

Beneficiary Dental Exception (BDE) October 2012 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 for 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 the 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 no-shows, 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.

October Summary:

- 649 Incoming requests
- 562 Non-BDE requests
- 87 BDE requests

Total Summary as of the end of October:

- As of the end of October there have been a total of 176 BDE requests.
- 74 of the 176 total BDE requests are in progress to be completed to date.
- 102 of the 176 total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of October Incoming Totals		
Incoming Categories	Totals	% of Totals
Inbound Phone Call Total	305	47.0%
BDE	69	22.6%
Non-BDE	236	77.4%
Mail/Fax/Email Total	344	53.0%
BDE	18	5.2%
Non-BDE	326	94.8%
Total Requests	649	100%
BDE	87	13.4%
Non-BDE	562	86.6%

Summary of October Non-BDE Totals	
Non-BDE Categories	Total
Non-BDE	562
BDE Info/No Need	127
Benefits	7
Eligibility	67
Plan/Provider Info	142
No Answer/Left Message	187
Other	32

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

Summary of Total BDE Requests as of the end of October							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	LIBERTY	Western			
Emergency	15	14	13	23	52	13	65
Urgent	5	3	3	9	11	9	20
Routine	22	22	14	27	0	85	85
Specialist	0	1	1	4	0	6	6
In Progress	19	19	12	24	11	63	74
Closed*	23	21	19	39	52	50	102
Total BDE (Call/Mail/Email/Fax)	42	40	31	63	63	113	176

*See next two charts for specifics

Notes:

Appointment Timeframes

- Emergency - 24 hours
- Urgent - 72 hours (3 days)
- Routine - 4 weeks
- Specialist - 30 days from authorized request

Summary of Total Closed BDE as of the end of October								
Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	LIBERTY	Western			
Closed Unsuccessful - No Show	Emergency	1	4	5	9	17	2	19
	Urgent	2	0	1	5	4	4	8
	Routine	0	0	2	3	0	5	5
	Specialist	0	0	0	0	0	0	0
Closed Successful - Completed Appointments	Emergency	9	8	6	9	28	4	32
	Urgent	2	2	1	3	3	5	8
	Routine	9	6	3	6	0	24	24
	Specialist	0	1	1	4	0	6	6
Closed Unsuccessful Total		3	4	8	17	21	11	32
Closed Successful Total		20	17	11	22	31	39	70
Closed Unsuccessful/Successful Total		23	21	19	39	52	50	102

Notes:

32 out of 102 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 - 31%

70 out of 102 were successfully seen and treated by the dentist, BDE was closed after patients received treatment needed
 Successful Percentage - 69%

October Closed BDE Case by Case – Adults

Tracking #	Type of Visit	Service Provided	Timely Access (Business Days)	Dental Plan	Beneficiary Satisfied*	Department Perspective
100212LM-01	Emergency	None/No show	4 days**	Western	n/a	Unsuccessful - No Show
101112LM-01	Emergency	None/No show	1 day	Western	n/a	Unsuccessful - No Show
101512TB-03	Emergency	None/No show	1 day	Western	n/a	Unsuccessful - No Show
101512TB-04	Emergency	None/No show	1 day	Western	n/a	Unsuccessful - No Show
101912LM-09	Emergency	None/No show	Same day	LIBERTY	n/a	Unsuccessful - No Show
102412LM-01	Emergency	None/No show	1 day	Health Net	n/a	Unsuccessful - No Show
100312005	Emergency	None/No show	1 day	Western	n/a	Unsuccessful - No Show
092512LM-01	Emergency	None/No Show	15 Days**	Health Net	n/a	Unsuccessful-No Show
092412032	Emergency	None/No show	3 days **	Western	n/a	Unsuccessful - No Show
092412LM-06	Urgent	None/No show	10 days**	Western	n/a	Unsuccessful - No Show
100112LM-02	Urgent	None/No show	2 days	Western	n/a	Unsuccessful - No Show
102212LM-19	Urgent	None/No show	3 days	Access	n/a	Unsuccessful - No Show
100212LM-03	Emergency	None/No show	16 days**	Western	n/a	Unsuccessful - No Show
092612LM-05	Emergency	Antibiotics/Pain medication	3 days**	Health Net	Yes	Successful
100212LM-02	Emergency	Extraction	Same day	Western	Yes	Successful
100312LM-01	Emergency	Exam/Consultation on treatment	Same day	LIBERTY	Yes	Successful
100312LM-02	Emergency	Evaluation/Antibiotics	Same day	Access	Yes	Successful
100412LM-07	Emergency	Exam/X-rays/Cleaning/Extraction	Same day	Health Net	Yes	Successful
101212LM-06	Emergency	Exam/X-rays/Consultation for treatments	Same day	Access	n/a	Successful
101612TB-01	Emergency	Exam/X-rays/Consultation for dentures	1 day	Western	4	Successful
102212LM-01	Emergency	Exam/X-rays	1 day	Western	n/a	Successful
102212LM-16	Emergency	X-rays/Extraction	Same day	Health Net	5	Successful
102512LM-01	Emergency	X-rays/Consultation	Same day	Access	n/a	Successful
100812002	Emergency	Exam/X-ray	1 day	Liberty	n/a	Successful
100312024	Emergency	Extraction	Same day	Access	1	Successful
100812TB-07	Emergency	Exam/x-rays	1 day	Liberty	3	Successful
092012LM-23	Urgent	Exam/X-ray/Extraction	1 day	LIBERTY	n/a	Successful
102612TB-06	Urgent	Consultation for treatment	2 days	Access	4	Successful
101912LM-03	Routine	None/Denture request, not a covered benefit	1 day	Access	n/a	Successful

