

Beneficiary Dental Exception (BDE) September 2014 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 September 2014 Summary:

- 458 Total Incoming requests
- 392 Total Non-BDE requests
- 66 Total BDE requests

Total Summary from the Month of September 2012 through the end of September 2014:

- As of the end of September 2014, there have been a total of 888 BDE requests.
- 30 of the 888 total BDE requests are in progress to be completed to date.
- 858 of the 888 total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of September 2014 Incoming Totals		
Incoming Categories	Totals	% of Totals
Inbound Phone Call Total	292	63.8%
BDE	58	19.9%
Non-BDE	234	80.1%
Mail/Fax/Email Total	166	36.2%
BDE	8	4.8%
Non-BDE	158	95.2%
Total Requests	458	100%
BDE	66	14.4%
Non-BDE	392	85.6%

Summary of September 2014 Non-BDE Totals	
Non-BDE Categories	Total
Non-BDE	392
BDE Info/No Need	87
Benefits	15
Eligibility	28
Plan/Provider Info	128
No Answer/Left Message	74
Other / Remove	60

Transfers to Fee-for-Service as of the end of September 2014				
GMC Dental Plans				Totals
Access	Health Net	Liberty	Western	
0	0	0	0	0

Summary of Total BDE Requests from September 2012 to September 2014							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	Liberty	Western			
Emergency	124	74	96	31	247	78	325
Urgent	Suppressed	47	30	Suppressed	87	37	124
Routine	123	131	109	29	55	337	392
Specialist	Suppressed	16	20	Suppressed	13	34	47
In Progress*	Suppressed	13	Suppressed	Suppressed	Suppressed	Suppressed	30
Closed**	Suppressed	255	Suppressed	Suppressed	Suppressed	Suppressed	858
Total BDE (Call/Mail/Email/Fax)	291	268	255	74	402	486	888

* 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 September 2014

Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	Liberty	Western			
Closed Unsuccessful - No-Show	Emergency	24	24	23	11	64	18	82
	Urgent	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
	Routine	28	26	23	11	Suppressed	Suppressed	88
	Specialist	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
Closed Successful - Completed Appointments	Emergency	95	49	71	20	176	59	235
	Urgent	Suppressed	33	24	Suppressed	Suppressed	Suppressed	89
	Routine	91	103	81	18	39	254	293
	Specialist	Suppressed	12	18	Suppressed	Suppressed	Suppressed	36
Closed Unsuccessful Total		64	58	54	29	94	111	205
Closed Successful Total		217	197	194	45	285	368	653
Closed Unsuccessful/Successful Total		281	255	248	74	379	479	858

Notes:

205 out of 858 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 – 24%

653 out of 858 were successfully seen and treated by the dentist; BDE was closed after patients received treatment needed.

Successful Percentage – 76%

No-Shows for the Month of September 2014

No-Show Categories	Adults	Children	Totals
Personal	4	0	4
Sick	0	0	0
Schedule	5	2	7
Forgot	0	0	0
Transportation	0	0	0
No Response	4	2	6
Other	0	0	0
Total of No-Shows for the Month of September 2014	13	4	17

**Dental Managed Care
September 2014 Closed BDE Case by Case – Adult**

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Routine	No Show-Schedule	28	N/A	Unsuccessful
Urgent	Exam/Meds/Referral	1	4	Successful
Routine	Exam	30	N/A	Successful
Specialist	X-Rays/Consultation	14	2	Successful
Emergency	Exam	1	5	Successful
Routine	Exam/X-Rays/Meds/Referral	13	N/A	Successful
Routine	Exam/X-Rays	11	N/A	Successful
Routine	Exam/Meds	6	N/A	Successful
Routine	Exam/Cleaning	12	5	Successful
Emergency	X-Rays/Meds	1	4	Successful
Emergency	No Show-No Response	1	N/A	Unsuccessful
Routine	No Show-Schedule	4	N/A	Unsuccessful
Urgent	Exam	2	N/A	Successful
Routine	X-Rays	17	1	Successful
Urgent	X-Rays	2	5	Successful
Urgent	Exam/Antibiotics/Pain Meds	1	N/A	Successful
Routine	Exam/Antibiotics	6	5	Successful
Routine	None-Member left	5	1	Successful
Routine	Exam	14	N/A	Successful
Emergency	Exam/Amoxicillin/Antibiotics	SAME DAY	N/A	Successful
Urgent	Registration	1	N/A	Successful
Routine	X-Rays	6	N/A	Successful
Routine	Exam/Meds/Referral	18	5	Successful
Routine	Exam/X-Rays	21	4	Successful
Urgent	None-Rescheduled	3	N/A	Successful
Emergency	X-Rays/Meds	1	2	Successful
Routine	X-Rays	2	N/A	Successful
Emergency	Meds	1	N/A	Successful
Routine	X-Rays/Impressions	8	5	Successful
Emergency	X-Rays/Meds	1	N/A	Successful
Routine	Exam/X-Rays	6	5	Successful
Urgent	None-Rescheduled	2	N/A	Successful
Urgent	No Show-Personal	1	N/A	Unsuccessful
Emergency	No Show-No Response	SAME DAY	N/A	Unsuccessful
Routine	Exam/X-Rays	8	N/A	Successful

