

Beneficiary Dental Exception (BDE) September 2013 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.
- Please note: All "*In Progress*" cases are case managed until BDE case is closed.

Month of September 2013 Summary:

- 190 Total Incoming requests
- 175 Total Non-BDE requests
- 15 Total BDE requests

Total Summary from the Month of September 2012 through the end of September 2013:

- As of the end of September 2013, there have been a total of 355 BDE requests.
- 22 of the 355 total BDE requests are in progress to be completed to date.
- 333 of the 355 total BDE requests are completed and closed to date.
- None of the requests was transferred over to Fee-For-Service.

Summary of September 2013 Incoming Totals		
Incoming Categories	Totals	% of Totals
Inbound Phone Call Total	38	20.0%
BDE	7	18.4%
Non-BDE	31	81.6%
Mail/Fax/Email Total	152	80.0%
BDE	8	5.3%
Non-BDE	144	94.7%
Total Requests	190	100%
BDE	15	7.9%
Non-BDE	175	92.1%

Summary of September 2013 Non-BDE Totals	
Non-BDE Categories	Total
Non-BDE	175
BDE Info/No Need	58
Benefits	0
Eligibility	8
Plan/Provider Info	38
No Answer/Left Message	56
Other / Remove	15

Transfers to Fee-for-Service as of the end of September 2013				
GMC Dental Plans				Totals
Access	Health Net	Liberty	Western	
0	0	0	0	0

Summary of Total BDE Requests from September 2012 to September 2013							
BDE Categories	GMC Dental Plans				Adults	Children	Totals
	Access	Health Net	Liberty	Western			
Emergency	39	27	33	31	90	40	130
Urgent	9	5	7	10	15	16	31
Routine	46	61	44	29	0	180	180
Specialist	0	3	7	4	1	13	14
In Progress*	6	9	7	0	1	21	22
Closed**	88	87	84	74	105	228	333
Total BDE (Call/Mail/Email/Fax)	94	96	91	74	106	249	355

*Please note: 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 2013								
Closed BDE Categories		GMC Dental Plans				Adults	Children	Totals
		Access	Health Net	Liberty	Western			
Closed Unsuccessful - No-Show	Emergency	5	13	9	11	30	8	38
	Urgent	2	0	2	6	5	5	10
	Routine	5	6	11	11	0	33	33
	Specialist	0	0	1	1	1	1	2
Closed Successful - Completed Appointments	Emergency	34	13	22	20	59	30	89
	Urgent	7	5	5	4	10	11	21
	Routine	35	47	29	18	0	129	129
	Specialist	0	3	5	3	0	11	11
Closed Unsuccessful Total		12	19	23	29	36	47	83
Closed Successful Total		76	68	61	45	69	181	250
Closed Unsuccessful/Successful Total		88	87	84	74	105	228	333

Notes:

83 out of 333 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 – 25%

250 out of 333 were successfully seen and treated by the dentist; BDE was closed after patients received treatment needed.

Successful Percentage – 75%

No-Shows for the Month of September 2013			
No-Show Categories	Adults	Children	Totals
Personal	1	0	1
Sick	0	0	0
Schedule	0	1	1
Forgot	0	0	0
Transportation	0	0	0
No Response	0	1	1
Other	0	1	1
Total of No-Shows for the Month of September 2013	1	3	4

September 2013 Closed BDE Case by Case – Adult

Tracking #	Type of Visit	Service Provided	Timely Access (Business Days)	Dental Plan	Beneficiary Satisfied*	Department Perspective
92513LM-02	Emergency	No-Show- Personal	Same Day	Access	N/A	Unsuccessful

Notes:

* If beneficiaries were present to their appointment they were asked to rate their satisfaction level between the numbers 1 and 5 (1= lowest satisfaction, 5= highest satisfaction) in regards to their service provided at their dental office.

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

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

Closed case by case can include closed cases opened in previous months.

1 out of 10 beneficiaries are Adult – 10%

1 out of 1 beneficiaries did not show for their appointment -100% no-show rate

0 out of 1 beneficiaries did show for their appointment – 0% show rate

September 2013 Closed BDE Case by Case – Children

Tracking #	Type of Visit	Service Provided	Timely Access (Business Days)	Dental Plan	Beneficiary Satisfied*	Department Perspective
91213LM-01	Emergency	No-Show-Other	1 Day	Health net	N/A	Unsuccessful
90513002	Routine	No Show- No Response	19 Days	Health Net	N/A	Unsuccessful
90513011	Routine	No Show- Schedule	10 Days	Liberty	N/A	Unsuccessful
90613TB-02	Emergency	Exam/X-Rays/Pain Meds	Same Day	Liberty	4	Successful
91013001	Routine	Exam/X-Rays /Cleaning	7 Days	Health Net	5	Successful
91013019	Routine	Exam/X-Rays /Cleaning	8 Days	Health Net	4	Successful
91013020	Routine	Exam/X-Rays /Cleaning	8 Days	Health Net	4	Successful
91313TB-01	Urgent	Exam/X-Rays/Cleaning/Fluoride/ Consult	3 Days	Access	3	Successful
90313015	Urgent	Exam/X-Rays /Cleaning	3 Days	Access	3	Successful

Notes:

* If beneficiaries were present to their appointment they were asked to rate their satisfaction level between the numbers 1 and 5 (1= lowest satisfaction, 5= highest satisfaction) in regards to their service provided at their dental office.

N/A – Beneficiary satisfaction is not available due to no response or no-show.

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

Closed case by case can include closed cases opened in previous months.

9 out of 10 beneficiaries are Children –90%

3 out of 9 beneficiaries did not show for their appointment – 33% no-show rate

6 out of 9 beneficiaries did show for their appointment – 67% show rate