

Beneficiary Dental Exception (BDE) February 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 utilization of 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 February 2017, the 2016 annual summary, and the total summary for September 2012 through February 2017, since the inception of BDE.

Summary of Total Requests in February 2017

A total of 445 requests were received during February; 69 (16%) were BDE requests, while 376 (84%) were non-BDE requests (Table 1). Of these requests, 29 (7%) are in progress, and 416 (93%) were completed and closed to date.

Table 1. February 2017 Incoming Totals

Total Requests	445	100%
BDE	69	16%
Non-BDE	376	84%
Inbound Phone Call Total	288	56%
BDE	63	22%
Non-BDE	225	78%
Mail/Fax/Email Total	157	44%
BDE	6	4%
Non-BDE	151	96%

Table 2. February 2017 Non-BDE Totals

Non-BDE Categories	376	100%
BDE Info/No Need	149	40%
Benefits	16	4%
Eligibility	13	3%
Plan/Provider Info	78	21%
No Answer/Left Message	54	14%
Other	66	18%

Summary of BDE Cases Closed in February 2017

A total of 41 BDE requests were closed in February, including requests made during prior months that may have required several appointments. Of these scheduled appointments, 36 (88%) were for adult beneficiaries, while 5 (12%) were for children. In total, 25 (61%) scheduled appointments were successfully seen and treated by a dentist, while 16 (39%) were unsuccessful; patients were contacted to reschedule but did not answer or did not want to schedule another appointment. Of the successful appointments, 20 (70%) were adults, and 2 (30%) were children. Of the unsuccessful appointments, 16 (84%) were adults, and 3 (16%) were children. Emergency appointments were the most scheduled type of appointment with 20 (49%) total requests, followed by routine appointments with 16 (39%) total requests, urgent with 4 (10%) total requests, and 1 (2%) specialist appointment (Table 3).

Table 3. Summary of BDE Cases Closed in February 2017

Type of Visit	Adult/Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Emergency	Adult	Emergency Exam	1	Health Net	Successful
Emergency	Adult	No Show- Personal	1	Access	Unsuccessful
Emergency	Adult	ER Exam/Root Canal	1	LIBERTY	Successful
Emergency	Adult	No Show- Other	1	Access	Unsuccessful
Emergency	Adult	Exam/X-Ray	1	Access	Successful
Emergency	Adult	X-Ray/Medication	Same Day	LIBERTY	Successful
Emergency	Adult	No Show- Personal	Same Day	Health Net	Unsuccessful
Emergency	Adult	No Show- Other	2	LIBERTY	Unsuccessful
Emergency	Adult	X-Ray/Evaluation	1	Access	Successful
Emergency	Adult	Exam/X-Ray	1	LIBERTY	Successful
Emergency	Adult	No Show- Other	Same Day	Health Net	Unsuccessful
Emergency	Adult	No Show- Sick	2	LIBERTY	Unsuccessful
Emergency	Adult	Emergency Exam	2	Health Net	Successful
Emergency	Adult	No Show- No Response	1	Health Net	Unsuccessful
Emergency	Adult	X-Rays/Oral Evaluation	1	Access	Successful
Emergency	Adult	Emergency Exam	Same Day	Access	Successful
Emergency	Adult	Extraction	Same Day	Access	Successful
Emergency	Adult	ER Exam/Extraction	1	Access	Successful
Emergency	Child	No Show- Other	2	Access	Unsuccessful
Emergency	Child	X-Ray/Extraction	1	Access	Successful
Routine	Adult	X-Ray/Cleaning	4	Health Net	Successful
Routine	Adult	No Show- Other	6	Access	Unsuccessful
Routine	Adult	Exam/X-Ray/Extraction	13	LIBERTY	Successful
Routine	Adult	Exam\X-Ray	5	Health Net	Successful
Routine	Adult	No Show- Personal	5	Access	Unsuccessful
Routine	Adult	No Show- Other	6	Access	Unsuccessful
Routine	Adult	ER Exam/Extraction	8	LIBERTY	Successful
Routine	Adult	No Show- No Response	15	LIBERTY	Unsuccessful
Routine	Adult	ER Exam	7	LIBERTY	Successful
Routine	Adult	Exam/X-Ray/Cleaning	14	Health Net	Successful
Routine	Adult	ER Exam/Medication	9	LIBERTY	Successful
Routine	Adult	No Show- Personal	7	Health Net	Unsuccessful
Routine	Adult	X-Ray/Complete Exam	4	LIBERTY	Successful
Routine	Adult	Exam/Cleaning	17	Health Net	Successful
Routine	Child	No Show- Other	9	Access	Unsuccessful

