

Beneficiary Dental Exception (BDE) December 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 December 2017, comparison of November 2017 to December 2017, and the 2016 annual summary.

Summary of Total Requests in December 2017

A total of 123 requests were received during December; 31 (25%) were BDE requests, while 92 (75%) were non-BDE requests (Table 1). Of the 31 BDE requests, 19 (61%) are in progress, and 12 (39%) were completed and closed to date.

Table 1. December 2017 Incoming Totals

Total Requests	123	100%
BDE	31	25%
Non-BDE	92	75%
Inbound Phone Call Total	53	43%
BDE	25	47%
Non-BDE	28	53%
Mail/Fax/Email Total	70	57%
BDE	6	9%
Non-BDE	64	91%

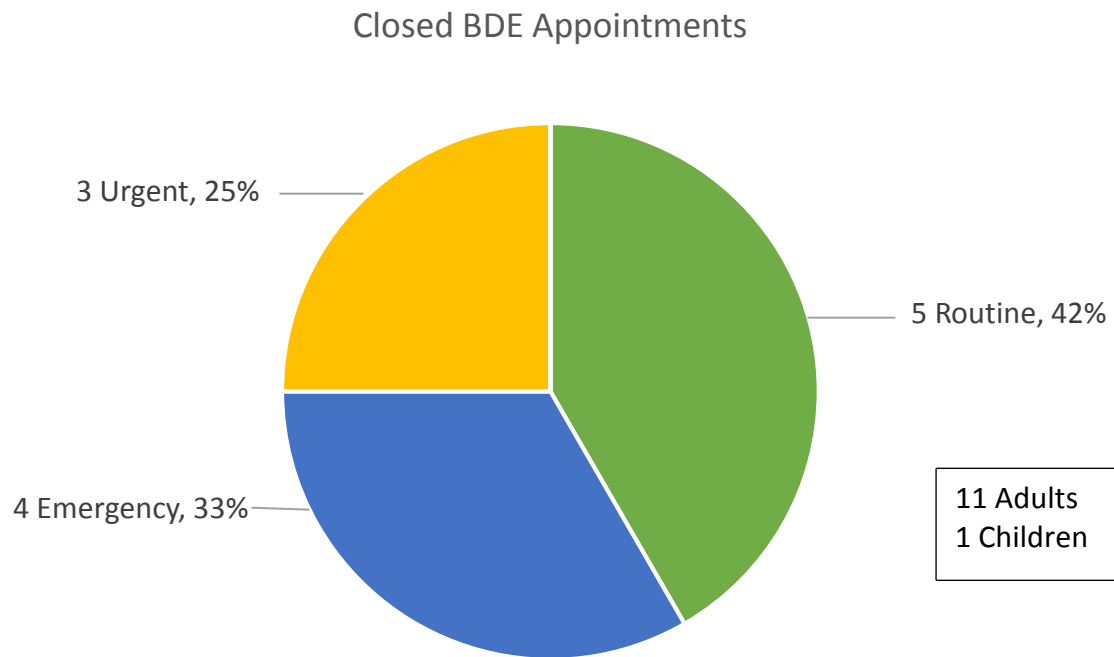
Table 2. December 2017 Non-BDE Totals

Non-BDE Categories	92	100%
BDE Info/No Need	22	24%
Benefits	10	11%
Eligibility	5	5%
Plan/Provider Info	17	18%
No Answer/Left Message	31	34%
Other	7	8%

Summary of BDE Cases Closed in December 2017

A total of 12 BDE appointments were closed in December, including requests made during prior months that may have required several appointments. Routine appointments were the most scheduled type of appointments with five (42%) total requests, followed by four (33%) emergency appointments and three (25%) urgent appointments (Graph 1 and Table 3). Of these scheduled appointments, 11 (92%) were for adult beneficiaries, while one (8%) was a child (Graph 1). In total, nine (75%) scheduled appointments were successfully seen and treated by a dentist, while three (25%) were unsuccessful; of these nine, patients were contacted to reschedule but did not answer or did not want to schedule another appointment (Graph 2). Of the successful appointments, eight (89%) were adults, and one (11%) was a child (Graph 2). Of the unsuccessful appointments, three (100%) were adults, and none were children. (Graph 2).

