



Report to Health Service Board

San Francisco Health Service System

September 9, 2021

Agenda

Areas of Concern

Project Plan:

- Goals & Milestones

New Dashboard:

- Tracking Prevention

Network Access & Quality Measurements:

- Delta network providers by County
- Delta network providers by County specifically utilized by SFHSS members
- Reasons for dentist leaving & impact to SFHSS members
- DentaQual

Communications & Member Access

Addressing Health Service Board's Areas of Concern

Preventative Utilization-Active Plan

Concern: Utilization of no-cost, preventive dental services are underutilized by active employees in the Delta Dental PPO plan.

SmileWay Program

Concern: The SmileWay Program, which offers enhanced preventive services, continues to be underutilized and is confusing to members and providers.

Network

Concern: Provider access and specific reports of providers resigning from the Delta Dental network within the Bay Area; most expressly Sonoma County.

Concern: Members have expressed confusion regarding Delta's PPO and Premier Networks.

Satisfaction Scores with Providers and Members

Concern: Direct feedback to the Health Service Board via the board email account and public comment that network providers have significant dissatisfaction with Delta's administration and reimbursement rates.

Project Plan



Project Plan

Improve Oral Health	Goals	Benchmark	Timeline
Prevention Campaign	Increase participation	5.9% Open Rate with 1% increase in utilization	Resume 9/2021
Cleanings	Reduce number of non-user	At or above Delta Dental's BoB benchmark	Ongoing
SmileWay Program	Increase participation	<ul style="list-style-type: none"> Of Enrolled, 95% Utilization of Program 5% of Medical Plan Enrollment (dep. on prevalence w/in data) 	12/31/2021

Network			
Specific County	Measure network changes	Maintain voluntary terms at or below statewide benchmark	Ongoing
New Provider Access Points	Identify & target counties with access below benchmark	County specific growth targets based on providers available	Ongoing
Network Growth	Conduct client focused provider disruption analysis	Maintain voluntary terms at or below statewide benchmark	Ongoing

Member Satisfaction			
Member Satisfaction Survey	Continue to annually report Global Patient Satisfaction Survey results	<ul style="list-style-type: none"> Annually mail 3,000 Surveys to random sample of Delta's BoB members, who had dental claims. At or above Delta Dental's global satisfaction rates of 90%. In 2020, we achieved a 96% favorable rating. 	Annually
Custom Survey	Assess members' satisfaction	<ul style="list-style-type: none"> One time mailing of 2,500 Surveys to actives & 2,500 to retirees. At or above Delta Dental's global satisfaction rates of 90%. 	TBD
Transition from Active to Retiree	Improve member satisfaction through education	At or above Delta Dental's global satisfaction rates of 90%	12/31/2021

Dashboard



Tracking Prevention



San Francisco Health Service System Dashboard

Q2 2021

Number of Submitted Cleanings*

Q1-Q2 2021 Data	Actives	% of Total	Retirees	% of Total
No Utilization	53,349	73.0%	22,207	69.3%
🦷 1	19,672	26.9%	9,788	30.5%
🦷 2	62	0.1%	59	0.2%
🦷 3+	-	0.0%	1	0.0%

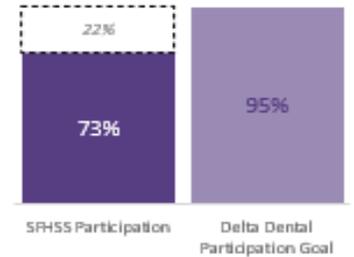


*COVID-19 has influenced dental utilization, including preventative care.

SmileWay Program

	Utilized Benefit*	Enrolled Member
Actives	509	729
Retirees	652	852
Total	1,161	1,581

