

## **Beneficiary Dental Exception (BDE) December 2013 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 December 2013 Summary:**

- 67 Total Incoming requests
- 59 Total Non-BDE requests
- 8 Total BDE requests

### **Total Summary from the Month of September 2012 through the end of December 2013:**

- As of the end of December 2013, there have been a total of 382 BDE requests.
- 11 of the 382 total BDE requests are in progress to be completed to date.
- 371 of the 382 total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of December 2013 Incoming Totals		
Incoming Categories	Totals	% of Totals
<b>Inbound Phone Call Total</b>	<b>42</b>	<b>62.7%</b>
BDE	7	16.7%
Non-BDE	35	83.3%
<b>Mail/Fax/Email Total</b>	<b>25</b>	<b>37.3%</b>
BDE	1	4.0%
Non-BDE	24	96.0%
<b>Total Requests</b>	<b>67</b>	<b>100%</b>
BDE	8	11.9%
Non-BDE	59	88.1%

Summary of December 2013 Non-BDE Totals	
Non-BDE Categories	Total
<b>Non-BDE</b>	<b>59</b>
BDE Info/No Need	4
Benefits	0
Eligibility	7
Plan/Provider Info	29
No Answer/Left Message	14
Other / Remove	5

Transfers to Fee-for-Service as of the end of December 2013				
GMC Dental Plans				Totals
Access	Health Net	Liberty	Western	
0	0	0	0	0

Summary of Total BDE Requests from September 2012 to December 2013							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	Liberty	Western			
Emergency	43	29	36	31	93	46	139
Urgent	9	7	7	10	15	18	33
Routine	49	65	52	29	0	195	195
Specialist	0	4	7	4	1	14	15
<b>In Progress*</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>10</b>	<b>11</b>
<b>Closed**</b>	<b>97</b>	<b>102</b>	<b>98</b>	<b>74</b>	<b>108</b>	<b>263</b>	<b>371</b>
<b>Total BDE (Call/Mail/Email/Fax)</b>	<b>101</b>	<b>105</b>	<b>102</b>	<b>74</b>	<b>109</b>	<b>273</b>	<b>382</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 December 2013								
Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	Liberty	Western			
Closed Unsuccessful - No-Show	Emergency	5	14	10	11	30	10	40
	Urgent	2	1	2	6	5	6	11
	Routine	7	7	15	11	0	40	40
	Specialist	0	0	1	1	1	1	2
Closed Successful - Completed Appointments	Emergency	37	14	25	20	62	34	96
	Urgent	7	6	5	4	10	12	22
	Routine	39	56	35	18	0	148	148
	Specialist	0	4	5	3	0	12	12
<b>Closed Unsuccessful Total</b>		<b>14</b>	<b>22</b>	<b>28</b>	<b>29</b>	<b>36</b>	<b>57</b>	<b>93</b>
<b>Closed Successful Total</b>		<b>83</b>	<b>80</b>	<b>70</b>	<b>45</b>	<b>72</b>	<b>206</b>	<b>278</b>
<b>Closed Unsuccessful/Successful Total</b>		<b>97</b>	<b>102</b>	<b>98</b>	<b>74</b>	<b>108</b>	<b>263</b>	<b>371</b>

**Notes:**

93 out of 371 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%

278 out of 371 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 December 2013			
No-Show Categories	Adults	Children	Totals
Personal	0	1	1
Sick	0	0	0
Schedule	0	0	0
Forgot	0	0	0
Transportation	0	0	0
No Response	0	4	4
Other	0	0	0
<b>Total of No-Shows for the Month of December 2013</b>	<b>0</b>	<b>5</b>	<b>5</b>

### December 2013 Closed BDE Case by Case – Adult

In the month of December 2013, there were no adult BDE closed cases.

### December 2013 Closed BDE Case by Case – Children

Tracking #	Type of Visit	Service Provided	Timely Access (Business Days)	Dental Plan	Beneficiary Satisfied*	Department Perspective
110813MV-01	Routine	Exam	16	LIBERTY	n/a	Successful
110813MV-03	Routine	Exam	16	LIBERTY	n/a	Successful
112113mv-02	Routine	Exam	11	Health Net	n/a	Successful
112613001	Emergency	Exam	1	Access	n/a	Successful
120213001	Urgent	Exam	6**	Health Net	5	Successful
71013TB-03	Routine	Exam/X-Rays	35**	Health Net	n/a	Successful
100913tb-02	Routine	Exam/X-Rays	14	Health Net	n/a	Successful
112213mv-01	Emergency	Exam/X-Rays	1	Health Net	n/a	Successful
121213mv-01	Routine	Extraction	1	Access	5	Successful
061813tb-01	Routine	No Show-No Response	7	Access	n/a	Unsuccessful
120413mv-01	Routine	No Show-No Response	6	LIBERTY	n/a	Unsuccessful
120413mv-02	Routine	No Show-No Response	6	LIBERTY	n/a	Unsuccessful
120313mv-02	Emergency	No Show-Personal	Same Day	Health Net	n/a	Unsuccessful
120913mm-01	Routine	No Show-No Response	8	Access	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 for specific date and time for appointment outside of contractual timeframe.

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

14 out of 14 beneficiaries are Children - 100%

5 out of 14 beneficiaries did not show for their appointment -36% no show rate

9 out of 14 beneficiaries did show for their appointment -64% show rate