



HHSC UNIFORM MANAGED CARE MANUAL	CHAPTER 10.1.9
CHIP Dental Services	EFFECTIVE DATE January 15, 2016
PERFORMANCE INDICATOR DASHBOARD FOR QUALITY MEASURES	Version 2.5

DOCUMENT HISTORY LOG

STATUS¹	DOCUMENT REVISION²	EFFECTIVE DATE	DESCRIPTION³
Baseline	2.0	March 1, 2012	Initial version of Chapter 10.1.9, "CHIP Dental Services Performance Indicator Dashboard for Quality Measures." Quality Measures have been removed from Chapter 10.1.4, "CHIP Dental Performance Indicator Dashboard," and will be tracked by Calendar Year beginning with Calendar Year 2012. Performance Indicator Dashboards for previous State Fiscal Years are included for informational purposes.
Revision	2.1	December 7, 2012	Calendar Year 2013 Dashboard standards were calculated and updated using SFY 2011 data for a baseline.
Revision	2.2	January 1, 2014	Calendar Year 2014 Dashboard measures and standards have been added.
Revision	2.3	April 1, 2015	Calendar Year 2015 Dashboard measures and standards have been added. Calendar Year 2014 Dashboard measures are updated.
Revision	2.4	July 1, 2015	Calendar Year 2014 Dashboard measures are updated.
Revision	2.5	January 15, 2016	Calendar Year 2016 Dashboard measures and standards have been added.
¹ Status should be represented as "Baseline" for initial issuances, "Revision" for changes to the Baseline version, and "Cancellation" for withdrawn versions ² Revisions should be numbered according to the version of the issuance and sequential numbering of the revision—e.g., "1.2" refers to the first version of the document and the second revision. ³ Brief description of the changes to the document made in the revision.			

Calendar Year 2016 CHIP Dental Quality Performance Indicator Dashboard

Performance Indicator	HHSC Standard	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
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I. Quality of Care

Annual Dental Visit

% of members (2 - 3 yrs) enrolled for at least 11 of the past 12 months who had at least one annual dental visit	P4Q	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables
% of members (4 - 6 yrs) enrolled for at least 11 of the past 12 months who had at least one annual dental visit	P4Q	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables
% of members (7 - 10 yrs) enrolled for at least 11 of the past 12 months who had at least one annual dental visit	P4Q	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables
% of members (11 - 14 yrs) enrolled for at least 11 of the past 12 months who had at least one annual dental visit	P4Q	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables
% of members (15 - 18 yrs) enrolled for at least 11 of the past 12 months who had at least one annual dental visit	P4Q	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables

Preventive Dental Services

% of members (1 - 18 yrs) enrolled for at least 11 of the past 12 months and who had at least one preventative dental service during the measurement year	P4Q	Annually	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Tables
% of members (6 - 9 yrs) enrolled for at least 6 continuous months who had at least one sealant service on one of the permanent first molars during the measurement year	P4Q	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables
% of members (10 - 14 yrs) enrolled for at least 6 continuous months who had at least one sealant service on one of the permanent second molars during the measurement year	P4Q	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables
Dental Quality Alliance: Sealants in 6-9 Years - % of members (6-9 yrs) continuously enrolled for at least 180 days who are at elevated risk for dental caries and who received a sealant on a permanent first molar tooth within the reporting year	23%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter Files	Annual Quality of Care Tables
Dental Quality Alliance: Sealants in 10-14 Years - % of members (10-14 yrs) continuously enrolled for at least 180 days who are at elevated risk for dental caries and who received a sealant on a permanent second molar tooth within the reporting year	15%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter Files	Annual Quality of Care Tables
Dental Quality Alliance: Oral Evaluation - % of members (under 19 yrs) enrolled for at least 6 months who received a comprehensive or periodic oral evaluation within the reporting year	60%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables
Dental Quality Alliance : Topical Fluoride - Percentage of enrolled children aged 1-18 years who are at "elevated" risk (i.e. "moderate" or "high") who received at least 2 topical fluoride applications within the reporting year	TBD	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables

