

Q1 2022 Dental Quarterly Quality Review Meeting (QQRM) to Evaluate Performance Measures and Initiatives  
HEDIS and Pennsylvania Performance Measure Outliers Below 75<sup>th</sup> Percentile and PeopleStat Targeted Measures  
(Managed Care Organization Name)

**The intent of the Dental QQRM is to collaborate on the shared goal of improving access to oral health care and prevention of disease, driven by data analysis.**

QQRM Instructions:

The first section of this template will focus on **Data Driven Initiatives** and the second section will focus on **General Initiatives**. Exclusively report and discuss PH Medicaid members only (not multiple lines of business). Please be prepared to discuss unexpected outcomes, barriers, or any new or additional opportunities that you find worth exploring in future initiatives and what tools were used to access the information (e.g. surveys, reports, etc.)

Data Driven Initiatives:

- This section requires data and data collection must be part of the design of these initiatives.
- Be sure to answer all the following questions for each initiative:
  - a. Who was the specific audience or demographic?
  - b. How did you decide to member measure the outcomes of this section's service(s) as stated in the heading above?
  - c. Total numbers of MEMBERS in the group.
  - d. Number of MEMBERS who received the service as stated in the heading above. (If needed, you may also include the members reached in this box.)
  - e. If the data is not favorable, how is the information used to make improvements to the particular initiative or is it too early to tell?
  - f. Any unexpected outcomes or barriers? Have any new or additional opportunities been discovered?
- We are asking for TWO trending rate comparisons under each data driven topic of ADV, AADV, Tobacco Counseling for the Control and Prevention of Oral Disease, Fluoride Varnish, Sealants\*:
  1. First is a Year Over Year (YOY) trending rates comparison, (located on the top of each topic section for ADV, AADV, Tobacco Counseling for the Control and Prevention of Oral Disease, Fluoride Varnish and Sealants), using the following logic:
    - Data collection is to be started on January 1<sup>st</sup> of each respective comparison year up to the date that will be provided by the Department for each QQRM meeting. For example: If the date provided is April 30<sup>th</sup>, provide the data starting from 1/1/xx through 4/30/xx.
    - Please include Numerator (Num), Denominator (Den), and Rate.  
*Note: DHS understands that, given the short reporting period, this will not be a full reporting. The purpose of this trending is only to capture a point in time comparison to see if the plan is on track for an increase in comparison to the previous year. This is not a rolling year comparison.*
  2. The second is a separate data set for each initiative using the trending data of the two most recent quarters.

General Initiatives:

- This section is for other initiatives that may or may not be quantifiable on the following **OPTIONAL** topics (if they are quantifiable please also include them in the "data driven" section):
  - o Medical/Dental (Oral Health)/Behavioral Health Initiatives – Any medical related appointment or event that leads to a dental service. Be sure to include any medical efforts for fluoride varnish in this area.
  - o Tele-dentistry Initiatives – that follow PA-DHS policies and ADA policy on tele-dentistry.
  - o Initiatives to Reach Populations with Oral Health Inequities/Social Determinants Of Health (SDOH) initiatives. Some examples are populations that per CDC's data suffers from oral health inequities or SUD populations, etc.
  - o Additional Initiatives- Please list any initiatives that do not fit in any of the other areas.
- Please update the information for all the sections in each quarter as follows:
  - Please keep the written responses brief when possible. We are looking for high-level information that would quickly aid the discussion for the meeting.
  - Always use the previous quarter's completed template to work on:
    - a. Make changes in red font.
    - b. ~~Line out~~ information that should be removed. An example is an initiative that is retired.
  - Don't forget to list your approved consumer/provider incentives in the appropriate sections.
  - Use this Key to label an initiative's population and grouped them sequentially:  
(M) – Member-focused, (P) – Provider-focused, (C) – Community engagement/collaboration-focused, (O) – Other

# DATA DRIVEN INITIATIVES

<b>Annual Dental Visit (Ages 2-20) (ADV) - PeopleStat Targeted Measure</b>						
Trending HEDIS Rates Comparison	1/31/2021			1/31/2022		
Annual Dental Visit (ADV)	Num	Den	Rate	Num	Den	Rate
<b>Initiative Discussion</b>						

Find below a template to be used for each MCO initiative/incentive (Two templates are provided, feel free to add more if needed):

**1. ADV-Initiative/Incentive's Name (Population key: M, P, C, O):**

**Description of Initiative/Incentive:**

- a. Who was the specific audience or demographic?
- b. How did you decide to measure the member outcomes of this section's service(s) as stated in the heading above (Please define the numerator and denominator in this area)?

