

Beneficiary Dental Exception (BDE) February 2015 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 at 1-855-347-3310, 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 February 2015 Summary:

- 347 Total Incoming requests
- 295 Total Non-BDE requests
- 52 Total BDE requests

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

- As of the end of February 2015, there have been a total of 1129 BDE requests.
- 21 of the 1129 total BDE requests are in progress to be completed to date.
- 1108 of the 1129 total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of February 2015 Incoming Totals		
Incoming Categories	Totals	% of Totals
Inbound Phone Call Total	210	60.5%
BDE	48	22.9%
Non-BDE	162	77.1%
Mail/Fax/Email Total	137	39.5%
BDE	4	2.9%
Non-BDE	133	97.1%
Total Requests	347	100%
BDE	52	15.0%
Non-BDE	295	85.0%

Summary of February 2015 Non-BDE Totals	
Non-BDE Categories	Total
Non-BDE	295
BDE Info/No Need	39
Benefits	11
Eligibility	21
Plan/Provider Info	108
No Answer/Left Message	63
Other / Remove	53

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

Summary of Total BDE Requests from September 2012 to February 2015							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	Liberty	Western			
Emergency	163	118	136	31	348	100	448
Urgent	Suppressed	70	56	Suppressed	137	47	184
Routine	128	149	134	29	89	351	440
Specialist	Suppressed	23	22	Suppressed	17	40	57
In Progress*	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	21
Closed**	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	1108
Total BDE (Call/Mail/Email/Fax)	347	360	348	74	591	538	1129

* 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 February 2015

Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	Liberty	Western			
Closed Unsuccessful - No-Show	Emergency	37	29	28	11	82	23	105
	Urgent	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
	Routine	31	29	30	11	18	83	101
	Specialist	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
Closed Successful - Completed Appointments	Emergency	122	89	104	20	262	73	335
	Urgent	Suppressed	55	40	Suppressed	96	35	131
	Routine	96	116	101	18	67	264	331
	Specialist	Suppressed	21	20	Suppressed	14	35	49
Closed Unsuccessful Total		83	74	76	29	141	121	262
Closed Successful Total		255	281	265	45	439	407	846
Closed Unsuccessful/Successful Total		338	355	341	74	580	528	1108

Notes:

262 out of 1108 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 – 24%

846 out of 1108 were successfully seen and treated by the dentist; BDE was closed after patients received treatment needed.

Successful Percentage – 76%

No-Shows for the Month of February 2015			
No-Show Categories	Adults	Children	Totals
Personal	3	3	6
Sick	0	0	0
Schedule	0	0	0
Forgot	0	0	0
Transportation	0	0	0
No Response	7	0	7
Other	0	0	0
Total of No-Shows for the Month of February 2014	10	3	13

**Dental Managed Care
February 2015 Closed BDE Case by Case – Adult**

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Routine	Exam/X-Rays/Antibiotics/Pain Meds/Amoxicillin	6	4	Successful
Emergency	Exam/Extractions/Pain Meds	1	3	Successful
Routine	No Show-No Response	12	N/A	Unsuccessful
Routine	No Show-No Response	4	N/A	Unsuccessful
Urgent	No Show-Personal	2	N/A	Unsuccessful
Emergency	Visual exam	1	N/A	Successful
Urgent	No Show-No Response	3	N/A	Unsuccessful
Emergency	No Show-Personal	1	N/A	Unsuccessful
Emergency	Exam/Extractions/Pain Meds/Amoxicillin	1	4	Successful
Emergency	Exam/Antibiotics/Pain Meds/Amoxicillin	SAME DAY	N/A	Successful
Emergency	X-Rays/Diagnosis/Temp Carp/Referral	1	5	Successful
Emergency	Pain Meds	SAME DAY	N/A	Successful
Emergency	PA Treatment/Pain Meds/Antibiotics	1	5	Successful
Routine	Exam	14	N/A	Successful
Emergency	Exam/X-Rays	1	5	Successful
Emergency	No Show-No Response	SAME DAY	N/A	Unsuccessful
Emergency	X-Rays/Referral	1	5	Successful
Emergency	Pain Meds/Antibiotics	1	5	Successful
Emergency	No Show-Personal	1	N/A	Unsuccessful
Routine	No Show-No Response	6	N/A	Unsuccessful
Emergency	No Show-No Response	1	N/A	Unsuccessful
Emergency	X-Rays/Diagnosis	SAME DAY	5	Successful
Emergency	No Show-No Response	1	N/A	Unsuccessful
Routine	Exam/X-Rays	6	5	Successful
Routine	Exam/X-Rays/Treatment Plan	6	5	Successful
Routine	Exam	6	5	Successful
Emergency	X-Rays/Pain Meds	1	N/A	Successful
Emergency	X-Rays	1	N/A	Successful
Urgent	Exam/Deep Cleaning	2	N/A	Successful
Emergency	Exam/Pain Meds/Antibiotics	SAME DAY	5	Successful
Routine	Registration/Exam	4	5	Successful
Routine	Exam/Fillings	4	5	Successful
Emergency	Exam/PA treatment/Pain Meds/Amoxicillin	SAME DAY	N/A	Successful
Emergency	Pain Meds	1	N/A	Successful
Emergency	Exam/Amoxicillin	SAME DAY	4	Successful
Urgent	Exam/Consultation/Amoxicillin/Pain Meds	3	4	Successful
Urgent	Exam	3	N/A	Successful
Urgent	Exam/X-Rays/PA Treatment/Referral	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.

38 out of 48 beneficiaries are Adults – 79%

10 out of 38 adult beneficiaries did not show for their appointment - 26% no show rate

28 out of 38 adult beneficiaries did show for their appointment -74% show rate

**Dental Managed Care
February 2015 Closed BDE Case by Case – Children**

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Urgent	Exam/Consultation/PA Treatment/Pain Meds	2	5	Successful
Routine	No Show-Personal	19	N/A	Unsuccessful
Routine	No Show-Personal	19	N/A	Unsuccessful
Emergency	No Show-Personal	SAME DAY	N/A	Unsuccessful
Emergency	Exam/PA Treatment	1	N/A	Successful
Emergency	Exam/X-Rays	1	5	Successful
Emergency	Visual Exam	SAME DAY	N/A	Successful
Emergency	Referral	1	N/A	Successful
Routine	Antibiotics	17	5	Successful
Urgent	X-Rays	2	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.

10 out of 48 beneficiaries are Children – 21%

3 out of 10 Children beneficiaries did not show for their appointment - 30% no show rate

7 out of 10 Children beneficiaries did show for their appointment -70% show rate