

JANUARY 1, 2021 THROUGH FEBRUARY 28, 2022

**COMPARISON OF LOUISIANA  
MEDICAID DENTAL BENEFIT  
MANAGEMENT PROGRAM  
ENCOUNTERS TO CASH  
DISBURSEMENTS FOR  
DENTAQUEST USA INSURANCE  
COMPANY, INC.**



**MAY 17, 2022**





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The Louisiana Department of Health (LDH) engaged Myers and Stauffer LC to analyze Louisiana Dental Benefit Program Manager (DBPM) encounter data that has been submitted by the Dental Benefit Program Manager (DBPM) contractor, DentaQuest USA Insurance Company, Inc. (DentaQuest), to Louisiana's fiscal agent contractor (FAC), Gainwell Technologies, and complete a comparison of the encounters to cash disbursement journals (CDJ) provided by the DBPM contractor. For purposes of this analysis, "encounter data" are claims that have been paid by the DBPM contractor to health care providers that have rendered health care services to members enrolled with the DBPM contractor.

Myers and Stauffer LC receives encounter data on a monthly basis from the FAC in a standardized data extract. This data extract contains paid and denied DBPM encounters that were submitted by the DBPM to the FAC and were subsequently loaded into the Medicaid Management Information System (MMIS).

Myers and Stauffer LC analyzes the information of each paid encounter in the MMIS to capture the amount paid on each line of an entire claim. In certain instances, we identify potential duplicate and calculated void encounters and conclude that some of these potential duplicates appear to be partial payments, some are actual duplicate submissions and some are replacement encounters without a matching void when the encounter data is compared to the CDJ submissions.

Once the potential duplicate and calculated void encounters have been identified, we adjust the encounter totals to reflect the actual payment made (i.e. removing the duplicate payment amounts from our analysis). The net encounter total is then used for the reconciliation analysis and compared to the DBPM submitted CDJs based on common fields, such as DBPM identification number (ID) and DBPM paid date.

Our work was performed in accordance with American Institute of Certified Public Accountants (AICPA) professional standards for consulting engagements. We were not engaged to, nor did we perform, an audit, examination, or review services; accordingly, we express no opinion or conclusion related to the procedures performed or the information and documentation we reviewed. In addition, our engagement was not specifically designed for, and should not be relied on, to disclose errors, fraud, or other illegal acts that may exist.

The results of our engagement and this report are intended only for the internal use of the Louisiana Department of Health (LDH) and should not be used for any other purpose.





LDH requested that, for this study, we review the plan’s paid encounters to determine if the paid encounters meet the state contract minimum completeness requirement of **95 percent** when compared to the Cash Disbursement Journal (CDJ) files that are submitted by the DBPM. The encounters and CDJ file utilized in this study met the following criteria:

- Encounters were paid within the reporting period of January 1, 2021 through February 28, 2022;
- CDJ transactions had payment dates within the reporting period of January 1, 2021 through February 28, 2022;
- Encounters were received and accepted by the FAC and transmitted to Myers and Stauffer LC through March 29, 2022.

Table A — DentaQuest Cumulative Completion Totals and Percentages

Description	Entire Plan	Value-Added Services
<b>Encounter Total (FAC reported)</b>	<b>\$74,163,219</b>	<b>\$722,066</b>
<i>Total Encounter Adjustments (\$)</i>	<i>(\$7,045,165)</i>	<i>(\$88,247)</i>
<i>Total Encounter Adjustments (%)</i>	<i>-9.49%</i>	<i>-12.22%</i>
<b>Net Encounter Total</b>	<b>\$67,118,054</b>	<b>\$633,819</b>
<b>CDJ Total</b>	<b>\$77,316,030</b>	<b>\$754,432</b>
Variance	<i>(\$10,197,976)</i>	<i>(\$120,613)</i>
<b>Completion (%)</b>	<b>86.81%</b>	<b>84.01%</b>
<b>Contract Minimum Completeness Requirement (%)</b>		<b>95.00%</b>
<b>Non-Compliant (%)</b>	<b>-8.19%</b>	<b>-10.99%</b>





For this study, Myers and Stauffer analyzes the encounter data that is submitted by the DBPM to the FAC and loaded into the FAC MMIS. Encounters submitted by the DBPM that were rejected by the FAC for errors in submission or other reasons are not transmitted to Myers and Stauffer.