Graph 1. Summary of Closed BDE Appointments by Type



Graph 2. Summary of Closed BDE Successful and Unsuccessful Appointments

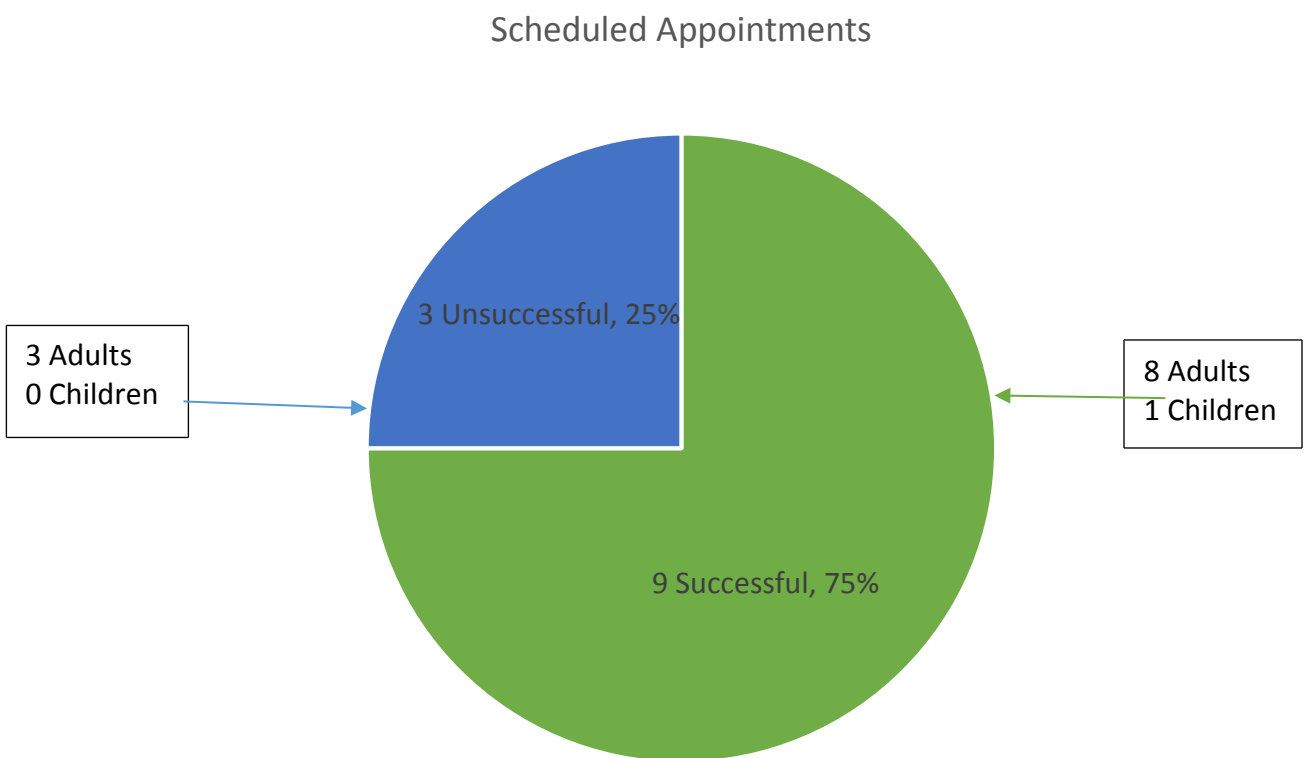


Table 3. Summary of BDE Cases Closed in December 2017

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Emergency	Adult	No Response	Same Day	Access	Unsuccessful
Emergency	Adult	Personal	1	Access	Unsuccessful
Emergency	Adult	Cleaning	1	Health Net	Successful
Emergency	Adult	Extraction	Same Day	Health Net	Successful
Routine	Adult	Consultation	12	LIBERTY	Successful
Routine	Adult	Extraction	11	Access	Successful
Routine	Adult	Routine exam	12	Access	Successful
Routine	Adult	Extraction	5	LIBERTY	Successful
Routine	Child	ER Exam	17	Access	Successful
Urgent	Adult	No Show- Personal	3	Health Net	Unsuccessful
Urgent	Adult	ER Exam	2	Access	Successful
Urgent	Adult	Limited Exam	8	LIBERTY	Successful

Appointment Timeframes (as required by contract)

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

November 2017 to December 2017

From November 2017 to December 2017, there have been 64 total BDE requests (Table 4). Of the total BDE requests, 38 (59%) are completed and closed to date (Table 7). Of the completed requests, 26 (68%) beneficiaries were successfully seen and treated by a dentist, while 12 (32%) did not show for their appointments and were unsuccessful (Table 7). The total average number of incoming requests is 244 per month; the average BDE monthly request is 58 (24%), while the average non-BDE monthly request is 186 (76%).

