

MEDICAID DENTAL BENEFIT PROGRAM MANAGERS

LOUISIANA DEPARTMENT OF HEALTH

PERFORMANCE AUDIT SERVICES

**Informational Brief
October 4, 2023**

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October 4, 2023

The Honorable Patrick Page Cortez,
President of the Senate
The Honorable Clay Schexnayder,
Speaker of the House of Representatives

Dear Senator Cortez and Representative Schexnayder:

This informational brief provides the results of our analysis of Medicaid dental benefit program managers, including payments they received from LDH and made to providers, adequacy of dental provider networks, provider complaints and formal claims disputes, member grievances and appeals, and noncompliance with contractual requirements. This informational brief is intended to provide timely information related to an area of interest to the legislature or based on a legislative request. I hope this information will benefit you in your legislative decision-making process.

Respectfully submitted,



Michael J. "Mike" Waguespack, CPA
Legislative Auditor

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MEDICAID DENTAL





Informational Brief

Medicaid Dental Benefit Program Managers

Louisiana Department of Health

MICHAEL J. "MIKE"
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Performance Audit Services - October 2023

Background

The Louisiana Department of Health (LDH) began contracting with DentaQuest USA Insurance Company (DentaQuest) and MCNA Insurance Company (MCNA) (collectively known as dental benefit program managers, or DBPMs) on January 1, 2021, to provide Medicaid members with covered dental benefits and services.¹ Eligible Medicaid members include (1) Medicaid members under the age of 21 and (2) Medicaid members who are ages 21 or older *and* whose Medicaid coverage includes the full range of Medicaid services. Children under the age of 21 have comprehensive dental benefits² from these two DBPMs, while adults primarily have denture coverage.³ Louisiana expanded coverage in July 2022 to include adults ages 21 and over who are enrolled in one of the state's waiver programs⁴ and in May 2023 to include adults ages 21 and over who reside in a state intermediate care facility for individuals with developmental disabilities (ICF/DD).

Both contracts end on December 31, 2023. The original maximum combined cost of the two contracts totaled approximately \$711.4 million. Effective January 1, 2023, a contract amendment increased the maximum combined cost to approximately \$736.7 million. LDH is currently seeking a two-year extension of the contracts through December 31, 2025, increasing the total combined cost of the two contracts over the five-year period to approximately \$1.24 billion.

Why We Compiled This Informational Brief

We conducted this analysis in response to a legislative request asking us to assess the performance of DentaQuest and MCNA related to types of services provided, provider complaints, member grievances, claims denials, and network adequacy. To conduct this analysis, we reviewed the DentaQuest and MCNA contracts, analyzed Medicaid data, and reviewed certain required contract deliverables such as required reports that plans must submit to LDH. We relied on reports submitted by the DBPMs and did not independently verify the underlying data.

Informational briefs are intended to provide more timely information than standards-based performance audits. While these informational briefs do not follow all *Government Auditing Standards*, we conduct quality assurance activities to ensure the information presented is accurate. In addition, we incorporated feedback we received from LDH throughout the report.

¹ According to LDH, there were three bidders for these contracts.

² Services covered include diagnostic, preventative, restorative, endodontic, periodontics, prosthodontic, fixed prosthodontics, oral and maxillofacial surgery, orthodontic, and adjunctive general.

³ Adults have access to comprehensive oral examinations and radiographs, as well as a range of denture services. Some of the six Healthy Louisiana (Medicaid) health plans offer additional dental coverage for adults as value-added services.

⁴ Includes the New Opportunities Waiver, the Residential Options Waivers, or the Supports Waiver.

From June 1, 2014, through December 31, 2020, LDH contracted solely with MCNA for dental services under a waiver⁵ from the Centers for Medicare and Medicaid Services (CMS). However, LDH now contracts with two DBPMs because federal law⁶ requires that states give Medicaid members a choice of at least two DBPMs. LDH pays a per member per month payment (PMPM) to each DBPM for each member to efficiently manage service costs and utilization, to improve access to specialty dental services, and to increase outreach and education to promote healthy dental behavior. Exhibit 1 summarizes the PMPM amounts per member as of June 2023 by coverage type.

Exhibit 1 Dental Monthly PMPM As of June 2023	
Coverage Type	PMPM
LaCHIP* Affordable Plan	\$26.82
Medicaid Child/CHIP	\$22.08
Medicaid Adult	\$1.63
Medicaid Expansion Child	\$18.90
Medicaid Expansion Adult	\$1.04
Medicaid Adult Waivers	\$23.98
Adult ICF/DD	\$17.72
* The Louisiana Children’s Health Insurance Program (LaCHIP) provides health coverage to uninsured children up to age 19. It is a no-cost health program that pays for hospital care, doctor visits, prescription drugs, shots and more. Source: Prepared by legislative auditor’s staff using the <i>Louisiana Medicaid Dental Benefit Program Capitation Rate Certification</i> report from Mercer.	

What We Found

LDH paid approximately \$513.9 million in PMPMs to DentaQuest and MCNA for dental coverage for approximately 2.0 million unique Medicaid members⁷ from January 1, 2021, through December 31, 2022. These DBPMs provided approximately \$279.7 million in dental services over this same time period.⁸ Included in the \$513.9 million in PMPMs LDH paid to the DBPMs is \$127.5 million in Full Medicaid Pricing (FMP) payments. The purpose of FMP is to increase payments to contracted providers to maintain and increase access to dental services for Medicaid members. According to LDH, the DBPMs

⁵ A Medicaid waiver allows the federal government to waive rules that usually apply to the Medicaid program.

⁶ 42 Code of Federal Regulations (CFR) 438.52

⁷ In calendar year 2022, DentaQuest had 1,002,379 unique members, while MCNA had 961,684.

⁸ This number understates the amount of services paid by the DBPMs, because Medicaid providers have up to 365 days to bill for services rendered. Therefore, some services provided from July 2022 through December 2022 may not yet be included in the data. In addition, FMP payments are not included in this amount.

determine the amounts to pay providers.⁹ These FMP payments, as well as the amounts directly paid to providers for services, resulted in a total amount of \$407.4 million paid to dental providers. Exhibit 2 summarizes the number of unique providers who provided services and the amount paid by provider specialty by DBPM for calendar years 2021 and 2022.

