TO _Myers Humb_

DA _____

[sticky note] Brenda,
FYI so
you can track

DIRECTOR'S USE ONLY

1. LOG NUMBER   J01489

2. DATE SIGNED BY DIRECTOR

C: Emma Foster
   - Reps -

ACTION REQUESTED
[ ] Prepare reply for the Director's signature
DATE DUE _____
[ ] Prepare reply for appropriate signature
DATE DUE _____
[ ] FOIA
DATE DUE _____
[X] Necessary Action

APPROVALS (Only when prepared for director's signature)	APPROVE	* DISAPPROVE (Note reason for disapproval and return to preparer.)	COMMENT
1.			
2.			
3.			
4.			

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO	DATE
Mathis	6/17/10

<table>
<tr><td colspan="2">DIRECTOR'S USE ONLY</td><td>ACTION REQUESTED</td></tr>
<tr><td colspan="2">1. LOG NUMBER
J01489</td><td>[ ] Prepare reply for the Director's signature

DATE DUE _____</td></tr>
<tr><td colspan="2">2. DATE SIGNED BY DIRECTOR

C: Emma Forbes
Dept-</td><td>[ ] Prepare reply for appropriate signature

DATE DUE _____</td></tr>
<tr><td colspan="2"></td><td>[ ] FOIA

DATE DUE _____</td></tr>
<tr><td colspan="2"></td><td>[X] Necessary Action</td></tr>
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APPROVALS (only when prepared for director's signature)	APPROVE	* DISAPPROVE (Note reason for disapproval and return to preparer.)	COMMENT
1.			
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June 16, 2010

Ms. Emma Forkner
Director
South Carolina Department of Health and Human Services
P.O. Box 8206
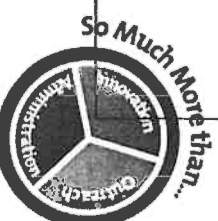1801 Main Street
Columbia, SC 29202-8206

Dear Ms. Forkner,

Thank you and your staff for meeting with us on Thursday, June 10, 2010. I appreciate your honesty and candor and assure you that DentaQuest is committed to realizing the August 2, 2010 go-live. In response to the topics that were discussed during the meeting, I would like to present the following proposed roadmap to enhance provider web portal training and accelerate the speed of quality claims testing and system validation.
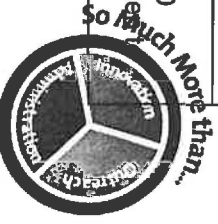
Provider Web Portal Access and Training

I understand your concerns about the timing of provider communication and accessibility to the DentaQuest web portal prior to go-live. Itemized in the following chart is DentaQuest's plan to expand portal accessibility and training opportunities for enrolled providers. You will note the prompt distribution of a provider communication detailing opportunities and resources that will be available in a matter of days. We would like to get this and other resources to providers as soon as possible; SCDHHS' assistance in approving necessary documents, like the Dental ORM, is vital to the success of this campaign.

Objective	Vehicle of Communication	Timeline
1. Direct providers to the web portal to communicate opportunities through an *"information at your fingertips"* marketing campaign. • Declare August 2, 2010 go-live • Relay web link to educational resources, such as the Dental ORM, Provider Web Portal User Manuals, etc. • Announce portal demonstration schedule and provide link to access information • Encourage use of web portal, but remind	Pamphlet mailer to enrolled providers and parallel communication to SC Dental Association	June 17, 2010 Draft pamphlet supplied for SCDHHS review June 18, 2010 Approval of pamphlet by SCDHHS June 21, 2010 Pamphlet issued to enrolled providers Parallel communication supplied to SCDA

