

Beneficiary Dental Exception (BDE) October 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.

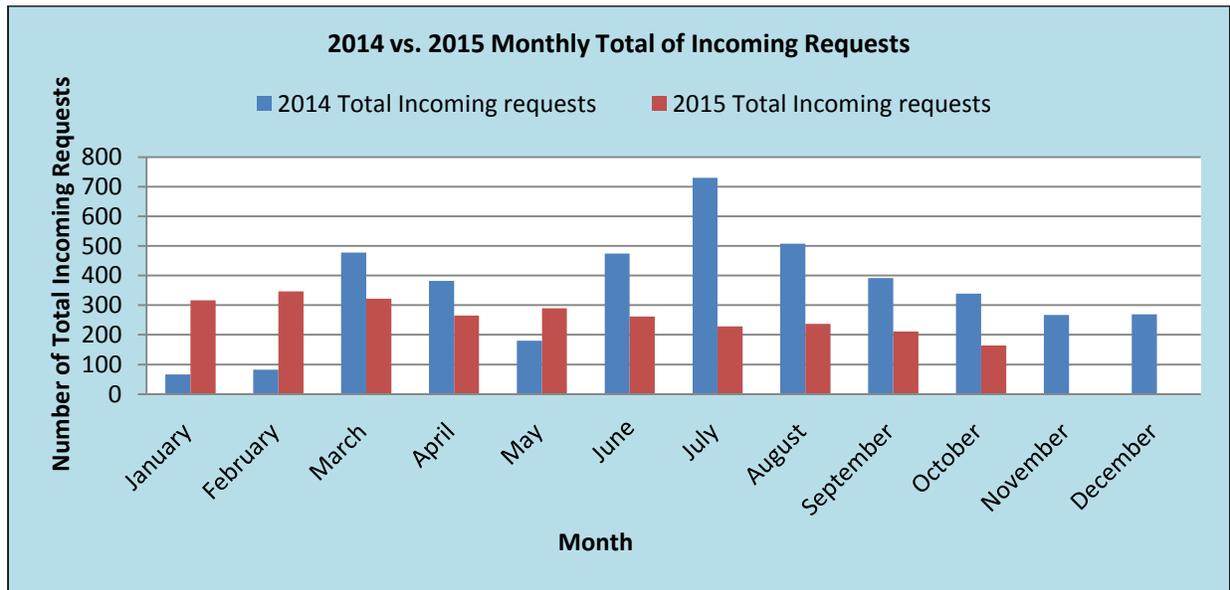
Total Summary from the Month of September 2012 through the end of October 2015:

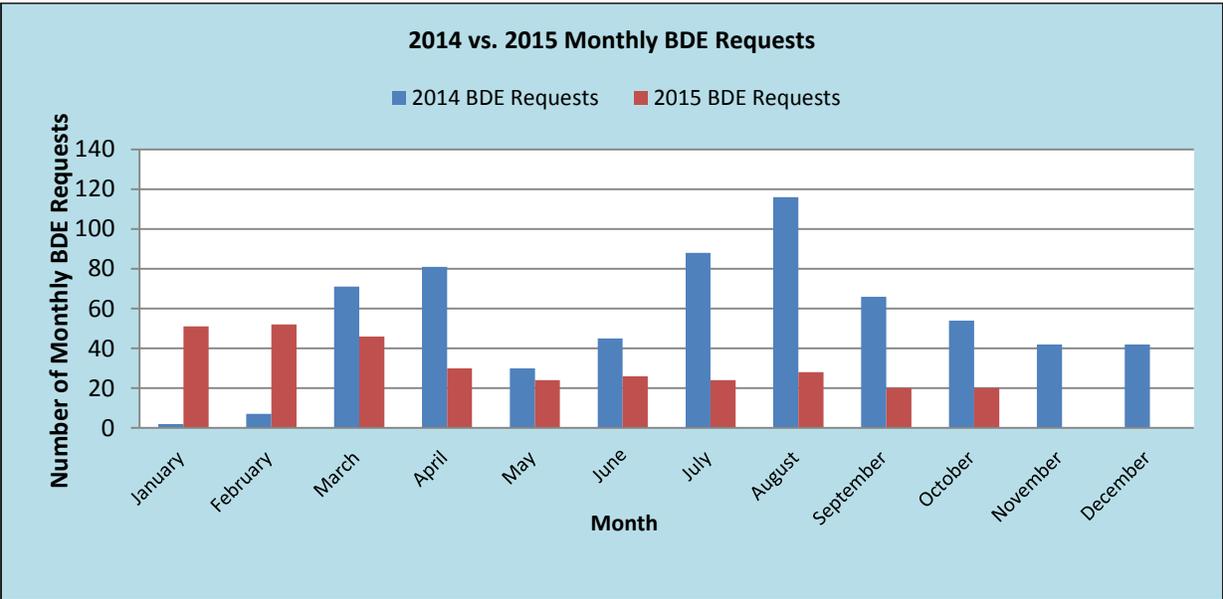
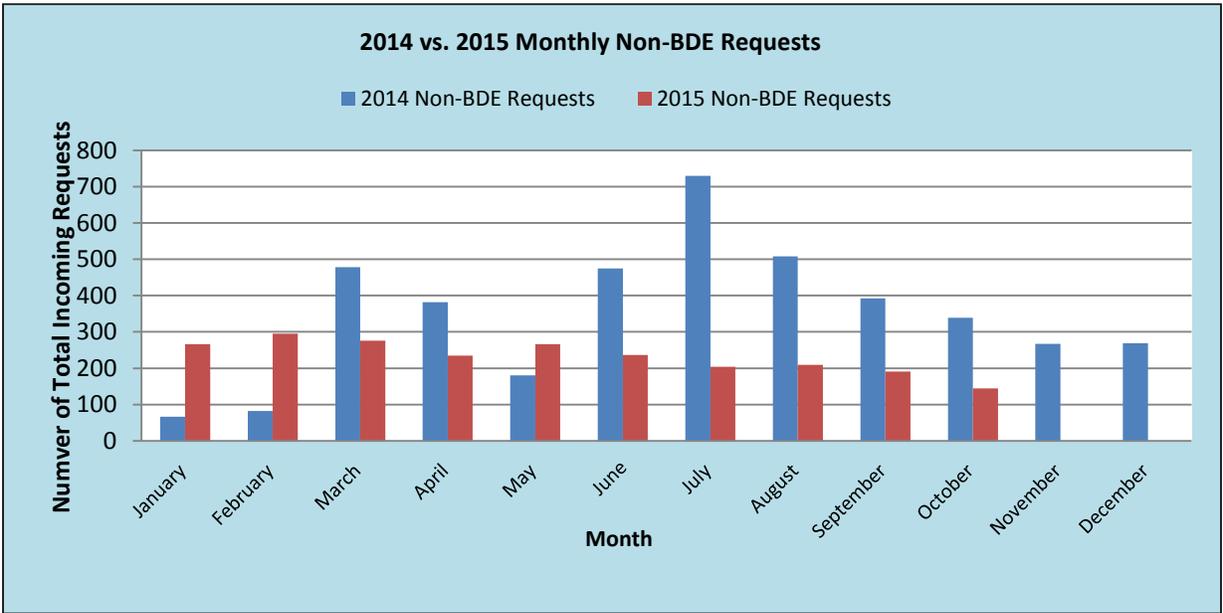
- As of October 31, 2015, there were 1,347 total BDE requests.
- 14 of the 1,347 (0.01%) total BDE requests are in progress to be completed to date.
- 1,333 of the 1,347 (0.99%) total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of October 2015 Incoming Totals		
Incoming Categories	Totals	% of Totals
Inbound Phone Call Total	99	60.37%
BDE	20	20.20%
Non-BDE	79	79.80%
Mail/Fax/Email Total	65	39.63%
BDE	0	0.00%
Non-BDE	65	100.00%
Total Requests	164	100.00%
BDE	20	12.20%
Non-BDE	144	87.80%

