

# **Minutes**

## **Proposed Delivery System Changes Stakeholder (non-OHP MCO) Meeting**

**May 16, 2006**

**HSB 160, 11:00pm-12:30pm**

### **Roundtable Introductions:**

**Present:** OMAP - Allison Knight, Lynn Read, Alice LaBansky, Natalie Steele, Tina Hill. Dental Care Today - Ted Ven Erden. FamilyCare – Janet Meyer.

**Phone:** Hayden Dental - Kay McDonald, Randy Meyer. Northwest Dental - Vickie Tuttle.

**Allison provided a summary of the Proposed Delivery Systems Plan. Please see attached PowerPoint presentation and Proposed Plan documents for details.**

### **Comments from Dental Care Today: Discussion and Feedback**

- A stakeholder expressed that the state's plan seemed reasonable; the idea of opportunities is great. With discussion on options available to members, increasing access, and stewardship and public resources.
- Concerns about capabilities of plans to serve children. A stakeholder agreed that the need to consider the needs of children DCO's.
- Advised that the concept of picking up or entering another area as a requirement to enter other more desirable areas, no difficulty with that concept. However, concerns were raised about fairness or equity, all organizations should be held to the same standard, even those that are already serving OHP clients.
- Credentialing provider's great idea.
- Agreed with need to accommodate many languages, at least staff members, Spanish, Vietnamese, Russian, and Chinese. In health care you need to communicate to provide care.
- Questions were raised about adding new DCO's and markets they are permitted to operate. The concept of having a floor, or critical mass, sounds logical and makes sense, this employs a ratio, members to DCO's. Advised that he did an informal analysis of all the counties in the state and determined the ratio of clients to plans. Multnomah has the largest ratio with 13,000 clients for every DCO, Marion 9,600, and Washington Co 5,400. Multnomah County would have the greatest opportunity for adding a new plan.
- OMAP posed the question about areas that have enough capacity, what is the added value of adding an additional plan to the area that is served by 5 plans already. A stakeholder responded that there is value in providing additional client choice and competition.

- New plan offers potential for additional access, cementing existing locations, or adding new locations. Other outlets that have other value.
- The value of new entrant that offers appointments with 3-4 weeks wait time, and the existing providers have 6-8 weeks. People would figure out that this might be better. Speed of access. Variety of service.
- Concerns were raised on why we see people jump plan every 6 months and the reasons that they do that. A stakeholder expressed that clients do reach out for information, they do want to understand and try and make the decision that will be best for them.

### **Next Steps – Allison Knight**

- OMAP should have the recap of these meetings posted by next week.
- OMAP's goal is to finalize the proposed plan by the end of May.