

## **Beneficiary Dental Exception (BDE) August 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 August 2014 Summary:**

- 624 Total Incoming requests
- 508 Total Non-BDE requests
- 116 Total BDE requests

### **Total Summary from the Month of September 2012 through the end of August 2014:**

- As of the end of August 2014, there have been a total of 822 BDE requests.
- 59 of the 822 total BDE requests are in progress to be completed to date.
- 763 of the 822 total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of August 2014 Incoming Totals		
Incoming Categories	Totals	% of Totals
<b>Inbound Phone Call Total</b>	<b>389</b>	<b>62.3%</b>
BDE	106	27.2%
Non-BDE	283	72.8%
<b>Mail/Fax/Email Total</b>	<b>235</b>	<b>37.7%</b>
BDE	10	4.3%
Non-BDE	225	95.7%
<b>Total Requests</b>	<b>624</b>	<b>100%</b>
BDE	116	18.6%
Non-BDE	508	81.4%

Summary of August 2014 Non-BDE Totals	
Non-BDE Categories	Total
<b>Non-BDE</b>	<b>508</b>
BDE Info/No Need	103
Benefits	14
Eligibility	13
Plan/Provider Info	184
No Answer/Left Message	106
Other / Remove	88

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

Summary of Total BDE Requests from September 2012 to August 2014							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	Liberty	Western			
Emergency	114	67	83	31	221	74	<b>295</b>
Urgent	Suppressed	36	Suppressed	Suppressed	69	37	<b>106</b>
Routine	119	126	102	29	42	334	<b>376</b>
Specialist	Suppressed	14	Suppressed	Suppressed	13	32	<b>45</b>
<b>In Progress*</b>	<b>18</b>	<b>21</b>	<b>20</b>	<b>0</b>	<b>48</b>	<b>11</b>	<b>59</b>
<b>Closed**</b>	<b>257</b>	<b>222</b>	<b>210</b>	<b>74</b>	<b>297</b>	<b>466</b>	<b>763</b>
<b>Total BDE (Call/Mail/Email/Fax)</b>	<b>275</b>	<b>243</b>	<b>230</b>	<b>74</b>	<b>345</b>	<b>477</b>	<b>822</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 August 2014**

Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	Liberty	Western			
Closed Unsuccessful - No-Show	Emergency	22	22	Suppressed	Suppressed	59	16	75
	Urgent	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
	Routine	28	21	23	11	Suppressed	Suppressed	83
	Specialist	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
Closed Successful - Completed Appointments	Emergency	Suppressed	41	Suppressed	20	146	57	203
	Urgent	24	25	Suppressed	Suppressed	44	27	71
	Routine	86	Suppressed	69	Suppressed	18	251	269
	Specialist	Suppressed	Suppressed	16	Suppressed	Suppressed	Suppressed	32
<b>Closed Unsuccessful Total</b>		<b>60</b>	<b>50</b>	<b>49</b>	<b>29</b>	<b>81</b>	<b>107</b>	<b>188</b>
<b>Closed Successful Total</b>		<b>197</b>	<b>172</b>	<b>161</b>	<b>45</b>	<b>216</b>	<b>359</b>	<b>575</b>
<b>Closed Unsuccessful/Successful Total</b>		<b>257</b>	<b>222</b>	<b>210</b>	<b>74</b>	<b>297</b>	<b>466</b>	<b>763</b>

**Notes:**

188 out of 763 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%

575 out of 763 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 August 2014			
No-Show Categories	Adults	Children	Totals
Personal	0	0	0
Sick	0	0	0
Schedule	4	1	5
Forgot	0	1	1
Transportation	0	0	0
No Response	11	6	17
Other	0	0	0
<b>Total of No-Shows for the Month of August 2014</b>	<b>15</b>	<b>8</b>	<b>23</b>

**Dental Managed Care  
August 2014 Closed BDE Case by Case – Adult**

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Emergency	Exam/Antibiotics	1	5	Successful
Routine	X-Rays	12	3	Successful
Emergency	Exam	1	N/A	Successful
Emergency	Extractions	1	4	Successful
Emergency	Exam/Antibiotics/Pain Meds	Same Day	5	Successful
Routine	Exam	17	N/A	Successful
Emergency	Exam/Pain Meds	Same Day	N/A	Successful
Emergency	Exam	1	5	Successful
Routine	Exam	3	N/A	Successful
Emergency	X-Rays/Meds	1	5	Successful
Specialist	Exam/X-Rays/Referral	2	5	Successful
Emergency	Exam/Antibiotics	1	N/A	Successful
Emergency	Exam/X-Rays/Pain Meds	Same Day	N/A	Successful
Urgent	Emergency Exam	2	N/A	Successful
Routine	Exam/Treatment plan	6	N/A	Successful
Emergency	Exam/Treatment plan	1	N/A	Successful
Specialist	Referral	21	N/A	Successful
Specialist	Extractions	7	N/A	Successful
Urgent	X-Rays/Antibiotics/Pain Meds	2	N/A	Successful
Emergency	Exam	Same Day	5	Successful
Urgent	Exam/X-Rays	2	N/A	Successful
Routine	Exam/X-Rays/Pain Meds	7	5	Successful
Routine	Exam/X-Rays	7	N/A	Successful
Emergency	No Show-No Response	Same Day	N/A	Unsuccessful
Emergency	Antibiotics/Referral	1	N/A	Successful
Emergency	No Show-No Response	1	N/A	Unsuccessful
Urgent	X-Rays/Referral	2	4	Successful
Urgent	X-Rays/Referral	2	4	Successful
Emergency	Exam/Cleaning	1	4	Successful
Specialist	Exam/X-Rays/Consultation	9	4	Successful
Emergency	Exam/X-Ray	Same Day	4	Successful
Emergency	No Show-No Response	Same Day	N/A	Unsuccessful
Emergency	Pain Meds/Prescription/Referral	Same Day	N/A	Successful
Emergency	X-Rays/ Prescription	1	4	Successful
Urgent	None-Needed medical release form	2	N/A	Successful
Emergency	No Show-No Response	Same Day	N/A	Unsuccessful
Specialist	Exam/X-Ray/Referral	3	5	Successful

