

Beneficiary Dental Exception (BDE) August 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 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.

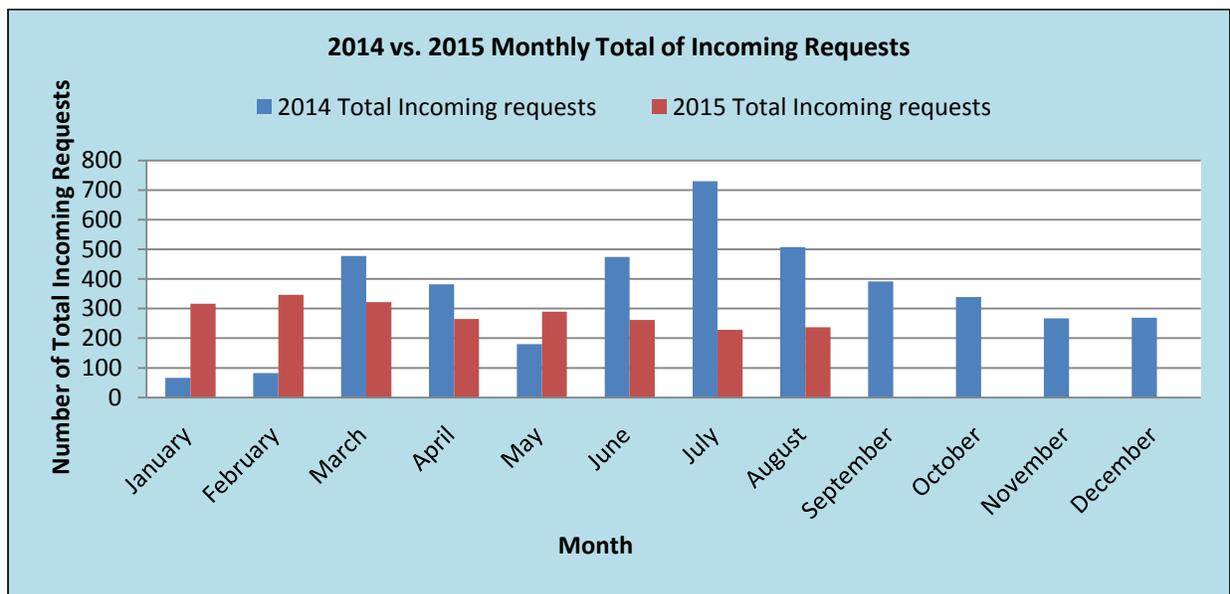
Total Summary from the Month of September 2012 through the end of August 2015:

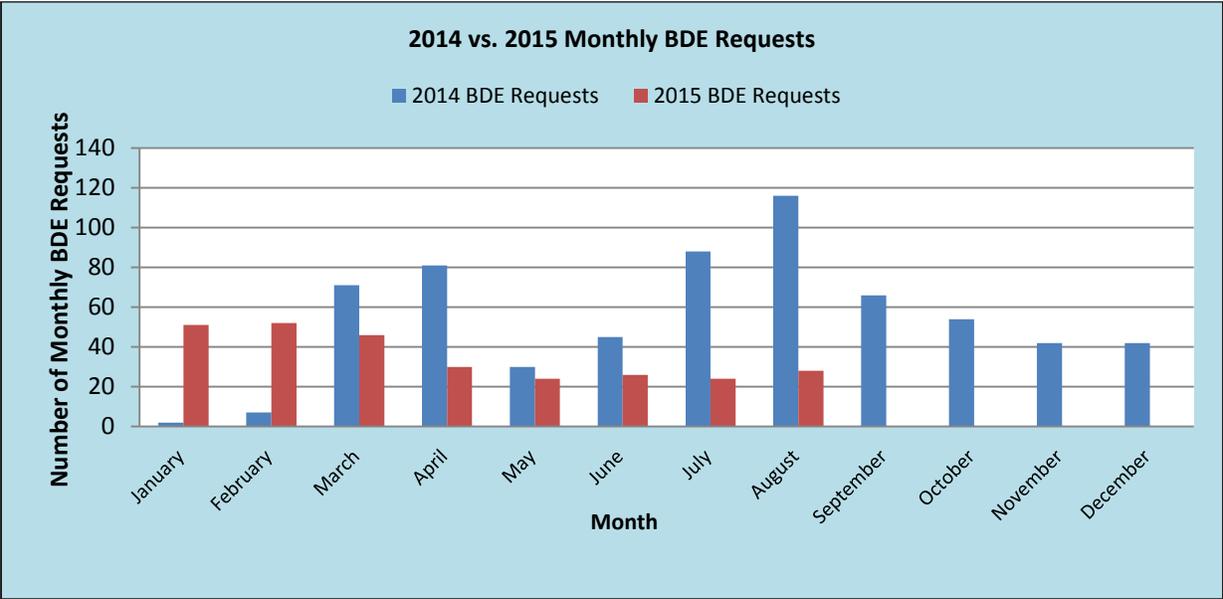
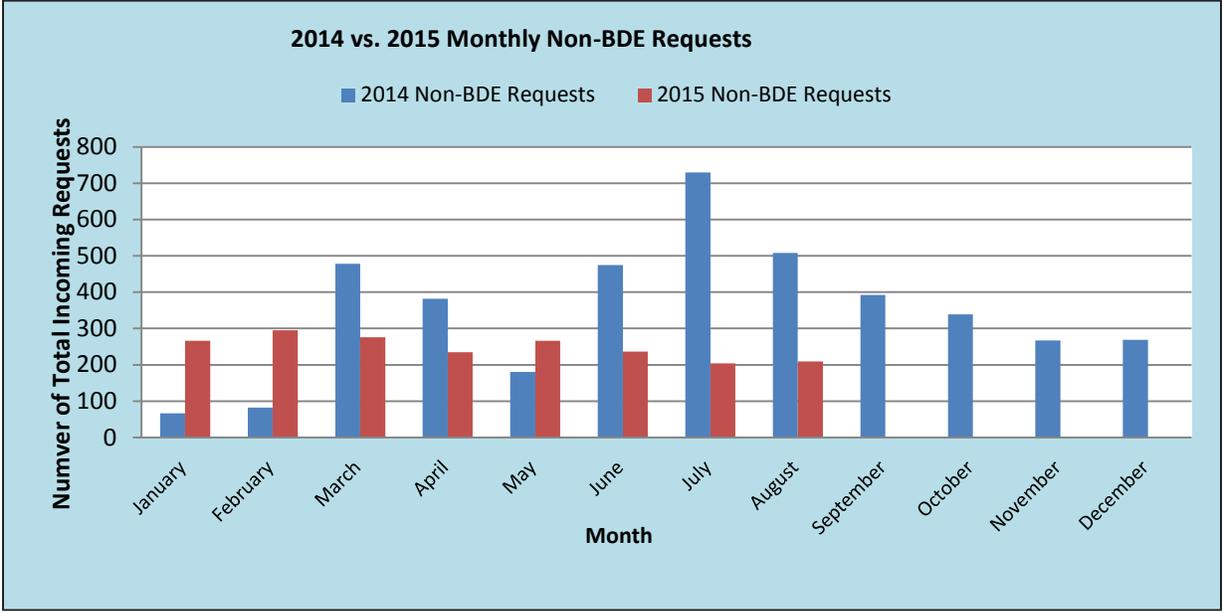
- As of August 31, 2015, there were 1,307 total BDE requests.
- 17 of the 1,307 (0.01%) total BDE requests are in progress to be completed to date.
- 1,290 of the 1,307 (0.99%) total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of August 2015 Incoming Totals		
Incoming Categories	Totals	% of Totals
Inbound Phone Call Total	151	63.71%
BDE	26	17.22%
Non-BDE	125	82.78%
Mail/Fax/Email Total	86	36.29%
BDE	2	2.33%
Non-BDE	84	97.67%
Total Requests	237	100.00%
BDE	28	11.81%
Non-BDE	209	88.19%

