

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

- 210 Total Incoming requests
- 180 Total Non-BDE requests
- 30 Total BDE requests

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

- As of the end of May 2014, there have been a total of 573 BDE requests.
- 45 of the 573 total BDE requests are in progress to be completed to date.
- 528 of the 573 total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of May 2014 Incoming Totals		
Incoming Categories	Totals	% of Totals
<b>Inbound Phone Call Total</b>	<b>133</b>	<b>63.3%</b>
BDE	26	19.5%
Non-BDE	107	80.5%
<b>Mail/Fax/Email Total</b>	<b>77</b>	<b>36.7%</b>
BDE	4	5.2%
Non-BDE	73	94.8%
<b>Total Requests</b>	<b>210</b>	<b>100%</b>
BDE	30	14.3%
Non-BDE	180	85.7%

Summary of May 2014 Non-BDE Totals	
Non-BDE Categories	Total
<b>Non-BDE</b>	<b>180</b>
BDE Info/No Need	26
Benefits	13
Eligibility	13
Plan/Provider Info	90
No Answer/Left Message	20
Other / Remove	18

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

Summary of Total BDE Requests from September 2012 to May 2014							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	Liberty	Western			
Emergency	56	37	43	31	106	61	<b>167</b>
Urgent	20	13	13	10	28	28	<b>56</b>
Routine	109	102	82	29	1	321	<b>322</b>
Specialist	4	9	11	4	2	26	<b>28</b>
<b>In Progress*</b>	<b>26</b>	<b>10</b>	<b>9</b>	<b>0</b>	<b>3</b>	<b>42</b>	<b>45</b>
<b>Closed**</b>	<b>163</b>	<b>151</b>	<b>140</b>	<b>74</b>	<b>134</b>	<b>394</b>	<b>528</b>
<b>Total BDE (Call/Mail/Email/Fax)</b>	<b>189</b>	<b>161</b>	<b>149</b>	<b>74</b>	<b>137</b>	<b>436</b>	<b>573</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 May 2014								
Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	Liberty	Western			
Closed Unsuccessful - No-Show	Emergency	6	17	11	11	33	12	45
	Urgent	6	2	3	6	10	7	17
	Routine	21	14	20	11	0	66	66
	Specialist	3	1	1	1	2	4	6
Closed Successful - Completed Appointments	Emergency	49	20	31	20	72	48	120
	Urgent	11	10	10	4	17	18	35
	Routine	66	79	57	18	0	220	220
	Specialist	1	8	7	3	0	19	19
<b>Closed Unsuccessful Total</b>		<b>36</b>	<b>34</b>	<b>35</b>	<b>29</b>	<b>45</b>	<b>89</b>	<b>134</b>
<b>Closed Successful Total</b>		<b>127</b>	<b>117</b>	<b>105</b>	<b>45</b>	<b>89</b>	<b>305</b>	<b>394</b>
<b>Closed Unsuccessful/Successful Total</b>		<b>163</b>	<b>151</b>	<b>140</b>	<b>74</b>	<b>134</b>	<b>394</b>	<b>528</b>

**Notes:**

134 out of 528 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%

394 out of 528 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 May 2014			
No-Show Categories	Adults	Children	Totals
Personal	1	5	6
Sick	1	2	3
Schedule	1	9	10
Forgot	0	0	0
Transportation	0	0	0
No Response	0	0	0
Other	0	0	0
<b>Total of No-Shows for the Month of May 2014</b>	<b>3</b>	<b>16</b>	<b>19</b>

## May 2014 Closed BDE Case by Case – Adult

Tracking #	Type of Visit	Service Provided	Timely Access (Business Days)	Dental Plan	Beneficiary Satisfied*	Department Perspective
051514TW-03	Urgent	Antibiotic/Referral	3	Health Net	5	Successful
052014TW-06	Specialist	No Show-Sick	7	Health Net	N/A	Unsuccessful
050514MV-06	Emergency	Referral	1	Access	N/A	Successful
052314MV-01	Urgent	Antibiotics/Pain Meds/Referral	3	Health Net	N/A	Successful
050214LB-01	Urgent	Antibiotics/Pain Meds/Referral	SAME DAY	Liberty	N/A	Successful
050714LB-01	Urgent	No Show-Schedule	3	Health Net	N/A	Unsuccessful
050514MM-01	Emergency	Evaluation	1	Access	N/A	Successful
031814012	Emergency	No Show-Personal	1	Access	N/A	Unsuccessful
41714010	Urgent	Exam/X-Rays/Antibiotics	3	Access	N/A	Successful
050214003	Urgent	Antibiotics/Pain Meds/Referral	1	Health Net	N/A	Successful
050214005	Emergency	Exam/Referral	1	Health Net	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.

