

Member's Dental Exception (BDE) Fourth Quarter of 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 members 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 the summary for the Fourth quarter of 2018 and the 2017 annual summary.

Summary of Total Requests in the Fourth Quarter of 2018

A total of 513 requests were received during the fourth quarter of 2018; 45 (9%) were BDE requests, while 468 (91%) were non-BDE requests (Table 1). Of the 45 BDE requests, 9 (20%) are in progress, and 36 (80%) were completed and closed to date.

Table 1. Fourth Quarter Incoming Totals

Total Requests	513	100%
BDE	45	9%
Non-BDE	468	91%
Inbound Phone Call Total	304	59%
BDE	45	15%
Non-BDE	259	85%
Mail/Fax/Email Total	209	41%
BDE	0	0
Non-BDE	209	100%

Table 2. Fourth Quarter 2018 Non-BDE Totals

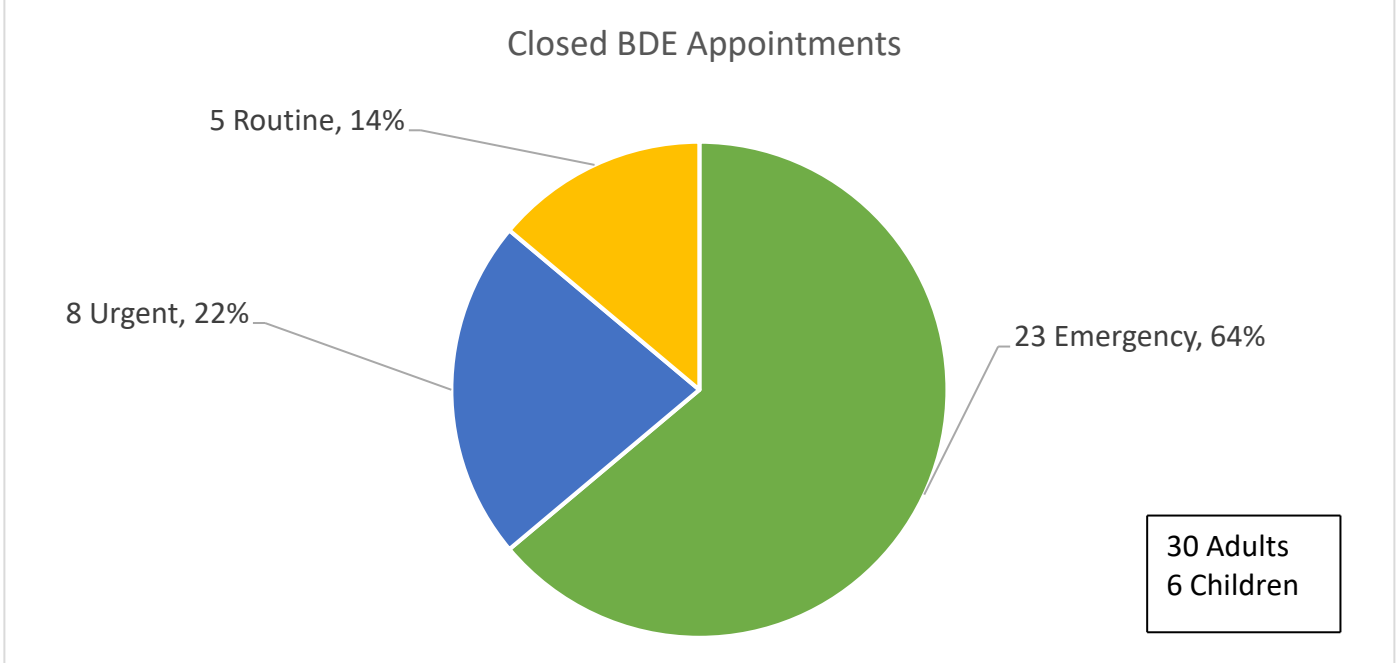
Non-BDE Categories	468	100%
BDE Info/No Need	80	17%
Benefits	15	3%
Eligibility	14	2%
Plan/Provider Info	223	48%
No Answer/Left Message	68	15%
Other	68	15%

