

Beneficiary Dental Exception (BDE) First Quarter of 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 the summary for the first quarter of 2017 and the 2016 annual summary.

Summary of Total Requests in the First Quarter of 2017

A total of 1461 requests were received during the first quarter of 2017; 239 (16%) were BDE requests, while 1222 (84%) were non-BDE requests (Table 1). Of the 239 BDE requests, 55 (23%) are in progress, and 184 (77%) were completed and closed to date.

Table 1. First Quarter Incoming Totals

Total Requests	1461	100%
BDE	239	16%
Non-BDE	1222	84%
Inbound Phone Call Total	765	52%
BDE	216	28%
Non-BDE	549	72%
Mail/Fax/Email Total	696	48%
BDE	23	3%
Non-BDE	673	97%

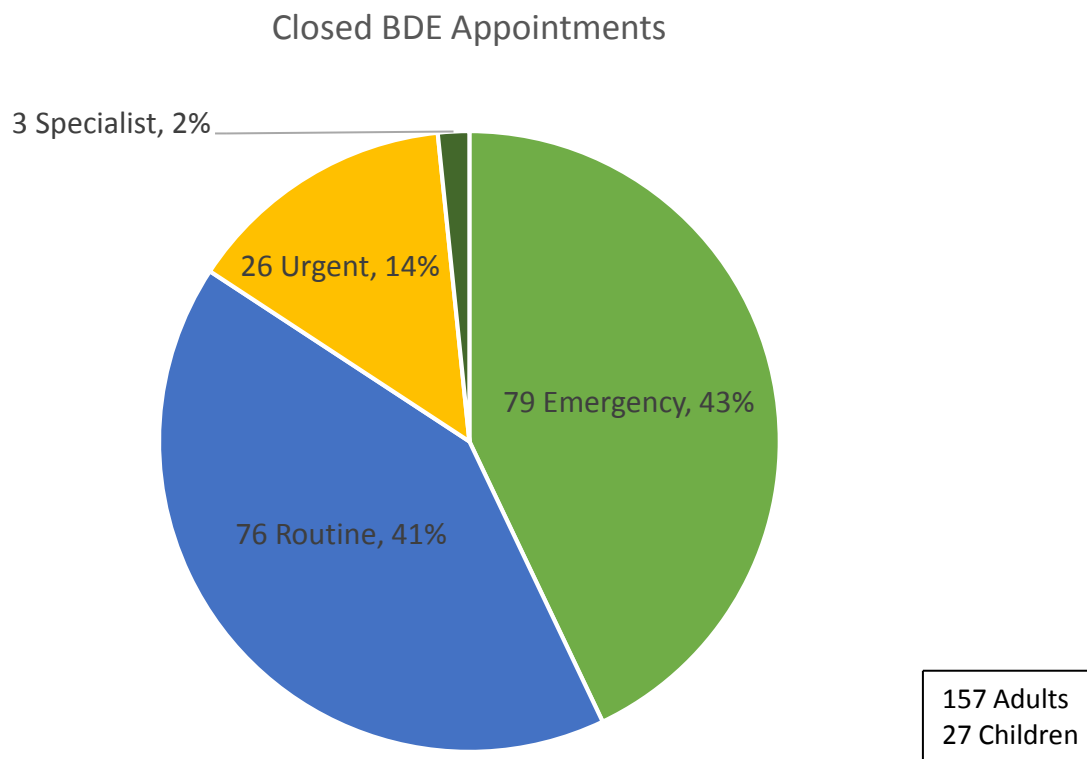
Table 2. First Quarter 2017 Non-BDE Totals

Non-BDE Categories	1222	100%
BDE Info/No Need	525	43%
Benefits	27	2%
Eligibility	31	3%
Plan/Provider Info	221	18%
No Answer/Left Message	287	23%
Other	131	11%

