


PLAN OPERATIONS	 From DentaQuest			
	<i>Policy and Procedure</i>			
	Policy Name:	Over and Under-Utilization	Policy ID:	PLANCG-39
	Approved By:	Quality Assurance and Performance Improvement Committee	Last Revision Date:	04/25/2024
	States:	Oregon	Last Review Date:	04/26/2024
	Application:	Medicaid	Effective Date:	04/27/2024

PURPOSE

To establish the policy on how the Dental Care Organization (DCO) monitors the utilization of services provided by Primary Care Dentists (PCDs).

POLICY

The DCO monitors PCD utilization through its PCD Utilization Report. This report is generated monthly and is presented to the Quality Assurance and Performance Improvement Committee for review on a bi-monthly basis. The purpose of the PCD Utilization Report is to monitor over and under-utilization of Oregon Health Plan (OHP) covered services by the PCDs contracted with the DCO.

PCD will submit encounter data to the DCO on an American Dental Association (ADA) claim form version 2019 or later. To receive credit for this encounter data, the claim form must be submitted to the DCO within 30 days of the services that are rendered. The DCO maintains a Maximum Allowable Fee for each covered ADA code. PCD will be given credit for submitted encounter data up to the Maximum Allowable Fee.

Sub-capitated PCDs are subject to performance metrics as provided to the PCD by the DCO Provider Relations Department. These metrics are based on the DCO utilization goals and the OHA Quality Incentive Metrics, and will change based on the measurements set by the OHA.

All utilization goals are set and reviewed by the Quality Assurance and Performance Improvement Committee.

The DCO’s PCD Utilization Report is found on the Advantage Secure Website at www.AdvantageDental.com. Once the Provider logs into the secure site they can click on Reports then Utilization, to get the most current report. All amounts in this report are from the Date Paid in the time frame of the report, this does not report from the Date of Service.

REFERENCES

- 42 CFR 438.330 Quality assessment and performance improvement program
- OAR 410-141-3525 Outcome and Quality Measures
- OAR 410-141-3705 Criteria for CCOs

FORMS AND OTHER RELATED DOCUMENTS

PCD Withhold Goal Overview

Revision History

Date:	Description
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03/12/2015	Approval and adoption.
02/23/2016	Updates based on annual review.
02/14/2017	Updates based on annual review.
03/12/2018	Updates based on annual review.
05/20/2019	Updates based on annual review.
12/29/2019	Conversion to revised policy and procedure format and naming convention.
12/28/2020	Updates based on annual review.
11/11/2021	Updates based on annual review.
1/18/2022	Updates based on annual review.
12/31/2022	Updates based on annual review.
11/13/2023	Updates based on annual review.
04/25/2024	Updates based on annual review.