

**THIS MEETING IS HELD VIA TELECONFERENCE/WEBINAR DUE TO COVID 19 RESTRICTIONS**

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**MEETING MINUTES**

**Members Present:** Katie Andrew, Hudson Graham, Steve Heath, Cathy Levering, James Musser, Debra Payne, Robin Blanks-Guster, Julie Gallelo, Bilee Hernandez, Jan Resler, Dorothy Seleski, Maritza Valencia

**Members Absent:** Jonathan Porteus, Terrence Jones, Olivia Kasirye, Mary Jess Wilson

**Public Present:** Darrell Kenworthy, Danielle Cannarozzi, Robyn Alongi, Jay Anderson, Emely Arienza, Deborah Blanchard, Joseph Canas, Margaret Delmore, T. Ellis, Jennifer Fitzpatrick, Felicia Fondren, R. Fong, Rhoda Gonzales, Rosanna Jackson, Paula Lee, Judy Lema, Carol Leonard, Chris Llamas, Thomas Lovinger, Robin Muck, Helen Pham, Kelsey Reyne, Destiny Rockwood, Cherag Sarkari, Mira Yang, Barbara Aved, Steve Cooney, Debbie Blanchard, Candace Oto, Carolyn Brookins, Emily Bautista, Linh Le, Donnell Kenworthy, Justin Bottger, Adriane Sawyer, Andrea Uvias, Edward Bynum, Michelle Monroe, S. Bandy, Candy Stirdivant, Melissa Garcia,

1. 2:00 Welcome & Introductions Debra Payne
2. 2:05 Approve August 5, 2021, Meeting Minutes **(Action)** Debra Payne  
Moved: Musser    Seconded: Blanks-Guster    Carried: See Vote Record
3. 2:10 Approve October 7, 2021 Meeting Minutes **(Action)** Debra Payne  
Moved: Heath    Seconded: Gallelo    Carried: See Vote Record
4. 2:15 DHCS Carolyn Brookins

a. [Dental Transformation Initiative Update](#)

Domain 1- July payment was released. Approx. \$2M paid out bringing total for Domain 1 to \$249.7 million. Sacramento County total received to date= \$9.4M (\$7.7M to DMC and \$1.7M to FFS). 258 Safety Net Clinics are participating as of November so no change from August report. Three of those are in Sacramento County.

Domain 2 – October 31, 2021 payments= \$77.8 million. 2021 YTD payments total = \$210M. Sacramento County YTD total is \$9.4M with \$6.8M to DMC and \$2.6M to FFS. 3,461 providers opted in to Domain 2, which reflects an increase of 121 providers since the August update.

Domain 3 - Sacramento County does not participate in Domain 3 but the next payments will go out in June of 2022 and will cover the final payments of 2020 and first payments of 2021.

Domain 4 - concluded on December 31, 2020 and was not extended through waiver. All final invoices received and paid out for LDPPs. \$9.3 million went to

Sacramento County LDPPs under Domain 4.

Dr. Musser asked when next Domain 1 payments will go out and it was confirmed that there will be no change to the payment schedule, payments will go out by end of January.

b. [Prop 56 Update](#)

Payments for FY 2020-2021 as of August 31 is \$445 million. (\$421M to FFS and \$24M total to DMC for both LA and Sacramento Counties. \$13.7M went to Sacramento County DMC alone.) For FY 2021-2022, as of August 31, \$49.5 million (\$46.8M to FFS and \$2.7M total to DMC with Sacramento County DMC receiving \$1.7M)

Loan repayment program completed Cohort 3 this past summer, data was shared at last meeting. Paid out \$10.4 million in student loans to 43 dentists in four specialties. Twenty counties participated, including Sacramento County. Two providers from Sacramento County participated, one was private practice and one was a health center. Cohort 4 applications will be accepted Jan 24 thru Feb 25, 2022.

c. [CalAIM Update](#)

Submitted state plan amendment for CMS approval and it is under review. Finalizing systems implementation processes and on track for implementing CalAIM on Jan 1, 2022. Provider bulletins and all plan letters to DMC providers regarding CalAIM went out in November and are again being sent out in December, as well as bulletins for clinics as a newsflash from Medi-Cal website. CalAIM website is being updated with forms and instructions and should be complete by end of next week. FAQs page will be developed as questions come in and released at a later date.

