

Healthy Kids Dental Plans  
FY 2023

<i><b>STANDARD/REQUIREMENT</b></i>	<i><b>MONTH</b></i>	<i><b>BCBSM</b></i>	<i><b>Delta Dental</b></i>	<i><b>All Plans Count</b></i>	<i><b>All Plans Percent</b></i>
<b>SECTION 1 - ORGANIZATION</b>					
1.1 - ORGANIZATIONAL CHART	MARCH 1.1	MET	MET	2	100%
1.2 - KEY PERSONNEL 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	AUGUST 1.5	MET	MET	2	100%
<b>SECTION 1 (ORGANIZATION) TOTAL (of 5)</b>		<b>5</b>	<b>5</b>	<b>10</b>	<b>100%</b>
<b>SECTION 1 (ORGANIZATION) PERCENT</b>		<b>100%</b>	<b>100%</b>		
<b>SECTION 2 - PROVIDER</b>					
2.1 - PROVIDER CONTRACT FORMATS	JANUARY 2.1	MET	MET	2	100%
2.10 PROVIDER WAIT TIMES	JULY 2.10	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%
2.18 - PROVIDER COMPLIANCE MONITORING	JULY 2.18	MET WITH ATTESTATION	MET	2	100%
2.2 - PROVIDER SUBCONTRACT: ADMINISTRATE - 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%
2.20 - CREDENTIALING AND RECREDENTIALING POLICIES - Submit policies and procedures documenting credentialing and recredentialing of network providers.	JUNE 2.20	MET	MET	2	100%
2.21 SECRET SHOPPER CALLS	AUGUST 2.21	NOT MET	MET	1	50%
2.4 - ORAL, MEDICAL AND COMMUNITY HEALTH COORDINATION	JANUARY 2.4	MET	MET	2	100%
2.5 - EMERGENCY AND URGENT CARE AVAILABILITY	JANUARY 2.5	MET	MET	2	100%
2.6 - DHP PROVIDER DIRECTORY	MARCH 2.6	MET	MET	2	100%

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2.7 - PROVIDER NETWORK - DHP DEMONSTRATES THAT COVERED SERVICES ARE AVAILABLE AND ACCESSIBLE	JANUARY 2.7	MET	MET	2	100%
2.8 - COMMUNICATION TO ALL PROVIDERS	JANUARY 2.8	MET	MET	2	100%
2.9 - PROVIDER APPEAL PROCESS	JANUARY 2.9	MET	MET	2	100%
<b>SECTION 2 (PROVIDERS) TOTAL (of 14)</b>		<b>13</b>	<b>14</b>	<b>27</b>	<b>96%</b>
<b>SECTION 2 (PROVIDERS) PERCENT</b>		<b>93%</b>	<b>100%</b>		
<b>SECTION 3 - MEMBERS</b>					
3.1 - MEMBER MATERIAL - ID CARD AND MEMBER HANDBOOK	APRIL 3.1	MET	MET	2	100%
3.14 SECOND OPINIONS	FEBRUARY 3.14	MET	MET	2	100%
3.15 OUT OF NETWORK SERVICES	FEBRUARY 3.15	MET	MET	2	100%
3.16 OUT OF NETWORK COST TO MEMBER	FEBRUARY 3.16	MET	MET	2	100%
3.17 CARE COORDINATION	MAY 3.17	ATTESTATION	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 WITH ATTESTATION	2	100%
3.2 - MEMBER HANDBOOK	APRIL 3.2	MET	MET WITH ATTESTATION	2	100%
3.20 MAINTAINING AND SHARING MEMBER HEALTH RECORDS	MAY 3.20	MET	MET	2	100%
3.21 PRIVACY AND CONFIDENTIALITY	AUGUST 3.21	MET	MET	2	100%
3.22 DELEGATION AGREEMENTS	FEBRUARY 3.22	MET	MET	2	100%
3.23 - COORDINATION OF CARE - policies and procedures to deliver care to and coordinate services for members.	MAY 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%
3.26 DIVERSITY, EQUITY, AND INCLUSION (DEI) ASSESSMENT AND TRAINING	JULY 3.26	MET	MET	2	100%

