

Beneficiary Dental Exception (BDE) November 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 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.

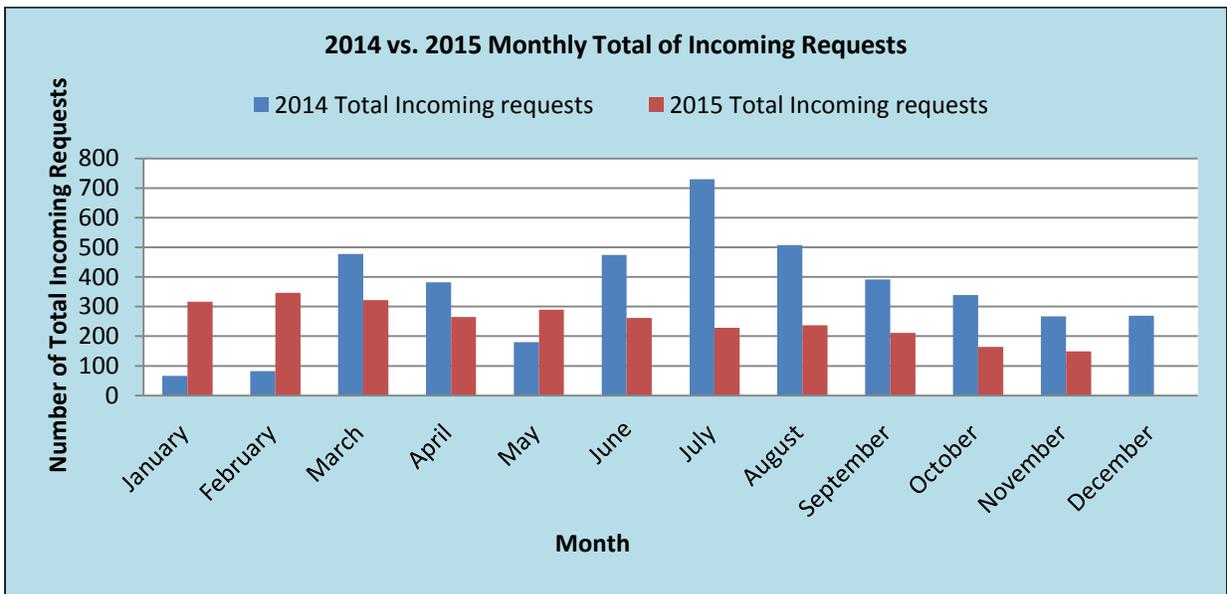
Total Summary from the Month of September 2012 through the end of November 2015:

