

Healthy Kids Dental Plans
FY 2021 Compliance Review Results

<i>STANDARD/REQUIREMENT</i>	<i>MONTH</i>	<i>BCBSM</i>	<i>Delta Dental</i>	<i>All Plans Count</i>	<i>All Plans Percent</i>
SECTION 1 - ORGANIZATION					
1.1 - ORGANIZATIONAL CHART	MARCH 1.1	MET	MET	2	100%
1.2 - ADMINISTRATIVE POSITION DESCRIPTIONS	MARCH 1.2	MET	MET	2	100%
1.3 - GOVERNING BODY	AUGUST 1.3	MET	MET	2	100%
1.4 - MANDATORY ADMINISTRATIVE MEETINGS	AUGUST 1.4	MET	MET	2	100%
1.5 - DATA PRIVACY & INFORMATION SECURITY - comprehensive independent third-party audit of data privacy and information security program.	AUGUST 1.5	MET	MET	2	100%
SECTION 1 (ORGANIZATION) TOTAL		5	5	10	100%
SECTION 1 (ORGANIZATION) PERCENT		100%	100%		
SECTION 2 - PROVIDER					
2.1 - PROVIDER CONTRACT PROVISIONS - Complete and submit Provider Contract Table, provided by MDHHS, and Provider Contract templates.	JANUARY 2.1	MET	NOT MET	1	50%
2.2 - PROVIDER SUBCONTRACT: ADMINISTRATION - DHP provides appropriate notification to MDHHS and includes the firm name and address, contact person and a complete description of work to be contracted	JANUARY 2.2	MET	MET	2	100%
2.4 - ORAL, MEDICAL AND COMMUNITY HEALTH COORDINATION	JANUARY 2.4	MET	MET	2	100%
2.5 - 24 HOURS AVAILABILITY OF CONTRACTED SERVICES	JANUARY 2.5	MET	MET	2	100%
2.6 - DHP PROVIDER DIRECTORY	MARCH 2.6	MET	MET	2	100%
2.7 - PROVIDER NETWORK - DHP DEMONSTRATES THAT COVERED SERVICES ARE AVAILABLE AND ACCESSIBLE	JANUARY 2.7	MET	NOT MET	1	50%
2.9 - PROVIDER APPEAL PROCESS	JANUARY 2.9	MET	MET	2	100%
2.13 - DHP CLAIMS MONITORING	FEBRUARY 2.13	MET	MET	2	100%
2.17 PROVIDER SITE PERFORMANCE STANDARDS AND THRESHOLDS	FEBRUARY 2.17	MET	MET	2	100%
2.20 - CREDENTIALING AND RECREDENTIALING POLICIES - Submit policies and procedures documenting credentialing and recredentialing of network providers.	JUNE 2.20	MET	MET	2	100%
SECTION 2 (PROVIDERS) TOTAL		10	8	18	90%
SECTION 2 (PROVIDERS) PERCENT		100%	80%		

