

Beneficiary Dental Exception (BDE) March 2016 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.

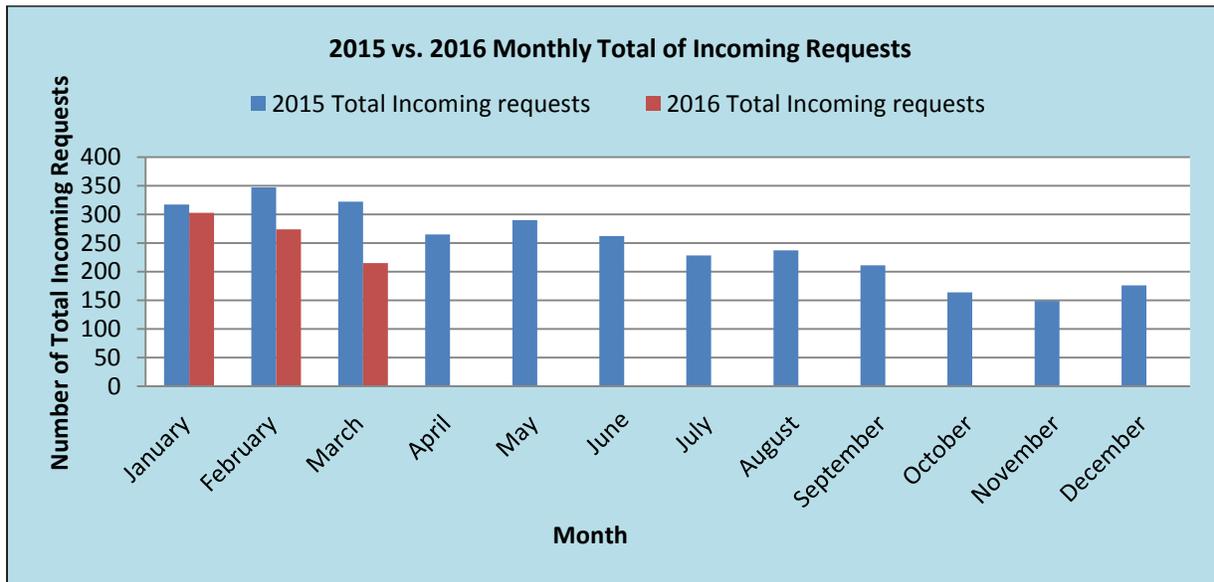
Total Summary from the Month of September 2012 through the end of March 2016:

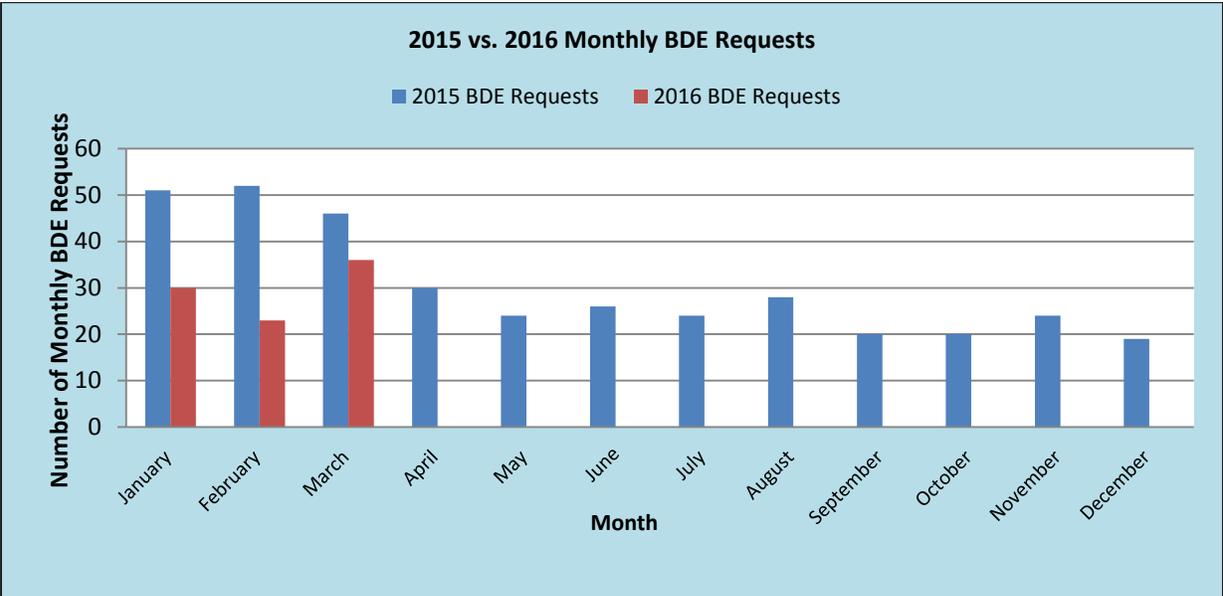
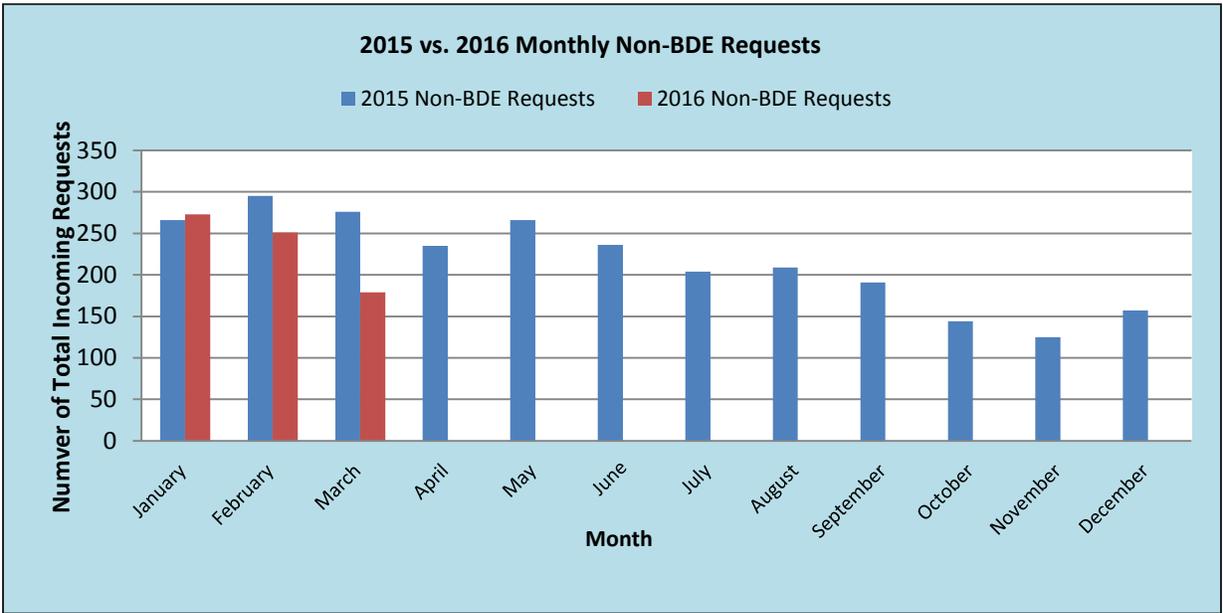
- As of March 31, 2016, there were 1,479 total BDE requests.
- 26 of the 1,479 (0.02%) total BDE requests are in progress to be completed to date.
- 1,453 of the 1,479 (0.98%) total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of March 2016 Incoming Totals		
Incoming Categories	Totals	% of Totals
Inbound Phone Call Total	133	61.86%
BDE	34	25.56%
Non-BDE	99	74.44%
Mail/Fax/Email Total	82	38.14%
BDE	2	2.44%
Non-BDE	80	97.56%
Total Requests	215	100.00%
BDE	36	16.74%
Non-BDE	179	83.26%

Summary of March 2016 Non-BDE Totals	
Non-BDE Categories	Total
Non-BDE	179
BDE Info/No Need	18
Benefits	3
Eligibility	13
Plan/Provider Info	82
No Answer/Left Message	33
Other / Remove	30

Transfers to Fee-for-Service as of the end of March 2016				
GMC Dental Plans				Totals
Access	Health Net	LIBERTY	Western	
0	0	0	0	0





Summary of Total BDE Requests from September 2012 to March 2016							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	LIBERTY	Western			
Emergency	223	159	177	31	453	137	590
Urgent	*	100	91	*	218	67	285
Routine	158	175	164	29	149	377	526
Specialist	*	31	33	*	31	47	78
In Progress**	13	*	*	*	*	*	26
Closed***	462	*	*	*	*	*	1453
Total BDE (Call/Mail/Email/Fax)	475	465	465	74	851	628	1479

