

Public Agenda Item #17c

Review, Discussion and Consideration of the Texas Employees Group
Benefits Program:

Dental Insurance Plans and Monitoring Strategy Overview

December 2, 2016

Robert P. Kukla, Director of Benefit Contracts
Angelica Torres, CTCM and Program Account Manager

Dental Benefit Plans

Program Overview



The GBP offers three dental options for participants.



HumanaDental®
Dental Health Maintenance
Organization (DHMO)

State of Texas Dental Choice PlanSM (PPO)

- Self-funded Preferred Provider Organization
- Administered by HumanaDental Insurance Company

Dental Health Maintenance Organization (DHMO)

- Fully-funded dental insurance plan
- Carrier is DentiCare, Inc., a wholly owned subsidiary of Humana, Inc.

Dental Benefit Plans

Program Overview Continued



State of Texas Dental Discount PlanSM

- Non-insurance dental discount program
- Administered by Careington International

Dental Benefit Plans

Enrollment



Dental Benefit Plans Participant Enrollment Plan Years 2012 through 2017

Dental Benefit Plans	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017
Dental Choice Plan	246,734	258,502	271,645	281,031	295,401	310,203
HumanaDental DHMO	151,757	145,835	142,463	135,586	128,118	125,283
Dental Discount Plan <i>non-insurance option</i>	N/A	N/A	N/A	6,627	9,300	10,418
Total	398,491	404,337	414,108	423,244	432,819	445,904

State of Texas Dental Choice Plan

Monitoring



Monthly Administrative Performance Report (MAPR)

- 23 Criteria are monitored for contractual compliance
- Criteria are organized into four major categories:



Account Management



Customer Service



Operations



Systems and Data Management

STATE OF TEXAS
DENTAL CHOICE

Monthly Administrative Performance Report (MAPR) Heat Map Summary

State of Texas Dental Choice Plan
HumanaDental

HEAT MAP COLOR LEGEND	
No applicable activity.	
Performance met standards.	
Performance did not meet standards; PG assessment waived.	
Performance did not meet standards; not a PG metric.	
Performance did not meet standards; PG assessment pending.	
Performance did not meet standards; PG assessed.	

Description		Assessment Frequency	09-2015	10-2015	11-2015	12-2015	01-2016	02-2016	03-2016	04-2016	05-2016	06-2016	07-2016	08-2016	
ACCOUNT MANAGEMENT	Annual participant satisfaction rate	Annually	FY2016												
	Communication materials: quality, accurate, timely	Any Incident	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Annual enrollment attendance	Any Incident		100%	100%								100%	100%	
	Grievances and Appeals: timely acknowledgement	Annually	99%												
	Grievance and Appeals: timely processing	Annually	99%												
	Written notice of changes	Any Incident	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Program reporting	Monthly	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
CUSTOMER SERVICE	Respond to written correspondence	Quarterly	97%			97%			97%			97%			
	Response online, escalated inquiries	Quarterly	100%			100%			100%			100%			
	Manage ID card mail-outs	Monthly	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	96%	
	Answer calls within 20 seconds	Annually	82.3%												
	Manage call blockage below 0.5%	Quarterly	0%			0%			0%			0%			
OPERATIONS	Manage provider network; ensure network access	Annually	≥ 90%												
	Process claim pymts: financial accuracy (dollar basis)	Annually	99.8%												
	Process claim pymts: financial accuracy (claim count basis)	Annually	99.8%												
	Process paper (manual) claims timely	Annually	98.9%												
	Process provider claims payments timely	Monthly	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
SYSTEMS AND DATA MANAGEMENT	Process eligibility files timely - weekend processing	Any Incident	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<100%	
	Process eligibility files timely - week day processing	Any Incident	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Ensure claims system availability	Annually	≥ 99.5												
	Resolve transaction errors: accurately, timely	Any Incident	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<100%	
	Provide timely notification of file errors	Any Incident	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	<100%	
Ensure website availability	Annually	99.8%													

Dental Choice Plan

Performance Guarantees



Level of Severity	Definition	Allocation of Risk
Severity 1 Emergency	<ul style="list-style-type: none">• Mission critical systems are down• Substantial loss of service• Operations have been severely disrupted	50% of the aggregate annual amount at risk
Severity 2 Critical	<ul style="list-style-type: none">• Major functionality is severely impaired• Operations can continue in a restricted fashion	25% of the aggregate annual amount at risk
Severity 3 Moderate	<ul style="list-style-type: none">• Operations are adversely impaired• Temporary work-around, acceptable to ERS, is immediately available	Occurrence 1: 3% Occurrence 2: 5% Occurrence 3: 6% Occurrence 4: 9%
Severity 4 Minor	<ul style="list-style-type: none">• Operations have been adversely affected in a limited manner• Modification of current policies and/or processes is required	2% of the aggregate annual amount at risk

HumanaDental DHMO

Monitoring



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Account Management



Customer Service



Operations



Systems and Data Management

HumanaDental®
Dental Health Maintenance
Organization (DHMO)

Monthly Administrative Performance Report (MAPR) Heat Map Summary

Dental Health Maintenance Organization
HumanaDental

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Agenda item 17c, Meeting book dated December 2, 2016

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Questions?