Furthermore, Myers and Stauffer analyzes the encounter data from the FAC MMIS and makes the following adjustments. Table B below outlines the impact of applying these encounter analysis adjustments to the encounter paid amounts, when compared to the raw data received.

1. The payment amounts associated with denied encounters are identified as zero dollars in the encounter reconciliation analysis since they bear no impact on cash disbursements.
2. We identified potential duplicate encounters using our encounter review logic. Based on a comparison to the CDJ files, we noted some of these potential duplicates appear to be partial payments, some are actual duplicate submissions, and some are replacement encounters without a matching void. At the direction of LDH, we have attempted to adjust our totals to reflect the actual payment made and have removed duplicate payment amounts from our analysis.

**Table B — Myers and Stauffer LC's Adjustments to DentaQuest Encounters**

Description	Encounter Count	Paid Amount	Paid Amount (% of Total*)
<b>Total Encounter Amount (FAC Reported)</b>	<b>1,807,075</b>	<b>\$74,163,219</b>	<b>100.00%</b>
<i>Adjustment Type</i>			
<i>Denied</i>	(354,655)	(\$7,041,940)	-9.49%
<i>Calculated Void</i>	0	\$0	0.00%
<i>Duplicate</i>	(39)	(\$3,225)	0.00%
<i>Total Adjustments Made</i>	(354,694)	(\$7,045,165)	-9.49%
<b>Net Encounter Amounts</b>	<b>1,452,381</b>	<b>\$67,118,054</b>	<b>90.51%</b>

*\*Percentage ratios are rounded down for each adjustment type and may not add up to the total percentage of adjustments made for this reporting period. Please see data analysis assumption number 4 on page 15 for further explanation.*





During this analysis, Myers and Stauffer identified potential data issues that may impact the completion percentages for DentaQuest.

Please reference Tables C and D on pages 7 and 8 for DentaQuest's reconciliation period table. These tables contain detailed reconciliation totals, completion percentages, and encounter analysis adjustments.

**Data issues that may cause the cumulative completion percentage to be under 95 percent:**

1. We noted low monthly completion percentages which caused the cumulative completion percentage to fall below the 95 percent threshold:
  - January 2021, February 2021, June 2021, July 2021 and October 2021 through February 2022 have low percentages that appear to be due to a combination of missing encounters and encounters that were denied by the FAC when compared to the corresponding CDJ transactions.
  - March 2021, April 2021, May 2021, August 2021 and September 2021 have low percentages that appear to be due to encounters that were denied by the FAC when compared to the corresponding CDJ transactions.

