



San Francisco Health Service System Board Inquiries

November 14, 2019

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.

Delta Dental Dentist Accreditation

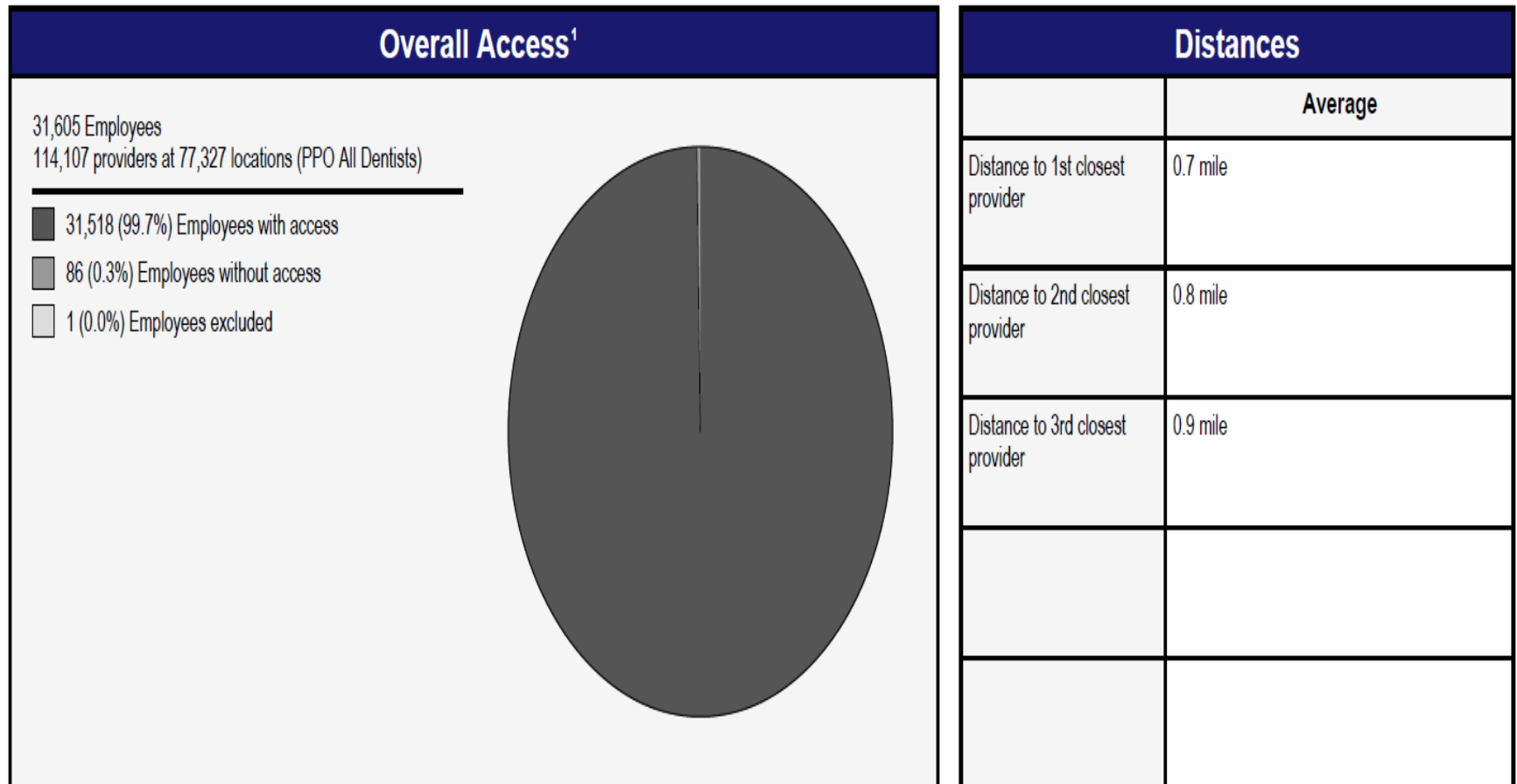
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The dental credentialing process includes obtaining a state license, evidence of malpractice coverage, Drug Enforcement Administration (DEA) certificate and a specialty training verification. Delta Dental reviews malpractice history and state board 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.

