

## Beneficiary Dental Exception (BDE) April 2017

The BDE process is available to Medi-Cal Dental Managed Care (DMC) beneficiaries 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 staff work with the DMC plans on behalf of the beneficiary 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 may request to opt-out of Medi-Cal DMC and move into Fee-for-Service (FFS) Denti-Cal where he or she may select his or her own dental provider on an ongoing basis.

The following report includes the summary for April 2017, the 2016 annual summary, and the total summary for September 2012 through April 2017, since the inception of BDE.

### **Summary of Total Requests in April 2017**

A total of 185 requests were received during April; 47 (25%) were BDE requests, while 138 (75%) were non-BDE requests (Table 1). Of the 47 BDE requests, 14 (30%) are in progress, and 33 (70%) were completed and closed to date.

Table 1. April 2017 Incoming Totals

| <b>Total Requests</b>           | <b>185</b> | <b>100%</b> |
|---------------------------------|------------|-------------|
| BDE                             | 47         | 25%         |
| Non-BDE                         | 138        | 75%         |
| <b>Inbound Phone Call Total</b> | <b>123</b> | <b>66%</b>  |
| BDE                             | 43         | 35%         |
| Non-BDE                         | 80         | 65%         |
| <b>Mail/Fax/Email Total</b>     | <b>62</b>  | <b>34%</b>  |
| BDE                             | 4          | 6%          |
| Non-BDE                         | 58         | 94%         |

Table 2. April 2017 Non-BDE Totals

| <b>Non-BDE Categories</b> | <b>138</b> | <b>100%</b> |
|---------------------------|------------|-------------|
| BDE Info/No Need          | 62         | 45%         |
| Benefits                  | 1          | 1%          |
| Eligibility               | 3          | 2%          |
| Plan/Provider Info        | 50         | 36%         |
| No Answer/Left Message    | 13         | 9%          |
| Other                     | 9          | 7%          |

### **Summary of BDE Cases Closed in April 2017**

A total of 93 BDE appointments were closed in April, including requests made during prior months that may have required several appointments. Of these scheduled appointments, 87 (94%) were for adult beneficiaries, while six (6%) were for children. In total, 71 (76%) scheduled appointments were successfully seen and treated by a dentist, while 22 (24%) were unsuccessful; patients were contacted to reschedule but did not answer or did not want to schedule another appointment. Of the successful appointments, 66 (93%) were adults, and five (7%) were children. Of the unsuccessful appointments, 21 (95%) were adults, and one (5%) was a child. Emergency appointments were the most scheduled type of appointments with 38 (41%) total requests, followed by routine appointments with 34 (36%), urgent with 20 (22%), and one (1%) specialist appointment (Table 3).

