

Certification Application Qualified Dental Plan
Plan Year 2028
Quality Improvement Program

Attachment N – QDP QIP Summary Report

This summary report must address the following:

1. Describe a Quality Improvement Project (QIP) conducted by Applicant within the last measurement year. Quality Improvement is defined as systematic actions taken to measurably improve oral health care, structure, processes, or overall health outcomes. Applicant's QIP will be assessed on the degree to which it effectively addresses the identified performance gap or patient need. This may include optimizing provider network management, improving member access to oral care, ensuring high standards of care by enhancing care coordination, promoting preventive services, and maintaining continuity of care.
2. Include information about results of the QIP, why the QIP was undertaken and why it ended or has continued, if applicable.
3. Describe the scalability if it was successful. Include best practices implemented to sustain improvement (if any).
4. Describe known or anticipated barriers in implementing QIP activities and progress of mitigation activities.

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Use this form to provide the baseline, results, and describe your quality improvement project. Please retain a copy of this completed QIP summary report so that it is available for future reference. Covered California will also keep each QIP summary report on file.

*For any fields that do not apply, please simply leave them **blank**. There is no need to indicate "NA" or "not applicable" unless specifically instructed to do so for that criterion.*

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Part A. QIP Summary Report Applicability

1. Select the relevant product types to which the QIP applies. Check all that apply.

Dental Health Maintenance Organization (DHMO)

Dental Preferred Provider Organization (DPPO)

Dental Exclusive Provider Organization (DEPO)

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Part B. Data Sources Used for Goal Identification, Monitoring Progress, and Results

2. Data Sources

Indicate the data sources used for identifying QDP enrollee population needs and supporting the QIP rationale. Check all that apply.

Data Sources	
☐	Internal issuer enrollee data
☐	Medical or dental records
☐	Claim files
☐	Surveys (enrollee, beneficiary satisfaction, other)
☐	Plan data (complaints, appeals, customer service, other)
☐	Covered California Plan Performance Reports
☐	Registries
☐	Census data Specify Type (e.g., block, tract, ZIP Code):
☐	Area Health Resource File (AHRF)
☐	All-payer claims data
☐	State health department population data
☐	Regional collaborative health data
☐	Other: Please describe. Do not include company identifying information in your data source description. (100 words)

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Part C. QIP Summary

3. QIP Title – QIP Summary Report

A. QIP Description and Goal:

Provide a brief description of the Applicant's QIP and state a clear goal that is Specific, Measurable, Achievable, Relevant, and Time-bound (SMART). Describe the quality improvement opportunity being addressed, including the reason the QIP was initiated and the intended impact on oral health outcomes, care delivery, preventive services, provider performance, or continuity of care.

(200 words)

B. Performance Gap Assessment:

Describe the underperforming measure(s), performance gap(s), care gap(s), or disparities identified during measurement year that demonstrated the need for QIP implementation.

(50 words)

C. Population Impact and Disparities:

Describe the member population(s), provider group(s), or community(ies) affected by any identified performance gap(s), including any documented disparities or inequities observed.

(50 words)

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D. QIP Interventions and Focus Areas:

Select one Performance Improvement Focus Area and one Member Engagement Focus Area that best align with the QIP. Then describe the specific actions, interventions, or process improvements implemented to address the identified performance gap(s). Describe the specific actions, interventions, or process improvements implemented to address the identified performance gap(s).

Performance Improvement Focus Areas (select one):

- HEI data submission
- Provider directory submission
- Pediatric oral evaluation rates
- Pediatric topical fluoride utilization
- Pediatric sealant rates
- Adult preventive services utilization

Member Engagement Focus Areas (select one):

- Enhanced patient engagement
- Strengthened specialty care coordination
- Increased preventive services utilization
- Improved quality of care and oral health outcomes
- Improved service utilization and performance measure compliance

(200 words)

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Part D: QIP Measures and Performance Monitoring

Identify the measure(s) used to evaluate progress toward the QIP goal. For each measure, describe how it supports the QIP, provides baseline performance, identify the target, and reports the results.

