

Beneficiary Dental Exception (BDE) November 2018

The BDE process is available to Medi-Cal Dental Managed Care (DMC) members in Sacramento County to ensure timely access to services through their dental plan. Requests are made by mail, fax, email, or by calling the BDE phone line (855-347-3310). The Department of Health Care Services' staff work with the DMC plans on behalf of the members to schedule an appropriate appointment within specified time frames, based on the member's needs. If no such appointment is secured, the member's may request to opt-out of Medi-Cal DMC and move into Medi-Cal Dental Fee-for-Service (FFS) where he or she may select his or her own dental provider on an ongoing basis. No one has utilized the BDE to transfer to FFS since its inception.

The following report includes summaries for November 2018, comparison of October 2018 to November 2018, and the 2017 annual summary.

Summary of Total Requests in November 2018

A total of 147 requests were received during November; nine (6%) were BDE requests, while 138 (94%) were non-BDE requests (Table 1). All nine BDE requests (100%) were completed and closed to date (Table 6).

Table 1. November 2018 Incoming Totals

Total Requests	147	100%
BDE	9	6%
Non-BDE	138	94%
Inbound Phone Call Total	90	61%
BDE	9	10%
Non-BDE	81	90%
Mail/Fax/Email Total	57	39%
BDE	0	0%
Non-BDE	57	100%

Table 2. November 2018 Non-BDE Totals

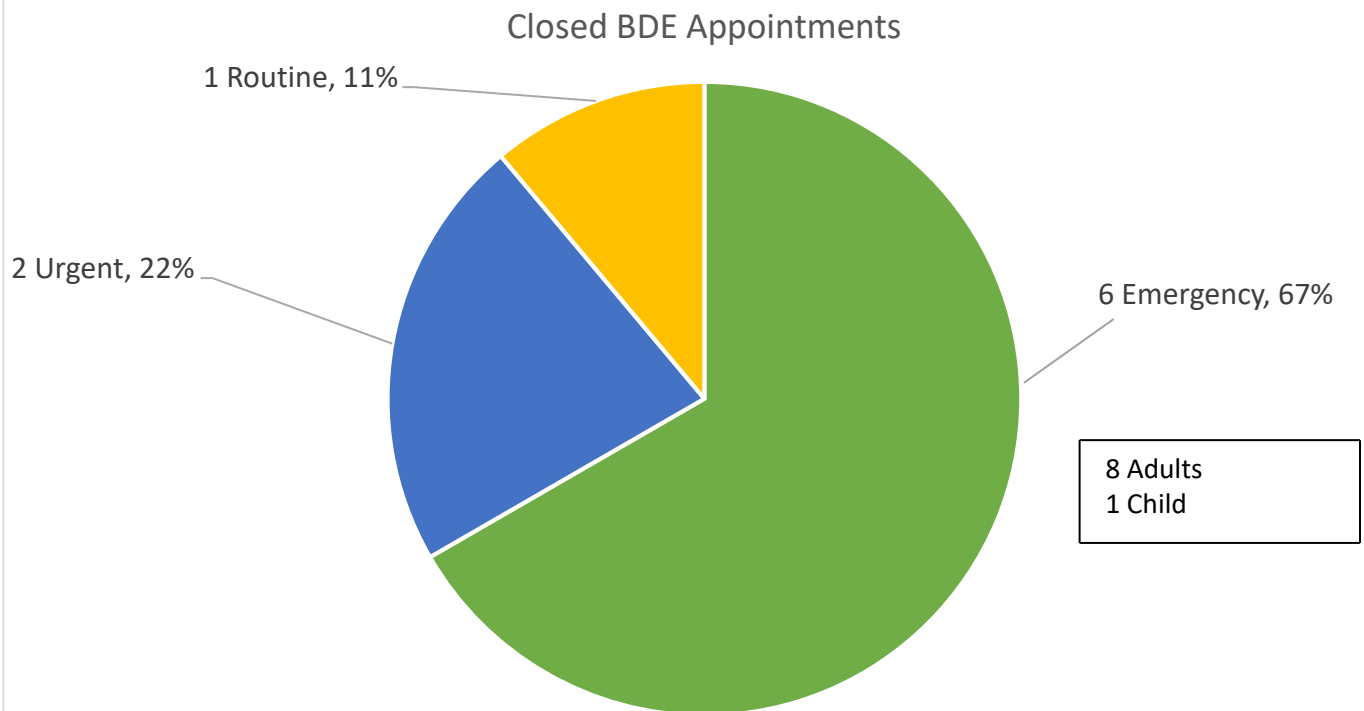
Non-BDE Categories	138	100%
BDE Info/No Need	20	14%
Benefits	2	1%
Eligibility	5	4%
Plan/Provider Info	64	46%
No Answer/Left Message	20	14%
Other	27	21%

