



DELTA DENTAL QUARTERLY REPORT TO HEALTH SERVICE BOARD

Q2 – 2022 Reporting

SAN FRANCISCO HEALTH SERVICE SYSTEM

August 11, 2022

Agenda

Reporting through Q2 – 2022

- Cleanings by Active, Retiree
- Distribution of Services by Active, Retiree
- Smileway Wellness Benefit Program Utilization
- Member Engagement
- Network

Cleanings through Q2 2022

Current: July 2021 - June 2022

Prior: July 2020 – June 2021

Active

Submitted Cleanings by Unique Active Members

Cleanings	Prior		Current	
No utilization	25,180	32.5%	23,356	30.4%
0*	3,933	5.1%	4,209	5.5%
1	20,678	26.7%	22,707	29.6%
2	23,606	30.5%	23,755	31.0%
3+	4,096	5.3%	2,708	3.5%
Total	77,493	100.0%	76,735	100.0%

*Procedure count of 0 represents enrollees who utilized procedures other than cleanings.

62.5%

64.1%

- 64.1% of members had at least one cleaning in the most recent 12 months
- vs. 58.1% California Public Sector for one cleaning

% Change Prior 12 months to Current

- 2.1% decrease in non utilization
- 0.4% increase in utilized procedures other than cleaning
- 1.6% increase in one cleaning

69.6% members utilized dental benefits in current period

Cleanings through Q2 - 2022

Current: July 2021 - June 2022

Prior: July 2020 – June 2021

Submitted Cleanings by Unique Retiree Members

Cleanings	Prior		Current	
No utilization	10,222	30.6%	9,364	27.1%
0*	2,205	6.6%	2,398	6.9%
1	7,937	23.7%	8,712	25.2%
2	9,863	29.5%	11,075	32.0%
3+	3,207	9.6%	3,011	8.7%
Total	33,434	100.0%	34,560	100.0%

*Procedure count of 0 represents enrollees who utilized procedures other than cleanings.

- 65.9% of members had at least one cleaning in the most recent 12 months
- vs. 58.1% California Public Sector for one cleaning

% Change Prior 12 months to Current

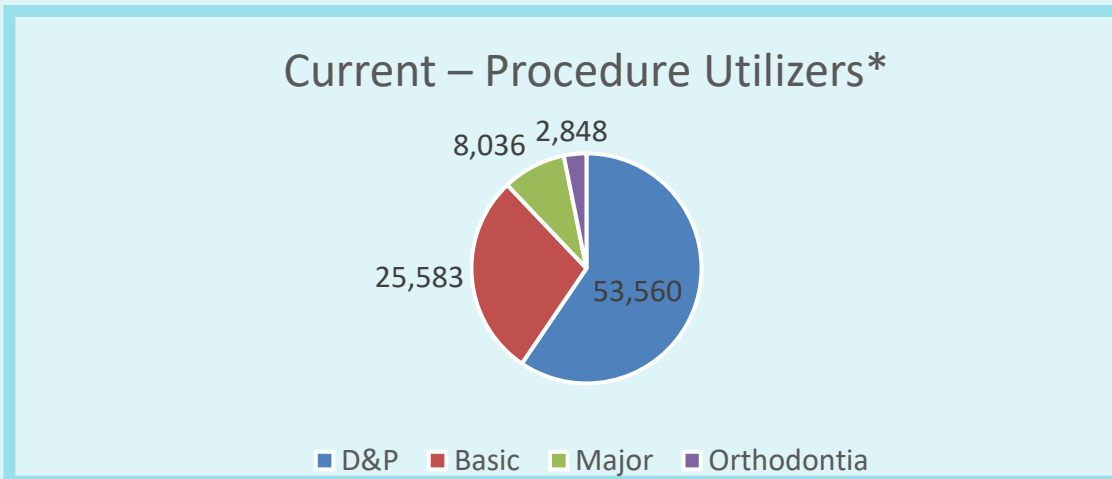
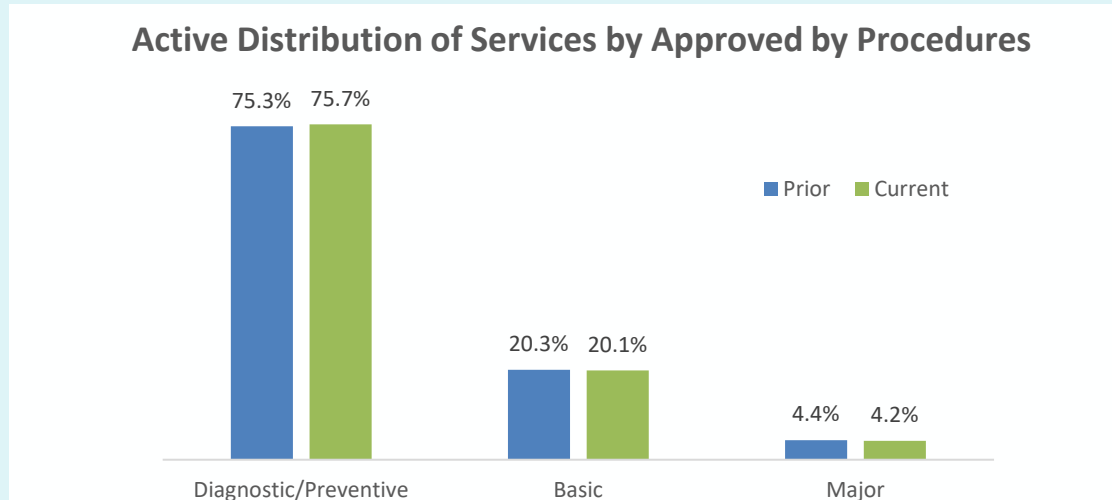
- 3.5% decrease in non utilization
- 0.3% increase in utilized procedures other than cleaning
- 3.1% increase in one cleaning