Participation Goals

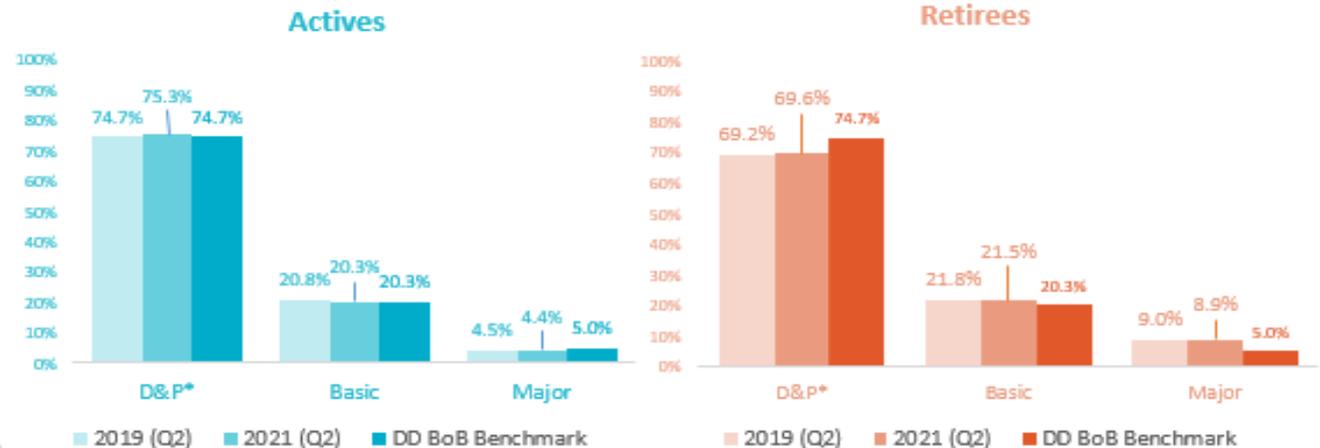


*1 or more services of 6 Dental Codes including teeth cleanings.

Number of Online Accounts



Utilization by Type of Service



*Goal is to increase D&P usage

Network Access and Quality Measurements



Delta Dental Providers in a sampling of CA Counties

Delta Dental Providers Utilized by SFHSS (Active employees & Retirees) from January 2020 through May 2021							
State	County	All Unique Network Providers as of July 31, 2021	Unique Network Providers Utilized by SFHSS from Jan. 2020 - May 2021	Unique Providers Utilized by SFHSS Remaining in Network as of June 1, 2021	Change in Unique Providers Utilized by SFHSS From the Experience Period	% Change in Unique Providers Utilized by SFHSS From the Experience Period	Confirmed Unique Providers Added from Jan. 2020 - May 2021
CA	Alameda	1,648	1,071	1,027	-44	-4.1%	60
CA	Contra Costa	1,210	834	798	-36	-4.3%	52
CA	El Dorado	240	62	57	-5	-8.1%	14
CA	Los Angeles	6,925	214	210	-4	-1.9%	249
CA	Marin	201	188	174	-14	-7.4%	2
CA	Napa	181	63	60	-3	-4.8%	6
CA	Placer	637	226	212	-14	-6.2%	34
CA	Sacramento	1,316	469	465	-4	-0.9%	65
CA	San Francisco	1,008	925	894	-31	-3.4%	30
CA	San Joaquin	675	231	223	-8	-3.5%	44
CA	San Mateo	819	650	624	-26	-4.0%	32
CA	Santa Clara	1,971	719	686	-33	-4.6%	51
CA	Solano	615	272	268	-4	-1.5%	31
CA	Sonoma	441	273	254	-19	-7.0%	20
CA	Stanislaus	516	121	118	-3	-2.5%	36
CA	Tuolumne	35	32	31	-1	-3.1%	1
CA	Total	18,438	6,350	6,101	-249	-3.9%	727

Unique Network Providers = PPO and Premier Providers

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

Sonoma County

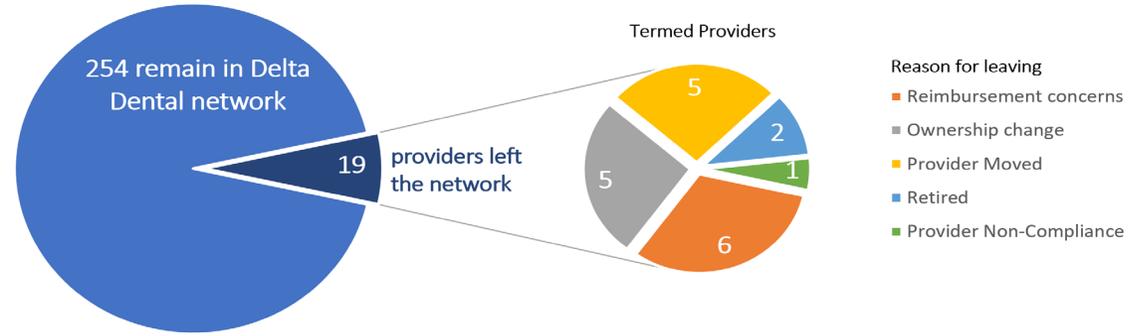
441 Total Delta Dental PPO & Premier providers

