

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

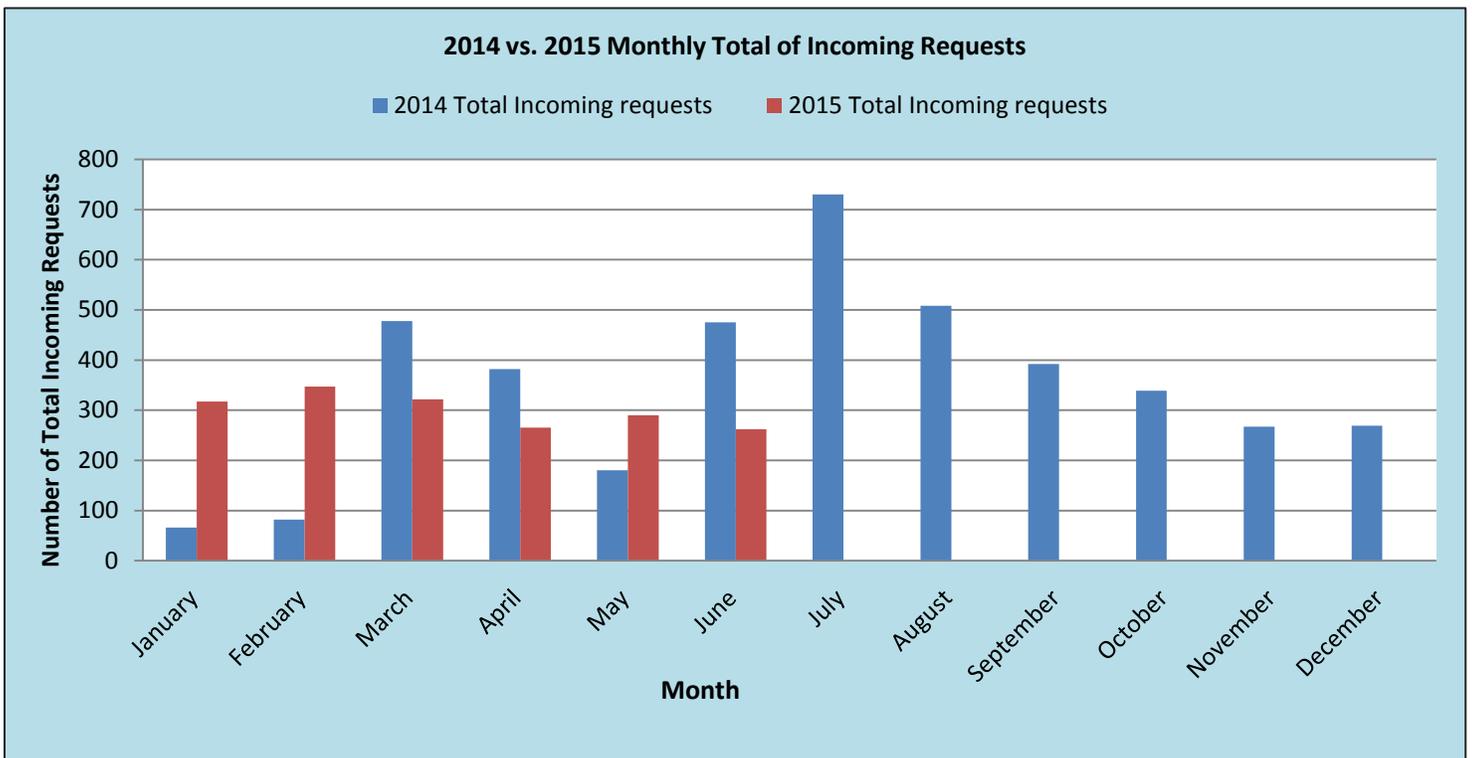
### **Total Summary from the Month of September 2012 through the end of June 2015:**