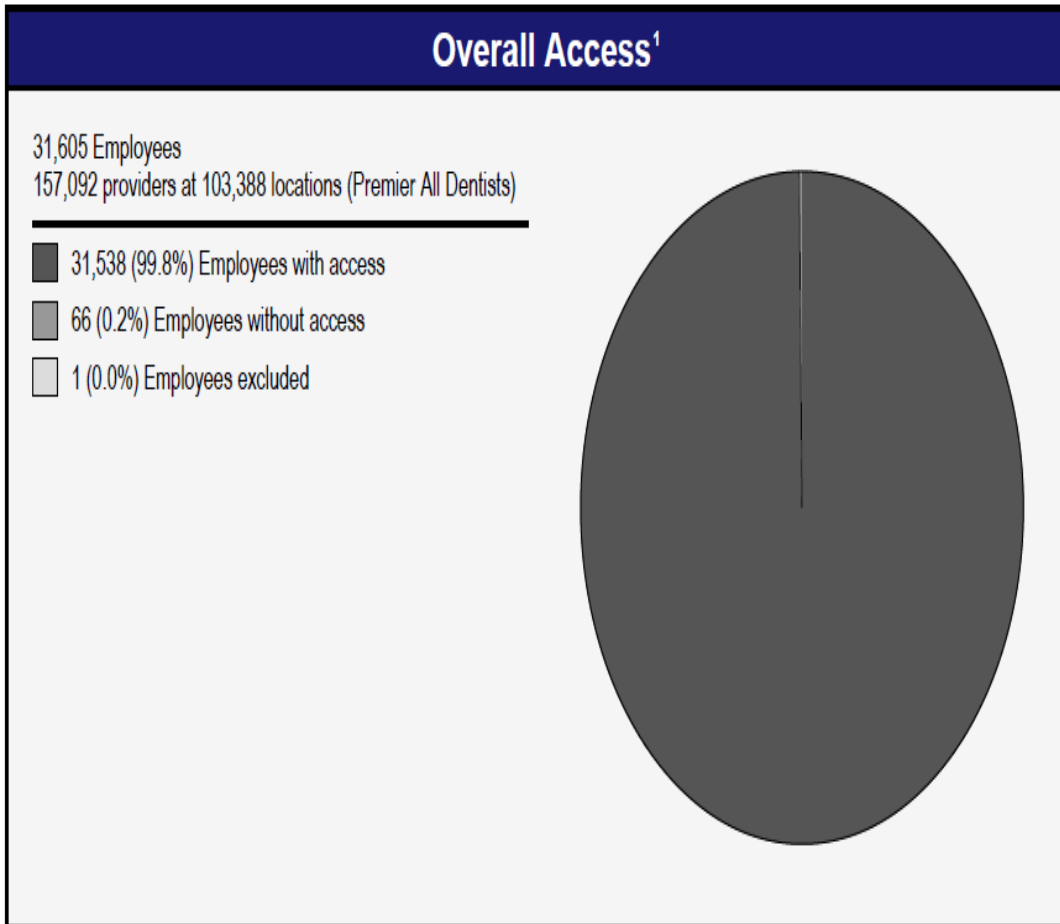
Delta Dental PPO Network Access-Active EE

Report utilized California's main counties, which are used in other SFHSS demographic reports. 99.7% of employees have access to **PPO Dentists** within 0.9 miles.



Delta Dental PPO Network Access-Active EE

99.8% of employees have access to **Premier Dentists** within 0.8 miles.
 (Endodontists, Oral Surgeons, Orthodontists, Pedodontists, Periodontists, Prosthodontists)

