

Beneficiary Dental Exception (BDE) December 2012 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 for 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 the 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 no-shows, 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.

Month of December Summary:

- 52 Total incoming requests
- 39 Total Non-BDE requests
- 13 Total BDE requests

Total Summary in the Month of December:

- As of the end of December there have been a total of 218 BDE requests.
- 25 of the 218 total BDE requests are in progress to be completed to date.
- 193 of the 218 total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of December Incoming Totals		
Incoming Categories	Totals	% of Totals
Inbound Phone Call Total	25	50.0%
BDE	7	28.0%
Non-BDE	18	72.0%
Mail/Fax/Email Total	27	50.0%
BDE	6	22.2%
Non-BDE	21	77.8%
Total Requests	52	100%
BDE	13	25.0%
Non-BDE	39	75.0%

Summary of December Non-BDE Totals	
Non-BDE Categories	Total
Non-BDE	39
BDE Info/No Need	5
Benefits	2
Eligibility	11
Plan/Provider Info	12
No Answer/Left Message	8
Other / Remove	1

Transfers to Fee-for-Service as of the end of December 2012				
GMC Dental Plans				Totals
Access	Health Net	LIBERTY	Western	
0	0	0	0	0

Summary of Total BDE Requests as of the end of December 2012							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	LIBERTY	Western			
Emergency	20	16	22	30	69	19	88
Urgent	6	3	4	10	13	10	23
Routine	25	26	20	29	0	100	100
Specialist	0	1	1	5	1	6	7
In Progress	7	7	7	4	5	20	25
Closed*	44	39	40	70	78	115	193
Total BDE (Call/Mail/Email/Fax)	51	46	47	74	83	135	218

*See next two charts for specifics

Notes:

Appointment Timeframes

- Emergency - 24 hours
- Urgent - 72 hours (3 days)
- Routine - 4 weeks
- Specialist - 30 days from authorized request

Summary of Total Closed BDE as of the end of December 2012								
Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	LIBERTY	Western			
Closed Unsuccessful - No Show	Emergency	1	6	5	11	21	2	23
	Urgent	2	0	1	6	5	4	9
	Routine	3	0	3	11	0	17	17
	Specialist	0	0	0	1	1	0	1
Closed Successful - Completed Appointments	Emergency	15	9	15	16	43	12	55
	Urgent	4	3	3	4	8	6	14
	Routine	19	20	12	17	0	68	68
	Specialist	0	1	1	4	0	6	6
Closed Unsuccessful Total		6	6	9	29	27	23	50
Closed Successful Total		38	33	31	41	51	92	143
Closed Unsuccessful/Successful Total		44	39	40	70	78	115	193

Notes:

50 out of 193 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 – 25.9%

143 out of 193 were successfully seen and treated by the dentist, BDE was closed after patients received treatment needed

Successful Percentage – 74.1%

December 2012 Closed BDE Case by Case – Adults

Tracking #	Type of Visit	Service Provided	Timely Access (Business Days)	Dental Plan	Beneficiary Satisfied*	Department Perspective
092812LM-02	Emergency	None/No Show	9 Days**	Health Net	n/a	Unsuccessful - No Show
92512016	Urgent	None/No Show	17 Days**	Access	n/a	Unsuccessful - No Show
102612LM-04	Emergency	Exam/Consultation	Same Day	LIBERTY	n/a	Successful
102612012	Emergency	Exam/X-rays/Extractions	1 Day	Western	4	Successful
112812001	Emergency	Extraction	1 Day	Access	5	Successful
113012001	Emergency	Exam/Consultation	1 Day	Western	5	Successful
112912TB-02	Emergency	Exam/X-rays/Pain meds/Antibiotics	Same Day	LIBERTY	5	Successful
121212LM-01	Emergency	Deep cleaning	Same Day	Western	4	Successful
121412LM-01	Emergency	Exam/X-rays	1 Day	Western	5	Successful
113012LM-01	Emergency	Exam/X-rays	13 Days**	Western	3	Successful
120712LM-01	Urgent	Exam/X-rays/Cleaning	4 Days**	LIBERTY	5	Successful
100112052	Urgent	Exam/X-rays	10 Days**	Health Net	5	Successful

Notes:

* If beneficiaries were present to their appointment they were asked to rate their satisfaction level between the numbers 1 and 5 (1= lowest satisfaction, 5= highest satisfaction) in regards to their service provided at their dental office.

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

In future reports “No Show” reasons will be categorized.

n/a - Beneficiary satisfaction not available due to no response or no show.

Closed case by case can include closed cases opened in previous months.

12 out of 34 beneficiaries are Adults - 35%

2 out of 12 beneficiaries did not show for their appointment – 16.7% no show rate

10 out of 12 beneficiaries did show for their appointment – 83.3% show rate

December 2012 Closed BDE Case by Case – Children

Tracking #	Type of Visit	Service Provided	Timely Access (Business Days)	Dental Plan	Beneficiary Satisfied*	Department Perspective
101712LM-02	Routine	No show	5 Days	Western	n/a	Unsuccessful - No Show
101712LM-03	Routine	No show	5 Days	Western	n/a	Unsuccessful - No Show
111312TB-02	Emergency	Exam/X-rays/Cleaning	1 Day	LIBERTY	4	Successful
111312TB-03	Emergency	Extraction	1 Day	LIBERTY	4	Successful
121712TB-02	Emergency	Exam/X-rays/Consultation	1 Day	Access	4	Successful
121012005	Routine	Exam/X-rays/Cleaning	5 Day	Western	4	Successful
092112TB-14	Routine	Exam/X-rays/Cleaning	9 Days	Access	n/a	Successful
092512LM-02	Routine	Exam/X-rays/Cleaning	23 Days	Health Net	3	Successful
092712LM-19	Routine	Oral exam/No cavities	5 Days	Access	4	Successful
092712TB-07	Routine	Exam/X-rays/Cleaning/Sealants	24 Days	LIBERTY	5	Successful
100112LM-10	Routine	Exam/Root Canals/Crowns	26 Days	LIBERTY	3	Successful
100112LM-11	Routine	Exam/Cleaning	17 Days	Western	5	Successful
100112LM-12	Routine	Exam/Cleaning/Deep cleaning	27 Days	Western	5	Successful
102312LM-03	Routine	Cleaning/Sealants	11 Days	Western	3	Successful
102312LM-11	Routine	Fillings/Extractions	18 Days	Health Net	4	Successful
102312LM-14	Routine	Fillings/Cleaning	5 Days	Western	4	Successful
103012LM- 05	Routine	Exam	15 Days	Western	5	Successful
103012LM- 06	Routine	Exam/Fillings	15 Days	Western	5	Successful
110612TB-02	Routine	Exam/X-rays/Cleaning	15 Days	Health Net	5	Successful
092012016	Routine	Exam/X-rays/Cleaning	32 Days**	Access	3	Successful
100112053	Routine	Exam/X-rays/Cleanings/Filling/Crown	17 Days	Health Net	5	Successful
091712AA-07	Routine	Root canals	27 Days	Health Net	4	Successful

Notes:

* If beneficiaries were present to their appointment they were asked to rate their satisfaction level between the numbers 1 and 5 (1= lowest satisfaction, 5= highest satisfaction) in regards to their service provided at their dental office.

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

In future reports "No Show" reasons will be categorized.

n/a – Beneficiary satisfaction not available due to no response or no show.

22 out of 34 beneficiaries are Children – 65%

2 out of 22 beneficiaries did not show for their appointment – 9.1% no show rate

20 out of 22 beneficiaries did show for their appointment – 90.9% show rate