Exhibit 2 Unique Providers by Amount Paid* and Specialty Calendar Years 2021 through 2022				
Provider Specialty	DentaQuest		MCNA	
	Unique Providers	Amount Paid	Unique Providers	Amount Paid
General Dentist	727	\$88,872,148	918	\$114,912,720
Pediatric Dentist	91	38,095,097	90	27,834,552
Oral and Maxillofacial Surgeon	40	3,804,547	44	3,714,215
Endodontist	9	1,056,254	9	508,713
Prescriber Only and Ordering, Prescribing, and Referring	8	389,567	12	45,154
Federally Qualified Health Center and Rural Health Center	21	91,296	38	22,789
Orthodontist	8	75,639	12	245,868
American Indian/Native Alaskan	1	18,436	1	38,403
Periodontist	2	8,848	2	9,661
Psychiatrist/Neurologist	2	183	1	3,702
Total	867**	\$132,412,015	1,028**	\$147,335,777
<p>* Based on information available in Medicaid claims data, which does not include FMP payment amounts. LDH does not track FMP payment amounts by dental provider.</p> <p>** Represents the unique number of providers based on the national provider identifier of the provider who rendered services across these specialties and thus is less than the sum of the columns.</p> <p>Source: Prepared by legislative auditor's staff using Medicaid data obtained from LDH.</p>				

Because neither DBPM met the contract requirement to spend at least 85% of its PMPMs on dental benefits and services, the DBPMs had to refund LDH approximately \$11.4 million in calendar year 2021. Both DBPMs are required by their contracts to submit an annual Medical Loss Ratio (MLR) report detailing how much they spent on dental benefits and services compared to how much they spent on administrative and other expenses. LDH contracts with Myers and Stauffer to examine the information in the MLR reports and adjust the numbers as appropriate. If the aggregate MLR for a DBPM is less than 85.0%, then the DBPM must refund LDH the difference. Exhibit 3 summarizes, according to the MLR reports, the calendar year 2021 MLR by DBPM for the expansion and non-expansion Medicaid populations, the amount of PMPMs paid by LDH to the DBPMs for each population, and the amount each paid LDH as a result of not meeting the required MLR.

⁹ LDH stated that it produces and publishes an FMP report but does not involve itself with FMP payments to providers or track/monitor FMP provider payments, except to review the aggregated FMP payment amount in each MCO's quarterly financial statement because of federal regulations [42 CFR 438.6(c)(1)(2021)] prohibiting states from directing payments to individual providers.

Exhibit 3 Comparison of Medical Loss Ratio % and Amount Paid Calendar Year 2021*				
Plan	Population	MLR	PMPMs Paid by LDH	Amount Paid
MCNA	Expansion	62.3%	\$13,600,417	\$2,977,238
	Non-Expansion	84.7%	114,288,652	312,391
DentaQuest	Expansion	36.4%	13,752,824	5,669,613
	Non-Expansion	82.7%	113,910,981	2,488,274
Total			\$255,552,874	\$11,447,516

* Includes claims with dates of service in calendar year 2021 paid through April 2022. LDH stated that the report for calendar year 2022 is expected to be released around June 2024.
Source: Prepared by legislative auditor’s staff using Myers and Stauffer’s MLR reports for DentaQuest and MCNA.

Neither DBPM met all requirements for network adequacy. However, according to an LDH report, Louisiana has a shortage of dental providers across the state. The DBPM contracts require DentaQuest and MCNA to design, develop, and maintain a network that reflects the needs and service requirements of their members, be sufficient to serve their members, and maximize the availability of primary and specialty dental services. However, the contracts do not specify how many providers the dental benefit plans must have in their network. According to an LDH report,¹⁰ all but five parishes in Louisiana have been designated as a health professional shortage area for dentists.

The DBPMs are required to submit quarterly network adequacy reports to LDH showing the number of contracted providers in their network. Exhibit 4 summarizes the number of providers contracted by DBPM and specialty as of June 2023 and shows that for some specialties, such as periodontists and endodontists, the DBPMs contract with 10 or fewer providers statewide. In addition, according to network adequacy reports submitted by the DBPMs as of June 2023, neither DBPM had any dental providers, including general dentists, in three parishes – Assumption, Cameron, and Jackson – and

Exhibit 4 Providers Contracted by DBPM by Specialty As of June 2023		
Specialty Type	DentaQuest	MCNA
General Dentist	801	774
Pediatric Dentist	86	90
Endodontist	10	8
Periodontist	5	3
Prosthodontist	23	2
Orthodontist	19	25
Oral and Maxillofacial Surgeon	33	42
Total	977	944

Source: Prepared by legislative auditor’s staff using self-reported data contained in monthly reports submitted by the DBPMs to LDH. We relied on reports submitted by the DBPMs and did not independently verify the underlying data.

¹⁰ <https://wellaheadla.com/healthcare-access/health-professional-shortage-areas/>

30 parishes did not have any specialty providers available through either DBPM.¹¹ Appendix A summarizes the number of providers by parish.

The DBPM contracts require DentaQuest and MCNA to meet time and distance requirements (see *text box at right*) and demonstrate compliance on quarterly reports. We reviewed these quarterly reports to determine the number of parishes that were not in compliance with these distance requirements and found that neither DBPM met all requirements. However, according to MCNA, it has contracted with all available specialists in the area.

Distance to Primary Dental Services:
 Travel distance from enrollee’s place of residence shall not exceed **thirty (30) miles** or sixty (60) minutes one-way for rural areas; and **ten (10) miles** or twenty (20) minutes for urban areas.

Distance to Specialty Dental Services:
 Travel distance shall not exceed **sixty (60) miles** one-way from the enrollee’s place of residence for at least **seventy-five (75) percent** of enrollees; and shall not exceed **ninety (90) minutes** one-way from the enrollee’s place of residence for **all** enrollees.

Source: DBPM contracts

Exhibit 5 summarizes the number of parishes that did not meet these distance requirements, and Appendix B shows this information by parish.

Exhibit 5 Number of Parishes <i>Not</i> Meeting Distance Requirements As of June 2023			
Specialist Type	Requirement	DentaQuest	MCNA
Primary Dentist*	100% within 30 miles for rural parishes	0	12
	100% within 10 miles for urban areas	8	20
Endodontist	75% of members within 60 miles	14	29
	100% of members within 90 miles	4	27
Oral Surgeon	75% of members within 60 miles	13	4
	100% of members within 90 miles	0	16
Orthodontist	75% of members within 60 miles	14	9
	100% of members within 90 miles	1	16
Periodontist	75% of members within 60 miles	29	37
	100% of members within 90 miles	12	36
Prosthodontist	75% of members within 60 miles	13	41
	100% of members within 90 miles	11	39

* Includes general dentists and pediatric dentists.
Source: Prepared by legislative auditor’s staff using self-reported data contained in monthly reports submitted by the DBPMs to LDH. We relied on reports submitted by the DBPMs and did not independently verify the underlying data.

According to LDH, it does not perform any independent analysis of underlying claims or provider data to validate the information submitted by DBPMs on these reports. Instead, LDH contracts with an External Quality Review Organization to review network adequacy as part of its external quality review.

¹¹ DentaQuest had 34 parishes with no specialists as of June 2023, while MCNA had 33 parishes with no specialists as of June 2023 according to self-reported data contained in monthly reports submitted by the DBPMs to LDH.

DentaQuest had more provider complaints and formal claims disputes than MCNA, but most of DentaQuest’s complaints were during the first six months of their contract. While the number of complaints reported on DentaQuest’s monthly reports have significantly decreased, formal claims disputes remain high. Specifically, from

A provider **complaint** is any contact, by phone, in writing, or in person, originating from a provider and delivered to any member of health plan staff voicing dissatisfaction with a policy, procedure or any other communication or action by the dental plan.

A **formal claims dispute** is a process where a provider can appeal a decision by the DBPM to deny or underpay a claim.

