

# AHCA DASHBOARD

Members Dashboard

Provider Access

Appointment Wait Time

Member Satisfaction

Provider Dashboard

Provider Incentive Program

Exhibit II GLOSSARY

Exhibit IV GLOSSARY

Exhibit I GLOSSARY

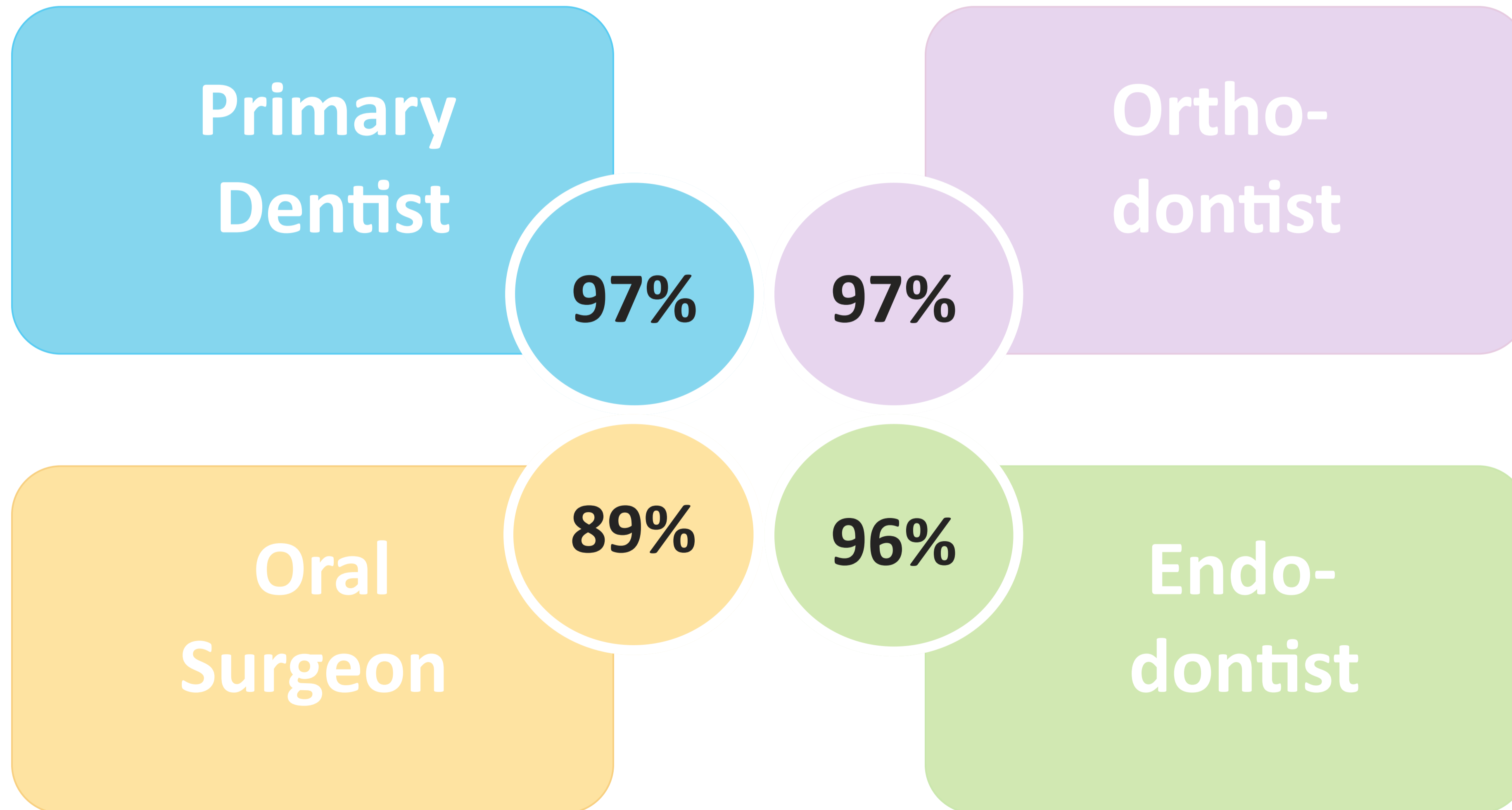
Exhibit III GLOSSARY

Note: To view performance measure data for all dental SMMC plans, please visit the Agency's page.

