

MCNA Quality Performance Measures

March 6, 2025

DHS Quality Performance Measures

- **Dental care utilization**

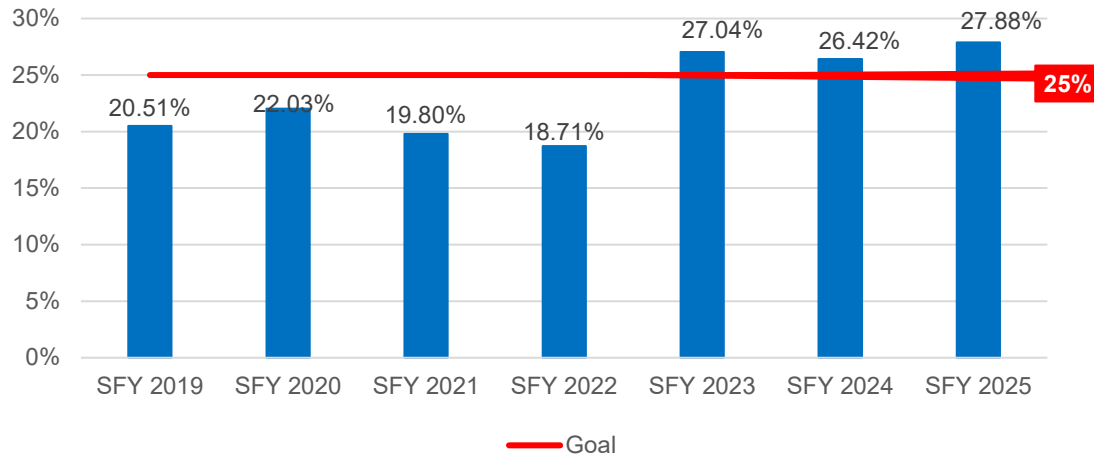
- The percent of unique DWP-A Enrolled Members with over six (6) months of coverage during the measurement State fiscal year that accessed dental care services shall meet or exceed twenty-five percent (25%).
- The percent of unique DWP-K Enrolled Members with over six (6) months of coverage during the measurement State fiscal year that accessed dental care services shall meet or exceed forty-five percent (45%).

- **Preventive care utilization**

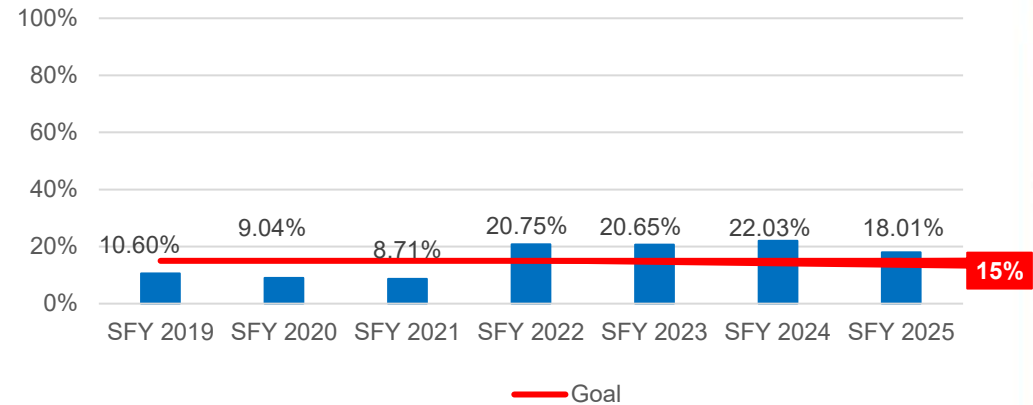
- The percent of unique DWP-A Enrolled Members with over six (6) months of coverage during the measurement State fiscal year that accessed any preventive care services shall meet or exceed fifteen percent (15%).
- The percent of unique DWP-K Enrolled Members with over six (6) months of coverage during the measurement State fiscal year that accessed any preventive care services shall meet or exceed fifty percent (50%)

