


<b>PLAN OPERATIONS</b>	 From DentaQuest			
	<i>Policy and Procedure</i>			
	Policy Name:	<b>Over and Under-Utilization</b>	Policy ID:	<b>PLANCG-39</b>
	Approved By:	Quality Assurance and Performance Improvement Committee	Last Revision Date:	11/11/2021
	States:	Oregon	Last Review Date:	01/18/2022
	Application:	Medicaid	Effective Date:	01/19/2022

## 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's are paid on a monthly capitated basis as described below. The amount is determined by the number of days each enrollee is assigned to the PCD. The DCO withholds a percentage of the provider's capitation to cover emergencies and over-runs to the specialty pool. This percentage is at the sole discretion of the DCO and may be changed with 30 days' notice to PCD. In the event the specialty pool is oversubscribed and funds must be disbursed out of the PCD withhold, then it will be done based upon the referral patterns of the PCDs. The higher the percentage of referrals, the more taken from the PCD withhold pool.

PCD will submit encounter data to the DCO on an American Dental Association (ADA) claim form. To receive credit for this encounter data, the claim form must be submitted to the DCO within 60 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.

PCD withhold is also tied to additional performance metrics as provided to the PCD by the DCO Provider Relations Department.. These metrics are based on 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. PCDs may lose a portion or all of their withhold based on over or under utilization of their capitation dollars and/or a failure to meet some or all of the Quality Incentive Measures.

The DCO's PCD Utilization Report is found on the Advantage Secure Website at [www.AdvantageDental.com](http://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
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.