Brookins: Although there were no questions about whether DMC will be eliminated, she wanted to let the group know that there has been no decision made and she does not have any information to report, but they will keep stakeholders informed.

Dr. Musser: Would like to propose an all plan letter coming from DHCS to inform providers that charging Medi-Cal beneficiaries for IV sedation is illegal because he continues to hear about it happening.

Brookins: DHCS did release an email about a week ago to inform providers about that policy and an all plan letter is being prepared to be sent out as well.

Dr. Musser: So it will be ok for him to call those providers and let them know that what they are doing is against DHCS policy?

Brookins: Yes, it is against state and federal law to charge patients for covered services.

Brookins confirmed that the policy applies to both DMC and FFS. Debra Payne asked if the plans will be responsible to follow-up with their providers to make sure they are aware of the policy and Brookins confirmed that they will.

Cannarozzi: Liberty continuously follows up with their providers about this policy and thanks Dr. Musser for his assistance in bringing it to their attention. Has a

separate question for DHCS: considering there has been no decision with regards to the elimination of the DMC system, what is the purpose of phone calls to Liberty providers from DHCS asking if they will move over to FFS when DMC is eliminated?

Brookins: Her understanding is that administrative services organization is just trying to expand the FFS network, and the question isn't if the providers will switch from one delivery system to another, but if they will be dually available to both DMC and FFS beneficiaries.

Cannarozzi: Wanted to make DHCS aware that the language being used is specific to switching from DMC to FFS.

Levering: Has also heard about these phone calls happening.

Brookins: There was work being done to prepare for the transition before it was put on hold, so maybe this is related. Admits that it does cause confusion and will circle back with the ASO contractor to confirm the script for contacting provider offices.

5. 2:45 Medical Dental Referral and Navigation System (MDRAN) Katie Andrew

Katie Andrew presented recent data updates.

a. Data Update

Data presented on number of referrals to date in the system broken up by dental plan. Plans have only been on boarded since April. At this time, it is difficult to draw conclusions to the success of the system in terms of connecting beneficiaries to their dental providers. Developers of MDRAN (Oral Health Solutions) think they need about 18 mo. from the time that the plans were on boarded to accurately determine success. Average lag time from referral generation to claims data in the system is 69 days. DMC providers paid a capitated rate may not submit claims because there is no incentive for them to do so. Exploring options for a work around to determine when dental visits are happening if claims data will not be a reliable indicator. 76% of current referrals are for Treatment Urgency 1. Number of referrals being generated in last couple months has increased tremendously thanks to Early Smiles Sacramento being back out screening in schools. As time passes, the number of claims related to those referrals will continue to increase. They are anticipating over 1700 referrals from the month of November and are working with the dental plan care coordination teams to determine how best to triage that number of referrals. One option is to focus on non-utilizers when Treatment Urgency is 1. Upcoming changes to MDRAN include stratification of data by urgency class and utilizer v. non-utilizer. Including percentage of appointments scheduled as a result of referrals. Deploying care coordination supports documentation in the system- outreach, request for transportation and interpretation services and member refusals for assistance.

Cannarozzi: Wanted to give kudos to SDDS for helping Liberty with work on a pilot project to screen adults. MDRAN has been instrumental to SDDS navigating those referrals and identifying candidates for the Smiles for Big Kids program.

Payne: MCDAC would appreciate future updates on MRAN data.

Andrew: will provide a data update by next MCDAC meeting in February.

Payne: Can data stratification include stratifying by age group?

Andrew: Yes.

6. 2:55 Review Dental Plan Denial Process

Dental Plans

Dr. Musser: The problem is beneficiaries are being referred for specialist treatment, general anesthesia, to providers who cannot provide the necessary services and then they go back into the dental plan referral system only to be referred back to that same provider a second time. Much time passes while beneficiaries are stuck in this loop and the patients have to wait months for treatment.

Debra Payne: we are trying to trouble shoot this issue and determine if there is some additional training that can happen with dental plan member services so that beneficiaries can be successfully referred the first time.

