

Beneficiary Dental Exception (BDE) July 2014 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 July 2014 Summary:

- 818 Total Incoming requests
- 730 Total Non-BDE requests
- 88 Total BDE requests

Total Summary from the Month of September 2012 through the end of July 2014:

- As of the end of July 2014, there have been a total of 706 BDE requests.
- 49 of the 706 total BDE requests are in progress to be completed to date.
- 657 of the 706 total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of July 2014 Incoming Totals		
Incoming Categories	Totals	% of Totals
Inbound Phone Call Total	484	59.2%
BDE	83	17.1%
Non-BDE	401	82.9%
Mail/Fax/Email Total	334	40.8%
BDE	5	1.5%
Non-BDE	329	98.5%
Total Requests	818	100%
BDE	88	10.8%
Non-BDE	730	89.2%

Summary of July 2014 Non-BDE Totals	
Non-BDE Categories	Total
Non-BDE	730
BDE Info/No Need	173
Benefits	9
Eligibility	4
Plan/Provider Info	265
No Answer/Left Message	174
Other / Remove	105

Transfers to Fee-for-Service as of the end of July 2014				
GMC Dental Plans				Totals
Access	Health Net	Liberty	Western	
0	0	0	0	0

Summary of Total BDE Requests from September 2012 to July 2014							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	Liberty	Western			
Emergency	89	56	66	31	173	69	242
Urgent	26	28	17	10	51	30	81
Routine	113	113	90	29	18	327	345
Specialist	7	11	16	4	9	29	38
In Progress*	16	16	17	0	41	8	49
Closed**	219	192	172	74	210	447	657
Total BDE (Call/Mail/Email/Fax)	235	208	189	74	251	455	706

* 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 2014								
Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	Liberty	Western			
Closed Unsuccessful - No-Show	Emergency	15	21	15	11	49	13	62
	Urgent	7	4	3	6	12	8	20
	Routine	26	19	21	11	3	74	77
	Specialist	3	1	1	1	2	4	6
Closed Successful - Completed Appointments	Emergency	64	30	44	20	104	54	158
	Urgent	19	18	13	4	32	22	54
	Routine	84	90	64	18	7	249	256
	Specialist	1	9	11	3	1	23	24
Closed Unsuccessful Total		51	45	40	29	66	99	165
Closed Successful Total		168	147	132	45	144	348	492
Closed Unsuccessful/Successful Total		219	192	172	74	210	447	657

Notes:

165 out of 657 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%

492 out of 657 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 2014			
No-Show Categories	Adults	Children	Totals
Personal	2	0	2
Sick	1	0	1
Schedule	1	0	1
Forgot	0	0	0
Transportation	0	0	0
No Response	11	4	15
Other	0	0	0
Total of No-Shows for the Month of July 2014	15	4	19

July 2014 Closed BDE Case by Case – Adult

Tracking #	Type of Visit	Service Provided	Timely Access (Business Days)	Dental Plan	Beneficiary Satisfied*	Department Perspective
61614am06	Routine	No Show-Personal	17	Health Net	N/A	Unsuccessful
61614am12	Routine	Exam/X-Rays	17	Health Net	4	Successful
062314am05	Emergency	X-Rays/Referral	1	Access	4	Successful
061614BS25	Emergency	Antibiotics/Meds	1	Access	n/a	Successful
061714BS08	Emergency	Exam	1	ACCESS	5	Successful
062614BS03	Emergency	Meds	1	LIBERTY	N/A	Successful
062614mm02	Specialist	Extractions	7	LIBERTY	N/A	Successful
070114am03	Emergency	No Show-Sick	1	LIBERTY	N/A	Unsuccessful
070214am08	Emergency	Exam	1	Health Net	5	Successful
070914am03	Emergency	Exam	SAME DAY	Health Net	N/A	Successful
071014am02	Emergency	Antibiotic/Referral	1	Health Net	5	Successful
071414am22	Emergency	Exam/Meds	1	LIBERTY	5	Successful
071414am24	Emergency	X-Rays	1	Health Net	5	Successful
071514am07	Emergency	No Show-No Response	1	Health Net	N/A	Unsuccessful
071614am02	Emergency	Exam	1	Health Net	N/A	Successful
071714am02	Emergency	Exam/X-Rays	1	LIBERTY	5	Successful
071714am10	Emergency	No Show-Schedule Conflict	1	LIBERTY	N/A	Unsuccessful
072114am14	Emergency	Extraction	1	LIBERTY	N/A	Successful
072214am11	Emergency	Consultation/Exam/X-Rays	1	LIBERTY	5	Successful
072314am01	Routine	No Show-Personal	2	Health Net	N/A	Unsuccessful
072414am02	Emergency	No Show-No Response	SAME DAY	Access	N/A	Unsuccessful
070114bs01	Urgent	Exam	2	Access	N/A	Successful
070214bs01	Routine	Exam/X-Rays	4	LIBERTY	N/A	Successful
070714bs03	Urgent	Exam/X-Rays/meds/exam	3	Access	5	Successful
071014bs03	Emergency	Extractions	1	Health Net	N/A	Successful
071514bs10	Emergency	X-Rays	1	Health Net	N/A	Successful
071514bs24	Emergency	No Show-No Response	1	LIBERTY	N/A	Unsuccessful
071614bs10	Emergency	No Show-No Response	SAME DAY	Health Net	N/A	Unsuccessful
071614bs13	Routine	Meds/Referral	6	LIBERTY	N/A	Successful
071814bs04	Urgent	X-Rays/Antibiotics	2	Health Net	N/A	Successful
072214bs09	Routine	Exam/X-Rays	4	LIBERTY	N/A	Successful
072314bs01	Emergency	Meds	1	LIBERTY	N/A	Successful
072314bs02	Urgent	Antibiotics	2	LIBERTY	5	Successful
072414bs07	Emergency	Meds	1	Access	N/A	Successful
072814bs02	Emergency	Exam/Referral	1	LIBERTY	4	Successful
071414mm02	Emergency	Exam/X-Rays/Meds/Antibiotics	1	LIBERTY	1	Successful
071414mm03	Urgent	Meds	2	Access	5	Successful
071414mm14	Emergency	No Show-No Response	1	Health Net	N/A	Unsuccessful

