

Beneficiary Dental Exception (BDE) July 2015 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.

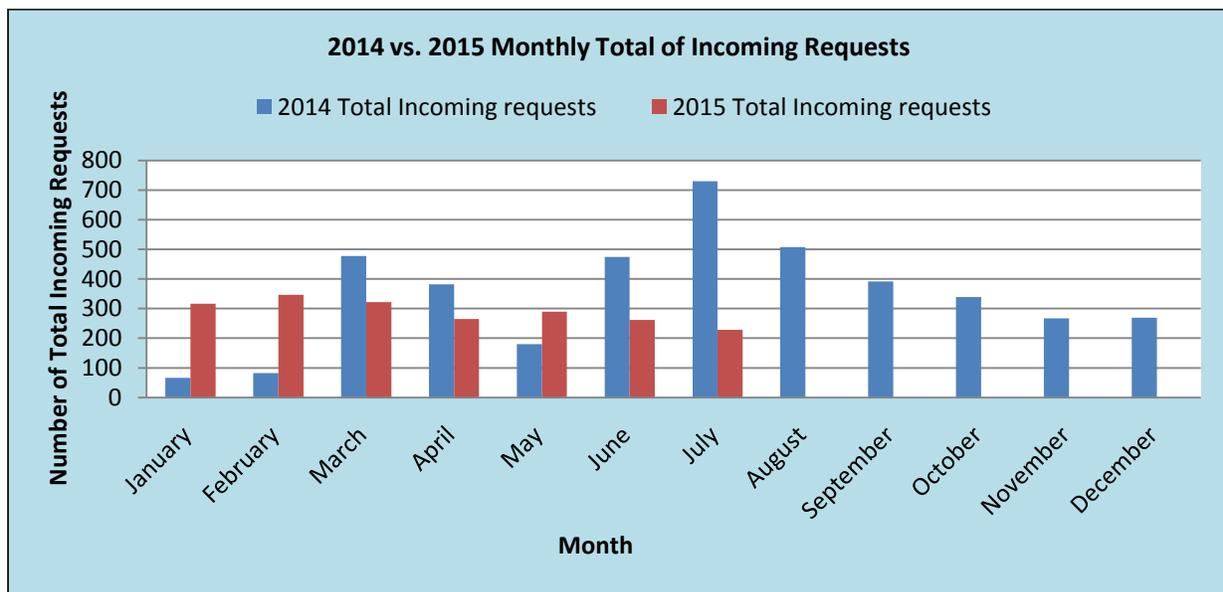
Total Summary from the Month of September 2012 through the end of July 2015:

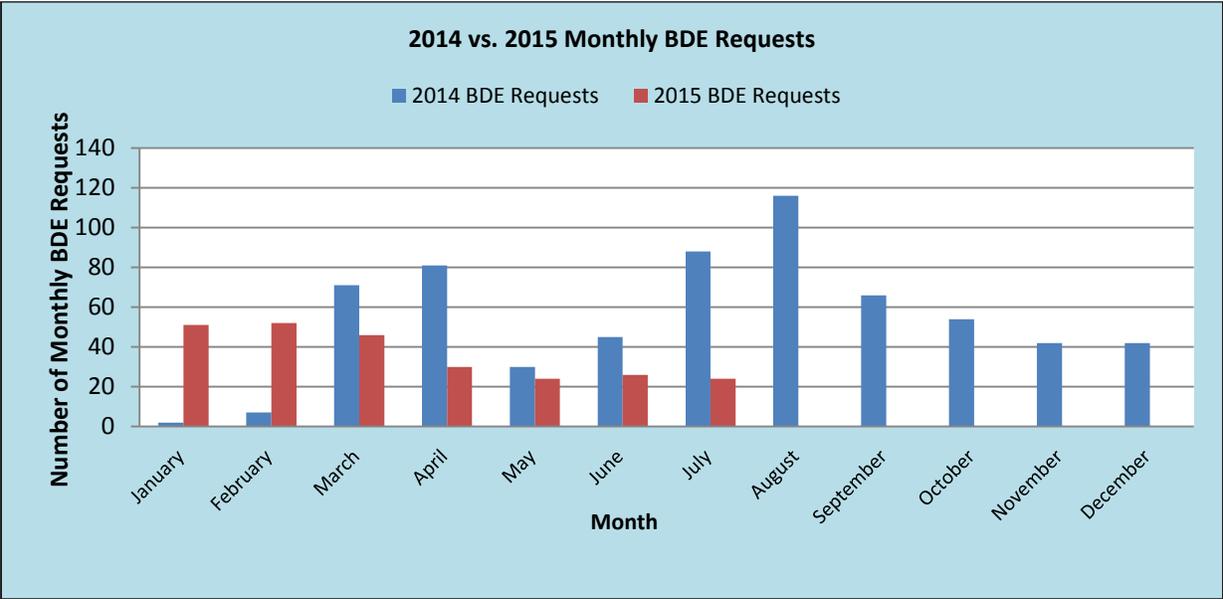
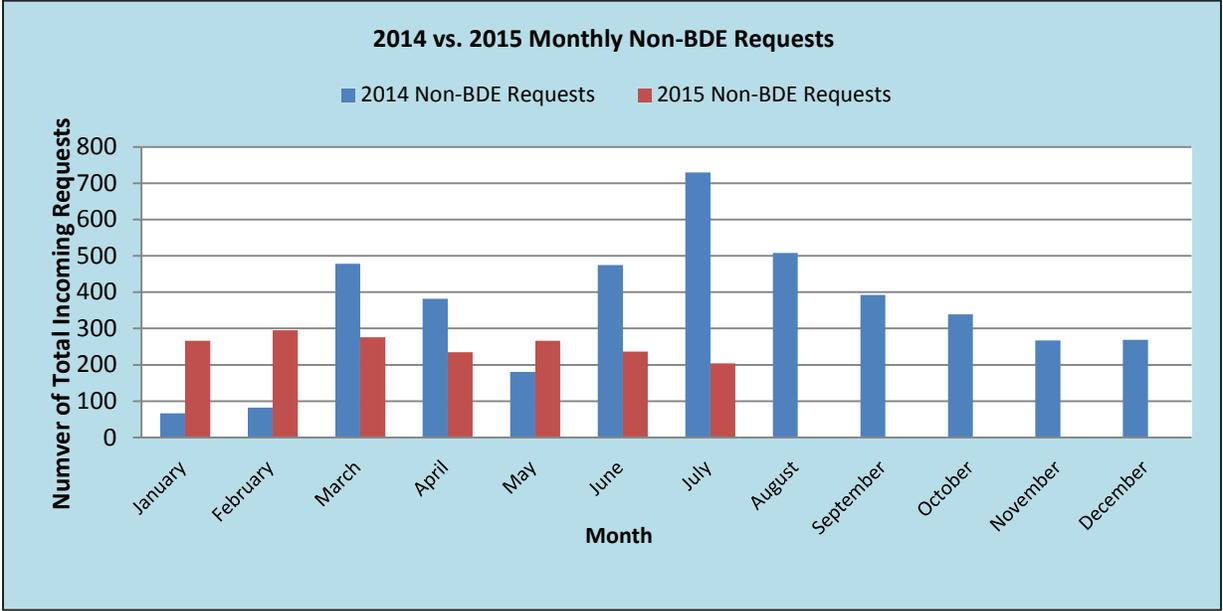
- As of July 31, 2015, there were 1,279 total BDE requests.
- 12 of the 1,279 (0.01%) total BDE requests are in progress to be completed to date.
- 1,267 of the 1,279 (0.99%) total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of July 2015 Incoming Totals		
Incoming Categories	Totals	% of Totals
Inbound Phone Call Total	159	69.74%
BDE	24	15.09%
Non-BDE	135	84.91%
Mail/Fax/Email Total	69	30.26%
BDE	0	0.00%
Non-BDE	69	100.00%
Total Requests	228	100.00%
BDE	24	10.53%
Non-BDE	204	89.47%

