

## **Beneficiary Dental Exception (BDE) October 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 October 2014 Summary:**

- 393 Total Incoming requests
- 339 Total Non-BDE requests
- 54 Total BDE requests

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

- As of the end of October 2014, there have been a total of 942 BDE requests.
- 20 of the 942 total BDE requests are in progress to be completed to date.
- 922 of the 942 total BDE requests are completed and closed to date.
- None of the requests were transferred over to Fee-For-Service.

Summary of October 2014 Incoming Totals		
Incoming Categories	Totals	% of Totals
<b>Inbound Phone Call Total</b>	<b>264</b>	<b>67.2%</b>
BDE	51	19.3%
Non-BDE	213	80.7%
<b>Mail/Fax/Email Total</b>	<b>129</b>	<b>32.8%</b>
BDE	3	2.3%
Non-BDE	126	97.7%
<b>Total Requests</b>	<b>393</b>	<b>100%</b>
BDE	54	13.7%
Non-BDE	339	86.3%

Summary of October 2014 Non-BDE Totals	
Non-BDE Categories	Total
<b>Non-BDE</b>	<b>339</b>
BDE Info/No Need	76
Benefits	5
Eligibility	15
Plan/Provider Info	128
No Answer/Left Message	53
Other / Remove	62

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

Summary of Total BDE Requests from September 2012 to October 2014							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	Liberty	Western			
Emergency	138	77	105	31	267	84	<b>351</b>
Urgent	Suppressed	53	39	Suppressed	98	41	<b>139</b>
Routine	123	133	116	29	62	339	<b>401</b>
Specialist	Suppressed	18	21	Suppressed	15	36	<b>51</b>
<b>In Progress*</b>	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	<b>20</b>
<b>Closed**</b>	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	<b>922</b>
<b>Total BDE (Call/Mail/Email/Fax)</b>	<b>306</b>	<b>281</b>	<b>281</b>	<b>74</b>	<b>442</b>	<b>500</b>	<b>942</b>

\* 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 October 2014**

Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	Liberty	Western			
Closed Unsuccessful - No-Show	Emergency	27	24	24	11	66	20	<b>86</b>
	Urgent	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	<b>31</b>
	Routine	28	26	24	11	Suppressed	Suppressed	<b>89</b>
	Specialist	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed	Suppressed
Closed Successful - Completed Appointments	Emergency	109	53	81	20	199	64	<b>263</b>
	Urgent	Suppressed	39	30	Suppressed	69	32	<b>101</b>
	Routine	93	105	87	18	45	258	<b>303</b>
	Specialist	Suppressed	17	19	Suppressed	11	31	<b>42</b>
<b>Closed Unsuccessful Total</b>		<b>67</b>	<b>60</b>	<b>57</b>	<b>29</b>	<b>100</b>	<b>113</b>	<b>213</b>
<b>Closed Successful Total</b>		<b>233</b>	<b>214</b>	<b>217</b>	<b>45</b>	<b>324</b>	<b>385</b>	<b>709</b>
<b>Closed Unsuccessful/Successful Total</b>		<b>300</b>	<b>274</b>	<b>274</b>	<b>74</b>	<b>424</b>	<b>498</b>	<b>922</b>

**Notes:**

213 out of 922 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%

709 out of 922 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 October 2014			
No-Show Categories	Adults	Children	Totals
Personal	1	1	<b>2</b>
Sick	0	0	<b>0</b>
Schedule	2	1	<b>3</b>
Forgot	1	0	<b>1</b>
Transportation	0	0	<b>0</b>
No Response	2	0	<b>2</b>
Other	0	0	<b>0</b>
<b>Total of No-Shows for the Month of October 2014</b>	<b>6</b>	<b>2</b>	<b>8</b>