Summary of BDE Cases Closed in November 2018

A total of nine BDE appointments were closed in November, including requests made during prior months that may have required several appointments. Emergency appointments were the most scheduled type of appointments with six (67%) total requests, followed by two (22%) urgent appointments, and one (11%) routine appointment (Graph 1 and Table 3). Of these scheduled appointments, eight (89%) were for adults, while one (11%) was a child (Graph 1).

In total, nine (100%) scheduled appointments were successfully seen and treated by a dentist (Graph 2). Of the successful appointments, eight (89%) were adults, and one (11%) was a child (Graph 2).

Graph 1. Summary of Closed BDE Appointments by Type



Graph 2. Summary of Closed BDE Successful and Unsuccessful Appointments

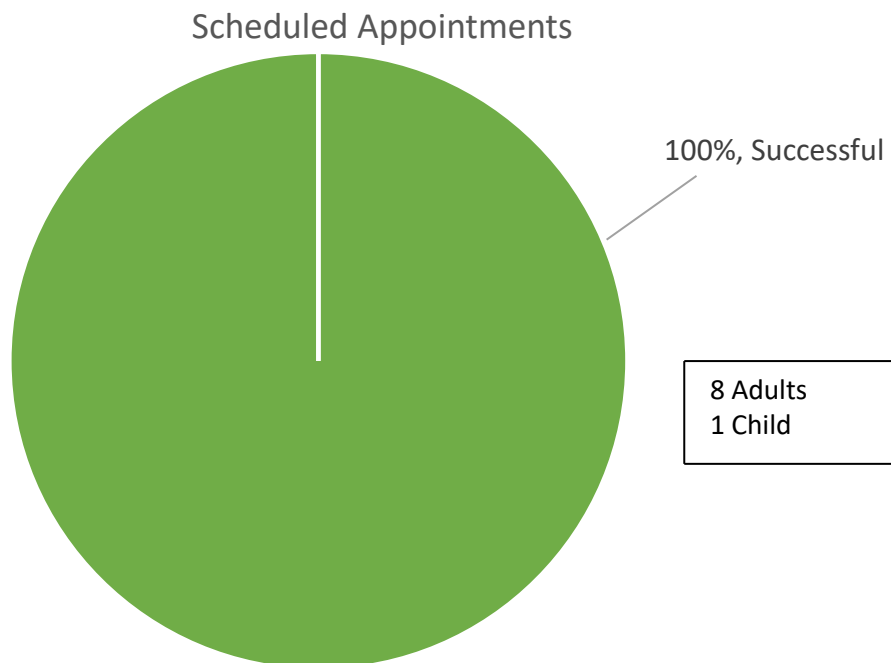


Table 3. Summary of BDE Cases Closed in November 2018

Type of Visit	Adult/Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Emergency	Adult	Exam/X-rays/Referral	2	Access	Successful
Emergency	Adult	Exam/X-rays/Referral	1	LIBERTY	Successful
Emergency	Adult	ER Exam/X-rays/Referral	1	Access	Successful
Emergency	Adult	ER Exam/X-rays/Referral	1	Access	Successful
Emergency	Adult	ER Exam/X-rays	Same Day	Health Net	Successful
Emergency	Adult	ER Exam/X-rays	1	Access	Successful
Urgent	Adult	ER Exam/X-rays	3	Health Net	Successful
Urgent	Child	Exam/Fluoride/X-rays	2	Health Net	Successful
Routine	Adult	Exam/PANO	7	Health Net	Successful

Appointment Timeframes (as required by contract)

- Emergency – 24 hours
- Urgent – 72 hours (3 days)
- Routine – 4 weeks
- Specialist – 30 days from authorized request

October 2018 to November 2018

From October 2018 to November 2018, there were 35 total BDE requests (Table 4). Of the total BDE requests, 26 (74%) are completed and closed to date (Table 7). Of the completed requests, 22 (85%) members were successfully seen and treated by a dentist, while four (15%) did not show for their appointments and were unsuccessful (Table 7). The total average number of incoming requests for the 2018 calendar year is 266 per month; the average BDE monthly requests for the 2018 calendar year is 33 (12%), while the average non-BDE monthly requests for the calendar year is 233 (88%).