Continuity of Care

Dental Quality Alliance: Care Continuity- % of members (1-18 yrs) enrolled in two consecutive years for at least 6 months in each year who received a comprehensive or periodic oral evaluation in both years	59%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables
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II. Utilization and Cost of Dental Services

Performance Indicator	HHSC Standard	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
% of members (1 - 18 yrs) enrolled for at least 11 of the past 12 months who had at least one orthodontic service during the measurement year*	N/A	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables
Dental Quality Alliance: Utilization of Services - % of members (0 - 18 yrs) enrolled for at least 6 months who received at least one dental service within the reporting year *	N/A	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables
Dental Quality Alliance: Treatment Services -- % of members (0 - 18 yrs) enrolled for at least 6 months who received a treatment service within the reporting year *	N/A	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables
Dental Quality Alliance: Total Amount Paid Per-Member Per-Month for Dental Services *	N/A	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables

III. Patient Satisfaction

% of members satisfied with dental services and providers**	74%	Biennially	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report
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P4Q	This measure is a P4Q measure. Please refer to the UMCM Chapter 6.2.13 for additional details on the incremental improvement goals
TBD	Indicates HHSC has not yet established a standard for the performance indicator
N/A	Indicates this measure are calculated for monitoring purposes only and are not given a standard
*	For utilization and cost measures, higher or lower rates are not necessarily indicative of better or worse performance
**	Because dental member surveys are conducted every other year, there will not be results for 2016 to compare to this standard

Calendar Year (CY) 2015 CHIP DENTAL QUALITY PERFORMANCE INDICATOR

Performance Indicator	HHSC Standard	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
I. Quality of Care					
Annual Dental Visit					
% of members (2 - 3 yrs) enrolled for at least 11 of the past 12 months who had at least one annual dental visit	80%***	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables
% of members (4 - 6 yrs) enrolled for at least 11 of the past 12 months who had at least one annual dental visit	88%***	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables
% of members (7 - 10 yrs) enrolled for at least 11 of the past 12 months who had at least one annual dental visit	90%***	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables
% of members (11 - 14 yrs) enrolled for at least 11 of the past 12 months who had at least one annual dental visit	85%***	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables
% of members (15 - 18 yrs) enrolled for at least 11 of the past 12 months who had at least one annual dental visit	75%***	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables
Preventive Dental Services					
% of members (1 - 18 yrs) with no more than a one month gap in enrollment who had at least one preventive dental service	80%***	Annually	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Tables
% of members (6 - 9 yrs) enrolled for at least 6 continuous months who had at least one sealant service on one of the permanent first molars during the measurement year	30%***	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables
% of members (10 - 14 yrs) enrolled for at least 6 continuous months who had at least one sealant service on one of the permanent second molars during the measurement year	25%***	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables
Dental Quality Alliance: Sealants in 6-9 Years. Percentage of enrolled children in the age category of 6-9 years at "elevated" risk (i.e., "moderate" or "high") who received a sealant on a permanent first molar tooth within the reporting year.	TBD*	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter Files	Annual Quality of Care Tables
Dental Quality Alliance: Sealants in 10-14 Years. Percentage of enrolled children in the age category of 10-14 years at "elevated" risk (i.e., "moderate" or "high") who received a sealant on a permanent second molar tooth within the reporting year.	TBD*	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter Files	Annual Quality of Care Tables
Dental Quality Alliance: Oral Evaluation - Percentage of enrolled children under age 18 who received a comprehensive or periodic oral evaluation within the reporting year	TBD	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables

Performance Indicator	HHSC Standard	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
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Treatment and Prevention of Caries

Dental Quality Alliance : Topical Fluoride - Percentage of enrolled children aged 1-18 years who are at “elevated” risk (i.e. “moderate” or “high”) who received at least 2 topical fluoride applications within the reporting year.	TBD*	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables
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Continuity of Care

Dental Quality Alliance: Care Continuity - % of members (1 - 18 yrs) enrolled in two consecutive years for at least 6 months in each year who received a comprehensive or periodic oral evaluation in both years	TBD	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables
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II. Utilization and Cost of Dental Services