*Values are not shown to protect confidentiality of the individuals summarized on the data

**All "In Progress" cases are case managed until BDE case is closed

***See "Summary of Total Closed BDE" for specifics

Notes:

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 2016								
Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	LIBERTY	Western			
Closed Unsuccessful - No-Show	Emergency	53	33	33	11	101	29	130
	Urgent	*	*	*	*	*	*	72
	Routine	41	36	38	11	33	93	126
	Specialist	*	*	*	*	*	*	11
Closed Successful - Completed Appointments	Emergency	165	125	143	20	347	106	453
	Urgent	*	78	67	*	160	52	212
	Routine	110	134	121	18	102	281	383
	Specialist	*	27	30	*	26	40	66
Closed Unsuccessful Total		118	94	98	29	196	143	339
Closed Successful Total		344	364	361	45	635	479	1114
Closed Unsuccessful/Successful Total		462	458	459	74	831	622	1453

*Values are not shown to protect confidentiality of the individuals summarized on the data

Notes:

339 out of 1,453 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%

1,114 out of 1,453 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 March 2016			
No-Show Categories	Adults	Children	Totals
Personal	0	0	0
Sick	0	0	0
Schedule	1	0	1
Forgot	0	0	0
Transportation	0	0	0
No Response	7		7
Other	0	0	0
Total of No-Shows	8	0	8

**Dental Managed Care Plan
BDE Cases Closed in March 2016 – Adults**

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Routine	Exam/X-rays/Cleaning	24	N/A	Successful
Routine	Exam/Impressions	7	N/A	Successful
Urgent	Fillings	2	5	Successful
Routine	Extractions	4	N/A	Successful
Routine	Extractions	8	N/A	Successful
Emergency	Preventive services	Same Day	N/A	Successful
Specialist	Extractions	17	N/A	Successful
Specialist	No Show - No Response	20	N/A	Unsuccessful
Routine	Consult/X-rays/Extractions	4	N/A	Successful
Urgent	Exam	2	N/A	Successful
Routine	No Show - No Response	12	N/A	Unsuccessful
Emergency	ER Exam/Antibiotics	Same Day	N/A	Successful
Emergency	Extractions	1	N/A	Successful
Emergency	ER Exam/X-rays	Same Day	N/A	Successful
Emergency	No Show - No Response	1	N/A	Unsuccessful
Urgent	Exam/X-rays	2	N/A	Successful
Routine	Exam/X-rays	12	N/A	Successful
Emergency	Exam/X-rays/Referral	1	N/A	Successful
Urgent	No Show - No Response	2	N/A	Unsuccessful
Emergency	Filling	Same Day	N/A	Successful
Routine	No Show - No Response	12	N/A	Unsuccessful
Routine	No Show - Schedule	4	N/A	Unsuccessful
Routine	Extractions	5	N/A	Successful
Routine	No Show - No Response	4	N/A	Unsuccessful
Urgent	No Show - No Response	3	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).

N/A - beneficiary satisfaction not available due to no response or no show.

25 out of 35 beneficiaries are Adults - 0.71%

8 out of 25 adults did not show for their appointment - 0.32% no show rate

17 out of 25 adults did show for their appointment - 0.68% show rate

**Dental Managed Care Plan
BDE Cases Closed in March 2016 – Children**

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Routine	Exam/Consultation	5	N/A	Successful
Routine	Exam/X-rays/Cleaning	15	N/A	Successful
Routine	Exam/X-rays/Fluoride	18	N/A	Successful
Routine	Exam/X-rays	20	N/A	Successful
Emergency	Exam/X-rays/referral	Same Day	N/A	Successful
Routine	Exam/Referral	4	N/A	Successful
Urgent	Visual Exam/Referral	2	N/A	Successful
Urgent	Exam/Referral	2	N/A	Successful
Urgent	Exam	3	N/A	Successful
Urgent	ER Exam/X-rays/Meds	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).

N/A - beneficiary satisfaction not available due to no response or no show.

10 out of 35 beneficiaries are Children - 0.29%

0 out of 10 children did not show for their appointment - 0.00% no show rate

10 out of 10 children did show for their appointment - 100.00% show rate