**We recommend DentaQuest work with LDH and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.**





# DENTAQUEST USA INSURANCE COMPANY, INC. MONTHLY TABLES

Table C — DentaQuest

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
January 2021	\$2,393,530	(\$76,800)	-3%	\$2,316,730	\$2,774,586	(\$457,856)	83.49%
February 2021	\$3,913,308	(\$147,725)	-4%	\$3,765,583	\$4,493,561	(\$727,978)	83.79%
March 2021	\$6,262,995	(\$523,815)	-8%	\$5,739,180	\$6,233,697	(\$494,516)	92.06%
April 2021	\$6,872,854	(\$524,787)	-8%	\$6,348,067	\$6,841,248	(\$493,181)	92.79%
May 2021	\$5,691,881	(\$646,544)	-11%	\$5,045,337	\$5,661,643	(\$616,306)	89.11%
June 2021	\$5,321,765	(\$545,012)	-10%	\$4,776,753	\$5,338,802	(\$562,049)	89.47%
July 2021	\$6,415,801	(\$527,460)	-8%	\$5,888,341	\$6,450,208	(\$561,867)	91.28%
August 2021	\$6,125,928	(\$842,291)	-14%	\$5,283,636	\$6,154,441	(\$870,805)	85.85%
September 2021	\$5,608,651	(\$676,701)	-12%	\$4,931,950	\$5,643,173	(\$711,223)	87.39%
October 2021	\$5,077,254	(\$478,291)	-9%	\$4,598,963	\$5,379,061	(\$780,097)	85.49%
November 2021	\$5,221,967	(\$586,470)	-11%	\$4,635,497	\$5,658,063	(\$1,022,566)	81.92%
December 2021	\$5,932,583	(\$731,979)	-12%	\$5,200,604	\$6,477,046	(\$1,276,442)	80.29%
January 2022	\$4,132,657	(\$436,601)	-11%	\$3,696,056	\$4,524,312	(\$828,256)	81.69%
February 2022	\$5,192,045	(\$300,689)	-6%	\$4,891,356	\$5,686,189	(\$794,833)	86.02%
<b>Cumulative Totals</b>	<b>\$74,163,219</b>	<b>-\$7,045,165</b>	<b>-9%</b>	<b>\$67,118,054</b>	<b>\$77,316,030</b>	<b>-\$10,197,976</b>	<b>86.81%</b>
							<b>State Contract Minimum Completeness Percentage Requirement</b>
							<b>95.00%</b>
							<b>Non-Compliant</b>
							<b>-8.19%</b>



