

Uniform Dental Benefit Audit

Item 10 – Group Insurance Board

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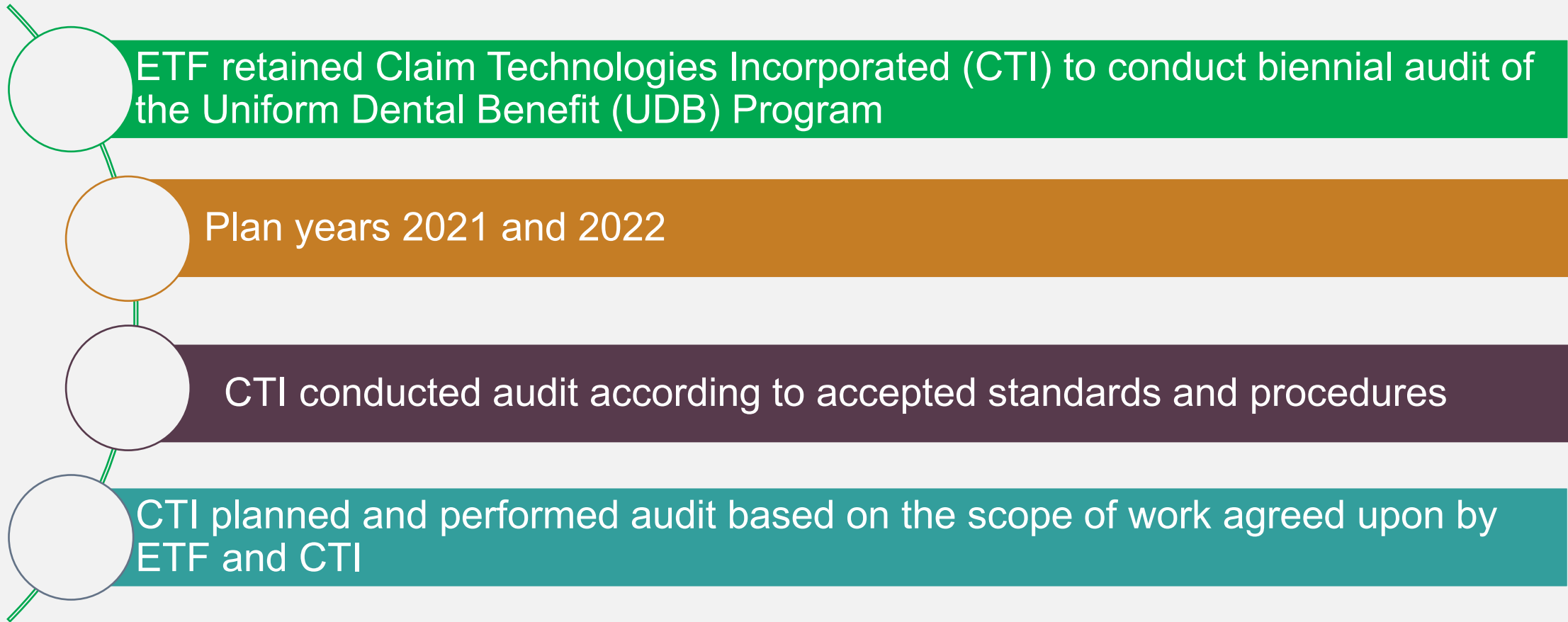
Office of Strategic Health Policy



Informational Item Only

- No Board action is required.

Audit Background



Audit Objectives

- 1 Determine if Delta followed the terms of the service agreement
- 2 Determine if claims were paid according to plan documents
- 3 Assess eligibility verification
- 4 Assess if claims administration or eligibility maintenance system needs improvement

Findings

Delta's performance above the median in each benchmarked performance indicator

Two in-network providers were paid for services who were listed on the Office of Inspector General's List of Excluded Individuals

Plan certificate is currently silent on the exclusion of occlusal guards

Findings

Less than .04% of total dental spend paid for members who were not eligible

- Normal rate averages ranges between .5 - .8%

Delta unable to reproduce all performance guarantee reports to validate self-reported results

Lack of internal review when members contacted Delta with grievances

Next Steps

- Post audit review with CTI, Delta and ETF
- Work with Delta to make appropriate improvements to the program
- Office of Internal Audit monitors and reports audit results and implementation status to GIB and ETF Audit Committee

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Questions?

Thank you



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