Resler: What is the role of MCDAC in this issue? Who should provide oversight when providers are not following policy in terms of charging beneficiaries for covered services and not making successful referrals?

Payne: This is the responsibility of DHCS and the dental plans.

Fondren from Health Net: Appreciates working with Dr. Musser on some of these issues because they were not aware of this problem. They are not receiving these complaints from their members. They are exploring the root of the issue and whether providers need some additional training. They would like to ensure that members are calling member services so that Health Net is aware of these issues when they come up.

Dr. Musser: patients do not always know that what they are told is incorrect so they don't know to complain.

Maritza Valencia: offers that the community is reluctant to submit grievances because there are language barriers and they are sometimes fearful of repercussions.

Anderson: Patients also report having to wait a long time when they call in. He has heard of 45 min wait times. He also reports that patients are being told that they need verification from a medical doctor that general sedation is medically necessary before a referral is approved, but primary care providers are not trained to provide that assessment.

Cannarozzi: We are working on making sure that we are handling these issues internally. Our member services employees go through constant training. Agrees that resolution should not fall solely on the parents of beneficiaries. Beneficiaries have the option to reach member services by phone, text, Facebook and Instagram.

Musser: Parents have also reported being told by GMC clinic staff that putting their children under general anesthesia is dangerous and it takes a lot of education to reassure parents that the treatment is safe. The plans have to fix mistakes that their clinics are making.

Resler: Documentation is important for claims being submitted for approval of

general anesthesia services. Notation of medical necessity of general anesthesia is required for approval of services that are not normally covered.

Payne: Lets revisit this at the next meeting and have the plans report training or improvements made to resolve this issue.

Morgan from Musser's office: Dr. Sarkari and she have a plan to work around scheduling surgery. They will share with the group in February if this method proves to be successful.

Leonard: Many times the referral from the provider lacks adequate documentation to determine if sedation is necessary. Will educate providers on how to complete the forms correctly, phone staff on how to properly handle calls from members seeking referral status updates, and outreach to determine which providers are able to provide treatment. Looking at things internally and exploring best practices.

7. 3:05 Center for Oral Health/Early Smiles Sacramento-Update Kevin Scott

Kevin Scott was unable to attend the meeting today.

8. 3:20 Legislative Report Draft Review and Approval (**Action**) Debra Payne

Moved: Musser Seconded: Blanks-Guster Carried: See Vote Record

Comment by Thomas Lovinger: Would like to participate in data collection and partner with anyone who is working on a studying utilization of adult dental care services.

9. 3:30 MCDAC Report to Board of Supervisors, January 11-Update Debra Payne

Report has been approved for presentation to the board. Number of slides has been cut from 15 to 8, but the most important information is included. Chair and Vice-Chair will report back to MCDAC in February with comments from Board of Supervisors. One question for the board will be funding for an adult dental study. DentaQuest has contributed \$10k and Sacramento County has secured a contribution of \$10k from Prop 56 funds. The request to the Board of Supervisors will be to match the current funding. Dental plans were approached for a funding contribution but they have not responded.

Chevon Kathari recently presented to Board of Supervisors on Health Authority Commission progress. Medi-Cal beneficiaries had comments on their experiences. The Board was very receptive and is interested in hearing more comments. A workshop is scheduled to get feedback from Medi-Cal members on December 8, 2021 at 4 pm. Chevon Kathari will propose a plan to have an ongoing process for collecting both positive and negative feedback on Medi-Cal experiences. Date, time and call in number for member participation in the workshop put in chat for sharing.

Kenworthy: Will non-residents who receive services in Sacramento County be welcome for comment?

Payne: Yes, that would be helpful.

10. 3:35 Adult Dental Goals for MCDAC Debra Payne

Prepared a SOW for the adult dental study. Plans weighed in on what they would like to measure. Have a list of data that will be collected, including environmental

scan and utilization rate for adult Medi-Cal Dental members specific to Sacramento County. We know utilization is low, around 20%. The initial plan was to ask the Board of Supervisors to match the funding that we have secured. That ask is tabled for now until Chair has discussed with the Public Health Officer.

