

# Medical Assistance Advisory Council (MAAC) Meeting



November 14, 2024

# MCNA Provider Outreach (Quarter 1, SFY25)



- **Provider Site Contact Visits: 104 (Q1/SFY 25)**
  - **July:** 40 visits
  - **Aug:** 15 visits
  - **Sept:** 49 visits
  
- **New Provider Orientations: 55/107 (Q1/SFY 25)–52 Declined**
  - **July:** 30 orientations completed
  - **Aug:** 25 orientations completed
  - **Sept:** 0 orientations completed
  
- **Provider Education: 1 (Q1/SFY 25)**
  - **July:** 0 completed
  - **Aug:** 1 completed
  - **Sept:** 0 completed

# MCNA Provider Outreach Continued... (Quarter 1, SFY25)



During our site contact visits we review the facility's quarterly Practice Site Performance Summary, giving offices a snapshot of their claims/pre-auth submission data in comparison to their peers.

## SECTION 1: CLAIMS PRACTICE SITE PERFORMANCE SUMMARY

### ADJUDICATION

**95.6%** (8,310 Procedures)  
Paid

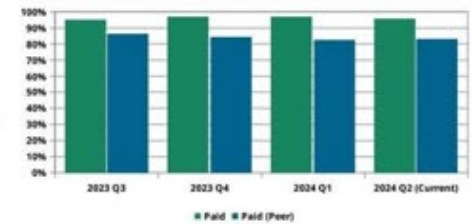
**4.4%** (388 Procedures)  
Net Paid

### PEER ADJUDICATION

**83.4%**  
Paid

**16.6%**  
Net Paid

HISTORY OF ADJUDICATION & PEER ADJUDICATION



### TOP DENIAL REASONS

Below is a list of the most common denial reasons for claims at your practice site. This information is designed to help you reduce avoidable claim denials. The MCNA Iowa Dental Wellness Plan Provider Manual outlines the information you need to successfully submit your claims. Section 14 provides claims submission instructions, and Section 24 provides an explanation of the requirements for x-ray and narrative documentation by covered procedure code.

DENIAL CODE	DESCRIPTION	PERCENT OF TOTAL DENIALS
24	CHARGES FOR RADIOGRAPHS HAVE BEEN COMBINED AND AN ALTERNATE BENEFIT OF A FULL MOUTH SERIES CONSIDERED.	16.7%
21	COVERAGE FOR THIS PROCEDURE IS LIMITED TO ONCE IN A SIX MONTH PERIOD PER THE COVERED BENEFITS OUTLINED IN YOUR PROVIDER MANUAL.	15.6%
19	PAYMENT FOR THIS PROCEDURE HAS BEEN PROVIDED UNDER A PRIOR CLAIM OR PROCEDURE.	13.5%
2	THIS REQUEST HAS BEEN PREVIOUSLY REPORTED AND AN APPROVAL OR DENIAL WAS ISSUED.	10.9%
516	PLEASE SUBMIT A TREATMENT PLAN.	6.3%

## SECTION 1: CLAIMS PRACTICE SITE PERFORMANCE SUMMARY

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Below is a summary of your practice site's claims information for the reporting quarter.

TOTAL CLAIMS	TOTAL PROCEDURES	AVERAGE LAG TIME	AVERAGE TAT
1,996 Claims	8,694 Procedures	11.5 Calendar Days	8.0 Calendar Days

