



**Response to OLAG Audit of our State  
Medical and Dental Clinics**

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# MISSION & VISION



The Utah Department of Health's mission is to protect the public's health through preventing avoidable illness, injury, disability, and premature death; assuring access to affordable, quality health care; and promoting healthy lifestyles.

Our vision is for Utah to be a place where *all* people can enjoy the best health possible, where *all* can live and thrive in healthy and safe communities.



# STRATEGIC PRIORITIES



**Healthiest People** – The people of Utah will be among the healthiest in the country.

**Optimize Medicaid** – Utah Medicaid will be a respected innovator in employing health care delivery and payment reforms that improve the health of Medicaid members and keep expenditure growth at a sustainable level.

**A Great Organization** – The UDOH will be recognized as a leader in government and public health for its excellent performance. The organization will continue to grow its ability to attract, retain, and value the best professionals and public servants.



## How are the State's Dental and Medical clinics coordinating with Other Non-profit Clinics (safety net providers)

- Third largest safety net provider in Utah
- UDOH sponsors Safety Net summits biannually
- SL Dental clinic is provider of the Sealants for Smiles program of the SLC School district
- Dental program operates a Mobile clinic serving underserved communities throughout UT (mostly rural, some urban)
- Medical clinics host the urban Children with Special Needs clinics
- SL clinic is major provider for Refugee intake medical exams
- Medical clinics perform work evaluations for DWS (Form 20 exams)



## How are the State's Dental and Medical clinics coordinating with Other Non-profit Clinics (safety net providers)

- Provo clinic performs fitness exams for DPS and Dept. of Corrections
- Provo clinic provides medical services for the Slate Canyon Youth Ctr.
- Dental clinics provide services to three DJJS centers on Wasatch Front
- Ogden clinic provides services for DCFS, and immunizations for their staff
- All clinics are contracted providers with Medicaid ACOs
- All clinics are able to accept “restricted” patients in Medicaid
- All clinics are in state buildings and provide same-day services for state employees (immunizations, acute care)



## How are the State's Dental and Medical clinics coordinating with Other Non-profit Clinics (safety net providers)

- All clinics accept all forms of payment including government programs (Medicaid, CHIP, PCN and Medicare) that have lower reimbursement rates and are often not accepted by private providers.



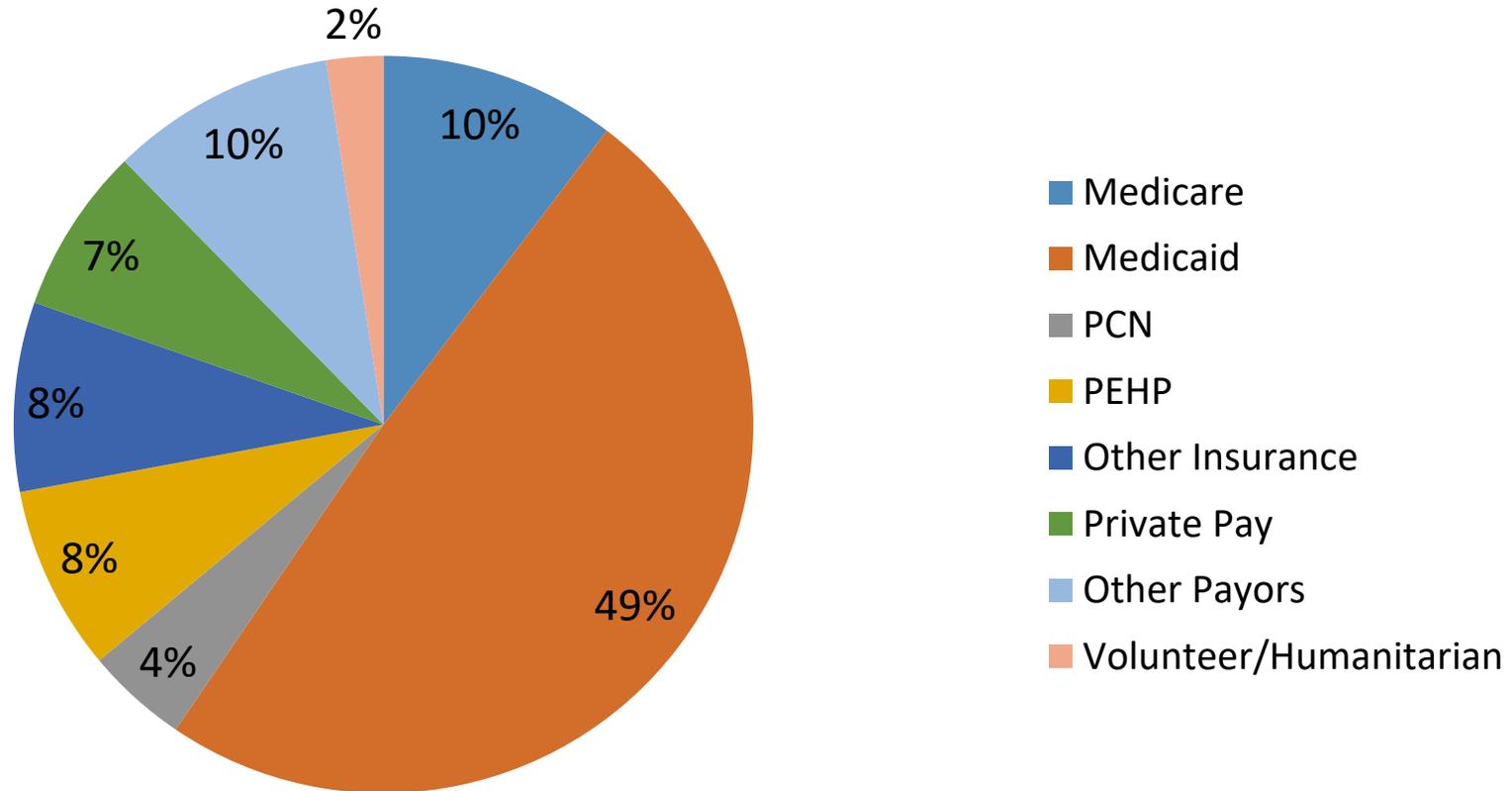
## Why are the Clinics Not Making a Profit?