11. 3:40 Dental Plans Update

Dental Plans

Liberty (Cannarozzi): Dr. Musser's team continues to reach out with issues which really helps with knowing what to address with staff. They have worked on a new system for scheduling that they hope will be successful. Danielle will be prepared next meeting with training numbers. Pilot program with Highland Charter Technical School for screening adults by billable providers is going well. The school has over 40 sites throughout Sacramento County and they work with ESL population. They have been hosting 1-2 screening events a week and have served over 400 adults. Fluoride varnish treatment is provided. SDDS tracks them through MDRAN. One thing that has come up is the number of adults who have emergency Medi-Cal dental coverage. SDDS has accepted them through Smiles for Big Kids. Would like to ask the group if they have any other ideas on how to get them into routine care? YTD Liberty has participated in 300 outreach events and engagements. Still operating the Healthy Behaviors Program, where Liberty members who have not been to the dentist in a year, get a \$25 gift card for completing a dental visit.

Debra Payne brought up an incident that happened recently with an Afghani father who was removed from a dental clinic for being aggressive. Suggested that the dental plans who are interfacing with Afghani members prepare them for what to expect at dental clinics in the US, such as interacting with female clinic staff.

Cannarozzi: will take that issue back and try to address with staff.

Gallelo: First 5 is having workshops to acclimate refugee families to services provided in the US. Any resources available that might help would be appreciated.

Cannarozzi: maybe social media videos in various languages addressing what to expect could be arranged. Has a staff member in mind who speaks several languages and would be able to provide translation.

Gallelo: First 5 would be happy to blast the videos through their social media channels.

Access (Leonard): Will have an update in February about day-to-day operations. Provider and member outreach is still case-by-case basis due to COVID. Regular field visits will resume after the first of the year, if it is safe to do so. Feels it will be helpful to address questions and issues face to face with their provider network. During the pandemic, they have been limited to supporting community partners through donations. Dental days continue to take place where providers focus on scheduling Access members for preventative dental visits.

Health Net (Seleski): Felicia Fondren is working with a national vendor in Sacramento County who collaborates with school nurses to refer children for health issues. Goal is to leverage healthcare vendors to support oral health issues.

Fondren: Health Net health education team is still not in the field. Member outreach has been via robo-calls and text messaging. Providers are reached by

provider alerts and limited field visits.

12. 3:55 Agenda Items for February 3, 2022 MCDAC Meeting All
- a. Report on improvements in the denial process for referrals
  - b. Report comments from the Board of Supervisors presentation
  - c. Membership reinstatement approval
  - d. MDRAN data update
  - e. Dr. Musser’s staff report on surgery scheduling plan
  - f. Announcements

Dr. Musser commented that he would like to see non-participating members put on notice for non-attendance due to potential for lacking a quorum at meetings with action items. Chair (Debra Payne) stated that she is in the process of drafting a letter to members to assess their interest in continuing with MCDAC and stress the importance of a voting quorum at every meeting.

13. 4:00 Adjourn All

**PUBLIC COMMENT MAY BE GIVEN ON ANY OF THE AGENDA ITEMS AND BEFORE A VOTE.**

**Purpose:** The advisory committee provides oversight and guidance to improve Medi-Cal Dental utilization rates, the delivery of oral health and dental care services, including prevention and education services, in dental managed care and fee-for-service Medi-Cal Dental delivery systems.

**Authority:** AB 1467 (Budget Committee), Effective July 1, 2012; Sacramento County BOS, Dec 11, 2012, Resolution No. 2012-0903 establishing a Sacramento County Medi-Cal Dental Advisory Committee & Resolution No. 2012-0904. For information about MCDAC, contact Jan Resler at [reslerj@saccounty.net](mailto:reslerj@saccounty.net) or 916-875-6259.