Table 4. Summary of Total BDE Requests from November 2017 to December 2017

BDE Categories	DMC Dental Plans			Adults	Children	Totals
	Access	Health Net	LIBERTY			
Emergency	12	9	3	20	4	24
Urgent	7	4	3	14	0	14
Routine	15	6	4	20	5	25
Specialist	0	0	1	1	0	1
In Progress	16	8	2	26	0	26
Closed	18	11	9	29	9	38
Total BDE	34	19	11	55	9	64

Table 5. Summary of Total BDE Requests from November 2017

BDE Categories	DMC Dental Plans			Adults	Children	Totals
	Access	Health Net	LIBERTY			
Emergency	8	4	3	11	4	15
Urgent	2	1	1	4	0	4
Routine	7	5	1	9	4	13
Specialist	0	0	1	1	0	1
In Progress	5	2	0	7	0	7
Closed	12	8	6	18	8	26
Total BDE	17	10	6	25	8	33

Table 6. Summary of Total BDE Requests from December 2017

BDE Categories	DMC Dental Plans			Adults	Children	Totals
	Access	Health Net	LIBERTY			
Emergency	4	5	0	9	0	9
Urgent	5	3	2	10	0	10
Routine	8	1	3	11	1	12
Specialist	0	0	0	0	0	0
In Progress	11	6	2	19	0	19
Closed	6	3	3	11	1	12
Total BDE	17	9	5	30	1	31

Table 7. Summary of Total Closed BDE Requests from November 2017 to December 2017

Closed BDE Categories		DMC Dental Plans			Adults	Children	Totals
		Access	Health Net	LIBERTY			
Unsuccessful (No-Show)	Emergency	6	1	1	6	2	8
	Urgent	0	1	0	1	0	1
	Routine	1	1	1	2	1	3
	Specialist	0	0	0	0	0	0
Successful	Emergency	3	4	2	7	2	9
	Urgent	2	0	2	4	0	4
	Routine	6	4	2	8	4	12
	Specialist	0	0	1	1	0	1
Unsuccessful Total		7	3	2	9	3	12
Successful Total		11	8	7	20	6	26
Totals		18	11	9	29	9	38

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

Closed BDE Categories		DMC Dental Plans			Adults	Children	Totals
		Access	Health Net	LIBERTY			
Unsuccessful (No-Show)	Emergency	4	1	1	4	2	6
	Urgent	0	0	0	0	0	0
	Routine	1	1	1	2	1	3
	Specialist	0	0	0	0	0	0
Successful	Emergency	3	2	2	5	2	7
	Urgent	1	0	1	2	0	2
	Routine	3	4	0	4	3	7
	Specialist	0	0	1	1	0	1
Unsuccessful Total		5	2	2	6	3	9
Successful Total		7	6	4	12	5	17
Totals		12	8	6	18	8	26

