

## **Beneficiary Dental Exception (BDE) September 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.

### **September Summary:**

- 1018 Incoming requests
- 929 Non-BDE requests
- 89 BDE requests

### **Total Summary as of the end of September:**

- As of the end of September there have been a total of 89 BDE requests.
- 51 of the 89 total BDE requests are in progress to be completed to date.
- 38 of the 89 total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of September Incoming Totals		
Incoming Categories	Totals	% of Totals
<b>Inbound Phone Call Total</b>	<b>376</b>	<b>37.0%</b>
BDE	57	14.5%
Non-BDE	319	85.5%
<b>Mail/Fax/Email Total</b>	<b>642</b>	<b>63.0%</b>
BDE	32	4.9%
Non-BDE	610	95.1%
<b>Total Requests</b>	<b>1018</b>	<b>100%</b>
BDE	89	8.8%
Non-BDE	929	91.2%

Summary of September Non-BDE Totals	
Non-BDE Categories	Total
<b>Non-BDE</b>	<b>929</b>
BDE Info/No Need	322
Benefits	18
Eligibility	127
Plan/Provider Info	141
No Answer/Left Message	240
Other	81

Transfers to Fee-for-Service as of the end of September 2012				
GMC Dental Plans				Totals
Access	Health Net	LIBERTY	Western	
0	0	0	0	0

Summary of Total BDE Requests as of the end of September 2012							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	LIBERTY	Western			
Emergency	7	9	6	9	25	6	31
Urgent	2	1	3	6	6	6	12
Routine	18	9	5	9	0	41	41
Specialist	0	1	1	3	0	5	5
<b>In Progress</b>	<b>19</b>	<b>13</b>	<b>5</b>	<b>14</b>	<b>8</b>	<b>43</b>	<b>51</b>
<b>Closed*</b>	<b>8</b>	<b>7</b>	<b>10</b>	<b>13</b>	<b>23</b>	<b>15</b>	<b>38</b>
<b>Total BDE (Call/Mail/Email/Fax)</b>	<b>27</b>	<b>20</b>	<b>15</b>	<b>27</b>	<b>31</b>	<b>58</b>	<b>89</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

Summary of Total Closed BDE as of the end September 2012								
Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	LIBERTY	Western			
Closed Unsuccessful - No Show	Emergency	1	1	4	2	8	0	8
	Urgent	0	0	1	3	0	4	4
	Routine	0	0	1	0	0	1	1
	Specialist	0	0	0	0	0	0	0
Closed Successful - Completed Appointments	Emergency	3	5	2	5	13	2	15
	Urgent	1	0	0	1	2	0	2
	Routine	3	0	1	1	0	5	5
	Specialist	0	1	1	1	0	3	3
<b>Closed Unsuccessful Total</b>		<b>1</b>	<b>1</b>	<b>6</b>	<b>5</b>	<b>8</b>	<b>5</b>	<b>13</b>
<b>Closed Successful Total</b>		<b>7</b>	<b>6</b>	<b>4</b>	<b>8</b>	<b>15</b>	<b>10</b>	<b>25</b>
<b>Closed Unsuccessful/Successful Total</b>		<b>8</b>	<b>7</b>	<b>10</b>	<b>13</b>	<b>23</b>	<b>15</b>	<b>38</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%

