

Beneficiary Dental Exception (BDE) November 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 November 2014 Summary:

- 309 Total Incoming requests
- 267 Total Non-BDE requests
- 42 Total BDE requests

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

- As of the end of November 2014, there have been a total of 984 BDE requests.
- 14 of the 984 total BDE requests are in progress to be completed to date.
- 970 of the 984 total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of November 2014 Incoming Totals		
Incoming Categories	Totals	% of Totals
Inbound Phone Call Total	203	65.7%
BDE	34	16.7%
Non-BDE	169	83.3%
Mail/Fax/Email Total	106	34.3%
BDE	8	7.5%
Non-BDE	98	92.5%
Total Requests	309	100%
BDE	42	13.6%
Non-BDE	267	86.4%

Summary of November 2014 Non-BDE Totals	
Non-BDE Categories	Total
Non-BDE	267
BDE Info/No Need	48
Benefits	2
Eligibility	19
Plan/Provider Info	105
No Answer/Left Message	52
Other / Remove	41

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

Summary of Total BDE Requests from September 2012 to November 2014							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	Liberty	Western			
Emergency	144	86	110	31	284	87	371
Urgent	Suppressed	62	42	Suppressed	109	43	152
Routine	124	138	117	29	69	339	408
Specialist	Suppressed	20	21	Suppressed	15	38	53
In Progress*	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	14
Closed**	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	970
Total BDE (Call/Mail/Email/Fax)	314	306	290	74	477	507	984

* 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 November 2014

Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	Liberty	Western			
Closed Unsuccessful - No-Show	Emergency	28	26	25	11	70	20	90
	Urgent	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
	Routine	30	26	24	11	11	80	91
	Specialist	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
Closed Successful - Completed Appointments	Emergency	115	58	85	20	211	67	278
	Urgent	Suppressed	49	32	Suppressed	81	33	114
	Routine	93	107	91	18	51	258	309
	Specialist	Suppressed	18	19	Suppressed	12	33	45
Closed Unsuccessful Total		70	64	61	29	110	114	224
Closed Successful Total		242	232	227	45	355	391	746
Closed Unsuccessful/Successful Total		312	296	288	74	465	505	970

Notes:

224 out of 970 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 – 23%

746 out of 970 were successfully seen and treated by the dentist; BDE was closed after patients received treatment needed.

Successful Percentage – 77%

No-Shows for the Month of November 2014			
No-Show Categories	Adults	Children	Totals
Personal	2	1	3
Sick	0	0	0
Schedule	5	0	5
Forgot	0	0	0
Transportation	0	0	0
No Response	3	0	3
Other	0	0	0
Total of No-Shows for the Month of November 2014	10	1	11

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

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Specialist	Exam/X-Rays	7	4	Successful
Urgent	Exam/X-Rays/Consultation	2	4	Successful
Emergency	X-Rays	1	4	Successful
Routine	X-Rays/Cleaning	21	5	Successful
Routine	Exam/X-Rays	21	5	Successful
Routine	Exam/Cleaning	14	N/A	Successful
Routine	Exam/Cleaning	14	N/A	Successful
Urgent	X-Rays/Palette treatment	3	3	Successful
Urgent	Exam/X-Rays/Pain Meds	2	N/A	Successful
Routine	Exam/Cleaning	14	N/A	Successful
Routine	Exam/Cleaning	14	N/A	Successful
Urgent	Exam/X-Rays/Pain Meds	3	3	Successful
Urgent	Exam/X-Rays/Pain Meds	2	N/A	Successful
Emergency	No Show-Schedule	1	N/A	Unsuccessful
Urgent	Exam/Referral	3	N/A	Successful
Urgent	No Show-Schedule	2	N/A	Unsuccessful
Emergency	Exam/Meds	SAME DAY	N/A	Successful
Emergency	No Show-Schedule	1	N/A	Unsuccessful
Urgent	No Show-Schedule	2	N/A	Unsuccessful
Emergency	Exam/X-rays	SAME DAY	5	Successful
Urgent	Fillings	2	5	Successful
Emergency	Extractions	SAME DAY	N/A	Successful
Urgent	Exam/Fillings	2	5	Successful
Emergency	Exam/Cleaning	1	4	Successful
Emergency	No Show-Personal	1	N/A	Unsuccessful
Urgent	No Show-No Response	2	N/A	Unsuccessful
Urgent	Exam/Antibiotics	2	N/A	Successful
Urgent	No Show-No Response	2	N/A	Unsuccessful
Urgent	Exam/Antibiotics	2	5	Successful
Emergency	Exam	SAME DAY	4	Successful
Emergency	Fillings	1	N/A	Successful
Emergency	Exam	SAME DAY	4	Successful
Emergency	X-Rays	1	5	Successful
Emergency	Exam	SAME DAY	5	Successful
Emergency	No Show-No Response	1	N/A	Unsuccessful
Emergency	Exam/Referral	1	5	Successful
Routine	No Show-Schedule	SAME DAY	N/A	Unsuccessful
Routine	No Show-Personal	SAME DAY	N/A	Unsuccessful
Urgent	Exam/Consultation	SAME DAY	N/A	Successful
Urgent	Exam/Referral	SAME DAY	5	Successful
Emergency	Exam/Consultation	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.

41 out of 48 beneficiaries are Adults – 85%

10 out of 41 adult beneficiaries did not show for their appointment - 24% no show rate

31 out of 41 adult beneficiaries did show for their appointment -76% show rate

**Dental Managed Care
November 2014 Closed BDE Case by Case – Children**

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Specialist	Referral	2	5	Successful
Specialist	Exam/Consultation	3	5	Successful
Urgent	No Show-Personal	3	N/A	Unsuccessful
Emergency	Exam/Pain Meds	1	N/A	Successful
Emergency	Exam/Pain Meds	1	N/A	Successful
Emergency	Meds/Referral	1	N/A	Successful
Urgent	Antibiotics/Referral	2	5	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.

7 out of 48 beneficiaries are Children – 15%

1 out of 7 Children beneficiaries did not show for their appointment -14% no show rate

6 out of 7 Children beneficiaries did show for their appointment -86% show rate