

Beneficiary Dental Exception (BDE) August 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 of Health Care Services' staff work with the DMC plans on behalf of the beneficiary to schedule an appropriate appointment within specified time frames, based on the beneficiary's needs. If no such appointment is secured, the beneficiary 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 August 2017, comparison of July 2017 to August 2017, and the 2016 annual summary.

Summary of Total Requests in August 2017

A total of 194 requests were received during August; 54 (28%) were BDE requests, while 140 (72%) were non-BDE requests (Table 1). Of the 54 BDE requests, 24 (44%) are in progress, and 30 (56%) were completed and closed to date.

Table 1. August 2017 Incoming Totals

Total Requests	194	100%
BDE	54	28%
Non-BDE	140	72%
Inbound Phone Call Total	99	51%
BDE	44	44%
Non-BDE	55	55%
Mail/Fax/Email Total	95	49%
BDE	10	11%
Non-BDE	85	89%

Table 2. August 2017 Non-BDE Totals

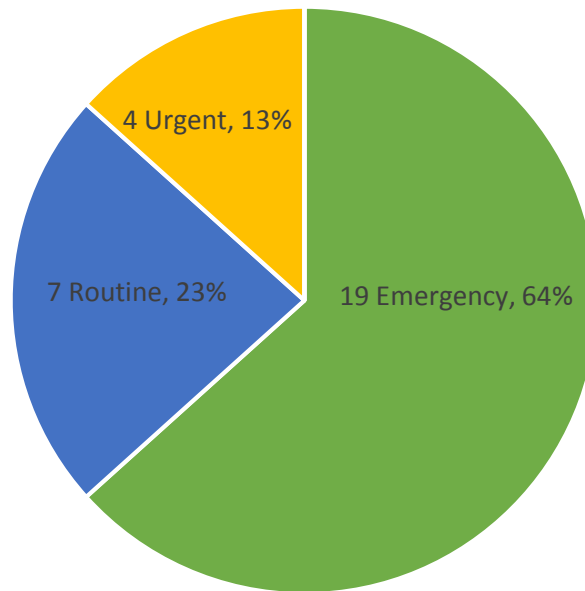
Non-BDE Categories	140	100%
BDE Info/No Need	38	27%
Benefits	8	5%
Eligibility	12	9%
Plan/Provider Info	25	18%
No Answer/Left Message	42	31%
Other	15	10%

Summary of BDE Cases Closed in August 2017

A total of 30 BDE appointments were closed in August, including requests made during prior months that may have required several appointments. Emergency appointments were the most scheduled type of appointments with 19 (64%) total requests, followed by seven (23%) routine appointments, and four (13%) urgent (Graph 1 and Table 3). Of these scheduled appointments, 27 (90%) were for adult beneficiaries, while three (10%) were for children (Graph 1). In total, 17 (57%) scheduled appointments were successfully seen and treated by a dentist, while 13 (43%) were unsuccessful; of these 13, patients were contacted to reschedule but did not answer or did not want to schedule another appointment (Graph 2). Of the successful appointments, 15 (88%) were adults, and two (12%) were children (Graph 2). Of the unsuccessful appointments, 12 (93%) were adults, and one (7%) was a child. (Graph 2).

