

**Louisiana Dental Plan Administrative Performance Measurement Set**

<b>Measure</b>	<b>Minimal Performance Standard</b>
Percent of Practices that provide daily, 24 hour verified phone access with ability to speak to a dental care provider.	≥95%
Percent of standard service authorizations processed within 2 business days	≥80%
Percent of standard service authorizations processed with 14 calendar days or as extended within allowable timeframes	100%
Percent of expedited service authorizations processed with 72 hours.	100%
Rejected claims returned to provider with reason code within 15 days of receipt of claims submission	≥99%
% of Call Center calls answered by a live person within 30 seconds of selection, or zero out	≥90%
Call Center call average hold time for live person	3minutes
Call Center call abandonment rate	≤5%
% of grievances and request for appeals received by the DBP including grievances received via telephone and resolved within the timeframe of the contract	≥95%
% of clean claims paid for each provider type within 15 business days	≥90%
% of clean claims paid for each provider type within 30 calendar days	≥99%
Rejected claims returned to provider with reason code within 15 days of receipt of claims submission	≥99%

**Dental Benefit Plan Clinical Performance Measurement Set**

<b>AHRQ Performance Domain</b>	<b>Measure</b>
Use of Service	Percentage of EPSDT enrollees that receive any Dental Service.
Use of Service	Percentage of EPSDT enrollees that receive any Dental Treatment Services.
Access/Process	Percentage of EPSDT enrollees receiving preventive services.
Access/Process	Percentage of EPSDT enrollees, age 10-15 years, receiving one or more sealants on permanent molar teeth.
Access/Process	Percentage of EPSDT enrollees enrolled in two consecutive years who received a comprehensive or periodic oral evaluation in both years.