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

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

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

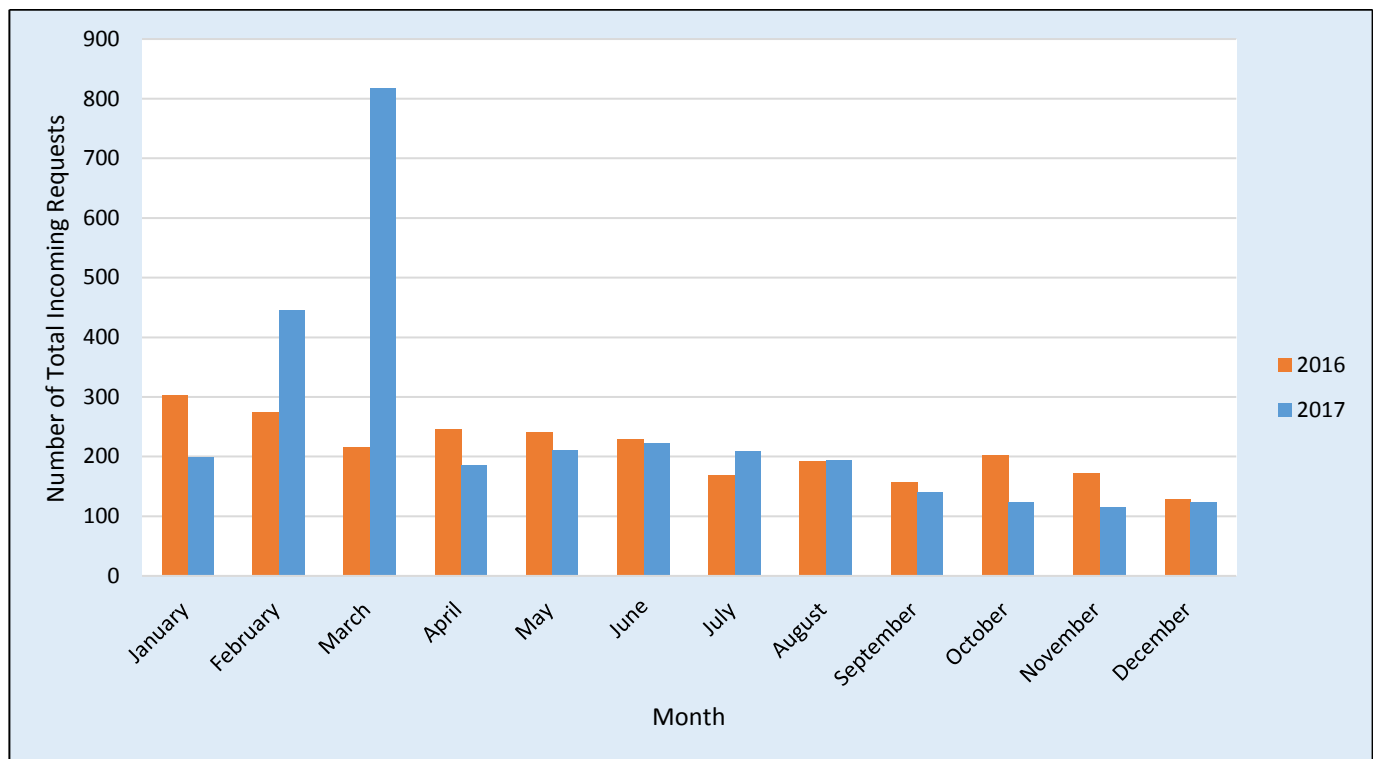


