

## **Beneficiary Dental Exception (BDE) July 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 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.
- Please note: All "*In Progress*" cases are case managed until BDE case is closed.

### **Month of July 2013 Summary:**

- 79 Total Incoming requests
- 56 Total Non-BDE requests
- 23 Total BDE requests

### **Total Summary from the Month of September 2012 through the end of July 2013:**

- As of the end of July 2013, there have been a total of 310 BDE requests.
- 24 of the 310 total BDE requests are in progress to be completed to date.
- 286 of the 310 total BDE requests are completed and closed to date.
- None of the requests was transferred over to Fee-For-Service.

Summary of July 2013 Incoming Totals		
Incoming Categories	Totals	% of Totals
<b>Inbound Phone Call Total</b>	<b>31</b>	<b>39.2%</b>
BDE	15	48.4%
Non-BDE	16	51.6%
<b>Mail/Fax/Email Total</b>	<b>48</b>	<b>60.8%</b>
BDE	8	16.7%
Non-BDE	40	83.3%
<b>Total Requests</b>	<b>79</b>	<b>100%</b>
BDE	23	29.1%
Non-BDE	56	70.9%

Summary of July 2013 Non-BDE Totals	
Non-BDE Categories	Total
<b>Non-BDE</b>	<b>56</b>
BDE Info/No Need	14
Benefits	0
Eligibility	3
Plan/Provider Info	16
No Answer/Left Message	19
Other / Remove	4

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

Summary of Total BDE Requests from September 2012 to July 2013							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	Liberty	Western			
Emergency	1	1	1	0	1	2	3
Urgent	0	0	0	0	0	0	0
Routine	4	10	6	0	0	20	20
Specialist	0	1	0	0	0	1	1
<b>In Progress*</b>	<b>5</b>	<b>12</b>	<b>7</b>	<b>0</b>	<b>1</b>	<b>23</b>	<b>24</b>
<b>Closed**</b>	<b>72</b>	<b>69</b>	<b>71</b>	<b>74</b>	<b>97</b>	<b>189</b>	<b>286</b>
<b>Total BDE (Call/Mail/Email/Fax)</b>	<b>77</b>	<b>81</b>	<b>78</b>	<b>74</b>	<b>98</b>	<b>212</b>	<b>310</b>

\*Please note: 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 July 2013								
Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	Liberty	Western			
Closed Unsuccessful - No-Show	Emergency	2	12	8	11	26	7	33
	Urgent	2	0	2	6	5	5	10
	Routine	5	4	7	11	0	27	27
	Specialist	0	0	1	1	1	1	2
Closed Successful - Completed Appointments	Emergency	29	13	19	20	55	26	81
	Urgent	5	5	5	4	10	9	19
	Routine	29	33	24	18	0	104	104
	Specialist	0	2	5	3	0	10	10
<b>Closed Unsuccessful Total</b>		<b>9</b>	<b>16</b>	<b>18</b>	<b>29</b>	<b>32</b>	<b>40</b>	<b>72</b>
<b>Closed Successful Total</b>		<b>63</b>	<b>53</b>	<b>53</b>	<b>45</b>	<b>65</b>	<b>149</b>	<b>214</b>
<b>Closed Unsuccessful/Successful Total</b>		<b>72</b>	<b>69</b>	<b>71</b>	<b>74</b>	<b>97</b>	<b>189</b>	<b>286</b>

**Notes:**

72 out of 286 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%

214 out of 286 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 July 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	1	1
<b>Total of No-Shows for the Month of July</b>	<b>0</b>	<b>1</b>	<b>1</b>

### July 2013 Closed BDE Case by Case – Adult

Tracking #	Type of Visit	Service Provided	Timely Access (Business Days)	Dental Plan	Beneficiary Satisfied*	Department Perspective
71113TB-01	Emergency	Extraction	1	Access	4	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.**

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

1 out of 15 beneficiaries are Adult – 7%

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

### July 2013 Closed BDE Case by Case – Children

Tracking #	Type of Visit	Service Provided	Timely Access (Business Days)	Dental Plan	Beneficiary Satisfied*	Department Perspective
70213TB-01	Urgent	No-show- Other	1	Liberty	N/A	Unsuccessful
102612TB-05	Emergency	Exam/X-Rays/Pain meds/Root Canal	Same Day	Access	4	Successful
42413TB-01	Emergency	Exam/X-Rays/2 Fillings	Same Day	Access	4	Successful
71013TB-01	Emergency	Exam/X-Rays/Cleaning	1	Health Net	5	Successful
41013002	Routine	Exam/Fluoride/Hygiene Instructions	**31	Health Net	5	Successful
70213001	Routine	Exam/X-Rays	10	Health Net	5	Successful
70213002	Routine	Exam/X-Rays	10	Health Net	5	Successful
70213003	Routine	Exam/X-Rays	10	Health Net	5	Successful
70213004	Routine	Exam/X-Rays/4 Fillings	6	Access	4	Successful
31913LM-01	Routine	Exam/Referral/Consultation	12	Access	5	Successful
42313LM-01	Routine	Exam/X-Rays/5 Fillings	13	Health Net	5	Successful
50613Tb-01	Routine	Exam/X-Rays/Cleaning/Filling	21	Access	4	Successful
50613TB-02	Routine	Exam/X-Rays/Cleaning/Filling	21	Access	4	Successful
41613LM-02	Specialist	Exam/4 Baby Root Canals/4 Crowns	11	Liberty	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 is not available due to no response or no-show.

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

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

14 out of 15 beneficiaries are Children – 93%

1 out of 14 beneficiaries did not show for their appointment – 7% no-show rate

13 out of 14 beneficiaries did show for their appointment – 93% show rate