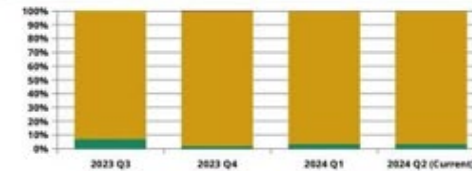
### SUBMISSION METHOD

**3.9%** (77 Claims)  
MCNA Portal

**96.1%** (1,918 Claims)  
Electronic

**0.1%** (1 Claim)  
Paper

HISTORY OF SUBMISSION METHOD

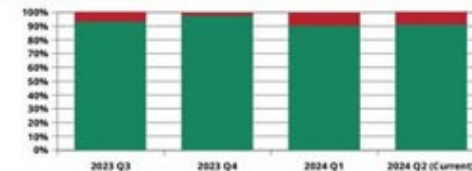


### TARGET LAG TIME

**91.1%** (1,818 Claims)  
Within 30 Days

**8.9%** (178 Claims)  
Beyond 30 Days

HISTORY OF TARGET LAG TIME



### DEFINITIONS

**Lag Time:** The amount of time between the final date of service and the date that MCNA received your claim.  
**Turnaround Time (TAT):** The amount of time between the date that MCNA received your claim (or pre-authorization) and the date of finalization.

## SECTION 1: CLAIMS PRACTICE SITE PERFORMANCE SUMMARY

### AVERAGE LAG TIME

Below is a 12-month history of your practice site's average claim lag time. "Lag Time" is the amount of time between the date of service and the date that MCNA received your claim. While we understand you have 365 days to submit a claim, we encourage our facilities to submit claims within **30 calendar days** to ensure payment for services rendered as quickly as possible.

MONTH	TOTAL CLAIMS	AVERAGE LAG TIME
June 2024	594	10.6 Calendar Days
May 2024	842	12.1 Calendar Days
April 2024	560	11.6 Calendar Days
March 2024	644	6.5 Calendar Days
February 2024	741	10.5 Calendar Days
January 2024	560	13.6 Calendar Days
December 2023	509	8.6 Calendar Days
November 2023	738	8.6 Calendar Days
October 2023	624	6.3 Calendar Days
September 2023	633	7.3 Calendar Days
August 2023	772	9.7 Calendar Days
July 2023	608	12.1 Calendar Days
<b>7,825</b>	<b>9.8</b> Calendar Days	

### AVERAGE TURNAROUND TIME

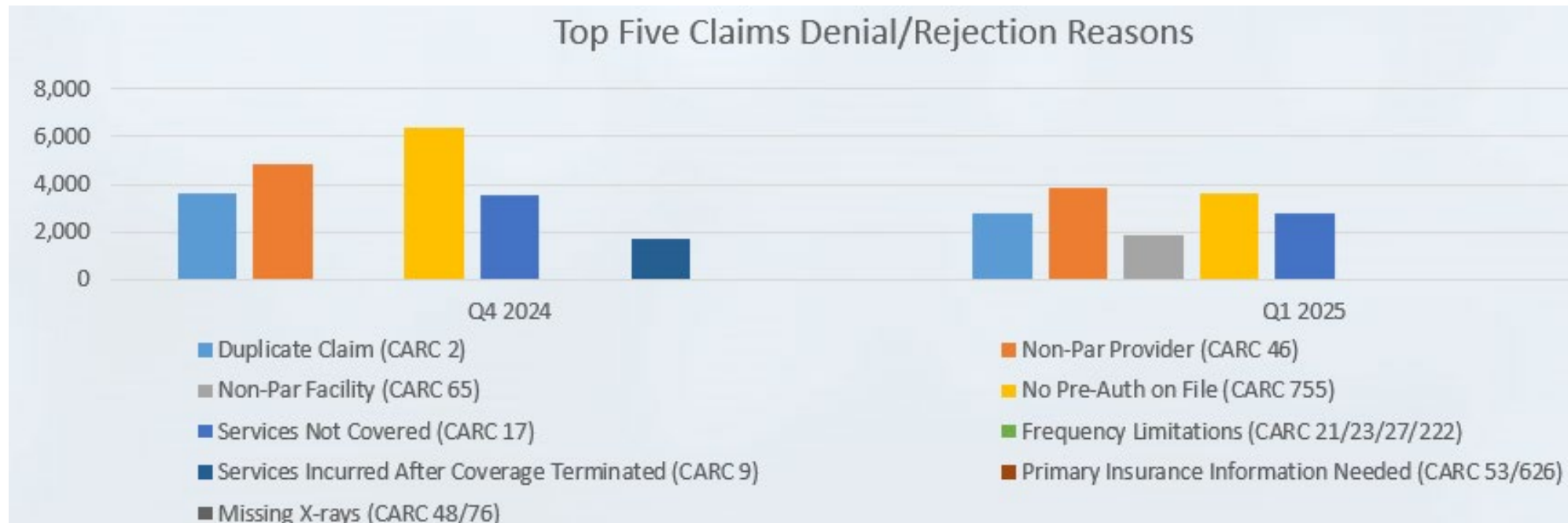
Below is a 12-month history of your practice site's average turnaround time for claims. "Turnaround Time" (TAT) is the amount of time between the date that MCNA received your claim and the date of payment.