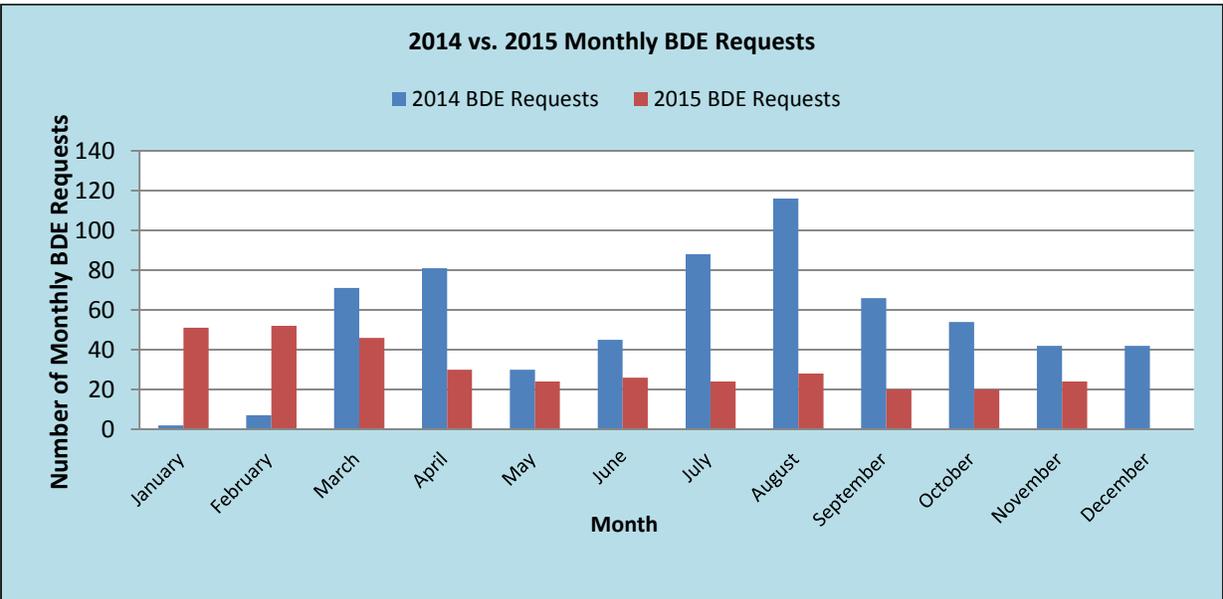
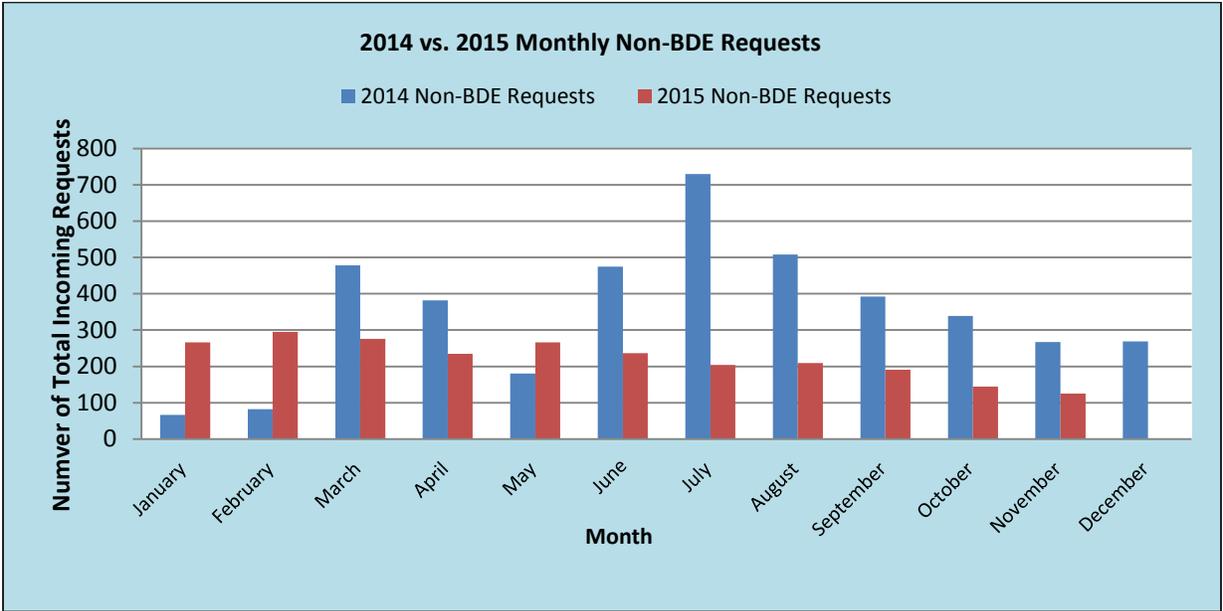
- As of November 30, 2015, there were 1,371 total BDE requests.
- 16 of the 1,371 (0.01%) total BDE requests are in progress to be completed to date.
- 1,355 of the 1,371 (0.99%) total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of November 2015 Incoming Totals		
Incoming Categories	Totals	% of Totals
Inbound Phone Call Total	80	53.69%
BDE	24	30.00%
Non-BDE	56	70.00%
Mail/Fax/Email Total	69	46.31%
BDE	0	0.00%
Non-BDE	69	100.00%
Total Requests	149	100.00%
BDE	24	16.11%
Non-BDE	125	83.89%

