

Beneficiary Dental Exception (BDE) April 2013 Reporting

Background:

Assembly Bill 1467 was enacted July 1, 2012 to improve access to oral health and dental care services provided to Medi-Cal beneficiaries enrolled in dental managed care plans in Sacramento County. The intent of the Legislature through the statute was to improve access to dental care by implementation of the Beneficiary Dental Exception (BDE) process. The BDE is available to Medi-Cal dental managed care beneficiaries in Sacramento County who are unable to secure access to services through their dental plan, in accordance with applicable contractual timeframes and the Knox-Keene Health Service Plan Act of 1975 (Chapter 2.2 (commencing with Section 1340) of Division 2 of the Health and Safety Code).

The BDE shall allow a beneficiary to request to opt-out of Medi-Cal dental managed care and move into fee-for-service (Denti-Cal) where the beneficiary may select his or her own dental provider on an ongoing basis. The statute allows for the Department of Health Care Services staff to work with the dental managed care plan to schedule an appropriate appointment within specified time frames, based on the identified needs of the beneficiary. If no such appointment is secured, the beneficiary will be transferred into Denti-Cal where he/she will remain until such time that he/she chooses to opt back into a dental managed care arrangement.

The BDE Process:

- If the BDE is submitted by mail/fax/email a Dental Managed Care (DMC) staff will contact the beneficiary within three (3) business days to work with the beneficiary and the dental plan/provider to schedule an appointment within the applicable timeframes.
- If the beneficiary does not respond from the first initial contact they are contacted two additional times before a letter is sent to notify the closing of the BDE and for them to contact DMC to re-file.
- If the BDE is submitted by the phone the DMC BDE Toll-Free Line Representative will assist, through a conference call, to resolve/set an appointment with the member and provider/plan within the appropriate timeframes.
- Appointments are scheduled through a conference call with the DMC BDE Toll-Free Line Representative, the beneficiary, and the dental plan/provider to ensure the appropriate timeframes are met and to follow-up with any questions or concerns including any additional details. Any other additional issues are resolved during the call as well.
- When an appointment is scheduled, the BDE will be placed on hold pending follow-up calls from DMC to the member after the appointment. If the appointment was successful and no additional access issues were identified the BDE will be closed, indicating no further action is needed.
- If the beneficiary no-shows, DMC will follow-up with a phone call to establish a new appointment. If the beneficiary has two (2) no-shows the BDE will be closed and the member will remain with their dental plan.

Month of April 2013 Summary:

- 83 Total incoming requests
- 53 Total Non-BDE requests
- 30 Total BDE requests

Total Summary from the Month of September 2012 through the end of April 2013:

- As of the end of April there have been a total of 278 BDE requests.
- 30 of the 278 total BDE requests are in progress to be completed to date.
- 248 of the 278 total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of April 2013 Incoming Totals		
Incoming Categories	Totals	% of Totals
Inbound Phone Call Total	40	48.2%
BDE	23	57.5%
Non-BDE	17	42.5%
Mail/Fax/Email Total	43	51.8%
BDE	7	16.3%
Non-BDE	36	83.7%
Total Requests	83	100%
BDE	30	36.1%
Non-BDE	53	63.9%

Summary of April 2013 Non-BDE Totals	
Non-BDE Categories	Total
Non-BDE	53
BDE Info/No Need	7
Benefits	0
Eligibility	6
Plan/Provider Info	15
No Answer/Left Message	22
Other / Remove	3

Transfers to Fee-for-Service as of the end of April 2013				
GMC Dental Plans				Totals
Access	Health Net	LIBERTY	Western	
0	0	0	0	0

Summary of Total BDE Requests from September 2012 to April 2013							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	LIBERTY	Western			
Emergency	16	1	4	7	15	13	28
Urgent	1	1	3	2	4	3	7
Routine	17	13	14	6	0	50	50
Specialist	0	3	1	1	0	5	5
In Progress	14	8	7	1	1	29	30
Closed*	56	58	61	73	92	156	248
Total BDE (Call/Mail/Email/Fax)	70	66	68	74	93	185	278

*See next two charts for specifics

Notes:

Appointment Timeframes
(as required by contract)

- Emergency - 24 hours
- Urgent - 72 hours (3 days)
- Routine - 4 weeks
- Specialist - 30 days from authorized request

