

Beneficiary Dental Exception (BDE) December 2015 Reporting

Background:

Assembly Bill 1467 (Chapter 23, Statutes of 2012) 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 (DMC) 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 by the Department of Health Care Services (DHCS). The BDE process was implemented September 2012 and is available to Medi-Cal DMC 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 DMC 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 DHCS staff to work with the DMC 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 fee-for-service Denti-Cal where he/she will remain until such time that he/she chooses to opt back into a DMC arrangement.

The BDE Process:

- If the BDE is submitted by mail/fax/email, DHCS 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 to the first initial contact, he/she will be contacted two (2) additional times before a letter is sent to notify the beneficiary of intent to close the BDE case and for him/her to contact DMC to re-file.
- If the BDE is submitted by phone at 1-855-347-3310, DHCS BDE representative will assist through a conference call to resolve/set an appointment with the beneficiary and provider/plan within the appropriate timeframes.
- Appointments are scheduled through a conference call with DHCS BDE 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 case will be placed on hold pending follow-up calls from DHCS staff to the beneficiary after the appointment and inquire about his/her dental visit and satisfaction. If the appointment was successful and no additional access issues were identified, the BDE case will be closed, indicating no further action is needed.
- If the beneficiary does not show up for his/her appointment, DHCS staff will follow-up with a phone call to establish a new appointment. If the beneficiary does not respond to the follow up phone call, he/she will be contacted a second time before a letter is sent to notify the beneficiary of intent to close the BDE case and for him/her to contact DMC to re-file. If the beneficiary has two (2) no-shows, the BDE case will be closed and the beneficiary will remain with their dental plan.
- All "*In Progress*" cases are case managed until they are closed.

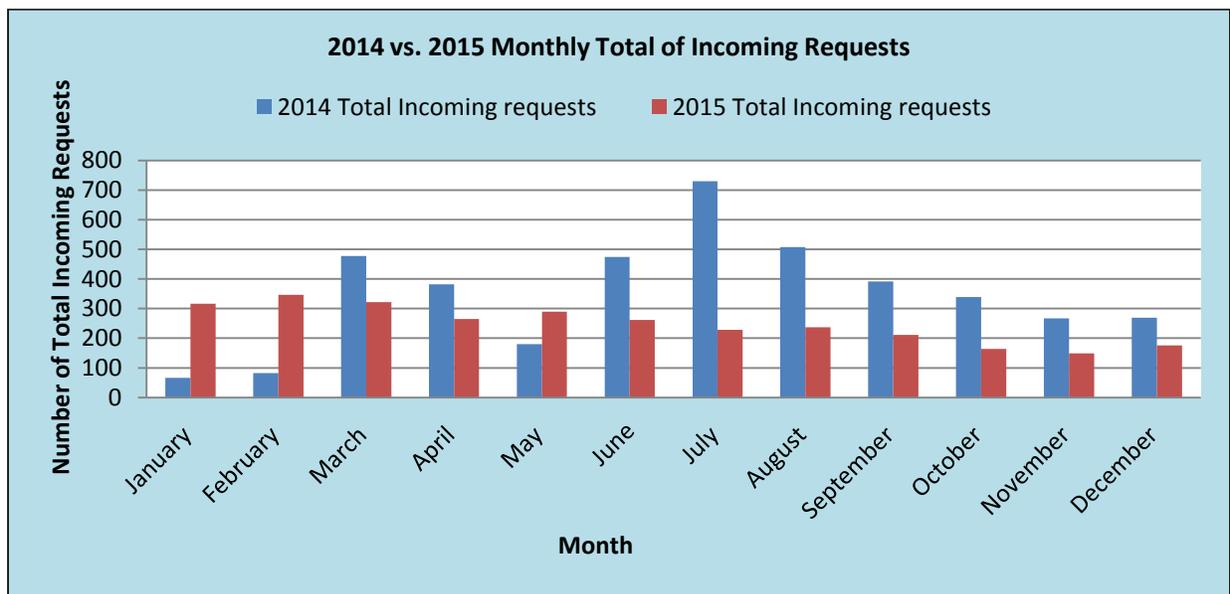
Total Summary from the Month of September 2012 through the end of December 2015:

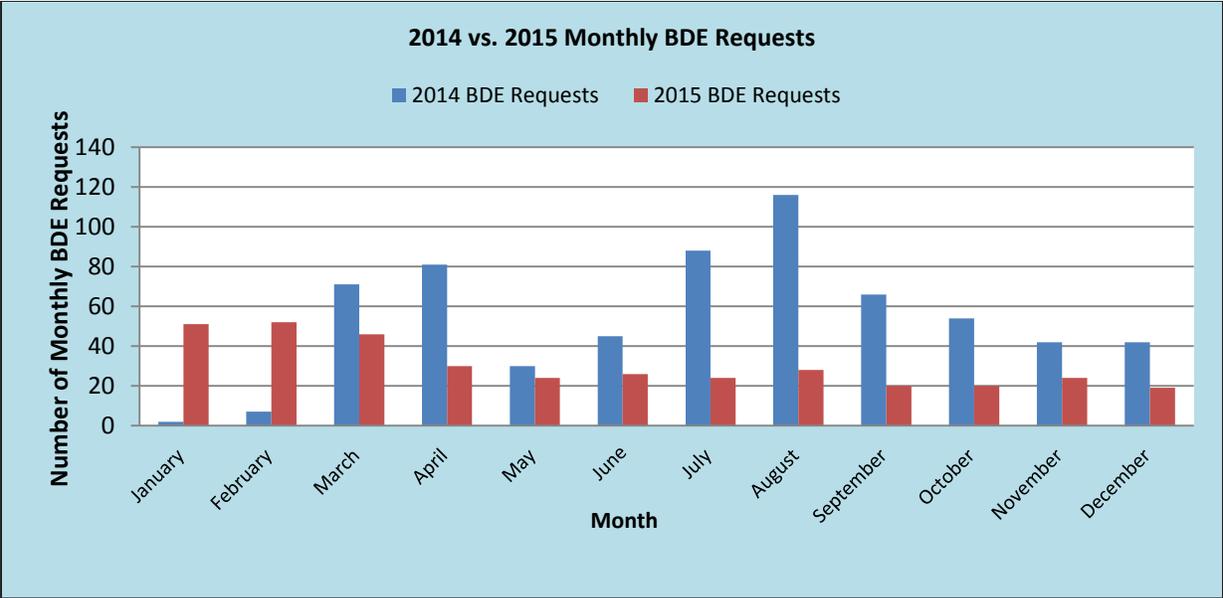
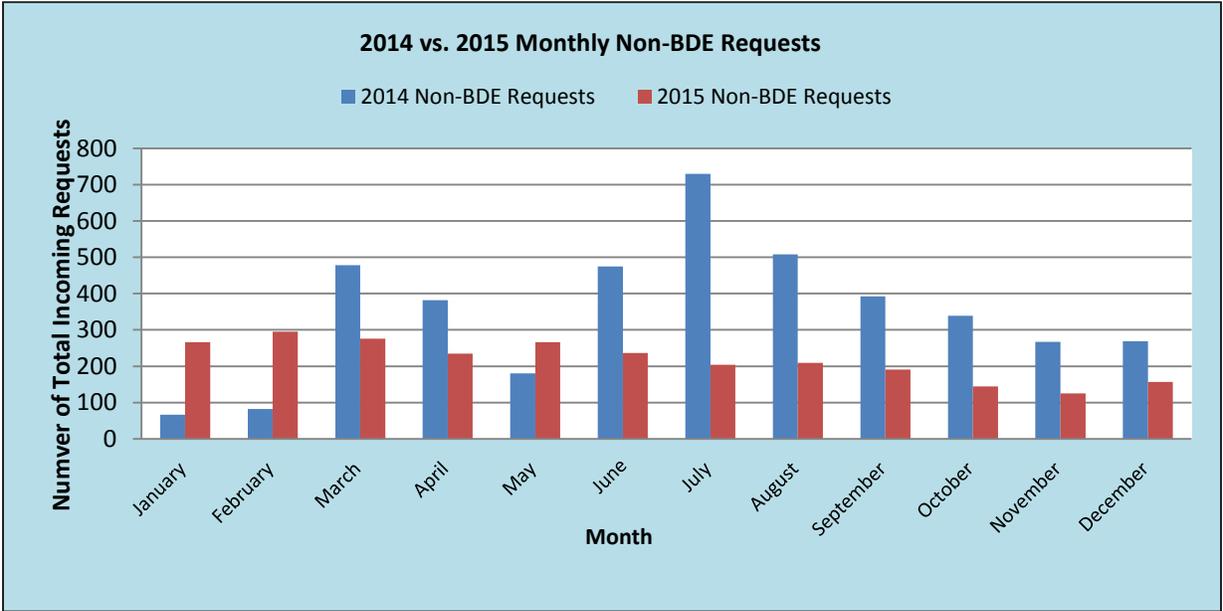
- As of December 31, 2015, there were 1,390 total BDE requests.
- 23 of the 1,390 (0.02%) total BDE requests are in progress to be completed to date.
- 1,367 of the 1,390 (0.98%) total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of December 2015 Incoming Totals		
Incoming Categories	Totals	% of Totals
Inbound Phone Call Total	99	56.25%
BDE	16	16.16%
Non-BDE	83	83.84%
Mail/Fax/Email Total	77	43.75%
BDE	3	3.90%
Non-BDE	74	96.10%
Total Requests	176	100.00%
BDE	19	10.80%
Non-BDE	157	89.20%