Table 3. Summary of BDE Cases Closed in April 2017

| Type of Visit | Adult/Child | Service Provided        | Timely Access (Business Days) | Dental Plan | Department Perspective |
|---------------|-------------|-------------------------|-------------------------------|-------------|------------------------|
| Emergency     | Adult       | ER Exam/X-Rays          | 2                             | Access      | Successful             |
| Emergency     | Adult       | Consultation/Exam       | 1                             | Access      | Successful             |
| Emergency     | Adult       | Fill out paperwork      | Same Day                      | Access      | Successful             |
| Emergency     | Adult       | Extraction              | 2                             | Access      | Successful             |
| Emergency     | Adult       | No Show- Personal       | 1                             | Access      | Unsuccessful           |
| Emergency     | Adult       | ER Exam/X-Rays          | 1                             | Access      | Successful             |
| Emergency     | Adult       | X-Ray/Cleaning          | 1                             | Access      | Successful             |
| Emergency     | Adult       | ER Exam/X-Rays          | 1                             | LIBERTY     | Successful             |
| Emergency     | Adult       | Extraction              | 2                             | Access      | Successful             |
| Emergency     | Adult       | Cleaning                | 1                             | Access      | Successful             |
| Emergency     | Adult       | ER Exam/X-Rays          | 1                             | Access      | Successful             |
| Emergency     | Adult       | Consultation/Exam       | Same Day                      | LIBERTY     | Successful             |
| Emergency     | Adult       | Extraction              | 1                             | Health Net  | Successful             |
| Emergency     | Adult       | ER Exam/X-Rays          | 1                             | Access      | Successful             |
| Emergency     | Adult       | ER Exam/X-Rays          | 1                             | LIBERTY     | Successful             |
| Emergency     | Adult       | No Show- Schedule       | Same Day                      | LIBERTY     | Unsuccessful           |
| Emergency     | Adult       | No Show- Transportation | 1                             | Health Net  | Unsuccessful           |
| Emergency     | Adult       | No Show- Other          | Same Day                      | Health Net  | Unsuccessful           |
| Emergency     | Adult       | No Show- No Response    | Same Day                      | LIBERTY     | Unsuccessful           |
| Emergency     | Adult       | No Show- Personal       | 1                             | Health Net  | Unsuccessful           |
| Emergency     | Adult       | ER Exam/X-Rays          | 1                             | LIBERTY     | Successful             |
| Emergency     | Adult       | No Show- No Response    | 1                             | Access      | Unsuccessful           |
| Emergency     | Adult       | ER Exam/X-Rays          | 2                             | LIBERTY     | Successful             |
| Emergency     | Adult       | Consultation/Exam       | 1                             | Access      | Successful             |
| Emergency     | Adult       | No Show- Other          | 1                             | Access      | Unsuccessful           |
| Emergency     | Adult       | Extraction              | 1                             | Access      | Successful             |
| Emergency     | Adult       | ER Exam/X-Rays          | 1                             | Access      | Successful             |
| Emergency     | Adult       | ER Exam/X-Rays          | 1                             | LIBERTY     | Successful             |
| Emergency     | Adult       | X-Ray/Cleaning          | 2                             | Access      | Successful             |
| Emergency     | Adult       | ER Exam/X-Rays          | 1                             | Access      | Successful             |
| Emergency     | Adult       | No Show                 | Same Day                      | Access      | Unsuccessful           |
| Emergency     | Adult       | ER Exam/X-Rays          | Same Day                      | Access      | Successful             |
| Emergency     | Adult       | Extraction              | 2                             | Access      | Successful             |
| Emergency     | Child       | No Show- No Response    | 1                             | Health Net  | Unsuccessful           |
| Emergency     | Child       | ER Exam/X-Rays          | Same Day                      | Access      | Successful             |
| Emergency     | Child       | Exam/Referral           | 2                             | Access      | Successful             |
| Emergency     | Child       | Exam/Referral           | 1                             | Access      | Successful             |
| Emergency     | Child       | Cleaning                | 2                             | Health Net  | Successful             |
| Urgent        | Adult       | ER Exam/X-Rays          | 3                             | Access      | Successful             |
| Urgent        | Adult       | Exam/X-Ray              | 3                             | Health Net  | Successful             |

