

Attachment B - MCNA

Louisiana Department of Health (LDH)
Dental Benefits Management Program
Act 158 Transparency Report
Survey for Denta Quest - Self Reported Items



Responses should be based on the period **January 1, 2021 - June 30, 2021**, unless otherwise noted.

LDH Transparency Item Number	Task	Questions	MCO Response
31	The total number of employees employed by the MCO which are based in Louisiana and the average salary paid of those employees.	What is the total number of employees who reside in LA? <i>Please complete the template on the Item #31 tab.</i>	
37	The number of members who filed an appeal, the number of members who accessed the state fair hearing process, and the total number and percentage of appeals that reversed or otherwise resolved a decision in favor of the member. For purposes of this subparagraph, "appeal" means a request for review of an action.	<i>Please complete the template on the Item #37 tab.</i> Note: Amounts reported should agree with the sum reported to LDH on the <u>Appeals and State Fair Hearings SFY 2021 Ad Hoc</u>. If there are discrepancies, a reconciliation and explanation of the discrepancies should be included with your survey response.	
40	The total number of claims submitted by healthcare providers which meets the definition of a clean claim as it is defined in the contract executed between the state and the MCO, and the percentage of those clean claims paid for each provider type within fifteen (15) business days and within thirty (30) calendar days. In addition, the report shall include the average number of days to pay all healthcare provider claims delineated by provider type.	Please describe how clean claims are being counted for the 221 Report . Your response should include the code used to determine clean claims and the results for the 221 Report . What is the total number of clean claims for the period January 1, 2021 through June 30, 2021? What is the total number of non-clean claims for the period January 1, 2021 through June 30, 2021? What is the total number of clean claims paid to the provider within fifteen (15) business days for the period January 1, 2021 through June 30, 2021? What is the total number of clean claims paid to the provider within thirty (30) calendar days for the period January 1, 2021 through June 30, 2021? What is the average number of days to pay clean claims for the period January 1, 2021 through June 30, 2021? Please describe how the average number of days to pay clean claims is determined. Your response should include the code used for determining the average number of days. Note: Amounts reported should agree with the amounts reported to LDH on the <u>Annual 221 Report</u> for SFY21. If there are discrepancies, a reconciliation and explanation of the discrepancies should be included with your survey response.	
41	For MCOs that administer dental benefits, the following concerning prior authorization requests, delineated by type of procedure (this includes any MCO dental services, value added and other dental services): - The number of prior authorization requests	Does the MCO or MCO-subcontractor require prior authorization for (any) dental services? If yes, please answer the questions below. What is the number of prior authorization requests for the period January 1, 2021 through June 30, 2021? Note: Amounts reported should agree with the amounts reported to LDH on the <u>Quarterly 188 Prior Authorization Reports</u> for the period January 1, 2021 through June 30, 2021. What is the average amount of time for responding to prior authorization requests for the period January 1, 2021 through June 30, 2021? Note: Amounts reported should agree with the amounts reported to LDH on the <u>Quarterly 188 Prior Authorization Reports</u> for the period January 1, 2021 through June 30, 2021. What is the longest amount of turnaround time for responding to prior authorization requests for the period January 1, 2021 through June 30, 2021? Note: Amounts reported should agree with the amounts reported to LDH on the <u>Quarterly 188 Prior Authorization Reports</u> for the period January 1, 2021 through June 30, 2021.	

Attachment B - MCNA

<ul style="list-style-type: none"> - The average and range of times for responding to prior authorization requests - The number of prior authorization requests denied, delineated by the reasons for denial - The number of claims denied after prior authorization was approved, delineated by the reasons for denial 	What is the shortest amount of turnaround time for responding to prior authorization requests for the period January 1, 2021 through June 30, 2021? <i>Note: Amounts reported should agree with the amounts reported to LDH on the <u>Quarterly 188 Prior Authorization Reports</u> for the period January 1, 2021 through June 30, 2021.</i>	
	What is the number of prior authorization requests denied, delineated by the reason for denial for the period January 1, 2021 through June 30, 2021? <i>Note: Amounts reported should agree with the amounts reported to LDH on the <u>Quarterly 188 Prior Authorization Reports</u> for January 1, 2021 through June 30, 2021.</i>	
	What is the number of claims denied after prior authorization was approved, delineated by the reasons for denial for the period January 1, 2021 through June 30, 2021? <i>Note: Amounts reported should agree with the amounts reported to LDH on the <u>Monthly 173 Denied Claims Report</u> for January 1, 2021 through June 30, 2021.</i>	
	Please complete the template on the Item #41 tab.	

Attachment B - MCNA

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Please provide the following information for all **Louisiana-based MCO employees or contracted staff (FTE of actual filled positions)** for the period January 1, 2021 through June 30, 2021 **and calculate the average salary** as indicated in column D.

Louisiana-Based MCO Employees or Contracted Staff				
Position/Title	Indicate if the position is a DentaQuest employee or contracted staff	Salary	FTE	Average Salary (Salary x FTE)

Total:

* Information should agree with **Report 17**.

Attachment B - MCNA

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Please complete the template below, reporting the number of appeals filed, the number of appeals that accessed the state fair hearing process and the number of appeals that were reversed, overturned or otherwise resolved in favor of the member. **For purposes of this template, "appeal" means a request for review of an action.**

DentaQuest should only complete the white empty cells. The yellow highlighted cells are formula driven.

