

Beneficiary Dental Exception (BDE) September 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.

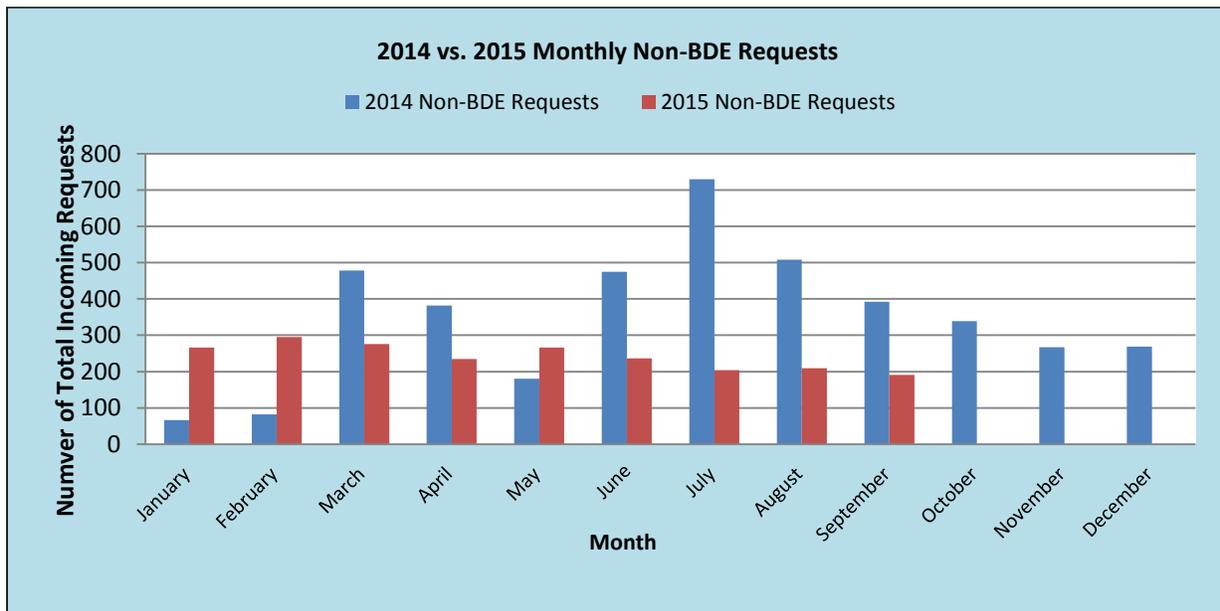
Total Summary from the Month of September 2012 through the end of September 2015:

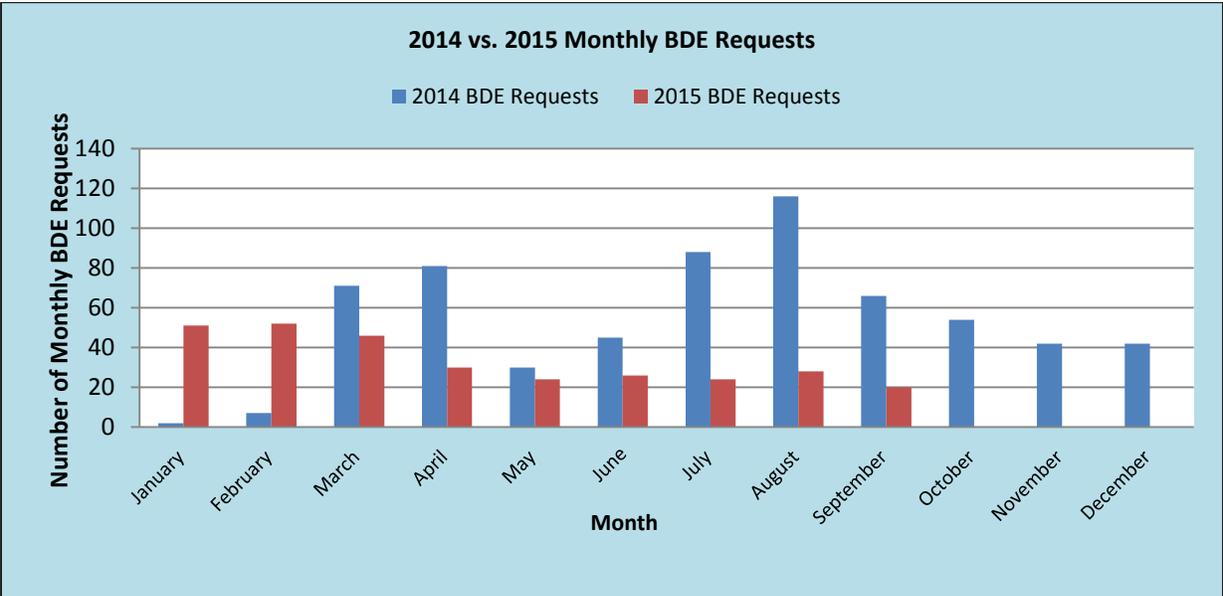
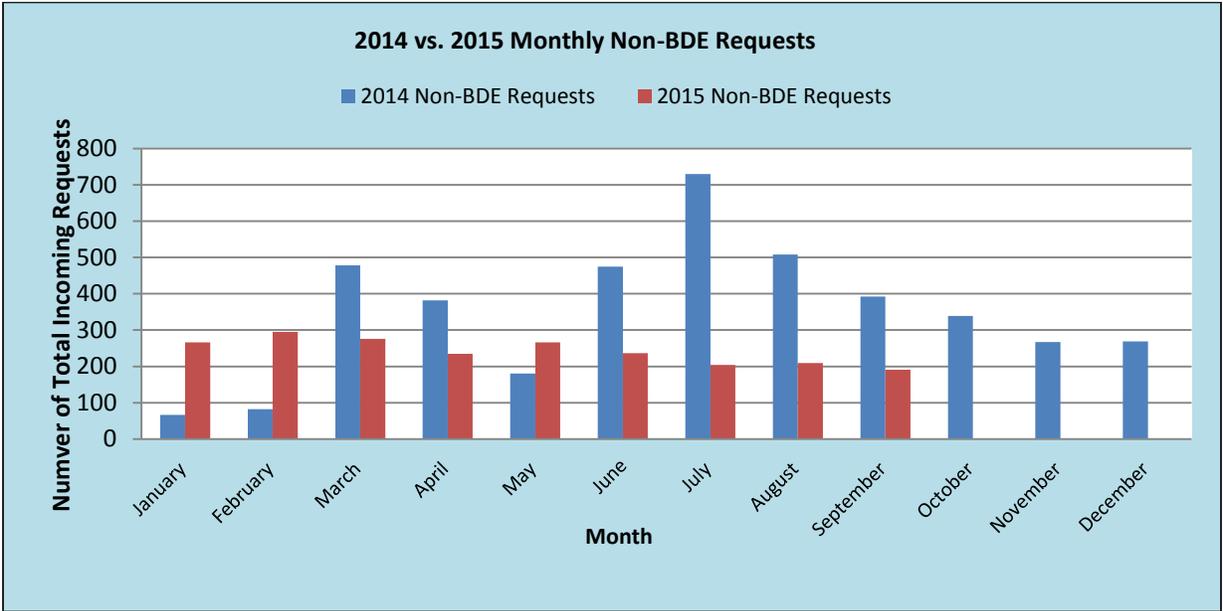
- As of September 30, 2015, there were 1,327 total BDE requests.
- 15 of the 1,327 (0.01%) total BDE requests are in progress to be completed to date.
- 1,312 of the 1,327 (0.99%) total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of September 2015 Incoming Totals		
Incoming Categories	Totals	% of Totals
Inbound Phone Call Total	157	74.41%
BDE	20	12.74%
Non-BDE	137	87.26%
Mail/Fax/Email Total	54	25.59%
BDE	0	0.00%
Non-BDE	54	100.00%
Total Requests	211	100.00%
BDE	20	9.48%
Non-BDE	191	90.52%