% of members (1 - 18 yrs) enrolled for at least 11 of the past 12 months who had at least one orthodontic service during the measurement year**	N/A	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter Files	Annual Quality of Care Tables
Dental Quality Alliance: Utilization of Services - % of members (0 - 18 yrs) enrolled for at least 6 months who received at least one dental service within the reporting year **	N/A	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables
Dental Quality Alliance: Treatment Services -- % of members (0 - 18 yrs) enrolled for at least 6 months who received a treatment service within the reporting year **	N/A	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables
Dental Quality Alliance: PMPM Cost -- Total amount that is paid per member per month for all enrolled children during the reporting year*	N/A	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables

III. Patient Satisfaction

% of members satisfied with dental services and providers	66%	Biennially	EQRO	Enrollment & Eligibility Files;	CAHPS Survey
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* For CY 2015, these measures are for monitoring purposes only and will be assigned standards after an adequate number of claims are included for monitoring purposes only.

** For utilization and cost measures, higher or lower rates are not necessarily indicative of better or worse performance. These measures are included for monitoring purposes only.

*** This is a 2015 P4Q measure. The dashboard standard is the attainment goal, however actual performance will follow the P4Q methodology. Therefore, the listed standard is for reference only.

For 2015, HHSC has changed the methodology for establishing dental dashboard standards.

Calendar Year (CY) 2014 CHIP DENTAL QUALITY PERFORMANCE INDICATOR DASHBOARD

Performance Indicator	HHSC Standard	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
<u>I. Quality of Care</u>					
Annual Dental Visit					
% of members (2 - 3 yrs) enrolled for at least 11 of the past 12 months who had at least one annual dental visit	59%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% of members (4 - 6 yrs) enrolled for at least 11 of the past 12 months who had at least one annual dental visit	71%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% of members (7 - 10 yrs) enrolled for at least 11 of the past 12 months who had at least one annual dental visit	72%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% of members (11 - 14 yrs) enrolled for at least 11 of the past 12 months who had at least one annual dental visit	65%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% of members (15 - 18 yrs) enrolled for at least 11 of the past 12 months who had at least one annual dental visit	56%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
Preventive Dental Services					
% of members (1 - 18 yrs) enrolled for at least 12 consecutive months and who had at least one preventative dental service during the measurement year	63%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% of members (1 - 18 yrs) enrolled for 11 of the past 12 months and who had at least one preventative dental service during the measurement year	61%	Annually	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
% of members (2 - 5 yrs) receiving at least one sealant	2%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% of members (6 - 9 yrs) receiving at least one sealant	21%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% of members (10 - 14 yrs) receiving at least one sealant	24%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% of members (15 - 18 yrs) receiving at least one sealant	12%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% of members (6 - 9 yrs) enrolled for at least 6 continuous months who had at least one sealant service on one of the permanent first molars during the measurement year	30%***	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables
% of members (10 - 14 yrs) enrolled for at least 6 continuous months who had at least one sealant service on one of the permanent second molars during the measurement year	25%***	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Tables
Dental Quality Alliance: Sealants in 6-9 Years - % of members (6-9 yrs) continuously enrolled for at least 180 days who are at elevated risk for dental caries and who received a sealant on a permanent first molar tooth within the reporting year ***	TBD	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter Files	Annual Quality of Care Report
Dental Quality Alliance: Sealants in 10-14 Years - % of members (10-14 yrs) continuously enrolled for at least 180 days who are at elevated risk for dental caries and who received a sealant on a permanent second molar tooth within the reporting year ***	TBD	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter Files	Annual Quality of Care Report
Dental Quality Alliance: Oral Evaluation - % of members (1 - 18 yrs) enrolled for at least 90 days who received a comprehensive or periodic oral evaluation within the reporting year	TBD	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report

Calendar Year (CY) 2014 CHIP DENTAL QUALITY PERFORMANCE INDICATOR DASHBOARD

Performance Indicator	HHSC Standard	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
Dental Quality Alliance: Oral Evaluation - % of members (1 - 18 yrs) enrolled for at least 6 months who received a comprehensive or periodic oral evaluation within the reporting year	TBD	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report