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3.27 - TRANSITION OF CARE POLICY	MARCH 3.27	MET	MET WITH ATTESTATION	2	100%
3.3 - MEMBER NEWSLETTERS	APRIL 3.3	MET	MET	2	100%
3.4 - MEMBER WEBSITE IS MAINTAINED AND REVIEWED	APRIL 3.4	MET	MET	2	100%
3.5 - MEMBER GRIEVANCES AND APPEAL RESOLUTION	MAY 3.5	MET	MET	2	100%
3.6 A - MEMBER APPEALS	NOVEMBER 3.6 A	NOT MET	MET	1	50%
3.6 B - MEMBER GRIEVANCES	NOVEMBER 3.6 B	MET	MET	2	100%
<b>SECTION 3 (MEMBERS) TOTAL (of 21)</b>		<b>20</b>	<b>21</b>	<b>41</b>	<b>98%</b>
<b>SECTION 3 (MEMBERS) PERCENT</b>		<b>95%</b>	<b>100%</b>		
<b>SECTION 4 - QUALITY</b>					
4.1 ADOPTION OF CLINICAL PRACTICE GUIDELINES	FEBRUARY 4.1	MET	MET	2	100%
4.2 - POLICY/PROCEDURE FOR CLINICAL PRACTICE GUIDELINES	FEBRUARY 4.2	MET	MET	2	100%
4.21 - COMPENSATION FOR UTILIZATION MANAGEMENT ACTIVITIES	APRIL 4.21	MET	MET	2	100%
4.3 - QIP EVALUATION AND WORK PLAN; UM PROGRAM EFFECTIVENESS REVIEW	JUNE 4.3	MET	MET	2	100%
4.4 QI & UM POLICIES/PROCEDURES	JUNE 4.4	MET WITH ATTESTATION	MET WITH ATTESTATION	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)	AUGUST 4.9	MET	MET	2	100%
<b>SECTION 4 (QUALITY) TOTAL (of 8)</b>		<b>8</b>	<b>8</b>	<b>16</b>	<b>100%</b>
<b>SECTION 4 (QUALITY) PERCENT</b>		<b>100%</b>	<b>100%</b>		
<b>SECTION 5 - MIS AND FINANCIALS</b>					
5.1 - DHP INFORMATION SYSTEM	JUNE 5.1	MET	MET	2	100%

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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%
5.11 - CLAIMS PROCESSING	JULY 5.11	MET	MET	2	100%
5.12 - PROVIDER FILE REPORTING	JULY 5.12	MET	MET	2	100%
5.13 - MONTHLY DENTAL ENCOUNTER TIMELINESS	AUGUST 5.13	MET	MET	2	100%
5.13 - MONTHLY DENTAL ENCOUNTER TIMELINESS	FEBRUARY 5.13	SATISFIED	MET	1	50%
5.13 - MONTHLY DENTAL ENCOUNTER TIMELINESS	MAY 5.13	MET	MET	2	100%
5.13 - MONTHLY DENTAL ENCOUNTER TIMELINESS	NOVEMBER 5.13	MET	MET	2	100%
5.15 - MONTHLY DENTAL ENCOUNTER RECORD ACCEPTANCE RATE IN CHAMPS	AUGUST 5.15	MET	MET	2	100%
5.15 - MONTHLY DENTAL ENCOUNTER RECORD ACCEPTANCE RATE IN CHAMPS	FEBRUARY 5.15	MET	MET	2	100%
5.15 - MONTHLY DENTAL ENCOUNTER RECORD ACCEPTANCE RATE IN CHAMPS	MAY 5.15	MET	MET	2	100%
5.15 - MONTHLY DENTAL ENCOUNTER RECORD ACCEPTANCE RATE IN CHAMPS	NOVEMBER 5.15	MET	SATISFIED	1	50%
5.16 - ANNUAL ENCOUNTER COMPARISON RATE	JULY 5.16	MET	MET	2	100%
5.2 - ENROLLMENTS AND DIS-ENROLLMENTS	JUNE 5.2	MET WITH ATTESTATION	MET	2	100%
5.3 - AUDITED FINANCIAL STATEMENT	JUNE 5.3	MET	MET	2	100%
5.3 - CONSOLIDATED ANNUAL REPORT	MARCH 5.3	MET	MET	2	100%
5.3 - QUARTERLY FINANCIALS - FY2022 Q2	MAY 5.3	MET	MET	2	100%
5.3 - QUARTERLY FINANCIALS - FY2022 Q3	AUGUST 5.3	MET	MET	2	100%
5.3 - QUARTERLY FINANCIALS	NOVEMBER 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 - FY2022 Q1	FEBRUARY 5.5	MET	MET	2	100%
5.5 THIRD PARTY RECOVERY QUARTERLY REPORT - FY2022 Q2	MAY 5.5	MET	MET	2	100%
5.5 THIRD PARTY RECOVERY QUARTERLY REPORT - FY2022 Q3	AUGUST 5.5	MET	MET	2	100%