Graph 1. Summary of Closed BDE Appointments by Type

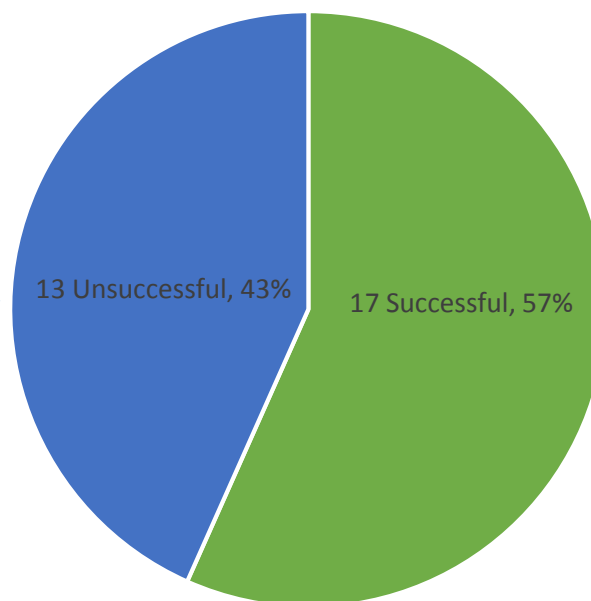
Closed BDE Appointments



27 Adults
3 Children

Graph 2. Summary of Closed BDE Successful and Unsuccessful Appointments

Scheduled Appointments



12 Adults
1 Child

15 Adults
2 Children

Table 3. Summary of BDE Cases Closed in August 2017

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Emergency	Adult	No Show- Personal	1	Health Net	Unsuccessful
Emergency	Adult	Comprehensive Exam	1	Health Net	Successful
Emergency	Adult	No Show- Forgot	1	Access	Unsuccessful
Emergency	Adult	Exam	1	Health Net	Successful
Emergency	Adult	ER Exam	1	Access	Successful
Emergency	Adult	ER Exam	1	Access	Successful
Emergency	Adult	No Show- Personal	1	Access	Unsuccessful
Emergency	Adult	No Show- Schedule	2	Health Net	Unsuccessful
Emergency	Adult	Consultation	2	LIBERTY	Successful
Emergency	Adult	Extraction	3	Health Net	Successful
Emergency	Adult	Extraction	3	Health Net	Successful
Emergency	Adult	Exam/X-Rays	2	LIBERTY	Successful
Emergency	Adult	Referral	1	Health Net	Successful
Emergency	Adult	No Show- Personal	1	LIBERTY	Unsuccessful
Emergency	Adult	No Show- Forgot	1	LIBERTY	Unsuccessful
Emergency	Adult	Extraction	1	Health Net	Successful
Emergency	Adult	No Show- Personal	1	Access	Unsuccessful
Emergency	Child	No Show- Personal	1	Health Net	Unsuccessful
Urgent	Child	No Show- Schedule	5	Access	Unsuccessful
Urgent	Adult	ER Exam	3	LIBERTY	Successful
Urgent	Adult	No Show- Other	6	LIBERTY	Unsuccessful
Urgent	Adult	No Show- Forgot	3	Access	Unsuccessful
Urgent	Adult	Extraction	4	Health Net	Successful
Urgent	Adult	No Show- Forgot	4	LIBERTY	Unsuccessful
Urgent	Child	Cleaning	4	Health Net	Successful
Routine	Adult	Exam	11	Access	Successful
Routine	Adult	No Show- Other	8	Health Net	Unsuccessful
Routine	Adult	Exam/X-Rays	9	LIBERTY	Successful
Routine	Adult	Extraction	9	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

July 2017 through August 2017

From July 2017 to August 2017, there have been 105 total BDE requests (Table 4). Of the total BDE requests, 66 (63%) are completed and closed to date (Table 7). Of the completed requests, 47 (70%) beneficiaries were successfully seen and treated by a dentist, while 21 (30%) did not show for their appointments and were unsuccessful (Table 7). The total average number of incoming requests is 310 per month; the average BDE monthly request is 68 (22%), while the average non-BDE monthly request is 236 (78%).

Table 4. Summary of Total BDE Requests from July 2017 to August 2017

BDE Categories	DMC Dental Plans			Adults	Children	Totals
	Access	Health Net	LIBERTY			
Emergency	21	24	11	41	15	56
Urgent	5	4	4	10	3	13
Routine	11	11	12	20	14	34
Specialist	0	1	1	2	0	2
In Progress	13	15	11	27	12	39
Closed	24	25	17	46	20	66
Total BDE	37	40	28	73	32	105

Table 5. Summary of Total BDE Requests from July 2017

BDE Categories	DMC Dental Plans			Adults	Children	Totals
	Access	Health Net	LIBERTY			
Emergency	13	14	6	22	11	33
Urgent	1	1	1	1	2	3
Routine	5	8	8	8	13	21
Specialist	0	1	1	2	0	2
In Progress	3	12	8	14	9	23
Closed	16	12	8	19	17	36
Total BDE	19	24	16	33	26	59