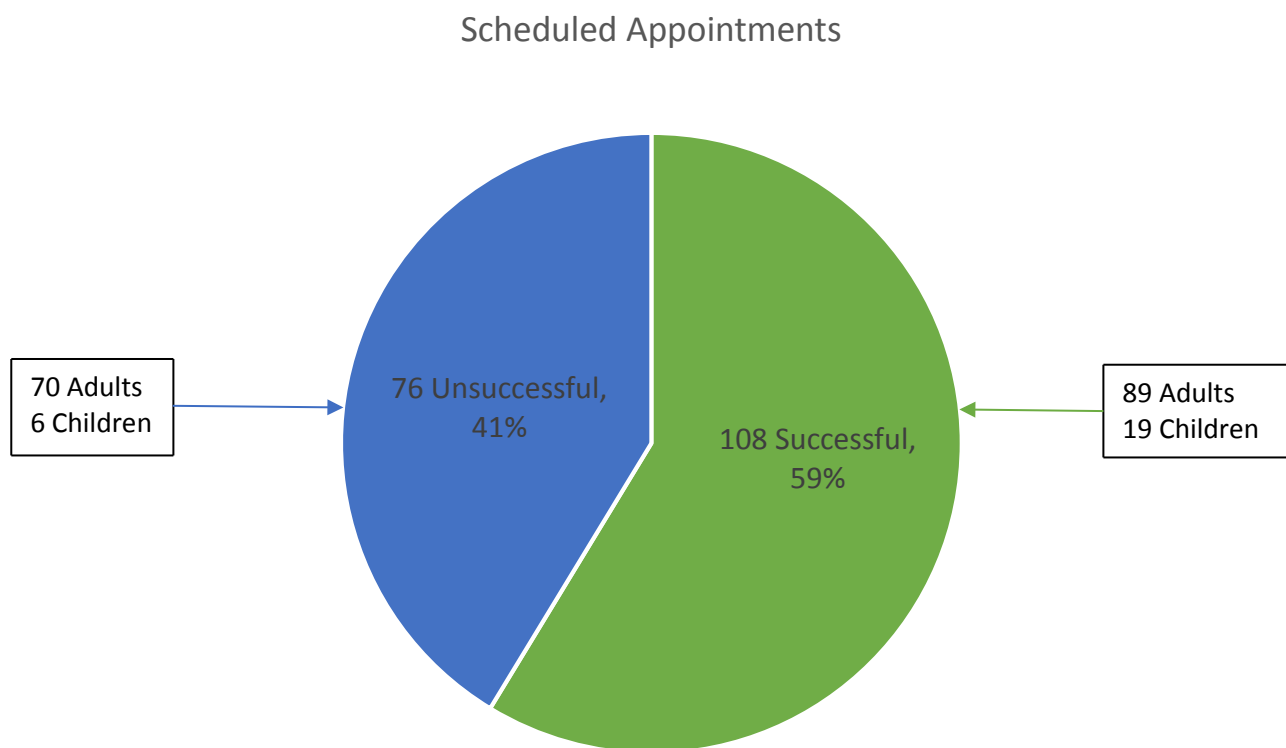
Summary of BDE Cases Closed in the First Quarter of 2017

A total of 184 BDE appointments were closed in the first quarter of 2017, including requests made during prior months that may have required several appointments. Emergency appointments were the most scheduled type of appointments with 79 (43%) total requests, followed by 76 (41%) routine appointments, 26 (14%) urgent, and three (2%) specialist appointments (Graph 1). Of these scheduled appointments, 157 (85%) were for adult beneficiaries, while 27 (15%) were for children (Graph 1). In total, 108 (59%) scheduled appointments were successfully seen and treated by a dentist, while 76 (41%) were unsuccessful (Graph 2); of these 76, patients were contacted to reschedule but did not answer or did not want to schedule another appointment. Of the successful appointments, 89 (82%) were adults, and 19 (18%) were children (Graph 2). Of the unsuccessful appointments, 70 (92%) were adults, and six (8%) were children (Graph 2).

Graph 1. Summary of Closed BDE Appointments by Type



Graph 2. Summary of Closed BDE Successful and Unsuccessful Appointments



First Quarter Summary of 2017

The total average number of incoming requests is 337 per month; the average BDE monthly request is 72 (21%), while the average non-BDE monthly request is 266 (79%).

Table 3. Quarterly Summary of Total BDE Requests from January 2017 to March 2017

BDE Categories	DMC Dental Plans			Adults	Children	Totals
	Access	Health Net	LIBERTY			
Emergency	44	28	21	81	12	93
Urgent	19	11	9	34	5	39
Routine	18	35	48	92	9	101
Specialist	2	3	1	5	1	6
In Progress	19	15	21	51	4	55
Closed	64	62	58	161	23	184
Total BDE	83	77	79	212	27	239

Table 4. Quarterly Summary of Total Closed BDE Requests from January 2017 to March 2017

Closed BDE Categories		DMC Dental Plans			Adults	Children	Totals
		Access	Health Net	LIBERTY			
Unsuccessful (No-Show)	Emergency	15	9	7	28	3	31
	Urgent	6	0	2	7	1	8
	Routine	9	10	13	30	2	32
	Specialist	1	1	0	2	0	2
Successful	Emergency	20	17	13	43	7	50
	Urgent	8	6	5	15	4	19
	Routine	5	18	18	35	6	39
	Specialist	0	1	0	1	0	1
Unsuccessful Total		31	20	22	67	6	73
Successful Total		33	42	36	94	17	111
Totals		64	62	58	161	23	184

Year to Date Comparison

The increase in the month of March was due to beneficiaries having concerns about dental coverage changes at the Federal level related to the Affordable Care Act.

