

Medical Advisory Council (MAC) Meeting

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June 12, 2025

MCNA Provider Outreach (Quarter 3, SFY25)



■ **Provider Site Contact Visits: 129/161 (Q3/SFY 25)**

- **Jan:** 29 visits
- **Feb:** 49 visits
- **Mar:** 55 visits

Year to Date (YTD): 333 visits

■ **Community/Provider Outreach Events: 2 (Q3/SFY 25)**

- **Jan:** 0 event
- **Feb:** 1 events
- **Mar:** 1 event

YTD: 19 events

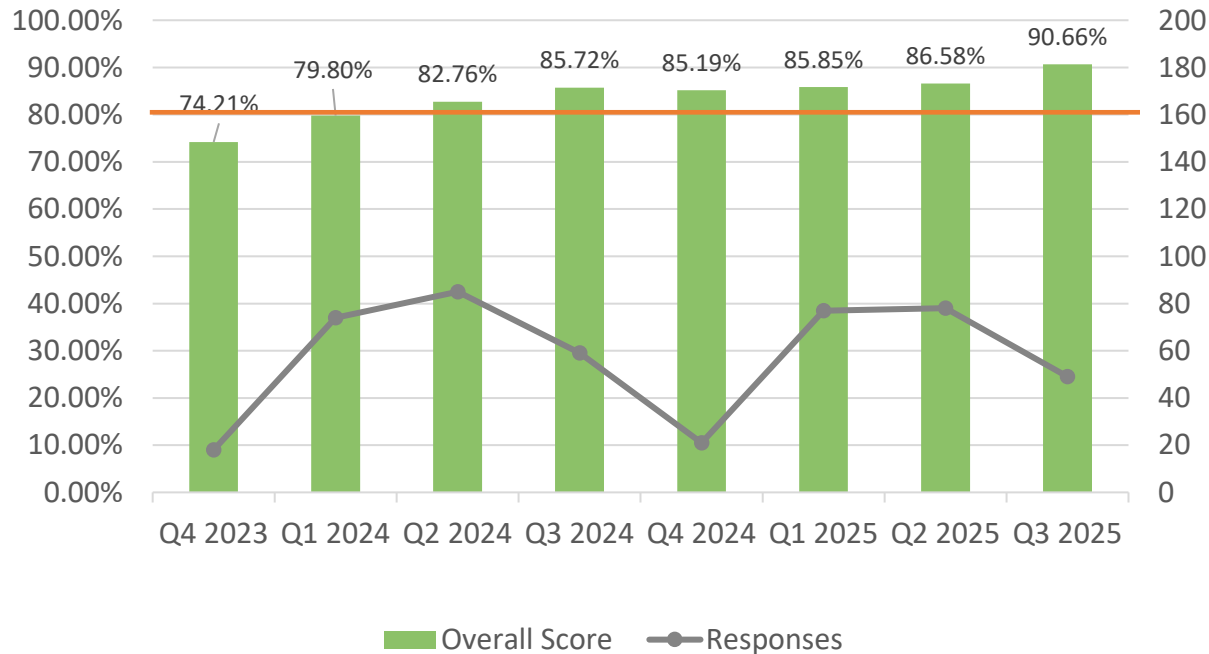
February Events:

- **February 25–The Warming Shelter** – MAOS set up at the Warming Shelter in Sioux City. She was able to talk to participants about issues they have such as finding a dentist and scheduling appointments. She assisted a MCNA member with scheduling an appointment at a local facility. Participants were provided with dental kits (adult & child), backpacks and educational flyers.

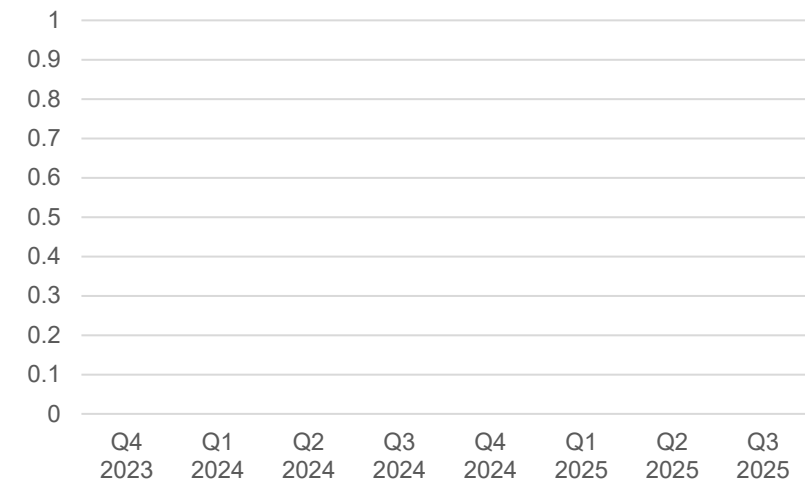
March Events:

- **March 25 – Central IA Shelter** – MAOS set up at the Central IA Shelter in Des Moines. She was able to talk to participants about issues they have such as finding a dentist and scheduling appointments. She assisted a MCNA member with locating facilities that are accepting new patients. Participants were provided with dental kits (adult & child), backpacks and educational flyers.

The Gold Standard in Provider Satisfaction (Quarter 3, SFY25)



Provider Complaint Count



- The provider satisfaction survey is done via the provider portal in Iowa.
- The data collected from the provider satisfaction survey is also shared with the directors of the departments that have specific questions that apply. This creates a collaborative effort to make an improvement and ensure satisfaction.
- Our goal for the provider satisfaction survey is 80%, we met this goal for Quarter 3 (SFY25) with a score of 90.66% (49 surveys completed). An increase of 4.08% from the previous quarter.

Provider Value Based Payment (VBP) Incentive Program Quarterly Outcomes

(Quarter 3, SFY25)



- Our 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.
 - 35 (7% of those with triggering event) DWP Kids established a Dental Home following episodic visit as a new patient
 - 183 (9% of those with triggering event) DWP Adults established a Dental Home following episodic visit as a new patient
 - Providers can earn a \$10 value-based payment for completing a timely recall visit within 175 and 235 days of a previous exam.
 - 4,573 (39% of those with triggering event) DWP Kids demonstrated timely recall visits
 - 818 (26% of those with triggering event) DWP Adults demonstrated timely recall visits
- Both value-based payments have demonstrated effective use of QI strategy to improve member oral health outcomes.

Stay Tuned for More from MCNA in Quarter 4, SFY25



- MCNA's Spring Provider Seminar was held in April.
- MCNA's booth won **1st Place** at the Iowa Dental Association Conference (State Fair themed) held in May.