Clinical Performance Measures – DWP Adults

Access to Any Dental Services – DWP Adults



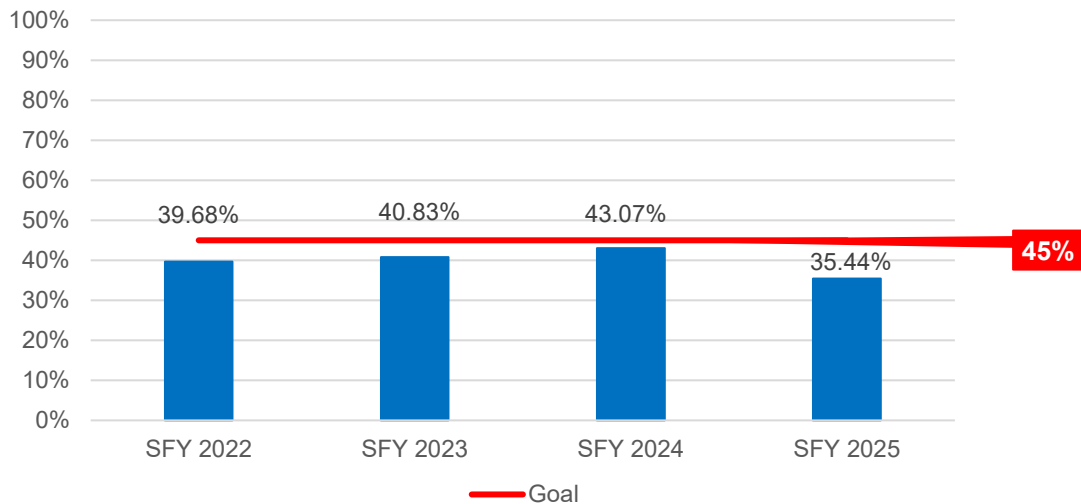
Access to Preventive Dental Services – DWP Adults



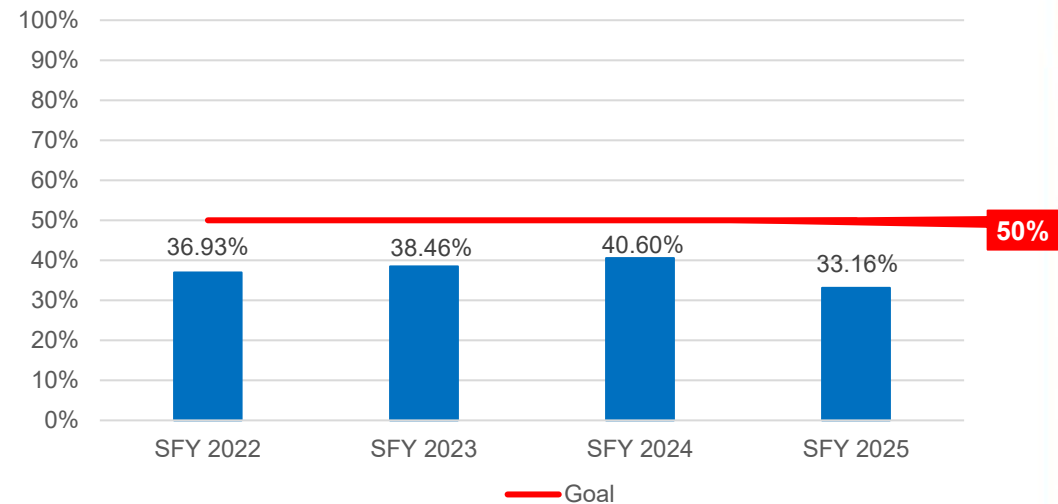
MCNA's performance measures for adult members accessing dental services as well as receiving preventive care have exceeded the contractual goal for the state fiscal year (SFY).

