



**Ad Hoc Pediatric Dental Technical Work Group**

August 14, 2014

# AGENDA

**Ad Hoc Dental Technical Work Group  
Meeting and Webinar  
Thursday August 14, 2014, 12:00 - 3:00 p.m.**

## Agenda Items

## Suggested Time

- |  |                      |
|--|----------------------|
| <b>I. Welcome &amp; Agenda Review</b>                      | <b>12:00 - 12:15</b> |
| <b>II. Program Updates</b>                                 | <b>12:15 - 12:45</b> |
| <b>III. Non-Recertification of Standalone Dental Plans</b> | <b>12:45 - 1:15</b>  |
| <b>IV. Family Dental Plan Implementation</b>               | <b>1:15 - 1:45</b>   |
| <b>IV. 2015 Consumer Education</b>                         | <b>1:45 – 2:45</b>   |
| <b>IV. Wrap-Up and Next Steps</b>                          | <b>2:45 – 3:00</b>   |

Send public comments to [QHP@covered.ca.gov](mailto:QHP@covered.ca.gov)

# PROGRAM UPDATES

PLAN MANAGEMENT STAFF

# COORDINATION OF BENEFITS IN 2015

- **Embedded QHP is Primary**
  - When a Primary Dental Benefit Plan is coordinating its benefits with one or more secondary dental benefits plans, it shall pay the maximum amount required by its contract with the enrollee or subscriber
- **SADP is Secondary**
  - Secondary Dental Benefit Plan pays the lesser of either the amount that it would have paid in the absence of any other dental benefit coverage, or the enrollee's total out-of-pocket cost payable under the primary dental benefit plan for benefits covered under the second plan
- In a DHMO, out of network services are not covered services.

# COORDINATION OF BENEFITS IN 2015

- Draft contract provisions sent to QHP and SADPs for review
- 2015 QHP Portfolio
  - ✓ 4 QHPs embedded DHMO benefit
  - ✓ 2 QHPs embedded DPPO benefit
  - ✓ 3 QHPs embedded dental benefit type not confirmed

# 2014 SADP CONTRACT AMENDMENT

## Summary of Draft Amendment:

- Aligns Customer Service Performance Measurement reporting with QHP reporting
- Retains Quality and Delivery System Reform reports and activities

# NON-RECERTIFICATION OF 2014 SADPS

# ELECTION OF NON-RECERTIFICATION

## Individual

- SADP & QHP Contract provisions allow carriers to elect non-recertification of products
- All dental plans elected not to recertify 2014 Standalone (pediatric-only) Dental Plans
- Covered California will send notices to all 2014 SADP Enrollees
- SADPs will remain available in Special Enrollment

# ELECTION OF NON-RECERTIFICATION SHOP

- Non-recertification of Low 70% AV Standalone (pediatric-only) Dental Plans
- Information regarding changes in dental offerings will be included in SHOP renewal materials
- More to come on SHOP dental renewal

# FAMILY DENTAL PLAN IMPLEMENTATION

## PLAN MANAGEMENT

# FAMILY DENTAL PLAN LAUNCH INDIVIDUAL

- Delayed until January 2015 due to system constraints
  - Dental Plan Selection transition
  - Purchase Requirements
- Covered California will conduct marketing and outreach efforts to maximize dental plan enrollment
  - Email messaging
  - Renewal Notices

# FAMILY DENTAL PLAN LAUNCH SHOP

- On track for launch this fall
- Available for quoting and renewals November 2014
- Effective date for coverage 1/1/15

# 2015 CONSUMER EDUCATION

# 2015 CONSUMER EDUCATION: WEB

## CoveredCA.com

- Updated Dental FAQs
- 2015 Dental Plan Rates Booklet

## Shopping Experience – Anticipated Features

- Identification of embedded dental benefits, networks and partner carriers
- Embedded dental provider lookup

# 2015 CONSUMER EDUCATION: ENROLLEE NOTICES

- 2014 SADP Non-Recertification Letter
  - Termination of SADP coverage 12/31/14
  - Embedded pediatric dental benefits available in all QHPs
  - Availability of pediatric and adult dental benefits in new Family Dental Plans
- Renewal Notices include information about embedded pediatric dental benefits and new adult dental coverage options
- Possible outreach communication to all 2014 households with pediatric members
  - Embedded pediatric dental benefits available in all QHPs
  - Availability of pediatric and adult dental benefits in new Family Dental Plans

# 2015 CONSUMER EDUCATION: ENROLLEE NOTICES

Discussion of Draft Enrollee Notice

# 2015 CONSUMER EDUCATION: JOB AIDS & TRAINING

Internal 2015 Dental Fact Sheet developed & distributed to all program areas, used to inform Job Aids and training material

## Job Aids

- 2015 Dental Plan Offerings Job Aid
- Distribution to all service channels

## Training

- 2015 Dental Plan offerings incorporated in upcoming agent training
- Will be incorporated in future trainings for service channels

# 2015 CONSUMER EDUCATION: ADULT DENTAL BENEFITS EXCLUSIONS & LIMITATIONS

Discussion of Draft Adult Dental Benefits Exclusions & Limitations Chart

# WRAP-UP AND NEXT STEPS

# THANK YOU

Send public comments to [QHP@covered.ca.gov](mailto:QHP@covered.ca.gov)