

## **Beneficiary Dental Exception (BDE) April 2014 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 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 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 is a no-show, 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.
- All "In Progress" cases are case managed until BDE case is closed.

### **Month of April 2014 Summary:**

- 463 Total Incoming requests
- 382 Total Non-BDE requests
- 81 Total BDE requests

### **Total Summary from the Month of September 2012 through the end of April 2014:**

- As of the end of April 2014, there have been a total of 543 BDE requests.
- 93 of the 543 total BDE requests are in progress to be completed to date.
- 450 of the 543 total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of April 2014 Incoming Totals		
Incoming Categories	Totals	% of Totals
<b>Inbound Phone Call Total</b>	<b>223</b>	<b>48.2%</b>
BDE	56	25.1%
Non-BDE	167	74.9%
<b>Mail/Fax/Email Total</b>	<b>240</b>	<b>51.8%</b>
BDE	25	10.4%
Non-BDE	215	89.6%
<b>Total Requests</b>	<b>463</b>	<b>100%</b>
BDE	81	17.5%
Non-BDE	382	82.5%

Summary of April 2014 Non-BDE Totals	
Non-BDE Categories	Total
<b>Non-BDE</b>	<b>382</b>
BDE Info/No Need	113
Benefits	9
Eligibility	25
Plan/Provider Info	107
No Answer/Left Message	80
Other / Remove	48

Transfers to Fee-for-Service as of the end of April 2014				
GMC Dental Plans				Totals
Access	Health Net	Liberty	Western	
0	0	0	0	0

Summary of Total BDE Requests from September 2012 to April 2014							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	Liberty	Western			
Emergency	54	33	42	31	102	58	<b>160</b>
Urgent	16	8	13	10	23	24	<b>47</b>
Routine	103	99	81	29	0	312	<b>312</b>
Specialist	3	8	9	4	1	23	<b>24</b>
<b>In Progress*</b>	<b>49</b>	<b>25</b>	<b>19</b>	<b>0</b>	<b>3</b>	<b>90</b>	<b>93</b>
<b>Closed**</b>	<b>127</b>	<b>123</b>	<b>126</b>	<b>74</b>	<b>123</b>	<b>327</b>	<b>450</b>
<b>Total BDE (Call/Mail/Email/Fax)</b>	<b>176</b>	<b>148</b>	<b>145</b>	<b>74</b>	<b>126</b>	<b>417</b>	<b>543</b>

\* All "In Progress" cases are case managed until BDE case is closed.

\*\*See next two charts for specifics

**Note:**

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 2014								
Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	Liberty	Western			
Closed Unsuccessful - No-Show	Emergency	5	15	11	11	32	10	42
	Urgent	5	1	3	6	9	6	15
	Routine	14	10	18	11	0	53	53
	Specialist	3	0	1	1	1	4	5
Closed Successful - Completed Appointments	Emergency	43	16	30	20	67	42	109
	Urgent	10	7	10	4	14	17	31
	Routine	47	67	47	18	0	179	179
	Specialist	0	7	6	3	0	16	16
<b>Closed Unsuccessful Total</b>		<b>27</b>	<b>26</b>	<b>33</b>	<b>29</b>	<b>42</b>	<b>73</b>	<b>115</b>
<b>Closed Successful Total</b>		<b>100</b>	<b>97</b>	<b>93</b>	<b>45</b>	<b>81</b>	<b>254</b>	<b>335</b>
<b>Closed Unsuccessful/Successful Total</b>		<b>127</b>	<b>123</b>	<b>126</b>	<b>74</b>	<b>123</b>	<b>327</b>	<b>450</b>

**Notes:**

115 out of 450 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 – 25%

335 out of 450 were successfully seen and treated by the dentist; BDE was closed after patients received treatment needed.

Successful Percentage – 75%

No-Shows for the Month of April 2014			
No-Show Categories	Adults	Children	Totals
Personal	0	0	0
Sick	0	0	0
Schedule	0	1	1
Forgot	0	0	0
Transportation	0	0	0
No Response	6	11	17
Other	0	1	1
<b>Total of No-Shows for the Month of April 2014</b>	<b>6</b>	<b>13</b>	<b>19</b>

## April 2014 Closed BDE Case by Case – Adult

Tracking #	Type of Visit	Service Provided	Timely Access (Business Days)	Dental Plan	Beneficiary Satisfied*	Department Perspective
031014MM-03	Urgent	Exam/X-rays	2	LIBERTY	N/A	Successful
032614MM-15	Urgent	Pain Meds	2	Access	N/A	Successful
032414RR-04	Emergency	Antibiotics	1	Access	N/A	Successful
041014MM-03	Emergency	Extraction	1	LIBERTY	N/A	Successful
041414MM-09	Emergency	Antibiotics	SAME DAY	LIBERTY	5	Successful
040814LB-01	Emergency	Medication & antibiotics	1	Health Net	N/A	Successful
042314LB-01	Urgent	Exam	1	LIBERTY	N/A	Successful
042514LB-04	Urgent	Medication & antibiotics	2	LIBERTY	N/A	Successful
40114003	Urgent	No Show-No Response	3	Access	N/A	Unsuccessful
42214019	Emergency	No Show-No Response	1	LIBERTY	N/A	Unsuccessful
042214MM-06	Urgent	No Show-No Response	3	LIBERTY	N/A	Unsuccessful
041814MV-02	Emergency	No Show-No Response	SAME DAY	Health Net	N/A	Unsuccessful
042514MV-03	Urgent	No Show-No Response	3	Access	N/A	Unsuccessful
042514MV-04	Urgent	No Show-No Response	3	Access	N/A	Unsuccessful

**Notes:**

\*Beneficiaries were asked to rate satisfaction on a scale of 1-5 (1= lowest satisfaction rate and 5 = highest satisfaction rate).