Clinical Performance Measures – DWP Kids

Access to Any Dental Services – DWP Kids

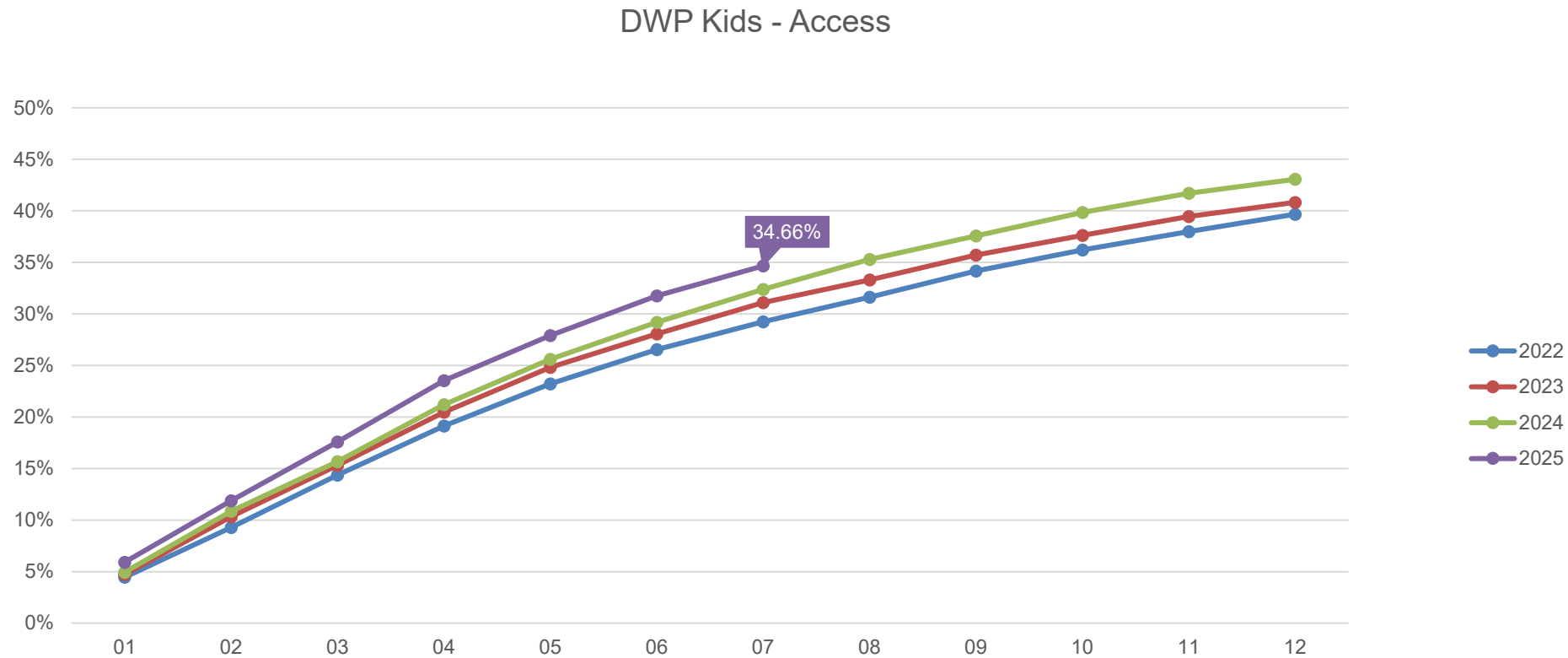


Access to Preventive Dental Services – DWP Kids



The performance measures for children are showing positive trends towards their respective goals. Compared to this time last year, both access and preventive services are trending higher and will continue to improve due to our targeted interventions.

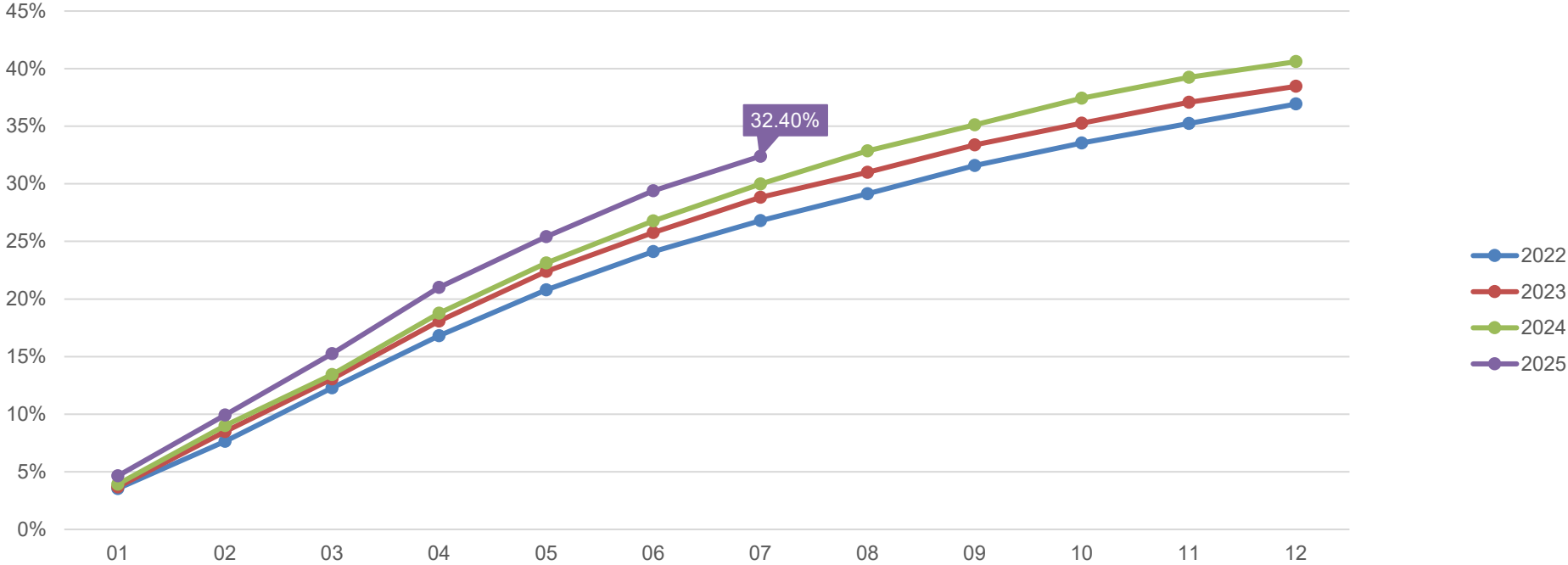
Clinical Performance Measures – DWP Kids (continued)