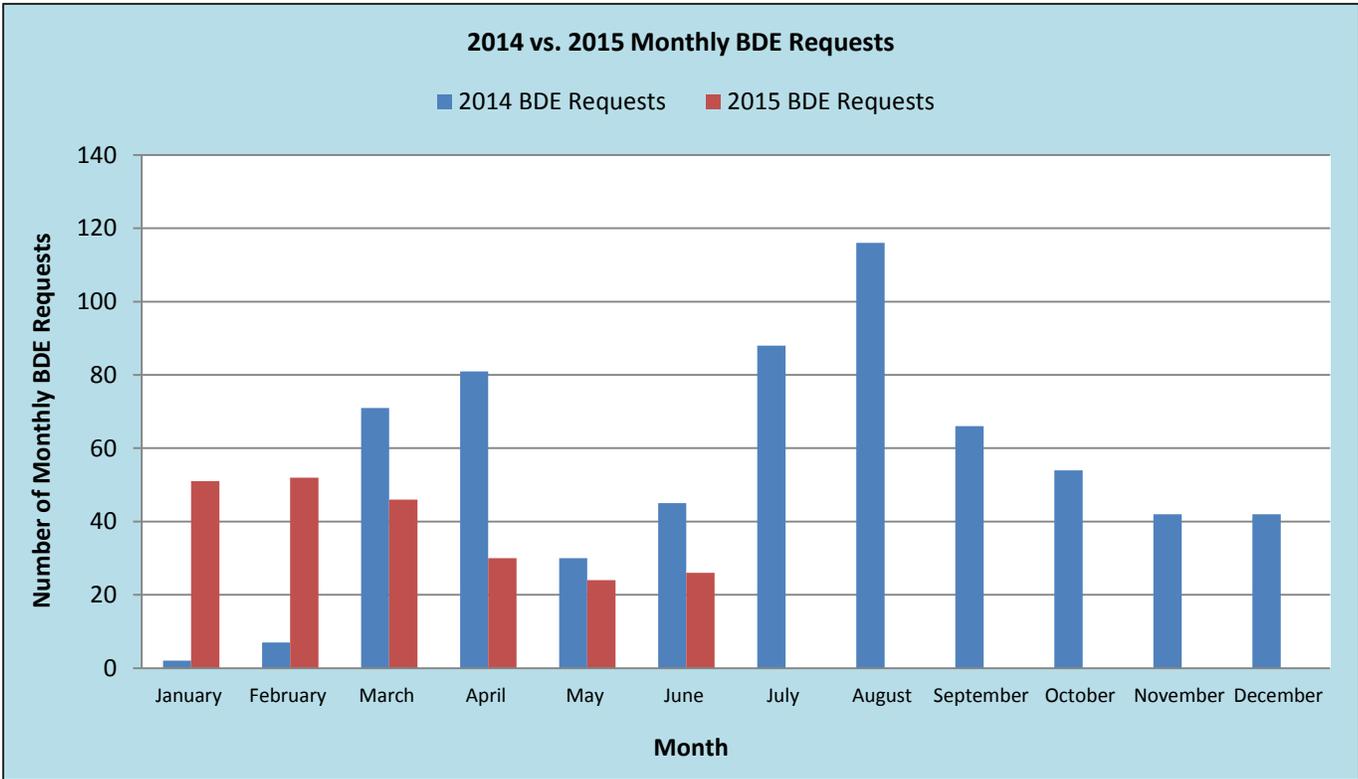
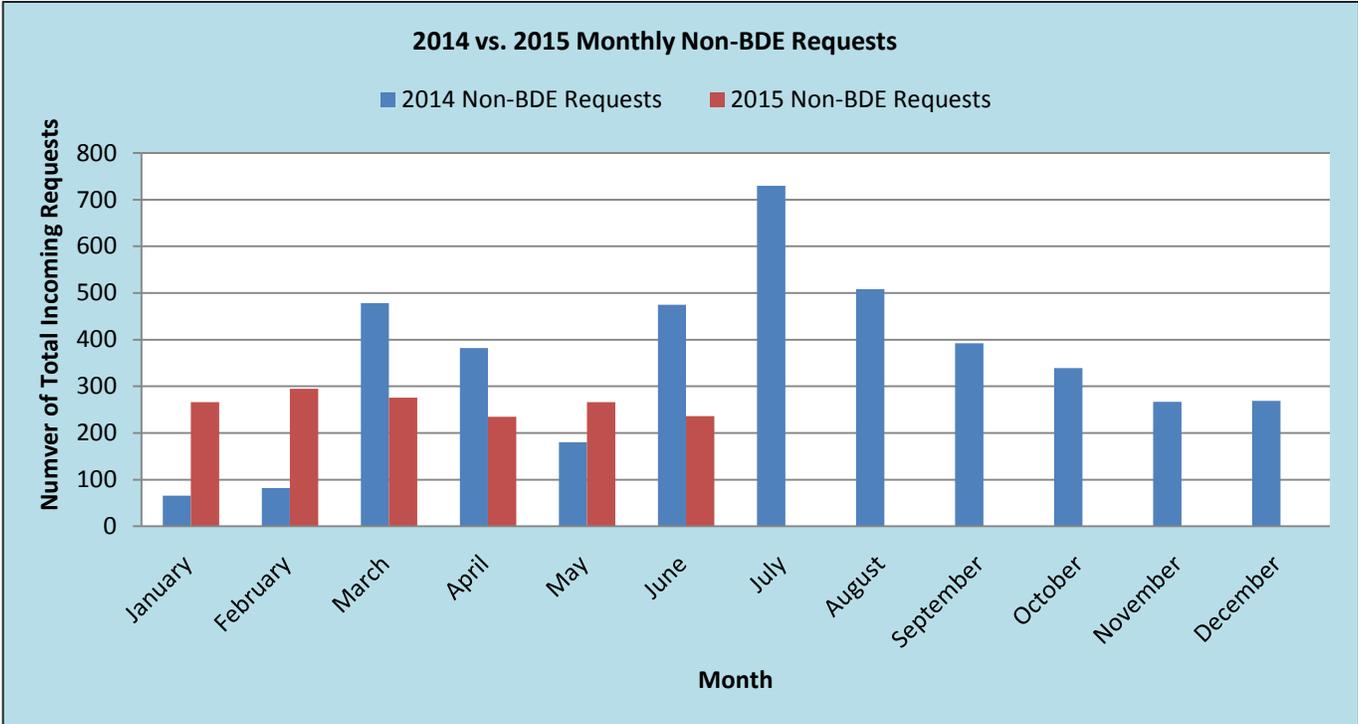
- As of June 30, 2015, there were 1,255 total BDE requests.
- 16 of the 1,255 (0.01%) total BDE requests are in progress to be completed to date.
- 1,239 of the 1,255 (0.99%) total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of June 2015 Incoming Totals		
Incoming Categories	Totals	% of Totals
<b>Inbound Phone Call Total</b>	<b>145</b>	<b>55.34%</b>
BDE	21	14.48%
Non-BDE	124	85.52%
<b>Mail/Fax/Email Total</b>	<b>117</b>	<b>44.66%</b>
BDE	5	4.27%
Non-BDE	112	95.73%
<b>Total Requests</b>	<b>262</b>	<b>100.00%</b>
BDE	26	9.92%
Non-BDE	236	90.08%