Summary of BDE Cases Closed in the Fourth Quarter of 2018

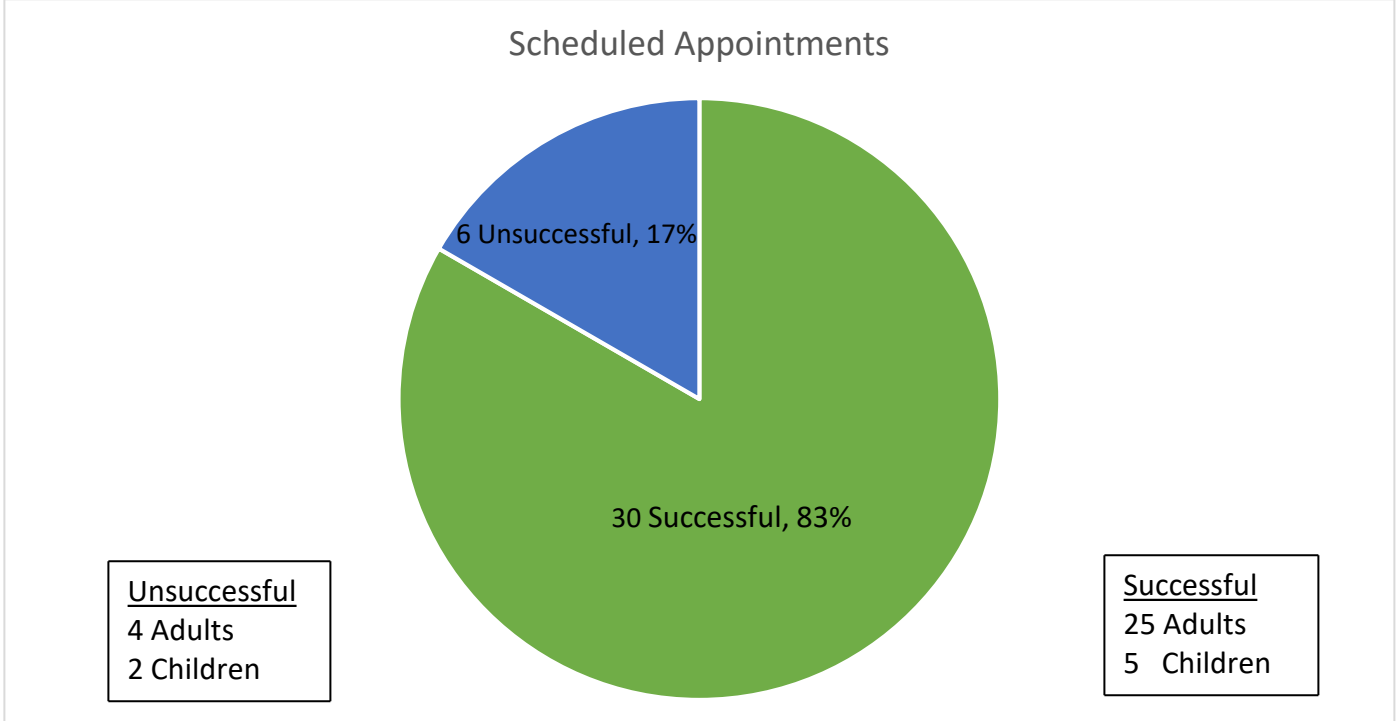
A total of 36 BDE appointments were closed in the fourth quarter of 2018, including requests made during prior months that may have required several appointments. Emergency appointments were the most scheduled type of appointments with 23 (64%) total requests, followed by eight (22%) urgent appointments, five (14%) routine appointments (Graph 1).

Of these scheduled appointments, 30 (83%) were for adult members, while six (17%) were for children (Graph 1). In total, 30 (83%) scheduled appointments were successfully seen and treated by a dentist, while six (17%) were unsuccessful; of these six, members were contacted to reschedule but did not want to schedule another appointment (Graph 2). Of the successful appointments, 25 (83%) were adults, and five (17%) were children (Graph 2). Of the unsuccessful appointments, four (67%) were adults and two were children (33%) (Graph 2).

