



# Q1-Q3 2021 Report to Health Service Board

San Francisco Health Service System

January 13, 2022

# Delta Dental Project Plan Q1-Q3 2021

Improve Oral Health	Goals	Benchmark	Timeline
Prevention Campaign	Increase participation	5.9% Open Rate with 1% increase in utilization	Q2 2022 Report
Cleanings	Reduce number of non-user	At or above industry benchmark	Ongoing
SmileWay Program	Increase participation	TBD	Q4 2021

Network			
Network Growth	Conduct client focused provider disruption analysis	Maintain voluntary terms at or below statewide benchmark	Ongoing

Member Satisfaction			
Patient Satisfaction Survey	Continue to annually report Global Patient Satisfaction Survey results	At or above global satisfaction rates.	Q4 2021 Report

# Dashboard



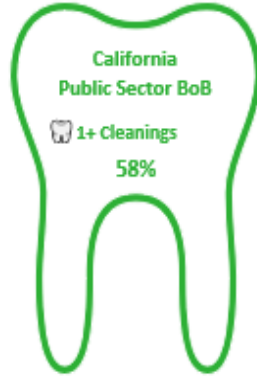
# Tracking Prevention



## San Francisco Health Service System Dashboard Q1-Q3 2021

### Number of Submitted Cleanings

	Actives	% of Total	% of Change*	Retirees	% of Total	% of Change*
1 Cleaning	30,737	40.8%	17%	11,702	35.2%	12%
2 Cleanings	13,603	18.1%	31%	7,556	22.8%	41%
3+ Cleanings	671	0.9%	197%	1,032	3.1%	202%



\*Percentage of YTD Change comparing 2020 vs 2021.  
 40% of Actives & 39% of Retirees have not had a cleaning YTD Jan-Sept 2021.

### SmileWay Program

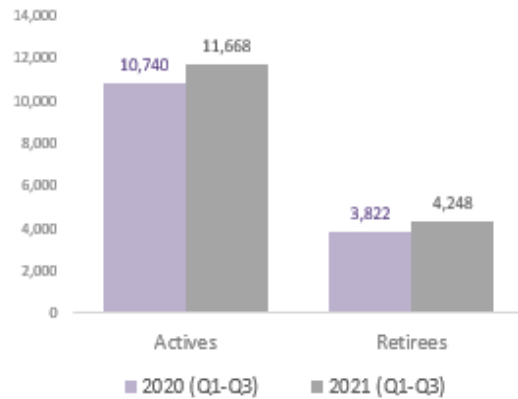
	Utilized Benefit*	Enrolled Members
Actives	566	779
Retirees	709	893
<b>Total</b>	<b>1,275</b>	<b>1,672</b>

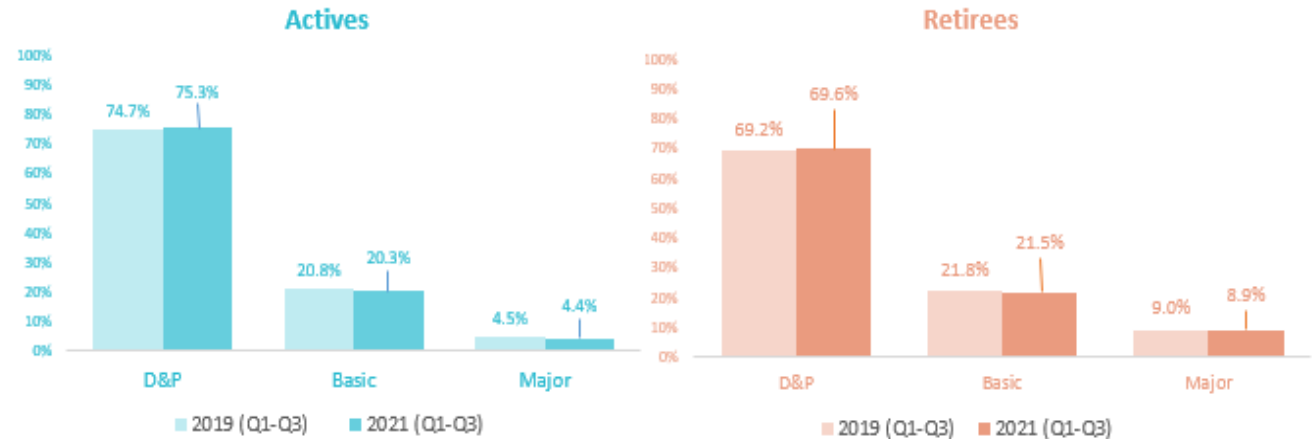
Type of Service	How Members are Using SmileWay
1 Cleaning	421
2 Cleanings	515
3+ Cleanings	315
	<b>1,251</b>
Root Planing	421

\*One or more services of 6 Dental Codes.

### Number of Online Accounts



### Utilization by Type of Service



# Network Access



# Delta Dental Providers in a sampling of CA Counties

Delta Dental Providers Utilized by SFHSS (Active employees & Retirees) from January 2021 through Sept. 2021						
State	County	Unique In-Network Providers Utilized by SFHSS	Unique Providers Utilized by SFHSS Remaining in Network as of Sept. 30, 2021	Change in Unique Providers Utilized by SFHSS	% Change in Unique Providers Utilized by SFHSS	Total In-Network Providers Added from Jan. 2021 – Sept. 2021
CA	Alameda	924	908	-16	-1.7%	+88
CA	Contra Costa	730	711	-19	-2.6%	+85
CA	El Dorado	49	49	0	0.0%	+36
CA	Los Angeles	186	185	-1	-0.5%	+261
CA	Marin	158	155	-3	-1.9%	+8
CA	Napa	59	58	-1	-1.7%	+20
CA	Placer	188	184	-4	-2.1%	+57
CA	Sacramento	388	385	-3	-0.8%	+99
CA	San Francisco	765	746	-19	-2.5%	+ 52
CA	San Joaquin	200	199	-1	-0.5%	+77
CA	San Mateo	546	536	-10	-1.8%	+30
CA	Santa Clara	621	613	-8	-1.3%	+82
CA	Solano	232	228	-4	-1.7%	+73
CA	Sonoma	225	219	-6	-2.7%	+27
CA	Stanislaus	103	101	-2	-1.9%	+73
CA	Tuolumne	31	31	0	0.0%	+3
<b>CA</b>	<b>Total</b>	<b>5,405</b>	<b>5,308</b>	<b>-97</b>	<b>-1.48%</b>	<b>1,071</b>

Unique In-Network Providers Utilized = PPO and Premier Dentists utilized by SFHSS enrolled members (active & retiree) in Delta Dental PPO plan.

Thank you for your time!