

Beneficiary Dental Exception (BDE) February 2016 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.

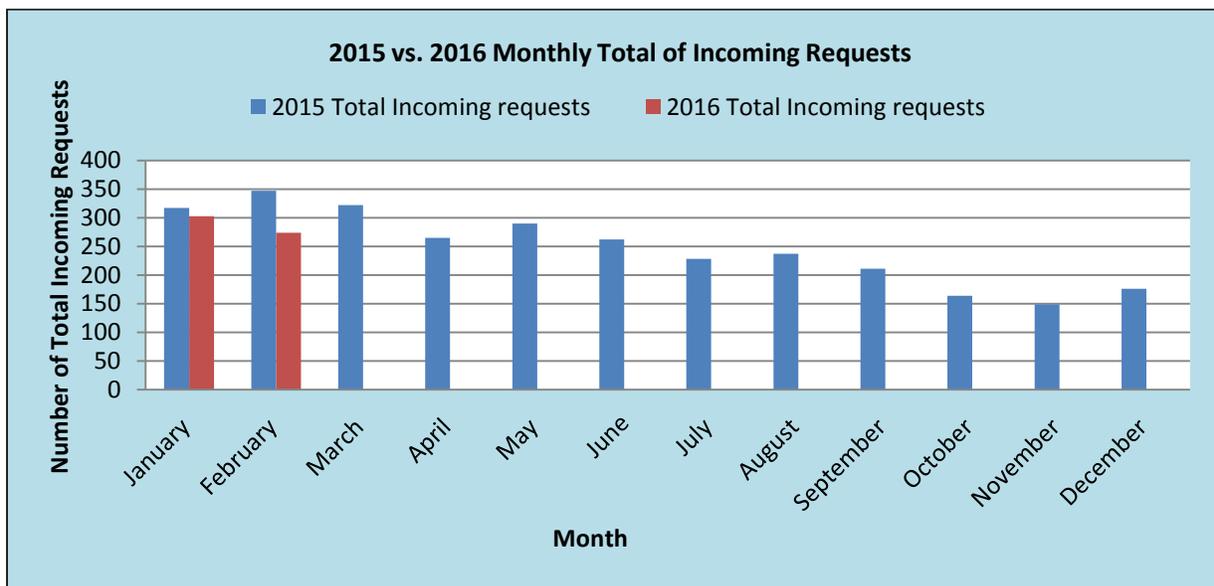
Total Summary from the Month of September 2012 through the end of February 2016:

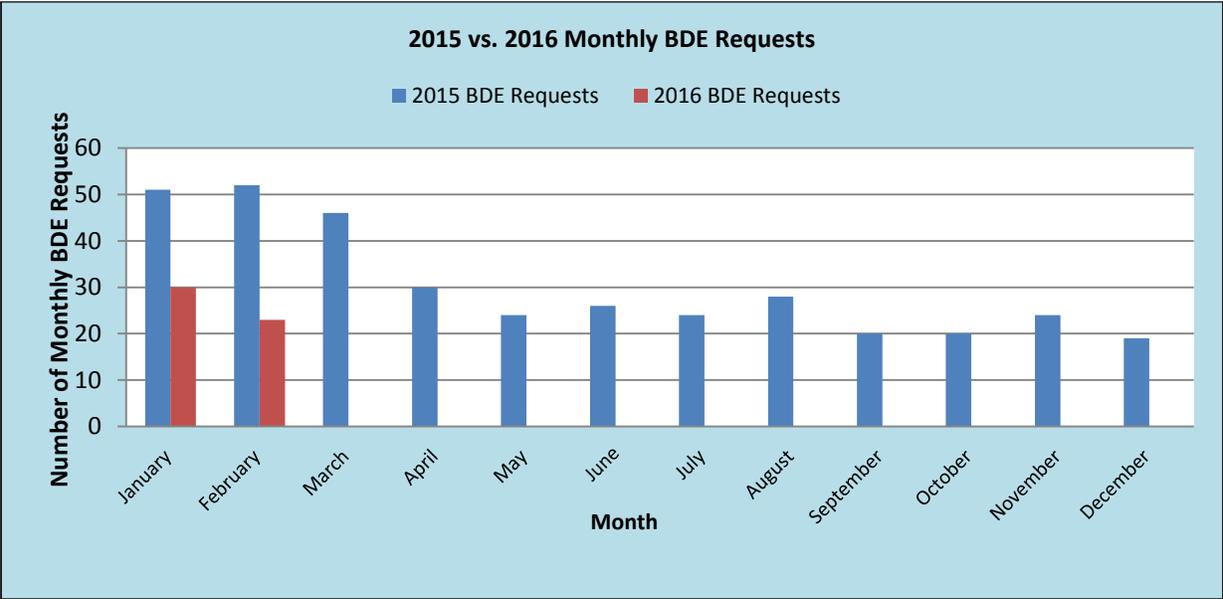
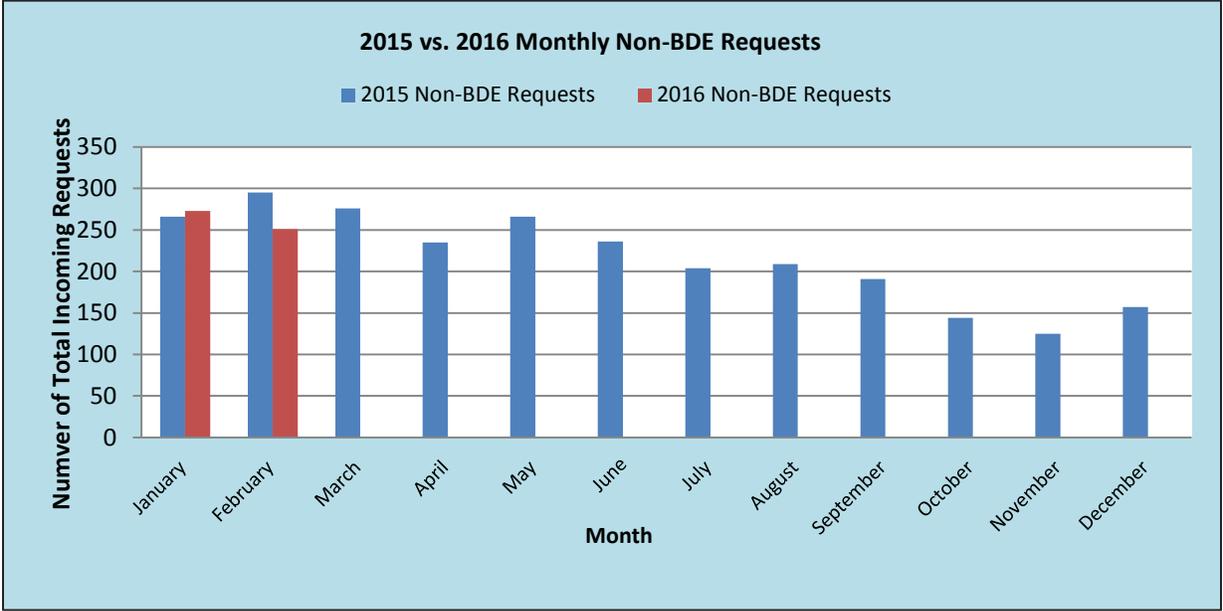
- As of February 29, 2016, there were 1,443 total BDE requests.
- 25 of the 1,443 (0.02%) total BDE requests are in progress to be completed to date.
- 1,418 of the 1,443 (0.98%) total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of February 2016 Incoming Totals		
Incoming Categories	Totals	% of Totals
Inbound Phone Call Total	155	56.57%
BDE	22	14.19%
Non-BDE	133	85.81%
Mail/Fax/Email Total	119	43.43%
BDE	1	0.84%
Non-BDE	118	99.16%
Total Requests	274	100.00%
BDE	23	8.39%
Non-BDE	251	91.61%

Summary of February 2016 Non-BDE Totals	
Non-BDE Categories	Total
Non-BDE	251
BDE Info/No Need	28
Benefits	5
Eligibility	13
Plan/Provider Info	119
No Answer/Left Message	54
Other / Remove	32