MCNA's access rate for children has shown consistent year-over-year improvement, with a 9% increase from SFY 2022 to SFY 2024. Furthermore, the current rate of 34.66% is already 7% higher than it was at this time last year.

Clinical Performance Measures – DWP Kids (continued)

DWP Kids - Preventive Services



MCNA’s preventive services rate for children has also shown consistent year-over-year improvement, with a **10% increase** from SFY 2022 to SFY 2024. Furthermore, the current rate of **32.40%** is already **8% higher** than it was at this time last year.

Member Initiatives

- **Care Gap Alerts**
 - MYTD, 997 (52%) of members who accepted assistance with scheduling an appointment received a dental visit within 60 days.
- **Care Connections Outbound Call Campaign**
 - MYTD, 113,411 members were contacted via IVR. Of those contacted, 17% of members received a dental visit within 60 days.
- **Preventive Text Messaging**
 - MYTD, 15,612 members were messaged and 4,527 (29%) members completed a preventive service within 60 days of receiving the message.
- **Preventive Postcard Reminders**
 - 100,169 postcards were mailed and 14,023 (14%) members completed a preventive service within 60 days.

Healthy Smile For Life

Visit the dentist at least twice a year for healthy teeth and gums. Children should have their first dental visit by age 1. Regular dental checkups for children and adults are an important part of good oral health for life.

Our Member Hotline can help you get the information you need to understand your dental benefits with MCNA. You may ask for a member Welcome Packet once a year. You can also get an electronic copy of your Member Handbook any time online at www.mcnaia.net.