72.8% members utilized dental benefits in current period

Distribution of Services

Current: July 2021 - June 2022

Prior: July 2020 – June 2021



D & P had the greatest year-over-year change in approved procedures with 6K more approved procedures compared to the prior year.

69.6% members utilized dental benefits in current

55,173 Total Unique utilizer in current

- 97.0% of utilizers under diagnostic and preventive

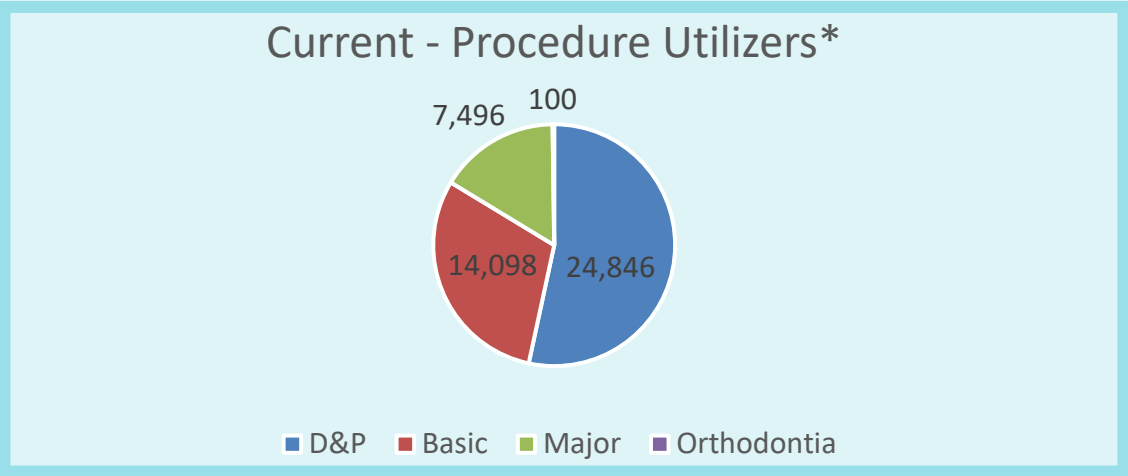
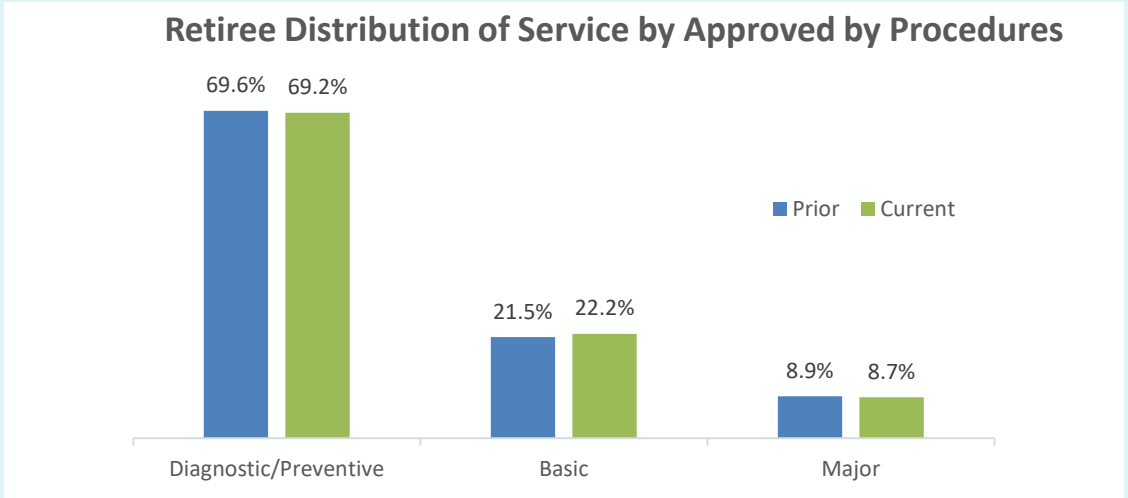
*Procedure Utilizers - can be counted once in more than one category.