Graph 1. Summary of Closed BDE Appointments by Type



Graph 2. Summary of Closed BDE Successful and Unsuccessful Appointments



Fourth Quarter Summary of 2018

The total average number of incoming requests is 254 per month; the average BDE monthly request is 31 (12%), while the average non-BDE monthly request is 224 (88%).

Table 3. Quarterly Summary of Total BDE Requests from October 2018 to December 2018

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	9	10	6	24	1	25
Urgent	2	5	1	4	4	8
Routine	3	6	3	10	2	12
Specialist	0	0	0	0	0	0
In Progress	2	5	2	8	1	9
Closed	12	16	8	30	6	36
Total BDE	14	21	10	38	7	45

Table 4. Quarterly Summary of Total Closed BDE Requests from October 2018 to December 2018

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	1	3	0	3	1	4
Unsuccessful Urgent	0	0	1	1	0	1
Unsuccessful Routine	0	0	1	1	0	1
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	7	6	6	19	0	19
Successful Urgent	2	5	0	4	3	7
Successful Routine	2	2	0	3	1	4
Successful Specialist	0	0	0	0	0	0
Unsuccessful	1	3	2	5	1	6
Successful	11	13	6	26	4	30
Total	12	16	8	31	5	36

Year to Date Comparison

As shown in chart below, there was a decrease for all incoming BDE requests received through mail/fax/emails June to December; none required assistance with scheduling an appointment.