**DENTAQUEST USA INSURANCE  
COMPANY, INC. MONTHLY TABLES**

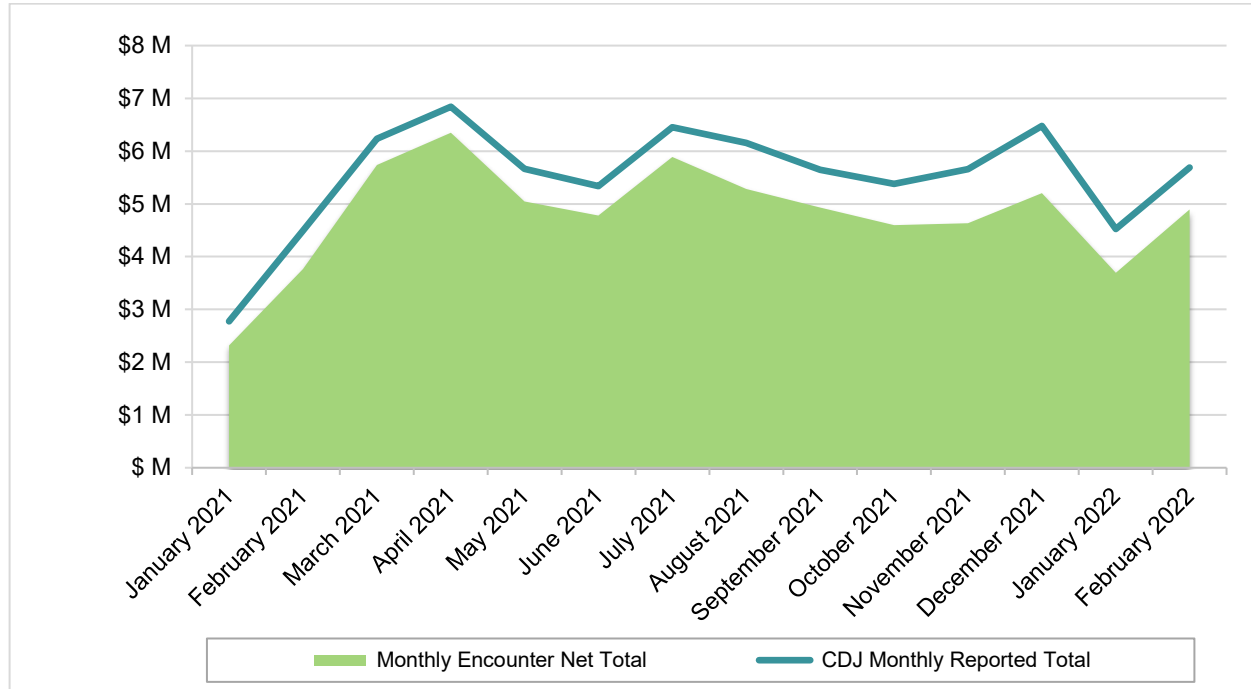
**Table D — DentaQuest VAS**

<b>Paid Month</b>	<b>VAS Monthly Encounter Total (FAC Reported)</b>	<b>VAS Monthly Encounter Total (Adjustments)</b>	<b>VAS Percentage of Encounters Adjusted</b>	<b>VAS Monthly Encounter Net Total</b>	<b>VAS CDJ Monthly Reported Total</b>	<b>VAS Monthly Variance</b>	<b>VAS Monthly Completion Percentage</b>
January 2021	\$241	\$0	0%	\$241	\$1,750	(\$1,509)	13.75%
February 2021	\$12,503	(\$2,140)	-17%	\$10,363	\$35,101	(\$24,737)	29.52%
March 2021	\$83,953	(\$10,807)	-13%	\$73,146	\$83,953	(\$10,807)	87.12%
April 2021	\$88,814	(\$19,503)	-22%	\$69,311	\$88,711	(\$19,400)	78.13%
May 2021	\$69,966	(\$6,692)	-10%	\$63,274	\$69,868	(\$6,595)	90.56%
June 2021	\$74,184	(\$4,233)	-6%	\$69,951	\$75,946	(\$5,995)	92.10%
July 2021	\$99,177	(\$7,981)	-8%	\$91,196	\$99,692	(\$8,495)	91.47%
August 2021	\$89,570	(\$20,634)	-23%	\$68,936	\$98,227	(\$29,291)	70.18%
September 2021	\$70,528	(\$5,175)	-7%	\$65,353	\$71,502	(\$6,148)	91.40%
October 2021	\$34,454	(\$1,584)	-5%	\$32,870	\$34,579	(\$1,709)	95.05%
November 2021	\$25,091	(\$5,676)	-23%	\$19,415	\$21,662	(\$2,247)	89.62%
December 2021	\$29,762	(\$1,776)	-6%	\$27,987	\$29,762	(\$1,776)	94.03%
January 2022	\$18,827	(\$1,020)	-5%	\$17,808	\$18,884	(\$1,077)	94.29%
February 2022	\$24,996	(\$1,027)	-4%	\$23,969	\$24,797	(\$828)	96.66%
<b>Cumulative Totals</b>	<b>\$722,066</b>	<b>-\$88,247</b>	<b>-12%</b>	<b>\$633,819</b>	<b>\$754,432</b>	<b>-\$120,613</b>	<b>84.01%</b>
							<b>State Contract Minimum Completeness Percentage Requirement</b>
							<b>95.00%</b>
						<b>Non-Compliant</b>	<b>-10.99%</b>