Table 6. Summary of Total BDE Requests from August 2017

BDE Categories	DMC Dental Plans			Adults	Children	Totals
	Access	Health Net	LIBERTY			
Emergency	8	10	5	19	4	23
Urgent	4	3	3	9	1	10
Routine	6	3	4	12	1	13
Specialist	0	0	0	0	0	0
In Progress	10	3	3	13	3	16
Closed	8	13	9	27	3	30
Total BDE	18	16	12	40	6	46

Table 7. Summary of Total Closed BDE Requests from July 2017 to August 2017

Closed BDE Categories		DMC Dental Plans			Adults	Children	Totals
		Access	Health Net	LIBERTY			
Unsuccessful (No-Show)	Emergency	4	5	2	9	2	11
	Urgent	2	0	1	3	0	3
	Routine	3	1	1	4	1	5
	Specialist	0	0	0	0	0	0
Successful	Emergency	12	13	6	27	4	31
	Urgent	1	2	3	4	2	6
	Routine	2	4	4	5	5	10
	Specialist	0	0	0	0	0	0
Unsuccessful Total		9	6	4	16	3	19
Successful Total		15	19	13	36	11	47
Totals		24	25	17	52	14	66

Table 8. Summary of Total Closed BDE Requests from July 2017

Closed BDE Categories		DMC Dental Plans			Adults	Children	Totals
		Access	Health Net	LIBERTY			
Unsuccessful (No-Show)	Emergency	1	1	0	1	1	2
	Urgent	0	0	0	0	0	0
	Routine	3	0	1	3	1	4
	Specialist	0	0	0	0	0	0
Successful	Emergency	10	8	3	18	3	21
	Urgent	1	0	1	1	1	2
	Routine	1	3	3	2	5	7
	Specialist	0	0	0	0	0	0
Unsuccessful Total		4	1	1	4	2	6
Successful Total		12	11	7	21	9	30
Totals		16	12	8	25	11	36

Table 9. Summary of Total Closed BDE Requests from August 2017

Closed BDE Categories		DMC Dental Plans			Adults	Children	Totals
		Access	Health Net	LIBERTY			
Unsuccessful (No-Show)	Emergency	3	4	2	8	1	9
	Urgent	2	0	1	3	0	3
	Routine	0	1	0	1	0	1
	Specialist	0	0	0	0	0	0
Successful	Emergency	2	5	3	9	1	10
	Urgent	0	2	2	3	1	4
	Routine	1	1	1	3	0	3
	Specialist	0	0	0	0	0	0
Unsuccessful Total		5	5	3	12	1	13
Successful Total		3	8	6	15	2	17
Totals		8	13	9	27	3	30

Year to Date Comparison

As shown in the chart below, there was a spike in BDE requests in March; this was due to beneficiaries having concerns about dental coverage changes at the Federal level related to the Affordable Care Act.