| Type of Visit | Adult/ Child | Service Provided        | Timely Access (Business Days) | Dental Plan | Department Perspective |
|---------------|--------------|-------------------------|-------------------------------|-------------|------------------------|
| Urgent        | Adult        | No Show-Other           | 3                             | Access      | Unsuccessful           |
| Urgent        | Adult        | New Patient Exam        | 3                             | Access      | Successful             |
| Urgent        | Adult        | ER Exam/X-Rays          | 3                             | LIBERTY     | Successful             |
| Urgent        | Adult        | Limited Exam            | 3                             | Health Net  | Successful             |
| Urgent        | Adult        | Extraction              | 2                             | Health Net  | Successful             |
| Urgent        | Adult        | Initial Exam            | 2                             | Access      | Successful             |
| Urgent        | Adult        | ER Exam/X-Rays          | 2                             | Health Net  | Successful             |
| Urgent        | Adult        | Consultation/Exam       | 2                             | Health Net  | Successful             |
| Urgent        | Adult        | Extraction              | 3                             | Access      | Successful             |
| Urgent        | Adult        | No Show- No Response    | 2                             | Access      | Unsuccessful           |
| Urgent        | Adult        | Root Canal/Extraction   | 2                             | Health Net  | Successful             |
| Urgent        | Adult        | ER Exam/X-Rays          | 2                             | LIBERTY     | Successful             |
| Urgent        | Adult        | New Patient Exam        | 3                             | Access      | Successful             |
| Urgent        | Adult        | ER Exam/X-Rays          | 3                             | LIBERTY     | Successful             |
| Urgent        | Adult        | No Show- Transportation | 3                             | Access      | Unsuccessful           |
| Urgent        | Adult        | Exam/X-Rays             | 2                             | Health Net  | Successful             |
| Urgent        | Adult        | No Show- No Response    | 3                             | Access      | Unsuccessful           |
| Urgent        | Adult        | Limited Exam/X-Rays     | 3                             | Health Net  | Successful             |
| Routine       | Adult        | No Show- Personal       | 11                            | Access      | Successful             |
| Routine       | Adult        | New Patient Exam        | 8                             | Access      | Successful             |
| Routine       | Adult        | ER Exam/X-Rays          | 13                            | Access      | Successful             |
| Routine       | Adult        | No Show- No Response    | 7                             | Health Net  | Unsuccessful           |
| Routine       | Adult        | Exam/X-Rays             | 6                             | LIBERTY     | Successful             |
| Routine       | Adult        | ER Exam/X-Rays          | 19                            | LIBERTY     | Successful             |
| Routine       | Adult        | Consultation/Exam       | 21                            | LIBERTY     | Successful             |
| Routine       | Adult        | Exam/X-Rays/Extraction  | 10                            | Health Net  | Successful             |
| Routine       | Adult        | Full Exam               | 5                             | Health Net  | Successful             |
| Routine       | Adult        | Extraction              | 7                             | LIBERTY     | Successful             |
| Routine       | Adult        | No Show- Other          | 9                             | Access      | Unsuccessful           |
| Routine       | Adult        | Exam/X-Rays             | 4                             | Access      | Successful             |
| Routine       | Adult        | Exam/X-Rays             | 31                            | LIBERTY     | Successful             |
| Routine       | Adult        | Consultation/Exam       | 13                            | LIBERTY     | Successful             |
| Routine       | Adult        | Extraction              | 9                             | Access      | Successful             |
| Routine       | Adult        | Exam/X-Rays             | 5                             | LIBERTY     | Successful             |
| Routine       | Adult        | X-Ray/Cleaning          | 11                            | Health Net  | Successful             |
| Routine       | Adult        | Exam                    | 6                             | LIBERTY     | Successful             |
| Routine       | Adult        | Extraction              | 15                            | Health Net  | Successful             |
| Routine       | Adult        | Exam/Referral           | 6                             | LIBERTY     | Successful             |
| Routine       | Adult        | Root Canal/Extraction   | 13                            | Health Net  | Successful             |
| Routine       | Adult        | Limited Exam            | 10                            | LIBERTY     | Successful             |
| Routine       | Adult        | No Show- Personal       | 4                             | Access      | Unsuccessful           |

| Type of Visit | Adult/Child | Service Provided        | Timely Access (Business Days) | Dental Plan | Department Perspective |
|---------------|-------------|-------------------------|-------------------------------|-------------|------------------------|
| Routine       | Adult       | No Show- No Response    | 16                            | LIBERTY     | Unsuccessful           |
| Routine       | Adult       | Extraction              | 7                             | LIBERTY     | Successful             |
| Routine       | Adult       | Exam/X-Rays             | 6                             | LIBERTY     | Successful             |
| Routine       | Adult       | ER Exam/X-Rays          | 19                            | LIBERTY     | Successful             |
| Routine       | Adult       | No Show- Transportation | 15                            | Health Net  | Unsuccessful           |
| Routine       | Adult       | Referral                | 21                            | LIBERTY     | Successful             |
| Routine       | Adult       | Exam/X-Rays/Root Canal  | 18                            | Health Net  | Successful             |
| Routine       | Adult       | Full Exam               | 5                             | Health Net  | Successful             |
| Routine       | Adult       | Extraction              | 7                             | LIBERTY     | Successful             |
| Routine       | Adult       | No Show- No Response    | 7                             | Access      | Unsuccessful           |
| Routine       | Adult       | No Show- Transportation | 12                            | Access      | Unsuccessful           |
| Specialist    | Adult       | No Show- No Response    | 40                            | LIBERTY     | Unsuccessful           |

Appointment Timeframes (as required by contract)

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

#### **Total Summary for September 2012 through April 2017**

The total average number of incoming requests is 412 per month; the BDE monthly request average is 70 (17%), while the non-BDE monthly request average is 342 (83%). No one has requested to transfer to FFS since the inception of BDE.