Type of Visit	Adult/Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Routine	Child	Exam/Cleaning	7	Health Net	Successful
Urgent	Adult	No Show- Other	6	Access	Unsuccessful
Urgent	Adult	Emergency Exam	9	Health Net	Successful
Urgent	Adult	Exam/X-Ray	7	Health Net	Successful
Urgent	Child	Emergency Exam	13	Access	Successful
Specialist	Adult	No Show- Forgot	4	Access	Unsuccessful

Note:

Beneficiaries were asked to rate satisfaction on a scale of 1-5 (1= lowest satisfaction rate, and 5 = highest satisfaction rate); however, beneficiary satisfaction rates are not available due to no response or no show.

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 February 2017

Since September 2012, there have been 1,825 total BDE requests. 1,779 (97%) of the total BDE requests are completed and closed to date (Table 4). Of the completed requests, 1,359 (76%) beneficiaries were successfully seen and treated by a dentist, while 420 (24%) did not show for their appointments and were unsuccessful (Table 5). The total average number of incoming requests is 247 per month; the BDE monthly request average is 34 (13%), while the Non-BDE monthly request average is 222 (87%). No one has requested to transfer to FFS since the inception of BDE.

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

BDE Categories	DMC Dental Plans				Adults	Children	Totals
	Access	Health Net	LIBERTY	**Western			
Emergency	280	195	220	31	550	176	726
Urgent	117	124	*	*	275	86	361
Routine	200	213	207	29	*	*	649
Specialist	13	33	*	*	*	*	89
In Progress	17	13	*	*	*	*	46
Closed*	593	552	560	74	1051	728	1779
Total BDE	610	565	576	74	1090	735	1825

*Values are not shown to protect the confidentiality of the individuals summarized in the data.

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

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

Closed BDE Categories		DMC Dental Plans				Adults	Children	Totals
		Access	Health Net	LIBERTY	**Western			
Unsuccessful (No-Show)	Emergency	63	40	41	11	121	34	155
	Urgent	*	*	*	*	*	*	87
	Routine	62	43	48	11	58	106	164
	Specialist	*	*	*	*	*	*	14
Successful	Emergency	207	153	173	20	415	138	553
	Urgent	*	*	*	*	201	69	270
	Routine	132	162	149	18	150	311	461
	Specialist	*	*	*	*	29	46	75
Unsuccessful Total		157	109	125	29	256	164	420
Successful Total		436	443	435	45	795	564	1359
Totals		593	552	560	74	1051	728	1779

*Values are not shown to protect the confidentiality of the individuals summarized in the data.

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

Annual Summary for 2017

Annual summary is unavailable pending future data.