January 2021 through July 2023, DentaQuest had 931 provider complaints and 4,398 formal claims disputes compared to MCNA’s 9 provider complaints and 86 formal claims disputes. However, 891 (95.7%) of DentaQuest’s provider complaints were in the first six months of their contract. DBPMs are required to submit monthly reports to LDH on the number of complaints received from providers and the number of formal claims disputes. Dental plans are also required by their contract to develop a process for formal claims disputes. The most common type of provider complaint for the two DBPMs was related to claims processing, as 499 (53.1%) of 940 complaints were for this reason. Exhibit 6 summarizes the number of provider complaints by reason and the number of formal claims disputes by status.

**Exhibit 6
Number of Provider Complaints and Formal Claims Disputes
Calendar Years 2021 through 2023**

Complaint Reason	DentaQuest			MCNA		
	2021	2022	2023*	2021	2022	2023*
Claims Processing	474	7	14	4	0	0
Reimbursement Rates	48	0	0	0	0	0
Prior Authorization	232	1	0	0	0	0
Provider Enrollment and Credentialing	9	0	0	0	0	0
Lack of Access to Providers or Services	0	0	1	1	0	0
Lack of Information/Response	1	0	4	0	0	0
Other	132	4	4	4	0	0
Total	896	12	23	9	0	0
Total All Years	931			9		
Formal Claims Disputes	DentaQuest			MCNA		
	2021	2022	2023*	2021	2022	2023*
Received	1,460	1,921	1,017	19	28	39
Resolved**	1,411	1,939	985	18	27	32
Resolved with Change to Original Payment Amount	402	623	256	4	10	17
Total All Years	4,398			86		

* Calendar year 2023 only includes information available through July 31, 2023.

** This represents the total formal disputes resolved in the calendar year, which could include some not resolved from the previous year.

Source: Prepared by legislative auditor’s office using self-reported data contained in monthly reports submitted by the DBPMs to LDH. We relied on reports submitted by the DBPMs and did not independently verify the underlying data.

The independent review process is another option for dental providers to resolve claims disputes. This process was established by state law¹² and can be used when a provider believes a DBPM has denied claims incorrectly. Providers can submit a request for this review to LDH, which will then forward eligible claims to a reviewer who is not a state employee and is independent of both the DBPM and the dental provider. LDH stated that no dental providers have requested an independent review.

According to LDH, the large number of provider complaints and formal claims disputes is attributable to challenges associated with onboarding DentaQuest as a new DBPM in calendar year 2021. For example, LDH stated that the processes used by DentaQuest differ from those used by MCNA, and providers had become accustomed to MCNA's processes, as it had been the sole DBPM for over six years. LDH further stated that despite guidance and instructions provided by DentaQuest, providers often continued to submit prior authorization requests and claims in a manner not in alignment with DentaQuest's guidance and instructions, resulting in continued denials.¹³ However, dental providers stated that they provide complaints directly to LDH routinely and through quarterly meetings with LDH and DentaQuest. Dental providers stated that they no longer use DentaQuest's formal complaint process because of issues with their communication. Dental providers stated through interviews and documentation the following issues as ongoing related to claims with DentaQuest:

- Providers noted issues with **denials of claims**. For example, one provider stated that on some denials, the denial only says "Does Not Meet Criteria" without providing any real explanation as to why the claim was denied or what documentation is needed for the claim to be approved. Another provider stated that "With DentaQuest, services that are stated to be covered in the manual have been getting denied even when submitted with appropriate radiographs and clinical notes. My office routinely has to get pre-authorizations for covered services to ensure we receive timely payment."

Our analysis of denied claims shows that DentaQuest had a higher percentage of claims that were denied compared to MCNA. As shown in Exhibit 7, while the two dental benefit plans submitted a similar number of unique encounters to LDH,¹⁴ the percentage of claims denied by DentaQuest was nearly double that of MCNA's from January 2021 through December 2022. See Appendix C for the number of paid and denied claims by dental benefit plan by provider type for the same time period.

¹² Louisiana Revised Statute (La. R.S.) 46:460.90

¹³ We also reviewed the 2022 provider satisfaction survey. However, due to differences in the number of responses and methodology used, we did not include that information in this report.

¹⁴ An encounter is a distinct set of healthcare services provided to a Medicaid member enrolled with a DBPM on the date that the services were delivered. It is a claim paid by the DBPM but submitted to LDH.

Exhibit 7 Paid and Denied Claims by DBPM* Service Dates January 2021 through December 2022					
Dental Benefit Plan	Paid Claims	Denied Claims	Total Submitted Claims	Percentage of Claims Denied	Cost of Claims Paid
DentaQuest	2,804,725	411,210	3,215,935	12.8%	\$132,412,015
MCNA	2,958,224	217,979	3,176,203	6.9%	\$147,335,777
Total	5,762,949	629,189	6,392,138	9.8%	\$279,747,792
* Represents the final payment status as of June 2023 and does not account for claims submitted and denied multiple times. Each claim is accounted for one time in this exhibit. Source: Prepared by legislative auditor’s staff using Medicaid data from LDH.					

- Providers noted issues with **communication**, such as often having to make multiple phone calls to their provider representatives to get any resolution to concerns. For example, one provider stated, “it is impossible to get a DentaQuest representative on the phone to answer questions about denied claims, denied pre-authorizations, and issues with reimbursement.”
- Providers noted that the DentaQuest and MCNA **provider manuals have differences in requirements**. We analyzed the requirements related to eight specific procedures¹⁵ in the DBPMs’ provider manuals and found that, despite LDH’s provider manual not requiring preauthorization or review for these procedures, both DentaQuest and MCNA require some pre-review. LDH stated that its manual serves as a guide for minimum requirements of the DBPMs, but it gives the DBPMs flexibility to be more stringent and does not require the DBPM’s provider manuals to be the same. For example, DentaQuest requires prepayment reviews but no preauthorization for seven of these procedures, while MCNA requires preauthorization but no prepayment review for the same seven procedures.

Although DentaQuest and MCNA had a similar number of member grievances, DentaQuest had significantly more member appeals. In addition, member appeals to DentaQuest were found in favor of the member more frequently than for MCNA members. From January 2021 through June 2023, DentaQuest had 212 grievances, with most related to quality of care issues. During the same time period, MCNA had a total of 200 grievances from members, with most due to billing and financial issues. However, DentaQuest had 1,847 appeals compared to MCNA’s 221 appeals. The most common reason for appeals for both DBPMs was that the DBPM determined the dental procedure did not meet clinical criteria. Examples of cases that were appealed to DentaQuest include services such as tooth extractions and sedation that were denied for payment after providing the service even though the provider received prior

¹⁵ These procedures were related to prefabricated stainless-steel crowns (procedure codes D2930, D2931, D2933, and D2934), inhalation of nitrous oxide (procedure code D9230), and various forms of sedation (procedure codes D9239, D9243, and D9248).

authorization to perform the service. Interviews with dental providers also noted that this was an issue. According to DentaQuest’s provider manual, a preauthorized treatment, service, or procedure may only be reversed on retrospective review under certain circumstances.¹⁶ Exhibit 8 summarizes the number and reason for grievances and appeals by DBPM from January 2021 through June 2023.