	7/1/21-9/30/21	10/1/21-12/31/21
c. Denominator- Total number of <u>MEMBERS</u> in the group:		
d. Numerator- Number of <u>MEMBERS</u> who received the service as stated in the heading above:		
e. Rate-		

- f. If the data is not favorable, how is the information used to make improvements to the particular initiative or is it too early to tell?
- g. Any unexpected outcomes or barriers? Have any new or additional opportunities been discovered?

**2. ADV-Initiative/Incentive's Name (Population key: M, P, C, O):**

**Description of Initiative/Incentive:**

- a. Who was the specific audience or demographic?
- b. How did you decide to measure the member outcomes of this section's service(s) as stated in the heading above (Please define the numerator and denominator in this area)?

7/1/21-9/30/21	10/1/21-12/31/21

**(Managed Care Organization Name)**

**c. Denominator- Total number of MEMBERS in the group:**

**d. Numerator- Number of MEMBERS who received the service as stated in the heading above:**

**e. Rate-**


**f. If the data is not favorable, how is the information used to make improvements to the particular initiative or is it too early to tell?**

**g. Any unexpected outcomes or barriers? Have any new or additional opportunities been discovered?**

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## Adult Annual Dental Visit ≥ 21 Years (AADV)

Trending rates comparison	1/31/2021			1/31/2022		
Adult Annual Dental Visit (AADV)	Num	Den	Rate	Num	Den	Rate
Maternity AADV	Num	Den	Rate	Num	Den	Rate
Initiative Discussion						

Find below a template to be used for each MCO initiative/incentive (Two templates are provided, feel free to add more if needed):

**1. AADV (including any maternity population)-Initiative/Incentive’s Name (Population key: M, P, C, O):**

**Description of Initiative/Incentive:**

a. Who was the specific audience or demographic?

b. How did you decide to measure the member outcomes of this section’s service(s) as stated in the heading above (Please define the numerator and denominator in this area)?

c. Denominator- Total number of MEMBERS in the group:

d. Numerator- Number of MEMBERS who received the service as stated in the heading above:

e. Rate-

7/1/21-9/30/21	10/1/21-12/31/21

f. If the data is not favorable, how is the information used to make improvements to the particular initiative or is it too early to tell?

g. Any unexpected outcomes or barriers? Have any new or additional opportunities been discovered?

**2. AADV (including any maternity population)-Initiative/Incentive’s Name (Population key: M, P, C, O):**

**Description of Initiative/Incentive:**

a. Who was the specific audience or demographic?

b. How did you decide to measure the member outcomes of this section’s service(s) as stated in the heading above (Please define the numerator and denominator in this area)?

c. Denominator- Total number of MEMBERS in the group:

d. Numerator- Number of MEMBERS who received the service as stated in the heading above:

7/1/21-9/30/21	10/1/21-12/31/21

(Managed Care Organization Name)

e. Rate-

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f. If the data is not favorable, how is the information used to make improvements to the particular initiative or is it too early to tell?

g. Any unexpected outcomes or barriers? Have any new or additional opportunities been discovered?

## Tobacco Counseling for the Control and Prevention of Oral Disease (D1320)

**\*provider must be certified as a Tobacco Cessation Counselor (TCC) through DOH**

<b>Trending rates comparison</b>	<b>1/31/2021-Total # of services provided</b>	<b>1/31/2022-Total # of services provided</b>
Tobacco Counseling (D1320)		
<b>Initiative Discussion</b>		

Find below a template to be used for each MCO initiative/incentive (Two templates are provided, feel free to add more if needed):

**1. D1320-Initiative/Incentive's Name (Population key: M, P, C, O):**

**Description of Initiative/Incentive:**

- a. Who was the specific audience or demographic?
- b. How did you decide to measure the member outcomes of this section's service(s) as stated in the heading above (Please define the numerator and denominator in this area)?

	<b>7/1/21-9/30/21</b>	<b>10/1/21-12/31/21</b>
c. Denominator- Total number of <u>MEMBERS</u> in the group:		
d. Numerator- Number of <u>MEMBERS</u> who received the service as stated in the heading above:		
e. Rate-		

- f. If the data is not favorable, how is the information used to make improvements to the particular initiative or is it too early to tell?
- g. Any unexpected outcomes or barriers? Have any new or additional opportunities been discovered?

**2. D1320-Initiative/Incentive's Name (Population key: M, P, C, O):**

**Description of Initiative/Incentive:**

- a. Who was the specific audience or demographic?
- b. How did you decide to measure the member outcomes of this section's service(s) as stated in the heading above (Please define the numerator and denominator in this area)?