Figure 2. 2016 vs. 2017 Monthly BDE Incoming Requests

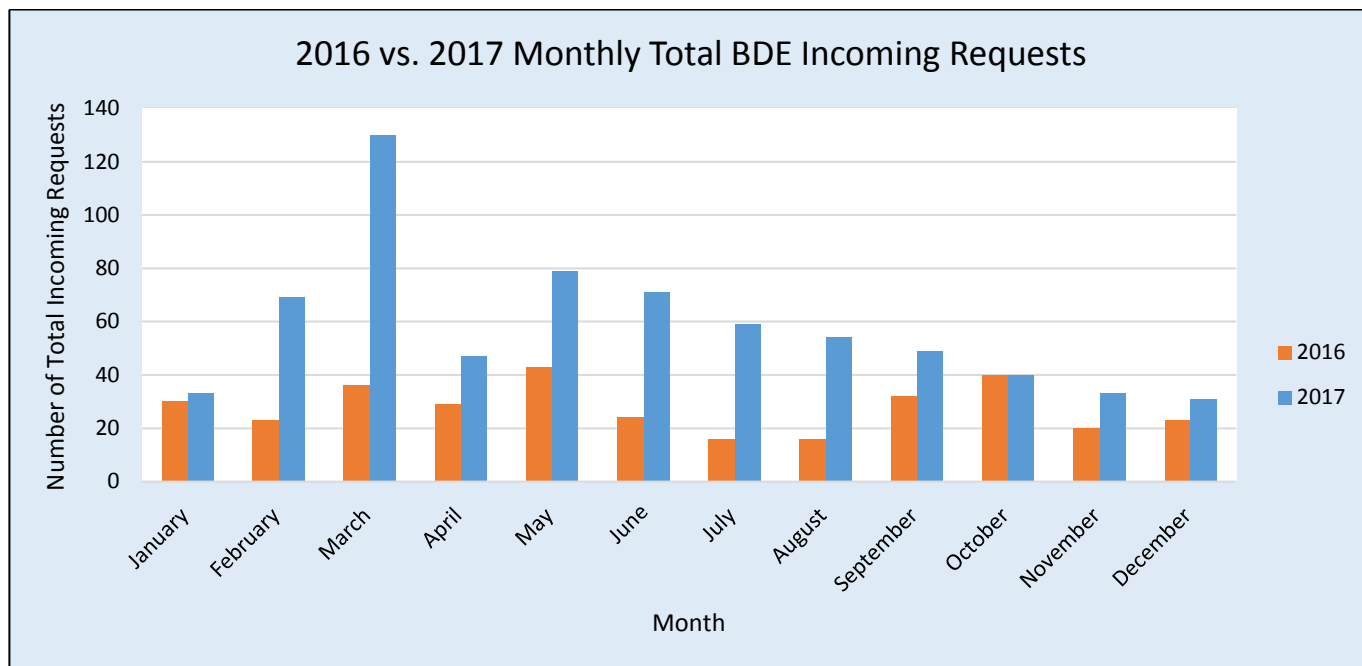


Figure 3. 2017 Monthly BDE Requests by Type

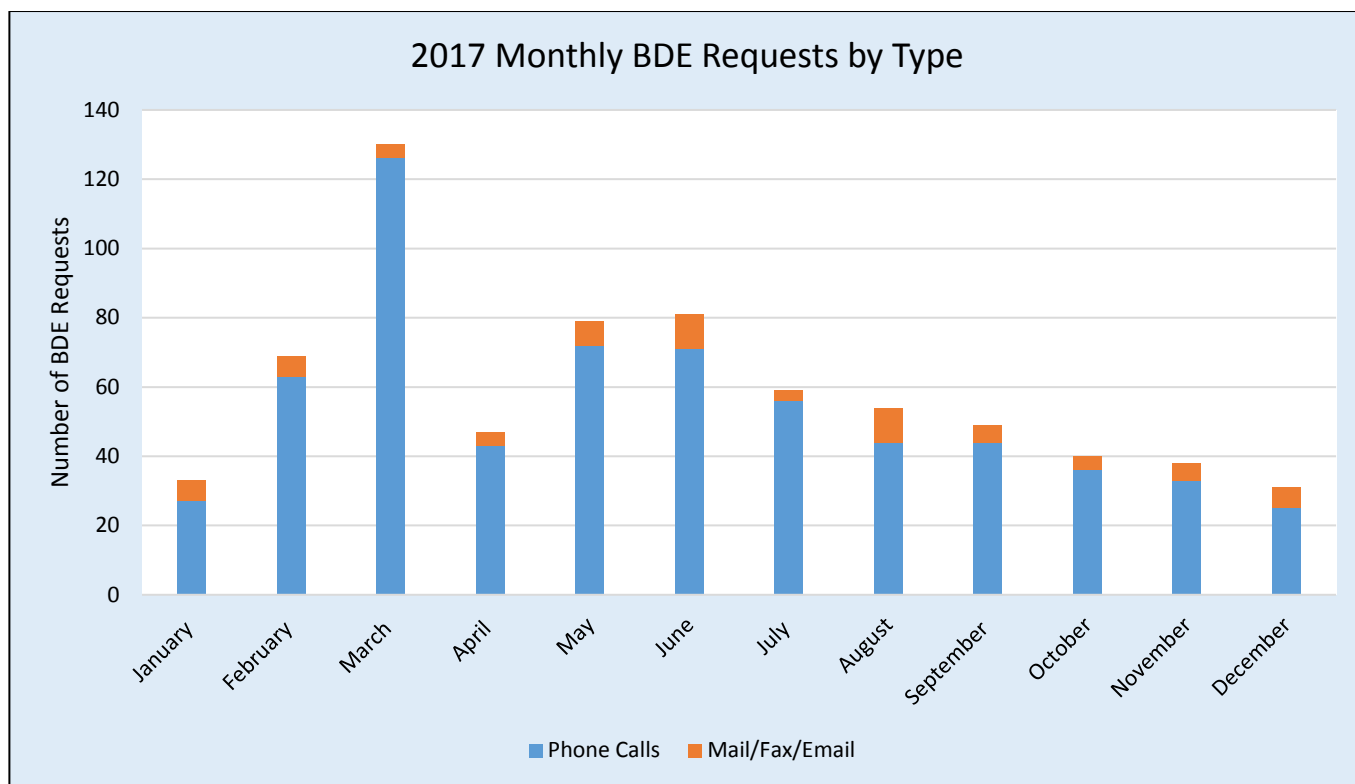


Figure 4. 2016 vs. 2017 Monthly Non-BDE Incoming Requests