A **grievance** is an expression of member dissatisfaction about any matter other than an adverse benefit determination. Examples of grievances include dissatisfaction with quality of care, quality of service, rudeness of a provider, or a network employee and network administration practices.

An **appeal** is a request for a review of an action and involves a formal process whereby a member has the right to contest an adverse benefit determination by the DBPM, which is the denial or limited authorization of a requested service, including the type or level of service; the reduction, suspension, or termination of a previously authorized service; the denial, in whole or in part, of payment for a service, etc.

Exhibit 8 Summary of Grievances and Appeals by DBPM January 2021 through June 2023				
Reason	Grievance		Appeals	
	DentaQuest	MCNA	DentaQuest	MCNA
Quality of Care	82	60	0	0
Accessibility of Office	27	13	0	0
Attitude/Service of staff	16	13	0	0
Quality of Office, Building	2	0	0	0
Timeliness	1	1	0	6
Benefit Limitations/Exclusions	24	21	127	26
Billing and Financial issues	47	77	1	0
Clinical Criteria Not Met -Dental Procedure	2	4	1,522	172
Prior or Post Authorization	2	2	197	0
Level of Care Dispute	1	0	0	0
Other - Updating Membership Information	8	9	0	17
Total*	212	200	1,847	221

* We identified issues with some of DentaQuest’s reports, such as one month having no data included and three consecutive months having the same number of grievances and appeals.
Source: Prepared by legislative auditor’s staff using self-reported data contained in monthly reports submitted by the DBPMs to LDH. We relied on reports submitted by the DBPMs and did not independently verify the underlying data.

Because the number of member appeals was significantly different between DentaQuest and MCNA, we analyzed member appeals that were resolved during this same time period. We found that the appeal was successful for the member more often when appealing a DentaQuest decision than an MCNA decision, meaning the DBPM or an administrative law judge approved the originally denied request.

¹⁶ Circumstances include: (a) The relevant information presented upon retrospective review is materially different from the information presented during the preauthorization review; (b) The relevant information presented upon retrospective review existed at the time of the preauthorization review but was withheld or not made available; (c) DentaQuest was not aware of the existence of such information at the time of the preauthorization review; or (d) Had DentaQuest been aware of such information, the treatment, service, or procedure being requested would not have been authorized.

For example, 845 (43.9%) of 1,925 DentaQuest members’ appeals were found in favor of the member, while 41 (25.0%) of 164 MCNA members’ appeals were found in favor of the member. Exhibit 9 shows how appeals were resolved for each of the DBPMs from January 2021 through June 2023.

Exhibit 9 Outcomes of Appeals January 2021 through June 2023					
Determination	Meaning	DentaQuest		MCNA	
		Total	Percent	Total	Percent
Overtaken or Reversed for Member	(1) A decision at the State Fair Hearing level which reverses the dental plan's decision in favor of the member, or (2) a decision at the dental plan level to approve a denied request prior to a State Fair Hearing being scheduled by the Division of Administrative Law	845	43.9%	41	25.0%
Invalid, Upheld, or Withdrawn	(1) Appeals request that is found to be unacceptable for timeliness, coverage, or appropriate filing, (2) a decision at the State Fair Hearing level which confirms the DBPM's denial of the member's request, or (3) a written decision made by the appellant to terminate the appeals process	1,080	56.1%	123	75.0%
Total		1,925*	100.0%	164	100.0%

* The issues noted in the previous exhibit may contribute to the number of resolved appeals being higher than the number of appeals filed.
Source: Prepared by legislative auditor’s staff using self-reported data contained in monthly reports submitted by the DBPMs to LDH. We relied on reports submitted by the DBPMs and did not independently verify the underlying data.

Between January 2021 and August 2023, LDH issued \$1.1 million in penalties to DentaQuest for 19 instances of noncompliance with the DBPM contract and issued \$617,000 in penalties to MCNA for 11 instances of noncompliance. The most common categories of noncompliance for the 30 total instances of noncompliance were reporting and claims and encounter management. Nine (30.0%) of the 30 total instances of noncompliance were related to reporting and eight (26.7%) were related to claims and encounter management. As of August 2023, LDH had assessed a combined \$1.7 million in penalties to the DBPMs for noncompliance with contract requirements, including failure to submit required reports, failure to meet encounter data submission requirements, and failure to meet performance measures. Neither plan was assessed a monetary penalty in calendar year 2021. DentaQuest was assessed \$1,124,500 in penalties between January 2022 and August 2023, while MCNA was assessed \$617,500 in penalties during that same time frame. Exhibit 10 summarizes the areas of noncompliance noted and penalties assessed by calendar year and DBPM.

Exhibit 10 Noncompliance and Penalties Assessed by DBPM, Category, and Calendar Year January 2021 through August 2023				
Calendar Year	Category	Examples of Noncompliance	Count	Total Penalties
DentaQuest				
2021	Administration	Dental Director not 100% dedicated to the contract	1	\$0
2021	Claims and Encounter Management	Delays in Recycling Claims	1	0
2021	Provider Services	Provider complaints including claims processing issues, inappropriate reimbursement and denial of claims, prior authorization issues and failure to recycle and re-process claims once adjudication errors are identified and corrected	4	0
2022	Administration	Failure to maintain required business hours	1	2,000
2022	Claims and Encounter Management	Failure to meet performance standards	1	50,000
2022	Quality Management	Failure to meet Healthcare Effectiveness Data and Information Set (HEDIS) performance measure target rate for sealants by 15.28%	1	200,000
2022	Reporting	Failure to timely submit quarterly reports – did not submit eight Quarter 1 reports by 4/30/2022; did not submit one Quarter 1 report by 5/31/2022; and failure to use correct template and required agreed upon procedures (AUPs) as noted in updated requirements	3	515,000
2023	Claims and Encounter Management	Failure to meet performance standards in encounter reconciliation reports	2	200,000
2023	Quality Management	Failure to meet compliance in availability of services, assurances of adequate capacity and services, coverages and authorizations of services, provider selection, enrollee rights and protection, grievance and appeal systems, practice guidelines, health information systems, quality assurance and performance improvement, and fraud waste and abuse	2	30,000
2023	Reporting	Failure to timely submit quarterly reports	1	87,500
2023	Services and Benefits	Enrollees removed from Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) prior to 21st birthday	1	0
2023	Provider Network	Based on complaints from providers about a shortage of oral surgeons and lack of primary dental providers available to service intermediate care facilities for individuals with intellectual disabilities	1	40,000
Total			19	\$1,124,500

Exhibit 10 (Cont.) Noncompliance and Penalties Assessed by DBPM, Category, and Calendar Year January 2021 through August 2023				
Calendar Year	Category	Examples of Noncompliance	Count	Total Penalties
MCNA				
2022	Claims and Encounter Management	Failure to submit and/or correct monthly data; exceeding 5% error rate	2	\$100,000
2022	Provider Services	Average call hold time exceeded 3 minutes; call abandonment rate exceeded 5%	1	20,000
2022	Quality Management	Failure to meet HEDIS performance measure target rate for sealants by 14.14%	1	190,000
2022	Reporting	Failure to timely submit quarterly reports – rejection of one report for failure to perform updated AUPs as noted in updated requirements; two Quarter 1 reports rejected due to errors, one not resubmitted timely; Quarterly financial reports were 16 days late	4	205,000
2023	Claims and Encounter Management	Monthly encounter data received in wrong format and exceeding 3% error threshold	2	100,000
2023	Reporting	Failure to complete updated agreed-upon procedures	1	2,500
Total			11	\$617,500
Combined Total for both DBPMs			30	\$1,742,000
Source: Prepared by legislative auditor's staff using information provided by LDH.				

