



November 22, 2021

Statewide Medicaid Managed Care (SMMC) Policy Transmittal: 2021-34

Applicable to the **2018-2023 SMMC contract benefits** for:

- Managed Medical Assistance (MMA) and MMA Specialty
- Long-Term Care (LTC)
- Dental

Re: Dental Plan Performance Measures and Enrollee Satisfaction Survey Requirements for July 1, 2022 Reporting

The dental plan must collect data and report on the following performance measures, certified via a National Committee for Quality Assurance (NCQA) certified Healthcare Effectiveness Data and Information Set auditor. (Attachment II, Section IX.B.2.c., Table 4) The dental plan must contract with a qualified, Agency-approved, NCQA-certified survey vendor to administer the surveys. The minimum sample size is one thousand, six hundred and fifty (1,650), with a target of four hundred and eleven (411) completed surveys. The survey must be administered according to the NCQA mixed methodology (two-wave mail protocol with telephone follow-up of at least three (3) but no more than six (6) attempts). (Attachment II, Section IX.D.1.b.(1)) The purpose of this policy transmittal is to notify the dental plan of changes in the performance measures and enrollee satisfaction survey requirements for July 1, 2022 reporting.

Discontinued Performance Measures

The dental plan is no longer required to report on the following performance measure beginning with July 1, 2022 reporting, for calendar/measurement year 2021 services.

Child Core Set	
3	Sealants for 6-9 Year-Old Children at Elevated Caries Risk (National Quality Forum #2508)

New Performance Measures

The dental plan must report on the following performance measure beginning with July 1, 2022 reporting, for calendar/measurement year 2021 services.

Dental Quality Alliance	
	Caries Risk Documentation (CRD)

Dental Plan Performance Measure Specifications Manual

To complete the performance measures for July 1, 2022 reporting, for calendar/measurement year 2021 services, the dental plan must use the Dental Plan Performance Measure Specifications Manual for July, 1, 2022 Reporting attached to this policy transmittal.



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Modification to Enrollee Satisfaction Survey Requirement

Beginning with July 1, 2022 reporting, the minimum sample size for the dental plan CAHPS Survey is changing from one thousand, six hundred and fifty (1,650) to five thousand (5,000).

If you have questions or concerns, please contact your Agency contract manager.

Sincerely,



Tom Wallace
Deputy Secretary for Medicaid

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Attachment: Dental Plan Performance Measure Specifications Manual for July, 1, 2022
Reporting