

mcnadental



## **The Dental Managed Care Approach**

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# MCNA Dental

- **MCNA Dental** (Managed Care of North America) is a premier dental benefits administrator that provides exceptional service to state agencies for Medicaid and Children's Health Insurance Program (CHIP) members.
- MCNA has been licensed by the Florida Office of Insurance Regulation since 1992, and licensed as an accident and health insurer in Texas since 2011.
- MCNA was founded in Florida and is headquartered in Fort Lauderdale, with regional headquarters in San Antonio, Texas.
- We are currently serving **nearly 3 million children and adults** throughout the nation.



# Commitment to Excellence

- Our mission is to deliver value to our clients and providers by providing **access, quality** and **service excellence** that improves the oral health outcomes of our members.
- We focus on ensuring our Members have access to care in urban and rural areas through our statewide Provider networks.
- We are certified by the **National Committee for Quality Assurance (NCQA)** in Credentialing and Recredentialing.
- We are in the process of achieving full health plan accreditation from the **Utilization Review Accreditation Commission (URAC)**.



CREDENTIALING AND  
RE-CREDENTIALING



IN-PROCESS  
Health Plan



# Dental Managed Care

- **Dental Managed Care is a proven solution for states seeking to improve oral health outcomes.**
- Keeping the administration of dental benefits separate from medical enhances accountability and places the focus on preventive care to improve children's oral health.

# Provider Access

- Dental Maintenance Organizations (DMOs) improve access to care by providing more robust Provider networks.
- More Providers coupled with an emphasis on Member outreach and Provider education can dramatically increase the number of Members receiving timely dental care and oral health education.
- We pay Providers on a fee-for-service basis rather than capitation.





# Utilization Review

- Dental Managed Care can put Medicaid children back on the road to good oral health by increasing the appropriate utilization of medically-necessary covered services and decreasing fraud, waste, and abuse.
- MCNA employs State-specific dentists and dental care professionals to review utilization.
- This expertise enables us to provide services such as disease management and innovations in care coordination.
- These additional services can significantly benefit members.

# Increasing HEDIS

- Dental Managed Care is the best way to improve HEDIS scores by driving utilization and increasing the number of children served in the Medicaid program.
  - Texas began dental managed care in March, 2012. MCNA's HEDIS scores for the Medicaid Program in Texas during the first year was 73.25 and in 2013 was 74.48.
  - **Both scores rank among the highest HEDIS scores in the nation, far exceeding the 95th percentile score of 70.46.**





# Turnkey Implementation

- States considering dental managed care should strongly consider offering a choice of **two Dental Managed Care plans** for the Medicaid program.
  - This will allow families to have more choices while maintaining the critical mass of members needed to offer optimum savings and efficiency.
- The timeline to transition from Medicaid fee-for-service to dental managed care can typically be accomplished in **30-60 days**.
- MCNA's experience enables us to transition rapidly and ensure a seamless operational go-live for Members, Providers, and the State Health Care agency.