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5.8 THIRD PARTY SUBROGATION REQUESTS	NOVEMBER 5.5	MET	MET	2	100%
5.7 - EMERGENCY MANAGEMENT PLAN	JUNE 5.7	MET WITH ATTESTATION	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%
5.8 THIRD PARTY SUBROGATION REQUESTS	NOVEMBER 5.8	MET	MET	2	100%
<b>SECTION 5 (MIS/FINANCIAL) TOTAL (of 29)</b>		<b>28</b>	<b>28</b>	<b>56</b>	<b>97%</b>
<b>SECTION 5 (MIS/FINANCIAL) PERCENT</b>		<b>97%</b>	<b>97%</b>		
<b>SECTION 6 - PROGRAM INTEGRITY</b>					
6.1 QUARTERLY PROGRAM INTEGRITY FORMS - Tips and Grievances - FY21 Q4	NOVEMBER 6.1	MET	MET	2	100%
6.1 QUARTERLY PROGRAM INTEGRITY FORMS - Tips and Grievances - FY22 Q1	FEBRUARY 6.1	MET	MET	2	100%
6.1 QUARTERLY PROGRAM INTEGRITY FORMS - Tips and Grievances - FY22 Q2	MAY 6.1	MET	MET	2	100%
6.1 QUARTERLY PROGRAM INTEGRITY FORMS - Tips and Grievances - FY22 Q3	AUGUST 6.1	MET	MET	2	100%
6.10 - OIG PROGRAM INTEGRITY	JANUARY 6.10	MET	MET	2	100%
6.2 QUARTERLY PROGRAM INTEGRITY FORMS - Data Mining - FY21 Q4	NOVEMBER 6.2	MET	MET	2	100%
6.2 QUARTERLY PROGRAM INTEGRITY FORMS - Data Mining - FY22 Q1	FEBRUARY 6.2	MET	MET	2	100%
6.2 QUARTERLY PROGRAM INTEGRITY FORMS - Data Mining - FY22 Q2	MAY 6.2	NOT MET	MET	1	50%

