

Beneficiary Dental Exception (BDE) April 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.

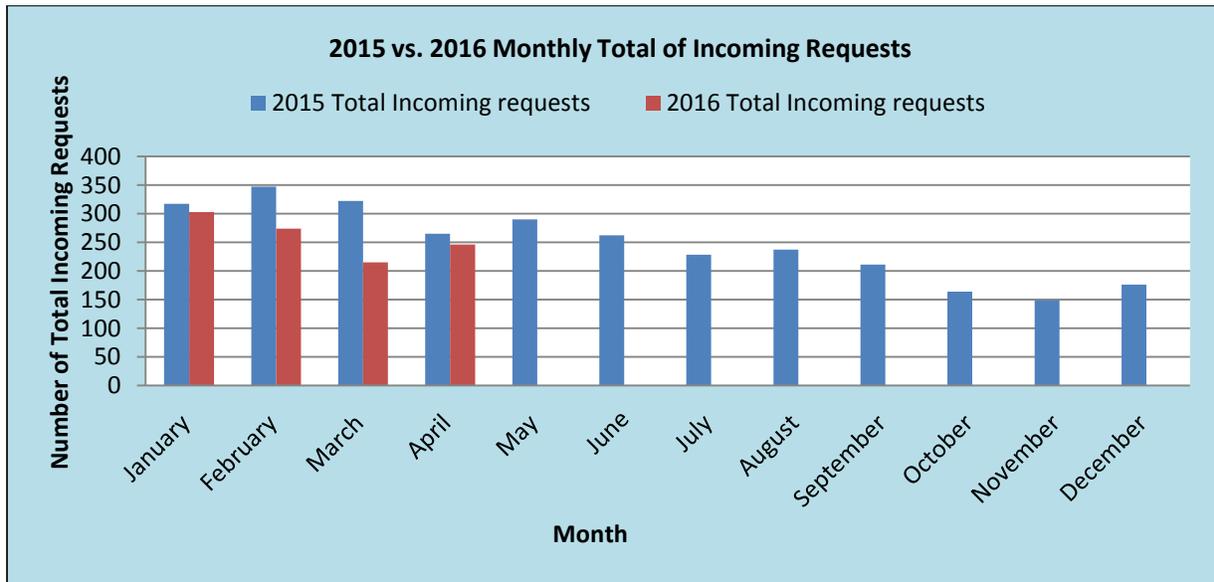
Total Summary from the Month of September 2012 through the end of April 2016:

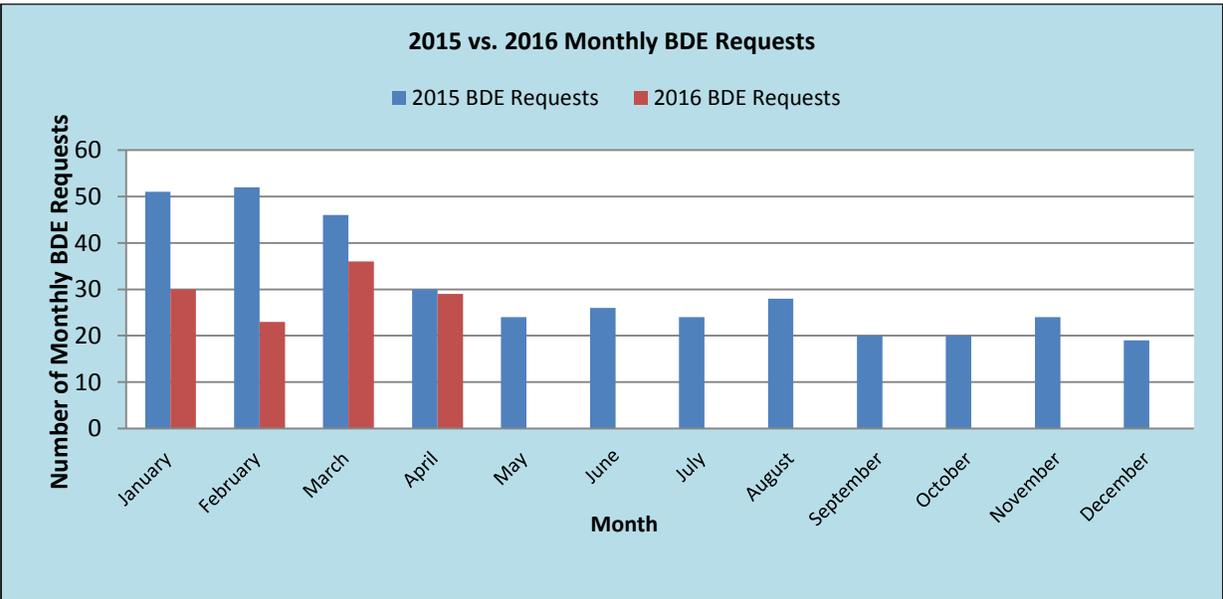
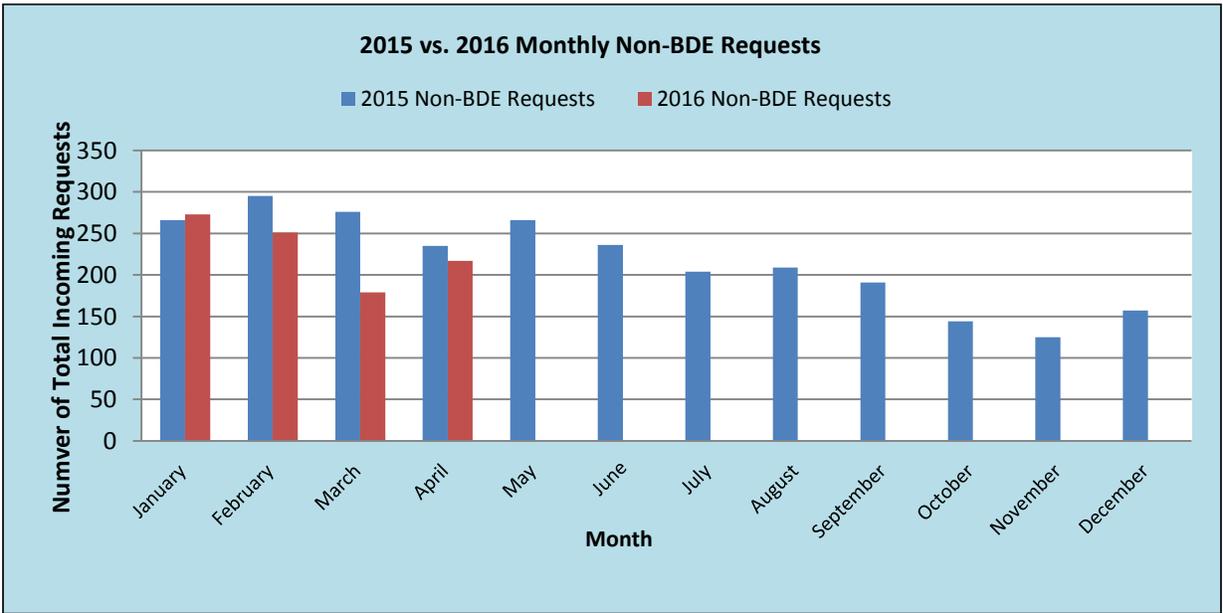
- As of April 30, 2016, there were 1,508 total BDE requests.
- 16 of the 1,508 (0.01%) total BDE requests are in progress to be completed to date.
- 1,492 of the 1,508 (0.99%) total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