Measure A

4a. Measure Name and Description.

Provide the name of the measure and briefly describe what it measures.

(100 words)

4b. Relationship to QIP Goal

Describe how this measure was selected and how it aligns with the QIP goal.

(100 words)

4c. Baseline (Pre-QIP Implementation)

Report the baseline performance for this measure using the same measure specification and calculation methodology that will be used for post-implementation reporting.

For rate-based measures, provide:

Calculated Rate:

Numerator:

Denominator:

Calculate the rate and provide the associated numerator and denominator (**Note:** The numerator and denominator should calculate to the rate provided):

- OR -

For non-rate measures, provide:

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Indicating the data point if the measure is not a rate:

Data Point:

Performance Period

Month/Year – Month/ Year

–

4d. Performance Target

Provide the numerical value performance target for this measure (i.e., the target rate or data point the QIP intended to achieve):

(Note: This entry should NOT be a percentage change but a numerical value.)

4e. Most Recent Performance (Post-QIP Implementation)

Report the most recent performance for this measure using the same measure specification and calculation methodology reported in the baseline assessment

For rate-based measures, provide:

Calculated Rate:

Numerator:

Denominator:

- OR -

For non-rate measures, provide:

Data Point:

Performance Period

Month/Year – Month/Year

–

4g. Was the Performance Target Achieved?

Yes

No

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Measure B

4a. Measure Name and Description.

Provide the name of the measure and briefly describe what it measures.

(100 words)

4b. Relationship to the QIP Goal

Describe how this measure is used to monitor progress toward the QIP goal and evaluate the effectiveness of the QIP interventions.

(100 words)

4c. Baseline (Pre- QIP Implementation)

Report the baseline performance for this measure using the same measure specification and calculation methodology that will be used for post-implementation reporting.

For rate-based measures, provide:

Calculated Rate:	
Numerator:	
Denominator:	

Calculate the rate and provide the associated numerator and denominator (**Note: The numerator and denominator should calculate to the rate provided**):

- OR -

For non-rate measures, provide:

Indicating the data point if the measure is not a rate:

Data Point:	
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Performance Period

Month/Year – Month/Year

	–	
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4d. Performance Target

Provide the numerical value performance target for this measure (i.e., the target rate or data point the QIP intended to achieve):

(Note: This entry should NOT be a percentage change but a numerical value.)

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4e. Most Recent Performance (Post-QIP Implementation)

Report the most recent performance for this measure using the same measure specification and calculation methodology reported in the baseline assessment

For rate-based measures, provide:

Calculated Rate:

Numerator:

Denominator:

- OR -

For non-rate measures, provide:

Data Point:

Performance Period

Month/Year – Month/Year

	–	
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4g. Was the Performance Target Achieved?

Yes

No

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Part E: Implementation Timeline and Next Steps

Provide a chronological list of key QIP milestones, including completed, ongoing, and planned activities. Include relevant dates and/or time periods. If the QIP continues beyond the current measurement year, describe upcoming activities, or next steps to support continued improvement.

(50 word limit per milestone)

	<u>Milestone(s)</u>	<u>Date for Milestone(s)</u>
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

Part F: Summary of Results, Scalability, and Best Practices

5. Summary of Results and Lessons Learned

Provide a summary of QIP results and progress toward established performance targets. Describe whether progress was made toward achieving the performance target(s), including factors that contributed to or limited achievement. Summarize key activities or interventions that influenced outcomes and describe any barriers or mitigation strategies that affected progress.

(200 words)

6. Scalability and Best Practices

Describe whether the QIP intervention(s) demonstrated potential for scalability or expansion to additional member populations, provider groups, geographic areas, or other quality improvement opportunities. Identify best practices or strategies that should be continued or replicated to sustain improvement.

(200 words)

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7. Optional: *If there is any additional information you would like to provide regarding your QIP Summary Report, please do so in the box below.*

(200 words)