Table 4. Summary of Total BDE Requests from September 2012 to April 2017

| BDE Categories     | DMC Dental Plans |            |            |           | Adults      | Children   | Totals      |
|--------------------|------------------|------------|------------|-----------|-------------|------------|-------------|
|                    | Access           | Health Net | LIBERTY    | *Western  |             |            |             |
| Emergency          | 321              | 213        | 233        | 31        | 617         | 184        | 801         |
| Urgent             | 135              | 134        | 117        | 10        | 314         | 87         | 401         |
| Routine            | 215              | 229        | 247        | 29        | 301         | 425        | 726         |
| Specialist         | 14               | 35         | 40         | 4         | 39          | 55         | 94          |
| <b>In Progress</b> | <b>14</b>        | <b>15</b>  | <b>16</b>  | <b>0</b>  | <b>41</b>   | <b>4</b>   | <b>45</b>   |
| <b>Closed*</b>     | <b>671</b>       | <b>611</b> | <b>621</b> | <b>74</b> | <b>1230</b> | <b>747</b> | <b>1977</b> |
| <b>Total BDE</b>   | <b>685</b>       | <b>626</b> | <b>637</b> | <b>74</b> | <b>1271</b> | <b>751</b> | <b>2022</b> |

\*Western Dental is no longer a DMC plan as of 2013.

Table 5. Summary of Total Closed BDE Requests from September 2012 to April 2017

| Closed BDE Categories     |            | DMC Dental Plans |            |         |          | Adults | Children | Totals |
|---------------------------|------------|------------------|------------|---------|----------|--------|----------|--------|
|                           |            | Access           | Health Net | LIBERTY | *Western |        |          |        |
| Unsuccessful<br>(No-Show) | Emergency  | 79               | 50         | 48      | 11       | 151    | 37       | 188    |
|                           | Urgent     | 35               | 23         | 30      | 6        | 78     | 16       | 94     |
|                           | Routine    | 70               | 50         | 60      | 11       | 84     | 107      | 191    |
|                           | Specialist | 4                | 3          | 7       | 1        | 7      | 8        | 15     |
| Successful                | Emergency  | 238              | 163        | 185     | 20       | 459    | 147      | 606    |
|                           | Urgent     | 96               | 111        | 85      | 4        | 225    | 71       | 296    |
|                           | Routine    | 140              | 179        | 173     | 18       | 195    | 315      | 510    |
|                           | Specialist | 9                | 32         | 33      | 3        | 31     | 46       | 77     |
| Unsuccessful Total        |            | 188              | 126        | 145     | 29       | 320    | 168      | 488    |
| Successful Total          |            | 483              | 485        | 476     | 45       | 910    | 579      | 1489   |
| Totals                    |            | 671              | 611        | 621     | 74       | 1230   | 747      | 1977   |

\*Western Dental is no longer a DMC plan as of 2013.