Appeals and State Fair Hearings	MCO Count	
	Member Count (Unduplicated)	Case Number Count
Total number of appeals filed in the period January 1, 2021 through June 30, 2021		
Total number of appeals that accessed the state fair hearing process in the period January 1, 2021 through June 30, 2021		
Total number of appeals with a determination ¹ in the period January 1, 2021 through June 30, 2021		
Appeal Determinations		
Total number of appeals at the MCO level in the period January 1, 2021 through June 30, 2021		
Number of appeals fully reversed or otherwise resolved in favor of the member at the MCO level		
Number of appeals partially reversed or otherwise resolved in favor of the member at the MCO level		
Total number of appeals reversed or otherwise resolved in favor of the member at the MCO level (Line 18 + Line 19)	0	0
Number of appeals fully upheld at the MCO level		
Total Number of appeals that went to State Fair Hearing		
Number of appeals reversed by the MCO after a State Fair Hearing request		
Number of appeals fully overturned at the State Fair Hearing in favor of the member		
Number of appeals partially overturned at the State Fair hearing in favor of the member		
Total number of appeals overturned or otherwise resolved in favor of the member at the State Fair Hearing level (Line 23 + Line 24 + Line 25)	0	0
Number of appeals fully upheld at the State Fair Hearing		
Total Appeals		
Total number of appeals overturned or otherwise resolved a decision in favor of the member in the period January 1, 2021 through June 30, 2021 (Line 20 + Line 26)	0	0
Percent of appeals that overturned or otherwise resolved a decision in favor of the member in the period January 1, 2021 through June 30, 2021 (Line 29 / Line 15)	#DIV/0!	#DIV/0!

Note: Amounts reported should agree with the sum reported to LDH on the Appeals and State Fair Hearings SFY 2021 Ad Hoc. If there are discrepancies, a reconciliation and explanation of any discrepancies should be included with your survey response.

Attachment B - MCNA

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Note: All counts should reflect line/detail/service level counts

Prior Authorizations	Total Dental Services	Diagnostic D0100 - D0999	Preventive D1000 - D1999	Restorative D2000 - D2999	Endodontics D3000 - D3999	Periodontics D4000 - D4999	Removable Prosthetics D5000 - D5899	Maxillofacial Prosthetics D5900 - D5999	Implant Services D6000 - D6199	Fixed Prosthetics D6200 - D6999	Oral & Maxillofacial Surgery D7000 - D7999	Orthodontics D8000 - D8999	Adjunctive General Services D9000 - D9999
Total number of prior authorization requests for the period January 1, 2021 through June 30, 2021.													
Total number of prior authorization requests DENIED , delineated by reasons for denial.													
Total number of claims denied AFTER prior authorization approval, delineated by reasons for denial .													
What is the average time for responding to prior authorization requests?													
What is the range of times for responding to prior authorization requests?													

How does the MCO define prior authorizations?

How does the MCO track prior authorizations?

What are the MCO's policies and procedures for prior authorizations?

Attachment B - MCNA

Louisiana Department of Health (LDH)
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Act 158 Transparency Report
Survey for Managed Care North America (MCNA) - Self Reported Items



Responses should be based on **State Fiscal Year 2021 (July 1, 2020 - June 30, 2021)**, unless otherwise noted.

LDH Transparency Item Number	Task	Questions	MCO Response
31	The total number of employees employed by the MCO which are based in Louisiana and the average salary paid of those employees.	What is the total number of employees who reside in LA? Please complete the template on the Item #31 tab.	
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41	For MCOs that administer dental benefits, the following concerning prior authorization requests, delineated by type of procedure (this includes any MCO dental services, value added and other dental services): - The number of prior authorization requests - The average and range of times for responding to prior authorization requests - The number of prior authorization requests denied, delineated by the reasons for denial - The number of claims denied after prior authorization was approved, delineated by the reasons for denial	Does the MCO or MCO-subcontractor require prior authorization for (any) dental services? If yes, please answer the questions below. What is the number of prior authorization requests for SFY21? Note: Amounts reported should agree with the amounts reported to LDH on the <u>Quarterly 188 Prior Authorization Reports</u> for SFY21. What is the average amount of time for responding to prior authorization requests for SFY21? Note: Amounts reported should agree with the amounts reported to LDH on the <u>Quarterly 188 Prior Authorization Reports</u> for SFY21. What is the longest amount of turnaround time for responding to prior authorization requests for SFY21? Note: Amounts reported should agree with the amounts reported to LDH on the <u>Quarterly 188 Prior Authorization Reports</u> for SFY21. What is the shortest amount of turnaround time for responding to prior authorization requests for SFY21? Note: Amounts reported should agree with the amounts reported to LDH on the <u>Quarterly 188 Prior Authorization Reports</u> for SFY21. What is the number of prior authorization requests denied, delineated by the reason for denial for SFY21? Note: Amounts reported should agree with the amounts reported to LDH on the <u>Quarterly 188 Prior Authorization Reports</u> for SFY21.	

Attachment B - MCNA

		What is the number of claims denied after prior authorization was approved, delineated by the reasons for denial for SFY21? Note: <i>Amounts reported should agree with the amounts reported to LDH on the <u>Monthly 173 Denied Claims Report</u> for SFY21.</i>	
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Louisiana-Based MCO Employees or Contracted Staff				
Position/Title	Indicate if the position is a MCNA employee or contracted staff	Salary	FTE	Average Salary (Salary x FTE)

Total:

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