

Beneficiary Dental Exception (BDE) September 2016 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.

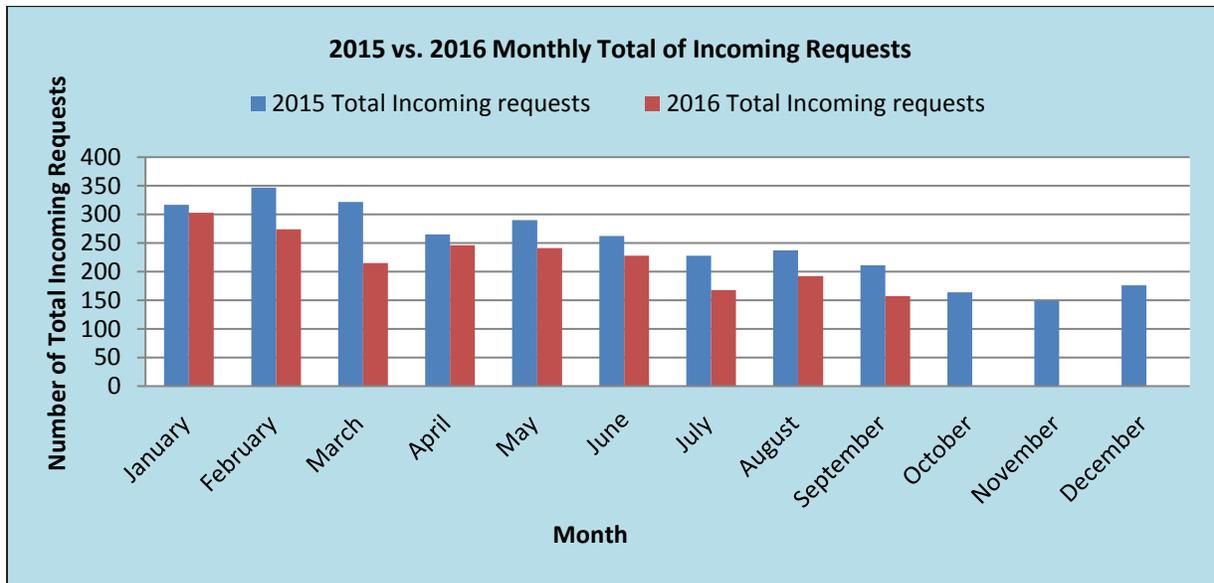
Total Summary from the Month of September 2012 through the end of September 2016:

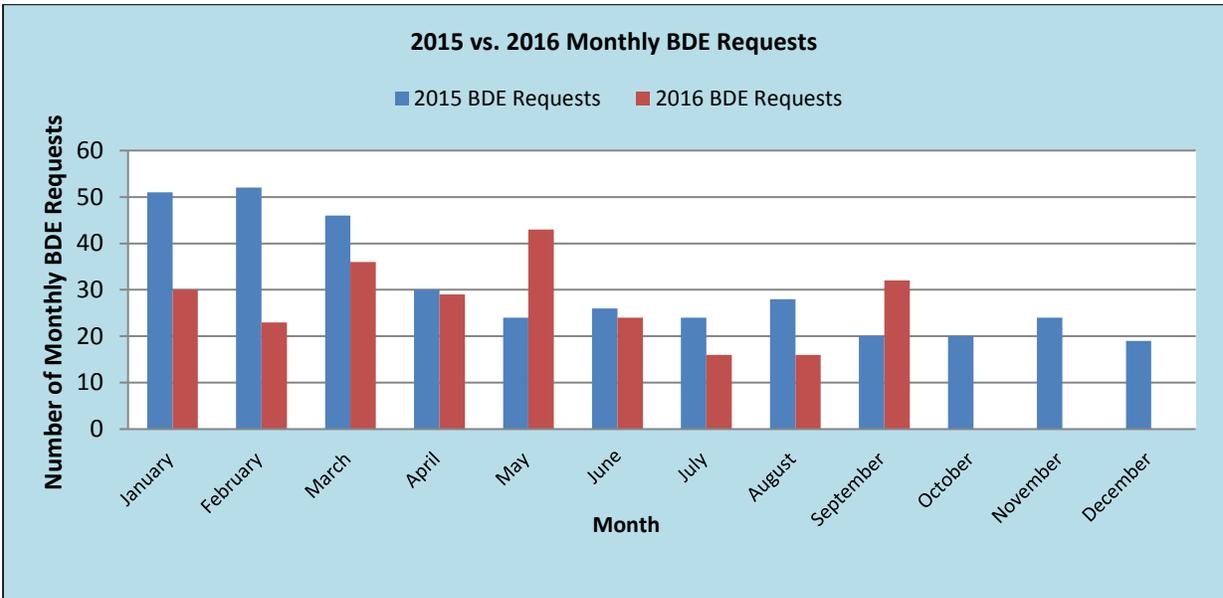
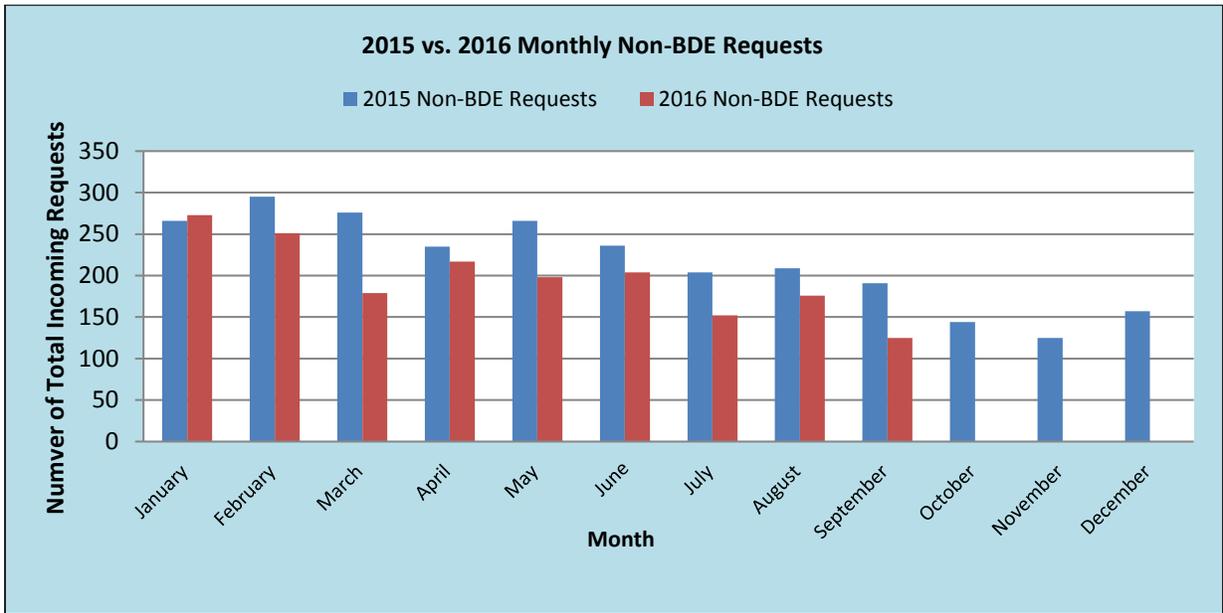
- As of September 30, 2016, there were 1,639 total BDE requests.
- 37 of the 1,639 (2%) total BDE requests are in progress to be completed to date.
- 1,602 of the 1,639 (98%) total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of September 2016 Incoming Totals		
Incoming Categories	Totals	% of Totals
Inbound Phone Call Total	83	53%
BDE	29	35%
Non-BDE	54	65%
Mail/Fax/Email Total	74	47%
BDE	3	4%
Non-BDE	71	96%
Total Requests	157	100%
BDE	32	20%
Non-BDE	125	80%

