

## Appendix P: Dental Access

EOHHS is providing this appendix based on current information for reference only to provide context for Bidders. EOHHS will update this appendix as appropriate prior to EOHHS and selected Bidders executing any Contract resulting from this RFR.

### Exhibit 1: Access Point

An “Access Point” is a physical site where one or more MassHealth Dental Providers provide services to MassHealth Members. Access Points by specialty are as follows:

| <b>MassHealth Dental Provider Types</b> | <b>Current Access Points</b> | <b>99% of Current Access Points (Rounded up to nearest whole number)</b> |
|-----------------------------------------|------------------------------|--------------------------------------------------------------------------|
| General Dentist                         | 6908                         | 6839                                                                     |
| Oral Surgeon                            | 374                          | 371                                                                      |
| Orthodontist                            | 719                          | 712                                                                      |
| <b>Grand Total</b>                      | <b>8804</b>                  | <b>8716</b>                                                              |

### Exhibit 2: Access Standards

“Access Standards” are the average (over each Contract Year) minimum aggregate ratios of certain types of MassHealth Dental Providers to MassHealth Members, as follows:

| <b><u>MassHealth Dental Provider Type</u></b> | <b><u>Provider to Member Ratio</u></b> |
|-----------------------------------------------|----------------------------------------|
| General Dentist                               | 1: 1,500                               |
| Orthodontist                                  | 1: 15,000                              |
| Oral Surgeon                                  | 1: 20,000                              |

### Exhibit 3: Travel Times

“Travel Times” are the average (over each Contract Year) minimum percentage of MassHealth Members with access to certain types of MassHealth Dental Providers, as follows:

| <b><u>MassHealth Dental Provider Type</u></b> | <b><u>Percentage of Members with Access</u></b>                                  |
|-----------------------------------------------|----------------------------------------------------------------------------------|
| General Dentist                               | 95% of Members have access to 2 General Dentists within 10 minutes of their home |
| Orthodontist                                  | 95% of Members have access to 1 Orthodontist within 30 minutes of their home     |
| Oral Surgeon                                  | 95% have access to 1 Oral Surgeon within 30 minutes of their home                |

#### **Exhibit 4: Wait Times**

“Wait Times” are the average (over each Contract Year) minimum percentage of MassHealth Members with access to appointments within wait-time maximums defined as the time between when a MassHealth Member attempts to make an appointment and when they are seen by a Dental Provider, stratified by specified appointment types as follows below:

| <b><u>Appointment Type</u></b>       | <b><u>Percentage of Members within Wait-time Maximums</u></b>                                                                   |
|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| Urgent dental care                   | 95% of Members have access to urgent care appointments within 48 hours, including appointments with specialists for urgent care |
| Routine dental care                  | 95% of Members have access to routine care appointments within 30 days                                                          |
| Non-emergency dental specialist care | 95% of Members have access to non-emergency specialist appointments within 60 days                                              |