




Oversight and Accountability for Pediatric Oral Health Services in Medicaid Managed Care

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Medicaid and CHIP Payment and Access Commission

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1

Overview

- Context
- Approach
- Monitoring and oversight activities
- Other possible levers for improvement
- Challenges for monitoring and oversight
- Implications for improving children's oral health

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 MACPAC 2

2

Context

- Children's oral health status
 - Children receiving preventive services (1–20 year-olds): 23 percent in 2000 to 48 percent in 2018
 - Children at elevated risk receiving dental sealants (6–9 year-olds): 23 percent in 2015 to 24 percent in 2018
- In FY 2013, 67.9 percent of children were in comprehensive managed care

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3

Context

- Centers for Medicare & Medicaid Services Oral Health Initiative (OHI)
 - Goal: 10 percentage point increase in the proportion of children having preventive dental services
 - State oral health action plans, technical assistance to states (e.g., reducing caries, quality improvement, VBP)
 - In 2020-2022, OHI continues, plus new focus on prevention and reducing childhood caries
- Managed care rules generally apply to plans providing oral health services

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4

Approach

- Reviewed contracts, procurement documents, state rules and regulations, and state policy guidance
- Interviewed state officials, representatives from managed care organizations (MCOs) and dental contractors, consumer advocates, and stakeholders
- Focused on 11 states
 - Carve-in: AZ, KY, NM, and PA
 - Carve-out: CA, MA, NE, TN, TX, and VA
 - FFS: NH

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5

Monitoring and Oversight Activities

- Network adequacy and provider monitoring
 - Geo-access analysis
 - Provider network reports
 - Sharing of Medicaid provider lists
 - Provider monitoring

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6

Monitoring and Oversight Activities

- Preventive and follow-up visits
 - Plan reporting
 - Beneficiary education
 - Performance measures
 - Provider monitoring
 - Claims analysis
 - Identification of open referrals, broken appointments

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7

Monitoring and Oversight Activities

- Beneficiary grievance and appeals
- Other monitoring tools
 - Performance improvement projects
 - Engagement with MCOs and contractors
 - Stakeholder feedback
- Enforcement activities
 - Informal and formal actions

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8

Others Possible Levers for Improvement

- Provider incentives
- Pay for performance
- Beneficiary incentives

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9

Challenges for Monitoring and Oversight

- State resources
- Approach for assessing cultural competence
- Other challenges
 - Data to assess disparities
 - Lack of providers
 - Beneficiary barriers

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10

Implications for Improving Children's Oral Health

- Are existing oversight and accountability sufficient for ensuring further improvements?
- What changes are needed to improve their effectiveness?
- What other structures or levers would be more effective?

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11



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12