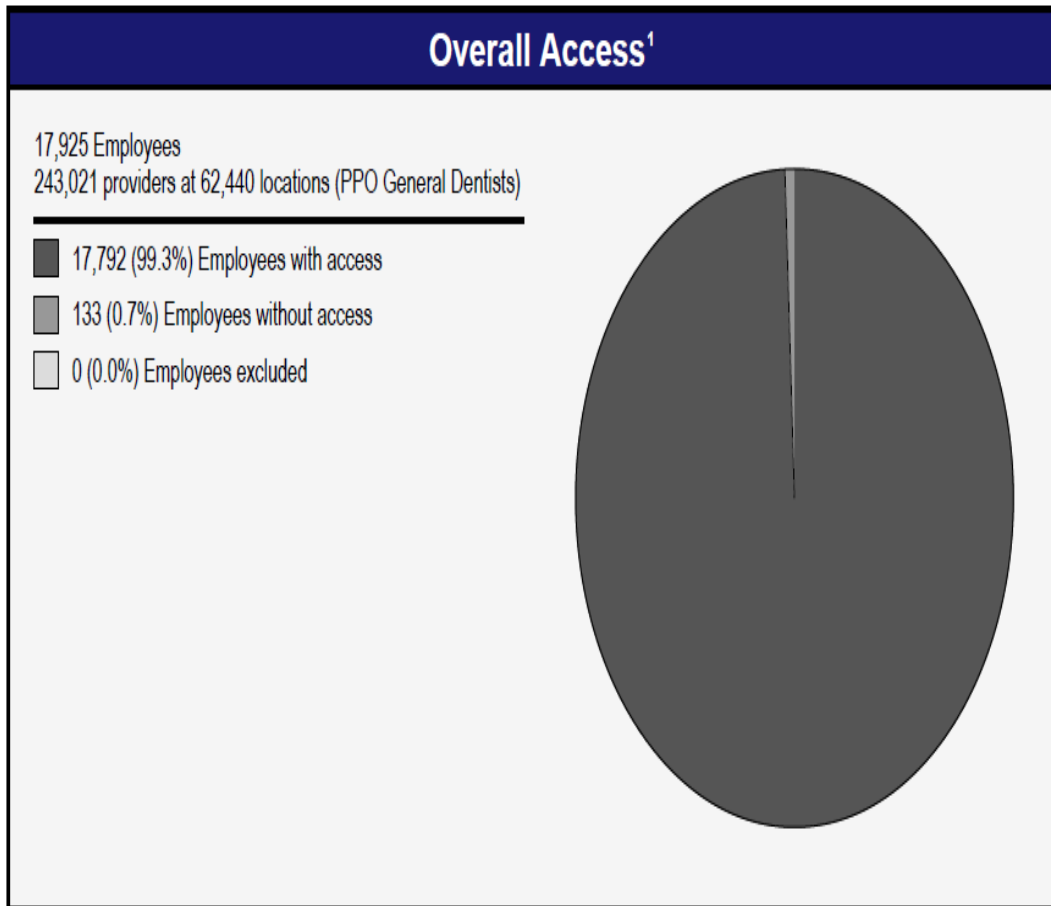


Distances

	Average
Distance to 1st closest provider	0.6 mile
Distance to 2nd closest provider	0.7 mile
Distance to 3rd closest provider	0.8 mile

Delta Dental PPO Network Access-Retiree

99.3% of retirees have access to **PPO Dentists** within 1.2 miles.

