

Beneficiary Dental Exception (BDE) June 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 June 2014 Summary:

- 520 Total Incoming requests
- 475 Total Non-BDE requests
- 45 Total BDE requests

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

- As of the end of June 2014, there have been a total of 618 BDE requests.
- 30 of the 618 total BDE requests are in progress to be completed to date.
- 588 of the 618 total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of June 2014 Incoming Totals		
Incoming Categories	Totals	% of Totals
Inbound Phone Call Total	278	53.5%
BDE	37	13.3%
Non-BDE	241	86.7%
Mail/Fax/Email Total	242	46.5%
BDE	8	3.3%
Non-BDE	234	96.7%
Total Requests	520	100%
BDE	45	8.7%
Non-BDE	475	91.3%

Summary of June 2014 Non-BDE Totals	
Non-BDE Categories	Total
Non-BDE	475
BDE Info/No Need	131
Benefits	9
Eligibility	3
Plan/Provider Info	166
No Answer/Left Message	81
Other / Remove	85

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

Summary of Total BDE Requests from September 2012 to June 2014							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	Liberty	Western			
Emergency	73	41	51	31	128	68	196
Urgent	20	17	13	10	32	28	60
Routine	112	108	83	29	8	324	332
Specialist	4	10	12	4	3	27	30
In Progress*	15	8	7	0	15	15	30
Closed**	194	168	152	74	156	432	588
Total BDE (Call/Mail/Email/Fax)	209	176	159	74	171	447	618

* 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 June 2014								
Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	Liberty	Western			
Closed Unsuccessful - No-Show	Emergency	10	17	12	11	38	12	50
	Urgent	6	2	3	6	10	7	17
	Routine	26	15	21	11	1	72	73
	Specialist	3	1	1	1	2	4	6
Closed Successful - Completed Appointments	Emergency	56	23	35	20	82	52	134
	Urgent	14	14	10	4	21	21	42
	Routine	78	88	60	18	2	242	244
	Specialist	1	8	10	3	0	22	22
Closed Unsuccessful Total		45	35	37	29	51	95	146
Closed Successful Total		149	133	115	45	105	337	442
Closed Unsuccessful/Successful Total		194	168	152	74	156	432	588

Notes:

146 out of 588 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%

442 out of 588 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 June 2014			
No-Show Categories	Adults	Children	Totals
Personal	1	0	1
Sick	0	0	0
Schedule	0	2	2
Forgot	0	3	3
Transportation	1	0	1
No Response	4	0	4
Other	0	1	1
Total of No-Shows for the Month of June 2014	6	6	12

June 2014 Closed BDE Case by Case – Adult

Tracking #	Type of Visit	Service Provided	Timely Access (Business Days)	Dental Plan	Beneficiary Satisfied*	Department Perspective
8192013lm04	Emergency	Exam/X-Rays	Same Day	LIBERTY	N/A	Successful
050514mm03	Routine	X-Rays	9	Health Net	4	Successful
052914mm01	Emergency	Referral	Same Day	Access	4	Successful
061614mv01	Emergency	X-Rays/Meds/Antibiotics	Same Day	Access	1	Successful
61614am08	Emergency	No Show-No Response	1	Access	N/A	Unsuccessful
61614am11	Emergency	Extraction	1	Access	5	Successful
062314am01	Emergency	No Show-No Response	1	LIBERTY	N/A	Unsuccessful
062614am01	Emergency	Antibiotics	1	Access	5	Successful
061614bs01	Emergency	Root Canal	1	Health Net	5	Successful
061614bs02	Emergency	Exam	Same Day	LIBERTY	N/A	Successful
061614bs22	Emergency	Consultation	1	Access	N/A	Successful
061714bs04	Emergency	Exam	1	Health Net	N/A	Successful
061714bs10	Urgent	Extraction	3	Health Net	4	Successful
061914bs14	Routine	No Show-Personal	5	Access	N/A	Unsuccessful
062014bs07	Urgent	X-Rays	1	Health Net	5	Successful
061814mm03	Emergency	No Show-No Response	Same Day	Access	N/A	Unsuccessful
061814mm04	Emergency	No Show-No Response	Same Day	Access	N/A	Unsuccessful
061914mm01	Emergency	Exam	Same Day	Access	N/A	Successful
061914mm02	Routine	X-Rays	3	Health Net	N/A	Successful
61814019	Urgent	Exam	2	Health Net	N/A	Successful
62314018	Emergency	No Show-Transportation	1	Access	N/A	Unsuccessful
62514003	Emergency	Exam	1	Access	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).