Notes:

* If beneficiaries showed to their appointment a “yes” indicated if the beneficiaries were satisfied. In future reports Beneficiaries will be asked to rate satisfaction on a scale of 1-5 (1= lowest satisfaction rate and 5 = highest satisfaction rate).

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

n/a - beneficiary satisfaction not available due to no response or no show.

Closed case by case includes closed cases opened in prior months.

29 out of 64 beneficiaries are Adults - 45%

13 out of 29 beneficiaries did not show for their appointment – 45% no show rate

16 out of 29 beneficiaries showed for their appointment-55%

October Closed BDE Case by Case – Children

Tracking #	Type of Visit	Service Provided	Timely Access (Business Days)	Dental Plan	Beneficiary Satisfied*	Department Perspective
091312AA-06	Emergency	None/No show	1 day	Western	n/a	Unsuccessful - No Show
101612LM-02	Emergency	None/No show	Same Day	Health Net	n/a	Unsuccessful-No Show
100212LM-04	Routine	None/No show	17 days	Western	n/a	Unsuccessful - No Show
100212LM-05	Routine	None/No show	16 days	Western	n/a	Unsuccessful - No Show
100212LM-06	Routine	None/No show	17 days	Western	n/a	Unsuccessful - No Show
100112051	Routine	None/No show	5 days	Liberty	n/a	Unsuccessful - No Show
101212LM-05	Emergency	Extraction	Same day	LIBERTY	n/a	Successful
100512023	Emergency	Prescription/Consultation/Referral to specialist	1 day	Access	5	Successful
091412JP-02	Urgent	Extraction/Pain medication	3 days	Western	n/a	Successful
092812TB-02	Urgent	Exam/X-rays/Cleaning/Sealants	Same day	Health Net	n/a	Successful
100412LM-08	Urgent	Exam/X-rays/Fillings	5 days**	Health Net	5	Successful
101212LM-02	Urgent	Extraction	2 days	Access	4	Successful
102612005	Urgent	Fillings	2 days	Western	n/a	Successful
091712AA-03	Routine	Exam/X-rays/Cleaning	5 days	Western	n/a	Successful
091812TB-04	Routine	Cleaning/X-rays	3 days	Western	5	Successful
091812TB-05	Routine	Exam/Cleaning/X-rays	3 days	Western	5	Successful
091812TB-06	Routine	None/Referral to specialist	8 days	Health Net	n/a	Successful
091812TB-11	Routine	New patient exam	13 days	Access	n/a	Successful
091812TB-12	Routine	New patient exam	13 days	Access	n/a	Successful
091912TB-11	Routine	Exam/Cleaning	14 days	Access	2	Successful
092012TB-15	Routine	Exam/X-rays/Cleaning/Fluoride	27 days	Access	5	Successful
092412LM-03	Routine	Exam/Fluoride	5 days	Health Net	3	Successful
092612LM-02	Routine	Exam/Fluoride	9 days	Access	n/a	Successful
100112TB-06	Routine	Exam/Proper hygiene techniques	11 days	LIBERTY	4	Successful
100212LM-19	Routine	Exam/Cleaning/Referral to specialist	5 days	Western	n/a	Successful
092612LM-03	Routine	Exam/X-rays/Cleaning	9 days	Access	n/a	Successful
100212TB-11	Routine	Exam/Cleaning/Fillings	2 days	Health Net	5	Successful
102212LM-22	Routine	Referral to specialist	1 day	Western	n/a	Successful
092112075	Routine	Exam/X-rays/Cleaning	22 days	Health Net	5	Successful
100112002	Routine	Extraction	4 days	Liberty	5	Successful
100112054	Routine	Exam/Cleaning	17 days	Health Net	4	Successful
100412015	Routine	Exam/X-rays/Cleaning	11 days	Health Net	5	Successful
092112076	Specialist	No treatment/Patient did not cooperate	2 days	Western	4	Successful
092412016	Specialist	Exam/X-rays/Referral to Specialist	2 days	Western	5	Successful
100312TB-10	Specialist	None/Referral to specialist	4 days	Western	n/a	Successful

Notes:

* If beneficiaries showed to their appointment a “yes” indicated if the beneficiaries were satisfied. In future reports Beneficiaries will be asked to rate satisfaction on a scale of 1-5 (1= lowest satisfaction rate and 5 = highest satisfaction rate).

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

n/a - beneficiary satisfaction not available due to no response or no show.

Closed case by case includes closed cases opened in prior months.

35 out of 64 beneficiaries are Children - 55%

6 out of 35 beneficiaries did not show for their appointment - 17% no show rate

29 out of 35 beneficiaries showed for their appointments-83% show rate