| Summary of April 2016 Incoming Totals | | |
|---------------------------------------|------------|----------------|
| Incoming Categories | Totals | % of Totals |
| Inbound Phone Call Total | 154 | 62.60% |
| BDE | 27 | 17.53% |
| Non-BDE | 127 | 82.47% |
| Mail/Fax/Email Total | 92 | 37.40% |
| BDE | 2 | 2.17% |
| Non-BDE | 90 | 97.83% |
| Total Requests | 246 | 100.00% |
| BDE | 29 | 11.79% |
| Non-BDE | 217 | 88.21% |

| Summary of April 2016 Non-BDE Totals | |
|--------------------------------------|------------|
| Non-BDE Categories | Total |
| Non-BDE | 217 |
| BDE Info/No Need | 23 |
| Benefits | 3 |
| Eligibility | 5 |
| Plan/Provider Info | 95 |
| No Answer/Left Message | 49 |
| Other / Remove | 42 |

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





| Summary of Total BDE Requests from September 2012 to April 2016 | | | | | | | |
|---|------------------|------------|------------|-----------|------------|------------|-------------|
| BDE Categories | GMC Dental Plans | | | | Adults | Children | Totals |
| | Access | Health Net | LIBERTY | Western | | | |
| Emergency | 225 | 161 | 178 | 31 | 457 | 138 | 595 |
| Urgent | * | 103 | 95 | * | 229 | 70 | 299 |
| Routine | 164 | 175 | 168 | 29 | 154 | 382 | 536 |
| Specialist | * | 31 | 33 | * | 31 | 47 | 78 |
| In Progress** | * | * | * | * | * | * | 16 |
| Closed*** | * | * | * | * | * | * | 1492 |
| Total BDE (Call/Mail/Email/Fax) | 490 | 470 | 474 | 74 | 871 | 637 | 1508 |