Treatment and Prevention of Caries

% of members (1 - 18 yrs) enrolled for at least 11 of the past 12 months who had at least one treatment for caries or a caries-preventive service*	N/A	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report

Continuity of Care

Dental Quality Alliance: Usual Source of Services - % of members (1 - 20 yrs) enrolled in two consecutive years for at least 6 months in each year who visited the same practice or clinical entity in both years	TBD	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
Dental Quality Alliance: Care Continuity - % of members (1 - 18 yrs) enrolled in two consecutive years for at least 6 months in each year who received a comprehensive or periodic oral evaluation in both years*	TBD	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report

II. Utilization and Cost of Dental Services

% of members (1 - 18 yrs) enrolled in the same health plan for 12 months and receiving dental services*	N/A	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report	
% of members (1 - 18 yrs) enrolled in the same health plan for two years and receiving dental services*	Year 1	N/A	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
	Year 2	N/A				
% of members (1 - 18 yrs) enrolled in the same health plan for three years and receiving dental services*	Year 1	N/A	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
	Year 2	N/A				
	Year 3	N/A				
Dental Quality Alliance: Utilization of Services - % of members (1 - 18 yrs) enrolled for at least 90 days who received at least one dental service within the reporting year *	N/A	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report	
Dental Quality Alliance: Utilization of Services - % of members (1 - 18 yrs) enrolled for at least 90 days who received at least one oral health service within the reporting year *	N/A	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report	
Dental Quality Alliance: Utilization of Services - % of members (1 - 18 yrs) enrolled for at least 90 days who received at least one dental service OR oral health service within the reporting year *	N/A	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report	
Dental Quality Alliance: Utilization of Services - % of members (0 - 18 yrs) enrolled for at least 6 months who received at least one dental service within the reporting year *	N/A	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report	

Calendar Year (CY) 2014 CHIP DENTAL QUALITY PERFORMANCE INDICATOR DASHBOARD

Performance Indicator	HHSC Standard	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
Dental Quality Alliance: Utilization of Services - % of members (1 - 18 yrs) enrolled for at least 6 months who received at least one oral health service within the reporting year *	N/A	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
Dental Quality Alliance: Utilization of Services - % of members (1 - 18 yrs) enrolled for at least 6 months who received at least one dental service OR oral health service within the reporting year *	N/A	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
Dental Quality Alliance: Treatment Services -- % of members (1 - 18 yrs) enrolled for at least 90 days who received a treatment service within the reporting year *	N/A	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
Dental Quality Alliance: Treatment Services -- % of members (0 - 18 yrs) enrolled for at least 6 months who received a treatment service within the reporting year *	N/A	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
Dental Quality Alliance: Cost of Services -- Total Amount Paid Per-Member Per-Month for Dental Services *	N/A	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% of members (1 - 18 yrs) enrolled for at least 11 of the past 12 months receiving at least one dental treatment, other than diagnostic or preventive services, during the measurement year*	N/A	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report

III. Patient Satisfaction

% of members satisfied with dental services and providers**	63%	Biennially	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report

- Legend**
- N/A Results not reported for CY2013 due to unavailability of data or new recommended measure
 - * For utilization and cost measures, higher or lower rates are not necessarily indicative of better or worse performance.
 - ** Calculated using CAHPS Dental Q. 18 -- the percentage of members/caregivers who rate their dental care a "9" or "10" (out of 10)
 - *** The DQA dental sealant measures require four years of claims history to determine "elevated risk".
For CY 2014, these measures are for monitoring purposes only and will be assigned standards after four years of claims are available.