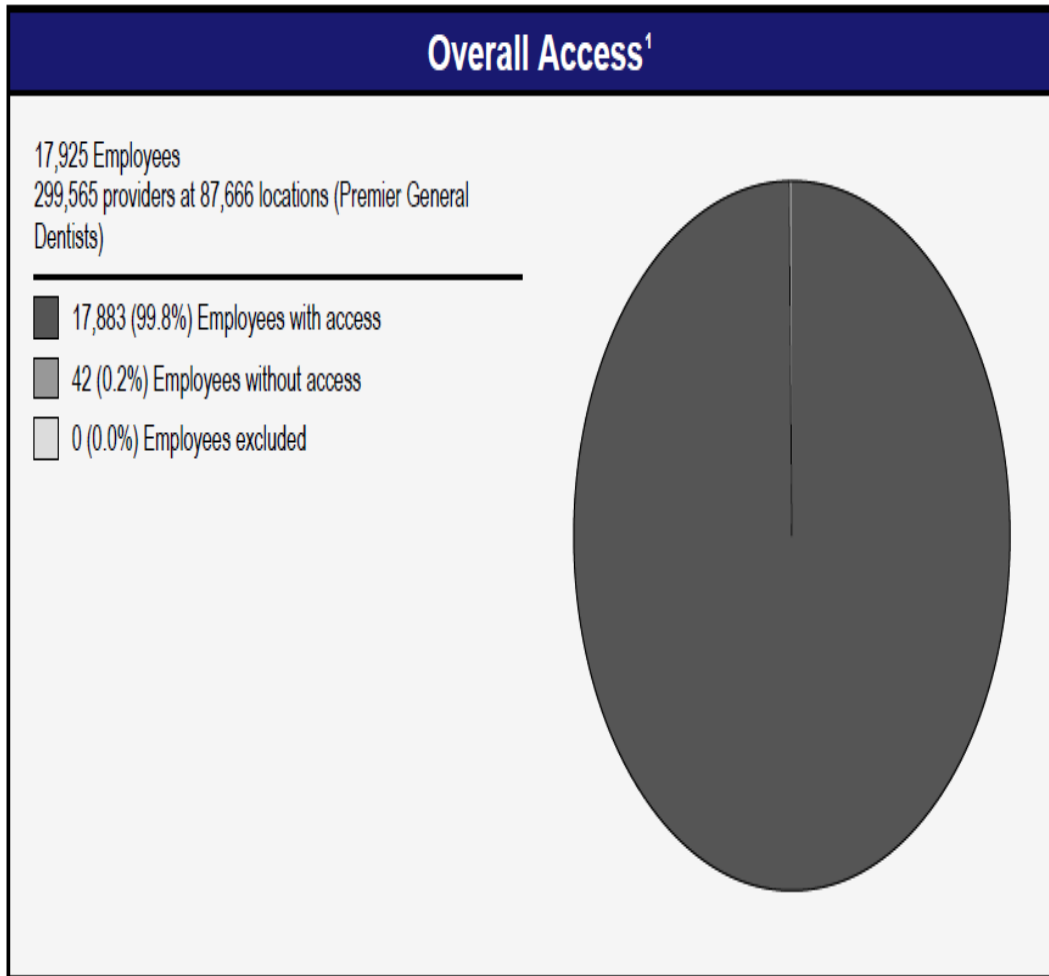


Distances

	Average
Distance to 1st closest provider	0.9 mile
Distance to 2nd closest provider	1.1 miles
Distance to 3rd closest provider	1.2 miles

Delta Dental PPO Network Access-Retiree

99.8% of retirees have access to **Premier** General Dentists within 0.9 miles



Distances

	Average
Distance to 1st closest provider	0.6 mile
Distance to 2nd closest provider	0.8 mile
Distance to 3rd closest provider	0.9 mile

