNSON
SARAH NAISBITT
SCOTT STRINGHAM
SHANE TAYLOR
THOMAS DAVENPORT
WILLIAM FISHER
WILLIAM SUNDBERG

#044470
SANFORD HAMILTON DMD PC
1638 W 6235 S, 84123
(801) 264-0617
SANFORD HAMILTON
SHAWN HAMILTON

W VALLEY CITY
#044644
VIET DENTISTRY PC
1819 W 3500 S Ste 1A, 84119
(801) 887-7264
BENJAMIN WILSON
KIEU LE

WEST JORDAN
#044554
FOX PARK DENTAL CARE
9251 Redwood Rd, 84088
(801) 566-2155
JEFFREY BROWN

#044755
JORDAN VALLEY DENTAL
7613 S Jordan Landing Blvd, 84084
(801) 282-2323
BRIGHAM COLTON

WEST VALLEY
#017479
MONARCH DENTAL ASSOC
4645 S 4000 W #B, 84120
(801) 955-1900 (HR, RU, SP)

AARON WRIGHT
ANDREW VERNON
BRIAN BAIRD
CLARK HICKEN
DANIEL MEEKS
DARIN DICKERSON
GLADE CROWTHER
GREGORY SMITH
JAMES SKOUSEN
JEFFREY ROBERSON
JEREMIAH LINDGREN
KENT DASTRUP
KEVIN CAHOON
KIM ROBERTS
MICHAEL BLAMIRE
PHILLIP OLSEN
RICHARD STEELE
ROBERT CHIDESTER
ROBERT JOHNSON
SARAH NAISBITT
SCOTT STRINGHAM
SHANE TAYLOR
THOMAS DAVENPORT
WILLIAM FISHER
WILLIAM SUNDBERG

SPECIALTY OFFICES / CONSULTORIOS ESPECIALIZADOS - Specialty care offices are listed below. All referrals must be pre-authorized by the general dentist. / Abajo sigue una lista de los consultorios especializados. Todos los servicios de referidos deberán ser perviamente autorizados por el dentista general.

Endodontists/ Endodoncistas

BOUNTIFUL

#020209
MONARCH DTL BOUTIFUL
24 South 500 W #D, 84010
(801) 296-1606
NATHAN WAYMENT

Oral Surgery/ Cirugía oral

BOUNTIFUL

#034038
WISDOM TEETH ORAL SURGERY
1551 S Renaissance Twn Dr #540,
84010
(801) 397-2727
LAURENCE ISRAELSEN

CLINTON

#045129
CLINTON DENTAL GROUP & ORTHO
1737 N 2000 W #G, 84015
(801) 728-9000
DUSTIN HOPKIN

OGDEN

#044428
ORAL & MAXILLOFACIAL SURGEONS
3590 Harrison Blvd Ste 2, 84403
(801) 392-7176

JASON CHANDLER
MICHAEL BROADBENT
TODD LISTON

OREM

#034037
WISDOM TEETH ORAL SURGERY
1375 E 800 Ste 103, 84097
(801) 397-2727
LAURENCE ISRAELSEN

SALT LAKE CITY

#044571
ORAL & FACIAL RECON SURGEONS
3920 S 1100 East #150, 84124
(801) 262-7447 (PT)
MICHAEL GLADWELL
NATHAN ADAMS

SOUTH JORDAN

#034036
WISDOM TEETH ORAL SURGERY
3632 W South Jordan Pkwy Ste 102,
84095
(801) 397-2727
LAURENCE ISRAELSEN

WEST JORDAN

#044761
UTAH FACIAL SURGICAL ARTS
7532 S Center View Ct #102, 84084
(801) 282-5363
SCOTT URBAN

Orthodontist/ Ortodoncista

AMERICAN FORK

#044563
JEREMY R WATSON DDS MS PC
496 N 990 W Ste G, 84003
(801) 763-7977 (SP)
JEREMY WATSON

#020213
MONARCH DTL AMERICAN FORK
476 N 900 W Ste A, 84003
(801) 756-5522

CORY PRICE
MARK ENDRIZZI

#044464
UTAH ORTHODONTIC CARE
483 E 200 S, 84003
(801) 999-4431 (SP)

BRIAN RANDLE
E TERRY CHIPIAN
JARED JESPERSON
PAUL NAYLOR
SCOTT CARDALL

BOUNTIFUL

#020209
MONARCH DTL BOUTIFUL
24 South 500 W #D, 84010
(801) 296-1606
MARK ENDRIZZI

CENTERVILLE

#044726
CENTERVILLE DENTAL GRP/ORTHO
331 West Parrish Lane Ste 101, 84014
(801) 298-3230
MICHAEL MERU