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

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Emergency	Exam/X-Rays	1	N/A	Successful
Emergency	Exam/X-Rays/Meds/Referral	1	N/A	Successful
Emergency	Exam/Meds	SAME DAY	1	Successful
Emergency	Exam/Referral	1	N/A	Successful
Routine	None-Needs Medical Release Form	3	5	Successful
Emergency	None-Needs Medical Release Form	SAME DAY	N/A	Successful
Urgent	Impressions	3	5	Successful
Emergency	X-Rays	SAME DAY	N/A	Successful
Urgent	No Show-Schedule	1	N/A	Unsuccessful
Routine	None-Member signed in then left	3	N/A	Successful
Routine	Exam/Pain Meds	19	N/A	Successful
Urgent	Exam/Crown	2	N/A	Successful
Urgent	No Show-No Response	1	N/A	Unsuccessful
Routine	Exam/X-Rays	19	5	Successful
Emergency	Exam/Extraction	SAME DAY	4	Successful
Emergency	Exam/Referral	1	N/A	Successful
Specialist	Exam/Consultation/Antibiotics	2	5	Successful
Urgent	No Show-Personal	2	N/A	Unsuccessful
Emergency	PA X-Rays	SAME DAY	N/A	Successful
Emergency	Exam/Meds	SAME DAY	N/A	Successful
Emergency	Exam/Extraction	SAME DAY	4	Successful
Emergency	Exam/Referral	1	N/A	Successful
Specialist	Exam/Consultation/Antibiotics	2	5	Successful
Routine	Exam/Cleaning	18	4	Successful
Urgent	Exam/X-Rays	3	5	Successful
Emergency	No Show-No Response	1	N/A	Unsuccessful
Emergency	Exam/Meds	1	5	Successful
Emergency	X-Rays	SAME DAY	N/A	Successful
Urgent	X-Rays	3	N/A	Successful
Routine	X-Rays/Meds	3	1	Successful
Emergency	None-Needs Medical Release Form	1	5	Successful
Emergency	No Show-Schedule	1	N/A	Unsuccessful
Emergency	Exam/Consultation	1	N/A	Successful
Emergency	Meds	1	5	Successful
Emergency	Exam	1	N/A	Successful

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Emergency	Exam/Meds	1	N/A	Successful
Urgent	X-Rays/Extraction	2	2	Successful
Emergency	Meds	1	N/A	Successful
Urgent	Exam/Amoxicillin/Meds	2	N/A	Successful
Urgent	Exam/X-Rays	2	N/A	Successful
Emergency	Exam/Consultation	1	N/A	Successful
Emergency	Exam/Meds	SAME DAY	5	Successful
Urgent	Exam/X-Rays/Antibiotics/Meds	2	5	Successful
Routine	No Show-Forgot	13	N/A	Unsuccessful
Emergency	Exam/Meds	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).

\*\*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.

45 out of 64 beneficiaries are Adults – 70%

6 out of 45 adult beneficiaries did not show for their appointment - 13% no show rate

39 out of 45 adult beneficiaries did show for their appointment -87% show rate

**October 2014 Closed BDE Case by Case – Children**

Type of Visit	Service Provided	Timely Access (Business Days)	Beneficiary Satisfied*	Department Perspective
Specialist	Exam/Consultation	7	5	Successful
Specialist	X-Rays/Meds	SAME DAY	N/A	Successful
Routine	Exam/X-Rays/Cleaning	13	4	Successful
Routine	Exam/X-Rays/Cleaning	13	4	Successful
Specialist	Consultation	7	5	Successful
Emergency	Extraction	1	N/A	Successful
Urgent	Exam	1	N/A	Successful
Urgent	Consultation	2	N/A	Successful
Urgent	Exam	1	N/A	Successful
Emergency	Exam/Referral	SAME DAY	5	Successful
Emergency	Consultation	SAME DAY	N/A	Successful
Urgent	Consultation	1	N/A	Successful
Emergency	No Show-Schedule	SAME DAY	N/A	Unsuccessful
Emergency	Exam/Meds	1	3	Successful
Emergency	No Show-Personal	1	N/A	Unsuccessful
Specialist	Exam/Referral	1	N/A	Successful
Emergency	Consultation/Meds	SAME DAY	N/A	Successful
Routine	Exam	9	N/A	Successful
Routine	Exam	SAME DAY	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.

19 out of 64 beneficiaries are Children – 30%

2 out of 19 Children beneficiaries did not show for their appointment -11% no show rate

17 out of 19 Children beneficiaries did show for their appointment -89% show rate