Transfers to Fee-for-Service as of the end of February 2016				
GMC Dental Plans				Totals
Access	Health Net	LIBERTY	Western	
0	0	0	0	0





Summary of Total BDE Requests from September 2012 to February 2016							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	LIBERTY	Western			
Emergency	217	157	175	31	446	134	580
Urgent	*	96	89	*	215	63	278
Routine	151	169	159	29	134	374	508
Specialist	*	30	33	*	31	46	77
In Progress**	*	*	*	*	*	*	*
Closed***	*	*	*	*	*	*	*
Total BDE (Call/Mail/Email/Fax)	461	452	456	74	826	617	1443

*Values are not shown to protect confidentiality of the individuals summarized on the data

**All "In Progress" cases are case managed until BDE case is closed

***See "Summary of Total Closed BDE" for specifics

Notes:

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 2016								
Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	LIBERTY	Western			
Closed Unsuccessful - No-Show	Emergency	52	33	33	11	100	29	129
	Urgent	*	*	*	*	*	*	*
	Routine	40	34	37	11	29	93	122
	Specialist	*	*	*	*	*	*	*
Closed Successful - Completed Appointments	Emergency	162	123	141	20	341	105	446
	Urgent	*	74	65	*	157	48	205
	Routine	107	132	114	18	95	276	371
	Specialist	*	27	29	*	25	40	65
Closed Unsuccessful Total		115	90	97	29	188	143	331
Closed Successful Total		337	356	349	45	618	469	1087
Closed Unsuccessful/Successful Total		452	446	446	74	806	612	1418

*Values are not shown to protect confidentiality of the individuals summarized on the data

Notes:

331 out of 1,418 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%

1,087 out of 1,418 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 February 2016			
No-Show Categories	Adults	Children	Totals
Personal	0	1	1
Sick	0	0	0
Schedule	1	0	1
Forgot	0	0	0
Transportation	0	0	0
No Response	0	2	2
Other	0	0	0
Total of No-Shows	1	3	4

**Dental Managed Care Plan
BDE Cases Closed in February 2016 – Adult**

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Emergency	Exam/Antibiotics	1	N/A	Successful
Urgent	Exam/Antibiotics/Referral	3	N/A	Successful
Routine	No Show - Scheduled	13	N/A	Unsuccessful
Emergency	Fillings	Same Day	N/A	Successful
Emergency	Denture work	1	N/A	Successful
Emergency	Consultation/Exam	1	N/A	Successful
Emergency	Preventive Services	1	2	Successful
Urgent	Preventive Services	2	N/A	Successful
Routine	Extractions	20	N/A	Successful
Emergency	Exam	1	N/A	Successful
Urgent	Exams/X-rays/Fillings	3	N/A	Successful
Routine	Extractions	4	N/A	Successful
Specialist	Extractions	1	N/A	Successful
Emergency	Exam	Same Day	N/A	Successful
Urgent	X-rays/Extraction	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.

15 out of 26 beneficiaries are Adults - 0.58%

1 out of 15 adult did not show for their appointment - 0.07% no show rate

14 out of 19 adult did show for their appointment - 0.93% show rate

**Dental Managed Care Plan
BDE Cases Closed in February 2016 – Children**

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Emergency	Exam, X-rays, cleaning	1	N/A	Successful
Emergency	Evaluation/Fillings	1	N/A	Successful
Routine	Basic Services	4	N/A	Successful
Specialist	Consultation/Exam	6	N/A	Successful
Urgent	No Show - Personal	1	N/A	Unsuccessful
Urgent	Consultation/X-rays	2	N/A	Successful
Routine	No Show - No Response	14	N/A	Unsuccessful
Routine	No Show - No Response	14	N/A	Unsuccessful
Emergency	Preventive Services	Same Day	N/A	Successful
Routine	Basic Services	11	N/A	Successful
Routine	Basic Services	11	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.

11 out of 26 beneficiaries are Children - 0.42%

3 out of 11 children did not show for their appointment - 0.27% no show rate

8 out of 11 children did show for their appointment – 0.73% show rate