Total Unique Utilizer- Count of unique members who utilized their dental plan during a reporting period

Distribution of Services

Current: July 2021 - June 2022

Prior: July 2020 – June 2021



D & P had the greatest year-over-year change in approved procedures with 9K more approved procedures compared to the prior year.

72.8% members utilized dental benefits in current

25,726 Total Unique utilizer in current

- 96.5% of utilizers under diagnostic and preventive

*Procedure Utilizers - can be counted once in more than one category.

Total Unique Utilizer- Count of unique members who utilized their dental plan during a reporting period

SmileWay Wellness Benefit Program

Current: July 2021 - June 2022

Prior: July 2020 – June 2021

SmileWay Wellness Benefits - Active

	Prior	Current
Total SmileWay Wellness Benefits Members	2,784	2,925
Total Unique SmileWay Wellness Benefits Utilizers	1,868	2,026
% of Unique Member Utilization	67.0%	69.2%
Procedure Count*	3,908	4,121

* These are the relevant CDT codes for replacement benefits if enrolled in Wellness Benefits

SmileWay Wellness Benefits - Retiree

	Prior	Current
Total SmileWay Wellness Benefits Members	1,321	1,538
Total Unique SmileWay Wellness Benefits Utilizers	978	1,163
% of Unique Member Utilization	74.0%	75.6%
Procedure Count*	2,191	2,576

* These are the relevant CDT codes for replacement benefits if enrolled in Wellness Benefits

Active

8.4% increase in utilizers
5.4% increase in procedure count

Retiree

18.9% increase in utilizers
31.2% increase in procedure count

Total Unique Utilizer- Count of unique members who utilized their dental plan during a reporting period

- Eligibility is dependent on SmileWay specific criteria for expanded benefits
- Once enrolled in the SmileWay Wellness Benefit program, membership remains until no longer covered under the SFHSS PPO Delta Dental plan

Member Engagement

54,028 postcards mailed on 7/13/22 across Active/Retiree PPO and DeltaCare plan

- Importance of receiving preventive care
- Highlighted the SmileWay Wellness Benefits
- Ease of setting up online accounts for members



Delta Dental of California
560 Mission Street, Suite 1300 | San Francisco, CA 94105

Life gets busy. Make your smile a priority.

Regular visits to the dentist for exams and cleanings can make your smile last longer by preventing tooth decay and gum disease.

Your DeltaCare® USA plan includes low or no cost exams and cleanings when you visit your chosen DeltaCare USA dentist.¹

To find a DeltaCare USA dentist near you, visit deltadentalins.com/ccsf or call 800-422-4234.

¹ Your DeltaCare USA plan only covers visits to your chosen DeltaCare USA dentist, specialists that you've been referred to and emergency care. You must see your chosen dentist for regular care. Please see your plan documents for full details.

DeltaCare USA is offered by SFHSS and administered by Delta Dental of California.
Delta Dental is a registered mark of Delta Dental Plans Association.



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560 Mission Street, Suite 1300 | San Francisco, CA 94105

Life gets busy. Make your smile a priority.

Regular visits to the dentist for exams and cleanings can make your smile last longer by preventing tooth decay and gum disease.

Your plan covers 100% of your annual exams and cleanings when you visit a Delta Dental PPO™ dentist.¹

To find a Delta Dental PPO dentist near you, visit deltadentalins.com/ccsf or call 888-335-8227.

