



# transform

Optimizing Dental Benefit Programs: A Case Study in Care Quality and Cost Savings

# INTRODUCTIONS

## **Christopher Savold**

Vice President, Provider Experience and Enhanced Benefits Management,  
SKYGEN

## **Ryan McCumber**

Manager, Enhanced Benefits Management,  
SKYGEN

## **Dr. Carlos O. Garcia**

Chief Dental Officer,  
NetClaim Solutions

# ENHANCED BENEFITS MANAGEMENT PROGRAM OVERVIEW

Improve health outcomes by leveraging...

...advanced analytics,

...cost containment,

...clinical insight,

...lessons from current provider trends,

...and a continuous improvement culture.





Improve the experience of dental care for patients in Puerto Rico  
RFI and RFP Process with SKYGEN as the winner

Initial reimbursement to providers in Puerto Rico was low

MCOs gave provider concessions without understanding how to drive quality and value

Expenses grew with a loss of quality of care to the members

## Network Management Approach

Quality first focus following community standards of care and medical necessity

Identify specific provider behavior through analytics and consult on an approach to build better patient care

## Program Goal

Best patient outcomes - the right clinical decision - appropriate payment

# SKYGEN'S INITIAL APPROACH

## Network Analysis

- PMPM Trends
- Code Category and Code Utilization Trends

## Provider Analysis

- Provider Flagging System
- Code Ratio Analyses

## Membership Analysis

- Monitor for demographic shifts

## Enhanced Claims Management

- Business Rule Analysis



Billing rules

Repetitive restorations with no controls

Implants with no quality control

Focus on prevention services

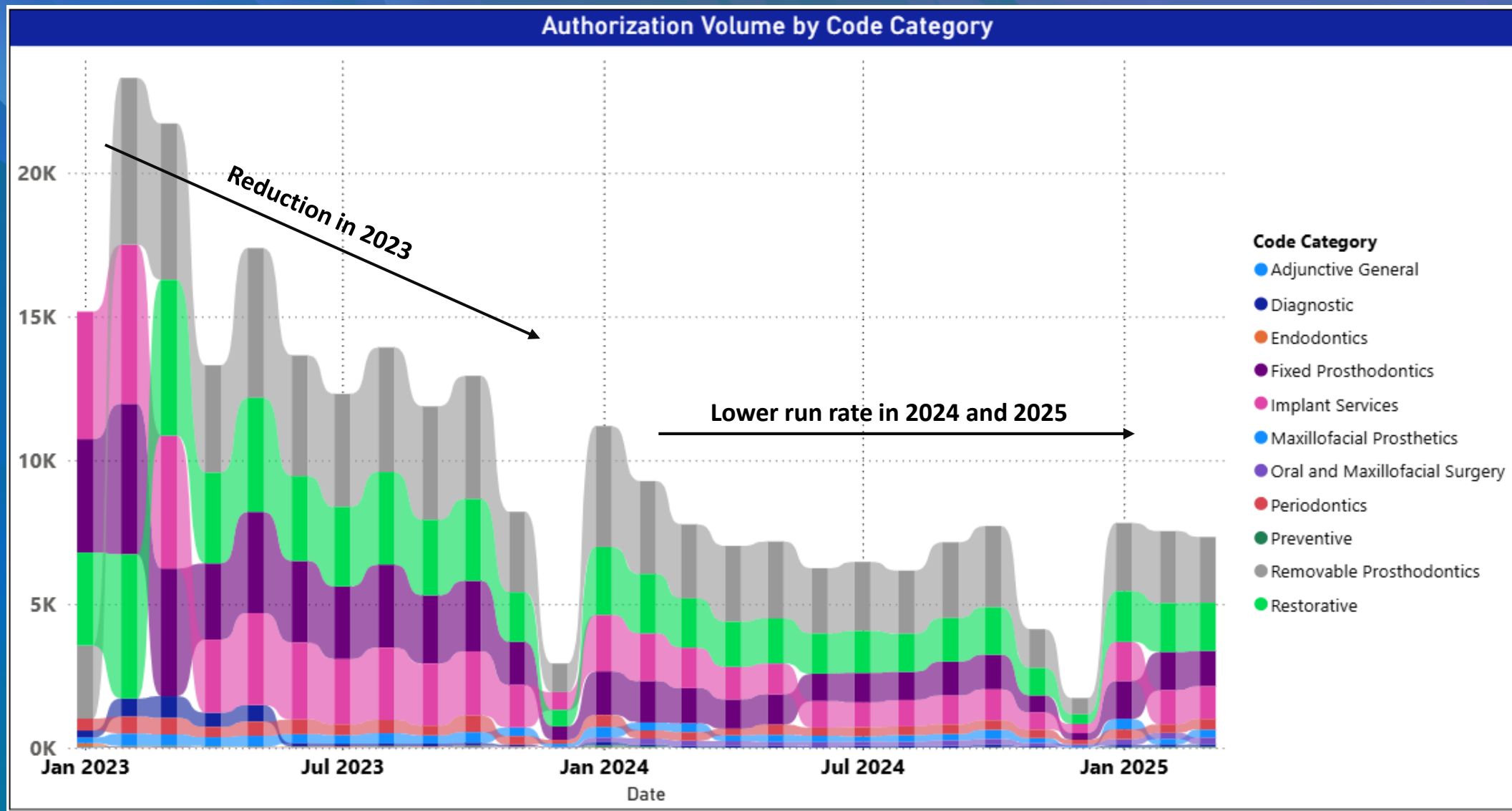


More compliance with medical necessity criteria

Alignment on coding guidelines

Understanding clear criteria lead to a significant prior authorization volume decrease, administrative simplicity and less burden for providers

# ACTIONS TAKEN AND RESULTS



Split restorations on same teeth across multiple DOS

Thousands of excess visits for a service that should have happened in one

			Claim 1			Claim 2			
Member	Provider	Tooth	CDT Code	Surface	Date	CDT Code 2	Surface 2	Date 2	Days Between
Member A	Provider A	5	D2394	MODL	8/16/2022	D2391	B	8/17/2022	1
Member Z	Provider Z	21	D2391	B	12/27/2022	D2392	BO	12/29/2022	2



Prevention and diagnostic services increasing  
Treatment services decreasing  
Costs reduced and member utilization up year-over-year

	2023	2024
PMPM Change Over Prior Year	-31.8%	-29.9%

	Service Distribution			
	2022	2023	2024	2025
Diagnostic	42%	47%	49%	52%
Preventive	14%	16%	18%	19%
Restorative	23%	20%	19%	18%
Endodontics	1%	1%	1%	1%
Periodontics	1%	1%	1%	1%
Removable Prosthodontics	3%	3%	3%	1%
Implant Services	4%	3%	1%	1%
Fixed Prosthodontics	5%	2%	1%	1%
Oral and Maxillofacial Surgery	6%	6%	6%	5%
Adjunctive General	0%	1%	1%	0%



Q & A



# Thank You

CONNECT WITH US

**SKYGENUSA.com**

Visit our online **Knowledge Center** to access the latest insights and industry best practices to help your organization succeed in dental and vision.

CONTINUE THE CONVERSATION