273 In-network Delta Dental providers utilized by SFHSS members

19 Of the utilized providers left Delta Dental's network

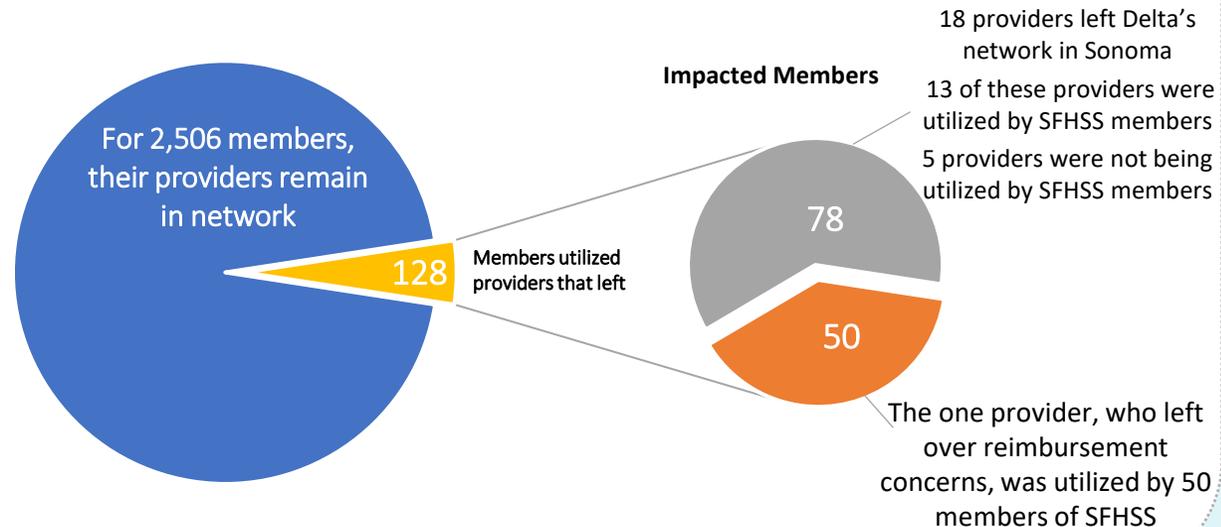
20 New Delta Dental providers were added during same time period

273 PPO & Premier Providers Utilized in Sonoma County



From Jan 2020 – May 2021

2,634 SFHSS Members Utilized Delta Dental Providers in Sonoma County



From Jan 2020 – May 2021



The new look of Delta Dental directory results

DentaQual® scores will appear above Yelp results

DELTA DENTAL Find a Dentist En Español

Search: dentist, practice or keyword Near: Pleasanton, CA **Refine Search**

We found 5099 general dentists in the Delta Dental PPO, Delta Dental Premier, DeltaCare USA networks within 60 miles of 900 Fallon Street, Oakland, CA, USA

Milo Foreman [View >](#)
General Dentist
Primary Dental Provider
DentaQual 3.5 out of 5 stars rating
Based on 777 Reviews
0.3 mi
Unity Health Care Inc
3020 14th St NW
Pleasanton, CA, 200009-6885
(202) 745-4300
Networks [About these networks](#)
PPO, Premier, DeltaCare USA
Accepting new patients

Lam Stanford [View >](#)
General Dentist
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Networks [About these networks](#)
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Accepting new patients

DELTA DENTAL Find a Dentist En Español

Search: dentist, practice or keyword Near: Pleasanton, CA **Refine Search**

We found 5099 general dentists in the Delta Dental PPO, Delta Dental Premier, DeltaCare USA networks within 60 miles of 900 Fallon Street, Oakland, CA, USA

Lam Stanford [View >](#)
General Dentist
Primary Dental Provider
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Accepting new patients

Lam Stanford's quality rating

We've partnered with P&R Dental Strategies to provide quality ratings for dentists. DentaQual is P&R Dental Strategies' objective, claims-based system that measures individual dentists compared to their peers in the same geography. DentaQual evaluates dentists using five assessment categories:

- commitment to best practices
- treatment outcomes
- treatment recommendations
- patient retention
- cost-effectiveness