# Payor Mix

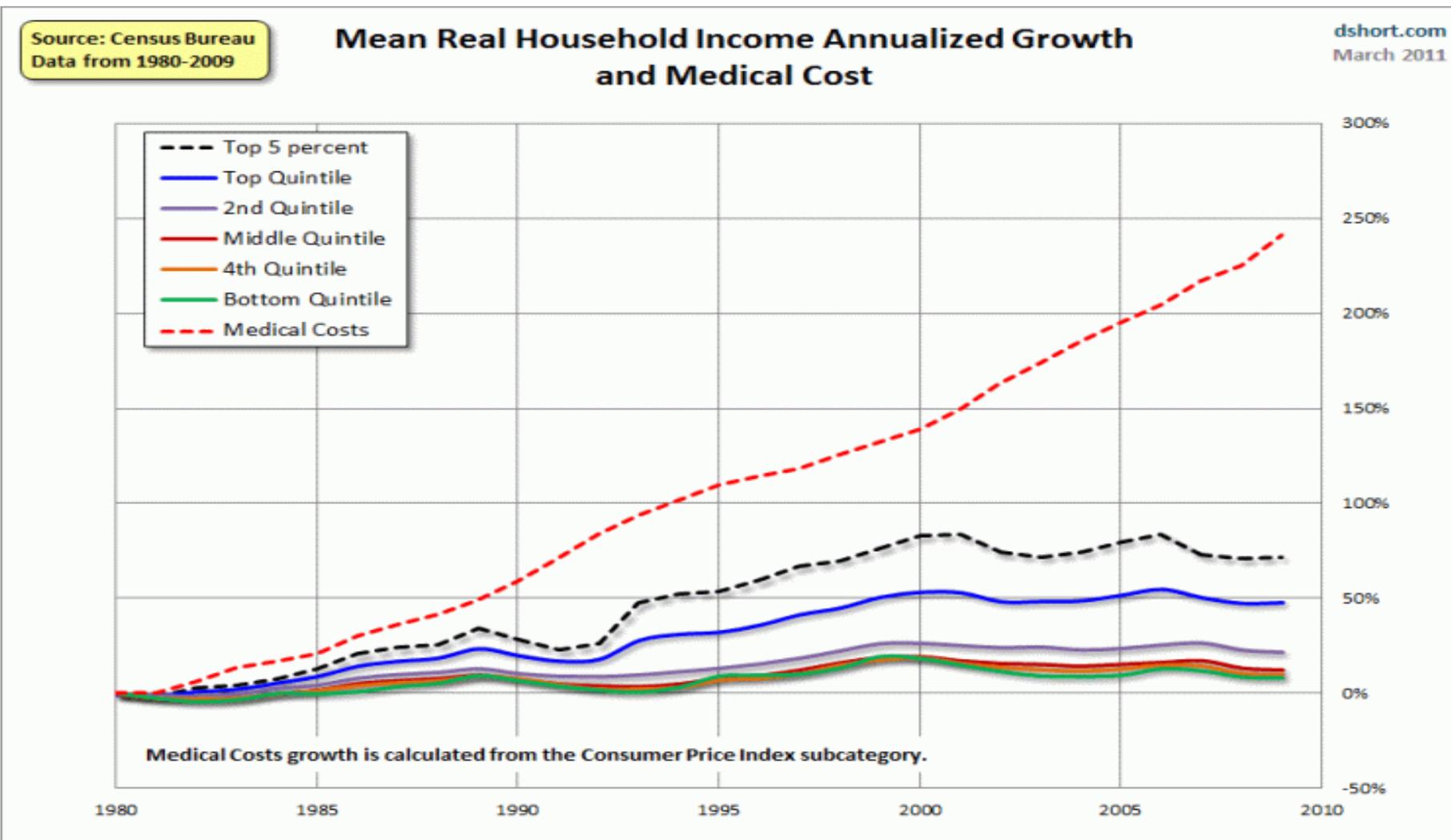


Health Clinics of Utah

Encounters by Payor FY2018



# Health Care Costs

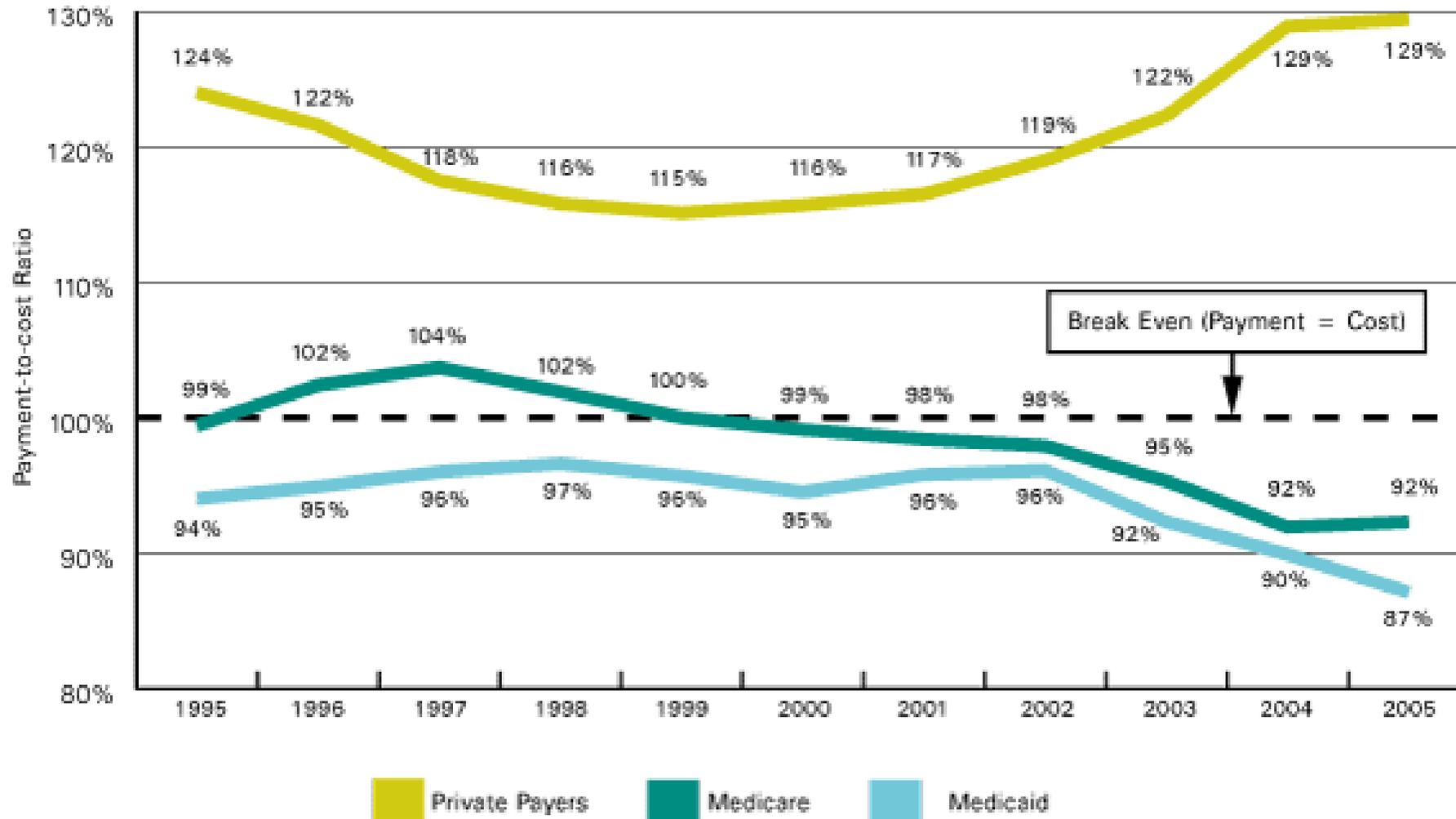


# Annual Salary Increases

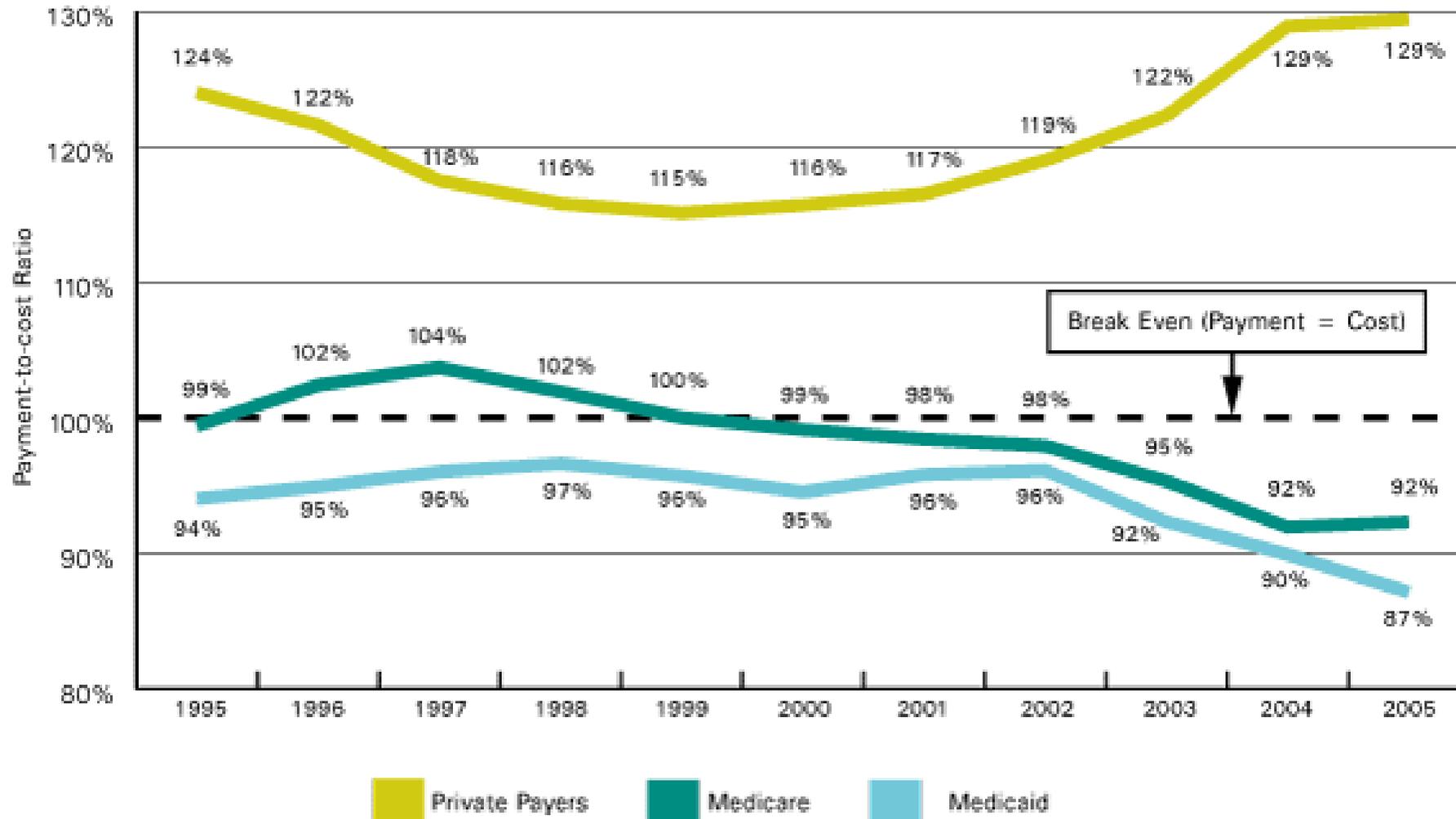


**State COLAs impact all clinic staff**

# Reimbursement Rates



# Reimbursement Rates



# Needed Tracking



Agree that some changes are needed because recent trends are not sustainable.

## Current Tracking

- Encounters/hour
- Charges/hour
- Reviews of accuracy for: charting, coding and billing

# Needed Tracking



Agree that some changes are needed because recent trends are not sustainable.

## Need more precise performance metrics

- Track metrics in the private and non-profit sectors
- Establish metrics that would result in a decreased deficit: for productivity and charting/coding



Agree that some changes are needed because recent trends are not sustainable.

## Re-evaluate overall clinic staff

- Possible areas for reduction?
- Must plan for future needs
- Need to retain basic level of capacity
  - Demand for services varies with economy

# Needed Tracking



Agree that some changes are needed because recent trends are not sustainable.

## Evaluate current contractual relationships

- Assure adequate reimbursement (not subsidizing)

# Questions



Can clinics that depend on government payment sources every be profitable?

Is there a need to maintain this capacity for Utah's Safety Net?