Figure 1. 2018 Monthly BDE Requests by Type

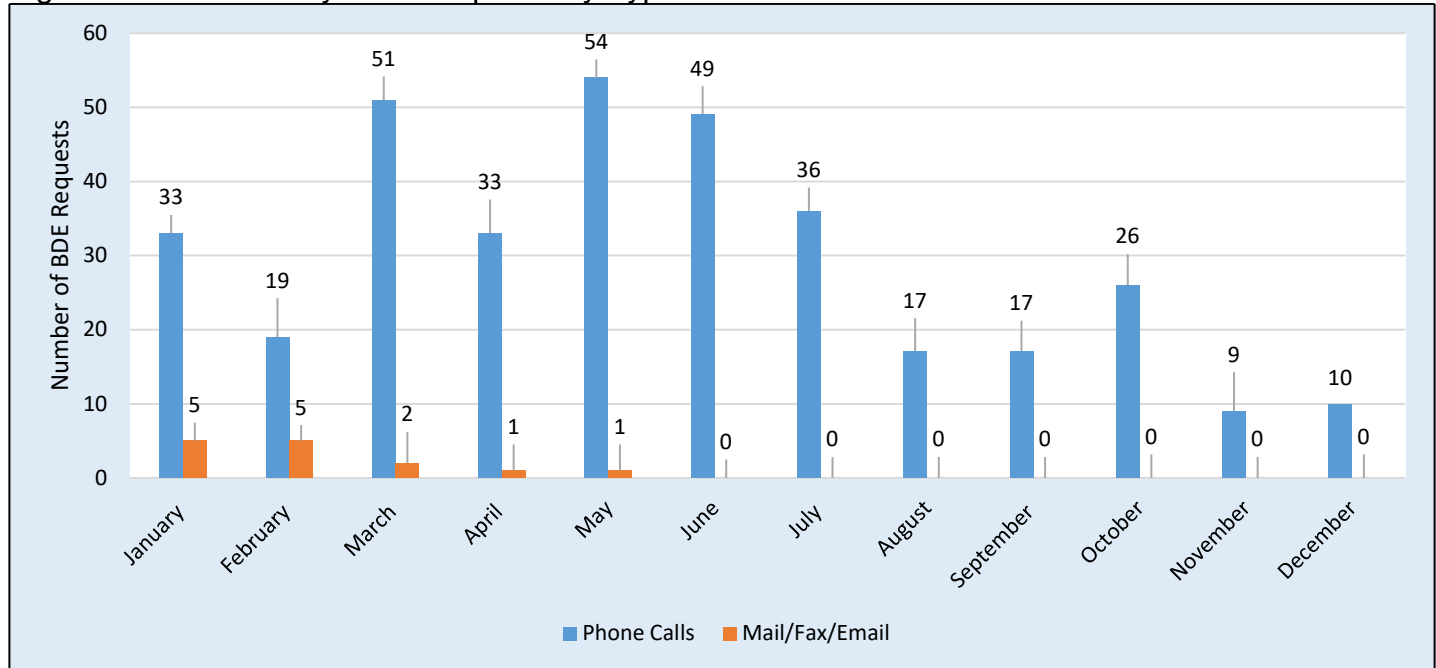


Figure 2. 2017 vs. 2018 BDE Monthly Total Incoming Requests

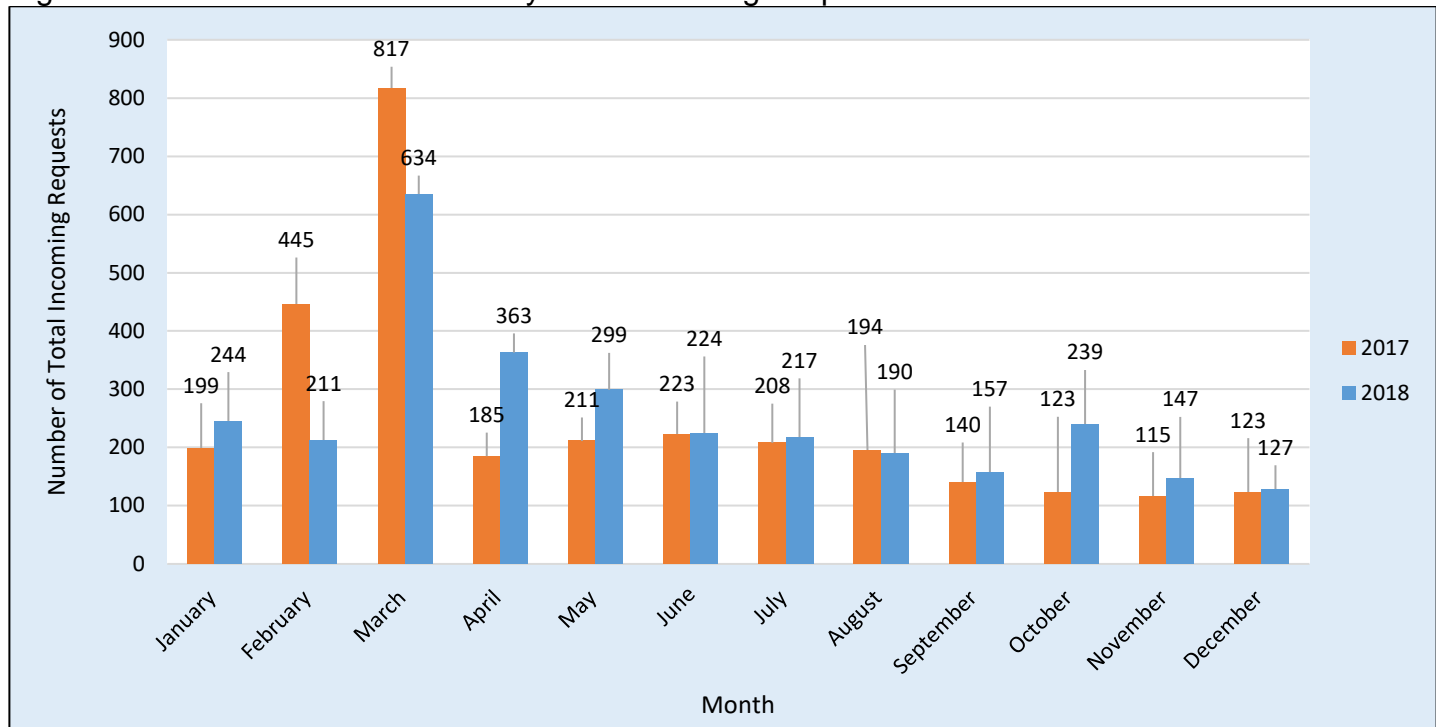


