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## South Dakota Medicaid – Quality Initiatives Team

Overview – The Quality Initiatives Team aims to address key areas of improvement within the Medicaid program emphasizing the DSS mission.

**DSS Mission:** Strengthening families to foster health, wellbeing, and independence.

**Aims:** To maintain focus on the following through all quality improvement priority areas:

- Increasing access to care
- Improving quality of care

**Key Components (Process):**

1. Identification of Areas for Improvement,
2. Setting Objectives and Goals,
3. Development and Implementation of Interventions,
4. Monitoring and Evaluation,
5. Feedback and Adaptation,
6. Sustainability and Spread.

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## Identified Areas for Improvement

The following were identified based on current data analysis and program initiatives underway.

### Increase dental access and preventative care utilization.

- Increase the number of enrolled dentists by 5% by December 1, 2025.
- Increase the number of dentists seeing 50 or more Medicaid recipients.

### Increase access to prenatal care.

- Increase timely initiation of prenatal care.

### Improve outcomes for recipients with behavioral health conditions.

- Increase number of recipients on antipsychotics receiving metabolic monitoring (HEDIS APM-CH).

### Improve access and utilization in adult preventative services.

- Increase preventative visits in expansion population to 5% by July 1, 2025.

### Reduce inappropriate ED utilization.

- Reduce the number of recipients meeting the high utilizer criteria across SD.

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## Quality Initiatives Underway

### Target 1- Dental

Data cleanup and validation.  
In-person provider recruitment.  
Development of missed appointment toolkit.

### Target 2 – Prenatal

Initiation of Baby Ready program.  
Working with providers on billing specific codes.

### Target 3 – Behavioral Health

Increased provider education through conference presentations.

### Target 4 – Preventative

Increased annual preventative visit reimbursement rates.  
Direct recipient mailing for adults.  
Website development.  
Provider report cards.

### Target 5 – Emergency Dept.

Data cleanup and validation.  
Defined “high utilizers” as recipients who went to the ER more 12 or more times in a year.  
Targeted outreach to Health Homes.

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