

Attachment D

Dental Call Reason Summary

Dental Call Reason Summary January 1 through December 31, 2009

Referrals - 2009	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Dental Referral - General	622	588	583	520	434	455	449	452	487	345	304	265	5,504
Dental Referral - Ortho	52	60	56	38	45	37	58	57	57	40	23	25	548
Dental No Access - General	17	6	17	9	9	13	7	8	18	3	4	5	116
Dental No Access - Ortho	9	5	3	8	5	4	7	8	5	8	5	3	70
Dental Emergency	0	0	2	3	0	0	0	0	0	2	1	0	8
Dental Referrals Indicated on the Bright Futures Form From a Medical Provider	42	39	46	28	32	49	28	42	29	25	51	47	458
Member Assistance													
Broken Appointments Reported by Fax or Phone	42	53	65	14	32	55	0	0	1	960	46	31	1,299 0
Orthodontic Treatment Approval F/U	44	126	24	0	153	74	400	79	112	105	249	116	1,482
Orthodontic Treatment Denial F/U	7	3	5	10	8	0	0	0	0	0	0	0	33 0
Assistance Provided to Dentists													
# of Dentists Who Reported Broken Appointments by Fax or Phone	2	2	2	2	2	2	2	2	2	2	2	2	24 0
# of Member Education Postcards Received Requesting Assistance With Members Who Miss Dental Appointments or Need Other Education	0	0	11	2	1	1	0	1	0	0	0	0	16
Total Dental Call Reasons	837	882	814	634	721	690	951	649	711	1490	685	494	9,558