

## Beneficiary Dental Exception (BDE) September 2012 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 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.

### September Summary:

- 1007 Incoming requests
- 922 Non-BDE requests
- 85 BDE requests
  - 47 of the 85 are in progress to be completed
  - 38 of the 85 are completed and closed
  - None of the requests were transferred over to Fee-For-Service

Incoming Categories	Totals	% of Totals
<b>Inbound Phone Call Total</b>	<b>373</b>	<b>37.0%</b>
BDE	54	14.5%
Non-BDE	319	85.5%
<b>Mail/Fax/Email Total</b>	<b>634</b>	<b>63.0%</b>
BDE	31	4.9%
Non-BDE	603	95.1%
<b>Total Requests</b>	<b>1007</b>	<b>100%</b>
BDE	85	8.4%
Non-BDE	922	91.6%

Non-BDE Categories	Total
<b>Non-BDE</b>	<b>922</b>
BDE Info/No Need	316
Benefits	17
Eligibility	124
Plan/Provider Info	138
No Answer/Left Message	296
Other	31

BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	LIBERTY	Western			
Emergency	7	7	8	9	26	5	31
Urgent	1	3	2	6	6	6	12
Routine	16	9	4	8	1	36	37
Specialist	0	1	1	3	0	5	5
<b>In Progress</b>	<b>16</b>	<b>13</b>	<b>5</b>	<b>13</b>	<b>6</b>	<b>41</b>	<b>47</b>
<b>Closed*</b>	<b>8</b>	<b>7</b>	<b>10</b>	<b>13</b>	<b>25</b>	<b>13</b>	<b>38</b>
<b>Total BDE (Call/Mail/Email/Fax)</b>	<b>24</b>	<b>20</b>	<b>15</b>	<b>26</b>	<b>31</b>	<b>54</b>	<b>85</b>

\*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

Closed BDE		GMC Dental Plans				Adults	Children
Categories		Access	Health Net	LIBERTY	Western		
Closed Unsuccessful - No Show	Emergency	1	2	3	2	8	0
	Urgent	0	0	1	3	0	4
	Routine	0	0	1	0	1	0
	Specialist	0	0	0	0	0	0
	<b>Total</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>9</b>	<b>4</b>
Closed Successful - Completed Appointments	Emergency	4	4	3	5	15	1
	Urgent	0	0	0	1	1	0
	Routine	3	0	1	1	0	5
	Specialist	0	1	1	1	0	3
	<b>Total</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>8</b>	<b>16</b>	<b>9</b>
<b>Closed Unsuccessful/Successful Total</b>		<b>8</b>	<b>7</b>	<b>10</b>	<b>13</b>	<b>25</b>	<b>13</b>

Notes:

13 out of 38 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 -  
34%

25 out of 38 were successfully seen and treated by the dentist, BDE was closed after patients received treatment needed

Successful Percentage - 66%

Transfer to Fee-for-Service				
GMC Dental Plans				Totals
Access	Health Net	LIBERTY	Western	
0	0	0	0	0

## Closed BDE Case by Case

Adult/ Child	Tracking #	Type of Visit	Service Provided	Timely Access (Business Days)	Dental Plan	Beneficiary Satisfied*	Department Perspective
A	091312AA-07	Emergency	None/No Show	1 day	LIBERTY	N/A	Unsuccessful - No Show
A	091712TB-32	Emergency	None/No Show	Same day	Health Net	N/A	Unsuccessful - No Show
A	091912TB-10	Emergency	None/No Show	1 day	LIBERTY	N/A	Unsuccessful - No Show
A	092112TB-11	Emergency	None/No Show	1 day	Western	N/A	Unsuccessful - No Show
A	092412LM-01	Emergency	None/No Show	1 day	Western	N/A	Unsuccessful - No Show
A	092512TB-08	Emergency	None/No Show	1 day	LIBERTY	N/A	Unsuccessful - No Show
A	91912026	Emergency	None/No Show	Same day	Access	N/A	Unsuccessful - No Show
A	92412010	Emergency	None/No Show	Same day	Health Net	N/A	Unsuccessful - No Show
C	091412AA-01	Urgent	None/No Show	Same day	Western	N/A	Unsuccessful - No Show
C	091912TB-02	Urgent	None/No Show	2 days	Western	N/A	Unsuccessful - No Show
C	092512TB-15	Urgent	None/No Show	1 day	Western	N/A	Unsuccessful - No Show
C	92412094	Urgent	None/No Show	1 day	LIBERTY	N/A	Unsuccessful - No Show
A	92412096	Routine	None/No Show	9 days	LIBERTY	N/A	Unsuccessful - No Show
A	091312TB-13	Emergency	Evaluation/Extraction	1 day	Health Net	Y	Successful
A	091412AA-02	Emergency	Extraction	1 day	Western	Y	Successful
A	091712TB-25	Emergency	Visual Exam/Deep cleaning, scaling & root planning	Same day	Western	Y	Successful
A	091812TB-02	Emergency	Visual Exam/Antibiotics	Same day	Health Net	Y	Successful
A	091812TB-03	Emergency	Evaluation/Xray/referral to oral surgeon	1 day	Access	Y	Successful
A	091812TB-15	Emergency	Evaluation/Patient wanted to hold off on treatment	Same day	Health Net	Y	Successful
A	091912TB-01	Emergency	Extraction	1 day	Western	Y	Successful
A	091912TB-06	Emergency	Extractions	1 day	LIBERTY	Y	Successful
A	092012TB-11	Emergency	Evaluation/Extraction	1 days	Access	Y	Successful
C	091412BN014	Emergency	Eval/Xray/Extraction	1 day	Access	Y	Successful
A	092112TB-28	Emergency	Extraction	Same day	Access	Y	Successful
A	092412TB-30	Emergency	Patient Declined Extraction	Same day	Health Net	Y	Successful
A	91812068	Emergency	Antibiotics/No Show for Extraction	1 day	Western	Y	Successful
A	92612044	Emergency	Evaluation/Treatment not covered	1 day	Western	Y	Successful
A	92412095	Emergency	Exam/Extraction	1 day	LIBERTY	Y	Successful
A	92512015	Emergency	Extractions	1 day	LIBERTY	Y	Successful
A	92112001	Urgent	Extraction	2 days	Western	Y	Successful
C	091412TB-15	Routine	Xray/Exam/Cleaning	4 days	Access	Y	Successful
C	092612TB-04	Routine	Cleaning	5 days	Western	Y	Successful
C	091312BN004	Routine	Exam/Xray/Cleaning	2 days	Access	Y	Successful
C	92112074	Routine	Exam/Xray/Cleaning	6 days	LIBERTY	Y	Successful
C	91812049	Routine	Exam/Xray/Cleaning	10 days	Access	Y	Successful
C	91912021	Specialist	Ortho Evaluation	1 day	Western	Y	Successful
C	092412TB-29	Specialist	Ortho Evaluation	6 days	LIBERTY	Y	Successful
C	92612091	Specialist	Full Exam/Referral	3 days	Health Net	Y	Successful

\*For future cases beneficiaries will be asked to rate satisfactory on a scale of 1-5.

13 Children - 34%

25 Adults - 66%