# Member Dashboard

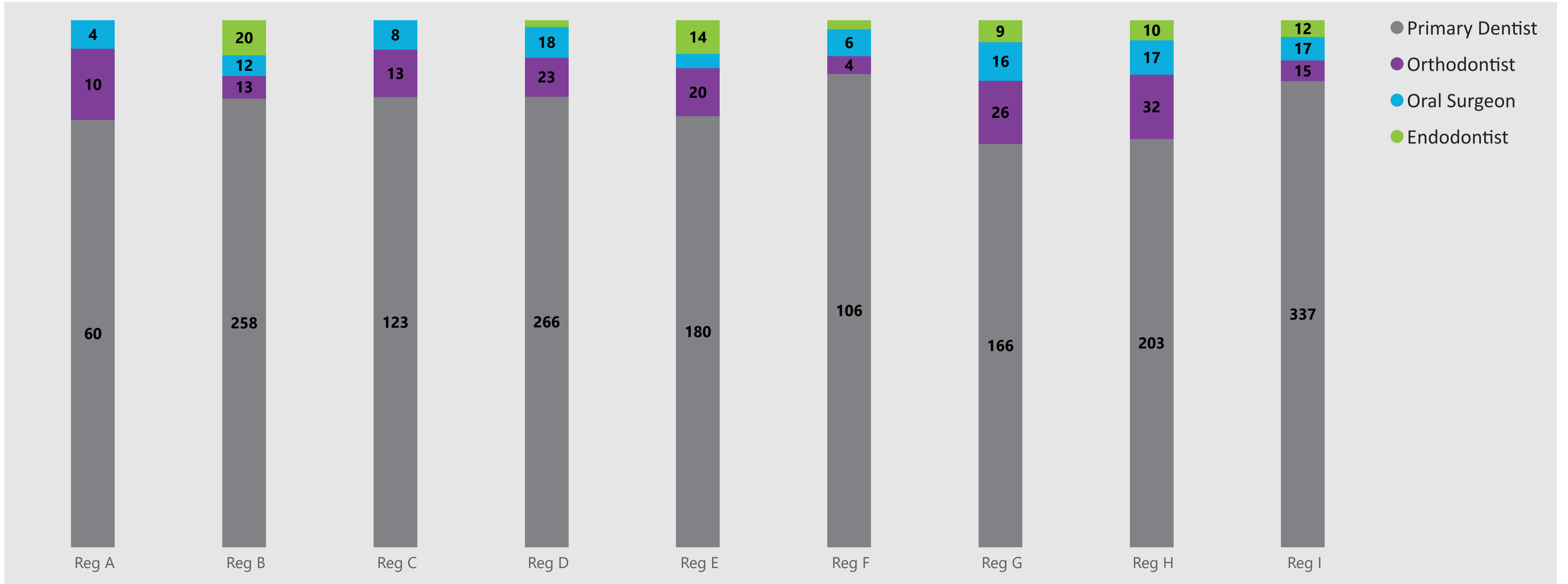
The data from this report will be updated on a quarterly basis with the exception of our annual satisfaction survey.