Table 4. Summary of Total BDE Requests from October 2018 to November 2018

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	8	5	9	19	0	19
Urgent	2	3	1	3	3	6
Routine	2	6	2	8	2	10
Specialist	0	0	0	0	0	0
In Progress	2	5	2	8	1	9
Closed	10	9	7	22	4	26
Total BDE	12	14	9	30	5	35

Table 5. Summary of Total BDE Requests from October 2018

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	4	4	8	13	0	13
Urgent	2	1	1	2	2	4
Routine	2	5	2	7	2	9
Specialist	0	0	0	0	0	0
In Progress	2	5	2	8	1	9
Closed	6	5	6	14	3	17
Total BDE	8	10	8	22	4	26

Table 6. Summary of Total BDE Requests from November 2018

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	4	1	1	6	0	6
Urgent	0	2	0	1	1	2
Routine	0	1	0	1	0	1
Specialist	0	0	0	0	0	0
In Progress	0	0	0	0	0	0
Closed	4	4	1	8	1	9
Total BDE	4	4	1	8	1	9

Table 7. Summary of Total Closed BDE Requests from October 2018 to November 2018

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	1	1	0	2	0	2
Unsuccessful Urgent	0	0	1	1	1	2
Unsuccessful Routine	0	0	0	0	0	0
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	6	3	6	15	0	15
Successful Urgent	2	3	0	2	2	4
Successful Routine	1	2	0	2	1	3
Successful Specialist	0	0	0	0	0	0
Unsuccessful	1	1	1	3	0	3
Successful	9	8	6	19	4	23
Total	10	9	7	22	4	26

Table 8. Summary of Total Closed BDE Requests from October 2018

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	1	1	0	2	0	2
Unsuccessful Urgent	0	0	1	1	1	2
Unsuccessful Routine	0	0	0	0	0	0
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	2	2	5	9	0	9
Successful Urgent	2	1	0	1	1	2
Successful Routine	1	1	0	1	1	2
Successful Specialist	0	0	0	0	0	0
Unsuccessful	1	1	1	3	0	3
Successful	5	4	5	11	3	14
Total	6	5	6	14	3	17

Table 9. Summary of Total Closed BDE Requests from November 2018

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	0	0	0	0	0	0
Unsuccessful Urgent	0	0	0	0	0	0
Unsuccessful Routine	0	0	0	0	0	0
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	4	1	1	6	0	6
Successful Urgent	0	2	0	1	1	2
Successful Routine	0	1	0	1	0	1
Successful Specialist	0	0	0	0	0	0
Unsuccessful	0	0	0	0	0	0
Successful	4	4	1	8	1	9
Total	4	4	1	8	1	9

Year to Date Comparison

As shown in the chart below, there was a slight increase in BDE requests in March 2018, which may be attributed to the restoration of adult dental benefits.