Summary of July 2015 Non-BDE Totals	
Non-BDE Categories	Total
Non-BDE	204
BDE Info/No Need	18
Benefits	10
Eligibility	14
Plan/Provider Info	77
No Answer/Left Message	41
Other / Remove	44

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





Summary of Total BDE Requests from September 2012 to July 2015							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	Liberty	Western			
Emergency	186	141	155	31	396	117	513
Urgent	Suppressed	91	76	Suppressed	185	55	240
Routine	135	156	141	29	104	357	461
Specialist	Suppressed	25	26	Suppressed	21	44	65
In Progress*	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	12
Closed**	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	1267
Total BDE (Call/Mail/Email/Fax)	394	413	398	74	706	573	1279

* 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 2015								
Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	Liberty	Western			
Closed Unsuccessful - No-Show	Emergency	42	31	29	11	87	26	113
	Urgent	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
	Routine	34	33	33	11	22	89	111
	Specialist	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
Closed Successful - Completed Appointments	Emergency	141	108	125	20	303	91	394
	Urgent	Suppressed	71	55	Suppressed	137	42	179
	Routine	100	121	107	18	78	268	346
	Specialist	Suppressed	23	22	Suppressed	17	37	54
Closed Unsuccessful Total		94	86	85	29	160	134	294
Closed Successful Total		296	323	309	45	535	438	973
Closed Unsuccessful/Successful Total		390	409	394	74	695	572	1267

Notes:

294 out of 1,267 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%

973 out of 1,267 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 July 2015			
No-Show Categories	Adults	Children	Totals
Personal	1	0	1
Sick	0	0	0
Schedule	0	0	0
Forgot	0	0	0
Transportation	0	0	0
No Response	2	0	2
Other	0	0	0
Total of No-Shows	3	0	3

**Dental Managed Care
BDE Cases Closed in July 2015 – Adult**

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Urgent	Extraction	6**	5	Successful
Urgent	2 PA/X-rays/Diagnosis/Prescription	3	4	Successful
Urgent	X-rays/Rescheduled appointment	2	4	Successful
Urgent	1PA/Diagnosis	2	4	Successful
Urgent	No show-No response	2	N/A	Unsuccessful
Routine	No show-No response	5	N/A	Unsuccessful
Routine	1PA/1 Bitewing/Diagnosis/Prescription	8	N/A	Successful
Emergency	1 PA/X-rays/Diagnosis/Prescription	1	N/A	Successful
Routine	Exam/X-rays/Cleaning	8	N/A	Successful
Emergency	PA X-ray/ 1 Bitewing/Prescription	1	2	Successful
Emergency	Extraction	1	N/A	Successful
Urgent	Diagnosis/Prescription	4**	5	Successful
Urgent	Exam/Diagnosis	4**	N/A	Successful
Emergency	X-rays/Consultation/Prescriptions	Same Day	N/A	Successful
Emergency	Visual Exam	1	4	Successful
Emergency	Radiographs	Same Day	4	Successful
Emergency	Exam/Diagnosis	Same Day	N/A	Successful
Urgent	X-rays/Prescription	2	4	Successful
Urgent	Replacement Filling	1	N/A	Successful
Emergency	Fillings	1	N/A	Successful
Routine	No show-Personal	9	N/A	Unsuccessful
Routine	Exam/X-rays/Referral	9	5	Successful
Urgent	Exam/Antibiotics/Pain Meds/Diagnosis	3	N/A	Successful
Emergency	Exam/X-rays/Diagnose	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.

24 out of 28 beneficiaries are Adults - 0.86%

3 out of 24 adult did not show for their appointment - 0.13% no show rate

21 out of 24 adult did show for their appointment - 0.87% show rate

**Dental Managed Care
BDE Cases Closed in July 2015 – Children**

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Emergency	Prescription	Same Day	N/A	Successful
Emergency	ER Exam	Same Day	N/A	Successful
Routine	Exam/Cleaning	8	N/A	Successful
Routine	Exam/Cleaning	8	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.

4 out of 28 beneficiaries are Children - 0.14%

0 out of 4 children did not show for their appointment - 0.00% no show rate

4 out of 4 children did show for their appointment - 100.00% show rate