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

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

22 out of 60 beneficiaries are Adults – 37%

6 out of 22 adult beneficiaries did not show for their appointment - 27% no show rate

16 out of 22 adult beneficiaries did show for their appointment -73% show rate

June 2014 Closed BDE Case by Case – Children

Tracking #	Type of Visit	Service Provided	Timely Access (Business Days)	Dental Plan	Beneficiary Satisfied*	Department Perspective
020414mm07	Routine	Exam/Referral	4	Access	4	Successful
031414rr01	Routine	Exam	28	Access	4	Successful
031814rr02	Routine	Exam	28	Access	4	Successful
040814mm04	Routine	Consultation	12	Access	5	Successful
040814mm05	Routine	Consultation	9	Access	5	Successful
042114mm01	Routine	X-Rays	Same Day	LIBERTY	4	Successful
042214mm08	Routine	None-Rescheduled	4	LIBERTY	N/A	Successful
042214mm09	Routine	No Show-Other	4	LIBERTY	N/A	Unsuccessful
042214mm12	Routine	X-Rays/Referral	7	Health Net	5	Successful
042214mm13	Routine	X-Rays/Referral	7	Health Net	5	Successful
042214mv-03	Routine	No Show-Personal	38**	Access	N/A	Unsuccessful
042214mv-04	Routine	No Show-Personal	38**	Access	N/A	Unsuccessful
042214mv-05	Routine	No Show-Personal	38**	Access	N/A	Unsuccessful
042314mv01	Specialist	Referral	8	LIBERTY	5	Successful
042914mv06	Routine	No Show-Schedule	23	Health Net	N/A	Unsuccessful
051414tw01	Urgent	X-Rays/Referral	13	Health Net	N/A	Successful
051914bs02	Specialist	Exam	1	LIBERTY	N/A	Successful
050514mv01	Routine	Routine	11	Access	N/A	Successful
050114lb02	Routine	Exam/Cleaning	13	Access	N/A	Successful
050114lb03	Urgent	Exam/Cleaning	13	Access	N/A	Successful
050514mm04	Routine	X-Rays	9	Health Net	4	Successful
050514mm06	Routine	None-Child Uncooperative	27	Access	4	Successful
060214bs02	Emergency	None-Child Uncooperative	Same Day	LIBERTY	N/A	Successful
060914bs05	Routine	Exam/X-Rays/Extractions	9	Health Net	4	Successful
061614bs10	Emergency	Antibiotics	Same Day	LIBERTY	3	Successful
062414mm01	Emergency	Exam/X-Rays	Same Day	Health Net	5	Successful
031814046	Routine	Exam	17	Access	N/A	Successful
031814047	Routine	Exam	23	Access	N/A	Successful
031814048	Routine	Exam	23	Access	N/A	Successful
032114018	Routine	Exam/X-Rays/Cleaning	55**	Health Net	N/A	Successful
032114020	Routine	Exam/X-Rays/Cleaning	55**	Health Net	N/A	Successful
40114040	Routine	Exam/X-Rays/Consultation	7	LIBERTY	N/A	Successful
40214006	Routine	No Show-Schedule	45**	Access	N/A	Unsuccessful
41714006	Routine	Fillings	11	Access	N/A	Successful
42814007	Routine	Cleaning	27	Health Net	N/A	Successful
050914001	Urgent	Registration/Exam	2	Access	N/A	Successful
051314004	Specialist	Consultation	13	LIBERTY	N/A	Successful
60214004	Emergency	Consultation	1	Access	N/A	Successful

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

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

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

38 out of 60 beneficiaries are Children – 63%

6 out of 38 Children beneficiaries did not show for their appointment -16% no show rate

32 out of 38 Children beneficiaries did show for their appointment -84% show rate