SmileWay Wellness Benefit

Enhanced coverage for higher risk enrollee

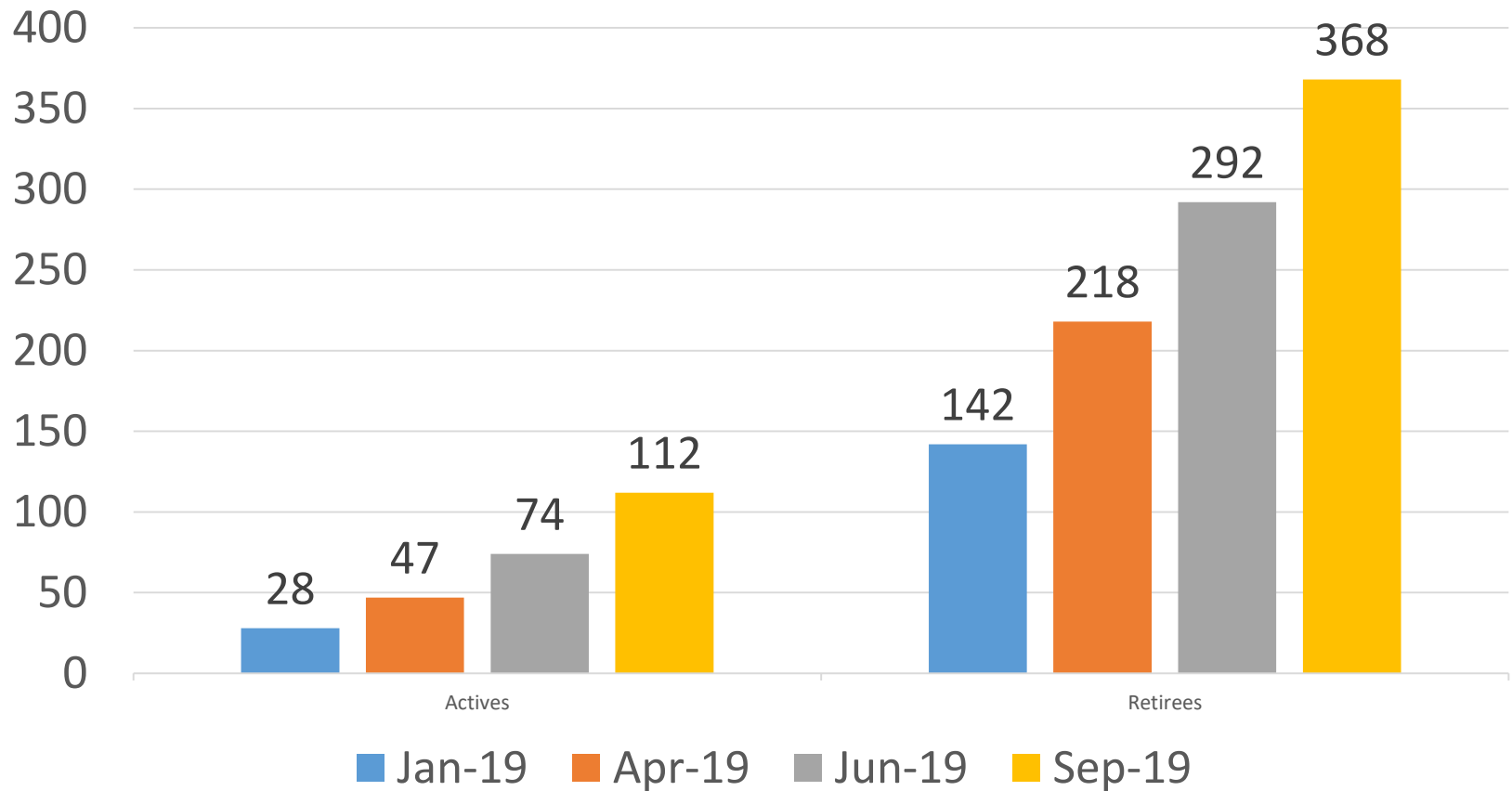
- Requires diagnosis of **diabetes, heart disease, HIV/AIDS, rheumatoid arthritis or stroke**
- Expanded coverage includes cleanings, gum maintenance and scaling and root planing
- Opt in online or by phone



SmileWay Wellness Program

Enrollment since inception 1/1/2019

SFHSS SmileWay Wellness Program



SmileWay ~Suggestions to Increase Participation

Delta Dental strategies for increasing enrollment in SmileWay are...

Currently:

- Delta Dental's Contact Center representatives promote the SmileWay Program when a SFHSS active/retiree Delta Dental PPO member calls us. (There is a banner in Delta Dental's system.)
- Provided SmileWay Program Flyers (Active and Retiree) at SFHSS Health Fairs and promoted this Program to attendees.

SmileWay ~Suggestions to Increase Participation

Continued...

SFHSS Current Promotions on SFHSS Website:

- *Plan Resources* section “Delta Dental Wellness Highlights”
 - [SmileWay Wellness flyer for Active Employees](#) - enhanced coverage for enrollees with certain medical conditions.
 - [SmileWay Wellness flyer for Retirees](#) - enhanced coverage for enrollees with certain medical conditions.
- *SmileWay Program* section
To enroll in the SmileWay program, call (888) 335-8227 to speak to a representative. The Customer Service hours are Monday through Friday, 8:00am to 8:00pm, PST.

SFHSS Previous Promotion:

- On April 11, 2019 SFHSS “In The News” section [Delta Dental's SmileWay Program Offers Extra Dental Services for Certain Chronic Conditions](#)

SmileWay ~Suggestions to Increase Participation

Continued...