MONTH	PAID CLAIMS	AVERAGE TAT
June 2024	596	8.3 Calendar Days
May 2024	920	7.6 Calendar Days
April 2024	563	8.4 Calendar Days
March 2024	645	7.5 Calendar Days
February 2024	867	7.9 Calendar Days
January 2024	296	8.6 Calendar Days
December 2023	556	8.4 Calendar Days
November 2023	863	6.8 Calendar Days
October 2023	599	7.8 Calendar Days
September 2023	607	8.1 Calendar Days
August 2023	851	8.2 Calendar Days
July 2023	634	7.8 Calendar Days
<b>7,997</b>	<b>7.9</b> Calendar Days	

# MCNA Provider Outreach Continued... (Quarter 1, SFY25)



**During our site contact visits we address practices' top avoidable denials and provide education on preventing these denials in the future.**



Avoidable Denials Continue to Trend Down

# MCNA in the Community

Peoples Community Health Fair  
August 5<sup>th</sup>, 2024



2024 Iowa Mission of Mercy (IMOM)  
October 4<sup>th</sup> and 5<sup>th</sup> 2024



# MCNA in the Community Continued..

## (Quarter 1, SFY25)



### **July Events:**

- **July 24 – Community Health and Job Fair** – MAOS attended this event in Perry, IA. She was able to speak with participants about the importance of routine dental care and asked participants if they regularly saw a dentist. MAOS also informed participants of the various ways they can locate a MCNA dentist. Backpacks, children and adult dental kits as well as infant toothbrushes and educational materials were distributed.

### **August Events:**

- **August 5 – People’s Community Health Fair** – MAOS attended this event in Waterloo, IA. She was able to speak with participants about the importance of routine dental care and asked participants if they regularly saw a dentist. MAOS also informed participants of the various ways they can locate a MCNA dentist. Backpacks, children and adult dental kits as well as infant toothbrushes and educational materials were distributed.
- **August 8 – Green to Go Rock the Center** – MAOS attended this event in Sioux City, IA. She was able to speak with participants about the importance of routine dental care and asked participants if they regularly saw a dentist. MAOS also informed participants of the various ways they can locate a MCNA dentist. Backpacks, children and adult dental kits as well as infant toothbrushes and educational materials were distributed.
- **August 18 – Green to Go Back to School Bash** – MAOS attended this event in Des Moines, IA. She was able to speak with participants about the importance of routine dental care and asked participants if they regularly saw a dentist. MAOS also informed participants of the various ways they can locate a MCNA dentist. Backpacks, children and adult dental kits as well as infant toothbrushes and educational materials were distributed.

### **September Events:**

- **September 7 – Green to Go Viva Ottumwa** – MAOS attended this event in Ottumwa, IA. She discussed the importance of routine dental care with event attendees. Backpacks, adult and children’s dental kits and educational flyers were distributed.
- **September 28 – Fairfield Hy-Vee Block Party** – MAOS attended this event in Fairfield, IA. She discussed MCNA’s role with Iowa Medicaid. Backpacks, adult and children’s dental kits and educational flyers were distributed.

- ✓ **Additionally, we were preparing and registering providers for our Fall Provider Seminar, held on October 22<sup>nd</sup> and 25<sup>th</sup>, which will be reported on during our next MAAC meeting for our quarter 2 updates.**