

## **Beneficiary Dental Exception (BDE) January 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.

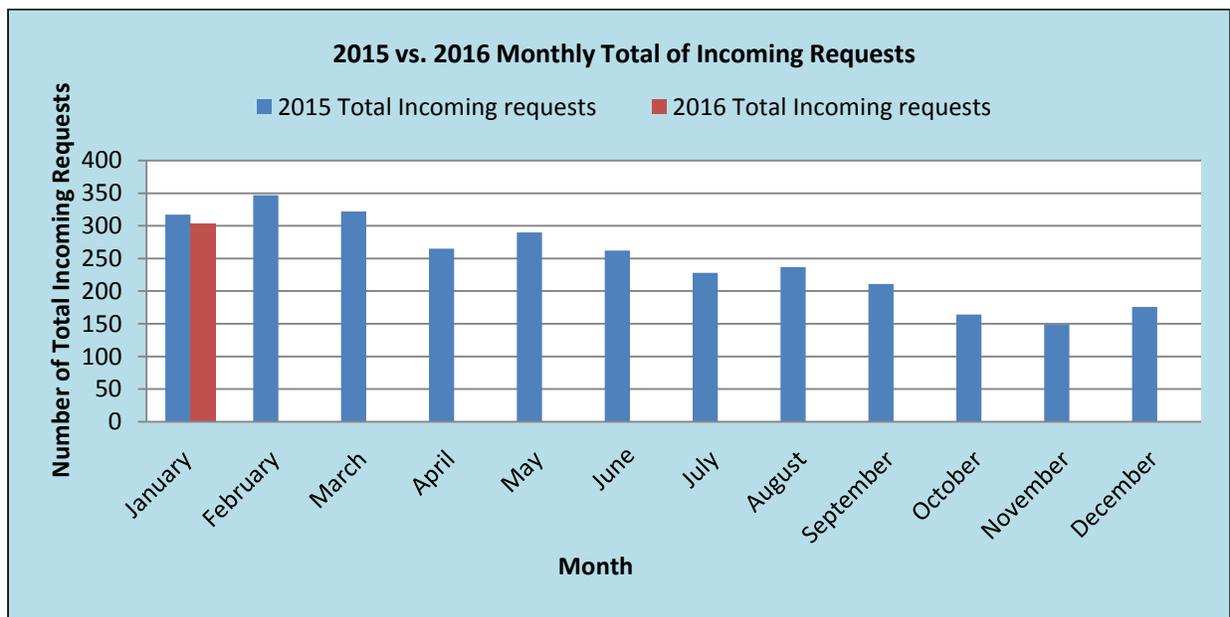
### **Total Summary from the Month of September 2012 through the end of January 2016:**