Future Possibilities:

- Add, “How to Enroll in the SmileWay Program” onto the Delta Dental/SFHSS dedicated webpage. <https://www.deltadentalins.com/ccsf>
- Retiree Outreach: association newsletters, meetings, presentations.
- Targeted Messaging: email to actives & retirees, who have signed up for a Delta Dental Online Account; Enrollee Portal.
- Enhancements to SFHSS webpages; “Well Being Programs”, “Circular Section”, etc.
- Include SmileWay flyer in SFHSS Open Enrollment Packet mailing.

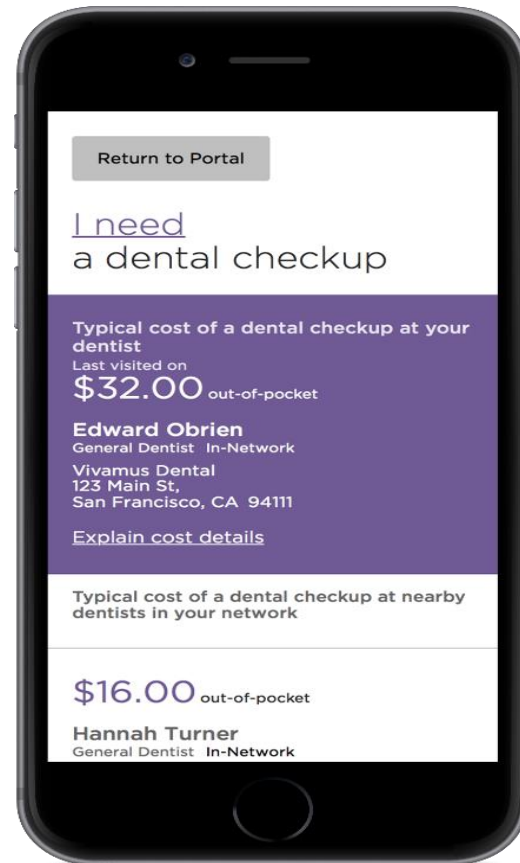
Cost Estimator

Know before you go

Estimates costs for typical dentist visits

Helps enrollees plan dental treatment costs

Informs decisions about going in-network or out-of-network



This Tool was added to SFHSS Active Dental Benefits 1/1/2019. Review promotional opportunities.

Cost Estimator Tool Utilization

Period: January 1, 2019 – September 30, 2019

Group	Users	Dental Procedure Inquiries
ACTIVE	367	2
RETIREE	61	3

Latest Usage Statistics -Active

SFHSS Dental PPO Utilization Statistics, 2019 YTD (through September 30)

ACTIVE EMPLOYEE GROUP (09502)	2019
Member Distribution by Number of Submitted Cleaning Procedures	
o None	36.5%
o One	42.1%
o Two	19.6%
o Three	1.6%
o Four or More	0.2%
Percentage of All Members Who Incurred At Least One Basic Level Service	28.1%
Percentage of All Members Who Incurred At Least One Major Level Service	9.0%
Percentage of All Members Who Incurred At Least One Orthodontic Service	2.6%
Percentage of Members Utilizing the Plan who Achieved \$2,500 Annual Benefit Maximum (excludes orthodontia)	2.4%
Network Utilization Distribution by Procedure Counts (excluding orthodontia)	
o PPO dentist	38.5%
o Premier dentist	58.2%
o Non-contracted	3.3%

Latest Usage Statistics -Retiree

SFHSS Dental PPO Utilization Statistics, 2019 YTD (through September 30)

RETIREE GROUP (01673)	2019
Member Distribution by Number of Submitted Cleaning Procedures	
o None	32.8%
o One	36.2%
o Two	25.7%
o Three	4.7%
o Four or More	0.6%
Percentage of All Members Who Incurred At Least One Basic Level Service	35.1%
Percentage of All Members Who Incurred At Least One Major Level Service	18.5%
Percentage of Members Utilizing the Plan Who Achieve \$1,250 Annual Benefit Maximum (orthodontia not covered) <i>PY2014 - 2017 Max was \$1,000</i>	6.1%
Network Utilization Distribution by Procedure Counts	
o PPO dentist	41.5%
o Premier dentist	53.3%
o Non-contracted	5.1%

Thank You For Your Time