

Beneficiary Dental Exception (BDE) December 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 December 2014 Summary:

- 311 Total Incoming requests
- 269 Total Non-BDE requests
- 42 Total BDE requests

Total Summary from the Month of September 2012 through the end of December 2014:

- As of the end of December 2014, there have been a total of 1026 BDE requests.
- 13 of the 1026 total BDE requests are in progress to be completed to date.
- 1013 of the 1026 total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of December 2014 Incoming Totals		
Incoming Categories	Totals	% of Totals
Inbound Phone Call Total	171	55.0%
BDE	37	21.6%
Non-BDE	134	78.4%
Mail/Fax/Email Total	140	45.0%
BDE	5	3.6%
Non-BDE	135	96.4%
Total Requests	311	100%
BDE	42	13.5%
Non-BDE	269	86.5%

Summary of December 2014 Non-BDE Totals	
Non-BDE Categories	Total
Non-BDE	269
BDE Info/No Need	41
Benefits	13
Eligibility	8
Plan/Provider Info	93
No Answer/Left Message	79
Other / Remove	35

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

Summary of Total BDE Requests from September 2012 to December 2014							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	Liberty	Western			
Emergency	147	96	118	31	303	89	392
Urgent	Suppressed	65	47	Suppressed	120	43	163
Routine	124	142	122	29	74	343	417
Specialist	Suppressed	21	21	Suppressed	16	38	54
In Progress*	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	13
Closed**	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	1013
Total BDE (Call/Mail/Email/Fax)	320	324	308	74	513	513	1026

* 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 December 2014

Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	Liberty	Western			
Closed Unsuccessful - No-Show	Emergency	31	28	27	11	76	21	97
	Urgent	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
	Routine	30	28	24	11	13	80	93
	Specialist	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
Closed Successful - Completed Appointments	Emergency	116	68	90	20	227	67	294
	Urgent	Suppressed	51	33	Suppressed	85	33	118
	Routine	94	110	95	18	55	262	317
	Specialist	Suppressed	18	19	Suppressed	12	33	45
Closed Unsuccessful Total		74	70	66	29	123	116	239
Closed Successful Total		245	247	237	45	379	395	774
Closed Unsuccessful/Successful Total		319	317	303	74	502	511	1013

Notes:

239 out of 1013 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 – 24%

774 out of 1013 were successfully seen and treated by the dentist; BDE was closed after patients received treatment needed.

Successful Percentage – 76%

No-Shows for the Month of December 2014			
No-Show Categories	Adults	Children	Totals
Personal	0	0	0
Sick	0	0	0
Schedule	4	1	5
Forgot	0	0	0
Transportation	0	0	0
No Response	9	1	10
Other	0	0	0
Total of No-Shows for the Month of December 2014	13	2	15

**Dental Managed Care
December 2014 Closed BDE Case by Case – Adult**

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Emergency	No Show-No Response	1	N/A	Unsuccessful
Emergency	Adjustment to dentures	1	N/A	Successful
Urgent	No Show-No Response	2	N/A	Unsuccessful
Urgent	No Show-Schedule	1	N/A	Unsuccessful
Urgent	Exam/X-Rays	3	N/A	Successful
Routine	Exam	5	N/A	Successful
Routine	No Show-No Response	5	N/A	Unsuccessful
Routine	Exam/Cleaning	2	N/A	Successful
Emergency	No Show-No Response	SAME DAY	N/A	Unsuccessful
Urgent	No Show-Schedule	3	N/A	Unsuccessful
Emergency	Root canal/Crown	1	4	Successful
Emergency	Exam/Cleaning/Palliative Treatment	1	1	Successful
Emergency	Exam/Sailing Bridge/Consultation	1	3	Successful
Emergency	No Show-No Response	1	N/A	Unsuccessful
Emergency	Exam/X-Rays	1	5	Successful
Urgent	No Show-No Response	2	N/A	Unsuccessful
Emergency	Exam/Antibiotics	1	5	Successful
Emergency	Palliative Treatment/Amoxicillin	1	5	Successful
Emergency	Pain Meds/Consultation/Extraction	SAME DAY	N/A	Successful
Emergency	Exam/Amoxicillin	SAME DAY	N/A	Successful
Urgent	Exam/Extractions	2	N/A	Successful
Emergency	X-Rays	SAME DAY	N/A	Successful
Emergency	X-Rays	1	N/A	Successful
Emergency	Exam	1	N/A	Successful
Emergency	X-Rays	SAME DAY	N/A	Successful
Urgent	Exam	3	3	Successful
Routine	Exam/Extraction/Pain Meds	14	N/A	Successful
Routine	No Show-No Response	18	N/A	Unsuccessful
Emergency	No Show-No Response	1	N/A	Unsuccessful
Routine	Exam/X-Rays/Cleaning	2	N/A	Successful
Emergency	Extractions/Amoxicillin	SAME DAY	5	Successful
Emergency	No Show-Schedule	1	N/A	Unsuccessful
Emergency	No Show-No Response	1	N/A	Unsuccessful
Urgent	No Show-Schedule	2	N/A	Unsuccessful
Emergency	Exam/Referral	1	N/A	Successful
Urgent	X-Rays	1	N/A	Successful
Emergency	Exam/Consultation	2	N/A	Successful

Notes:

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

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

37 out of 43 beneficiaries are Adults – 86%

13 out of 37 adult beneficiaries did not show for their appointment - 35% no show rate

24 out of 37 adult beneficiaries did show for their appointment -65% show rate

**Dental Managed Care
December 2014 Closed BDE Case by Case – Children**

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Specialist	No Show-No Response	27	N/A	Unsuccessful
Routine	Exam/X-Rays/Cleaning/Extraction	6	5	Successful
Routine	Exam/Cleaning	3	N/A	Successful
Routine	Exam	4	2	Successful
Routine	Exam	4	2	Successful
Emergency	No Show-Schedule	1	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).

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

6 out of 43 beneficiaries are Children – 14%

2 out of 6 Children beneficiaries did not show for their appointment -33% no show rate

4 out of 6 Children beneficiaries did show for their appointment -67% show rate