### Monthly Summary

Figure 1. 2017 Monthly BDE Requests by Type

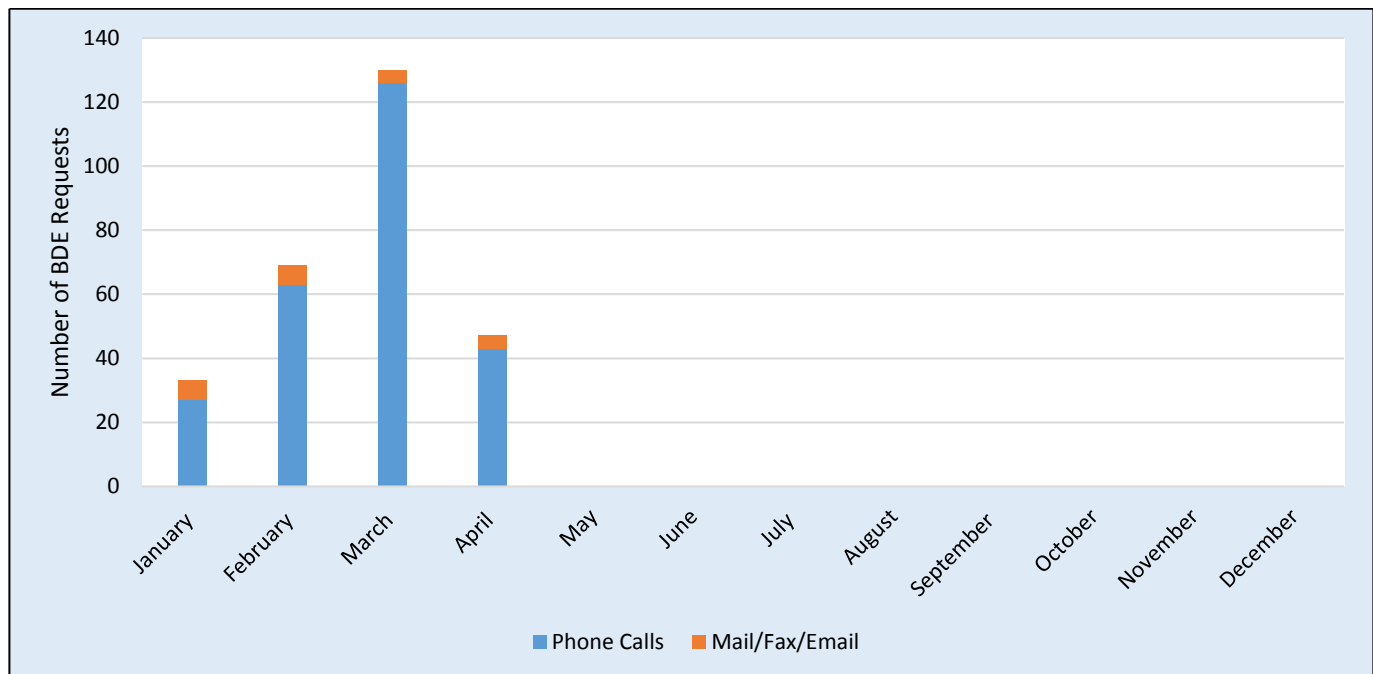


Figure 2. 2016 vs. 2017 Monthly Incoming Requests