Summary of December 2015 Non-BDE Totals	
Non-BDE Categories	Total
Non-BDE	158
BDE Info/No Need	30
Benefits	1
Eligibility	4
Plan/Provider Info	55
No Answer/Left Message	41
Other / Remove	27

Transfers to Fee-for-Service as of the end of December 2015				
GMC Dental Plans				Totals
Access	Health Net	Liberty	Western	
0	0	0	0	0





Summary of Total BDE Requests from September 2012 to December 2015							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	Liberty	Western			
Emergency	209	154	170	31	432	132	564
Urgent	*	94	85	*	207	60	267
Routine	147	166	146	29	122	366	488
Specialist	*	27	30	*	26	45	71
In Progress**	*	*	*	*	*	*	23
Closed***	*	*	*	*	*	*	1367
Total BDE (Call/Mail/Email/Fax)	444	441	431	74	787	603	1390

*Values are not shown to protect confidentiality of the individuals summarized on the data

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

***See "Summary of Total Closed BDE" 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 December 2015								
Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	Liberty	Western			
Closed Unsuccessful - No-Show	Emergency	51	32	32	11	97	29	126
	Urgent	*	*	*	*	*	*	*
	Routine	36	34	35	11	26	90	116
	Specialist	*	*	*	*	*	*	*
Closed Successful - Completed Appointments	Emergency	151	120	138	20	329	100	429
	Urgent	*	72	62	*	149	45	194
	Routine	103	130	111	18	90	272	362
	Specialist	*	25	27	*	22	39	61
Closed Unsuccessful Total		110	89	93	29	182	139	321
Closed Successful Total		316	347	338	45	590	456	1046
Closed Unsuccessful/Successful Total		426	436	431	74	772	595	1367

*Values are not shown to protect confidentiality of the individuals summarized on the data

Notes:

321 out of 1,367 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 – 0.23%

1,046 out of 1,367 were successfully seen and treated by the dentist; BDE was closed after patients received treatment needed.

Successful Percentage – 0.77%

No-Shows for BDE Cases Closed in December 2015			
No-Show Categories	Adults	Children	Totals
Personal	0	0	0
Sick	0	0	0
Schedule	0	0	0
Forgot	0	0	0
Transportation	0	0	0
No Response	1	1	2
Other	0	0	0
Total of No-Shows	1	1	2

**Dental Managed Care
BDE Cases Closed in December 2015 – Adult**

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Routine	Full mouth Exam	7	N/A	Successful
Urgent	Member signed in then left. Member no longer in need of ER appt.	1	N/A	Successful
Emergency	Extraction	1	N/A	Successful
Routine	Exam/X-rays/ER referral	9	N/A	Successful
Routine	Exam/X-rays	3	N/A	Successful
Emergency	ER Exam/Diagnosis	Same Day	N/A	Successful
Emergency	Exam	1	N/A	Successful
Emergency	No Show-No response	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.

8 out of 12 beneficiaries are Adults - 0.67%

1 out of 8 adult did not show for their appointment - 0.12% no show rate

7 out of 8 adult did show for their appointment - 0.88% show rate

**Dental Managed Care
BDE Cases Closed in December 2015 – Children**

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Routine	Exam/X-rays	2	N/A	Successful
Emergency	Space maintainer removed	Same Day	N/A	Successful
Urgent	Alleviated pain/Referral	2	N/A	Successful
Routine	No Show-No Response	8	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.

4 out of 12 beneficiaries are Children - 0.33%

1 out of 4 children did not show for their appointment - 0.25% no show rate

3 out of 4 children did show for their appointment – 0.75% show rate