

Beneficiary Dental Exception (BDE) May 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 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 May 2015:

- As of May 31, 2015, there were 1,229 total BDE requests.
- 5 of the 1,229 (0.004%) total BDE requests are in progress to be completed to date.
- 1,224 of the 1,229 (0.996%) total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of May 2015 Incoming Totals		
Incoming Categories	Totals	% of Totals
Inbound Phone Call Total	173	50.84%
BDE	20	16.53%
Non-BDE	153	83.47%
Mail/Fax/Email Total	117	49.16%
BDE	4	3.42%
Non-BDE	113	96.58%
Total Requests	290	100.00%
BDE	24	10.08%
Non-BDE	266	89.92%

Summary of May 2015 Non-BDE Totals	
Non-BDE Categories	Total
Non-BDE	266
BDE Info/No Need	47
Benefits	6
Eligibility	8
Plan/Provider Info	93
No Answer/Left Message	58
Other / Remove	54

Summary Comparison			
Month	May 2015	April 2015	May 2014
Total Incoming requests	290	265	210
Total Non-BDE requests	266	235	180
Total BDE requests	24	30	30

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

Summary of Total BDE Requests from September 2012 to May 2015							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	Liberty	Western			
Emergency	175	136	149	31	377	114	491
Urgent	Suppressed	90	68	Suppressed	171	54	225
Routine	132	153	137	29	96	355	451
Specialist	Suppressed	24	24	Suppressed	19	43	62
In Progress*	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
Closed**	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
Total BDE (Call/Mail/Email/Fax)	374	403	378	74	663	566	1229

* 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 2015								
Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	Liberty	Western			
Closed Unsuccessful - No-Show	Emergency	40	31	29	11	85	26	111
	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	135	105	120	20	292	88	380
	Urgent	Suppressed	70	48	Suppressed	124	41	165
	Routine	97	119	105	18	74	265	339
	Specialist	Suppressed	22	22	Suppressed	15	37	52
Closed Unsuccessful Total		92	86	81	29	154	134	288
Closed Successful Total		280	316	295	45	505	431	936
Closed Unsuccessful/Successful Total		372	402	376	74	659	565	1224

Notes:

288 out of 1,224 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%

936 out of 1,224 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 May 2015			
No-Show Categories	Adults	Children	Totals
Personal	0	1	1
Sick	0	0	0
Schedule	0	2	2
Forgot	0	0	0
Transportation	0	0	0
No Response	4	0	4
Other	0	0	0
Total of No-Shows	4	3	7

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

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Urgent	No Show-No Response	3	N/A	Unsuccessful
Emergency	1 PA X-Ray/Extraction/Pain Meds	1	5	Successful
Specialist	New Diagnosis/Splint	2	N/A	Successful
Urgent	1 PA X-Ray/1 Bitewing X-Ray/Extractions	2	4	Successful
Routine	2 PA's/Impression/Exam	30	N/A	Successful
Emergency	Antibiotics/Pain Meds	1	N/A	Successful
Urgent	1 PA X-Ray/Diagnosis/Antibiotics/Pain Meds	3	N/A	Successful
Emergency	Palliative Treatment/Antibiotics	1	N/A	Successful
Emergency	1 PA X-Ray/Diagnosis/Antibiotics	1	N/A	Successful
Routine	No Show-No Response	5	N/A	Unsuccessful
Urgent	Antibiotics/Pain Meds/Diagnosis	2	4	Successful
Urgent	Exam/Diagnosis/Needs Medical release form	1	N/A	Successful
Emergency	2 PA X-Rays/3 Prescriptions/Root Canal	Same Day	N/A	Successful
Emergency	No Show-No Response	Same Day	N/A	Unsuccessful
Urgent	Limited Exam/Pain Meds/Diagnosis	2	N/A	Successful
Emergency	Exam/Pain Meds/Diagnosed	Same Day	N/A	Successful
Urgent	1 PA/Pain Meds	3	N/A	Successful
Routine	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.

18 out of 28 beneficiaries are Adults –0.643%

4 out of 18 adult beneficiaries did not show for their appointment – 0.222% no show rate

14 out of 18 adult beneficiaries did show for their appointment -0.778% show rate

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

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Urgent	X-Rays/Palliative Treatment/Diagnosis	3	5	Successful
Routine	No Show-Personal	6	N/A	Unsuccessful
Urgent	Extraction	3	5	Successful
Specialist	No Show-Schedule	2	N/A	Unsuccessful
Specialist	Root canal/Antibiotics	4	5	Successful
Urgent	1 bitewing/2 PA's	2	5	Successful
Routine	No Show-Schedule	16	N/A	Unsuccessful
Emergency	Exam/Referral	Same Day	N/A	Successful
Emergency	2 PA/X-Rays/Antibiotics/Pain Meds	Same Day	3	Successful
Specialist	Consultation/TAR	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 28 beneficiaries are Children – 0.357%

3 out of 10 Children beneficiaries did not show for their appointment - 0.300% no show rate

7 out of 10 Children beneficiaries did show for their appointment -0.700% show rate