Figure 1. 2017 Monthly BDE Requests by Type

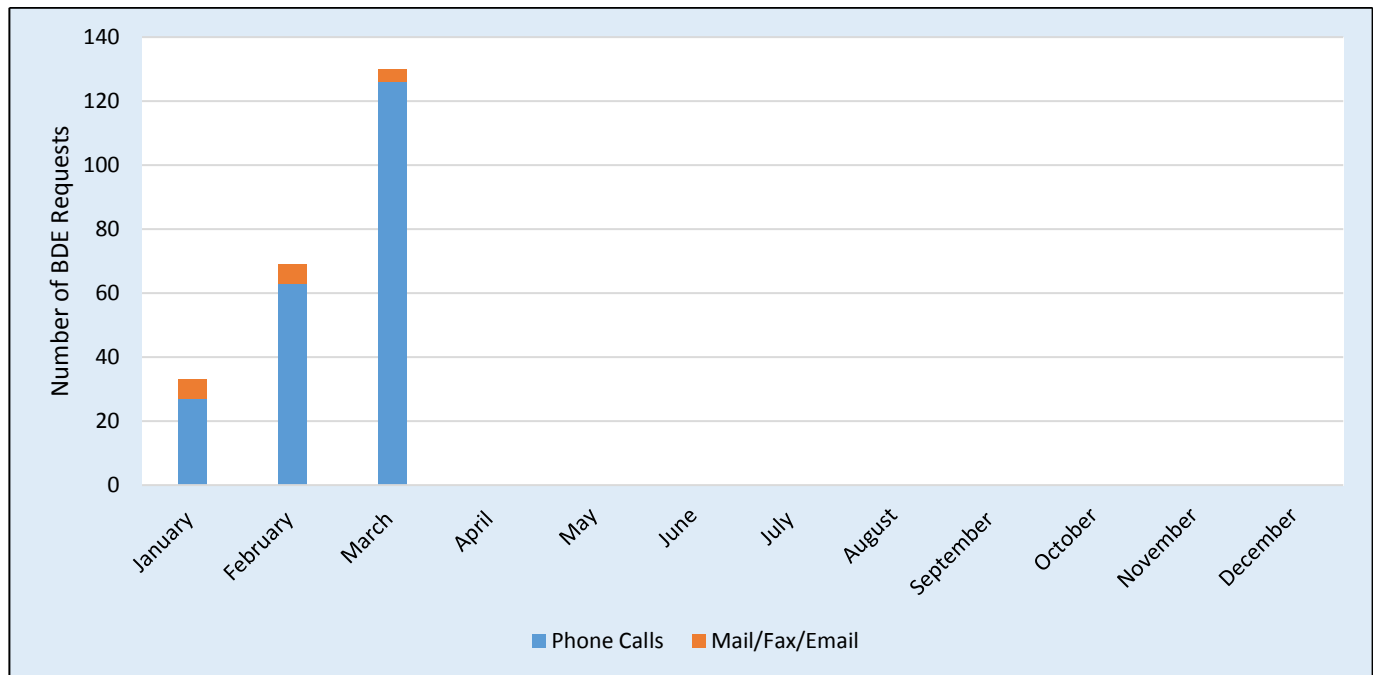


Figure 2. 2016 vs. 2017 Monthly Incoming Requests

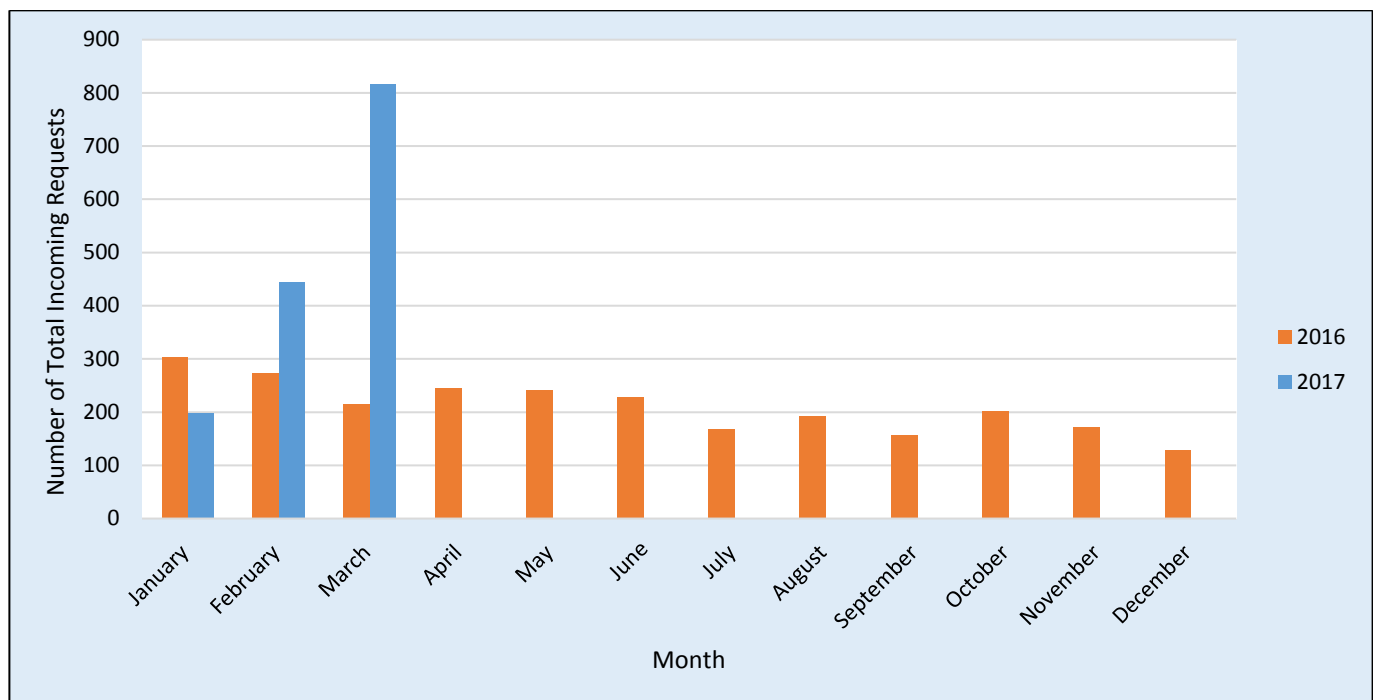


