

## **Beneficiary Dental Exception (BDE) March 2015 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 at 1-855-347-3310, 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 2015 Summary:**

- 322 Total Incoming requests
- 276 Total Non-BDE requests
- 46 Total BDE requests

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

- As of the end of March 2015, there have been a total of 1175 BDE requests.
- 19 of the 1175 total BDE requests are in progress to be completed to date.
- 1156 of the 1175 total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of March 2015 Incoming Totals		
Incoming Categories	Totals	% of Totals
<b>Inbound Phone Call Total</b>	<b>203</b>	<b>63.0%</b>
BDE	40	19.7%
Non-BDE	163	80.3%
<b>Mail/Fax/Email Total</b>	<b>119</b>	<b>37.0%</b>
BDE	6	5.0%
Non-BDE	113	95.0%
<b>Total Requests</b>	<b>322</b>	<b>100%</b>
BDE	46	14.3%
Non-BDE	276	85.7%

Summary of March 2015 Non-BDE Totals	
Non-BDE Categories	Total
<b>Non-BDE</b>	<b>276</b>
BDE Info/No Need	37
Benefits	7
Eligibility	17
Plan/Provider Info	106
No Answer/Left Message	51
Other / Remove	58

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

Summary of Total BDE Requests from September 2012 to March 2015							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	Liberty	Western			
Emergency	172	127	140	31	362	108	<b>470</b>
Urgent	Suppressed	80	62	Suppressed	158	48	<b>206</b>
Routine	129	149	135	29	91	351	<b>442</b>
Specialist	Suppressed	23	22	Suppressed	17	40	<b>57</b>
<b>In Progress*</b>	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	<b>19</b>
<b>Closed**</b>	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	<b>1156</b>
<b>Total BDE (Call/Mail/Email/Fax)</b>	<b>363</b>	<b>379</b>	<b>359</b>	<b>74</b>	<b>628</b>	<b>547</b>	<b>1175</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 2015**

Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	Liberty	Western			
Closed Unsuccessful - No-Show	Emergency	40	30	28	11	83	26	<b>109</b>
	Urgent	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
	Routine	32	29	30	11	18	84	<b>102</b>
	Specialist	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
Closed Successful - Completed Appointments	Emergency	128	95	111	20	273	81	<b>354</b>
	Urgent	Suppressed	60	42	Suppressed	108	37	<b>145</b>
	Routine	97	118	104	18	72	265	<b>337</b>
	Specialist	Suppressed	21	20	Suppressed	14	35	<b>49</b>
<b>Closed Unsuccessful Total</b>		<b>89</b>	<b>77</b>	<b>76</b>	<b>29</b>	<b>145</b>	<b>126</b>	<b>271</b>
<b>Closed Successful Total</b>		<b>269</b>	<b>294</b>	<b>277</b>	<b>45</b>	<b>467</b>	<b>418</b>	<b>885</b>
<b>Closed Unsuccessful/Successful Total</b>		<b>358</b>	<b>371</b>	<b>353</b>	<b>74</b>	<b>612</b>	<b>544</b>	<b>1156</b>

**Notes:**

271 out of 1156 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 – 23%

885 out of 1156 were successfully seen and treated by the dentist; BDE was closed after patients received treatment needed.

Successful Percentage – 77%

No-Shows for the Month of March 2015			
No-Show Categories	Adults	Children	Totals
Personal	1	3	<b>4</b>
Sick	0	0	<b>0</b>
Schedule	1	1	<b>2</b>
Forgot	0	0	<b>0</b>
Transportation	0	0	<b>0</b>
No Response	2	1	<b>3</b>
Other	0	0	<b>0</b>
<b>Total of No-Shows for the Month of March 2014</b>	<b>4</b>	<b>5</b>	<b>9</b>

**Dental Managed Care  
March 2015 Closed BDE Case by Case – Adult**

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Emergency	Exam/Referral	SAME DAY	5	Successful
Routine	Exam/Pain Meds	21	N/A	Successful
Routine	Exam/Build up	8	N/A	Successful
Urgent	X-Rays/Pain Meds/Diagnosis	2	4	Successful
Emergency	Exam	1	N/A	Successful
Routine	Exam	5	3	Successful
Routine	Exam/Cleaning/Diagnosis	5	3	Successful
Emergency	Exam	1	N/A	Successful
Emergency	Exam/Root Canal	SAME DAY	N/A	Successful
Urgent	X-Rays/Consultation	2	N/A	Successful
Urgent	No Show-Personal	2	N/A	Unsuccessful
Urgent	ER Evaluation	1	N/A	Successful
Urgent	No Show-No Response	1	N/A	Unsuccessful
Urgent	X-Rays/Palliative Treatment/Pain Meds/Antibiotics	1	N/A	Successful
Urgent	X-Rays/ Palliative Treatment/Pain Meds/Amoxicillin	SAME DAY	N/A	Successful
Emergency	Exam/X-Rays/Cleaning	1	N/A	Successful
Emergency	No Show-Schedule	1	N/A	Unsuccessful
Emergency	2 PAs/Extraction/Amoxicillin/Pain Meds	1	5	Successful
Emergency	1 PA/X-Rays	SAME DAY	5	Successful
Emergency	Exam	1	N/A	Successful
Routine	Exam/Filling	10	N/A	Successful
Urgent	Exam	3	N/A	Successful
Emergency	ER Palliative Treatment/Referral	1	N/A	Successful
Urgent	X-Rays/Consultation/Extraction/Pain Meds/Amoxicillin	2	N/A	Successful
Emergency	X-Rays/Palette Treatment	1	N/A	Successful
Urgent	Exam/Pain Meds	2	N/A	Successful
Urgent	Exam	2	N/A	Successful
Urgent	No Show-No Response	2	N/A	Unsuccessful
Emergency	X-Rays/ Palliative Treatment/Pain Meds/Amoxicillin	1	N/A	Successful
Urgent	Member signed in then rescheduled	2	N/A	Successful
Urgent	Exam/Diagnosis	3	N/A	Successful
Urgent	Exam/Extractions/Amoxicillin/Pain Meds	2	4	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.

32 out of 48 beneficiaries are Adults – 67%

4 out of 32 adult beneficiaries did not show for their appointment - 12% no show rate

28 out of 32 adult beneficiaries did show for their appointment -88% show rate

**Dental Managed Care  
March 2015 Closed BDE Case by Case – Children**

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Urgent	Referral	3	N/A	Successful
Emergency	Exam	1	N/A	Successful
Routine	Exam/X-Rays/Referral	4	4	Successful
Emergency	Consultation	SAME DAY	N/A	Successful
Urgent	No Show-No Response	3	N/A	Unsuccessful
Emergency	Exam	1	N/A	Successful
Emergency	X-Rays/Pain Meds/Antibiotics	1	4	Successful
Emergency	X-Rays/Palliative Treatment/Referral	1	N/A	Successful
Emergency	No Show-Personal	1	N/A	Unsuccessful
Urgent	Exam/Referral	1	N/A	Successful
Emergency	No Show-Personal	1	N/A	Unsuccessful
Emergency	ER Exam, Pain Meds	1	5	Successful
Emergency	No Show-Personal	SAME DAY	N/A	Unsuccessful
Emergency	Exam/X-Rays/Referral	SAME DAY	N/A	Successful
Emergency	Tooth Evaluation/Cleaning	1	N/A	Successful
Routine	No Show-Schedule	31**	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.

16 out of 48 beneficiaries are Children – 33%

5 out of 16 Children beneficiaries did not show for their appointment - 31% no show rate

11 out of 16 Children beneficiaries did show for their appointment -69% show rate