

## **Beneficiary Dental Exception (BDE) April 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. The BDE 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 Department of Health Care Services (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 April 2015:**

- As of April 30, 2015, there were 1,205 total BDE requests.
- 9 of the 1,205 (0.007%) total BDE requests are in progress to be completed to date.
- 1,196 of the 1,205 (0.993%) total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of April 2015 Incoming Totals		
Incoming Categories	Totals	% of Totals
<b>Inbound Phone Call Total</b>	<b>176</b>	<b>66.4%</b>
BDE	30	17.0%
Non-BDE	146	83.0%
<b>Mail/Fax/Email Total</b>	<b>89</b>	<b>33.6%</b>
BDE	0	0.0%
Non-BDE	89	100.0%
<b>Total Requests</b>	<b>265</b>	<b>100%</b>
BDE	30	11.3%
Non-BDE	235	88.7%

Summary of April 2015 Non-BDE Totals	
Non-BDE Categories	Total
<b>Non-BDE</b>	<b>235</b>
BDE Info/No Need	36
Benefits	3
Eligibility	15
Plan/Provider Info	99
No Answer/Left Message	36
Other / Remove	46

Summary Comparison			
Month	April 2015	March 2015	April 2014
Total Incoming requests	265	322	463
Total Non-BDE requests	235	276	382
Total BDE requests	30	46	81

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

Summary of Total BDE Requests from September 2012 to April 2015							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	Liberty	Western			
Emergency	174	133	145	31	371	112	<b>483</b>
Urgent	Suppressed	87	65	Suppressed	165	53	<b>218</b>
Routine	130	150	137	29	93	353	<b>446</b>
Specialist	Suppressed	24	22	Suppressed	18	40	<b>58</b>
<b>In Progress*</b>	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
<b>Closed**</b>	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
<b>Total BDE (Call/Mail/Email/Fax)</b>	<b>368</b>	<b>394</b>	<b>369</b>	<b>74</b>	<b>647</b>	<b>558</b>	<b>1205</b>

\* 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 April 2015**

Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	Liberty	Western			
Closed Unsuccessful - No-Show	Emergency	40	31	28	11	84	26	<b>110</b>
	Urgent	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
	Routine	32	31	31	11	18	87	<b>105</b>
	Specialist	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
Closed Successful - Completed Appointments	Emergency	134	102	116	20	286	86	<b>372</b>
	Urgent	Suppressed	66	45	Suppressed	118	38	<b>156</b>
	Routine	97	118	105	18	73	265	<b>338</b>
	Specialist	Suppressed	21	20	Suppressed	14	35	<b>49</b>
<b>Closed Unsuccessful Total</b>		<b>89</b>	<b>84</b>	<b>79</b>	<b>29</b>	<b>150</b>	<b>131</b>	<b>281</b>
<b>Closed Successful Total</b>		<b>277</b>	<b>307</b>	<b>286</b>	<b>45</b>	<b>491</b>	<b>424</b>	<b>915</b>
<b>Closed Unsuccessful/Successful Total</b>		<b>366</b>	<b>391</b>	<b>365</b>	<b>74</b>	<b>641</b>	<b>555</b>	<b>1196</b>

**Notes:**

281 out of 1196 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%

915 out of 1196 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 April 2015			
No-Show Categories	Adults	Children	Totals
Personal	0	2	<b>2</b>
Sick	0	0	<b>0</b>
Schedule	2	1	<b>3</b>
Forgot	0	0	<b>0</b>
Transportation	0	0	<b>0</b>
No Response	3	2	<b>5</b>
Other	0	0	<b>0</b>
<b>Total of No-Shows</b>	<b>5</b>	<b>5</b>	<b>10</b>

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

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Urgent	No Show-Schedule	3	N/A	Unsuccessful
Emergency	Exam/X-Rays/Diagnosis	SAME DAY	5	Successful
Emergency	Exam/X-Rays/Diagnosis	1	N/A	Successful
Urgent	Pain Meds/Diagnosis	3	N/A	Successful
Urgent	Pain Meds/Diagnosis	2	3	Successful
Urgent	1 PA X-Ray/Palliative Treatment	2	N/A	Successful
Urgent	2 PA X-Rays/Amoxicillin/Pain Meds	3	N/A	Successful
Urgent	2 PA X-Rays/Palliative Treatment/Diagnosis	3	N/A	Successful
Emergency	Pain Meds	SAME DAY	N/A	Successful
Emergency	Exam/Pain Meds/Referral	SAME DAY	N/A	Successful
Emergency	Exam/Diagnosis/Referral	SAME DAY	N/A	Successful
Emergency	X-Rays/Pain Meds/Amoxicillin	1	N/A	Successful
Urgent	2 PAs/Diagnosis	1	N/A	Successful
Urgent	Exam/X-Rays/Amoxicillin/Pain Meds/Diagnosis	1	N/A	Successful
Emergency	Extraction	1	N/A	Successful
Emergency	No Show-No Response	SAME DAY	N/A	Unsuccessful
Urgent	No Show-No Response	SAME DAY	N/A	Unsuccessful
Emergency	Exam/Antibiotics/Pain Meds	SAME DAY	5	Successful
Urgent	Exam/X-Rays	1	N/A	Successful
Emergency	Extractions/Pain Meds	SAME DAY	5	Successful
Emergency	1 PA X-Ray/Extraction	1	N/A	Successful
Urgent	Exam/Diagnosis	3	5	Successful
Emergency	X-Rays/Pain Meds/Referral	SAME DAY	4	Successful
Emergency	Cleaning/Fluoride/Referral	SAME DAY	4	Successful
Emergency	Exam/X-Rays/Pain Meds	SAME DAY	N/A	Successful
Routine	Palliative Treatment/Amoxicillin/Pain Meds	7	3	Successful
Urgent	No Show-Schedule	3	N/A	Unsuccessful
Urgent	No Show-No Response	2	N/A	Unsuccessful
Urgent	Extractions	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.

29 out of 40 beneficiaries are Adults – 73%

5 out of 29 adult beneficiaries did not show for their appointment - 17% no show rate

24 out of 29 adult beneficiaries did show for their appointment -83% show rate

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

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Routine	No Show-Personal	23	N/A	Unsuccessful
Routine	No Show-Personal	23	N/A	Unsuccessful
Emergency	Diagnosis/Pain Meds	SAME DAY	5	Successful
Urgent	Referral	2	N/A	Successful
Emergency	1PA X-Ray/1 Bitewing/Pain Meds	1	4	Successful
Emergency	Exam/5 PA X-Rays/Palliative Treatment	1	N/A	Successful
Emergency	1 PA X-Ray/ 2 Bitewings	1	N/A	Successful
Routine	No Show-No Response	5	N/A	Unsuccessful
Emergency	Exam/Diagnosis/Amoxicillin/Pain Meds	SAME DAY	5	Successful
Urgent	No Show-No Response	2	N/A	Unsuccessful
Urgent	No Show-Schedule	2	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.

11 out of 40 beneficiaries are Children – 27%

5 out of 11 Children beneficiaries did not show for their appointment - 45% no show rate

6 out of 11 Children beneficiaries did show for their appointment -55% show rate