APPENDIX A: NUMBER OF PROVIDERS BY DBPM AND PARISH AS OF JUNE 2023

DENTAQUEST							
Parish	PRIMARY CARE PROVIDERS		SPECIALISTS				
	General Dentist	Pediatric Dentist	Endodontist	Periodontist	Prosthodontist	Orthodontist	Oral and Maxillofacial Surgeon
ACADIA	24	3					
ALLEN	9						
ASCENSION	87	14				5	
ASSUMPTION							
AVOUELLES	9	1					
BEAUREGARD	10						
BIENVILLE	6						
BOSSIER	50	11					1
CADDO	181	16			1	7	2
CALCASIEU	49	3				2	1
CALDWELL	4						
CAMERON							
CATAHOULA	2						
CLAIBORNE	15						
CONCORDIA	8						
DESOTO	2						
EAST BATON ROUGE	238	22		1	3	6	
EAST CARROLL	1						
EAST FELICIANA	23						
EVANGELINE	10	1					
FRANKLIN	3						
GRANT	5						
IBERIA	12	3				1	2
IBERVILLE	8						
JACKSON							
JEFFERSON	335	23	2	1	2	7	7
JEFFERSON DAVIS	1						
LAFAYETTE	85	12				4	1
LAFOURCHE	158	4		2			
LASALLE	2						
LINCOLN	11						3
LIVINGSTON	109	8					1
MADISON					1		

DENTAQUEST							
Parish	PRIMARY CARE PROVIDERS		SPECIALISTS				
	General Dentist	Pediatric Dentist	Endodontist	Periodontist	Prosthodontist	Orthodontist	Oral and Maxillofacial Surgeon
MOREHOUSE	7						
NATCHITOCHES	4	5					1
ORLEANS	307	21	3	1	7	3	7
OUACHITA	83	4			1	3	4
PLAQUEMINES	1						
POINTE COUPEE	6						
RAPIDES	33	7		4			2
RED RIVER	2						
RICHLAND	7				2		
SABINE	8						
SAINT BERNARD	86	2					
SAINT CHARLES	82	2					
SAINT HELENA	7						
SAINT JAMES	6						
SAINT LANDRY	11						
SAINT MARTIN	12						
SAINT MARY	13						
SAINT TAMMANY	235	20	3		2	3	2
SAINT JOHN THE BAPTIST	75						
TANGIPAOHA	126	5	2	1		1	3
TENSAS	1						
TERREBONNE	78	5	1			2	1
UNION	3						
VERMILION	14	2					
VERNON	3						
WASHINGTON	78				1	1	
WEBSTER	16	6					
WEST BATON ROUGE	39	4				1	1
WEST CARROLL	1				1		
WEST FELICIANA	1						
WINN	7						
STATEWIDE (unduplicated)	801	86	10	5	23	19	33
Total Parishes with 0 Providers	4	39	59	58	54	50	48

Source: Prepared by legislative auditor’s staff using information self-reported by DentaQuest to LDH on quarterly network adequacy reports. We relied on reports submitted by the DBPMs and did not independently verify the underlying data.

MCNA							
Parish	PRIMARY CARE PROVIDERS		SPECIALISTS				
	General Dentist	Pediatric Dentist	Endodontist	Periodontist	Prosthodontist	Orthodontist	Oral and Maxillofacial Surgeon
ACADIA	25						
ALLEN	8	2					
ASCENSION	146	11		1		6	1
ASSUMPTION							
AVOUELLES	12	1					
BEAUREGARD	11						
BIENVILLE	8						
BOSSIER	30	10					10
CADDO	78	12					12
CALCASIEU	50	6				1	
CALDWELL	3						
CAMERON							
CATAHOULA	2						
CLAIBORNE	11						
CONCORDIA	9						
DESOTO	3						
EAST BATON ROUGE	224	23	1	1	1	7	6
EAST CARROLL	1						
EAST FELICIANA	5						
EVANGELINE	11					1	
FRANKLIN	2						
GRANT	7						
IBERIA	13	5				1	2
IBERVILLE	8						
JACKSON							
JEFFERSON	247	17		1	1	8	6
JEFFERSON DAVIS	5					1	
LAFAYETTE	88	16				2	5
LAFOURCHE	120	3	1	1		5	1
LASALLE	2						
LINCOLN	17	5				2	1
LIVINGSTON	167	9		1		5	1
MADISON	3						
MOREHOUSE	4					2	
NATCHITOCHE	4	6					3
ORLEANS	222	19	2	3		9	8
OUACHITA	74	5				2	9

MCNA							
Parish	PRIMARY CARE PROVIDERS		SPECIALISTS				
	General Dentist	Pediatric Dentist	Endodontist	Periodontist	Prosthodontist	Orthodontist	Oral and Maxillofacial Surgeon
PLAQUEMINES	1						
POINTE COUPEE	2						
RAPIDES	18	9	3				6
RED RIVER	3						
RICHLAND	7						
SABINE	5						
SAINT BERNARD	135	1		1		4	1
SAINT CHARLES	134	3		1		5	1
SAINT HELENA	1						
SAINT JAMES	5						
SAINT LANDRY	15						2
SAINT MARTIN	7						
SAINT MARY	9						
SAINT TAMMANY	186	11		1		7	3
SAINT JOHN THE BAPTIST	133			1		5	1
TANGIPAHOA	188	3	1	2		5	2
TENSAS	1						
TERREBONNE	114	4		1		4	2
UNION	9						
VERMILION	12	1					
VERNON	5						
WASHINGTON	139			1		4	1
WEBSTER	15	5					
WEST BATON ROUGE	80	2				2	
WEST CARROLL	2						
WEST FELICIANA	1						
WINN	6						
STATEWIDE (unduplicated)	774	90	8	3	2	25	42
Total Parishes with 0 providers	3	39	59	51	62	42	42
Source: Prepared by legislative auditor’s staff using information self-reported by MCNA to LDH on quarterly network adequacy reports. We relied on reports submitted by the DBPMs and did not independently verify the underlying data.							

APPENDIX B: COMPLIANCE WITH DISTANCE REQUIREMENTS BY PLAN AND PARISH

The following are distance requirements by type of dentist listed in the contracts:

- One-way distance from the member’s place of residence to primary dental services, which includes general dentists and pediatric dentists, shall not exceed 10 miles for urban areas and 30 miles for rural areas.
- One-way distance from the member’s place of residence to specialty dental services, which includes endodontists, oral and maxillofacial surgeons, orthodontists, periodontists, and prosthodontists, shall not exceed 60 miles for at least 75% of members and 90 miles for 100% of enrollees.