Summary of August 2015 Non-BDE Totals	
Non-BDE Categories	Total
Non-BDE	209
BDE Info/No Need	30
Benefits	2
Eligibility	11
Plan/Provider Info	86
No Answer/Left Message	38
Other / Remove	42

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





Summary of Total BDE Requests from September 2012 to August 2015							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	Liberty	Western			
Emergency	189	143	160	31	403	120	523
Urgent	Suppressed	91	80	Suppressed	193	57	250
Routine	136	158	143	29	109	357	466
Specialist	Suppressed	26	28	Suppressed	23	45	68
In Progress*	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
Closed**	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
Total BDE (Call/Mail/Email/Fax)	404	418	411	74	728	579	1307

* 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 2015								
Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	Liberty	Western			
Closed Unsuccessful - No-Show	Emergency	44	32	31	11	92	26	118
	Urgent	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
	Routine	35	33	33	11	23	89	112
	Specialist	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
Closed Successful - Completed Appointments	Emergency	144	111	127	20	309	93	402
	Urgent	Suppressed	71	56	Suppressed	139	43	182
	Routine	100	122	107	18	79	268	347
	Specialist	Suppressed	24	24	Suppressed	19	38	57
Closed Unsuccessful Total		98	87	88	29	168	134	302
Closed Successful Total		301	328	314	45	546	442	988
Closed Unsuccessful/Successful Total		399	415	402	74	714	576	1290

Notes:

302 out of 1,290 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%

988 out of 1,290 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 August 2015			
No-Show Categories	Adults	Children	Totals
Personal	2	0	2
Sick	0	0	0
Schedule	3	0	3
Forgot	1	0	1
Transportation	0	0	0
No Response	1	0	1
Other	1	0	1
Total of No-Shows	8	0	8

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

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Specialist	Panoramic X-ray/Consultation/Extractions	12	N/A	Successful
Emergency	Exam/Prescription	1	N/A	Successful
Emergency	Extraction/Prescriptions	Same Day	N/A	Successful
Emergency	Extraction/Prescriptions	1	N/A	Successful
Emergency	No Show-Schedule	1	N/A	Unsuccessful
Routine	No Show-Schedule	8	N/A	Unsuccessful
Emergency	No Show-Forgot	Same Day	N/A	Unsuccessful
Emergency	No Show-Other	Same Day	N/A	Unsuccessful
Emergency	Prescriptions	Same Day	4	Successful
Routine	Exam/X-rays	5	4	Successful
Emergency	Bitewing X-ray/Diagnosis	Same Day	3	Successful
Emergency	Prescription/Referral	Same Day	N/A	Successful
Emergency	No Show-No Response	Same Day	N/A	Unsuccessful
Urgent	Diagnosis/Extraction	2	N/A	Successful
Emergency	No show-Schedule	Same Day	N/A	Unsuccessful
Urgent	Exam/Prescription	2	5	Successful
Specialist	No Show-Personal	7	N/A	Unsuccessful
Urgent	No Show-Personal	4	N/A	Unsuccessful
Specialist	Extractions	7	5	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.

19 out of 23 beneficiaries are Adults - 0.83%

8 out of 19 adult did not show for their appointment - 0.42% no show rate

11 out of 19 adult did show for their appointment - 0.58% show rate

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

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Specialist	Root canal	5	N/A	Successful
Emergency	Extractions	1	N/A	Successful
Emergency	Exam/Referral	1	N/A	Successful
Urgent	Exam/Prescription	3	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.

4 out of 23 beneficiaries are Children - 0.17%

0 out of 4 children did not show for their appointment - 0.00% no show rate

4 out of 4 children did show for their appointment - 100.00% show rate