Summary of June 2015 Non-BDE Totals	
Non-BDE Categories	Total
<b>Non-BDE</b>	<b>236</b>
BDE Info/No Need	32
Benefits	4
Eligibility	7
Plan/Provider Info	100
No Answer/Left Message	51
Other / Remove	42

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





Summary of Total BDE Requests from September 2012 to June 2015							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	Liberty	Western			
Emergency	181	136	150	31	382	116	498
Urgent	Suppressed	91	74	Suppressed	180	55	235
Routine	132	156	140	29	100	357	457
Specialist	Suppressed	25	26	Suppressed	21	44	65
In Progress*	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	16
Closed**	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	1239
<b>Total BDE (Call/Mail/Email/Fax)</b>	<b>383</b>	<b>408</b>	<b>390</b>	<b>74</b>	<b>683</b>	<b>572</b>	<b>1255</b>

\* 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 June 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	31	11	20	89	109
	Specialist	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
Closed Successful - Completed Appointments	Emergency	138	105	120	20	294	89	383
	Urgent	Suppressed	71	49	Suppressed	128	42	170
	Routine	98	119	106	18	75	266	341
	Specialist	Suppressed	23	22	Suppressed	17	37	54
<b>Closed Unsuccessful Total</b>		<b>94</b>	<b>86</b>	<b>82</b>	<b>29</b>	<b>157</b>	<b>134</b>	<b>291</b>
<b>Closed Successful Total</b>		<b>288</b>	<b>318</b>	<b>297</b>	<b>45</b>	<b>514</b>	<b>434</b>	<b>948</b>
<b>Closed Unsuccessful/Successful Total</b>		<b>382</b>	<b>404</b>	<b>379</b>	<b>74</b>	<b>671</b>	<b>568</b>	<b>1239</b>

**Notes:**

291 out of 1,239 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 – 0.235%

948 out of 1,239 were successfully seen and treated by the dentist; BDE was closed after patients received treatment needed.

Successful Percentage – 0.765%

No-Shows for BDE Cases Closed in June 2015			
No-Show Categories	Adults	Children	Totals
Personal	1	0	1
Sick	0	0	0
Schedule	1	0	1
Forgot	0	0	0
Transportation	0	0	0
No Response	1	0	1
Other	0	0	0
<b>Total of No-Shows</b>	<b>3</b>	<b>0</b>	<b>3</b>

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

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Routine	Exam/X-Rays/Diagnosis/Referral	33**	5	Successful
Specialist	Extractions	6	4	Successful
Emergency	Exam/Referral	1	N/A	Successful
Urgent	Exam/X-rays/Prescription	2	5	Successful
Urgent	No Show-No Response	3	N/A	Unsuccessful
Emergency	No Show-Schedule	Same Day	N/A	Unsuccessful
Emergency	Exam/Diagnosis/Prescription	1	N/A	Successful
Urgent	Extraction	3	N/A	Successful
Emergency	No Show-Personal	1	N/A	Unsuccessful
Specialist	Exam/Referral	4	N/A	Successful
Urgent	Exam	3	N/A	Successful
Urgent	Exam/Diagnosis/Prescription	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).

\*\*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.

12 out of 15 beneficiaries are Adults - 0.80%

3 out of 12 adult did not show for their appointment -0.25% no show rate

9 out of 12 adult did show for their appointment -0.75% show rate

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

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Routine	Exam/Cleaning	12	4	Successful
Urgent	Exam	2	5	Successful
Emergency	X-ray	1	5	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.

3 out of 15 beneficiaries are Children - 0.20%

0 out of 3 children did not show for their appointment -0.00% no show rate

3 out of 3 children did show for their appointment -100.00% show rate