

Beneficiary Dental Exception (BDE) November 2013 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 November 2013 Summary:

- 49 Total Incoming requests
- 39 Total Non-BDE requests
- 10 Total BDE requests

Total Summary from the Month of September 2012 through the end of November 2013:

- As of the end of November 2013, there have been a total of 374 BDE requests.
- 18 of the 374 total BDE requests are in progress to be completed to date.
- 356 of the 374 total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of November 2013 Incoming Totals		
Incoming Categories	Totals	% of Totals
Inbound Phone Call Total	25	51.0%
BDE	8	32.0%
Non-BDE	17	68.0%
Mail/Fax/Email Total	24	49.0%
BDE	2	8.3%
Non-BDE	22	91.7%
Total Requests	49	100%
BDE	10	20.4%
Non-BDE	39	79.6%

Summary of November 2013 Non-BDE Totals	
Non-BDE Categories	Total
Non-BDE	39
BDE Info/No Need	6
Benefits	1
Eligibility	5
Plan/Provider Info	15
No Answer/Left Message	7
Other / Remove	5

Transfers to Fee-for-Service as of the end of November 2013				
GMC Dental Plans				Totals
Access	Health Net	Liberty	Western	
0	0	0	0	0

Summary of Total BDE Requests from September 2012 to November 2013							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	Liberty	Western			
Emergency	42	28	36	31	93	44	137
Urgent	9	6	7	10	15	17	32
Routine	47	64	50	29	0	190	190
Specialist	0	4	7	4	1	14	15
In Progress*	5	6	7	0	1	17	18
Closed**	93	96	93	74	108	248	356
Total BDE (Call/Mail/Email/Fax)	98	102	100	74	109	265	374

* 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 November 2013								
Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	Liberty	Western			
Closed Unsuccessful - No-Show	Emergency	5	13	10	11	30	9	39
	Urgent	2	1	2	6	5	6	11
	Routine	5	7	13	11	0	36	36
	Specialist	0	0	1	1	1	1	2
Closed Successful - Completed Appointments	Emergency	36	13	24	20	62	31	93
	Urgent	7	5	5	4	10	11	21
	Routine	38	53	33	18	0	142	142
	Specialist	0	4	5	3	0	12	12
Closed Unsuccessful Total		12	21	26	29	36	52	88
Closed Successful Total		81	75	67	45	72	196	268
Closed Unsuccessful/Successful Total		93	96	93	74	108	248	356

Notes:

88 out of 356 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%

268 out of 356 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 November 2013			
No-Show Categories	Adults	Children	Totals
Personal	0	0	0
Sick	0	0	0
Schedule	0	1	1
Forgot	0	0	0
Transportation	0	0	0
No Response	0	1	1
Other	0	1	1
Total of No-Shows for the Month of November 2013	0	3	3

November 2013 Closed BDE Case by Case – Adult

Tracking #	Type of Visit	Service Provided	Timely Access (Business Days)	Dental Plan	Beneficiary Satisfied*	Department Perspective
111213MV-01	Emergency	X-Rays/Exam	1	Access	N/A	Successful

Notes:

* If beneficiaries were present to their appointment they were asked to rate their satisfaction level between the numbers 1 and 5 (1= lowest satisfaction, 5= highest satisfaction) in regards to their service provided at their dental office.

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

****Beneficiaries requested for specific date and time for appointment outside of contractual timeframe.**

Closed case by case can include closed cases opened in previous months.

1 out of 14 beneficiaries are Adult – 7%

0 out of 1 beneficiaries did not show for their appointment -0% no-show rate

1 out of 1 beneficiaries did show for their appointment – 100% show rate

November 2013 Closed BDE Case by Case – Children

Tracking #	Type of Visit	Service Provided	Timely Access (Business Days)	Dental Plan	Beneficiary Satisfied*	Department Perspective
110512LM-01	Routine	X-Rays/Comprehensive Exam/Sealants/Fillings	35**	Access	N/A	Successful
072413LM-02	Routine	X-Rays	10	Health Net	N/A	Successful
072413LM-03	Routine	X-Rays	10	Health Net	N/A	Successful
080113LM-01	Emergency	X-Rays/Exam	1	LIBERTY	4	Successful
083013LM-02	Routine	X-Rays/Exam/Cleaning	19	Access	N/A	Successful
091213LM-02	Emergency	Exam	Same Day	LIBERTY	4	Successful
100213LM-01	Specialist	X-Rays/Exam/Ortho submitted	6	Health Net	5	Successful
100713LM-02	Routine	X-Rays/Exam	17	LIBERTY	N/A	Successful
110613MV-01	Routine	No Treatment	3	LIBERTY	N/A	Successful
111813LM-02	Routine	Exam/Cleaning/Varnish/Sealants	3	Access	N/A	Successful
100713LM-03	Routine	No Show-No response	22	LIBERTY	N/A	Unsuccessful
110813MV-02	Routine	No Show-Schedule	11	LIBERTY	N/A	Unsuccessful
102213LM-02	Routine	No Show-Other	19	Health Net	N/A	Unsuccessful

Notes:

* If beneficiaries were present to their appointment they were asked to rate their satisfaction level between the numbers 1 and 5 (1= lowest satisfaction, 5= highest satisfaction) in regards to their service provided at their dental office.

N/A – Beneficiary satisfaction is not available due to no response or no-show.

****Beneficiaries requested for specific date and time for appointment outside of contractual timeframe.**

Closed case by case can include closed cases opened in previous months.

13 out of 14 beneficiaries are Children –93%

3 out of 13 beneficiaries did not show for their appointment – 23% no-show rate

10 out of 13 beneficiaries did show for their appointment – 77% show rate