DENTAQUEST*													
		General and Pediatric Dentist		Endodontist		Oral and Maxillofacial Surgeon		Orthodontist		Periodontist		Prosthodontist	
Parish	Members	% of Members in Urban Parishes Residing w/in 10 Miles	% of Members in Rural Parishes Residing w/in 30 Miles	% within 60 miles	% within 90 miles	% within 60 miles	% within 90 miles	% within 60 miles	% within 90 miles	% within 60 miles	% within 90 miles	% within 60 miles	% within 90 miles
ACADIA	15,071		100.00%	100.00%	100.00%	64.36%	100.00%	100.00%	100.00%	79.12%	100.00%	84.86%	100.00%
ALLEN	3,556		100.00%	100.00%	100.00%	94.00%	100.00%	82.85%	100.00%	100.00%	100.00%	80.78%	100.00%
ASCENSION	17,991	99.99%		100.00%	100.00%	96.00%	100.00%	86.25%	100.00%	85.70%	100.00%	72.96%	100.00%
ASSUMPTION	3,106		100.00%	100.00%	100.00%	100.00%	100.00%	49.13%	100.00%	85.66%	100.00%	83.55%	100.00%
AVOYELLES	11,307		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	72.24%	100.00%	83.65%	100.00%
BEAUREGARD	4,657		100.00%	100.00%	100.00%	100.00%	100.00%	95.18%	100.00%	80.45%	100.00%	83.55%	100.00%
BIENVILLE	3,777		100.00%	100.00%	100.00%	58.45%	100.00%	90.02%	100.00%	86.78%	100.00%	83.55%	100.00%
BOSSIER	23,360	100.00%		100.00%	100.00%	100.00%	100.00%	49.82%	100.00%	74.49%	100.00%	90.70%	100.00%
CADDO	62,807	99.50%		100.00%	100.00%	100.00%	100.00%	82.13%	100.00%	85.76%	100.00%	82.55%	100.00%
CALCASIEU	31,633	98.86%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	39.15%	65.16%	90.21%	100.00%
CALDWELL	1,481		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	68.58%	85.60%	100.00%	100.00%
CAMERON	276	100.00%		23.51%	44.57%	100.00%	100.00%	100.00%	100.00%	68.18%	87.10%	90.39%	100.00%
CATAHOULA	1,359		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	85.78%	100.00%	90.29%	100.00%
CLAIBORNE	4,065		100.00%	0.00%	97.21%	58.41%	100.00%	100.00%	100.00%	86.94%	100.00%	100.00%	100.00%
CONCORDIA	4,603		100.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	87.58%	100.00%	60.50%	100.00%

DENTAQUEST*													
		General and Pediatric Dentist		Endodontist		Oral and Maxillofacial Surgeon		Orthodontist		Periodontist		Prosthodontist	
Parish	Members	% of Members in Urban Parishes Residing w/in 10 Miles	% of Members in Rural Parishes Residing w/in 30 Miles	% within 60 miles	% within 90 miles	% within 60 miles	% within 90 miles	% within 60 miles	% within 90 miles	% within 60 miles	% within 90 miles	% within 60 miles	% within 90 miles
DESOTO	2,760	100.00%		38.07%	100.00%	100.00%	100.00%	100.00%	100.00%	46.86%	97.56%	100.00%	100.00%
EAST BATON ROUGE	88,969	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	86.78%	100.00%	100.00%	100.00%
EAST CARROLL	2,527		100.00%	0.00%	100.00%	100.00%	100.00%	82.53%	100.00%	0.00%	83.03%	42.36%	61.11%
EAST FELICIANA	4,668	100.00%		100.00%	100.00%	57.34%	100.00%	88.92%	100.00%	0.00%	99.32%	100.00%	100.00%
EVANGELINE	8,255		100.00%	100.00%	100.00%	54.67%	100.00%	100.00%	100.00%	0.00%	100.00%	100.00%	100.00%
FRANKLIN	5,015		100.00%	69.93%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%	100.00%	75.85%	100.00%
GRANT	4,510	100.00%		100.00%	100.00%	58.56%	100.00%	55.87%	100.00%	85.85%	100.00%	82.19%	100.00%
IBERIA	17,859		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	41.58%	85.73%	100.00%	100.00%
IBERVILLE	7,471	100.00%		100.00%	100.00%	100.00%	100.00%	102.23%	100.00%	83.60%	83.60%	43.08%	62.16%
JACKSON	2,845		100.00%	100.00%	100.00%	100.00%	100.00%	87.53%	100.00%	44.90%	100.00%	93.04%	100.00%
JEFFERSON	91,684	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	85.49%	93.82%	100.00%	100.00%
JEFFERSON DAVIS	4,955		100.00%	100.00%	100.00%	100.00%	100.00%	82.28%	100.00%	41.08%	59.78%	88.86%	100.00%
LAFAYETTE	47,247	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	73.86%	95.49%	90.18%	100.00%
LAFOURCHE	15,470	100.00%		100.00%	100.00%	100.00%	100.00%	48.88%	100.00%	73.36%	97.97%	90.31%	100.00%
LASALLE	1,524		100.00%	22.32%	100.00%	100.00%	100.00%	100.00%	100.00%	47.01%	100.00%	75.88%	100.00%
LINCOLN	10,399		100.00%	100.00%	100.00%	100.00%	100.00%	87.53%	100.00%	87.50%	100.00%	75.53%	100.00%
LIVINGSTON	26,330	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	86.83%	100.00%	82.85%	100.00%
MADISON	4,123		100.00%	0.00%	100.00%	98.30%	100.00%	85.13%	100.00%	87.23%	100.00%	88.99%	100.00%
MOREHOUSE	2,284		100.00%	41.65%	100.00%	100.00%	100.00%	52.47%	100.00%	73.15%	100.00%	49.55%	71.49%
NATCHITOCHES	7,966		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	87.54%	100.00%	88.98%	100.00%
ORLEANS	89,127	100.00%		100.00%	100.00%	57.06%	100.00%	48.80%	100.00%	41.37%	100.00%	100.00%	100.00%
OUACHITA	34,747	99.81%		100.00%	100.00%	100.00%	100.00%	89.06%	100.00%	85.86%	100.00%	89.32%	100.00%
PLAQUEMINES	4,559	69.30%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	98.80%	100.00%	48.76%	70.35%
POINTE COUPEE	4,391	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	20.50%	100.00%	100.00%	100.00%
RAPIDES	30,051	99.25%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	68.63%	100.00%	43.21%	62.35%
RED RIVER	2,262		100.00%	100.00%	100.00%	57.76%	100.00%	100.00%	100.00%	81.03%	100.00%	42.99%	62.02%
RICHLAND	5,356		100.00%	0.00%	90.04%	68.25%	100.00%	100.00%	100.00%	47.72%	100.00%	78.84%	100.00%
SABINE	4,255		100.00%	100.00%	100.00%	57.93%	100.00%	100.00%	100.00%	100.00%	100.00%	90.06%	100.00%
SAINT BERNARD	9,790	98.72%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	85.82%	100.00%	100.00%	100.00%
SAINT CHARLES	8,731	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	80.30%	100.00%	94.25%	100.00%

