

Improving Oral Health Statewide Performance Improvement Project

MO HealthNet Quality Assessment & Improvement Advisory Group January 27, 2011

MO HealthNet Managed Care Plan Updates

During the January 6, 2011 Dental Task Force meeting, each health plan reported the types of activities and interventions that were carried out since the last task force meeting as described below.

Blue-Advantage Plus

Blue-Advantage Plus included dental articles in their newsletters. They developed a toolkit for pediatricians that contains a poster, brochure and “prescription” pad for patients. They sent dental reminder letters and posted dental information on their website. They are working with DentaQuest to provide information about members who have visited the ED for dental reasons. DentaQuest then contacts the members to offer assistance in finding a dentist.

Children’s Mercy Family Health Partners

Children’s Mercy Family Health Partners included a dental article in their provider newsletter and posted it on their website. In December, the plan distributed 1100 dental promotional items to members at an event.

HealthCare USA

HealthCare USA provided dental information at recent events and at schools. Their Member Outreach department is developing programs for educating high risk OB members and children with dental issues about their dental benefits. The plan added to their phone line a hold message related to dental benefits. They are also providing a list of dental providers that includes the providers’ working hours to members at healthcare events.

Missouri Care

Missouri Care included dental articles in their newsletters. They have also scheduled a “Show Me Smile” program.

Molina Healthcare

Molina is working with DentaQuest to schedule the dental mobile unit at upcoming healthcare events. In addition, the plan is coordinating with DentaQuest on their ER program in which DentaQuest assists members who have been to the ER for dental issues in finding a dentist.

Harmony Health Plan

Harmony Health Plan contracted with DentaQuest beginning January 1, 2011. They plan to coordinate with DentaQuest on interventions related to the PIP.

HEDIS Rates

Health Plan	Goal	3Q2010 Rates
Blue-Advantage Plus	<u>Western Region</u> 32.64%	<u>Western Region</u> Data not available
Children's Mercy Family Health Partners	<u>Western Region</u> 46.66%	<u>Western Region</u> 44.27%
Harmony Health Plan	<u>Eastern Region</u> 28.97%	<u>Eastern Region</u> Data not available
HealthCare USA	<u>Eastern Region</u> 41.76%	<u>Eastern Region</u> 35.63%
	<u>Central Region</u> 48.86%	<u>Central Region</u> 43.54%
	<u>Western Region</u> 43.17%	<u>Western Region</u> 38.08%
Molina Healthcare	<u>Eastern Region</u> 32.54%	<u>Eastern Region</u> 20.28%
	<u>Central Region</u> 32.68%	<u>Central Region</u> 23.51%
	<u>Western Region</u> 33.16%	<u>Western Region</u> 19.30%
Missouri Care	<u>Central Region</u> 39.36%	<u>Eastern Region</u> 15.09%
		<u>Central Region</u> 25.42%
		<u>Western Region</u> 16.02%

Dental Task Force Meeting Schedule

Date/Time	Host
April 7, 2011 at 2:30 pm	HealthCare USA
July 7, 2011 at 2:30 pm	Blue-Advantage Plus
October 6, 2011 at 2:30 pm	Harmony Health Plan
January 5, 2012 at 2:30 pm	Children's Mercy Family Health Partners
April 5, 2012 at 2:30 pm	Missouri Care
July 5, 2012 at 2:30 pm	Molina Healthcare