## September 2012 Closed BDE Case by Case – Adults

Tracking #	Type of Visit	Service Provided	Timely Access (Business Days)	Dental Plan	Beneficiary Satisfied*	Department Perspective
091312AA-07	Emergency	None/No Show	1 day	LIBERTY	N/A	Unsuccessful - No Show
091712TB-32	Emergency	None/No Show	Same day	Health Net	N/A	Unsuccessful - No Show
091912TB-10	Emergency	None/No Show	1 day	LIBERTY	N/A	Unsuccessful - No Show
092112TB-11	Emergency	None/No Show	1 day	Western	N/A	Unsuccessful - No Show
092412LM-01	Emergency	None/No Show	1 day	Western	N/A	Unsuccessful - No Show
092512TB-08	Emergency	None/No Show	1 day	LIBERTY	N/A	Unsuccessful - No Show
091912026	Emergency	None/No Show	Same day	Access	N/A	Unsuccessful - No Show
092512015	Emergency	None/No show	5 Days**	LIBERTY	N/A	Unsuccessful- No Show
091312TB-13	Emergency	Evaluation/Extraction	1 day	Health Net	Yes	Successful
091412AA-02	Emergency	Extraction	1 day	Western	Yes	Successful
091712TB-25	Emergency	Visual Exam/Deep cleaning, scaling & root planning	Same day	Western	Yes	Successful
091812TB-02	Emergency	Visual Exam/Antibiotics	Same day	Health Net	Yes	Successful
091812TB-03	Emergency	Evaluation/X-rays/referral to oral surgeon	1 day	Access	Yes	Successful
091812TB-15	Emergency	Evaluation/Patient wanted to hold off on treatment	Same day	Health Net	Yes	Successful
091912TB-01	Emergency	Extraction	1 day	Western	Yes	Successful
091912TB-06	Emergency	Extractions	1 day	LIBERTY	Yes	Successful
092012TB-11	Emergency	Evaluation/Extraction	1 days	Access	Yes	Successful
092412TB-30	Emergency	Patient Declined Extraction	Same day	Health Net	Yes	Successful
092512TB-01	Emergency	Antibiotics/No Show for Extraction	1 day	Western	Yes	Successful
92612044	Emergency	Evaluation/Treatment not covered	1 day	Western	Yes	Successful
92412095	Emergency	Exam/Extraction	1 day	LIBERTY	Yes	Successful
092112TB-28	Urgent	Extraction	3 days	Access	Yes	Successful
92112001	Urgent	Extraction	2 days	Western	Yes	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 the month of September.

23 out of 38 beneficiaries are Adults – 60.5%

8 out of 23 beneficiaries did not show for their appointment – 34.8% no show rate

15 out of 23 beneficiaries did show for their appointment – 65.2% show rate

## September 2012 Closed BDE Case by Case – Children

Tracking #	Type of Visit	Service Provided	Timely Access (Business Days)	Dental Plan	Beneficiary Satisfied*	Department Perspective
091412AA-01	Urgent	None/No Show	Same day	Western	N/A	Unsuccessful - No Show
091912TB-02	Urgent	None/No Show	2 days	Western	N/A	Unsuccessful - No Show
092512TB-15	Urgent	None/No Show	1 day	Western	N/A	Unsuccessful - No Show
92412094	Urgent	None/No Show	1 day	LIBERTY	N/A	Unsuccessful - No Show
000092412	Routine	None/No Show	10 day	LIBERTY	N/A	Unsuccessful - No Show
091412JP-01	Emergency	Exam/Patient Teething	Same day	Health Net	Yes	Successful
091412BN014	Emergency	Evaluation/X-rays/Extraction	1 day	Access	Yes	Successful
091412TB-15	Routine	X-rays/Exam/Cleaning	4 days	Access	Yes	Successful
092612TB-04	Routine	Cleaning	5 days	Western	Yes	Successful
091312BN004	Routine	Exam/X-rays/Cleaning	2 days	Access	Yes	Successful
92112074	Routine	Exam/X-rays/Cleaning	6 days	LIBERTY	Yes	Successful
91812049	Routine	Exam/X-rays/Cleaning	10 days	Access	Yes	Successful
092412TB-20	Specialist	Ortho Evaluation	1 day	Western	Yes	Successful
092412TB-29	Specialist	Ortho Evaluation	6 days	LIBERTY	Yes	Successful
92612091	Specialist	Full Exam/Referral	3 days	Health Net	Yes	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.**

**Previous BDE**

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

Closed case by case includes closed cases opened in the month of September.

15 out of 38 beneficiaries are Children – 39.5%

5 out of 15 beneficiaries did not show for their appointment – 33.3% no show rate

10 out of 15 beneficiaries did show for their appointment – 66.7% show rate