Figure 3. 2017 vs. 2018 Monthly BDE Incoming Requests

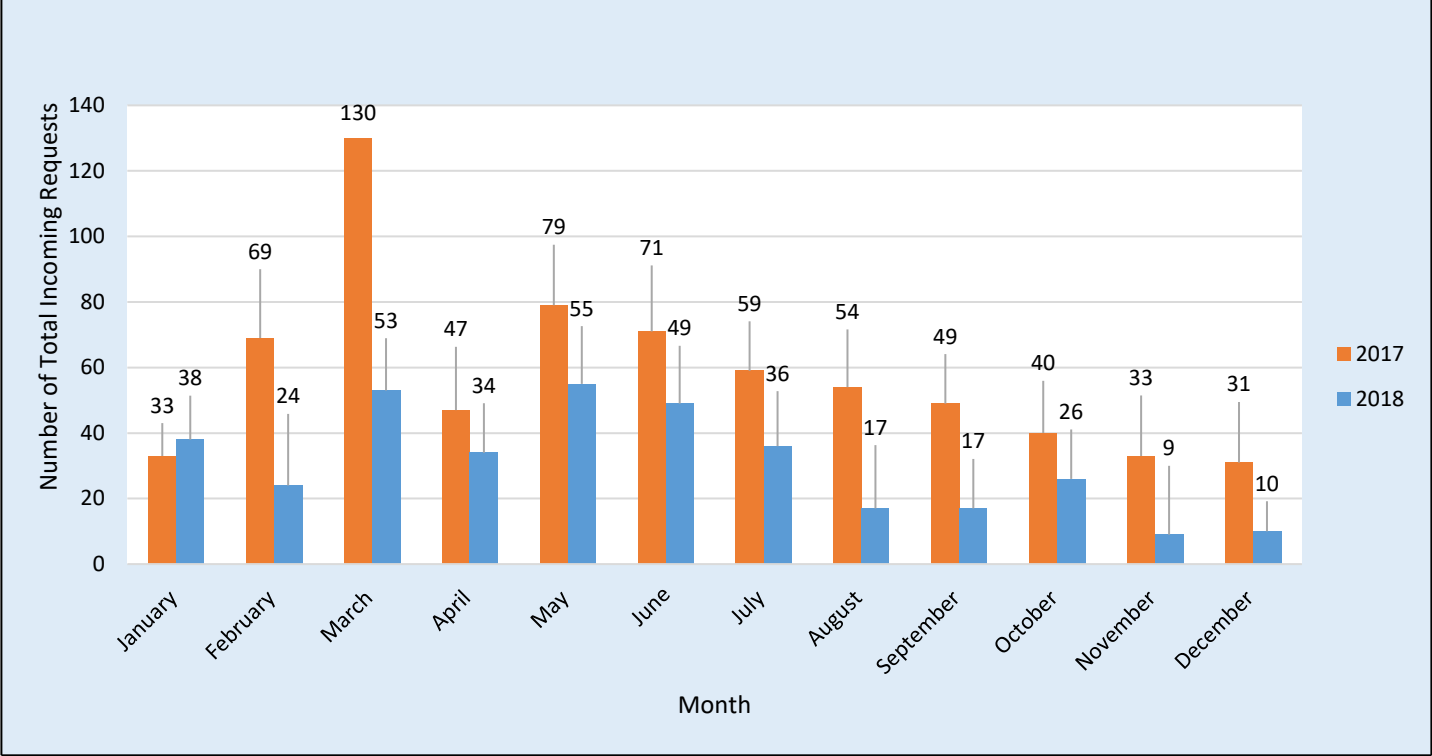


Figure 4. 2017 vs. 2018 Monthly Total Non-BDE Incoming Requests