[Learn more about this dentist's quality rating](#)

DentaQual® Scorecard
powered by P&R Dental Strategies CLOSE

John Smith DDS
NameLine2
SpecialtyName

DentaQual® is an objective, data-driven system that provides quality scores for individual dentists. By analyzing insurance claims data against more than 40 performance measurements, DentaQual compares dentists with their peers using five assessment categories. Got questions? [Contact us.](#)

Overall DentaQual Score ★★★★★

DentaQual Assessment Categories

- Commitment to Best Practices** ★★★★★
Evaluates how well a dentist follows established dental standards and treatment methods, including sequence of prescribed care.
- Treatment Outcomes** ★★★★★
Measures a dentist's treatment success rate including the likelihood of repeat procedures and post-treatment problems.
- Treatment Recommendations** ★★★★★
Compares how a dentist recommends treatments in relation to other dentists in their three-digit zip code and specialty.
- Patient Retention** ★★★★★
Evaluates the degree of patient retention and loyalty as well as active sanctions, if any.
- Cost-effectiveness** ★★★★★
Compares the types and number of prescribed treatments as well as the average cost per patient for submitted dental fees and treatments.

More about DentaQual CONTACT US

- DentaQual calculates the quality scores by using DentaBase®, a claims database containing information provided from more than 65 dental payers.
- DentaBase contains over 3.6 billion dental procedures (and growing!) plus 200,000 dentists representing every state in the U.S.
- The information in DentaBase is updated monthly.
- P&R Dental Strategies does not endorse or recommend individual dentists.
- Quality scores are not intended to be a guarantee of any dentist's quality or a substitute for professional advice.
- Your use of this website and any DentaQual information is subject to the [DentaQual Terms of Use.](#)

www.pandrdental.com

P&R DENTAL STRATEGIES®
The Authority on Dental Quality®



DentaQual[®] powered by P&R Dental Strategies

The leading dental insights company for over 20 years

- With their expertise in dental analytics and large database of dental claims data, P&R Dental Strategies is uniquely positioned as an objective third-party source to deliver credible dental quality insights
- P&R Dental Strategies uses 40 key performance measures from its DentaBase[®], a national multi-payer, de-identified and aggregated claims database with more than 3.6 billion records from over 65 dental payers
- P&R's DentaBase[®] represents dentists from every state, providing a statistically valid data set on nearly 100% of U.S. dentists
- DentaQual[®] dentist scores are updated each month based on monthly claims updates from the payers contributing to the DentaBase[®]

DentaQual[®] is consumer-friendly

Simplicity is better for consumers



Most quality ratings for dentists contain overly complex information, data and statistics



DentalQual[®] uses a familiar one- to five-star rating system across five easy to understand measures



A three-star rating indicates average quality based on statistical norms for the geographic area



Treatment Outcomes



Commitment to Best Practices



Cost-Effectiveness



Patient Retention



Treatment Recommendations

Communication and Member Access



Ways to contact Delta Dental

Call us toll-free :

- PPO Dental plan: 888-335-8227 **Monday-Friday between 8am & 8pm Pacific time**
- DeltaCare plan: 800-422-4234 **Monday-Friday between 5am & 6pm Pacific time**

Visit your microsite:

<https://www1.deltadentalins.com/group-sites/ccsf.html>

- Review your Benefits Highlight and Plan Booklet
- Create an Online Account by clicking on **Sign in / register**

Dental emergencies:

- Dentists are required to provide after-hours access to care for all patients. Dental office answering services and after-hours recordings provide patients with the necessary instructions to access care.



Communication Accomplishments

Increasing Participation, Prevention & Support

Member Education ~Redesigned Microsite

<https://www1.deltadentalins.com/group-sites/ccsf.html>

- Videos; how to use the plan
- Pregnancy dental benefit
- Implant flyer; balance billing
- Transitional flyer (Oct. 2021)

Online Accounts:

- July eNews article; Results: 53 new retiree accounts, 138 new active employee accounts, and 10 new DeltaCare member accounts

SmileWay “Support for chronic conditions”:

(have been diagnosed with diabetes, heart disease, HIV/AIDS, rheumatoid arthritis or stroke)

- Refreshed custom SmileWay flyers (active employee & retiree)
- Provider outreach –FYI article 1/21/21
- Contact Center Banner
- Contact Center quarterly Hot Item
- Content added to HSS open enrollment webinars
- Content included in HSS open enrollment Guide
- Header and description added to microsite