## Percentage Availability of Providers Accepting New Patients



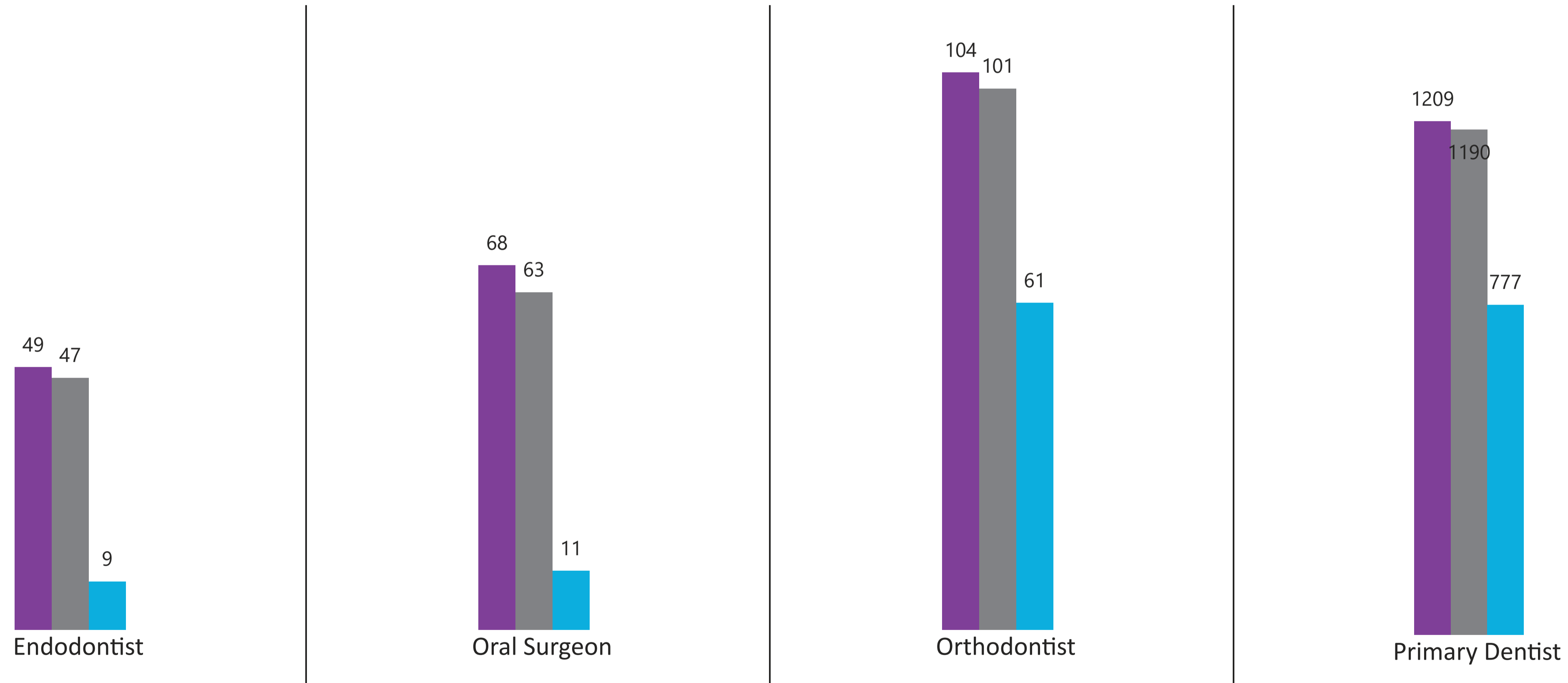
# Number Of In-Network Providers Accepting New Patients

The graph below outlines the number of providers in our network that are available for members to make appointments who are accepting new patients scheduled for each specialty type. Additional insight into each region has been made available as well.



# Provider Access and Availability by Specialty Type

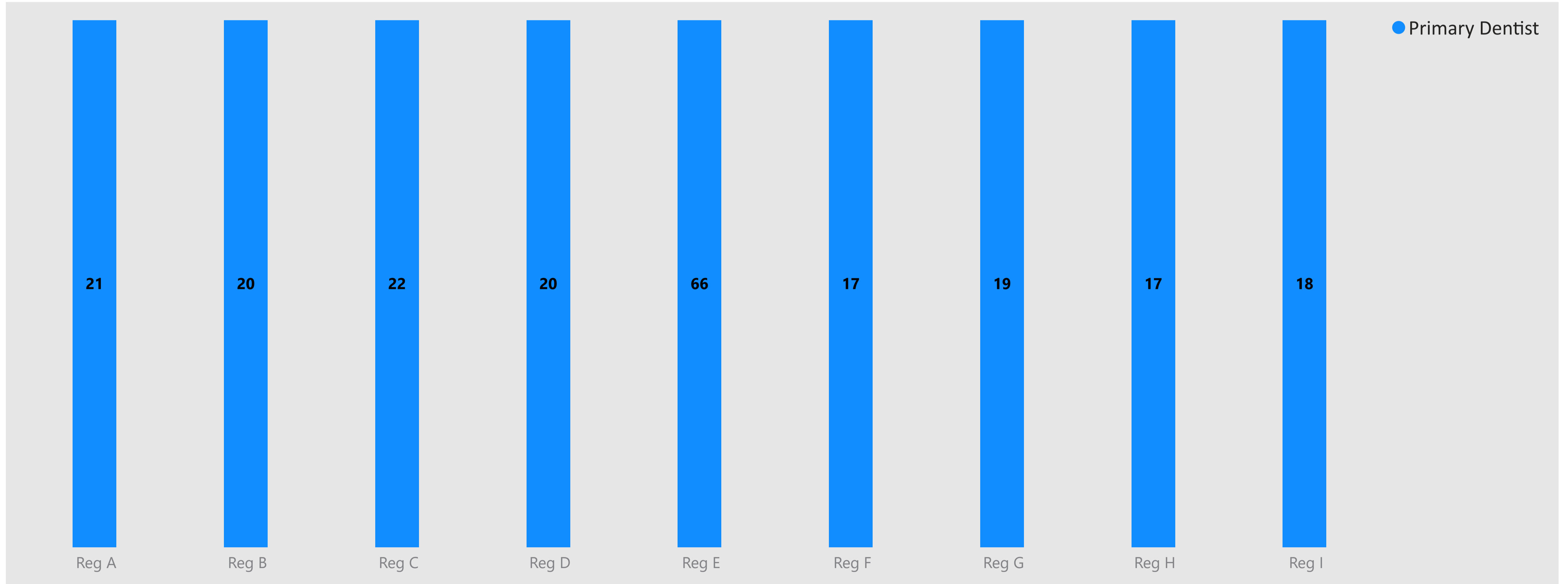
The graph below represents the number of providers in our network that are available for members to make appointments, the number of providers who are accepting new patients and providers who have hours available after hours or during the weekend.