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6.2 QUARTERLY PROGRAM INTEGRITY FORMS - Data Mining - FY22 Q3	AUGUST 6.2	MET	MET	2	100%
6.3 QUARTERLY PROGRAM INTEGRITY FORMS - Audits - FY21 Q4	NOVEMBER 6.3	MET	MET	2	100%
6.3 QUARTERLY PROGRAM INTEGRITY FORMS - Audits - FY22 Q1	FEBRUARY 6.3	MET	MET	2	100%
6.3 QUARTERLY PROGRAM INTEGRITY FORMS - Audits - FY22 Q2	MAY 6.3	MET	MET	2	100%
6.3 QUARTERLY PROGRAM INTEGRITY FORMS - Audits - FY22 Q3	AUGUST 6.3	MET	MET	2	100%
6.4 - QUARTERLY PROGRAM INTEGRITY FORMS - Overpayment Summary - FY21 Q4	NOVEMBER 6.4	MET	MET	2	100%
6.4 - QUARTERLY PROGRAM INTEGRITY FORMS - Overpayment Summary - FY22 Q1	FEBRUARY 6.4	MET	MET	2	100%
6.4 - QUARTERLY PROGRAM INTEGRITY FORMS - Overpayment Summary - FY22 Q2	MAY 6.4	MET	MET	2	100%
6.4 - QUARTERLY PROGRAM INTEGRITY FORMS - Provider Disenrollments - FY22 Q3	AUGUST 6.4	MET	MET	2	100%
6.5 - QUARTERLY PROGRAM INTEGRITY FORMS - EOB Reporting Requirements - FY21 Q4	NOVEMBER 6.5	MET	MET	2	100%
6.5 - QUARTERLY PROGRAM INTEGRITY FORMS - EOB Reporting Requirements - FY22 Q1	FEBRUARY 6.5	MET	MET	2	100%
6.5 - QUARTERLY PROGRAM INTEGRITY FORMS - Overpayments FY22 Q3	AUGUST 6.5	MET	MET	2	100%
6.5 - QUARTERLY PROGRAM INTEGRITY FORMS -EOB Reporting Requirements - FY22 Q2	MAY 6.5	MET	MET	2	100%
6.6 - QUARTERLY PROGRAM INTEGRITY FORMS - EOB Reporting Requirements - FY22 Q3	AUGUST 6.6	MET	MET	2	100%
6.6 - QUARTERLY PROGRAM INTEGRITY FORMS - Provider Disenrollments Summary - FY21 Q4	NOVEMBER 6.6	MET	MET	2	100%
6.6 - QUARTERLY PROGRAM INTEGRITY FORMS - Provider Disenrollments Summary - FY22 Q2	MAY 6.6	MET	MET	2	100%
6.6 - QUARTERLY PROGRAM INTEGRITY FORMS - Provider Disenrollments Summary- FY22 Q1	FEBRUARY 6.6	MET	MET	2	100%
6.7 QUARTERLY PROGRAM INTEGRITY FORMS - Provider Prepayment Review - FY21 Q4	NOVEMBER 6.7	MET	MET	2	100%
6.7 QUARTERLY PROGRAM INTEGRITY FORMS - Provider Prepayment Review - FY22 Q2	MAY 6.7	MET	MET	2	100%
6.7 QUARTERLY PROGRAM INTEGRITY FORMS - Provider Prepayment Review - FY22 Q3	AUGUST 6.7	MET	MET	2	100%
6.7 QUARTERLY PROGRAM INTEGRITY FORMS - Provider Prepayment Review Summary FY22 Q1	FEBRUARY 6.7	MET	MET	2	100%

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6.8 - QUARTERLY OIG PROGRAM INTEGRITY FORMS - Encounter Adjustments - FY21 Q4	JANUARY 6.8	NOT MET	MET	1	50%
6.8 - QUARTERLY OIG PROGRAM INTEGRITY FORMS - Encounter Adjustments - FY22 Q1	APRIL 6.8	NOT MET	MET	1	50%
6.8 - QUARTERLY OIG PROGRAM INTEGRITY FORMS - Encounter Adjustments - FY22 Q2	JULY 6.8	MET	MET	2	100%
6.9 - OIG PROGRAM INTEGRITY - COMPLIANCE PROGRAM	MARCH 6.9	MET	MET	2	100%
6.10 - OIG PROGRAM INTEGRITY - Annual Program Integrity Report for activities performed in FY2022	JANUARY 6.10	MET	MET	2	100%
<b>SECTION 6 (PROGRAM INTEGRITY) TOTAL (of 34)</b>		<b>31</b>	<b>34</b>	<b>65</b>	<b>96%</b>
<b>SECTION 6 (PROGRAM INTEGRITY) PERCENT</b>		<b>91%</b>	<b>100%</b>		
<b>FY 2023 COMPLIANCE REVIEW TOTAL</b>					
<b>FY 2023 COMPLIANCE REVIEW TOTAL (of 111)</b>		<b>105</b>	<b>110</b>	<b>215</b>	<b>97%</b>
<b>FY 2023 COMPLIANCE REVIEW PERCENT</b>		<b>95%</b>	<b>99%</b>		