*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 April 2016 | | | | | | | | |
|---|------------|------------------|------------|------------|-----------|------------|------------|-------------|
| Closed BDE Categories | | GMC Dental Plans | | | | Adults | Children | Totals |
| | | Access | Health Net | LIBERTY | Western | | | |
| Closed Unsuccessful - No-Show | Emergency | 53 | 33 | 33 | 11 | 101 | 29 | 130 |
| | Urgent | * | * | * | * | * | * | 75 |
| | Routine | 43 | 36 | 41 | 11 | 36 | 95 | 131 |
| | Specialist | * | * | * | * | * | * | 11 |
| Closed Successful - Completed Appointments | Emergency | 171 | 127 | 145 | 20 | 354 | 109 | 463 |
| | Urgent | * | 79 | 70 | * | 165 | 55 | 220 |
| | Routine | 114 | 137 | 126 | 18 | 111 | 284 | 395 |
| | Specialist | * | 28 | 30 | * | 26 | 41 | 67 |
| Closed Unsuccessful Total | | 122 | 94 | 102 | 29 | 202 | 145 | 347 |
| Closed Successful Total | | 358 | 371 | 371 | 45 | 656 | 489 | 1145 |
| Closed Unsuccessful/Successful Total | | 480 | 465 | 473 | 74 | 858 | 634 | 1492 |

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

Notes:

347 out of 1,492 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%

1,145 out of 1,492 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 April 2016 | | | |
|--|---------------|-----------------|---------------|
| No-Show Categories | Adults | Children | Totals |
| Personal | 1 | 0 | 1 |
| Sick | 0 | 0 | 0 |
| Schedule | 1 | 0 | 1 |
| Forgot | 0 | 0 | 0 |
| Transportation | 0 | 0 | 0 |
| No Response | 4 | 2 | 6 |
| Other | 0 | 0 | 0 |
| Total of No-Shows | 6 | 2 | 8 |

**Dental Managed Care Plan
BDE Cases Closed in April 2016 – Adults**

| Type of Visit | Service Provided | Timely Access (Business Days) | Beneficiary Satisfied* | Department Perspective |
|----------------------|-----------------------------------|--|-----------------------------------|-----------------------------------|
| Routine | Limited Exam/X-rays | 13 | N/A | Successful |
| Routine | Exam/Preventive Services | 12 | N/A | Successful |
| Routine | Exam/Preventive Services | 27 | N/A | Successful |
| Routine | Pain Meds/Full Exam | 4 | N/A | Successful |
| Routine | Exam/X-rays | 49** | N/A | Successful |
| Emergency | Exam/X-rays | 1 | N/A | Successful |
| Urgent | ER Exam & X-ray | 2 | N/A | Successful |
| Routine | Full Exam | 14 | N/A | Successful |
| Emergency | X-ray/Pain Meds/Referral | 1 | N/A | Successful |
| Routine | Evaluation of X-rays | 20 | N/A | Successful |
| Routine | Extractions/Pain Meds/Antibiotics | 16 | N/A | Successful |
| Emergency | Exam/X-rays | Same Day | N/A | Successful |
| Routine | Evaluation/Pain Meds | 8 | N/A | Successful |
| Emergency | Exam/X-rays | 1 | N/A | Successful |
| Emergency | ER Diagnosis/Treatment | Same Day | 5 | Successful |
| Urgent | Exam | 2 | N/A | Successful |
| Emergency | Preventive Services | 1 | N/A | Successful |
| Emergency | Referral | 1 | N/A | Successful |
| Urgent | Limited Evaluation | 2 | N/A | Successful |
| Urgent | Exam/X-rays/Meds | 3 | N/A | Successful |
| Urgent | Exam/Referral | 2 | N/A | Successful |
| Routine | No Show - Schedule | 21 | N/A | Unsuccessful |
| Routine | No Show - No Response | 25 | N/A | Unsuccessful |
| Urgent | No Show - No Response | Same Day | N/A | Unsuccessful |
| Routine | No Show - No Response | 11 | N/A | Unsuccessful |
| Urgent | No Show - No Response | 2 | N/A | Unsuccessful |
| Urgent | No Show - Personal | 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).

**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.

27 out of 39 beneficiaries are Adults - 0.69%

6 out of 27 adults did not show for their appointment – 0.22% no show rate

21 out of 27 adults did show for their appointment – 0.78% show rate

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

| Type of Visit | Service Provided | Timely Access (Business Days) | Beneficiary Satisfied* | Department Perspective |
|---------------|--|-------------------------------|------------------------|------------------------|
| Routine | Extractions/Crown/Space Maintainers | 13 | N/A | Successful |
| Emergency | Exam/X-ray/Pain Meds/Referral | Same Day | N/A | Successful |
| Routine | Exam/X-rays | 11 | N/A | Successful |
| Emergency | Complete Exam/Referral | 1 | N/A | Successful |
| Specialist | RCT | 8 | N/A | Successful |
| Routine | Referral | 11 | N/A | Successful |
| Urgent | X-rays/Cleaning/referral | 2 | N/A | Successful |
| Urgent | X-rays/Referral | 2 | N/A | Successful |
| Urgent | Filling | 3 | N/A | Successful |
| Emergency | Consultation/X-rays/Antibiotics/Referral | Same Day | N/A | Successful |
| Routine | No Show - No Response | 10 | N/A | Unsuccessful |
| Routine | No Show - No Response | 7 | 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.

12 out of 39 beneficiaries are Children – 0.31%

2 out of 12 children did not show for their appointment – 0.17% no show rate

10 out of 12 children did show for their appointment – 0.83% show rate