	<b>7/1/21-9/30/21</b>	<b>10/1/21-12/31/21</b>
c. Denominator- Total number of <u>MEMBERS</u> in the group:		
d. Numerator- Number of <u>MEMBERS</u> who received the service as stated in the heading above:		

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**e. Rate-**

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**f. If the data is not favorable, how is the information used to make improvements to the particular initiative or is it too early to tell?**

**g. Any unexpected outcomes or barriers? Have any new or additional opportunities been discovered?**

## Fluoride Varnish by a Dental Provider (D1206)

<b>Trending rates comparison</b>	<b>1/31/2021-Total # of services provided</b>	<b>1/31/2022-Total # of services provided</b>
Fluoride Varnish in a Dental Setting (D1206)		
<b>Initiative Discussion</b>		

Find below a template to be used for each MCO initiative/incentive (Two templates are provided, feel free to add more if needed):

**1. D1206-Initiative/Incentive’s Name (Population key: M, P, C, O):**

**Description of Initiative/Incentive:**

- a. Who was the specific audience or demographic?
- b. How did you decide to measure the member outcomes of this section’s service(s) as stated in the heading above (Please define the numerator and denominator in this area)?

	<b>7/1/21-9/30/21</b>	<b>10/1/21-12/31/21</b>
c. Denominator- Total number of <u>MEMBERS</u> in the group:		
d. Numerator- Number of <u>MEMBERS</u> who received the service as stated in the heading above:		
e. Rate-		

- f. If the data is not favorable, how is the information used to make improvements to the particular initiative or is it too early to tell?
- g. Any unexpected outcomes or barriers? Have any new or additional opportunities been discovered?

**2. D1206-Initiative/Incentive’s Name (Population key: M, P, C, O):**

**Description of Initiative/Incentive:**

- a. Who was the specific audience or demographic?
- b. How did you decide to measure the member outcomes of this section’s service(s) as stated in the heading above (Please define the numerator and denominator in this area)?

	<b>7/1/21-9/30/21</b>	<b>10/1/21-12/31/21</b>
c. Denominator- Total number of <u>MEMBERS</u> in the group:		
d. Numerator- Number of <u>MEMBERS</u> who received the service as stated in the heading above:		
e. Rate-		

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- f. If the data is not favorable, how is the information used to make improvements to the particular initiative or is it too early to tell?**
- g. Any unexpected outcomes or barriers? Have any new or additional opportunities been discovered?**

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<b>Dental Sealants</b>						
<b>Trending rates comparison</b>	<b>1/31/2021</b>			<b>1/31/2022</b>		
	Num	Den	Rate	Num	Den	Rate
Numerator 1: At least one sealant						
Numerator 2: Sealants on all four molars						
<b>Initiative Discussion</b>						

Find below a template to be used for each MCO initiative/incentive (Two templates are provided, feel free to add more if needed):

**1. Dental Sealants-Initiative/Incentive’s Name (Population key: M, P, C, O):**

**Description of Initiative/Incentive:**

- a. Who was the specific audience or demographic?
- b. How did you decide to measure the member outcomes of this section’s service(s) as stated in the heading above (Please define the numerator and denominator in this area)?

	<b>7/1/21-9/30/21</b>	<b>10/1/21-12/31/21</b>
c. Denominator- Total number of <u>MEMBERS</u> in the group:		
d. Numerator- Number of <u>MEMBERS</u> who received the service as stated in the heading above:		
e. Rate-		

- f. If the data is not favorable, how is the information used to make improvements to the particular initiative or is it too early to tell?
- g. Any unexpected outcomes or barriers? Have any new or additional opportunities been discovered?

**2. Dental Sealants-Initiative/Incentive’s Name (Population key: M, P, C, O):**

**Description of Initiative/Incentive:**

- a. Who was the specific audience or demographic?
- b. How did you decide to measure the member outcomes of this section’s service(s) as stated in the heading above (Please define the numerator and denominator in this area)?

	<b>7/1/21-9/30/21</b>	<b>10/1/21-12/31/21</b>
c. Denominator- Total number of <u>MEMBERS</u> in the group:		

(Managed Care Organization Name)

d. Numerator- Number of MEMBERS who received the service as stated in the heading above:

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e. Rate-

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f. If the data is not favorable, how is the information used to make improvements to the particular initiative or is it too early to tell?

g. Any unexpected outcomes or barriers? Have any new or additional opportunities been discovered?

# GENERAL INITIATIVES

## Medical/Dental (Oral Health)/Behavioral Health Initiatives

### 1st Quarter Discussion

Please list the initiatives in this area with only high-level descriptions to provide the foundation for discussion during the meeting. And please be prepared to discuss to unexcepted outcomes, barriers, or any new or additional opportunities that you find worth exploring in future initiatives. And what tools were used to access the information (e.g. surveys, reports, etc.)

- Initiative #1 (initiative's population Key: M, P, C, O)
- Initiative #2 (initiative's population Key: M, P, C, O)
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## Tele-dentistry Initiatives

### 1st Quarter Discussion

Please list the initiatives in this area with only high-level descriptions to provide the foundation for discussion during the meeting. And please be prepared to discuss to unexcepted outcomes, barriers, or any new or additional opportunities that you find worth exploring in future initiatives. And what tools were used to access the information (e.g. surveys, reports, etc.)

