STAYING AFLOAT WHILE YOUR REIMBURSEMENTS ARE SINKING: THE CALIFORNIA CASE

Judy Gong, CFO
Asian Health Services
Oakland, CA
Medical Services began in 1974
Serves Asian Pacific Islander Population
Federally Qualified Health Center (FQHC)
Dental Clinic opened in June 2003
with integration to Medical Clinic
Asian Health Services
Agency Background

- Dental Clinic Utilizes Electronic Dental Record
- Dentrix: Scheduling, Charting, Images, Billing, Accounts Receivable, Data Reporting
- Management Decision that Dental patients are Medical patients
- Dental Patient Mix – 25% Pediatric & 25% Geriatric prior to July 2009
California Budget Crisis
July 2009

- Optional Medi-Cal (Medicaid) dental coverage are cut for **ADULTS**
- Before July 2009 – Payer Mix
  - 78% Medi-Cal
  - 5% SCHIP (Healthy Families)
  - 18% Self-Pay on Sliding Scale
Who is Now Covered Beginning July 2009?

- Children Age 0 to 21 with Full Scope
- Adults with Continuing Care Plan prior to July 1, 2009 (services completed by 12/31/09)
- Pregnancy related beneficiaries
- Federally Required Adult Dental Services (FRADS)
Challenges for Community Health Centers in California

- State had no guidelines in place for the transition for Continuing Care or FRADS services
- No payments for adults during 4 month period between July – November 2009
- Many claims denied; subsequent submissions
Challenges for Community Health Centers in California

- Decrease hours and/or layoffs of dental staff at some health centers
- Asian in negotiation to open new dental site with College of Alameda – community college
- Find other sources of funding - IDS
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Internal Changes to Patient Mix

- Review Fee Schedule – Adults with Medicaid are now Self-Pay
- Expand Pediatric Program
- Expand Perinatal Program
- Contract with commercial dental plan for dual eligible patients enrolled in Medicare Advantage Plan
Internal Changes to Patient Mix

- Understand Guidelines for FRADS
- Contract with commercial dental plan for dual eligible patients enrolled in Medicare Advantage Plan
- Expand SCHIP patients
Current Payer Mix

- 60% Medicaid
- 5% SCHIP
- 2% Commercial
- 33% Self-Pay
Other Factors

- Specialists providing care on site:
  - pediatric dentist
  - endodontist
  - periodontist
  - oral surgeon
- Balance community needs with fiscal sustainability
- Continue patient education
- Managing claims and denials
- Monitor costs and no show rate
Some Positive News

- SCHIP at FQHC rate beginning 1/1/2011
- District Court order State to allow FQHC to bill for Medicaid adult dental and other optional services – 10/20/2010
- Continue to search for other funding
Questions & Perhaps Answers

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