Calendar Year (CY) 2013 CHIP DENTAL QUALITY PERFORMANCE INDICATOR DASHBOARD

Performance Indicator	HHSC Standard	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
<u>I. Quality of Care</u>					
Annual Dental Visit					
% of members (2 - 3 yrs) enrolled for at least 11 of the past 12 months who had at least one annual dental visit	59%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% of members (4 - 6 yrs) enrolled for at least 11 of the past 12 months who had at least one annual dental visit	71%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% of members (7 - 10 yrs) enrolled for at least 11 of the past 12 months who had at least one annual dental visit	72%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% of members (11 - 14 yrs) enrolled for at least 11 of the past 12 months who had at least one annual dental visit	65%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% of members (15 - 18 yrs) enrolled for at least 11 of the past 12 months who had at least one annual dental visit	55%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
Use of Preventive Dental Services					
% of members (1 - 18 yrs) enrolled for 12 consecutive months and who had at least one preventative dental service during the measurement year	63%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% of members (1 - 18 yrs) enrolled for at least 11 of the past 12 months and who had at least one preventative dental service during the measurement year	61%	Annually	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
% of members (2 - 5 yrs) receiving at least one sealant	1%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% of members (6 - 9 yrs) receiving at least one sealant	21%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% of members (10 - 14 yrs) receiving at least one sealant	22%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% of members (15 - 18 yrs) receiving at least one sealant	11%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
Use of Dental Treatment Services					
% of members (1 - 18 yrs) enrolled for at least 11 of the past 12 months receiving at least one dental treatment, other than diagnostic or preventive services, during the measurement year	32%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
Treatment and Prevention of Caries					
% of members (1 - 18 yrs) enrolled for at least 11 of the past 12 months who had at least one treatment for caries or a caries-preventive service	38%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
Overall Utilization of Dental Services					
% of members (1 - 18 yrs) enrolled in the same health plan for one year and receiving dental services	62%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% of members (1 - 18 yrs) enrolled in the same health plan for two years and receiving dental services	Year 1	65%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files
	Year 2	67%			
% of members (1 - 18 yrs) enrolled in the same health plan for three years and receiving dental services	Year 1	65%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files
	Year 2	68%			
	Year 3	69%			
<u>II. Patient Satisfaction</u>					
% of members satisfied with dental services	63%	Biennially	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report

Calendar Year (CY) 2012 CHIP DENTAL QUALITY PERFORMANCE INDICATOR DASHBOARD

Performance Indicator	HHSC Standard	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
<u>I. Quality of Care</u>					
Use of Preventive Dental Services					
% enrollees(12 to 23 months) who had a dental visit	40%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% enrollees (2 to 3 years)who had a dental visit	56%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% enrollees (4 to6 years) who had a dental visit	68%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% enrollees (7 to 10 years) who had a dental visit	70%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% enrollees (11 to 14 years)who had a dental visit	62%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% enrollees (15 to 18 years) who had a dental visit	52%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% enrollees (5 through 16 years) receiving one or more sealants	20%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% of members enrolled for 12 consecutive months receiving at least one preventative visit during measurement year	55%	Annually	EQRO	Enrollment, Eligibility, Claims, & Enrollment Files	Annual Quality of Care Report
% of members enrolled for 11 of the past 12 months receiving any preventive dental services.	58%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
Number of enrollees (1 to 20 years) receiving preventive dental services.		Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
Use of Dental Treatment Services					
% of members enrolled for at least 11 of the past 12 months receiving any dental treatment, other than diagnostic or preventive services, in the past year.		Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
Number of enrollees (1 to 20 years) receiving dental treatment services.				Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
Treatment and Prevention Caries					
% of members enrolled for at least 11 of the past 12 months receiving treatment for caries or a caries-preventive procedure.		Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
Overall Utilization of Dental Services					
% of members enrolled in the same health plan for one year receiving dental services.	56%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% of members enrolled in the same health plan for two years receiving dental services.	61%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
% of members enrolled in the same health plan for three years receiving dental services.	62%	Annually	EQRO	Enrollment, Eligibility, Claims, & Encounter files	Annual Quality of Care Report
Performance Indicator	HHSC Standard	Frequency of Reporting	Source	Data Source(s)	Report Source(s)
<u>II. Patient Satisfaction</u>					
% enrollees satisfied with dental services.	63%	Biennial	EQRO	Enrollment & Eligibility Files; Member survey	CAHPS Survey Report

Legend

Indicates HHSC has not yet established a standard for the performance indicator.

State Fiscal Year (SFY)2011 CHIP DENTAL CONTRACT

HHSC Standard	Frequency of Reporting	Source
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I. Access to Care

% enrollees with access to a dentist within 35 miles.