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Routine	X-Rays	6	N/A	Successful
Emergency	None-Member left	1	N/A	Successful
Emergency	Amoxicillin/Meds/Referral	1	N/A	Successful
Emergency	Exam/Treatment Plan	1	N/A	Successful
Emergency	Bridge resentment	SAME DAY	5	Successful
Emergency	Extraction	SAME DAY	N/A	Successful
Emergency	Extractions	1	5	Successful
Routine	Exam/X-Rays/Pre Root Canal	5	5	Successful
Emergency	Antibiotics/Pain Meds	1	5	Successful
Emergency	X-Rays/Extractions	1	5	Successful
Emergency	Exam	1	N/A	Successful
Emergency	No Show-No Response	1	N/A	Unsuccessful
Urgent	No Show-No Response	3	N/A	Unsuccessful
Urgent	X-Rays/Amoxicillin	SAME DAY	N/A	Successful
Urgent	No Show-Personal	2	N/A	Unsuccessful
Emergency	No Show-Schedule	SAME DAY	N/A	Unsuccessful
Emergency	Exam/Extraction	1	5	Successful
Urgent	Exam/X-Rays	3	4	Successful
Emergency	None-Needed Medical release form	SAME DAY	4	Successful
Emergency	No Show-Personal	1	N/A	Unsuccessful
Emergency	Amoxicillin/Meds/Referral	1	N/A	Successful
Emergency	Stay plate	SAME DAY	N/A	Successful
Emergency	Exam/X-Rays/Cleaning/Meds	1	N/A	Successful
Emergency	Exam	1	N/A	Successful
Urgent	Exam/X-Rays/Meds	2	N/A	Successful
Emergency	Exam/Extractions	SAME DAY	5	Successful
Urgent	Exam	2	N/A	Successful
Emergency	Exam/Consultation/Meds	1	N/A	Successful
Emergency	Exam/Antibiotics/Meds/Referral	1	5	Successful
Urgent	Extractions	1	5	Successful
Urgent	Exam/Amoxicillin/Antibiotics	3	N/A	Successful
Urgent	No Show-Personal		N/A	Unsuccessful
Emergency	Amoxicillin/Meds	SAME DAY	5	Successful
Emergency	X-Rays/Cleaning	SAME DAY	5	Successful
Emergency	X-Rays	SAME DAY	N/A	Successful
Emergency	Exam/X-Rays/Treatment Plan	1	N/A	Successful
Emergency	Exam/Amoxicillin/Meds	1	5	Successful
Emergency	X-Rays/Meds	SAME DAY	3	Successful

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Urgent	Exam/X-Rays/Meds	2	5	Successful
Urgent	Antibiotics/Meds	1	3	Successful
Urgent	Exam/Meds	2	N/A	Successful
Urgent	X-Rays/Antibiotics/Meds/Referral	SAME DAY	N/A	Successful
Routine	No Show-Schedule	SAME DAY	N/A	Unsuccessful
Routine	Extractions	SAME DAY	5	Successful
Routine	Exam/Antibiotics	SAME DAY	5	Successful
Routine	No Show-Schedule	SAME DAY	N/A	Unsuccessful
Routine	Exam/X-Rays	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).

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

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

82 out of 95 beneficiaries are Adults – 86%

13 out of 82 adult beneficiaries did not show for their appointment - 16% no show rate

69 out of 82 adult beneficiaries did show for their appointment -84% show rate

Dental Managed Care September 2014 Closed BDE Case by Case – Children

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Specialist	Exam/Referral	6	N/A	Successful
Specialist	Cleaning/Fillings	30	3	Successful
Routine	X-Rays/Referral	6	N/A	Successful
Urgent	No Show-No Response	2	N/A	Unsuccessful
Urgent	X-Rays	2	5	Successful
Routine	Exam/X-Rays	26	N/A	Successful
Emergency	X-Rays	1	5	Successful
Routine	Exam/X-Rays	1	4	Successful
Emergency	X-Rays/Referral	SAME DAY	3	Successful
Emergency	No Show-Schedule	SAME DAY	N/A	Unsuccessful
Emergency	No Show-No Response	1	N/A	Unsuccessful
Routine	No Show-Schedule	3	N/A	Unsuccessful
Specialist	Referral	3	N/A	Successful

*Beneficiaries were asked to rate satisfaction on a scale of 1-5 (1= lowest satisfaction rate and 5 = highest satisfaction rate).

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

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

13 out of 95 beneficiaries are Children – 14%

4 out of 13 Children beneficiaries did not show for their appointment -31% no show rate

9 out of 13 Children beneficiaries did show for their appointment -69% show rate