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providers about the availability of the South Carolina Call Center for general and technical support.		
2. Offer enrolled providers online access to educational resources prior to go-live. • Dental ORM (once approved) • Spring Training Session Frequently Asked Questions (once finalized and approved) • Provider Web Portal User Manuals • Supplementary resources, such as Electronic Data Interchange Frequently Asked Questions	Primary: "South Carolina" provider link at www.dentaquestgov.com Secondary: links through SCDHHS website www.scdhhs.gov; SC Dental Association website www.scda.org	June 23, 2010 (Document posting to the web would occur within 48 hours of SCDHHS approval, so approval of Dental ORM *by June 21, 2010 is necessary to meet this date.*)
3. Expand provider web portal demonstrations and training opportunities. • Weekly schedule of open demo sessions • Links to taped web portal tutorials on provider self-registration, member eligibility searches, and claim search available in the "South Carolina" link on DentaQuest website • Portal environment open for provider self-training and exploration		June 28, 2010 Portal demonstrations begin occurring twice weekly, continuing through go-live. July 12-16, 2010 Portal "playground" environment available to providers for one week.
4. Continue provider outreach initiative by placing calls to participating providers reminding them of the importance of web portal registration and offering assistance in navigating the process.	Outbound calls to enrolled providers by Call Center Targeted calls by Provider Relations Representative to high volume providers	Beginning week of June 21, 2010 with concentrated messaging on importance of portal registration ensuing the week of July 12, 2010.
5. Enable providers to register early on the provider web portal and set up user accounts for their various		July 19-30, 2010 Portal registration open to providers.

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service offices.

I am confident SCDHHS' dental providers will appreciate the features of the web portal and I am pleased DentaQuest can offer them earlier access to develop familiarity and comfort with its format. It is important to stress that the portal registration period is possible only following the timely receipt of the final provider file by July 12, 2010. The availability of early portal registration is predicated on the receipt of this file and I implore SCDHHS' cooperation in achieving this objective. As you know, the provider web portal is designed to be the hub of a practice's daily functions; encouraging portal use now will assist in acclimating providers to DentaQuest's resources.

Further supporting this endeavor to increase provider communication in the time leading up to August 2, 2010, DentaQuest is expanding the hours of the South Carolina Call Center to be operational from 8:00 a.m. to 6:00 p.m. Monday through Friday, effective immediately.

Testing Plan

In our meeting you clearly identified concerns regarding the progress of claims testing and data synchronization. I preface the following testing plan by stating that it is designed to capitalize on time in the weeks leading up to August 2, 2010. The testing plan incorporates activities designed to validate solutions to the issues we discussed last Thursday, such as the processing of claims involving coordination of benefits (COB) and the linkage of multiple NPIs to a single TIN.

Activity	Completion Date
Complete testing of member and provider daily load process	
Complete integration testing in the 3/31 test environment:	June 22
• Confirm full cycle technical process and file exchanges are functioning as expected	June 24
• Confirm COB processing	
• Confirm provider solution (multiple NPI to single TIN)	
• Confirm we can tie claims payment between systems	
Complete programming changes, unit testing, and system testing of provider solution (multiple NPI to single TIN)	June 25
Create new test environment based on 6/14 DHHS production MMIS environment and implement code freeze	June 28
Complete Cycle 1 of claims testing in 6/14 environment:	June 30
• COB Claims	
• Claims to test the multiple NPI/TIN provider solution	
• Claims entered via the web portal	
Complete Cycle 2 of claims testing in 6/14 environment:	July 8

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	July 12
• EDI Claims	
• Paper claims	
Complete Cycle 3 of claims testing in 6/14 environment:	July 9
• EDI Claims	
• Full volume of claims to include two full weeks of claims	
FINAL GO/NO GO DECISION	

I believe this roadmap demonstrates the corporate and local resolve DentaQuest upholds in meeting the expectations of SCDHHS and in servicing the *Healthy Connections* dental provider community.

To ensure that this collaborative plan is executed to its fullest potential, a continuation of the shared commitment that I witness from the SCDHHS and Clemson resources dedicated to this project is necessary. To bolster this plan and the actions respectfully requested of SCDHHS herein, I propose we jointly establish an escalation process to be certain that objectives are being met and to evaluate the significance or potential impact of issues from a leadership perspective. I will participate in this process and respectfully request that SCDHHS identify an appropriate senior team counterpart. Further, given the summer season, I ask your guidance in assuring that vacation schedules are not a hindrance to accomplishing our collective goal of a successful August 2, 2010 implementation.

We welcome the opportunity to schedule a conference call to discuss the particulars in this letter. We are fully committed and understand that a unified approach over the next six weeks is essential to our mutual success.

Sincerely,

Steven J. Pollock
President

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