98%	Quarterly	HHSC/SDS
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% enrollees in designated rural counties with access to a dentist within 35 miles

	Quarterly	HHSC/SDS
--	-----------	----------

% of enrollees (enrolled for 12 consecutive months) receiving at least one preventative visit during measurement year

55%	Annually	EQRO
-----	----------	------

II. Quality

% enrollees receiving only preventive services:

- Under 12 months
- 1 through 3 years
- 4 through 5 years
- 6 through 12 years
- 13 through 18 years

	Quarterly	EQRO

% enrollees 6 through 16 years receiving 4 or more sealants

	Quarterly	MCO
--	-----------	-----

III. Patient Satisfaction

% enrollees satisfied with dental services and providers

	Biennial	EQRO
--	----------	------

(first survey including dental is 2008)

IV. Administrative Services

members:

complaints/1000

	Quarterly	MCO
--	-----------	-----

appeals/1000

	Quarterly	MCO
--	-----------	-----

% complaints resolved in 30 days^^

98%	Quarterly	MCO
-----	-----------	-----

% appeals resolved in 30 days^^

98%	Quarterly	MCO
-----	-----------	-----

member services telephone abandonment rate

7%	Quarterly	MCO
----	-----------	-----

providers:

complaints/100

	Quarterly	MCO
--	-----------	-----

provider services telephone abandonment rate

7%	Quarterly	MCO
----	-----------	-----

provider services average telephone hold time

2 minutes	Quarterly	MCO
-----------	-----------	-----

% clean claims adjudicated within 30 days

98%	Quarterly	MCO
-----	-----------	-----

% appealed claims adjudicated within 30 days

98%	Quarterly	MCO
-----	-----------	-----

V. Financial

Total revenues (\$)

	Quarterly	FSR
--	-----------	-----

Total # of member-months

	Quarterly	FSR
--	-----------	-----

income as % of revenues

	Quarterly	FSR
--	-----------	-----

Admin costs as % of revenues

	Quarterly	FSR
--	-----------	-----

Dental expenses as % of revenues

	Quarterly	FSR
--	-----------	-----

total related-party expense \$

	Quarterly	FSR
--	-----------	-----

audit findings as % of pre-audit income **

<6%	Annual	Auditor
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Footnotes:

HHSC has not yet established a standard for this item.

This indicator is for informational purposes and no standard will be set

^^ appeals do not include appeals elevated to the Texas Department of Insurance. 30 day requirement for all appeals and complaints unless the Contractor can document that the member requested an extension or the Contractor shows there is a need for additional information and the delay is in the member's interest.

** "audit findings as % of pre-audit income" is for most-recent completed audit (may not be the preceeding year); will be "n/a" during first year.

State Fiscal Year (SFY)2010 CHIP DENTAL CONTRACT PERFORMANCE INDICATOR DASHBOARD

	HHSC Standard	Frequency of Reporting	Source
I. Access to Care			
% enrollees with access to a dentist within 35 miles.	98%	Quarterly	HHSC/SDS
% enrollees in designated rural counties with access to a dentist within 35 miles		Quarterly	HHSC/SDS
% of enrollees (enrolled for 12 consecutive months) receiving at least one preventative visit during measurement year	55%	Annually	EQRO
II. Quality			
% enrollees receiving only preventive services:			
Under 12 months		Quarterly	EQRO
1 through 3 years		Quarterly	EQRO
4 through 5 years		Quarterly	EQRO
6 through 12 years		Quarterly	EQRO
13 through 18 years		Quarterly	EQRO
% enrollees 6 through 16 years receiving 4 or more sealants		Quarterly	MCO
III. Patient Satisfaction			
% enrollees satisfied with dental services and providers		Biennial	EQRO
			(first survey including dental is 2008)
IV. Administrative Services members:			
complaints/1000		Quarterly	MCO
appeals/1000		Quarterly	MCO
% complaints resolved in 30 days ^{^^}	98%	Quarterly	MCO
% appeals resolved in 30 days ^{^^}	98%	Quarterly	MCO
member services telephone abandonment rate	7%	Quarterly	MCO
providers:			
complaints/100		Quarterly	MCO
provider services telephone abandonment rate	7%	Quarterly	MCO
provider services average telephone hold time	2 minutes	Quarterly	MCO
% clean claims adjudicated within 30 days	98%	Quarterly	MCO
% appealed claims adjudicated within 30 days	98%	Quarterly	MCO
V. Financial			
Total revenues (\$)		Quarterly	FSR
Total # of member-months		Quarterly	FSR
income as % of revenues		Quarterly	FSR
Admin costs as % of revenues		Quarterly	FSR
Dental expenses as % of revenues		Quarterly	FSR
total related-party expense \$		Quarterly	FSR
audit findings as % of pre-audit income **	<6%	Annual	Auditor