Summary of Total Closed BDE from September 2012 to April 2013								
Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	LIBERTY	Western			
Closed Unsuccessful - No Show	Emergency	2	11	8	11	25	7	32
	Urgent	2	0	1	6	5	4	9
	Routine	4	4	4	11	0	23	23
	Specialist	0	0	1	1	1	1	2
Closed Successful - Completed Appointments	Emergency	22	11	19	19	52	19	71
	Urgent	4	5	3	4	9	7	16
	Routine	22	26	21	18	0	87	87
	Specialist	0	1	4	3	0	8	8
Closed Unsuccessful Total		8	15	14	29	31	35	66
Closed Successful Total		48	43	47	44	61	121	182
Closed Unsuccessful/Successful Total		56	58	61	73	92	156	248

Notes:

66 out of 248 were unsuccessfully closed due to no shows, patients were contacted to reschedule but did not answer or did not want to set up another appointment.

Unsuccessful Percentage – 27%

182 out of 248 were successfully seen and treated by the dentist; BDE was closed after patients received treatment needed.

Successful Percentage – 73%

No-Shows for the Month of April 2013			
No- Show Categories	Adults	Children	Totals
Personal	1	3	4
Sick	0	0	0
Schedule	0	0	0
Forgot	0	0	0
Transportation	0	0	0
No Response	0	1	1
Other	1	1	2
Total of No-Shows for the Month of April	2	5	7

April 2013 Closed BDE Case by Case – Adult

Tracking #	Type of Visit	Service Provided	Timely Access (Business Days)	Dental Plan	Beneficiary Satisfied*	Department Perspective
42213LM-01	Emergency	No Show -Personal	1 Day	LIBERTY	N/A	Unsuccessful

Notes:

* If beneficiaries were present to their appointment they were asked to rate their satisfaction level between the numbers 1 and 5 (1= lowest satisfaction, 5= highest satisfaction) in regards to their service provided at their dental office.

n/a – Beneficiary satisfaction not available due to no response or no show.

****Beneficiaries requested for specific date and time for appointment outside of contractual timeframe.**

***Western Dental plan will still be included in data until closed.

Closed case by case can include closed cases opened in previous months.

1 out of 15 beneficiaries are Adult – 7%

1 out of 1 beneficiaries did not show for their appointment 100% no show rate

0 out of 1 beneficiaries did show for their appointment – 0% show rate

April 2013 Closed BDE Case by Case – Children

Tracking #	Type of Visit	Service Provided	Timely Access (Business Days)	Dental Plan	Beneficiary Satisfied*	Department Perspective
41613LM-01	Emergency	No Show-No Response	1 Day	Health Net	N/A	Unsuccessful
42213LM-02	Emergency	No Show-Personal	1 Day	Health Net	N/A	Unsuccessful
42213LM-03	Emergency	No Show-Personal	1 Day	Health Net	N/A	Unsuccessful
42213LM-04	Emergency	No Show-Personal	1 Day	Health Net	N/A	Unsuccessful
31513TB-01	Routine	No Show -No Response	4 Days	Health Net	N/A	Unsuccessful
32813TB-02	Routine	No Show-No Response	4 Days	Health Net	N/A	Unsuccessful
32813TB-01	Routine	Exam/X-Rays/Crown	7 Days	LIBERTY	5	Successful
40213TB-01	Routine	Exam/X-Rays/Ortho Referral	Same Day	LIBERTY	1	Successful
41013TB-01	Routine	Exam/X-Rays/Cleaning	4 Days	Health Net	5	Successful
41213TB-01	Routine	Exam/Cleaning	10 Days	Access	5	Successful
41213TB-02	Routine	Exam/Cleaning	10 Days	Access	5	Successful
32013LM-01	Specialist	Exam/X-Rays	4 Days	LIBERTY	5	Successful
32013LM-02	Specialist	Exam/X-rays/ No Cavities	4 Days	LIBERTY	5	Successful
40813LM-05	Urgent	Extraction #11	4 Days	Health Net	4	Successful

Notes:

* If beneficiaries were present to their appointment they were asked to rate their satisfaction level between the numbers 1 and 5 (1= lowest satisfaction, 5= highest satisfaction) in regards to their service provided at their dental office.

n/a – Beneficiary satisfaction not available due to no response or no show.

****Beneficiaries requested for specific date and time for appointment outside of contractual timeframe.**

***Western Dental plan will still be included in data until closed.

Closed case by case can include closed cases opened in previous months.

14 out of 15 beneficiaries are Children – 93%

6 out of 14 beneficiaries did not show for their appointment – 43% no show rate

8 out of 14 beneficiaries did show for their appointment – 57% show rate