Figure 1. 2017 Monthly BDE Requests by Type

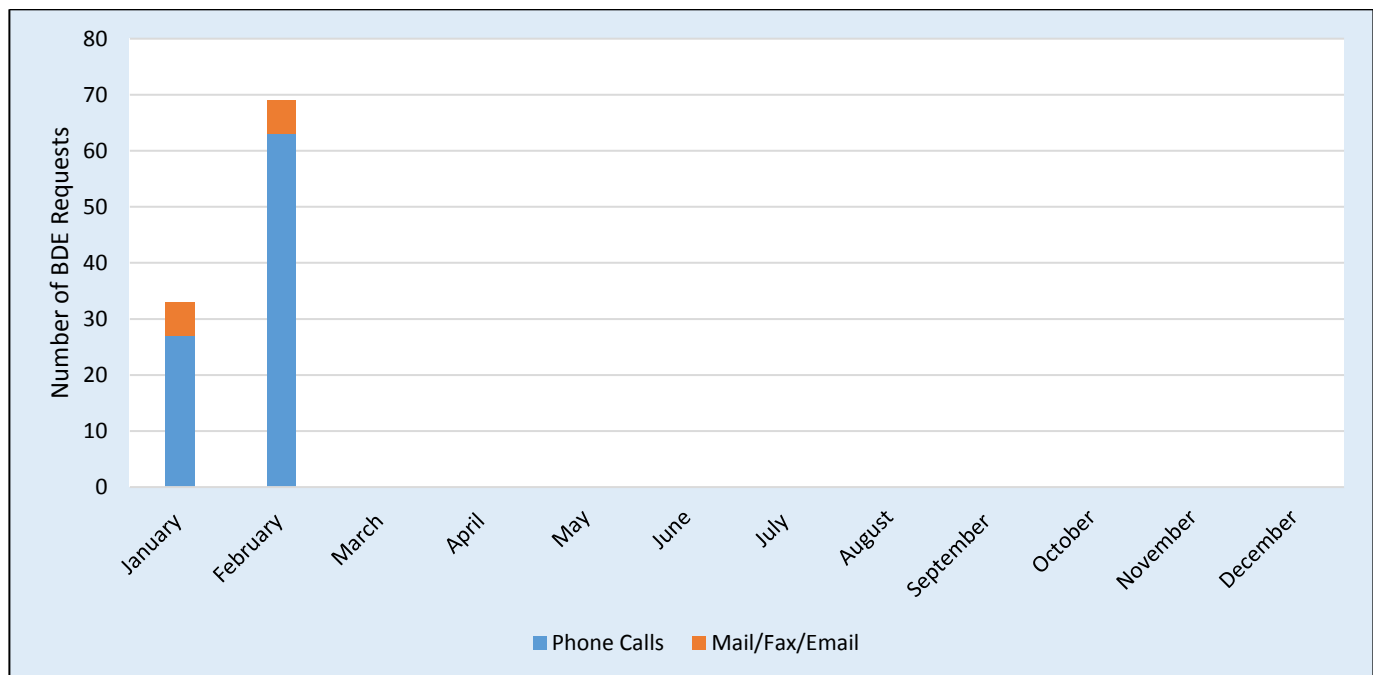


Figure 2. 2016 vs. 2017 Monthly Incoming Requests

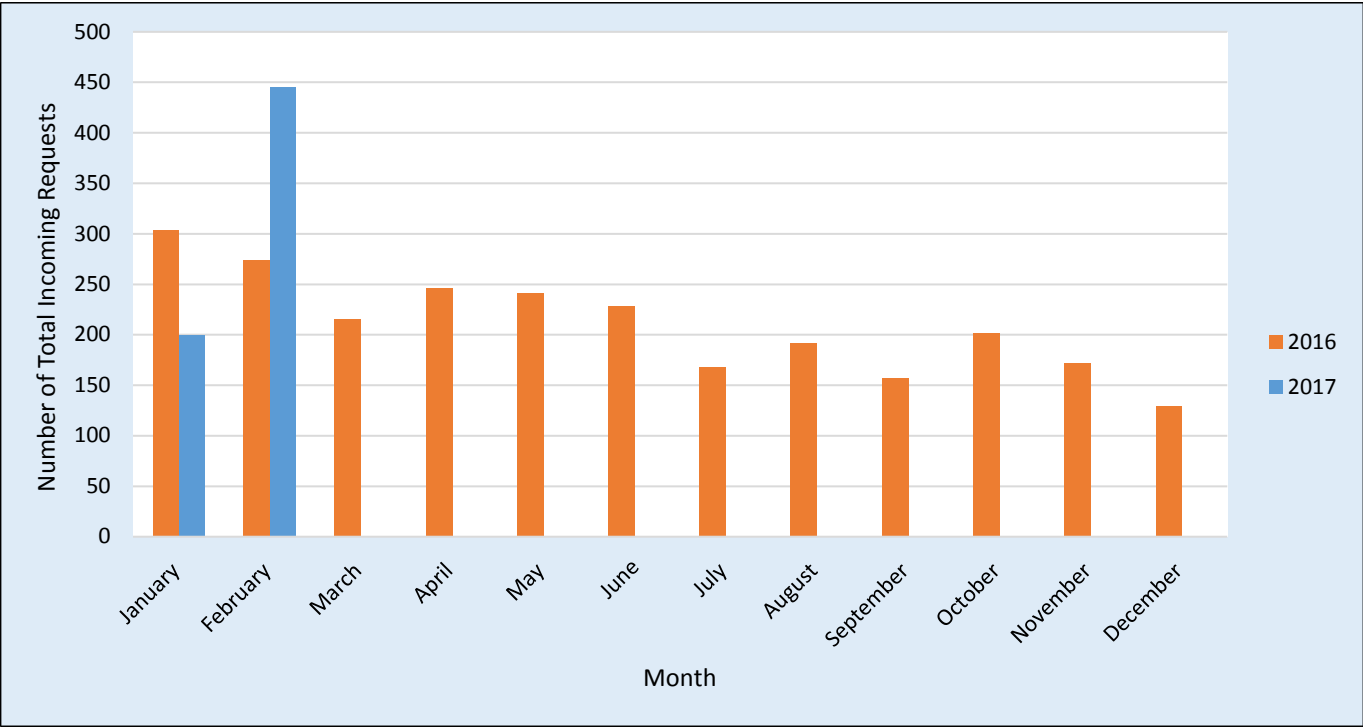


