

Beneficiary Dental Exception (BDE) January 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, 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 January 2015 Summary:

- 317 Total Incoming requests
- 266 Total Non-BDE requests
- 51 Total BDE requests

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

- As of the end of January 2015, there have been a total of 1077 BDE requests.
- 17 of the 1077 total BDE requests are in progress to be completed to date.
- 1060 of the 1077 total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of January 2015 Incoming Totals		
Incoming Categories	Totals	% of Totals
Inbound Phone Call Total	203	64.0%
BDE	47	23.2%
Non-BDE	156	76.8%
Mail/Fax/Email Total	114	36.0%
BDE	4	3.5%
Non-BDE	110	96.5%
Total Requests	317	100%
BDE	51	16.1%
Non-BDE	266	83.9%

Summary of January 2015 Non-BDE Totals	
Non-BDE Categories	Total
Non-BDE	266
BDE Info/No Need	39
Benefits	6
Eligibility	9
Plan/Provider Info	117
No Answer/Left Message	50
Other / Remove	45

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

Summary of Total BDE Requests from September 2012 to January 2015							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	Liberty	Western			
Emergency	150	111	125	31	325	92	417
Urgent	Suppressed	67	55	Suppressed	132	45	177
Routine	128	142	127	29	78	348	426
Specialist	Suppressed	23	22	Suppressed	17	40	57
In Progress*	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	17
Closed**	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	1060
Total BDE (Call/Mail/Email/Fax)	331	343	329	74	552	525	1077

* 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 January 2015

Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	Liberty	Western			
Closed Unsuccessful - No-Show	Emergency	33	28	27	11	77	22	99
	Urgent	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
	Routine	30	29	26	11	15	81	96
	Specialist	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
Closed Successful - Completed Appointments	Emergency	116	82	96	20	245	69	314
	Urgent	Suppressed	51	38	Suppressed	92	33	125
	Routine	95	113	97	18	60	263	323
	Specialist	Suppressed	21	20	Suppressed	14	35	49
Closed Unsuccessful Total		78	72	70	29	131	118	249
Closed Successful Total		248	267	251	45	411	400	811
Closed Unsuccessful/Successful Total		326	339	321	74	542	518	1060

Notes:

249 out of 1060 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 – 23%

811 out of 1060 were successfully seen and treated by the dentist; BDE was closed after patients received treatment needed.

Successful Percentage – 77%

No-Shows for the Month of January 2015			
No-Show Categories	Adults	Children	Totals
Personal	1	0	1
Sick	0	0	0
Schedule	2	2	4
Forgot	0	0	0
Transportation	0	0	0
No Response	4	0	4
Other	1	0	1
Total of No-Shows for the Month of January 2014	8	2	10

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

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Routine	Exam/Treatment Plan	19	N/A	Successful
Urgent	Extraction	5**	5	Successful
Urgent	No Show-Personal	2	N/A	Unsuccessful
Urgent	No Show-Other	2	N/A	Unsuccessful
Routine	No Show-No Response	23	N/A	Unsuccessful
Routine	Exam/Fillings	10	N/A	Successful
Routine	Exam/Work on molars	19	N/A	Successful
Specialist	PA/X-Rays/Consultation	11	N/A	Successful
Routine	Exam/X-Rays	6	N/A	Successful
Urgent	Exam/Extractions	3	5	Successful
Routine	Extractions	6	N/A	Successful
Emergency	Exam/Amoxicillin	1	N/A	Successful
Urgent	X-Rays/Diagnosis/Amoxicillin/Meds	2	N/A	Successful
Emergency	Exam/Consultation/Amoxicillin	1	5	Successful
Urgent	Amoxicillin/Pain Meds	2	N/A	Successful
Emergency	Exam	SAME DAY	N/A	Successful
Urgent	Exam/Extraction	2	5	Successful
Emergency	Exam/X-Rays	1	N/A	Successful
Emergency	Extraction/Pain Meds	1	5	Successful
Emergency	Exam/Antibiotics/Diagnosis	1	N/A	Successful
Emergency	Antibiotics	1	5	Successful
Emergency	Exam/Diagnosis	1	N/A	Successful
Emergency	Exam/Diagnosis	1	N/A	Successful
Urgent	No Show-No Response	2	N/A	Unsuccessful
Urgent	New Patient Registration	2	N/A	Successful
Emergency	PA/X-Rays/Antibiotics	1	5	Successful
Emergency	Exam/Cleaning	1	4	Successful
Emergency	Exam/Referral	1	5	Successful
Emergency	X-Rays/Extractions	1	5	Successful
Urgent	No Show-No Response	2	N/A	Unsuccessful
Emergency	No Show-Schedule	SAME DAY	N/A	Unsuccessful
Emergency	Exam/X-Rays/Pain Meds/Referral	1	5	Successful
Specialist	Extractions/Amoxicillin	3	N/A	Successful
Emergency	Exam/X-Rays	SAME DAY	5	Successful
Urgent	No Show-Schedule	1	N/A	Unsuccessful
Urgent	Extractions/Amoxicillin/Pain Meds	1	4	Successful
Routine	No Show-No Response	4	N/A	Unsuccessful
Emergency	Antibiotics	1	N/A	Successful
Emergency	Exam/Diagnosis	SAME DAY	N/A	Successful

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Emergency	Exam/Extraction/Amoxicillin/Pain Meds	SAME DAY	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).

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

N/A - beneficiary satisfaction not available due to no response or no show.

40 out of 47 beneficiaries are Adults – 85%

8 out of 40 adult beneficiaries did not show for their appointment - 20% no show rate

32 out of 40 adult beneficiaries did show for their appointment -80% show rate

Dental Managed Care January 2015 Closed BDE Case by Case – Children

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Routine	No Show-Schedule	17	N/A	Unsuccessful
Emergency	Exam/X-Rays/Referral	SAME DAY	N/A	Successful
Specialist	Exam	SAME DAY	N/A	Successful
Routine	Referral	7	5	Successful
Emergency	No Show-Schedule	SAME DAY	N/A	Unsuccessful
Specialist	Extractions/Fillings	5	N/A	Successful
Emergency	Extractions	SAME DAY	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.

7 out of 47 beneficiaries are Children – 15%

2 out of 7 Children beneficiaries did not show for their appointment - 29% no show rate

5 out of 7 Children beneficiaries did show for their appointment -71% show rate