

MCNA Quality Improvement Initiatives

November 21, 2024

Improving Claims & Pre-Authorization Submissions

- MCNA drives ongoing improvement in the provider claims and prior authorization experience through use of our Practice Site Performance Summary (PSPS) report.
 - The PSPS report provides site specific and peer comparison quarterly results over a rolling year for the timeliness of claims submission, claims processing timeliness, and avoidable denials for both claims and prior authorizations.
 - Our provider relations representatives use this report and other internal analytics to provide ongoing education to providers on how they can improve their overall administrative efficiency, increase the timeliness of claims payment, and decrease avoidable denials.
- This collaborative approach continues to demonstrate quantifiable improvements:
 - 87% reduction in avoidable denials for duplicate claims during the last quarter
 - 26% improvement in claims processing turn around time from the previous SFY
 - 26% reduction in pre-authorization denials for lack of submission of periodontal charting

Enhancing Care Coordination

- MCNA utilizes our Member Advocate and Outreach Specialists (MAOS) to participate in community events and expand our collaborative partner relationships that foster our care coordination efforts.
- MCNA's case management team has established a formal process for I-Smiles Coordinators to efficiently utilize MCNA's interpreter services, ensuring smooth coordination of dental services.
- Our case managers have established touch-points with I-Smiles Coordinators to foster open communication and care coordination.
- MCNA's case managers have established liaisons for each of the health plans to facilitate seamless and comprehensive collaborative care coordination as needed.

Provider Administrative Simplifications

- Website/Portal Enhancements:
 - Updated website – conveniently navigate between provider and member resources.
 - Communication enhancements – providers can send communication directly to MCNA's Provider Relations Team from the website.
 - Provider education – providers can register for our webinars on MCNA's website.
- In addition to our existing modalities to report broken appointments, providers can now report via MCNA's Provider Portal or through their claims process using CDT D9986.

Member Enhancements & Satisfaction

- Member Communication Enhancements –
 - Updated website - members can send communication directly to the Member Hotline from the website.
 - Members can now email the Member Hotline through a form, allowing them to specify the assistance they need i.e. interpreter services, transportation, locating a provider, etc.
 - Addition of Member Oral Health Assessment (OHA) Forms – members can access the OHA form for children and link for adults to access the PreViser survey.
- MCNA conducts annual satisfaction surveys with members via the Member Hotline. Our ongoing efforts to ensure the ease of participation and providing care for our members has resulted in an overall member satisfaction rate of over 95% for the past six years.

Value-Based Provider Payment

- MCNA's value-based provider (VBP) payments ensure continuity of care through establishment of a dental home and conducting timely recall visits.
 - Providers can earn a \$20 value-based payment for establishing a dental home within 100 days of completing a problem focused exam on a new patient.
 - Results post implementation demonstrate a **42% increase** in timely recall visits when compared to the same time period pre-intervention.
 - Providers can earn a \$10 value-based payment for completing a timely recall visit within 175 and 235 days of a previous exam.
 - Results post implementation demonstrate an **13% increase** for kids in establishment of a dental home when compared to the same time period pre-intervention.
- Both value-based payments have demonstrated effective use of QI strategy to improve member oral health outcomes.

Thank you