Assessing Dental Plan Contract Bids

Tool #1: Prior experience metrics to seek with any proposal

These metrics will help employers understand the quality of a dental plan.

1. Summary of explanation of payments

<table>
<thead>
<tr>
<th>Total number of beneficiaries using benefit the past year</th>
<th>Total Claim Amount</th>
<th>Total Benefit payments</th>
<th>Total plan non-covered, out of pocket paid by employee</th>
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2. Dental Loss ratio: Percentage of Premium dollar paid for care instead of administrative expense: ____%

3. Percentage of beneficiaries who met or exceeded annual benefit: __________

4. Average benefit paid per beneficiary per year: $_____

5. Quality scorecard:

   - Children: % of children receiving a dental examination (well-child dental visit)
   - Children: % of children at risk for cavities receiving twice yearly fluoride
   - Children: % of 6-9 year old children at risk for cavities receiving sealants
   - Children: % of 10-14 year old children at risk for cavities receiving sealants
   - Adults: % of adults with periodontal disease receiving periodontal maintenance treatment
   - Adults: % of adults with restorations receiving twice yearly examination
   - Adults: % of adults with diabetes receiving an oral examination

6. Network dentist satisfaction survey: % of network dentists satisfied/very satisfied with:

   - Eligibility verification system
   - Billing inquiry assistance
   - Appeals/grievance system
   - Prompt payment
   - Dentist portals
   - EOB communications