Call us at 1-855-247-6262

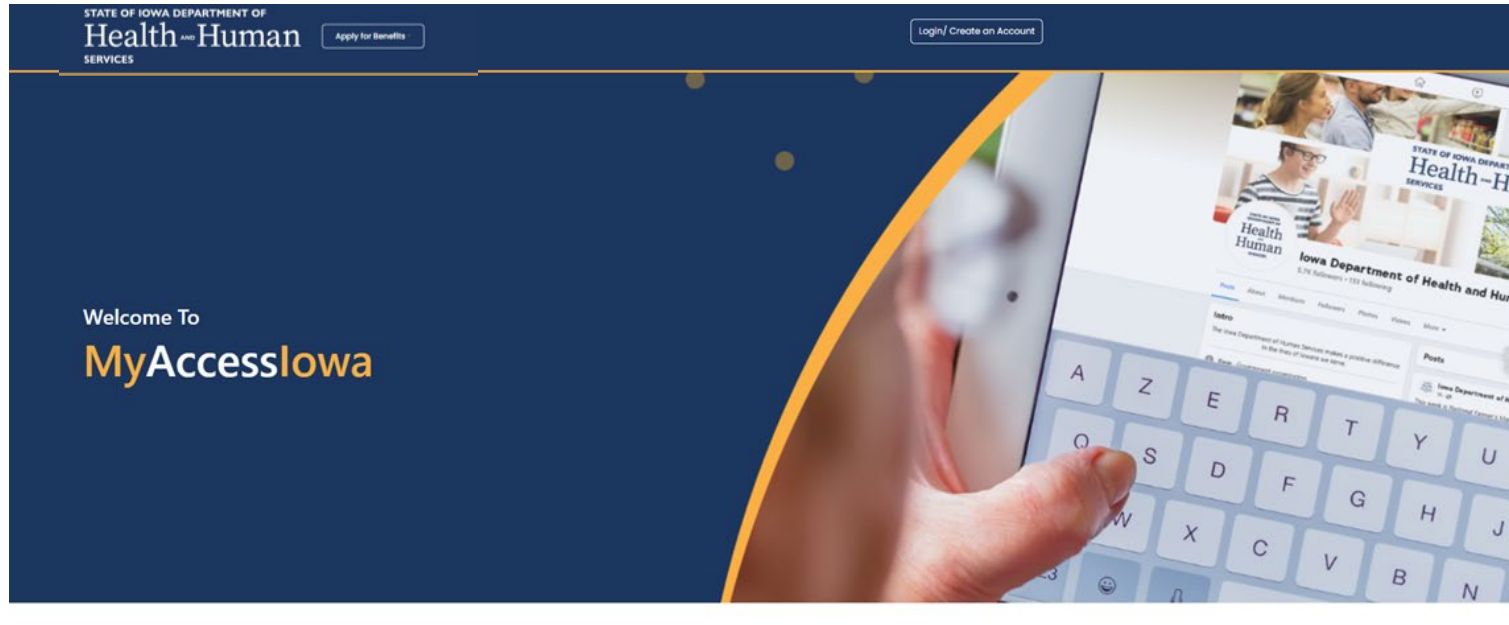
Monday - Friday from 7 a.m. to 7 p.m.

We can answer your questions. We can also help you find a dentist and schedule your next dental checkup.