11 out of 78 beneficiaries are Adults - 14%

3 out of 11 adult beneficiaries did not show for their appointment - 27% no show rate

8 out of 11 adult beneficiaries did show for their appointment -73% show rate

## May 2014 Closed BDE Case by Case – Children

Tracking #	Type of Visit	Service Provided	Timely Access (Business Days)	Dental Plan	Beneficiary Satisfied*	Department Perspective
103012LM-03	Emergency	Exam	SAME DAY	Health Net	N/A	Successful
70813TB-01	Routine	Exam	21	Liberty	N/A	Successful
70813TB-02	Routine	Exam	21	Liberty	N/A	Successful
8302013LM-01	Routine	Routine	20	Access	N/A	Successful
91613LM-03	Specialist	Exam	3	Liberty	N/A	Successful
021314LB-01	Emergency	X-Rays/Referral	1	Health Net	N/A	Successful
031714MM-06	Routine	Exam/X-Rays	10	Access	5	Successful
032014MM-09	Routine	No Show-Schedule	39**	Access	N/A	Unsuccessful
032014MM-10	Routine	No Show-Schedule	39**	Access	N/A	Unsuccessful
032614MM-13	Routine	Exam	8	Access	N/A	Successful
032714MM-06	Routine	No Show-Personal	21	Access	N/A	Unsuccessful
031814LB-03	Routine	Exam	7	Access	N/A	Successful
031814LB-04	Routine	Cleaning	7	Access	N/A	Successful
031814LB-05	Routine	Cleaning	7	Access	N/A	Successful
031914RR-05	Routine	Visual Exam	24	Liberty	N/A	Successful
040314MM-03	Routine	X-Rays/Cleaning	11	Liberty	5	Successful
040714MM-01	Routine	Exam/X-Rays/Cleaning	27	Health Net	N/A	Successful
040714MM-02	Routine	Exam/X-Rays/Cleaning	27	Health Net	N/A	Successful
040914MM-02	Routine	No Show-Personal	23	Liberty	N/A	Unsuccessful
040914MM-03	Routine	Exam	23	Health Net	N/A	Successful
040914MM-04	Routine	Exam	23	Health Net	N/A	Successful
040914MM-05	Routine	No Show-Personal	20	Liberty	N/A	Unsuccessful
041114MM-03	Routine	Exam/X-Rays	23	Health Net	3	Successful
041114MM-04	Routine	Exam/X-Rays/Cleaning	23	Health Net	3	Successful
041114MM-05	Routine	Exam/X-Rays/Cleaning	13	Health Net	2	Successful
041114MM-06	Routine	Exam/X-Rays/Cleaning	13	Health Net	N/A	Successful
042114MM-08	Routine	Referral	10	Access	4	Successful
042314MM-01	Routine	Exam/Cleaning/Fillings	7	Liberty	5	Successful
042814MM-02	Emergency	Exam/X-Rays/Referral	SAME DAY	Access	N/A	Successful
041814MV-03	Routine	Exam/X-Rays/Cleaning	18	Health Net	N/A	Successful
042514MV-05	Emergency	Exam	1	Access	5	Successful
042514MV-06	Emergency	Exam	1	Access	5	Successful
042814MV-04	Routine	Fillings	8	Health Net	N/A	Successful
051314TW-03	Urgent	No Show-Schedule	1	Access	N/A	Unsuccessful
051614BS-01	Emergency	No Show-Schedule	SAME DAY	Health Net	N/A	Unsuccessful
052314BS-01	Routine	No Show-Sick	3	Health Net	N/A	Unsuccessful
052314BS-03	Emergency	No Show-Schedule	1	Health Net	N/A	Unsuccessful
052814BS-01	Emergency	Extractions	SAME DAY	Health Net	4	Successful
050114MV-01	Routine	Exam/Cleaning	12	LIBERTY	5	Successful
050814MV-01	Routine	Exam	7	Access	4	Successful
050614LB-02	Routine	No Show-Schedule	11	Access	N/A	Unsuccessful

050614LB-03	Routine	No Show-Sick	11	Access	N/A	Unsuccessful
050514MM-05	Specialist	Referral	18	Access	3	Successful
82713018	Routine	Exam	8	Access	N/A	Successful
031814013	Routine	Fillings	6	Access	3	Successful
031814041	Routine	Cleaning	40**	Access	N/A	Successful
031814042	Routine	Exam/X-Rays	26	Access	N/A	Successful
031814013	Routine	Fillings	6	Access	3	Successful
031914035	Routine	Exam	3	Access	4	Successful
031914036	Routine	Exam	3	Access	4	Successful
032414003	Routine	No Show-Personal	33**	Access	N/A	Unsuccessful
032414006	Routine	Exam/X-Rays	5	Liberty	N/A	Successful
40214011	Specialist	Exam/X-Rays	11	Health Net	N/A	Successful
40314008	Routine	Exam	24	Health Net	N/A	Successful
40414003	Routine	Referral	18	Liberty	N/A	Successful
40414003	Routine	Referral	18	Liberty	N/A	Successful
40414004	Routine	Exam/X-Rays	13	Health Net	N/A	Successful
40414005	Routine	Exam	34**	LIBERTY	N/A	Successful
40714005	Routine	No Show-Schedule	30	Health Net	N/A	Unsuccessful
40714006	Routine	Exam	11	Access	4	Successful
40714007	Routine	Exam	10	Access	N/A	Successful
40714008	Routine	Exam	11	Access	4	Successful
40814028	Routine	No Show-Personal	18	Health Net	N/A	Unsuccessful
41114002	Routine	Preventative Services	6	Access	5	Successful
41714011	Routine	No Show-Schedule	15	Health Net	N/A	Unsuccessful
42214017	Urgent	Exam	1	Access	5	Successful
42414003	Routine	No Show-Schedule	4	Access	N/A	Unsuccessful

\*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.

67 out of 78 beneficiaries are Children - 86%

16 out of 67 Children beneficiaries did not show for their appointment -24% no show rate

51 out of 67 Children beneficiaries did show for their appointment -76% show rate