Footnotes:

HHSC has not yet established a standard for this item.

This indicator is for informational purposes and no standard will be set

^{^^} appeals do not include appeals elevated to the Texas Department of Insurance. 30 day requirement for all appeals and complaints unless the Contractor can document that the member requested an extension or the Contractor shows there is a need for additional information and the delay is in the member's interest.

** "audit findings as % of pre-audit income" is for most-recent completed audit (may not be the preceding year); will be "n/a" during first year.

State Fiscal Year (SFY)2009 CHIP DENTAL CONTRACT PERFORMANCE INDICATOR DASHBOARD

	HHSC Standard	Frequency of Reporting	Source
I. Access to Care			
% enrollees with access to a dentist within 35 miles.	98%	Quarterly	HHSC/SDS
% enrollees in designated rural counties with access to a dentist within 35 miles		Quarterly	HHSC/SDS
% of enrollees (enrolled for 12 consecutive months) receiving at least one preventative visit during measurement year	55%	Annually	EQRO
II. Quality			
% enrollees receiving only preventive services:		Quarterly	EQRO
Under 12 months		Quarterly	EQRO
1 through 3 years		Quarterly	EQRO
4 through 5 years		Quarterly	EQRO
6 through 12 years		Quarterly	EQRO
13 through 18 years		Quarterly	EQRO
% enrollees 6 through 16 years receiving 4 or more sealants		Quarterly	MCO
III. Patient Satisfaction			
% enrollees satisfied with dental services and providers		Biennial	EQRO
			(first survey including dental is 2008)
IV. Administrative Services			
members:			
complaints/1000		Quarterly	MCO
appeals/1000		Quarterly	MCO
% complaints resolved in 30 days^^	98%	Quarterly	MCO
% appeals resolved in 30 days^^	98%	Quarterly	MCO
member services telephone abandonment rate	7%	Quarterly	MCO
providers:			
complaints/100		Quarterly	MCO
provider services telephone abandonment rate	7%	Quarterly	MCO
provider services average telephone hold time	2 minutes	Quarterly	MCO
% clean claims adjudicated within 30 days	98%	Quarterly	MCO
% appealed claims adjudicated within 30 days	98%	Quarterly	MCO
V. Financial			
Total revenues (\$)			FSR
Total # of member-months			FSR
income as % of revenues		Quarterly	FSR
Admin costs as % of revenues		Quarterly	FSR
Dental expenses as % of revenues		Quarterly	FSR
total related-party expense \$			FSR
audit findings as % of pre-audit income **		Annual	Auditor

Footnotes:

^^ appeals do not include appeals elevated to the Texas Department of Insurance. 30 day requirement for all appeals and complaints unless the Contractor can document that the member requested an extension or the Contractor shows there is a need for additional information and the delay is in the member's interest.

** "audit findings as % of pre-audit income" is for most-recent completed audit (may not be the preceding year); will be "n/a" during first year.

HHSC has not yet established a standard for this item.

State Fiscal Year (SFY) 2008 CHIP DENTAL CONTRACT PERFORMANCE INDICATOR DASHBOARD

I. Access to Care

% enrollees with access to a dentist within 35 miles.