Summary of September 2016 Non-BDE Totals	
Non-BDE Categories	Total
Non-BDE	125
BDE Info/No Need	19
Benefits	4
Eligibility	8
Plan/Provider Info	36
No Answer/Left Message	36
Other / Remove	22

Transfers to Fee-for-Service as of the end of September 2016				
GMC Dental Plans				Totals
Access	Health Net	LIBERTY	Western	
0	0	0	0	0





Summary of Total BDE Requests from September 2012 to September 2016							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	LIBERTY	Western			
Emergency	244	177	190	31	489	153	642
Urgent	*	112	101	*	248	78	326
Routine	181	193	180	29	176	407	583
Specialist	*	33	37	*	36	52	88
In Progress**	*	*	*	*	*	*	37
Closed***	*	*	*	*	*	*	1,602
Total BDE (Call/Mail/Email/Fax)	542	515	508	74	949	690	1,639

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

**See "Summary of Total Closed BDE" for specifics

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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 September 2016								
Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	LIBERTY	Western			
Closed Unsuccessful - No-Show	Emergency	56	35	36	11	108	30	138
	Urgent	*	*	*	*	*	*	77
	Routine	51	38	44	11	44	100	144
	Specialist	*	*	*	*	*	*	13
Closed Successful - Completed Appointments	Emergency	185	138	152	20	377	118	495
	Urgent	*	89	74	*	182	63	245
	Routine	121	150	131	18	124	296	420
	Specialist	*	29	30	*	28	42	70
Closed Unsuccessful Total		134	98	111	29	220	152	372
Closed Successful Total		392	406	387	45	711	519	1,230
Closed Unsuccessful/Successful Total		526	504	498	74	931	671	1,602

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

Notes:

372 out of 1,602 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 – 23%

1,230 out of 1,602 were successfully seen and treated by the dentist; BDE was closed after patients received treatment needed.

Successful Percentage – 77%

No-Shows for BDE Cases Closed in September 2016			
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 Plan
BDE Cases Closed in September 2016 – Adults**

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Routine	No Show - No response	30	N/A	Unsuccessful
Emergency	X-rays/Meds	Same Day	N/A	Successful
Urgent	ER Exam	2	N/A	Successful
Emergency	ER Exam	1	N/A	Successful
Urgent	None. Beneficiary wanted other services.	3	N/A	Successful
Specialist	Extractions/Referral	6	N/A	Successful
Routine	Exam/X-rays	4	N/A	Successful
Routine	None. Bene wanted services that were unavailable the same day.	6	N/A	Successful
Emergency	ER Exam/X-ray	Same Day	N/A	Successful
Emergency	Exam	1	N/A	Successful
Emergency	ER X-ray/Extraction	1	N/A	Successful
Emergency	X-rays/Meds	Same Day	N/A	Successful
Emergency	ER Exam/Meds/Referral	2	N/A	Successful
Routine	Exam/Referral	4	N/A	Successful
Emergency	ER Exam/X-ray	1	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.

15 out of 18 beneficiaries are Adults - 83%

1 out of 15 adults did not show for their appointment – 7% no show rate

14 out of 15 adults did show for their appointment – 93% show rate

**Dental Managed Care Plan
BDE Cases Closed in September 2016 – Children**

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Specialist	Exam	13	N/A	Successful
Routine	No Show - No Response	19	N/A	Unsuccessful
Routine	Extractions	6	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.

3 out of 18 beneficiaries are Children – 17%

1 out of 3 children did not show for their appointment – 33% no show rate

2 out of 3 children did show for their appointment – 67% show rate