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SECTION 3 - MEMBERS					
3.1 - MEMBER MATERIAL - ID CARD AND MEMBER HANDBOOK	APRIL 3.1	MET	MET	2	100%
3.3 - MEMBER NEWSLETTERS	APRIL 3.3	MET	MET	2	100%
3.4 - WEBSITE IS MAINTAINED AND REVIEWED	APRIL 3.4	MET	MET	2	100%
3.5 - MEMBER GRIEVANCES AND APPEAL RESOLUTION - letter and P&P	MAY 3.5	MET	MET	2	100%
3.6 - WRITTEN MEMBER APPEAL DECISIONS RENDERED - Submit Member Grievance and Appeal Log (April 2020-March 2021)	MAY 3.6	MET	NOT MET	1	50%
3.7 - COMMUNITY COLLABORATION	MAY 3.7	MET	MET	2	100%
3.14 SECOND OPINIONS	FEBRUARY 3.14	MET	MET	2	100%
3.16 OUT OF NETWORK COST TO MEMBER	MAY 3.16	MET	MET	2	100%
3.17 CARE COORDINATION	AUGUST 3.17	MET	MET	2	100%
3.18 INITIAL SCREENING OF MEMBER NEEDS	AUGUST 3.18	MET	MET	2	100%
3.19 SHARING IDENTIFICATION AND ASSESSMENT RESULTS	AUGUST 3.19	MET	MET	2	100%
3.20 MAINTAINING AND SHARING MEMBER HEALTH RECORDS	MAY 3.20	MET	MET	2	100%
3.21 PRIVACY AND CONFIDENTIALITY policies and procedures	AUGUST 3.21 - CM	MET	MET	2	100%
3.22 DELEGATION AGREEMENTS review	FEBRUARY 3.22	MET	MET	2	100%
3.23 - COORDINATION OF CARE - policies and procedures to deliver care to and coordinate services for members.	JUNE 3.23	MET	MET	2	100%
3.24 - COVERED SERVICES - Submit policies and procedures or documentation	JUNE 3.24	MET	MET	2	100%
3.25 - ADVERSE BENEFIT DETERMINATIONS - Submit ABD Notice Template and P&P	JUNE 3.25	MET	MET	2	100%
SECTION 3 (MEMBERS) TOTAL		17	16	33	97%
SECTION 3 (MEMBERS) PERCENT		100%	94%		
SECTION 4 - QUALITY					
4.1 ADOPTION OF CLINICAL PRACTICE GUIDELINES - The organization adopts at least four evidence-based clinical practice guidelines	FEBRUARY 4.1	MET	MET	2	100%
4.2 - CLINICAL PRACTICE GUIDELINES policies and procedures	FEBRUARY 4.2	MET	MET	2	100%

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4.3 - QIP EVALUATION AND WORK PLAN; UM PROGRAM EFFECTIVENESS REVIEW	JUNE 4.3	MET	MET	2	100%
4.7 - PERFORMANCE IMPROVEMENT PROJECTS (DHP-INITIATED PIPS)	JULY 4.7	MET	MET	2	100%
4.8 - ACCREDITATION - Submit new or changed certificates, letter, or attestation	JANUARY 4.8	MET	MET	2	100%
4.9 - PMR REVIEW (Plans doing Performance rate data validation)	JULY 4.9	MET	MET	2	100%
4.21 - COMPENSATION FOR UTILIZATION MANAGEMENT ACTIVITIES	APRIL 4.21	MET	MET	2	100%
4.22 - BASIC ELEMENTS OF QUALITY ASSESSMENT AND PERFORMANCE IMPROVEMENT PROGRAMS	APRIL 4.22	MET	MET	2	100%
SECTION 4 (QUALITY) TOTAL		8	8	16	100%
SECTION 4 (QUALITY) PERCENT		100%	100%		
SECTION 5 - MIS AND FINANCIALS					
5.2 - HEALTH PLAN HAS A WRITTEN PROCEDURE TO ELECTRONICALLY PROCESS ENROLLMENTS AND DISENROLLMENTS	JUNE 5.2	MET	MET	2	100%
5.3 - CONSOLIDATED ANNUAL REPORT	MARCH 5.3	MET	MET	2	100%
5.4 THIRD PARTY LIABILITY RECOVERY POLICIES AND PROCEDURES	MAY 5.4	MET	MET	2	100%
5.5 THIRD PARTY RECOVERY QUARTERLY REPORT - FY2020 Q4 7/1/20-9/30/20	NOVEMBER 5.5	MET	MET	2	100%
5.5 THIRD PARTY RECOVERY QUARTERLY REPORT - FY2021 Q2 1/1/21-3/31/21	MAY 5.5	MET	MET	2	100%
5.5 THIRD PARTY RECOVERY QUARTERLY REPORT - FY2021 Q3 4/1/21-6/30/21	AUGUST 5.5	MET	MET	2	100%
5.5 THIRD PARTY RECOVERY QUARTERLY REPORT - FY2021 Q1 10/1/20-12/31/20	FEBRUARY 5.5	MET	MET	2	100%
5.8 THIRD PARTY SUBROGATION REQUESTS	NOVEMBER 5.8	MET	MET	2	100%
5.8 THIRD PARTY SUBROGATION REQUESTS	FEBRUARY 5.8	MET	MET	2	100%
5.8 THIRD PARTY SUBROGATION REQUESTS	MAY 5.8	MET	MET	2	100%
5.8 THIRD PARTY SUBROGATION REQUESTS	AUGUST 5.8	MET	MET	2	100%
5.10 - PROVIDER DATA ACCURACY - policies and procedures that demonstrate MHP ensures data received from providers is accurate and complete.	JUNE 5.10	MET	MET	2	100%
SECTION 5 (MIS/FINANCIAL) TOTAL		12	12	24	100%
SECTION 5 (MIS/FINANCIAL) PERCENT		100%	100%		

