

Beneficiary Dental Exception (BDE) February 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 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 February Summary:

- 60 Total incoming requests
- 54 Total Non-BDE requests
- 6 Total BDE requests

Total Summary in the Month of February:

- As of the end of February there have been a total of 235 BDE requests.
- 16 of the 235 total BDE requests are in progress to be completed to date.
- 219 of the 235 total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of February Incoming Totals		
Incoming Categories	Totals	% of Totals
Inbound Phone Call Total	26	43.0%
BDE	5	19.0%
Non-BDE	21	81.0%
Mail/Fax/Email Total	34	57.0%
BDE	1	3.0%
Non-BDE	33	97.0%
Total Requests	60	100%
BDE	6	10.0%
Non-BDE	54	90.0%

Summary of February Non-BDE Totals	
Non-BDE Categories	Total
Non-BDE	54
BDE Info/No Need	2
Benefits	1
Eligibility	29
Plan/Provider Info	5
No Answer/Left Message	17
Other / Remove	0

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

Summary of Total BDE Requests as of the end of February 2013							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	LIBERTY	Western			
Emergency	26	17	24	31	73	25	98
Urgent	6	4	5	10	14	11	25
Routine	26	27	23	29	0	105	105
Specialist	0	1	2	4	1	6	7
In Progress	8	2	5	1	0	16	16
Closed*	50	47	49	73	88	131	219
Total BDE (Call/Mail/Email/Fax)	58	49	54	74	88	147	235

*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 February 2013								
Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	LIBERTY	Western			
Closed Unsuccessful - No Show	Emergency	1	6	6	11	22	2	24
	Urgent	2	0	1	6	5	4	9
	Routine	4	2	3	11	0	20	20
	Specialist	0	0	1	1	1	1	2
Closed Successful - Completed Appointments	Emergency	21	10	18	19	51	17	68
	Urgent	4	4	3	4	9	6	15
	Routine	18	24	16	18	0	76	76
	Specialist	0	1	1	3	0	5	5
Closed Unsuccessful Total		7	8	11	29	28	27	55
Closed Successful Total		43	39	38	44	60	104	164
Closed Unsuccessful/Successful Total		50	47	49	73	88	131	219

Notes:

55 out of 219 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%

164 out of 219 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 February 2013			
No- Show Categories	Adults	Children	Totals
Personal	0	0	0
Sick	0	0	0
Schedule	0	0	0
Forgot	0	0	0
Transportation	0	0	0
No Response	0	0	0
Other	0	0	0
Total of No-Shows for the Month of January	0	0	0

February 2013 Closed BDE Case by Case – Adult

Tracking #	Type of Visit	Service Provided	Timely Access (Business Days)	Dental Plan	Beneficiary Satisfied*	Department Perspective
022513TB-02	Emergency	None	1 Day	Liberty	N/A	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.

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

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

***Western Dental plan will still be included in data until closed.

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

1 out of 2 beneficiaries are Adult – 50%

0 out of 1 beneficiaries did not show for their appointment – 0% no show rate

1 out of 1 beneficiaries did show for their appointment – 100% show rate

February 2013 Closed BDE Case by Case – Children

Tracking #	Type of Visit	Service Provided	Timely Access (Business Days)	Dental Plan	Beneficiary Satisfied*	Department Perspective
21113001	Routine	Exam/X-rays	4 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.

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

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

***Western Dental plan will still be included in data until closed.

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

1 out of 2 beneficiaries are Children – 50%

0 out of 1 beneficiaries did not show for their appointment – 0% no show rate

1 out of 1 beneficiaries did show for their appointment – 100% show rate