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Emergency	None-Checked in then left	Same Day	N/A	Successful
Emergency	Exam/X-Rays	1	5	Successful
Specialist	No Show-No Response	4	N/A	Unsuccessful
Urgent	Pain Meds	1	N/A	Successful
Emergency	Exam/Referral	Same Day	N/A	Successful
Urgent	None-Member left	3	N/A	Successful
Emergency	Exam/X-Rays	1	N/A	Successful
Emergency	X-Rays/Antibiotics/Meds	1	4	Successful
Emergency	No Show-Schedule	1	N/A	Unsuccessful
Emergency	No Show-No Response	1	N/A	Unsuccessful
Emergency	Exam/X-Rays/Cleaning/Referral	Same Day	N/A	Successful
Emergency	X-Rays/Meds	1	N/A	Successful
Emergency	None-Member left	Same Day	N/A	Successful
Emergency	No Show-No Response	1	N/A	Unsuccessful
Urgent	No Show-No Response	1	N/A	Unsuccessful
Emergency	Exam	1	5	Successful
Urgent	Exam/Prep for crown	1	N/A	Successful
Specialist	Oral Surgeon Consultation	9	N/A	Successful
Emergency	None-Member left	1	N/A	Successful
Routine	Exam/Pain Meds	5	N/A	Successful
Routine	Exam	3	N/A	Successful
Routine	Pain Meds	3	N/A	Successful
Emergency	Exam	Same Day	N/A	Successful
Routine	No Show-Schedule	4	N/A	Unsuccessful
Emergency	Pain Meds	1	N/A	Successful
Routine	Exam/X-Rays/Antibiotics	4	4	Successful
Emergency	Exam/Treatment plan	1	N/A	Successful
Emergency	Exam/X-Rays/Antibiotics/Pain Meds	Same Day	5	Successful
Emergency	Exam	Same Day	5	Successful
Specialist	Consultation	6	N/A	Successful
Emergency	Exam/X-Rays	Same Day	N/A	Successful
Emergency	No Show-Schedule	1	N/A	Unsuccessful
Emergency	No Show-Schedule	1	N/A	Unsuccessful
Emergency	X-Rays/Referral	1	N/A	Successful
Emergency	Exam	1	5	Successful
Emergency	X-Rays	Same Day	N/A	Successful
Emergency	Antibiotics	1	N/A	Successful
Routine	Exam/X-Rays/Pain Meds	4	5	Successful
Emergency	No Show-No Response	Same Day	N/A	Unsuccessful
Urgent	X-Rays/Treatment plan	2	N/A	Successful

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Emergency	Exam/Pain Meds	1	N/A	Successful
Urgent	No Show-No Response	1	N/A	Unsuccessful
Urgent	No Show-No Response	2	N/A	Unsuccessful
Urgent	Exam/Treatment plan	2	N/A	Successful
Emergency	Exam/Pain Meds	1	N/A	Successful
Emergency	Pain Meds/Referral	Same Day	N/A	Successful
Emergency	Exam/X-Rays/Treatment plan	1	N/A	Successful
Emergency	X-Rays	1	1	Successful
Urgent	Exam/Pain Meds	1	N/A	Successful
Emergency	Exam/Antibiotics	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).

\*\*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.

87 out of 106 beneficiaries are Adults – 82%

15 out of 87 adult beneficiaries did not show for their appointment - 17% no show rate

72 out of 87 adult beneficiaries did show for their appointment -83% show rate

**Dental Managed Care  
August 2014 Closed BDE Case by Case – Children**

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Routine	Exam/X-Rays	17	4	Successful
Routine	Exam/X-Rays	20	4	Successful
Routine	No Show-No Response	4	N/A	Unsuccessful
Emergency	Exam/X-Rays	1	5	Successful
Specialist	Endo Treatment	2	5	Successful
Routine	No Show-No Response	9	N/A	Unsuccessful
Routine	No Show-No Response	9	N/A	Unsuccessful
Emergency	X-Rays/Cleaning	1	4	Successful
Emergency	No Show-No Response	1	N/A	Unsuccessful
Urgent	Exam/X-Rays	3	N/A	Successful
Urgent	Exam/X-Rays	3	N/A	Successful
Urgent	Exam/X-Rays	2	5	Successful
Emergency	No Show-No Response	Same Day	N/A	Unsuccessful
Urgent	Extractions	2	N/A	Successful
Emergency	Exam/Antibiotics	1	n/a	Successful
Routine	No Show-No Response	13	N/A	Unsuccessful
Urgent	Exam/Pain Meds	2	4	Successful
Routine	No Show-Schedule	5	N/A	Unsuccessful
Emergency	No Show-Schedule	1	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.

19 out of 106 beneficiaries are Children – 18%

8 out of 19 Children beneficiaries did not show for their appointment -42% no show rate

11 out of 19 Children beneficiaries did show for their appointment -58% show rate