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

N/A - beneficiary satisfaction not available due to no response or no show.

14 out of 71 beneficiaries are Adults - 20%

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

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

### April 2014 Closed BDE Case by Case – Children

Tracking #	Type of Visit	Service Provided	Timely Access (Business Days)	Dental Plan	Beneficiary Satisfied*	Department Perspective
91013018	Routine	Exam/X-Rays	4	Access	3	Successful
031714003	Routine	Exam/X-Rays	8	Health Net	N/A	Successful
031814001	Routine	None-Need authorization	18	Health Net	2	Successful
032014030	Routine	Referral	4	LIBERTY	N/A	Successful
032114008	Routine	X-Rays/Cleaning/Consultation	17	Access	3	Successful
032114013	Routine	Exam/X-Rays/Cleaning	10	Access	N/A	Successful
032614006	Specialist	Exam/Filling	1	Health Net	N/A	Successful
032814003	Routine	Exam/X-Rays	1	Health Net	4	Successful
032814007	Routine	Exam/X-Rays/Cleaning	14	Health Net	5	Successful
41714001	Routine	Exam/Cleaning	6	LIBERTY	3	Successful
41714002	Routine	Exam/Cleaning	6	LIBERTY	3	Successful
121613MV-01	Routine	Exam	13	Health Net	N/A	Successful
020214MM-01	Routine	Exam/X-Rays/Cleaning	1	Health Net	5	Successful
030314MM-04	Routine	Exam/X-Rays	22	Health Net	4	Successful
031714MM-11	Routine	Exam/X-Rays/Cleaning	15	Access	N/A	Successful
031714MM-24	Routine	Exam/X-Rays/Cleaning	11	Health Net	N/A	Successful
032514MM-01	Routine	None-Child Uncooperative	13	Access	N/A	Successful
032614MM-04	Routine	New Patient Exam	20	Access	N/A	Successful
032614MM-05	Routine	New Patient Exam	20	Access	N/A	Successful
032614MM-08	Routine	Visual Exam	17	LIBERTY	4	Successful
032614MM-14	Emergency	Exam/X-Rays	1	Access	N/A	Successful
032714MM-09	Routine	Exam/X-Rays	10	Access	5	Successful
032814MM-02	Routine	Referral	13	Health Net	5	Successful
032814MM-03	Specialist	Exam/X-Rays	4	Health Net	N/A	Successful
032814MM-07	Specialist	Removed braces	13	Health Net	N/A	Successful
031814LB-11	Routine	Exam	10	LIBERTY	5	Successful
031814LB-12	Routine	Exam/X-Rays/Cleaning	13	LIBERTY	N/A	Successful
031814LB-13	Routine	Fillings	13	Health Net	N/A	Successful
031914RR-08	Emergency	Antibiotics/Pain medication	1	Access	N/A	Successful
032014LB-03	Routine	Referral	1	LIBERTY	N/A	Successful
032414LB-01	Urgent	Antibiotics	Same Day	Access	5	Successful
031914RR-06	Routine	Exam/X-Rays	23	LIBERTY	N/A	Successful
031914RR-07	Routine	Exam/X-Rays	23	LIBERTY	N/A	Successful
040414MM-01	Routine	Exam/Cleaning	5	LIBERTY	5	Successful
040914MM-06	Routine	Cleaning	14	LIBERTY	5	Successful
041014MM-02	Emergency	Exam	1	LIBERTY	N/A	Successful
041014MM-04	Specialist	Exam	6	LIBERTY	N/A	Successful
041114MM-07	Emergency	Antibiotics/Prescription	Same Day	Access	4	Successful
041514MM-05	Urgent	Extraction	1	LIBERTY	N/A	Successful
042114MM-09	Routine	Referral	6	LIBERTY	N/A	Successful
042314MM-06	Urgent	Antibiotics	3	LIBERTY	4	Successful

040114LB-02	Emergency	Exam/Cleaning	Same Day	LIBERTY	N/A	Successful
040214RR-01	Urgent	Exam	1	Access	N/A	Successful
040914LB-01	Urgent	Exam	3	Health Net	N/A	Successful
031814021	Specialist	No Show-No Response	3	Access	N/A	Unsuccessful
031814021	Specialist	No Show-No Response	3	Access	N/A	Unsuccessful
031814055	Routine	No Show-No Response	8	LIBERTY	N/A	Unsuccessful
031914016	Routine	No Show-No Response	14	Health Net	N/A	Unsuccessful
032514005	Routine	No Show-No Response	11	Access	N/A	Unsuccessful
40114036	Routine	No Show-No Response	7	Health Net	N/A	Unsuccessful
71013TB-02	Routine	No Show-Schedule	30	Health Net	N/A	Unsuccessful
031714MM-33	Routine	No Show-No Response	3	LIBERTY	N/A	Unsuccessful
032614MM-09	Routine	No Show-No Response	7	Access	N/A	Unsuccessful
032414RR-01	Routine	No Show-Schedule	13	Access	N/A	Unsuccessful
030614MM-03	Routine	No Show-Other	15	LIBERTY	N/A	Unsuccessful
040714MM-04	Specialist	No Show-No Response	9	Access	N/A	Unsuccessful
040814MM-02	Routine	No Show-No Response	12	Access	N/A	Unsuccessful

\*Beneficiaries were asked to rate satisfaction on a scale of 1-5 (1= lowest satisfaction rate and 5 = highest satisfaction rate).

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

N/A - beneficiary satisfaction not available due to no response or no show.

57 out of 71 beneficiaries are Children - 80%

13 out of 57 Children beneficiaries did not show for their appointment -23% no show rate

44 out of 57 Children beneficiaries did show for their appointment -77% show rate