071414mm16	Urgent	Extractions/Meds	2	LIBERTY	N/A	Successful
071414mm20	Emergency	No Show-No Answer	1	Health Net	N/A	Unsuccessful
071414mm26	Urgent	No Show-No Answer	2	Health Net	N/A	Unsuccessful
071414mm28	Urgent	No Show-No Answer	2	Health Net	N/A	Unsuccessful
071414mm34	Urgent	Exam/X-Rays/Meds/Antibiotics	2	Access	N/A	Successful
071414mm37	Urgent	X-Rays/Meds	2	Health Net	N/A	Successful
071614mm01	Emergency	X-Rays/Meds/Antibiotics	1	Access	N/A	Successful
071614mm03	Emergency	Exam	1	Access	3	Successful
071614mm19	Routine	Exam	3	Health Net	N/A	Successful
071714mm02	Emergency	No Show-No Response	1	Access	N/A	Unsuccessful
071814mm01	Urgent	Exam/X-Rays	1	Access	4	Successful
072114mm03	Emergency	Exam/X-Rays	1	Access	3	Successful
072814mm03	Urgent	Exam	2	LIBERTY	N/A	Successful
62714003	Emergency	No Show-No Response	1	Access	N/A	Unsuccessful
70214002	Urgent	Exam/Meds/Antibiotics	2	Health Net	N/A	Successful
71514025	Emergency	No Show-No Response	1	Access	N/A	Unsuccessful

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.

54 out of 69 beneficiaries are Adults – 78%

15 out of 54 adult beneficiaries did not show for their appointment - 28% no show rate

39 out of 54 adult beneficiaries did show for their appointment -72% show rate

July 2014 Closed BDE Case by Case – Children

Tracking #	Type of Visit	Service Provided	Timely Access (Business Days)	Dental Plan	Beneficiary Satisfied*	Department Perspective
021414mm08	Routine	Exam/Referral	4	Access	N/A	Successful
031214mm01	Emergency	Exam	SAME DAY	Access	5	Successful
031714mm07	Routine	Exam/X-Rays	10	Access	N/A	Successful
032614mm-06	Routine	Exam	24	Access	5	Successful
032614mm07	Routine	Exam	24	Access	5	Successful
040314mm01	Routine	Exam/X-Rays/Cleaning	15	Access	5	Successful
040314mm02	Routine	X-Rays/Cleaning	15	Access	5	Successful
062614am02	Routine	Exam/X-Rays/Cleaning	10	LIBERTY	4	Successful
070714am01	Routine	No Show-No Response	12	Health Net	N/A	Unsuccessful
070114BS03	Specialist	X-Rays/Filling	3	Health Net	5	Successful
070814BS07	Urgent	Exam/X-Rays/Cleaning	1	Health Net	N/A	Successful
072214BS05	Urgent	No Show-No Response	3	Access	N/A	Unsuccessful
071414mm11	Routine	No Show-No Response	9	Health Net	N/A	Unsuccessful
62614003	Emergency	Exam	1	LIBERTY	N/A	Successful
62714009	Emergency	No Show-No Response	1	Access	N/A	Unsuccessful

*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.

15 out of 69 beneficiaries are Children – 22%

4 out of 15 Children beneficiaries did not show for their appointment -27% no show rate

11 out of 15 Children beneficiaries did show for their appointment -73% show rate