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|  | Title: Network Adequacy                          | Version: 3           |
|   | Owner: Melissa Mitchell (Director of Production) | Approved: 03/22/2018 |

**Purpose:** To make sure Dental Care Organization (DCO) has a network that meets the adequacy requirements set forth in the applicable rules and regulations.

**Responsibility:** Quality Improvement (QI)/Utilization Review (UR) Committee

**Scope:** Advantage Dental Services, LLC

**Definitions:** n/a

**Forms:** n/a

**References:** 42 CFR 438.214; OAR 410-141-3120; OAR 410-141-3160

**Policy:**

The Vice President of Dental Services or their designee, who are licensed dentists, is responsible for determination of network needs. The DCO determines network adequacy by geographical region and Coordinated Care Organization (CCO) assignment.

**Primary Care Dentists:**

On a regular basis, the DCO reviews a summary of each region by CCO. This summary indicates: (1) the number of Primary Care Dentists (PCDs) in the region; (2) the providers' current maximum capacities for enrollees with the DCO; (3) the providers' current assignment of enrollees with the DCO; and (4) if the providers are currently open to new assignment. Using these calculations, along with CCO requests for additional capacity the provider's complaint trends, and provider's utilization trends is used to determine if providers have the capacity, whether or not to increase their capacity levels, or whether to determine if additional PCD(s) are needed.

When providers show interest in becoming a PCD in a region, a similar analysis is done of the region the provider practices in to determine if there is a need for an additional PCD in the region.

If DCO learns of an increase in provider complaints or notices unsatisfactory utilization trends by a provider, the DCO will notify the provider to obtain information as to what the situation may entail and work with the PCD on ways to correct the concerns. If the concerns cannot be corrected in a timely manner or see significant improvements within a specified period of time, DCO will reassign enrollees to a new PCD.

**Specialists:**

While many services can be done by the PCD within their own practices, some services must be referred to a specialist. Specialist need is reviewed by geographical region and coverage for services under MAP (periodontics, orthodontics, endodontics, oral surgery, or pediatric dentistry). Specialties that have a higher coverage level under MAP require a larger number of available specialists for those services.

If the DCO is in need of a specialist in a region, the provider recruitment team will contact providers to attempt contracting.



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In the cases where there is not a specialist that is interested in contracting with the DCO, special arrangements are made with non-contracted specialists on a case-by-case basis.

**Approvals:**

Date: 03/22/2018

Approved by:  
 Lorena Reinhart (Executive Assistant), Executive Assistant, Operations

**Reviewed and Revised**

|            |                |                |                |            |
|------------|----------------|----------------|----------------|------------|
| 06/01/2015 | Missy Mitchell | Jeanne Dysert  | Tamara Kessler |            |
| 02/23/2016 | Jeanne Dysert  | Tamara Kessler | Missy Mitchell | Jeff Dover |
| 02/14/2017 | Jeanne Dysert  | Tamara Kessler | Missy Mitchell |            |
| 07/12/2017 | Jeanne Dysert  | Tamara Kessler | Missy Mitchell |            |
| 06/02/2017 | Jeanne Dysert  | Tamara Kessler | Missy Mitchell |            |
| 03/12/2018 | Jeanne Dysert  | Tamara Kessler | Missy Mitchell | Rose Novak |