Summary of October 2015 Non-BDE Totals	
Non-BDE Categories	Total
Non-BDE	79
BDE Info/No Need	8
Benefits	1
Eligibility	5
Plan/Provider Info	52
No Answer/Left Message	0
Other / Remove	13

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





Summary of Total BDE Requests from September 2012 to October 2015							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	Liberty	Western			
Emergency	197	150	168	31	418	128	546
Urgent	Suppressed	93	84	Suppressed	Suppressed	Suppressed	257
Routine	138	161	145	29	114	359	473
Specialist	Suppressed	27	30	Suppressed	Suppressed	Suppressed	71
In Progress*	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	14
Closed**	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	1333
Total BDE (Call/Mail/Email/Fax)	415	431	427	74	757	590	1347

* 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 October 2015								
Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	Liberty	Western			
Closed Unsuccessful - No-Show	Emergency	47	32	32	11	95	27	122
	Urgent	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
	Routine	35	33	35	11	25	89	114
	Specialist	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
Closed Successful - Completed Appointments	Emergency	147	115	135	20	320	97	417
	Urgent	Suppressed	72	61	Suppressed	146	44	190
	Routine	102	124	110	18	84	270	354
	Specialist	Suppressed	25	25	Suppressed	20	39	59
Closed Unsuccessful Total		103	88	93	29	177	136	313
Closed Successful Total		308	336	331	45	570	450	1020
Closed Unsuccessful/Successful Total		411	424	424	74	747	586	1333

Notes:

313 out of 1,333 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%

1,020 out of 1,312 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 October 2015			
No-Show Categories	Adults	Children	Totals
Personal	2	0	2
Sick	0	0	0
Schedule	3	0	3
Forgot	0	0	0
Transportation	0	0	0
No Response	0	0	0
Other	0	0	0
Total of No-Shows	5	0	5

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

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Routine	Exam/Full mouth x-rays/Meds/Anti-biotics	30	3	Successful
Routine	Exam/X-ray/Meds	30	N/A	Successful
Routine	Consultation/TAR submitted	7	5	Successful
Emergency	Exam/Meds	1	N/A	Successful
Urgent	Evaluation/Antibiotics/Follow up appointment	3	N/A	Successful
Urgent	Exam/Referral	1	N/A	Successful
Emergency	Extractions/Prescriptions	Same Day	N/A	Successful
Urgent	Exam/Follow up appointment	1	3	Successful
Emergency	4 Pas/2 bitewings/Prescriptions	Same Day	3	Successful
Urgent	No Show - Schedule	2	N/A	Unsuccessful
Urgent	Comprehensive Exam/X-rays/Extraction	3	N/A	Successful
Emergency	No Show - Schedule	Same Day	N/A	Unsuccessful
Emergency	No Show - Personal	Same Day	N/A	Unsuccessful
Urgent	X-rays/Extraction/Prescriptions	3	N/A	Successful
Routine	No Show - Personal	4	N/A	Unsuccessful
Emergency	ER Treatment	1	N/A	Successful
Emergency	Exam/Referral/Prescription	1	N/A	Successful
Emergency	No Show - Schedule	Same Day	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 21 beneficiaries are Adults - 0.86%

5 out of 18 adult did not show for their appointment - 0.28% no show rate

13 out of 18 adult did show for their appointment - 0.72% show rate

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

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Emergency	Exam/X-rays/Cleaning	Same Day	N/A	Successful
Routine	None - Member signed in then left	7	N/A	Successful
Emergency	Meds & Antibiotics/Follow up appointment	Same Day	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.

3 out of 21 beneficiaries are Children - 0.14%

0 out of 3 children did not show for their appointment - 0.00% no show rate

3 out of 3 children did show for their appointment – 100.00% show rate