

Louisiana Dental Plan Administrative Performance Measurement Set

Measure	Minimal Performance Standard
Percent of Practices that provide daily, 24 hour verified phone access with ability to speak to a dental care provider.	≥95%
Percent of standard service authorizations processed within 2 business days	≥80%
Percent of standard service authorizations processed with 14 calendar days or as extended within allowable timeframes	100%
Percent of expedited service authorizations processed with 72 hours.	100%
Rejected claims returned to provider with reason code within 15 days of receipt of claims submission	≥99%
% of Call Center calls answered by a live person within 30 seconds of selection, or zero out	≥90%
Call Center call average hold time for live person	3minutes
Call Center call abandonment rate	≤5%
% of grievances and request for appeals received by the DBP including grievances received via telephone and resolved within the timeframe of the contract	≥95%
% of clean claims paid for each provider type within 15 business days	≥90%
% of clean claims paid for each provider type within 30 calendar days	≥99%
Rejected claims returned to provider with reason code within 15 days of receipt of claims submission	≥99%

Dental Benefit Plan Clinical Performance Measurement Set

AHRQ Performance Domain	Measure
Use of Service	Percentage of EPSDT enrollees that receive any Dental Service.
Use of Service	Percentage of EPSDT enrollees that receive any Dental Treatment Services.
Access/Process	Percentage of EPSDT enrollees receiving preventive services.
Access/Process	Percentage of EPSDT enrollees, age 10-15 6-9 years, receiving one or more sealants on permanent molar teeth.
Access/Process	Percentage of EPSDT enrollees enrolled in two consecutive years who received a comprehensive or periodic oral evaluation in both years.