Figure 1. 2017 vs. 2018 Monthly Total Incoming Requests

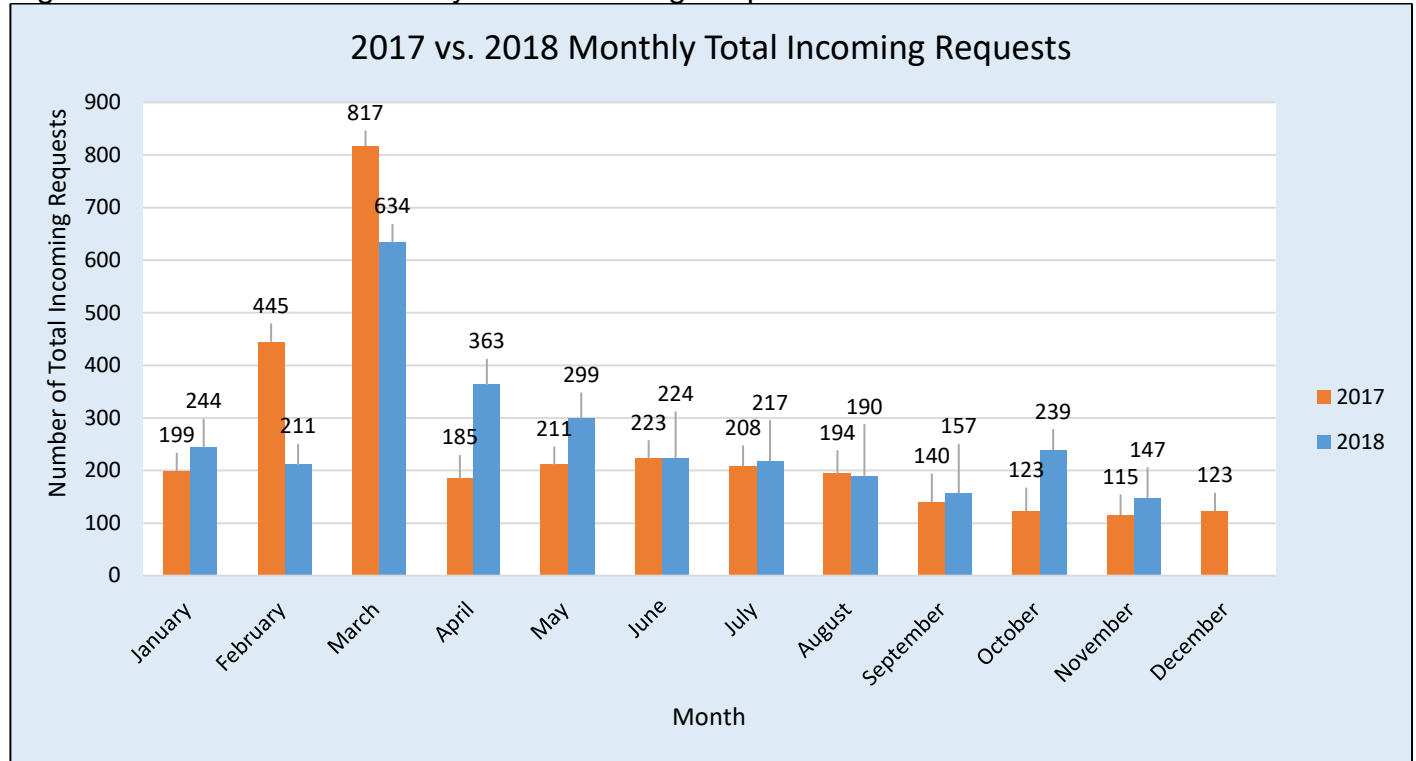


Figure 2. 2017 vs. 2018 Monthly BDE Incoming Requests

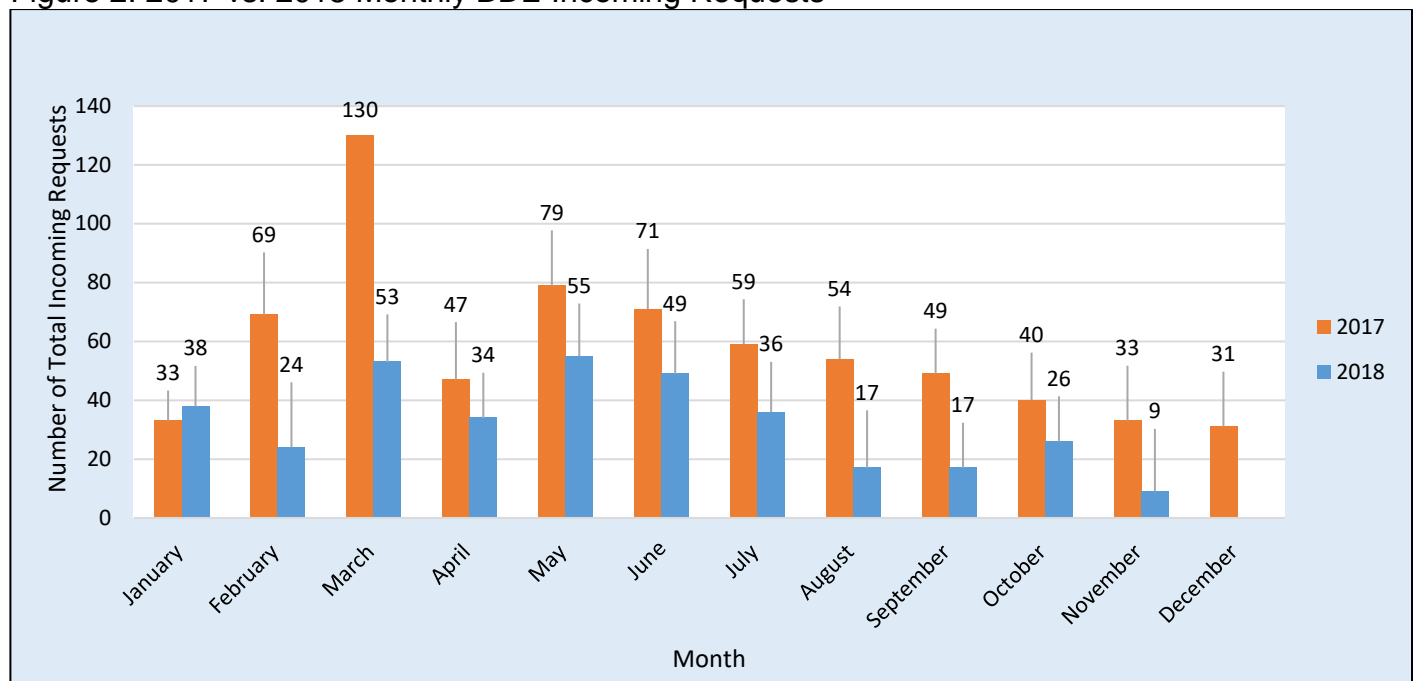
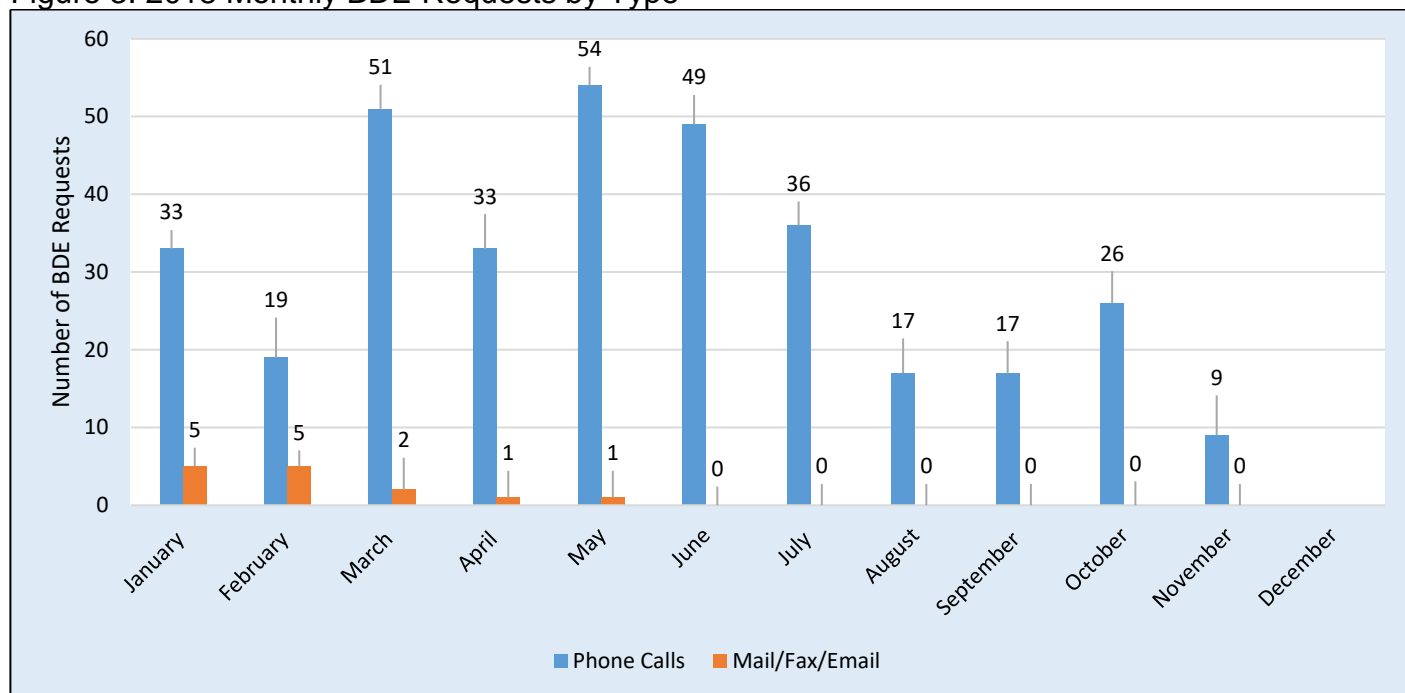


Figure 3. 2018 Monthly BDE Requests by Type



Note: For all incoming BDE requests received through mail/fax/emails in the months of June to November, none required assistance with scheduling an appointment.

Figure 4. 2017 vs. 2018 Monthly Non-BDE Incoming Requests