Figure 1. 2016 vs. 2017 Monthly Incoming Requests

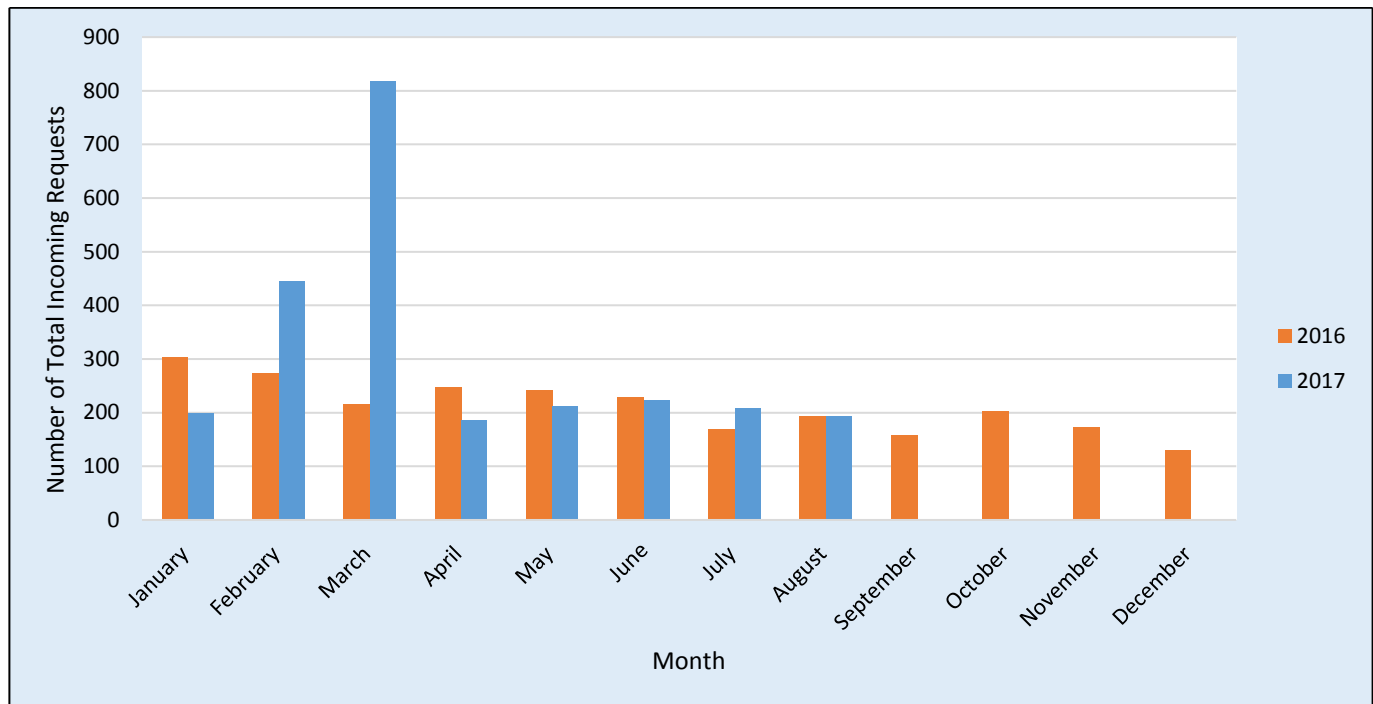


Figure 2. 2016 vs. 2017 Monthly BDE Incoming Requests

