

Beneficiary Dental Exception (BDE) November 2012 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.

November Summary:

- 143 Incoming requests
- 114 Non-BDE requests
- 29 BDE requests

Total Summary as of the end of November:

- As of the end of November there have been a total of 205 BDE requests.
- 46 of the 205 total BDE requests are in progress to be completed to date.
- 159 of the 205 total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of November Incoming Calls		
Incoming Categories	Totals	% of Totals
Inbound Phone Call Total	109	76.2%
BDE	26	23.8%
Non-BDE	83	76.2%
Mail/Fax/Email Total	34	23.8%
BDE	3	8.8%
Non-BDE	31	91.2%
Total Requests	143	100%
BDE	29	20.3%
Non-BDE	114	20.3%

Summary of November Non-BDE Totals	
Non-BDE Categories	Total
Non-BDE	114
BDE Info/No Need	19
Benefits	4
Eligibility	13
Plan/Provider Info	55
No Answer/Left Message	18
Other	5

Transfers to Fee-for-Service as of the end of November 2012				
GMC Dental Plans				Totals
Access	Health Net	LIBERTY	Western	
0	0	0	0	0

Summary of Total BDE Requests as of the end of November 2012							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	LIBERTY	Western			
Emergency	18	16	21	27	64	18	82
Urgent	6	3	3	10	12	10	22
Routine	24	24	18	28	0	94	94
Specialist	0	1	1	5	1	6	7
In Progress	10	12	10	14	11	35	46
Closed*	38	32	33	56	66	93	159
Total BDE (Call/Mail/Email/Fax)	48	44	43	70	77	128	205

*See next two charts for specifics

Notes:

Appointment Timeframes

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

Summary of Total Closed BDE as of the end of November 2012								
Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	LIBERTY	Western			
Closed Unsuccessful - No Show	Emergency	1	5	5	11	20	2	22
	Urgent	1	0	1	7	4	5	9
	Routine	4	0	3	9	0	16	16
	Specialist	0	0	0	1	1	0	1
Closed Successful - Completed Appointments	Emergency	13	9	11	11	35	9	44
	Urgent	4	2	2	3	6	5	11
	Routine	15	15	10	10	0	50	50
	Specialist	0	1	1	4	0	6	6
Closed Unsuccessful Total		6	5	9	28	25	23	48
Closed Successful Total		32	27	24	28	41	70	111
Closed Unsuccessful/Successful Total		38	32	33	56	66	93	159

Notes:

48 out of 159 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 - 30%

111 out of 159 were successfully seen and treated by the dentist, BDE was closed after patients received treatment needed

Successful Percentage - 70%

November 2012 Closed BDE Case by Case – Adults

Tracking #	Type of Visit	Service Provided	Timely Access (Business Days)	Dental Plan	Beneficiary Satisfied*	Department Perspective
110612LM-05	Emergency	None/No Show	1 Day	Western	n/a	Unsuccessful - No Show
110712LM- 03	Emergency	None/No Show	1 Day	Health Net	n/a	Unsuccessful - No Show
102912LM-02	Urgent	None/No Show	3 Days	Western	n/a	Unsuccessful - No Show
110512TB-02	Specialist	None/No Show	7 Days	Western	n/a	Unsuccessful - No Show
102612LM-02	Emergency	Oral Exam/Antibiotics/Extraction	Same Day	Liberty	Yes	Successful
102612TB-01	Emergency	Antibiotics/Pain med/Extraction	9 Days**	Western	Yes	Successful
110212TB-02	Emergency	Pain med/Antibiotics	Same Day	Liberty	Yes	Successful
110212TB-06	Emergency	Exam/X-rays/Pain meds/Extraction	2 Days**	Liberty	Yes	Successful
110612TB-03	Emergency	Exam/X-rays	Same Day	Liberty	n/a	Successful
110812LM- 03	Emergency	Consultation	1 Day	Health Net	Yes	Successful
111312TB-04	Emergency	Oral Exam/X-rays	1 Day	Liberty	Yes	Successful
092012001	Urgent	Extraction	2 Days	Liberty	Yes	Successful
111912LM-01	Urgent	Exam/X-rays	Same Day	Access	Yes	Successful

Notes:

* If beneficiaries showed to their appointment a “yes” indicated if the beneficiaries were satisfied. In future reports Beneficiaries will be 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.

Closed case by case includes closed cases opened in the month of September.