DENTAQUEST*													
		General and Pediatric Dentist		Endodontist		Oral and Maxillofacial Surgeon		Orthodontist		Periodontist		Prosthodontist	
Parish	Members	% of Members in Urban Parishes Residing w/in 10 Miles	% of Members in Rural Parishes Residing w/in 30 Miles	% within 60 miles	% within 90 miles	% within 60 miles	% within 90 miles	% within 60 miles	% within 90 miles	% within 60 miles	% within 90 miles	% within 60 miles	% within 90 miles
SAINT HELENA	1,827	100.00%		100.00%	100.00%	65.25%	100.00%	60.28%	100.00%	41.15%	100.00%	42.53%	61.35%
SAINT JAMES	4,381	100.00%		100.00%	100.00%	95.43%	100.00%	100.00%	100.00%	85.66%	100.00%	40.58%	58.55%
SAINT LANDRY	23,494		100.00%	100.00%	100.00%	100.00%	100.00%	82.04%	100.00%	47.74%	100.00%	90.04%	100.00%
SAINT MARTIN	12,180	100.00%		100.00%	100.00%	100.00%	100.00%	57.09%	100.00%	33.20%	100.00%	89.21%	100.00%
SAINT MARY	15,451		100.00%	100.00%	100.00%	100.00%	100.00%	53.53%	100.00%	85.62%	100.00%	88.35%	100.00%
SAINT TAMMANY	46,194	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	86.94%	100.00%	90.03%	100.00%
ST JOHN THE BAPTIST	12,366	100.00%		100.00%	100.00%	57.86%	100.00%	61.71%	100.00%	84.23%	100.00%	90.21%	100.00%
TANGIPAHOA	28,057		100.00%	100.00%	100.00%	100.00%	100.00%	53.53%	100.00%	100.00%	100.00%	89.29%	100.00%
TENSAS	1,234		100.00%	0.00%	100.00%	58.25%	100.00%	93.81%	100.00%	0.00%	100.00%	100.00%	100.00%
TERREBONNE	29,261	99.68%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	41.96%	100.00%	88.94%	100.00%
UNION	4,235	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	83.96%	100.00%	90.38%	100.00%
VERMILION	8,920		100.00%	31.98%	98.63%	100.00%	100.00%	100.00%	100.00%	75.97%	100.00%	43.52%	62.78%
VERNON	8,402		100.00%	51.55%	100.00%	100.00%	100.00%	35.90%	100.00%	85.72%	100.00%	43.44%	62.68%
WASHINGTON	12,515		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	40.94%	100.00%	83.70%	100.00%
WEBSTER	11,609		100.00%	100.00%	100.00%	100.00%	100.00%	0.00%	91.34%	68.58%	100.00%	90.13%	100.00%
WEST BATON ROUGE	5,000	100.00%		100.00%	100.00%	100.00%	100.00%	52.45%	100.00%	79.90%	100.00%	100.00%	100.00%
WEST CARROLL	1,767		100.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	85.78%	100.00%	90.21%	100.00%
WEST FELICIANA	1,087	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	54.40%	100.00%	89.02%	100.00%
WINN	3,270		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	86.76%	100.00%	0.00%	62.54%
Number not met		8	0	14	4	13	0	14	1	29	12	13	11

* DentaQuest re-submitted a corrected report to LDH after LLA identified nine instances where the percent of members within 60 miles was greater than the percent of members within 90 miles, which should not occur. However, an issue with Iberville Parish having greater than 100% of its members within 60 miles was not corrected in the updated report.

Source: Prepared by legislative auditor's staff using information self-reported by DentaQuest to LDH on quarterly network adequacy reports. We relied on reports submitted by the DBPMs and did not independently verify the underlying data.

MCNA													
Parish	Members	General and Pediatric Dentist		Endodontist		Oral and Maxillofacial Surgeon		Orthodontist		Periodontist		Prosthodontist	
		% of Members in Urban Parishes Residing w/in 10 Miles	% of Members in Rural Parishes Residing w/in 30 Miles	% within 60 Miles	% within 90 Miles	% within 60 Miles	% within 90 Miles	% within 60 Miles	% within 90 Miles	% within 60 Miles	% within 90 Miles	% within 60 Miles	% within 90 Miles
ACADIA	14,513		100.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%	100.00%	0.00%	98.33%
ALLEN	5,724		99.97%	65.30%	99.97%	99.97%	99.97%	99.97%	99.97%	0.00%	0.00%	0.00%	0.00%
ASCENSION	19,846	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
ASSUMPTION	4,408		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
AVOYELLES	8,508		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	7.76%	100.00%	0.00%	97.61%
BEAUREGARD	9,656		100.00%	69.26%	100.00%	69.26%	100.00%	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%
BIENVILLE	2,886		100.00%	0.00%	70.58%	100.00%	100.00%	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%
BOSSIER	17,708	88.01%		0.00%	0.00%	100.00%	100.00%	58.43%	100.00%	0.00%	0.00%	0.00%	0.00%
CADDO	45,659	99.07%		0.00%	0.00%	100.00%	100.00%	3.58%	100.00%	0.00%	0.00%	0.00%	0.00%
CALCASIEU	46,030	94.16%		0.00%	89.11%	5.08%	94.46%	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%
CALDWELL	3,492		99.89%	41.78%	99.89%	99.89%	99.89%	99.89%	99.89%	0.00%	0.00%	0.00%	0.00%
CAMERON	548	0.00%		0.00%	0.00%	1.09%	57.30%	99.82%	99.82%	0.00%	0.00%	0.00%	0.00%
CATAHOULA	3,432		100.00%	87.91%	100.00%	100.00%	100.00%	21.59%	100.00%	0.00%	78.03%	0.00%	0.06%
CLAIBORNE	1,876		100.00%	0.00%	0.00%	99.89%	100.00%	99.89%	100.00%	0.00%	0.00%	0.00%	0.00%
CONCORDIA	5,496		100.00%	65.03%	100.00%	99.82%	100.00%	5.55%	100.00%	0.00%	90.88%	0.00%	31.73%
DESOTO	8,357	80.85%		0.00%	51.65%	100.00%	100.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
EAST BATON ROUGE	82,110	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
EAST CARROLL	1,517		100.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%
EAST FELICIANA	3,075	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
EVANGELINE	7,842		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%	100.00%	0.00%	89.71%
FRANKLIN	6,128		99.76%	0.00%	99.76%	99.76%	99.76%	99.76%	99.76%	0.00%	0.02%	0.00%	0.02%
GRANT	3,984	59.74%		99.92%	99.92%	99.92%	99.92%	37.05%	99.92%	0.00%	0.00%	0.00%	0.00%
IBERIA	17,748		100.00%	99.98%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.98%	100.00%
IBERVILLE	6,502	96.99%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
JACKSON	2,843		98.77%	0.00%	99.26%	98.98%	99.58%	99.58%	99.58%	0.00%	0.81%	0.00%	0.00%
JEFFERSON	82,001	99.66%		99.90%	99.90%	99.90%	99.90%	99.96%	99.97%	99.90%	99.90%	99.90%	99.90%
JEFFERSON DAVIS	8,114		99.96%	7.52%	100.00%	100.00%	100.00%	100.00%	100.00%	0.04%	0.04%	0.00%	0.00%
LAFAYETTE	41,608	100.00%		35.56%	100.00%	100.00%	100.00%	100.00%	100.00%	93.76%	100.00%	26.88%	100.00%
LAFOURCHE	17,282	95.54%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
LASALLE	4,217		99.98%	99.98%	99.98%	99.98%	99.98%	87.03%	99.98%	0.00%	0.00%	0.00%	0.00%