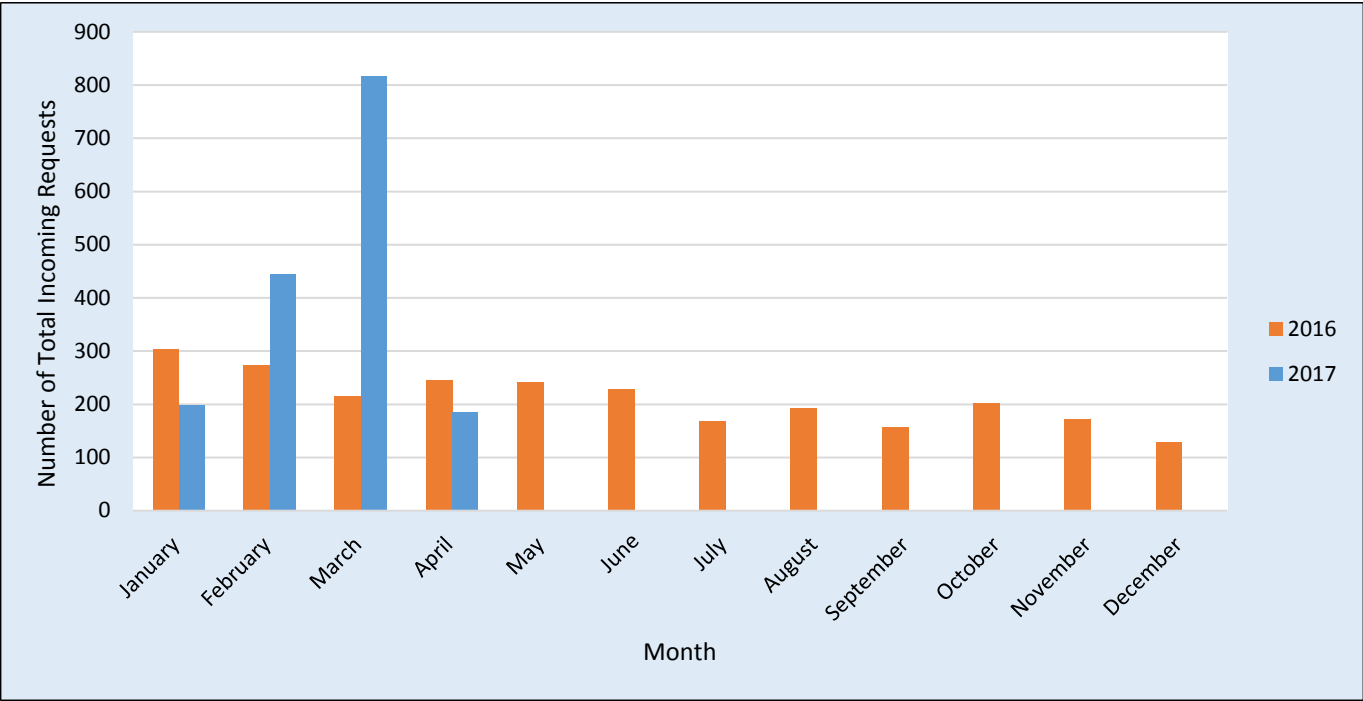


Figure 3. 2016 vs. 2017 Monthly BDE Incoming Requests

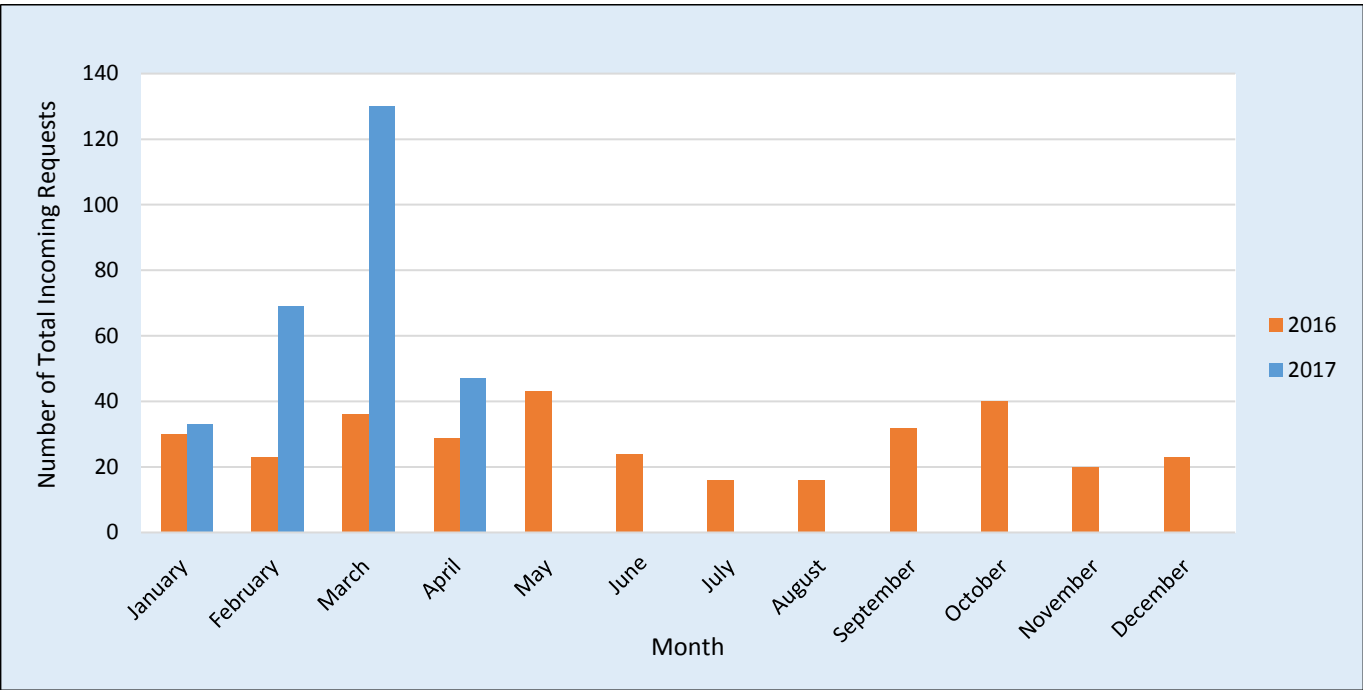


Figure 4. 2016 vs. 2017 Monthly Non-BDE Incoming Requests