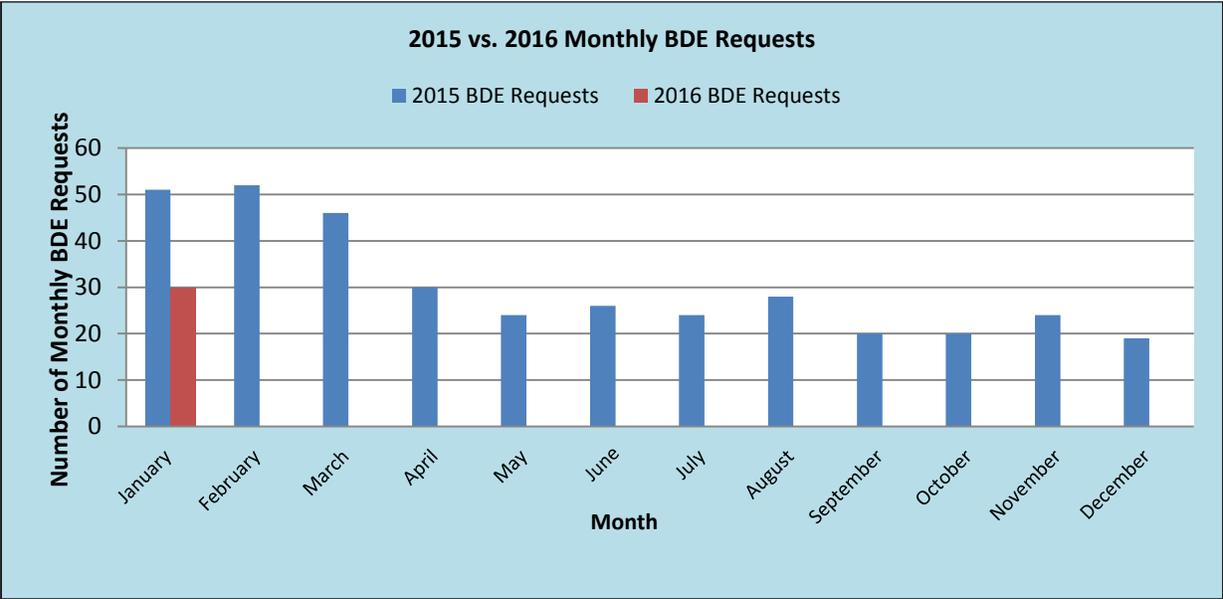
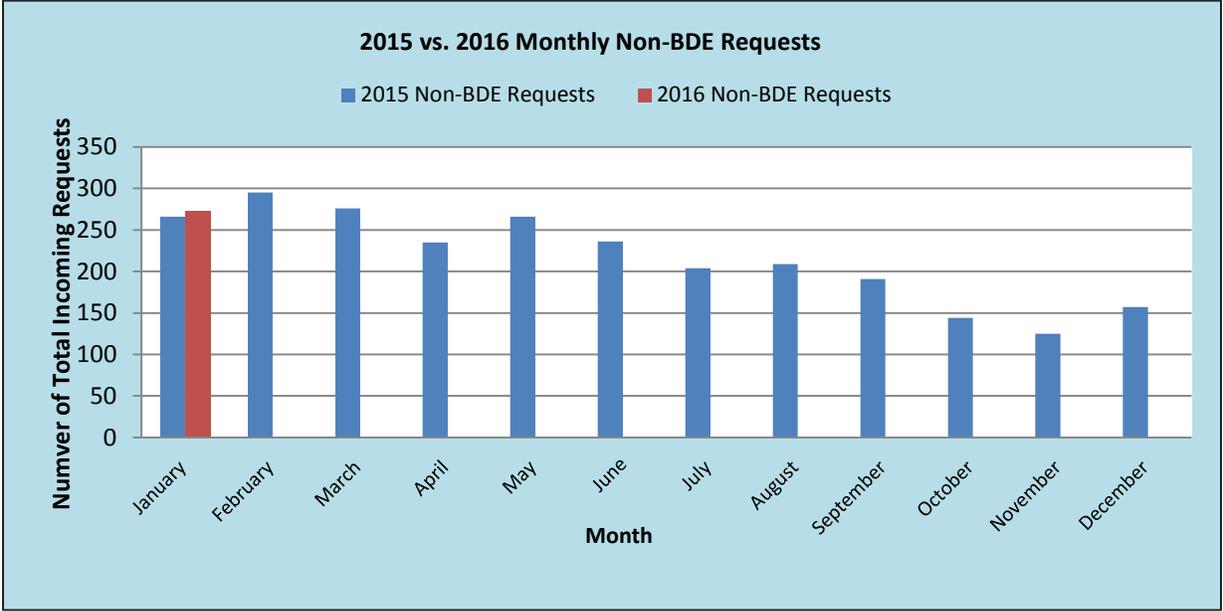
- As of January 31, 2016, there were 1,420 total BDE requests.
- 28 of the 1,420 (0.02%) total BDE requests are in progress to be completed to date.
- 1,392 of the 1,420 (0.98%) total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of January 2016 Incoming Totals		
Incoming Categories	Totals	% of Totals
<b>Inbound Phone Call Total</b>	<b>177</b>	<b>58.42%</b>
BDE	28	15.82%
Non-BDE	149	84.18%
<b>Mail/Fax/Email Total</b>	<b>126</b>	<b>41.58%</b>
BDE	2	1.59%
Non-BDE	124	98.41%
<b>Total Requests</b>	<b>303</b>	<b>100.00%</b>
BDE	30	9.90%
Non-BDE	273	90.10%

Summary of January 2016 Non-BDE Totals	
Non-BDE Categories	Total
<b>Non-BDE</b>	<b>273</b>
BDE Info/No Need	28
Benefits	7
Eligibility	4
Plan/Provider Info	119
No Answer/Left Message	70
Other / Remove	45