% enrollees in designated rural counties with access to a dentist within 35 miles

% of enrollees (enrolled for 12 consecutive months) receiving at least one preventative visit during measurement year

HHSC Standard	Frequency of Reporting	Source
98%	Quarterly	HHSC/SDS
	Quarterly	HHSC/SDS
55%	Annually	EQRO

II. Quality

% enrollees receiving only preventive services:

Under 12 months
1 through 3 years
4 through 5 years
6 through 12 years
13 through 18 years

	Quarterly	EQRO

% enrollees 6 through 16 years receiving 4 or more sealants

	Quarterly	MCO
--	-----------	-----

III. Patient Satisfaction

% enrollees satisfied with dental services and providers

	Biennial	EQRO
--	----------	------

(first survey including dental is 2008)

IV. Administrative Services

members:

complaints/1000

appeals/1000

% complaints resolved in 30 days^^

% appeals resolved in 30 days^^

member services telephone abandonment rate

	Quarterly	MCO
	Quarterly	MCO
98%	Quarterly	MCO
98%	Quarterly	MCO
7%	Quarterly	MCO

providers:

complaints/100

provider services telephone abandonment rate

provider services average telephone hold time

% clean claims adjudicated within 30 days

% appealed claims adjudicated within 30 days

	Quarterly	MCO
7%	Quarterly	MCO
2 minutes	Quarterly	MCO
98%	Quarterly	MCO
98%	Quarterly	MCO

V. Financial

Total revenues (\$)

Total # of member-months

income as % of revenues

Admin costs as % of revenues

Dental expenses as % of revenues

total related-party expense \$

audit findings as % of pre-audit income **

	Quarterly	FSR
	Quarterly	FSR
	Quarterly	FSR
	Annual	Auditor

Footnotes:

^^ appeals do not include appeals elevated to the Texas Department of Insurance. 30 day requirement for all appeals and complaints unless the Contractor can document that the member requested an extension or the Contractor shows there is a need for additional information and the delay is in the member's interest.

** "audit findings as % of pre-audit income" is for most-recent completed audit (may not be the preceeding year); will be "n/a" during first year.

HHSC has not yet established a standard for this item.

State Fiscal Year (SFY) 2007 CHIP DENTAL CONTRACT PERFORMANCE INDICATOR DASHBOARD

	HHSC Standard	Frequency of Reporting	Source
I. Access to Care			
% enrollees with access to a dentist within 35 miles.	98%	Quarterly	HHSC/SDS
% enrollees in designated rural counties with access to a dentist within 35 miles		Quarterly	HHSC/SDS
% of enrollees (enrolled for 12 consecutive months) receiving at least one preventative visit during measurement year	55%	Annually	EQRO
II. Quality			
% enrollees receiving only preventive services: Under 12 months 1 through 3 years 4 through 5 years 6 through 12 years 13 through 18 years		Quarterly	EQRO
		Quarterly	EQRO
% enrollees 6 through 16 years receiving 4 or more sealants		Quarterly	MCO
III. Patient Satisfaction			
% enrollees satisfied with dental services and providers		Biennial	EQRO
(first survey including dental is 2008)			
IV. Administrative Services			
members:			
complaints/1000		Quarterly	MCO
appeals/1000		Quarterly	MCO
% complaints resolved in 30 days^^	98%	Quarterly	MCO
% appeals resolved in 30 days^^	98%	Quarterly	MCO
member services telephone abandonment rate	7%	Quarterly	MCO
providers:			
complaints/100		Quarterly	MCO
provider services telephone abandonment rate	7%	Quarterly	MCO
provider services average telephone hold time	2 minutes	Quarterly	MCO
% clean claims adjudicated within 30 days	98%	Quarterly	MCO
% appealed claims adjudicated within 30 days	98%	Quarterly	MCO
V. Financial			
Total revenues (\$)			
Total # of member-months			
income as % of revenues		Quarterly	FSR
Admin costs as % of revenues		Quarterly	FSR
Dental expenses as % of revenues		Quarterly	FSR
total related-party expense \$			
audit findings as % of pre-audit income **	< 6%	Annual	Auditor

Footnotes:

^^ appeals do not include appeals elevated to the Texas Department of Insurance. 30 day requirement for all appeals and complaints unless the Contractor can document that the member requested an extension or the Contractor shows there is a need for additional information and the delay is in the member's interest.

** "audit findings as % of pre-audit income" is for most-recent completed audit (may not be the preceding year); will be "n/a" during first year.

HHSC has not yet established a standard for this item.