● # of available providers ● # of providers accepting new patients ● # of providers with afterhours/weekend availability

# Average Appointment Wait Time for New Patients (Days)

The graph below outlines the average amount of days a member is currently waiting to get an appointment scheduled for each specialty type. Additional insight into each region has been made available as well.



Note: Average wait time is 28 days

# Member Satisfaction Survey Results

Plan Overall  
Rating

90%

Plan Overall  
Recommendation  
Rating

97%

## Healthy Behaviors Utilization



Overall Rating of In-Network General  
Dentist

93%

Overall Rating of Dental Care  
Provided

90%

Overall Rating of Ease of Finding a  
Dentist

66%

# Provider Dashboard

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## Quality Performance Measures

### Oral Evaluation, Dental Services (OEV – CH)

**39.60%**

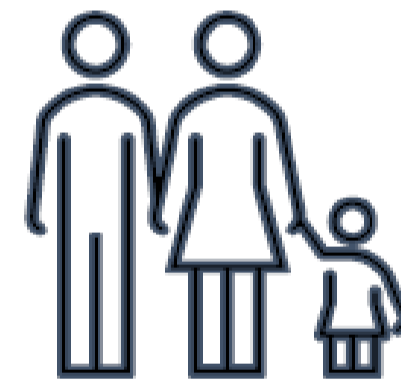
Percentage of enrolled children under age 21 who received a comprehensive or periodic oral evaluation within the measurement year.

### Sealant Receipt on Permanent 1st Molars (SFM – CH)

(1) At least one sealant **56.33%**

(2) All 4 molars sealed by 10th birthday **41.92%**

Percentage of enrolled children who have ever received sealants on permanent first molar teeth by the 10th birthdate.



### Topical Fluoride for Children (TFL – CH)

(1) Dental or oral health services **14.77%**

(2) Dental services, and **14.77%**

(3) Oral health services within measurement year **14.77%**

Percentage of enrolled children ages 1-20 who received at least 2 topical fluoride applications.

### Follow-Up After ED visit for Dental Caries (EDF – CH)

**40%**

Percentage of caries-related emergency department visits among children, ages 0-20 in the reporting period for which the member visited a dentist within 30 days of the ED visit.

# Provider Incentive Program Eligibility Overview

The following information outlines the number of providers who are eligible for the various provider incentive programs DENTAQUEST offers to the network.

**Number DPIP Qualified Providers  
In-Network**

**5**

**Number of Active Gold Card  
Program Providers**

**36**

**Number of Providers in a VBP  
Agreement**

**24**



## Claims Turnaround Time (Days)

Average Prior Authorization Completion Timeframe



Average Claims Completion Timeframe



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## Provider & Member Experience

Plan Overall  
Rating

82%

Plan Overall  
Recommendation  
Rating

75%

Number of Active Gold Card Program Providers