# DENTAQUEST USA INSURANCE COMPANY, INC. SUMMARY REPORTING CHARTS

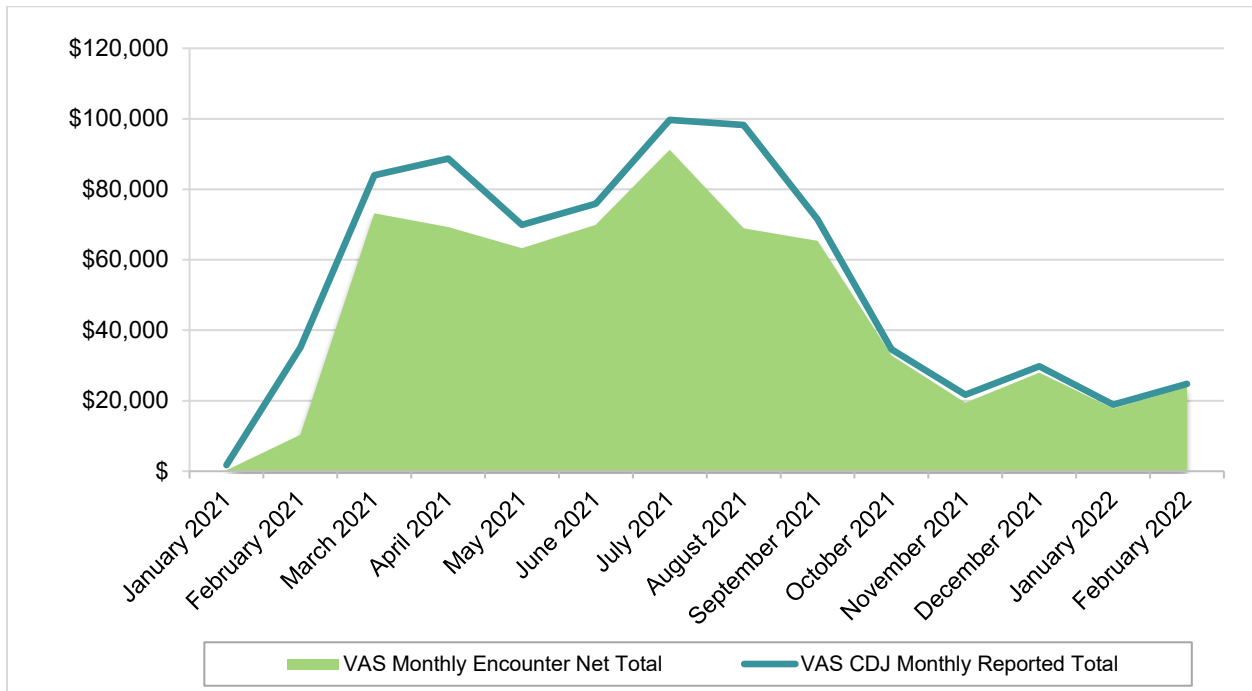
Chart 1.1 Monthly CDJ totals and encounter submission for DentaQuest Dental





# DENTAQUEST USA INSURANCE COMPANY, INC. SUMMARY REPORTING CHARTS

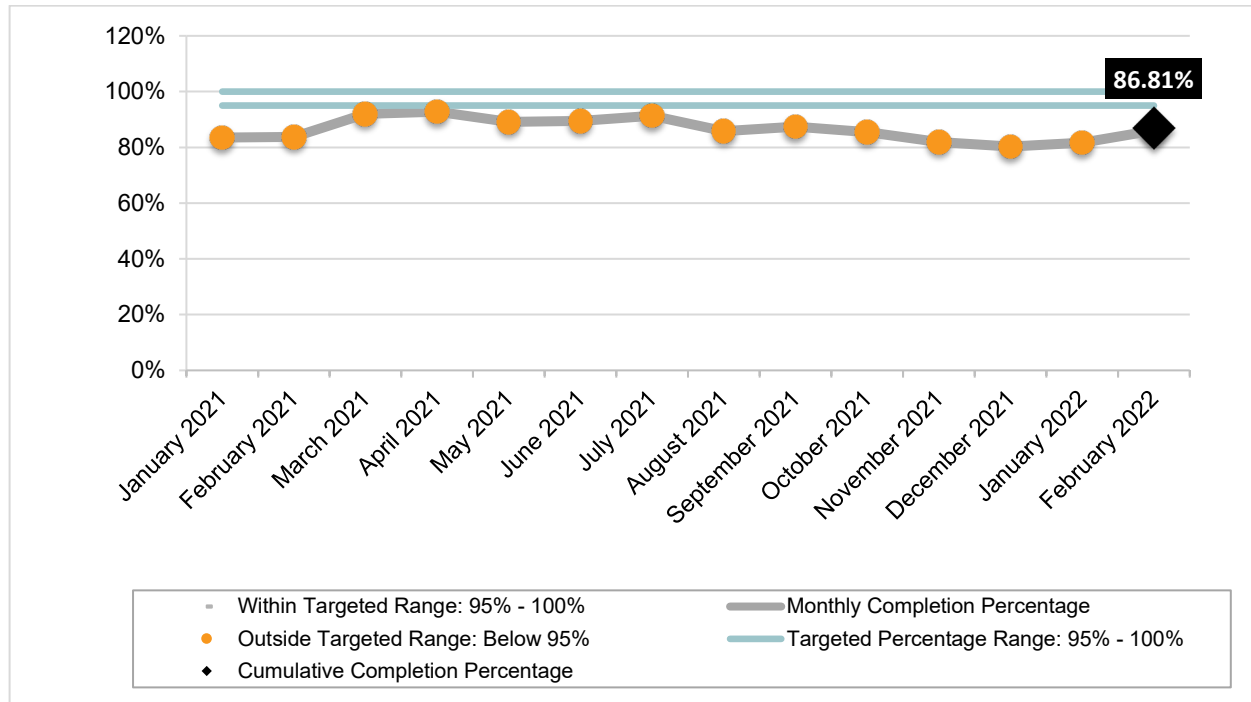
**Chart 1.2 Monthly CDJ totals and encounter submission for DentaQuest Dental VAS**





