

# Advantage Dental

## From DentaQuest

<b>Policy Name: Timely Access Monitoring</b>	<b>Policy Number:</b>
<b>Type of Policy: DCO</b>	<b>Effective Date: January 14, 2019</b>
<b>Responsible Department: DCO Operations</b>	
<b>Page Number (s): 2</b>	<b>Revised Date:</b>
<b>Approved By: Clinical and Credentialing Subcommittee</b>	<b>Approved Date: 03/20/2019</b>
<b>SCOPE:</b> Advantage Dental Services, LLC	
<b>PURPOSE:</b> To establish guidelines for the monitoring of timely access to care.	
<p><b>POLICY:</b></p> <p>The Dental Care Organization (DCO) is committed to providing quality dental care for enrollees in a timely manner. This Timely Access Monitoring Policy has been developed as part of the Quality Improvement (QI) Program to ensure all enrollees have timely access to care as required by Oregon Administrative Rules and community standards.</p> <p><b>Weekly Reporting</b></p> <p>The DCO shall require all Primary Care Dentist (PCD) offices to report into the DCO's survey system of when the 3<sup>rd</sup> next available appointment is for treatment, exams and hygiene. The office will also be required to report the timeframes in which they are scheduling emergencies and urgencies along with the time enrollees are waiting in the office for their scheduled appointments. The DCO's Operations staff will monitor reporting on a weekly basis and will follow up with all PCD offices who have not responded to the survey. If/when necessary, the DCO staff shall assist the office in filling out the survey through the DCO's online system.</p> <p><b>Ongoing Monitoring</b></p> <p>In order to ensure compliance with scheduling timeframes as defined in the DCO's Appointment Scheduling Policy, the DCO's Operations Department shall monitor all PCD responses to the weekly reporting on a monthly basis. By the 10<sup>th</sup> day following the end of the previous month DCO staff will pull a report showing all scheduling timeframes reported that did not meet the set thresholds.</p> <p>If an office did not meet the threshold for:</p> <ol style="list-style-type: none"> <li>a. 1<sup>st</sup> available appointment for an emergency appointment within 1 day</li> <li>b. 2<sup>nd</sup>-3<sup>rd</sup> available appointment for an emergency within 1 day for three consecutive weeks in the previous month</li> <li>c. 1<sup>st</sup> available appointment for urgencies within 14 days</li> <li>d. 2<sup>nd</sup>-3<sup>rd</sup> available appointment for urgencies within 14 days for three consecutive weeks in the previous month</li> <li>e. Comprehensive/Periodic Exam within 84 days for three consecutive weeks in the previous month</li> </ol>	

- f. Restorative/Hygiene appointment within 84 days for three consecutive weeks in the previous month

The DCO shall follow up with the PCD office via a phone call and track the following:

- 1) Office explanation for scheduling past threshold
- 2) Office plan to resolve scheduling issues
- 3) Timeframe in which the DCO may expect the issue to be resolved

The DCO shall continue to monitor performance and follow up with the office after the expected resolution to ensure compliance. If the issue is not corrected by the established resolution date, the staff shall report this to the DCO's Clinical and Credentialing Subcommittee so that they may suggest the next steps, which may include a Corrective Action Plan. A Corrective Action Plan could result in a reduction in membership assignment or even termination if the office cannot meet the timeframes set by the Oregon Health Authority.

Reviewed and Revised

03/05/2019	Missy Mitchell	Rosa Pedraza		
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