- Initiative #1 (initiative's population Key: M, P, C, O)
- Initiative #2 (initiative's population Key: M, P, C, O)
- 
- 

## Outreaching Populations with Oral Health Inequities/SDOH initiatives

### 1st Quarter Discussion

Please list the initiatives in this area with only high-level descriptions to provide the foundation for discussion during the meeting. And please be prepared to discuss to unexcepted outcomes, barriers, or any new or additional opportunities that you find worth exploring in future initiatives. And what tools were used to access the information (e.g. surveys, reports, etc.)

- Initiative #1 (initiative's population Key: M, P, C, O)
- Initiative #2 (initiative's population Key: M, P, C, O)
- 
- 

## Additional Initiatives

### 1st Quarter Discussion

Please list the initiatives in this area with only high-level descriptions to provide the foundation for discussion during the meeting. And please be prepared to discuss to unexcepted outcomes, barriers, or any new or additional opportunities that you find worth exploring in future initiatives. And what tools were used to access the information (e.g. surveys, reports, etc.)

- Initiative #1 (initiative's population Key: M, P, C, O)
- Initiative #2 (initiative's population Key: M, P, C, O)
-

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<b>Dental Measures</b>	<b>Specifications</b>
ADV	Annual Dental Visit measures the percentage of members 2-20 years of age who had at least one dental visit during the measurement year. Please contact your Quality/HEDIS area for the technical specifications for this measure.
AADV/Maternity AADV	Adult Annual Dental Visit/ Maternity AADV both measure the percentage of members 21+ years of age who had at least one dental visit during the measurement year. For the latest and most complete list of the specifications, please refer to your assigned File Transfer Protocol (FTP) IPRO site.
Tobacco Counseling for the Control and Prevention of Oral Disease	Tobacco Counseling for the Control and Prevention of Oral Disease measures the number of D1320 services provided during the measurement year by PA-DOH certified Tobacco Cessation Counselor (TCC) Dental Providers.
Fluoride Varnish	Fluoride Varnish measures the number of D1206 services provided during the measurement year.
Sealants	The Sealant performance measure assesses the percentage of enrolled children ages 6-9 years at elevated risk of dental caries who received a sealant on a permanent first molar tooth within the measurement year. For the latest and most complete list of the specifications, please refer to your assigned File Transfer Protocol (FTP) IPRO site.

# DENTAL SERVICE DATA-DRIVEN QCRM TEMPLATE

## SAMPLE

### Tobacco Counseling for the Control and Prevention of Oral Disease (D1320)

\*provider must be certified as a Tobacco Cessation Counselor (TCC) through DOH

Trending rates comparison	2/29/2020- Total # of services provided	2/28/2021 – Total # of services provided
Tobacco Counseling (D1320)		
Initiative Discussion		

1. **D1320-Initiative/Incentive’s Name (Population key: M, P, C, O):** Tobacco Cessation Initiative (P):

**Description of Initiative/Incentive:**

To increase DOH TCC dental provider counselors and their utilization of D1320 in collaboration with FQHCs. Provided continuing Education (CE) course on motivational interviewing for tobacco cessation counseling and included instructions to become DOH TCC provider. Also encouraged the use of tele-dentistry for providing D1320 and provided a toolkit. Made follow up outreach to those providers who had not completed DOH certification after 90 days from initial outreach/invite.

- a. **Who was the specific audience or demographic?** Members who are not currently receiving D1320 by DOH TCC certified providers.
- b. **How did you decide to measure the member outcomes of this section’s service(s) as stated in the heading above?** Compared the total number of members on the FQHC medical panel who are diagnosed with tobacco use, to how many members received D1320 by DOH TCC certified providers.

	1/1/21-3/31/21	4/1/21-6/30/21
c. <b>Denominator- Total number of MEMBERS in the group:</b>	8,342	8,950
d. <b>Numerator- Number of MEMBERS who received the service as stated in the heading above:</b>	3	100
e. <b>Rate-</b>		

- f. **If the data is not favorable, how is the information used to make improvements to the particular initiative or is it too early to tell?**  
 Too early to tell. Will continue to repeat quarterly outreach/invites for a minimum of 1 year before analyzing the data/initiative favorability.
- g. **Any unexpected outcomes or barriers? Have any new or additional opportunities been discovered?**  
 Providers are not registering for the CEs, even though it’s complimentary. Plan to send out surveys to dental providers as well as the staff to determine what the barriers might be (prefer differ dates/times, prefer pre-recorded video to be completed at any time, prefer in-person training by their medical counterparts, etc.) Pending the survey response, will consider adjusting the availability/format of the training and might consider incentives for medical or dental providers to collaborate together.