DRAPER

#044765
ZURCHER ORTHODONTICS
863 E 12300 Ste 102, 84020
(801) 572-8999 (SP)
WILLARD ZURCHER

HOLLADAY

#044541
CHARLES B JACKSON JR DDS
2200 E 4500 S #250, 84117
(801) 278-5822 (SP)
CHARLES JACKSON

LAYTON

#044465
UTAH ORTHODONTIC CARE
890 W Heritage Park Blvd Ste 204,
84041
(801) 999-4431 (SP)

BRIAN RANDLE
E TERRY CHIPIAN
JARED JESPERSON
PAUL NAYLOR
SCOTT CARDALL

MURRAY

#044451
NEIBAUR FAMILY ORTHODONTICS
6095 S Fashion PL Blvd #210, 84107
(801) 269-0303 (SP)
BENJAMIN NEIBAUR

MIDVALE

#045134
MARZ ORTHODONTICS
918 E Fort Union Blvd, 84047
(801) 304-9391
KENNETH MARZ

OGDEN

#044579
PETERSON ORTHODONTICS
5640 Wasatch Dr Ste C, 84403
(801) 479-9443
REX PETERSON

OREM

#044462
UTAH ORTHODONTIC CARE
196 W Center St #A, 84057
(801) 474-9552 (SP)

BRIAN RANDLE
E TERRY CHIPIAN
JARED JESPERSON
PAUL NAYLOR
SCOTT CARDALL

RIVERTON

#044456
UTAH ORTHODONTIC CARE
2898 West 12600 South, 84065
(801) 999-4431 (SP)

BRIAN RANDLE
E TERRY CHIPIAN
JARED JESPERSON
PAUL NAYLOR
SCOTT CARDALL

ROY

#044454
UTAH ORTHODONTIC CARE
3485 West 4800 South, 84067
(801) 825-5200 (SP)

BRIAN RANDLE
E TERRY CHIPIAN
JARED JESPERSON
PAUL NAYLOR
SCOTT CARDALL

SALT LAKE CITY

#044459
UTAH ORTHODONTIC CARE
1140 E Brickyard Rd Ste 32B, 84106
(801) 474-9552 (SP)

BRIAN RANDLE
E TERRY CHIPIAN
JARED JESPERSON
PAUL NAYLOR
SCOTT CARDALL

SANDY

#044542
CHARLES B JACKSON JR DDS
669 Union Sq, 84070
(801) 571-1231 (SP)
CHARLES JACKSON

SARATOGA SPRINGS

#044458
UTAH ORTHODONTIC CARE
1376 N REDWOOD RD, 84045
(801) 999-4431
BRIAN RANDLE

E TERRY CHIPIAN
JARED JESPERSON
PAUL NAYLOR
SCOTT CARDALL

SPANISH FORK

#044463
 UTAH ORTHODONTIC CARE
 312 N Main St, 84660
 (801) 999-4431 (SP)

BRIAN RANDLE
 E TERRY CHIPIAN
 JARED JESPERSON
 PAUL NAYLOR
 SCOTT CARDALL

TAYLORSVILLE

#020214
 MONARCH DTL TAYLORSVILLE
 5419 S Redwood Rd Ste 2, 84123
 (801) 263-6400
 MARK ENDRIZZI

#044460

UTAH ORTHODONTIC CARE
 6183 S Prairie View Dr, 84129
 (801) 999-4431 (SP)

BRIAN RANDLE
 E TERRY CHIPIAN
 JARED JESPERSON
 PAUL NAYLOR
 SCOTT CARDALL

WEST JORDAN

#044461
 UTAH ORTHODONTIC CARE
 1231 W 9000 S Ste D, 84088
 (801) 474-9552 (SP)

BRIAN RANDLE
 E TERRY CHIPIAN
 JARED JESPERSON
 PAUL NAYLOR
 SCOTT CARDALL

WEST VALLEY

#044547
 CHARLES B JACKSON JR DDS
 2964 W 4700 S #103, 84118
 (801) 571-1231 (SP)
 CHARLES JACKSON

#017479

MONARCH DENTAL ASSOC
 4645 S 4000 W #B, 84120
 (801) 955-1900 (HR, RU,
 SP)

MARK ENDRIZZI

W VALLEY CITY

#045136
 MARZ ORTHODONTICS
 2222 W 3500 Ste A1, 84119
 (801) 304-9391
 KENNETH MARZ

#045119

ORTHO:DANA
 2630 W 3500 S Ste C, 84119
 (801) 542-0126 (SP)
 REED DANA

#044457

UTAH ORTHODONTIC CARE
 2843 S 5600 West #130, 84120
 (801) 999-4431 (SP)