## DENTAQUEST USA INSURANCE COMPANY, INC. SUMMARY REPORTING CHARTS

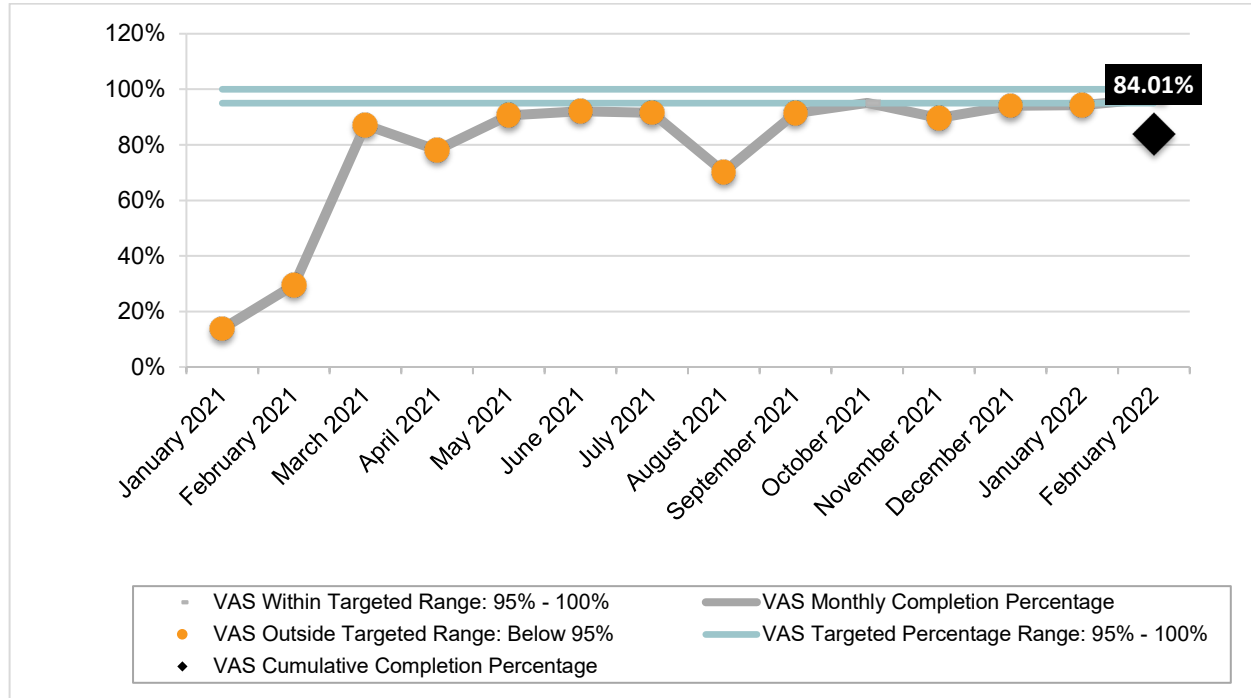
**Chart 2.1 DentaQuest Dental's monthly encounter submissions expressed as a percentage of payments submitted to the FAC to reported DBPM monthly CDJ payment**