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SECTION 6 - PROGRAM INTEGRITY					
6.1 QUARTERLY PROGRAM INTEGRITY FORMS - Tips and Grievances - 7/1/20-9/30/20 (FY2020 Q4)	NOVEMBER 6.1	MET	MET	2	100%
6.2 QUARTERLY PROGRAM INTEGRITY FORMS - Data Mining - 7/1/20-9/30/20 (FY2020 Q4)	NOVEMBER 6.2	MET	MET	2	100%
6.3 QUARTERLY PROGRAM INTEGRITY FORMS - Audits - 7/1/20-9/30/20 (FY2020 Q4)	NOVEMBER 6.3	MET	MET	2	100%
6.4 - QUARTERLY PROGRAM INTEGRITY FORMS - Provider Disenrollments - 7/1/20-9/30/20 (FY2020 Q4)	NOVEMBER 6.4	MET	MET	2	100%
6.5 - QUARTERLY PROGRAM INTEGRITY FORMS - Overpayments Collected - 7/1/20-9/30/20 (FY2020 Q4)	NOVEMBER 6.5	NOT MET	MET	1	50%
6.6 - QUARTERLY PROGRAM INTEGRITY FORMS - EOB Reporting Requirements - 7/1/20-9/30/20 (FY2020 Q4)	NOVEMBER 6.6	MET	MET	2	100%
6.1 QUARTERLY PROGRAM INTEGRITY FORMS - Tips and Grievances - 10/1/20-12/31/20 (FY2021 Q1)	FEBRUARY 6.1	MET	MET	2	100%
6.2 QUARTERLY PROGRAM INTEGRITY FORMS - Data Mining - 10/1/20-12/31/20 (FY2021 Q1)	FEBRUARY 6.2	MET	MET	2	100%
6.3 QUARTERLY PROGRAM INTEGRITY FORMS - Audits - 10/1/20-12/31/20 (FY2021 Q1)	FEBRUARY 6.3	MET	MET	2	100%
6.4 - QUARTERLY PROGRAM INTEGRITY FORMS - Provider Disenrollments - 10/1/20-12/31/20 (FY2021 Q1)	FEBRUARY 6.4	MET	MET	2	100%
6.5 - QUARTERLY PROGRAM INTEGRITY FORMS - Overpayments Collected - 10/1/20-12/31/20 (FY2021 Q1)	FEBRUARY 6.5	MET	MET	2	100%
6.6 - QUARTERLY PROGRAM INTEGRITY FORMS - EOB Reporting Requirements - 10/1/20-12/31/20 (FY2021 Q1)	FEBRUARY 6.6	MET	MET	2	100%
6.7 QUARTERLY PROGRAM INTEGRITY FORMS - Provider Prepayment Review - 10/1/20-12/31/20 (FY2021 Q1)	FEBRUARY 6.7	MET	MET	2	100%
6.1 QUARTERLY PROGRAM INTEGRITY FORMS - Tips and Grievances - 1/1/21-3/31/21 (FY2021 Q2)	MAY 6.1	MET	MET	2	100%
6.2 QUARTERLY PROGRAM INTEGRITY FORMS - Data Mining - 1/1/21-3/31/21 (FY2021 Q2)	MAY 6.2	MET	MET	2	100%
6.3 QUARTERLY PROGRAM INTEGRITY FORMS - Audits - 1/1/21-3/31/21 (FY2021 Q2)	MAY 6.3	MET	MET	2	100%
6.4 - QUARTERLY PROGRAM INTEGRITY FORMS - Provider Disenrollments - 1/1/21-3/31/21 (FY2021 Q2)	MAY 6.4	MET	MET	2	100%