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





Summary of Total BDE Requests from September 2012 to January 2016							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	LIBERTY	Western			
Emergency	214	156	173	31	441	133	<b>574</b>
Urgent	*	96	87	*	212	61	<b>273</b>
Routine	150	168	151	29	129	369	<b>498</b>
Specialist	*	29	32	*	29	46	<b>75</b>
<b>In Progress**</b>	*	*	*	*	*	*	<b>28</b>
<b>Closed***</b>	*	*	*	*	*	*	<b>1392</b>
<b>Total BDE (Call/Mail/Email/Fax)</b>	<b>454</b>	<b>449</b>	<b>443</b>	<b>74</b>	<b>811</b>	<b>609</b>	<b>1420</b>

\*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 January 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	<b>129</b>
	Urgent	*	*	*	*	*	*	<b>*</b>
	Routine	39	34	35	11	28	91	<b>119</b>
	Specialist	*	*	*	*	*	*	<b>*</b>
Closed Successful - Completed Appointments	Emergency	155	121	140	20	334	102	<b>436</b>
	Urgent	59	*	64	*	153	47	<b>200</b>
	Routine	104	132	112	18	93	273	<b>366</b>
	Specialist	60	*	28	*	24	39	<b>63</b>
<b>Closed Unsuccessful Total</b>		<b>114</b>	<b>90</b>	<b>94</b>	<b>29</b>	<b>187</b>	<b>140</b>	<b>327</b>
<b>Closed Successful Total</b>		<b>378</b>	<b>352</b>	<b>344</b>	<b>45</b>	<b>604</b>	<b>461</b>	<b>1065</b>
<b>Closed Unsuccessful/Successful Total</b>		<b>492</b>	<b>442</b>	<b>438</b>	<b>74</b>	<b>791</b>	<b>601</b>	<b>1392</b>

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

**Notes:**

327 out of 1,392 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%

1,065 out of 1,392 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 January 2016			
No-Show Categories	Adults	Children	Totals
Personal	0	0	0
Sick	0	0	0
Schedule	2	0	2
Forgot	0	0	0
Transportation	0	0	0
No Response	3	1	4
Other	0	0	0
<b>Total of No-Shows</b>	<b>5</b>	<b>1</b>	<b>6</b>

**GMC Plans  
BDE Cases Closed in January 2016 – Adult**

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Routine	Exam/Fluoride Treatment	22	N/A	Successful
Specialist	X-Rays/Antibiotics/Treatment plan	5	N/A	Successful
Routine	Exam/X-rays/Treatment plan	14	5	Successful
Routine	Exam/X-rays	22	N/A	Successful
Routine	No Show-Schedule	21	N/A	Unsuccessful
Emergency	Exam/Cleaning/Referral	1	N/A	Successful
Emergency	Exam/Prescriptions	Same Day	N/A	Successful
Urgent	Consultation/Extractions	2	N/A	Successful
Urgent	Exam/Extractions	2	N/A	Successful
Emergency	Prescriptions/Referral	1	N/A	Successful
Specialist	Extractions	5	N/A	Successful
Emergency	No Show-Schedule	1	N/A	Unsuccessful
Urgent	Extractions	2	N/A	Successful
Emergency	Extractions	Same Day	5	Successful
Routine	No Show-No Response	5	N/A	Unsuccessful
Emergency	Exam/Referral	Same Day	N/A	Successful
Emergency	No Show-No Response	Same Day	N/A	Unsuccessful
Emergency	No Show-No Response	1	N/A	Unsuccessful
Urgent	Exam/Radiographs/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.

19 out of 25 beneficiaries are Adults - 0.76%

5 out of 19 adult did not show for their appointment - 0.26% no show rate

14 out of 19 adult did show for their appointment - 0.74% show rate

**GMC Plans**  
**BDE Cases Closed in January 2016 – Children**

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Emergency	Evaluation/Exam	1	N/A	Successful
Routine	No Show-No Response	6	N/A	Unsuccessful
Urgent	Exam/Root Canal/Fillings	3	N/A	Successful
Routine	Exam/Cleaning	15	N/A	Successful
Urgent	Extraction	2	N/A	Successful
Emergency	Exam/Referral	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.

6 out of 25 beneficiaries are Children - 0.24%

1 out of 6 children did not show for their appointment - 0.17% no show rate