Figure 3. 2016 vs. 2017 Monthly BDE Incoming Requests

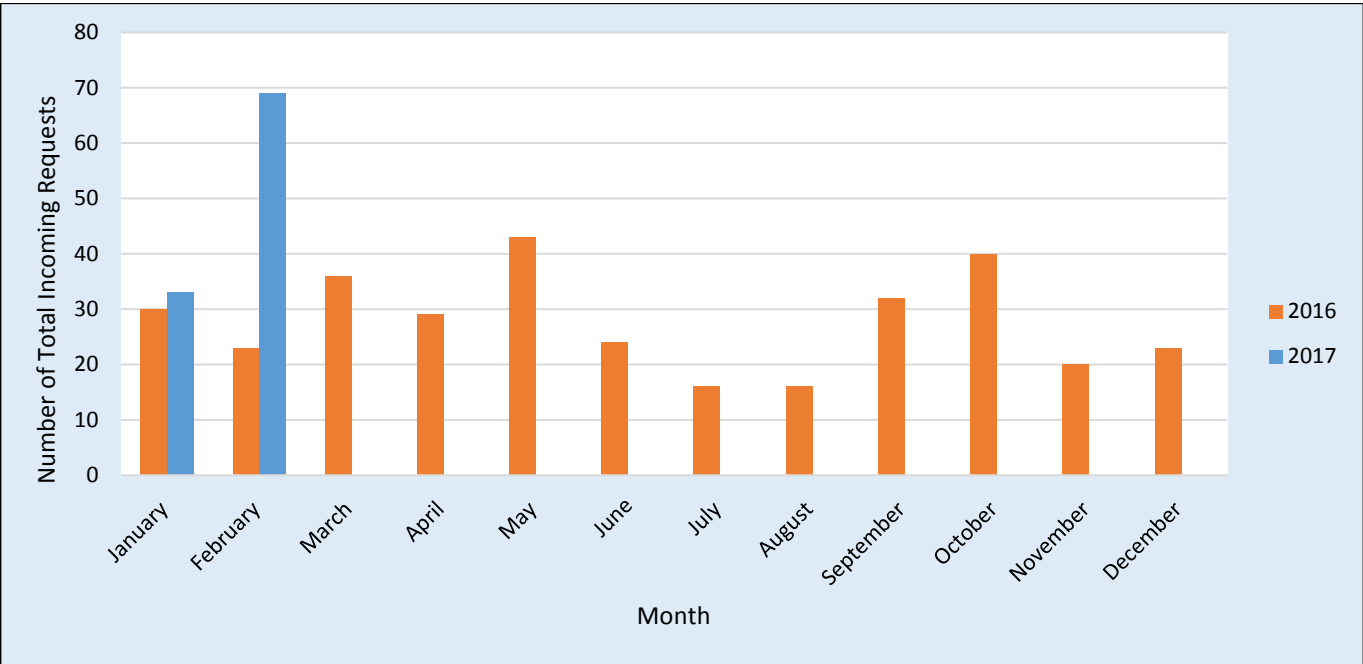


Figure 4. 2016 vs. 2017 Monthly Non-BDE Incoming Requests