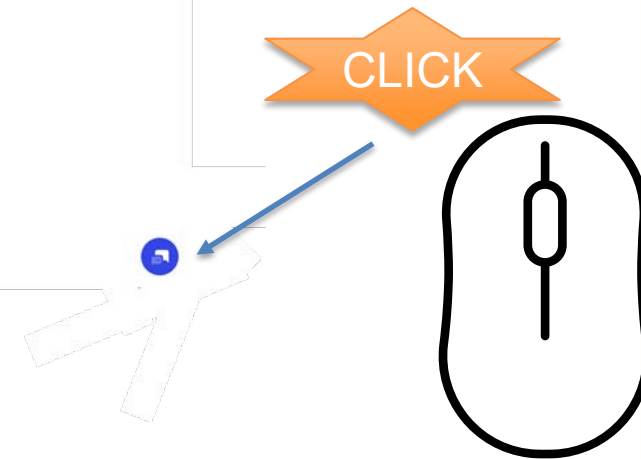


My Access Iowa (Iowa HHS) Robot

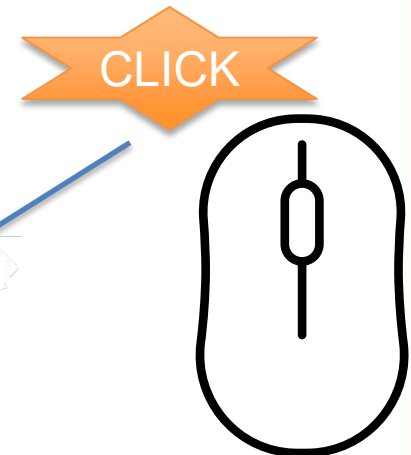
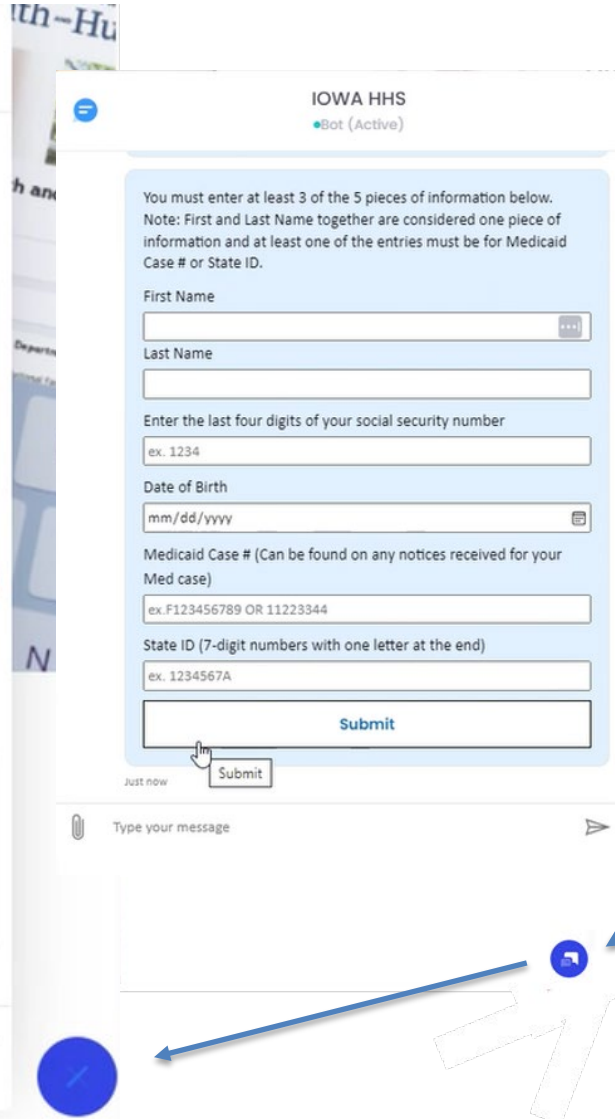
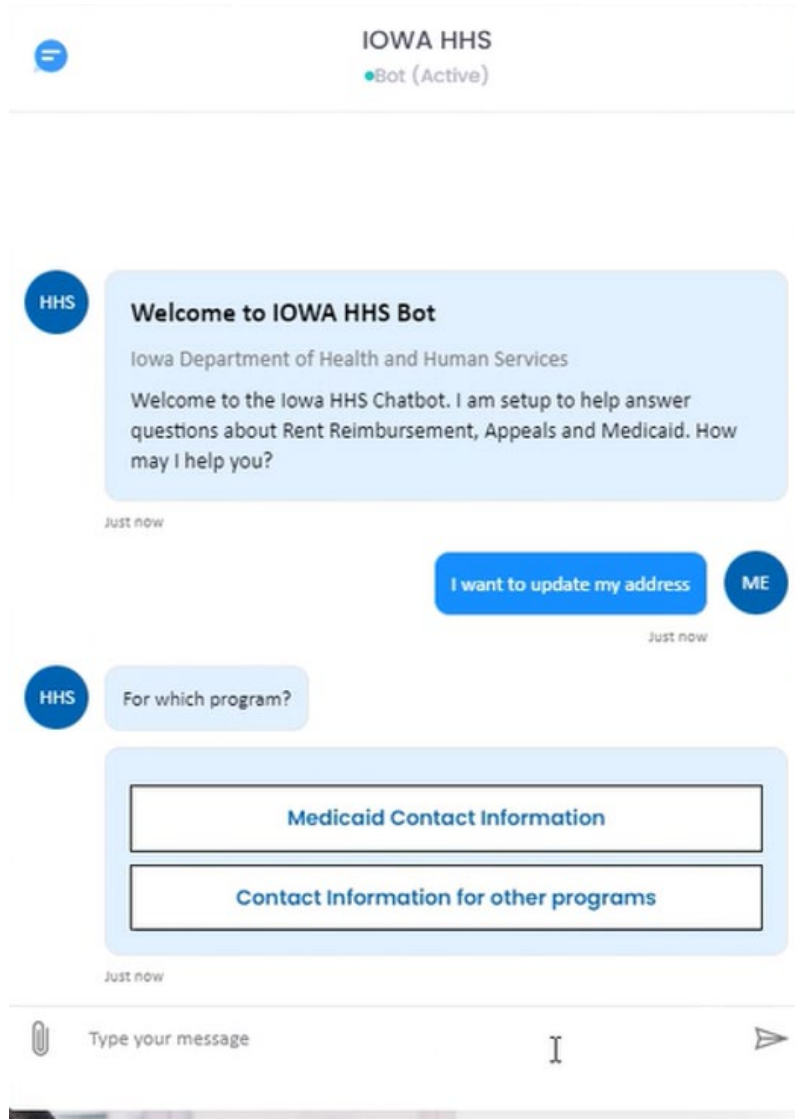
<https://benefits.stateofiowahhs.org/client>



MyAccessIowa is here to help you get the assistance you need.
See below for more information.



My Access Iowa (Iowa HHS) Robot Update Your Phone Number, Address, or Apply for More Benefits



Thank you