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6.5 - QUARTERLY PROGRAM INTEGRITY FORMS - Overpayments Collected - 1/1/21-3/31/21 (FY2021 Q2)	MAY 6.5	MET	MET	2	100%
6.6 - QUARTERLY PROGRAM INTEGRITY FORMS - EOB Reporting Requirements - 1/1/21-3/31/21 (FY2021 Q2)	MAY 6.6	MET	MET	2	100%
6.7 QUARTERLY PROGRAM INTEGRITY FORMS - Provider Prepayment Review - 1/1/21-3/31/21 (FY2021 Q2)	MAY 6.7	MET	MET	2	100%
6.1 QUARTERLY PROGRAM INTEGRITY FORMS - Tips and Grievances - 4/1/21-6/30/21 (FY2021 Q3)	AUGUST 6.1	MET	MET	2	100%
6.2 QUARTERLY PROGRAM INTEGRITY FORMS - Data Mining - 4/1/21-6/30/21 (FY2021 Q3)	AUGUST 6.2	MET	MET	2	100%
6.3 QUARTERLY PROGRAM INTEGRITY FORMS - Audits - 4/1/21-6/30/21 (FY2021 Q3)	AUGUST 6.3	MET	MET	2	100%
6.4 - QUARTERLY PROGRAM INTEGRITY FORMS - Provider Disenrollments - 4/1/21-6/30/21 (FY2021 Q3)	AUGUST 6.4	MET	MET	2	100%
6.5 - QUARTERLY PROGRAM INTEGRITY FORMS - Overpayments Collected - 4/1/21-6/30/21 (FY2021 Q3)	AUGUST 6.5	MET	MET	2	100%
6.6 - QUARTERLY PROGRAM INTEGRITY FORMS - EOB Reporting Requirements - 4/1/21-6/30/21 (FY2021 Q3)	AUGUST 6.6	MET	MET	2	100%
6.7 QUARTERLY PROGRAM INTEGRITY FORMS - Provider Prepayment Review - 4/1/21-6/30/21 (FY2021 Q3)	AUGUST 6.7	MET	MET	2	100%
6.8 - QUARTERLY OIG PROGRAM INTEGRITY FORMS - Validation of encounter adjustments submitted on the Quarterly Program Integrity Report - 10/1/20-12/31/20 (FY2021 Q1)	MARCH 6.8	MET	MET	2	100%
6.8 - QUARTERLY OIG PROGRAM INTEGRITY FORMS - Validation of encounter adjustments submitted on the Quarterly Program Integrity Report - 1/1/21-3/31/21 (FY2021 Q2)	JUNE 6.8	MET	MET	2	100%
6.8 - QUARTERLY OIG PROGRAM INTEGRITY FORMS - Validation of encounter adjustments submitted on the Quarterly Program Integrity Report - 4/1/21-6/30/21 (FY2021 Q3)	SEPTEMBER 6.8	MET	MET	2	100%
6.9 - OIG PROGRAM INTEGRITY - FRAUD COMPLIANCE PROGRAM	APRIL 6.9	NOT MET	NOT MET	0	0%
6.10 - OIG ANNUAL PROGRAM INTEGRITY REPORT - activities performed in FY2020 for the dates of October 1, 2019 - September 30, 2020	JUNE 6.10	NOT MET	NOT MET	0	0%
6.11 - OIG PROGRAM INTEGRITY PLAN - Annual Program Integrity Plan - for FY22 to include the dates from October 1, 2021 through September 30, 2022	JUNE 6.11	MET	MET	2	100%
6.12 - OIG PROGRAM INTEGRITY - MHP and Provider Enrollment, Screening and Disclosure Requirements	JULY 6.12	MET	MET	2	100%
SECTION 6 (PROGRAM INTEGRITY) TOTAL		31	32	63	93%

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SECTION 6 (PROGRAM INTEGRITY) PERCENT		91%	94%		
FY 2021 COMPLIANCE REVIEW TOTAL					
FY 2021 COMPLIANCE REVIEW TOTAL		83	81	164	95%
FY 2021 COMPLIANCE REVIEW PERCENT		97%	94%		