13 out of 57 beneficiaries are Adults - 23%

4 out of 13 beneficiaries did not show for their appointment - 31% no show rate

9 out of 13 beneficiaries did show for their appointment - 69% show rate

November 2012 Closed BDE Case by Case – Children

Tracking #	Type of Visit	Service Provided	Timely Access (Business Days)	Dental Plan	Beneficiary Satisfied*	Department Perspective
110112LM-05	Urgent	None/No show	2 Days	Western	n/a	Unsuccessful - No Show
092012015	Routine	None/No show	33 Days**	Western	n/a	Unsuccessful - No Show
092012015	Routine	None/No show	21 Days	Western	n/a	Unsuccessful - No Show
092012015	Routine	None/No show	21 Days	Western	n/a	Unsuccessful - No Show
092412009	Routine	None/No show	21 Days	Access	n/a	Unsuccessful - No Show
92412009-01	Routine	None/No show	21 Days	Access	Yes	Unsuccessful - No Show
102612003	Routine	None/No show	12 Days	Access	n/a	Unsuccessful - No Show
100812LM-01	Routine	None/No show	33 Days **	Western	n/a	Unsuccessful - No Show
101912LM-04	Routine	None/No show	13 Days	Liberty	n/a	Unsuccessful - No Show
102912LM-03	Routine	None/No show	4 Days	Western	n/a	Unsuccessful - No Show
103012LM- 05	Routine	None/No show	14 Days	Western	Yes	Unsuccessful - No Show
110712LM- 06	Routine	None/No show	4 Days	Western	n/a	Unsuccessful - No Show
092612093	Emergency	Extraction	40 days**	Access	Yes	Successful
100912LM-05	Emergency	Extractions	5 Days**	Western	Yes	Successful
102312LM-06	Emergency	Extraction	1 Days	Western	Yes	Successful
110112LM-02	Emergency	Exam/Antibiotics/Pain meds/Referral	1 Day	Access	Yes	Successful
110212TB-01	Emergency	Extractions	Same Day	Access	Yes	Successful
092612092	Emergency	Extractions	20 Days**	Access	Yes	Successful
101912LM-06	Routine	Cleaning	13 Days	Access	Yes	Successful
092412098	Routine	Exam/X-rays/Cleaning	29 Days	Access	Yes	Successful
092612096	Routine	Exam/X-rays/Cleaning/Fillings	40 Days**	Western	Yes	Successful
100312002	Routine	None/Medi-Cal Inactive	28 Days	Access	Yes	Successful
100312004	Routine	Exam/X-rays	2 Days	Western	Yes	Successful
091412TB-06	Routine	Oral Exam	26 Days	Access	Yes	Successful
091812TB-07	Routine	Exam/X-rays/Cleaning	23 Days	Health Net	Yes	Successful
091812TB-08	Routine	Exam/X-rays/Cleaning	23 Days	Health Net	Yes	Successful
092512LM-04	Routine	Sealants	28 Days	Health Net	Yes	Successful
092512LM-05	Routine	Exam	28 Days	Health Net	Yes	Successful
092712LM-16	Routine	Oral Exam	25 Days	Western	Yes	Successful
092712TB-04	Routine	Exam/X-rays	15 Days	Access	Yes	Successful
100212LM-08	Routine	Oral Check Up	25 Days	Health Net	Yes	Successful
100212LM-08	Routine	Oral Check Up	25 Days	Health Net	Yes	Successful
100512TB-08	Routine	Referred to Specialist	11 Days	Access	Yes	Successful
100912TB-03	Routine	Cleaning/Exam	2 Days	Health Net	Yes	Successful
102312LM-10	Routine	Exam/X-rays/Cleaning/Fluoride	17 Days	Health Net	Yes	Successful
102412TB-01	Routine	Exam/X-rays	9 Days	Liberty	Yes	Successful
102612LM-03	Routine	Exam/Cleaning	3 Days	Liberty	Yes	Successful
102612LM-05	Routine	X-rays/Cleaning/Fluoride/Sealants	9 Days	Health Net	Yes	Successful

102912LM-04	Routine	Exam/Slight Polish	6 Days	Liberty	Yes	Successful
110212TB-07	Routine	Cleaning/X-rays/Exam/Fluoride	6 Days	Liberty	Yes	Successful
110712LM- 01	Routine	Exam/Cleaning	3 Days	Liberty	Yes	Successful
110912LM-08	Routine	Cleaning/Fillings	14 days	Access	Yes	Successful
110912LM-09	Routine	Exam	15 Days	Liberty	Yes	Successful
110912TB-01	Routine	Oral Exam/Referral	6 Days	Liberty	Yes	Successful

Notes:

* If beneficiaries showed to their appointment a “yes” indicated if the beneficiaries were satisfied. In future reports Beneficiaries will be 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.

Closed case by case includes closed cases opened in the month of September.

44 out of 57 beneficiaries are Children - 77%

12 out of 44 beneficiaries did not show for their appointment - 27% no show rate

32 out of 44 beneficiaries did show for their appointment - 73% show rate