¹ Coverage is also provided for out-of-network dentists. You are responsible for paying the difference between the dentist's charges and the plan allowance when you visit an out-of-network dentist. Diagnostic and preventive services include exams, cleanings and x-rays.

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Life gets busy. Make your smile a priority.

Dental cleanings and exams help protect your smile from tooth decay and gum disease.

- Create an online account to view your dental benefits and claims and to search for a local Delta Dental PPO™¹ dentist.
- If you have been diagnosed with certain conditions, get up to four (4) free cleanings and exams per year under the SmileWay® Wellness Benefits.

To create an online account, get more info about your plan or find an in-network dentist near you, visit deltadentalins.com/ccsf or call 888-335-8227.

¹ Coverage is also provided for out-of-network dentists. You are responsible for paying the difference between the dentist's charges and the plan allowance when you visit an out-of-network dentist. Diagnostic and preventive services include exams, cleanings and x-rays.

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Want a healthy smile for life?

Regular dental cleanings and exams help protect your smile from gum disease and tooth decay. They don't count against your annual benefit maximum.

If you've been diagnosed with diabetes, heart disease or certain other conditions, you qualify for up to four (4) FREE cleanings per year under SmileWay® Wellness Benefits.¹ For more information about your plan, your benefits or to find a dentist near you, visit the deltadentalins.com/ccsf or call 888-335-8227.

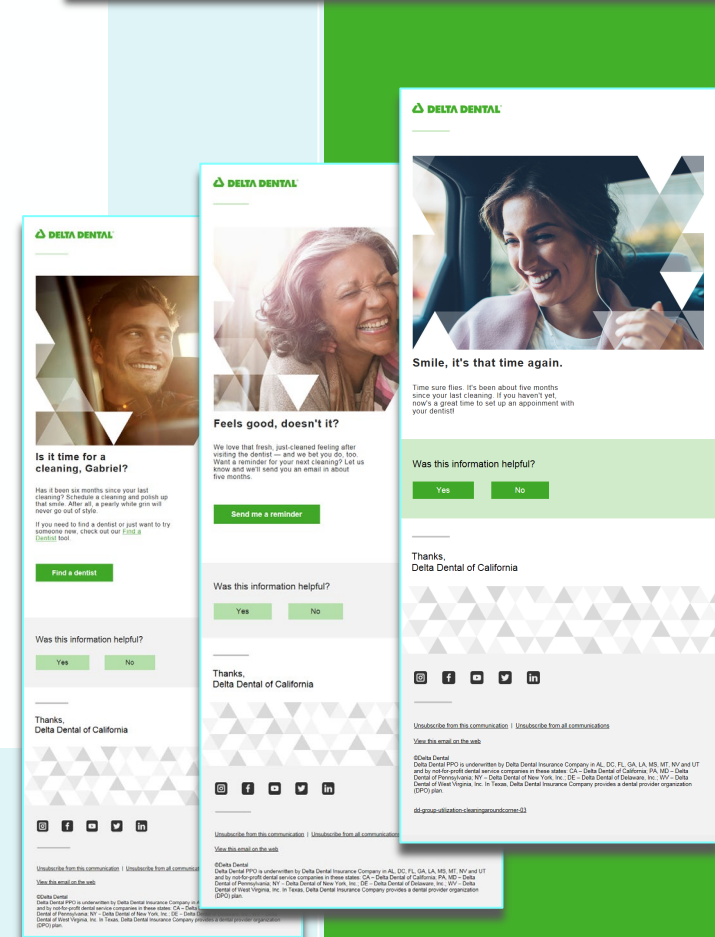
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Member Engagement

- SmileWay Program language added to explanation of benefits effective 6/24/2022
- Ongoing preventive email campaign to members who have not utilized a preventive service.

Your plan includes expanded dental coverage for additional cleanings to help maintain your oral health if you have been diagnosed with heart disease, HIV/AIDS, rheumatoid arthritis, and/or stroke. Register for the SmileWay® Wellness plan through your online account at www.deltadentalins.com/ccsf. Select **My account**, and under the **Benefits** tab, select **Optional benefits**, then click **Opt in**.



Network Update

Current: July 2021 - June 2022

SFHSS Utilized Providers

State	County	Utilized Providers through June 30, 2022	Remaining In-Network Providers as of 7/1/2022	Providers Termed	Members affected	Provider Adds	Provider Adds Utilized by Members
CA	All	6,100	5,885	215	3,354	1,338	218



Thank you for your time!