MCNA													
Parish	Members	General and Pediatric Dentist		Endodontist		Oral and Maxillofacial Surgeon		Orthodontist		Periodontist		Prosthodontist	
		% of Members in Urban Parishes Residing w/in 10 Miles	% of Members in Rural Parishes Residing w/in 30 Miles	% within 60 Miles	% within 90 Miles	% within 60 Miles	% within 90 Miles	% within 60 Miles	% within 90 Miles	% within 60 Miles	% within 90 Miles	% within 60 Miles	% within 90 Miles
LINCOLN	6,571		99.82%	0.00%	91.49%	99.89%	99.94%	99.89%	99.95%	0.08%	0.12%	0.00%	0.12%
LIVINGSTON	25,030	97.71%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
MADISON	2,168		99.26%	0.00%	0.00%	96.03%	99.26%	96.03%	99.26%	0.00%	0.00%	0.00%	0.00%
MOREHOUSE	11,672		100.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%
NATCHITOCHE	8,750		100.00%	97.70%	100.00%	100.00%	100.00%	84.61%	100.00%	0.00%	0.00%	0.00%	0.00%
ORLEANS	81,443	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
OUACHITA	39,423	98.23%		0.00%	74.22%	100.00%	100.00%	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%
PLAQUEMINES	3,415	72.80%		98.42%	100.00%	98.42%	100.00%	98.42%	100.00%	98.42%	100.00%	80.64%	100.00%
POINTE COUPEE	4,024	99.43%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
RAPIDES	28,261	79.88%		100.00%	100.00%	100.00%	100.00%	99.58%	100.00%	0.00%	2.69%	0.00%	0.87%
RED RIVER	1,941		100.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%
RICHLAND	5,483		99.93%	0.00%	72.52%	99.93%	99.93%	99.93%	99.93%	0.00%	0.00%	0.00%	0.00%
SABINE	5,787		100.00%	49.09%	100.00%	100.00%	100.00%	0.00%	99.97%	0.00%	0.00%	0.00%	0.00%
SAINT BERNARD	12,507	87.89%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SAINT CHARLES	7,471	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SAINT HELENA	1,775	86.42%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SAINT JAMES	3,874	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SAINT LANDRY	24,511		100.00%	92.80%	100.00%	100.00%	100.00%	100.00%	100.00%	77.47%	100.00%	17.18%	100.00%
SAINT MARTIN	9,561	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SAINT MARY	9,668		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	71.60%	100.00%
SAINT TAMMANY	34,388	99.76%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
ST JOHN THE BAPTIST	8,343	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
TANGIPAHOA	38,274		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
TENSAS	1,050		100.00%	0.00%	69.52%	70.00%	100.00%	70.00%	100.00%	0.00%	0.00%	0.00%	0.00%
TERREBONNE	19,868	90.47%		100.0%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
UNION	6,195	78.13%		0.00%	0.00%	99.98%	99.98%	99.98%	99.98%	0.00%	0.00%	0.00%	0.00%
VERMILION	14,987		100.00%	0.00%	79.96%	100.00%	100.00%	100.00%	100.00%	3.72%	74.74%	0.00%	74.71%
VERNON	7,524		99.99%	97.81%	99.99%	97.81%	99.99%	22.74%	99.99%	0.00%	0.00%	0.00%	0.00%
WASHINGTON	11,614		99.81%	99.81%	99.81%	99.81%	99.84%	99.81%	99.84%	99.81%	99.81%	46.91%	99.81%

MCNA													
Parish	Members	General and Pediatric Dentist		Endodontist		Oral and Maxillofacial Surgeon		Orthodontist		Periodontist		Prosthodontist	
		% of Members in Urban Parishes Residing w/in 10 Miles	% of Members in Rural Parishes Residing w/in 30 Miles	% within 60 Miles	% within 90 Miles	% within 60 Miles	% within 90 Miles	% within 60 Miles	% within 90 Miles	% within 60 Miles	% within 90 Miles	% within 60 Miles	% within 90 Miles
WEBSTER	6,603		99.98%	0.00%	0.05%	99.98%	99.98%	99.98%	99.98%	0.00%	0.00%	0.00%	0.00%
WEST BATON ROUGE	5,160	100.00%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
WEST CARROLL	3,538		100.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%
WEST FELICIANA	2,188	98.13%		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
WINN	2,523		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%
Number Not Met		20	12	29	27	4	16	9	16	37	36	41	39

Source: Prepared by legislative auditor's staff using information self-reported by MCNA to LDH on quarterly network adequacy reports. We relied on reports submitted by the DBPMs and did not independently verify the underlying data.

APPENDIX C: CLAIMS PAID AND DENIED* BY DBPM BY PROVIDER SPECIALTY

Provider Specialty	DentaQuest				MCNA			
	Denied	Paid	Total	% Denied	Denied	Paid	Total	% Denied
General Dentist	309,815	1,892,176	2,201,991	14.1%	169,577	2,317,451	2,487,028	6.8%
Pediatric Dentistry	63,993	857,175	921,168	6.9%	41,053	605,408	646,461	6.4%
Oral and Maxillofacial Surgeon	7,727	36,835	44,562	17.3%	4,454	30,900	35,354	12.6%
Issue/Blank**	20,769	0	20,769	100.0%	2,321	0	2,321	100.0%
Endodontist	835	8,009	8,844	9.4%	152	2,804	2,956	5.1%
Federally Qualified Health Center and Rural Health Center	7,154	2,718	9,872	72.5%	157	535	692	22.7%
Prescriber Only	86	7,370	7,456	1.2%	78	412	490	15.9%
Orthodontist	178	192	370	48.1%	108	322	430	25.1%
American Indian/Native Alaskan	388	113	501	77.4%	42	242	284	14.8%
Periodontist	256	131	387	66.1%	37	92	129	28.7%
Psychiatrist/Neurologist	9	6	15	60.0%	0	58	58	0.0%
Total	411,210	2,804,725	3,215,935	12.8%	217,979	2,958,224	3,176,203	6.9%

* Represents the final payment status as of June 2023 and does not account for claims submitted and denied multiple times. Each claim is accounted for one time in this exhibit.

** This means the provider type was not defined in the data. All of these instances were for denied claims.

Source: Prepared by legislative auditor's staff using Medicaid data from LDH.