Figure 3. 2016 vs. 2017 Monthly BDE Incoming Requests

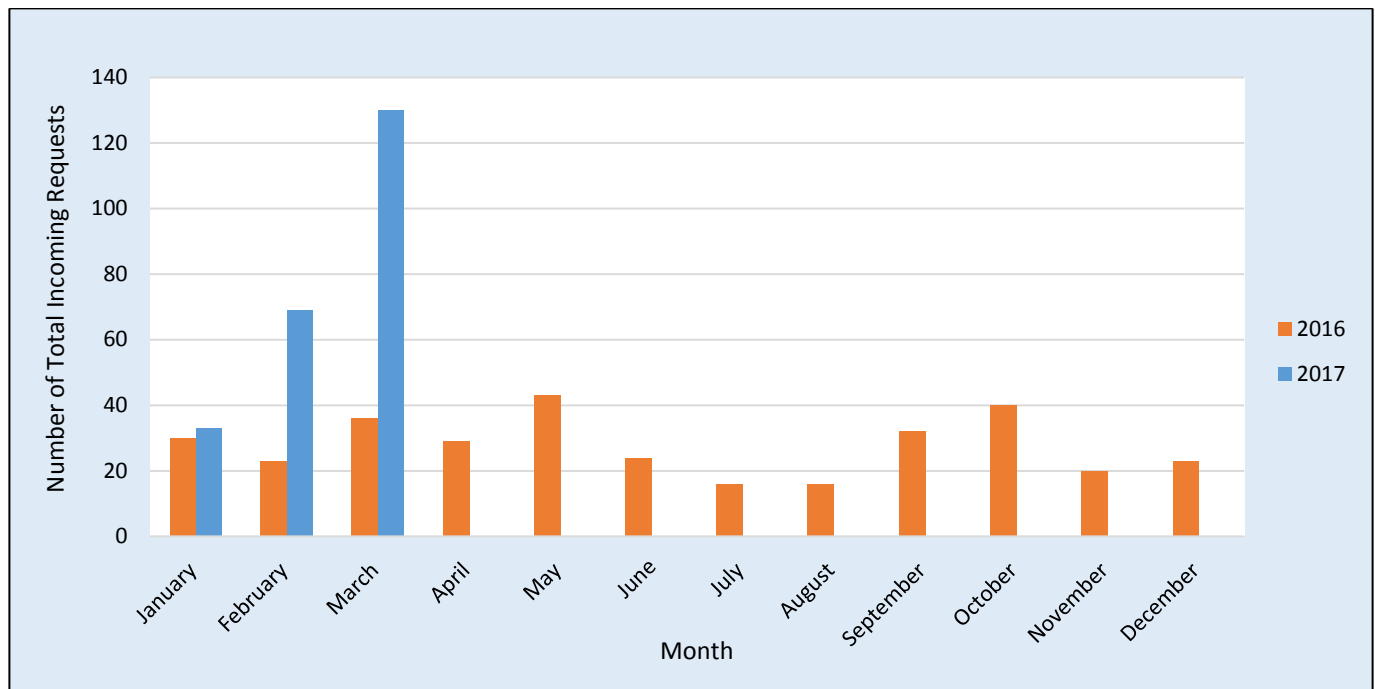


Figure 4. 2016 vs. 2017 Monthly Non-BDE Incoming Requests