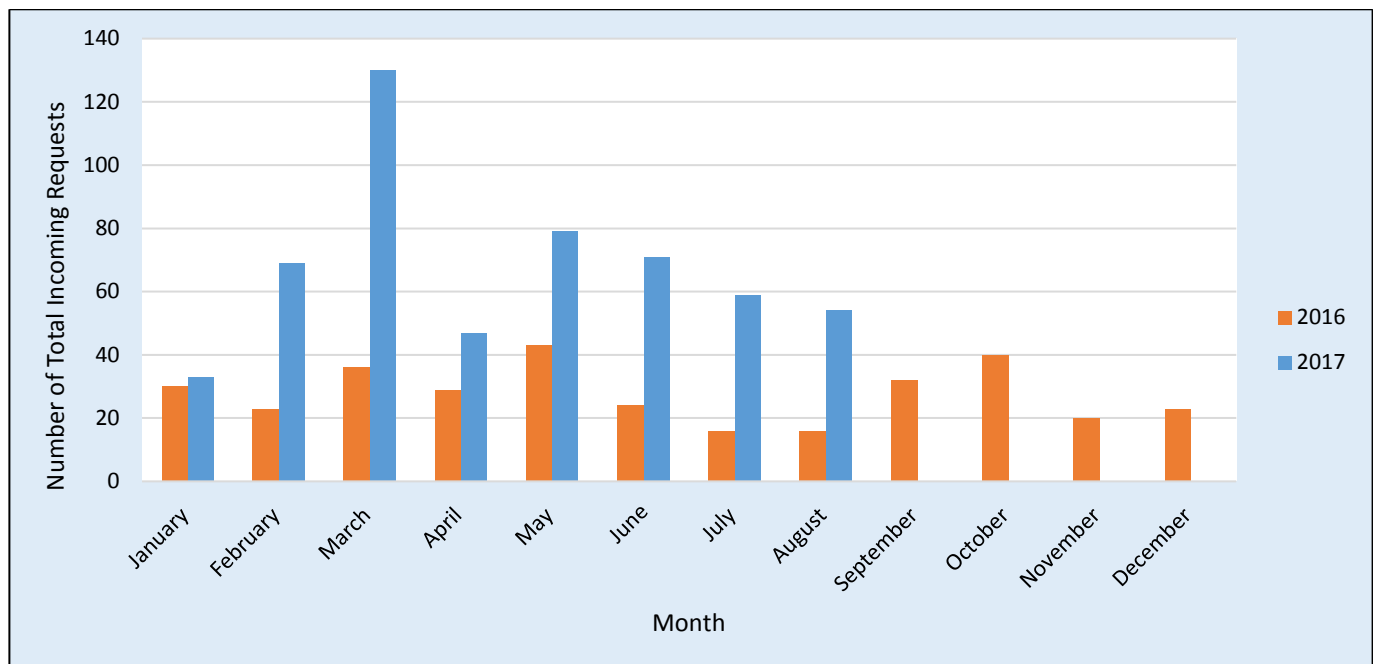


Figure 3. 2017 Monthly BDE Requests by Type

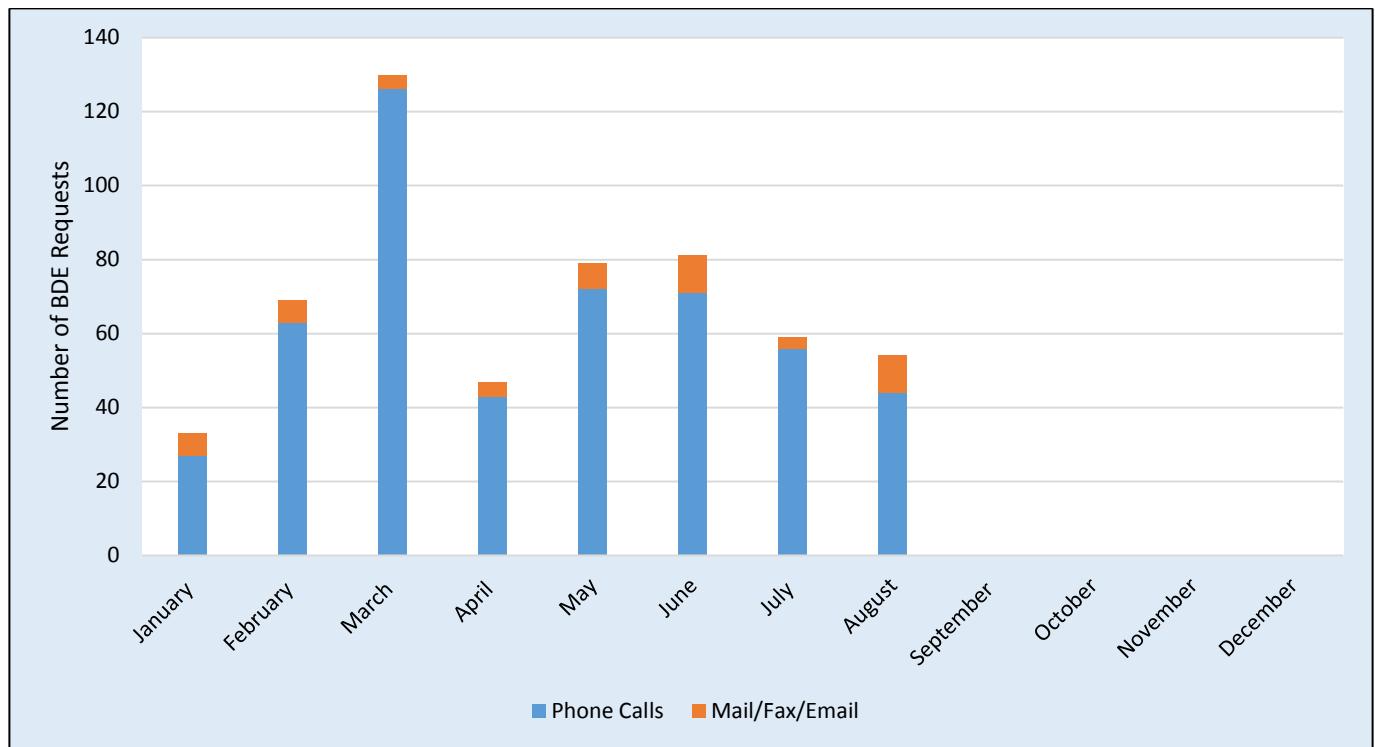


Figure 4. 2016 vs. 2017 Monthly Non-BDE Incoming Requests