Summary of November 2015 Non-BDE Totals	
Non-BDE Categories	Total
Non-BDE	125
BDE Info/No Need	24
Benefits	4
Eligibility	8
Plan/Provider Info	28
No Answer/Left Message	33
Other / Remove	28

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





Summary of Total BDE Requests from September 2012 to November 2015							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	Liberty	Western			
Emergency	204	153	169	31	425	132	557
Urgent	*	94	85	*	205	59	264
Routine	139	166	145	29	117	362	479
Specialist	*	27	30	*	26	45	71
In Progress**	*	*	*	*	*	*	16
Closed***	*	*	*	*	*	*	1355
Total BDE (Call/Mail/Email/Fax)	428	440	429	74	773	598	1371

*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 November 2015								
Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	Liberty	Western			
Closed Unsuccessful - No-Show	Emergency	50	32	32	11	96	29	125
	Urgent	*	*	*	*	*	*	*
	Routine	36	33	35	11	26	89	115
	Specialist	*	*	*	*	*	*	*
Closed Successful - Completed Appointments	Emergency	150	119	136	20	326	99	425
	Urgent	*	72	62	*	148	44	192
	Routine	102	128	110	18	87	271	358
	Specialist	*	25	27	*	22	39	61
Closed Unsuccessful Total		109	88	93	29	181	138	319
Closed Successful Total		312	344	335	45	583	453	1036
Closed Unsuccessful/Successful Total		421	432	428	74	764	591	1355

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

Notes:

319 out of 1,355 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 – 0.24%

1,036 out of 1,355 were successfully seen and treated by the dentist; BDE was closed after patients received treatment needed.

Successful Percentage – 0.76%

No-Shows for BDE Cases Closed in September 2015			
No-Show Categories	Adults	Children	Totals
Personal	0	0	0
Sick	1	0	1
Schedule	1	1	2
Forgot	0	0	0
Transportation	0	0	0
No Response	2	1	3
Other	0	0	0
Total of No-Shows	4	2	6

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

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Routine	Exam/Full mouth x-ray/Pano	25	N/A	Successful
Emergency	Cleaning	1	N/A	Successful
Routine	Extraction	16	N/A	Successful
Specialist	Consultation	1	N/A	Successful
Specialist	Extraction	7	4	Successful
Emergency	ER services	Same Day	N/A	Successful
Emergency	Antibiotics/Pain Meds	1	N/A	Successful
Emergency	Exam/Referral	1	2	Successful
Routine	No show-Schedule	5	N/A	Unsuccessful
Urgent	Full exam	2	N/A	Successful
Urgent	Exam/Pain Meds/Treatment plan	2	N/A	Successful
Routine	Consultation	8	N/A	Successful
Emergency	Pain Meds	Same Day	N/A	Successful
Urgent	No Show-Sick	3	N/A	Unsuccessful
Emergency	No Show-No Response	Same Day	N/A	Unsuccessful
Emergency	ER services	1	N/A	Successful
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.

17 out of 22 beneficiaries are Adults - 0.77%

4 out of 17 adult did not show for their appointment - 0.24% no show rate

13 out of 17 adult did show for their appointment - 0.76% show rate

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

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Emergency	X-rays/TAR submitted	Same Day	N/A	Successful
Emergency	No Show-No Response	Same Day	N/A	Unsuccessful
Emergency	Exam/X-rays/Extractions	1	N/A	Successful
Emergency	No Show-Schedule	Same Day	N/A	Unsuccessful
Routine	Diagnosis	5	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.

5 out of 22 beneficiaries are Children - 0.23%

2 out of 5 children did not show for their appointment - 0.40% no show rate

3 out of 5 children did show for their appointment – 0.60% show rate