Summary of September 2015 Non-BDE Totals	
Non-BDE Categories	Total
Non-BDE	191
BDE Info/No Need	28
Benefits	6
Eligibility	6
Plan/Provider Info	99
No Answer/Left Message	31
Other / Remove	21

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 September 2015							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	Liberty	Western			
Emergency	191	147	164	31	410	123	533
Urgent	Suppressed	92	83	Suppressed	196	58	254
Routine	138	161	143	29	113	358	471
Specialist	Suppressed	27	28	Suppressed	24	45	69
In Progress*	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	15
Closed**	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	1312
Total BDE (Call/Mail/Email/Fax)	408	427	418	74	743	584	1327

* 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 2015								
Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	Liberty	Western			
Closed Unsuccessful - No-Show	Emergency	45	31	32	11	92	27	119
	Urgent	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
	Routine	35	33	34	11	24	89	113
	Specialist	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
Closed Successful - Completed Appointments	Emergency	145	114	131	20	315	95	410
	Urgent	Suppressed	71	59	Suppressed	141	44	185
	Routine	102	122	108	18	81	269	350
	Specialist	Suppressed	25	25	Suppressed	20	39	59
Closed Unsuccessful Total		100	87	92	29	172	136	308
Closed Successful Total		304	332	323	45	557	447	1004
Closed Unsuccessful/Successful Total		404	419	415	74	729	583	1312

Notes:

308 out of 1,312 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%

1,004 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 September 2015			
No-Show Categories	Adults	Children	Totals
Personal	1	1	2
Sick	0	0	0
Schedule	0	0	0
Forgot	0	0	0
Transportation	0	0	0
No Response	4	1	5
Other	0	0	0
Total of No-Shows	5	2	7

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

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Urgent	Extraction/Antibiotics/Prescription	2	N/A	Successful
Emergency	Exam/Antibiotics/Prescription	1	4	Successful
Routine	Exam	22	N/A	Successful
Urgent	No show-No response	1	N/A	Unsuccessful
Routine	No show-No response	12	N/A	Unsuccessful
Urgent	No show-No response	2	N/A	Unsuccessful
Routine	Exam/Referral	8	N/A	Successful
Urgent	Exam/Diagnosis/Antibiotics/Prescription	2	N/A	Successful
Emergency	Prescription/Referral	1	2	Successful
Urgent	No show-Personal	3	N/A	Unsuccessful
Specialist	Extraction	2	4	Successful
Emergency	X-rays	Same Day	N/A	Successful
Emergency	Comprehensive Exam/X-ray	1	2	Successful
Emergency	ER Exam	Same Day	N/A	Successful
Emergency	No show-No response	1	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.

15 out of 22 beneficiaries are Adults - 0.68%

7 out of 15 adult did not show for their appointment - 0.33% no show rate

10 out of 15 adult did show for their appointment - 0.67% show rate

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

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Emergency	Referral	1	N/A	Successful
Urgent	No show-No response	2	N/A	Unsuccessful
Specialist	Exam/Prescription	1	N/A	Successful
Emergency	No show-Personal	1	N/A	Unsuccessful
Routine	Exam/Cleaning	9	4	Successful
Emergency	Consultation	1	5	Successful
Urgent	6 PA's/X-rays/Cleaning	1	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.

7 out of 22 beneficiaries are Children - 0.32%

2 out of 7 children did not show for their appointment - 0.29% no show rate

5 out of 7 adult did show for their appointment - 0.71% show rate