## DENTAQUEST USA INSURANCE COMPANY, INC. SUMMARY REPORTING CHARTS

Chart 2.2 DentaQuest Dental's monthly encounter VAS submissions expressed as a percentage of payments submitted to the FAC to reported DBPM monthly CDJ payment





The following terms are used throughout this document:

- **Cash Disbursement Journal (CDJ) Monthly Reported Total** – The sum of all payments from the dental benefit management program (DBPM) contractor to LDH.
- **Fiscal Agent Contractor (FAC)** – A contractor selected to design, develop and maintain the claims processing system (Medicaid Management Information System); Gainwell Technologies is the current FAC.
- **Gainwell Technologies (Gainwell)** – State fiscal agent contractor, known as DXC Technology prior to October 1, 2020
- **Dental Benefit Program Manager (DBPM)** – A program authorized under a 1915(b) Medicaid waiver to serve all Medicaid beneficiaries eligible for dental services including children, eligible SCHIP Medicaid expansion children and adults. It was implemented statewide in July 2014 as a Prepaid Ambulatory Health Plan (PAHP).
- **Louisiana Department of Health (LDH)** - The agency in charge of overseeing the health services for the citizens of the state of Louisiana.
- **Medicaid Management Information System (MMIS)** – The claims processing system used by the FAC to adjudicate Louisiana Medicaid and LaCHIP claims. DBPM -submitted encounters are loaded into this system and assigned a unique claim identifier.
- **Monthly Completion Percentage** – The percentage of the monthly encounter net total in relation to the CDJ monthly reported total.
- **Monthly Encounter Net Total** – The sum of the encounter submissions for a given month incorporating the Myers and Stauffer LC encounter data adjustments made to the encounter submissions stored in the FAC's encounter data warehouse.
- **Monthly Encounter Total (Adjustments)** – The sum of all Myers and Stauffer LC adjustments for a given month that were removed from the encounter submissions stored in the FAC's encounter data warehouse.
- **Monthly Encounter Total (FAC Reported)** – The sum of all encounter submissions for a given month stored in the FAC's encounter data warehouse.
- **Monthly Variance** – The difference between the monthly encounter net total and the CDJ monthly reported total.
- **Dental Benefit Program Manager (DBPM) Contractor** – A private organization contracted to manage the Louisiana Dental Benefit Program Manager. DentaQuest USA Insurance Company, Inc. is one of the two current DBPM contractors.





## APPENDIX B – ANALYSIS

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Encounters from medical service types were combined on like data fields. We analyzed the reported information of each encounter to capture the amount paid on the entire claim. Encounter totals were calculated by summarizing the data by the DBPM paid date and DBPM identification number (ID). The DBPM's submitted cash disbursements were summarized by paid date to create a matching table. These matching tables were combined using common fields and were used to produce the results.





## APPENDIX C – DATA ANALYSIS ASSUMPTIONS

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1. When the DBPM submits an adjustment encounter, the FAC's encounter processing system automatically creates a void for the original (replaced) encounter. These system-generated voids bear the same paid date as the original encounter. In order to more accurately reconcile to the cash payments, we have attempted to match these voids' paid dates to the adjustment dates. However, we were unable to reallocate void encounters for which there was not an associated adjustment encounter.
2. We instructed the DBPM to exclude referral fees, management fees and other non-encounter related fees from the CDJ data that is submitted to Myers and Stauffer LC. We reviewed the CDJs for these payments and removed them from the analysis when they were identified.
3. Separately itemized interest expenses are excluded from the CDJ and encounter totals when the interest amounts are included in the DBPM paid amounts on the encounters and/or CDJ transaction amounts.
4. Percentage ratios noted in this report are rounded down. The sum of the percentages may not add up to the percentage sum total (Tables A and B).
5. Opportunities for improving the encounter reconciliation process have been identified during the analysis of the encounter data and cash disbursement journals, as well as frequent interactions with the DBPM, LDH, and the FAC. While we have attempted to account for these situations, other potential issues within the data may exist that have not yet been identified which may require us to restate prior reports or modify reconciliation processes in the future.