SFHSS Delta Dental Microsite ~Before



San Francisco Health Service System Dental Benefits Dental Benefits

Welcome

Using Your Plan

**SAN FRANCISCO
HEALTH SERVICE SYSTEM**

Welcome, San Francisco Health Service System Dental Benefits

On this website you can:

- Find a Dentist
- Register for Online Services
- Review your Benefits

Get Started with Your Delta Dental Plan

Get the most value from our online resources by creating a free, secure Online Services account. [Register now](#) to review the specific details of your plan:

- Find a network dentist near you
- Select your network dentist (DeltaCare® USA enrollees only)¹
- Check your benefits and eligibility
- View or print your ID card (Please note: An ID card is not needed to receive services.)
- Go paperless by signing up to receive email notifications when a dental benefit statement is available online and discontinue your mailed statements. (Delta Dental PPO™ enrollees only)

Get started using your plan and find answers to common questions, at the [Using Your Plan](#) tab. Or, learn more about [finding a Delta Dental dentist](#).

[Understanding Delta Dental's privacy and security program](#)

Plan Benefits

Online Services

Username:

Password:

Login

[Username and Password help.](#)

Start your online account.

[Register Today](#)

Find a Dentist

Enrollees

Not sure of your plan?

[Log in to Online Services to find a dentist.](#)

Location (required)

Select Network (required)

SFHSS Delta Dental Microsite ~As of 9/2/21



San Francisco Health Service System

[Find a dentist](#) [Contact us](#)

Delta Dental PPO™ ▾ DeltaCare® USA ▾



Delta Dental Insurance

San Francisco Health Service System

[Sign in / register](#)

Review your benefits

Review a brief summary of your dental benefits to learn more about your coverage.

Active employees

- [Delta Dental PPO benefits highlights](#) (PDF, 174KB)
- [Delta Dental PPO evidence of coverage](#) (PDF, 672KB)

Retirees

- [Delta Dental PPO benefits highlights](#) (PDF, 257KB)
- [Delta Dental PPO evidence of coverage](#) (PDF, 1.01MB)

Support for chronic conditions

Enjoy added dental coverage for certain medical conditions (diabetes, heart disease, HIV/AIDS, rheumatoid arthritis or stroke) by enrolling in the SmileWay program.

- [Active SmileWay Program](#) (PDF, 401KB)
- [Retirees SmileWay Program](#) (PDF, 403KB)

Pregnancy benefits

The additional services offered each benefit year while you are eligible with this Delta Dental plan include:

- One additional oral examination
- Either one additional routine cleaning or one additional periodontal scaling and root planing per quadrant

- [Pregnancy and your teeth](#) (PDF, 273KB)

Implant benefits

- [Active employee implants](#) (PDF, 383KB)
- [Retiree implants](#) (PDF, 636KB)

Watch this quick video regarding Online features: https://video.deltadentalins.com/videos/129087_HD_NewFeatures_2/index.html

Watch this video about Delta Dental's networks: https://video.deltadentalins.com/videos/129087_HD_NewFeatures_4/index.html



Thank you for your valuable time

Appendix

Delta Dental Dentist Accreditation

Delta Dental credentials dentists as part of our internal contracting process before a dentist can be admitted into our networks. All dentists are credentialed to the National Committee of Quality Assurance (NCQA) standards. NCQA is a private, 501(c)(3) not-for-profit organization dedicated to improving health care quality.

All Delta Dental companies share common networks. In the enterprise of Delta Dental-affiliated companies, Delta Dental Insurance Company manages network credentialing for all Delta Dental networks and has received NCQA Accreditation in Credentialing.

The dental credentialing process includes obtaining a state license, evidence of malpractice coverage, Drug Enforcement Administration (DEA) certificate and a specialty training verification. Delta Dental reviews malpractice history and state board actions. Dentists are required to complete an application that includes practice history and indicates compliance with current Centers for Disease Control Infection Control Guidelines.

Licensure and good standing are verified annually through the State Board and National Practitioner Data Bank (NPDB). Contracted dentists are credentialed at least once every three years. Network dentists must submit a credentialing form, current dentist's license, and a copy of their malpractice insurance policy in order to maintain their status. Recredentialing also includes review of any applicable chart audit results, enrollee satisfaction survey responses and enrollee grievances.