**Each voting member must comply with AB 1234 Ethics rules when voting on agenda items. If a real or perceived conflict exists, members must recuse themselves from the vote.**

MCDAC VOTING RECORD		
<b>Item:</b> August 5, 2021, Minutes	<b>Date:</b> 12/2/2021	
<b>Moved:</b> Musser	<b>Seconded:</b> Blanks-Guster	
Committee Members	Aye	Nay
Katie Andrew	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Robin Blanks-Guster	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Danielle Cannarozzi n/a	<input type="checkbox"/>	<input type="checkbox"/>
Julie Gallelo	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Hudson Graham	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Steve Heath	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Bilee Hernandez <b>Absent</b>	<input type="checkbox"/>	<input type="checkbox"/>
Terrence Jones <b>Absent</b>	<input type="checkbox"/>	<input type="checkbox"/>
Olivia Kasirye <b>Absent</b>	<input type="checkbox"/>	<input type="checkbox"/>
Darrell Kenworthy n/a	<input type="checkbox"/>	<input type="checkbox"/>
Cathy Levering	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CDA - VACANT	<input type="checkbox"/>	<input type="checkbox"/>
James Musser	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Jan Resler	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Dorothy Seleski	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Maritza Valencia	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mary Jess Wilson <b>Absent</b>	<input type="checkbox"/>	<input type="checkbox"/>
Jonathan Porteus (Vice Chair) <b>Absent</b>	<input type="checkbox"/>	<input type="checkbox"/>
Debra Payne (Chair)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

<b>MCDAC VOTING RECORD</b>		
<b>Item:</b> October 7, 2021, Minutes	<b>Date:</b> 12/2/2021	
<b>Moved:</b> Heath	<b>Seconded:</b> Gallelo	
<b>Committee Members</b>	<b>Aye</b>	<b>Nay</b>
Katie Andrew	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Robin Blanks-Guster	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Danielle Cannarozzi N/A	<input type="checkbox"/>	<input type="checkbox"/>
Julie Gallelo	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Hudson Graham	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Steve Heath	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Bilee Hernandez <b>Absent</b>	<input type="checkbox"/>	<input type="checkbox"/>
Terrence Jones <b>Absent</b>	<input type="checkbox"/>	<input type="checkbox"/>
Olivia Kasirye <b>Absent</b>	<input type="checkbox"/>	<input type="checkbox"/>
Darrell Kenworthy N/A	<input type="checkbox"/>	<input type="checkbox"/>
Cathy Levering	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CDA - VACANT	<input type="checkbox"/>	<input type="checkbox"/>
James Musser	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Jan Resler	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Dorothy Seleski	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Maritza Valencia	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mary Jess Wilson <b>Absent</b>	<input type="checkbox"/>	<input type="checkbox"/>
Jonathan Porteus (Vice Chair) <b>Absent</b>	<input type="checkbox"/>	<input type="checkbox"/>
Debra Payne (Chair)	<input checked="" type="checkbox"/>	<input type="checkbox"/>



**MCDAC VOTING RECORD**

<b>Item:</b> Legislative Report	<b>Date:</b> 12/2/2021	
<b>Moved: Musser</b>	<b>Seconded: Blanks-Guster</b>	
<b>Committee Members</b>		
	<b>Aye</b>	<b>Nay</b>
Katie Andrew	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Robin Blanks-Guster	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Danielle Cannarozzi N/A	<input type="checkbox"/>	<input type="checkbox"/>
Julie Gallelo	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Hudson Graham	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Steve Heath	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Bilee Hernandez	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Terrence Jones <b>Absent</b>	<input type="checkbox"/>	<input type="checkbox"/>
Olivia Kasirye <b>Absent</b>	<input type="checkbox"/>	<input type="checkbox"/>
Darrell Kenworthy N/A	<input type="checkbox"/>	<input type="checkbox"/>
Cathy Levering <b>Absent</b>	<input type="checkbox"/>	<input type="checkbox"/>
CDA - VACANT	<input type="checkbox"/>	<input type="checkbox"/>
James Musser	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Jan Resler	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Dorothy Seleski	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Maritza Valencia	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mary Jess Wilson <b>Absent</b>	<input type="checkbox"/>	<input type="checkbox"/>
Jonathan Porteus (Vice Chair) <b>Absent</b>	<input type="checkbox"/>	<input type="checkbox"/>
Debra Payne (Chair)	<input checked="" type="checkbox"/>	<input type="checkbox"/>