

## **Beneficiary Dental Exception (BDE) March 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 March 2014 Summary:**

- 549 Total Incoming requests
- 478 Total Non-BDE requests
- 71 Total BDE requests

### **Total Summary from the Month of September 2012 through the end of March 2014:**

- As of the end of March 2014, there have been a total of 462 BDE requests.
- 83 of the 462 total BDE requests are in progress to be completed to date.
- 379 of the 462 total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

| Summary of March 2014 Incoming Totals |            |              |
|---------------------------------------|------------|--------------|
| Incoming Categories                   | Totals     | % of Totals  |
| <b>Inbound Phone Call Total</b>       | <b>253</b> | <b>46.1%</b> |
| BDE                                   | 44         | 17.4%        |
| Non-BDE                               | 209        | 82.6%        |
| <b>Mail/Fax/Email Total</b>           | <b>296</b> | <b>53.9%</b> |
| BDE                                   | 27         | 9.1%         |
| Non-BDE                               | 269        | 90.9%        |
| <b>Total Requests</b>                 | <b>549</b> | <b>100%</b>  |
| BDE                                   | 71         | 12.9%        |
| Non-BDE                               | 478        | 87.1%        |

| Summary of March 2014 Non-BDE Totals |            |
|--------------------------------------|------------|
| Non-BDE Categories                   | Total      |
| <b>Non-BDE</b>                       | <b>478</b> |
| BDE Info/No Need                     | 234        |
| Benefits                             | 1          |
| Eligibility                          | 8          |
| Plan/Provider Info                   | 83         |
| No Answer/Left Message               | 136        |
| Other / Remove                       | 16         |

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

| Summary of Total BDE Requests from September 2012 to March 2014 |                  |            |            |           |            |            |            |
|---|------------------|------------|------------|-----------|------------|------------|------------|
| BDE Categories  | GMC Dental Plans |            |            |           | Adults     | Children   | Totals     |
|   | Access           | Health Net | Liberty    | Western   |            |            |            |
| Emergency   | 50               | 31         | 38         | 31        | 98         | 52         | <b>150</b> |
| Urgent  | 10               | 7          | 7          | 10        | 15         | 19         | <b>34</b>  |
| Routine   | 87               | 78         | 64         | 29        | 0          | 258        | <b>258</b> |
| Specialist  | 2                | 7          | 7          | 4         | 1          | 19         | <b>20</b>  |
| <b>In Progress*</b>   | <b>47</b>        | <b>19</b>  | <b>17</b>  | <b>0</b>  | <b>5</b>   | <b>78</b>  | <b>83</b>  |
| <b>Closed**</b>   | <b>102</b>       | <b>104</b> | <b>99</b>  | <b>74</b> | <b>109</b> | <b>270</b> | <b>379</b> |
| <b>Total BDE (Call/Mail/Email/Fax)</b>                          | <b>149</b>       | <b>123</b> | <b>116</b> | <b>74</b> | <b>114</b> | <b>348</b> | <b>462</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 March 2014 |            |                  |            |           |           |            |            |            |
|---|------------|------------------|------------|-----------|-----------|------------|------------|------------|
| Closed BDE Categories   |            | GMC Dental Plans |            |           |           | Adults     | Children   | Totals     |
|   |            | Access           | Health Net | Liberty   | Western   |            |            |            |
| Closed Unsuccessful<br>- No-Show                              | Emergency  | 5                | 14         | 10        | 11        | 30         | 10         | 40         |
|   | Urgent     | 2                | 1          | 2         | 6         | 5          | 6          | 11         |
|   | Routine    | 10               | 7          | 15        | 11        | 0          | 43         | 43         |
|   | Specialist | 0                | 0          | 1         | 1         | 1          | 1          | 2          |
| Closed Successful -<br>Completed<br>Appointments              | Emergency  | 39               | 15         | 26        | 20        | 63         | 37         | 100        |
|   | Urgent     | 7                | 6          | 5         | 4         | 10         | 12         | 22         |
|   | Routine    | 39               | 57         | 35        | 18        | 0          | 149        | 149        |
|   | Specialist | 0                | 4          | 5         | 3         | 0          | 12         | 12         |
| <b>Closed Unsuccessful Total</b>                              |            | <b>17</b>        | <b>22</b>  | <b>28</b> | <b>29</b> | <b>36</b>  | <b>60</b>  | <b>96</b>  |
| <b>Closed Successful Total</b>                                |            | <b>85</b>        | <b>82</b>  | <b>71</b> | <b>45</b> | <b>73</b>  | <b>210</b> | <b>283</b> |
| <b>Closed Unsuccessful/Successful Total</b>                   |            | <b>102</b>       | <b>104</b> | <b>99</b> | <b>74</b> | <b>109</b> | <b>270</b> | <b>379</b> |

**Notes:**

96 out of 379 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%

283 out of 379 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 March 2014                 |          |          |          |
|--|----------|----------|----------|
| 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 March 2014</b> | <b>0</b> | <b>1</b> | <b>1</b> |

### March 2014 Closed BDE Case by Case – Adult

| Tracking #  | Type of Visit | Service Provided | Timely Access (Business Days) | Dental Plan | Beneficiary Satisfied* | Department Perspective |
|-------------|---------------|------------------|-------------------------------|-------------|------------------------|------------------------|
| 021814mm-06 | Emergency     | Exam             | 1                             | Access      | 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 for specific date and time for appointment outside of contractual timeframe.

n/a - beneficiary satisfaction not available due to no response or no show.

1 out of 4 beneficiaries are Adults - 25%

1 out of 1 adult beneficiaries did not show for their appointment - 100% no show rate

0 out of 1 adult beneficiaries did show for their appointment -0% show rate

### March 2014 Closed BDE Case by Case – Children

| Tracking #  | Type of Visit | Service Provided | Timely Access (Business Days) | Dental Plan | Beneficiary Satisfied* | Department Perspective |
|-------------|---------------|------------------|-------------------------------|-------------|------------------------|------------------------|
| 022114001   | Routine       | Exam             | 1                             | Health Net  | 5                      | Successful             |
| 031714mm-05 | Emergency     | X-rays           | Same day                      | Health Net  | n/a                    | Successful             |
| 030314mm-03 | Routine       | No Show -Other   | 16                            | 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 for specific date and time for appointment outside of contractual timeframe.

n/a - beneficiary satisfaction not available due to no response or no show.

3 out of 4 beneficiaries are Children - 75%

1 out of 3 Children beneficiaries did not show for their appointment -33% no show rate

2 out of 3 Children beneficiaries did show for their appointment -67% show rate