BRIAN RANDLE
 E TERRY CHIPIAN
 JARED JESPERSON
 PAUL NAYLOR
 SCOTT CARDALL

**Pedodontists /
 Dentistas pediatricos**

AMERICAN FORK

#022204
 MONARCH DENTAL-AMERICAN FORK
 476 N 900 W Ste A, 84003
 (801) 756-5522

DIYA CHADHA
 JEFFREY RUPP

BOUNTIFUL

#022207
 MONARCH DENTAL-BOUNTIFUL
 24 South 500 W #D, 84010
 (801) 296-1606

JEFFREY RUPP
 DIYA CHADHA

CLINTON

#044707
 CLINTON DENTAL GROUP & ORTHO
 1737 N 2000 W #G, 84015
 (801) 728-9000
 CORDELL NEBEKER

MIDVALE

#043431
 MIDVALE MODERN DENTISTRY
 1144 E Fort Union Blvd, 84047
 (801) 566-3118 (SP)
 CORDELL NEBEKER

TAYLORSVILLE

#022203
 MONARCH DENTAL - TAYLORSVILLE
 5419 S Redwood Rd Ste 2, 84123
 (801) 263-6400

DIYA CHADHA
 JEFFREY RUPP

W JORDAN

#043432
 WEST JORDAN MODERN DNTSTRY
 7632 S Campus View Dr #150, 84084
 (801) 282-4142 (SP)
 CORDELL NEBEKER

WEST VALLEY

#022798
 MONARCH DENTAL/ WEST VALLEY
 4645 S 4000 W #B, 84120
 (801) 955-1900

DIYA CHADHA
 JEFFREY RUPP
 TYLER READING

Periodontists / Periodoncistas

AMERICAN FORK

#020213
 MONARCH DTL AMERICAN FORK
 476 N 900 W Ste A, 84003
 (801) 756-5522

DANIEL THUNELL
 SEAN MCKEOWN

BOUNTIFUL

#020209
 MONARCH DTL BOUTIFUL
 24 South 500 W #D, 84010
 (801) 296-1606

SEAN MCKEOWN

TAYLORSVILLE

#020214
 MONARCH DTL TAYLORSVILLE
 5419 S Redwood Rd Ste 2, 84123
 (801) 263-6400

SEAN MCKEOWN

Closed Offices/ Consultorios Cerrados

These offices are presently serving members, but are closed to further enrollment at this time. These offices may open to new enrollment in the future if office capacity permits. / Estos consultorios brindan atención a los miembros actuales, pero se encuentran cerrados a nuevas inscripciones. En el futuro estarán disponibles para nuevas inscripciones, si su capacidad se lo permite.

LAYTON

#044764

WISDOM TEETH ONLY

2148 N Hill Field Rd Ste 5, 84041
(801) 370-0050

HEATH HENDRICKSON
RAYMOND HENDRICKSON

MIDVALE

#044763

WISDOM TEETH ONLY

7001 S 900 E #350, 84047
(801) 370-0050

HEATH HENDRICKSON
RAYMOND HENDRICKSON

PROVO

#044762

WISDOM TEETH ONLY

2230 N University Pkwy, 84604
(801) 370-0050

HEATH HENDRICKSON
RAYMOND HENDRICKSON

Foreign languages spoken in the dental office are listed by code in (). Below is a key to the foreign language codes. / Los idiomas que se hablan en la oficina dental estan detallados por códigos en (). Abajo detallamos los códigos a los diferentes idiomas.

AF - Afrikaans	EI - East Indian	IN - Indonesian	PT - Portuguese
AM - Armenian	FR - French	IT - Italian	RO - Romanian
AR - Arabic	GE - German	JA - Japanese	RU - Russian
KM - Cambodian	GR - Greek	KO - Korean	SM - Samoan
CA - Cantonese	HE - Hebrew	LO - Lao	SP - Spanish / Español
CH - Chinese	HI - Hindi	12 - Mandarin	TA - Tagalog
CL - Creole	4 - Hmong	14 - Mien	TH - Thai
HR - Croatian	HU - Hungarian	PE - Persian	TR - Turkish
CS - Czech	13 - Ilacano	PL - Polish	VI - Vietnamese

Additional Dental Offices will be added as required. You may call our Customer Service department at 866-467-4219 for updates to the provider list. / Puede llamar al departamento de Servicio al Cliente al 866-467-4219 para obtener una lista de los proveedores. Delta Dental se reserva el derecho de asignarle otra oficina dental lo mas cercana a su casa como sea posible.

Please visit our website at www.deltadentalins.com/ut-medicaid for the most current listing of dentists. / Por favor visite nuestro sitio web en www.deltadentalins.com/ut-medicaid para la lista más actualizada de dentistas.

NOTE: Contact the provider before making your choice if you have scheduling problems or small children. / **NOTA:** Contacte al proveedor antes de escogerlo si tiene problemas o niños pequeños.