

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

Summary of Total Requests in July 2017

A total of 208 requests were received during July; 59 (28%) were BDE requests, while 149 (72%) were non-BDE requests (Table 1). Of the 59 BDE requests, 23 (39%) are in progress, and 36 (61%) were completed and closed to date.

Table 1. July 2017 Incoming Totals

Total Requests	208	100%
BDE	59	25%
Non-BDE	149	75%
Inbound Phone Call Total	132	63%
BDE	56	35%
Non-BDE	76	65%
Mail/Fax/Email Total	76	37%
BDE	3	6%
Non-BDE	73	94%

Table 2. July 2017 Non-BDE Totals

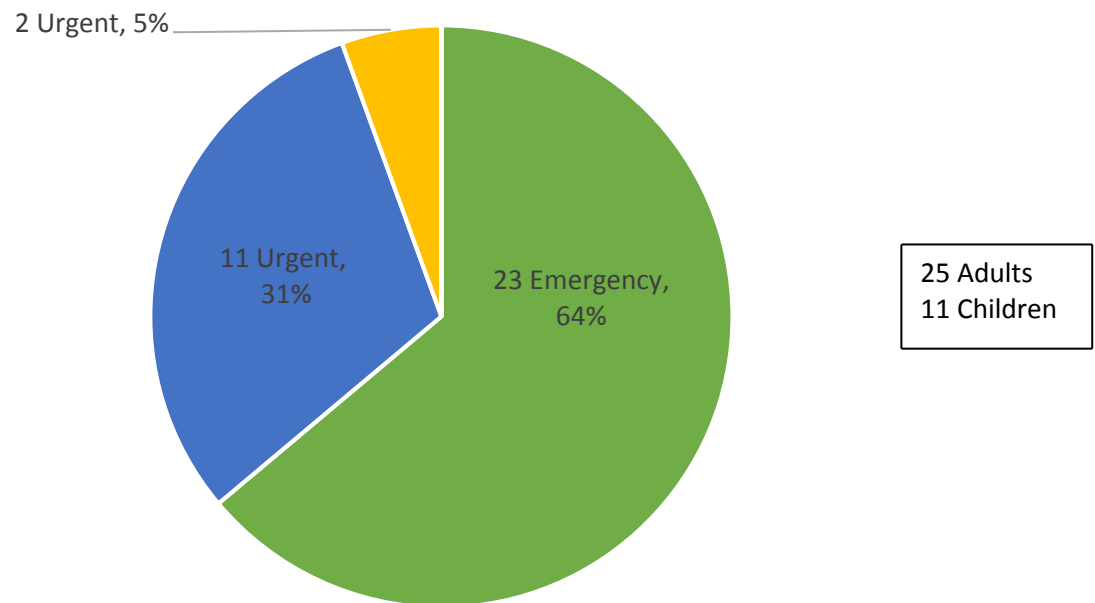
Non-BDE Categories	149	100%
BDE Info/No Need	27	18%
Benefits	13	9%
Eligibility	18	12%
Plan/Provider Info	45	30%
No Answer/Left Message	33	22%
Other	13	9%

Summary of BDE Cases Closed in July 2017

A total of 36 BDE appointments were closed in July, including requests made during prior months that may have required several appointments. Emergency appointments were the most scheduled type of appointments with 23 (64%) total requests, followed by 11 (31%) routine appointments, and two (5%) urgent (Graph 1 and Table 3). Of these scheduled appointments, 25 (69%) were for adult beneficiaries, while 11 (31%) were for children (Graph 1). In total, 30 (83%) scheduled appointments were successfully seen and treated by a dentist, while six (17%) were unsuccessful; of these six, patients were contacted to reschedule but did not answer or did not want to schedule another appointment (Graph 2). Of the successful appointments, 21 (70%) were adults, and nine (30%) were children (Graph 2). Of the unsuccessful appointments, four (67%) were adults, and two (33%) were children (Graph 2).

Graph 1. Summary of Closed BDE Appointments by Type

Closed BDE Appointments



Graph 2. Summary of Closed BDE Successful and Unsuccessful Appointments

Scheduled Appointments

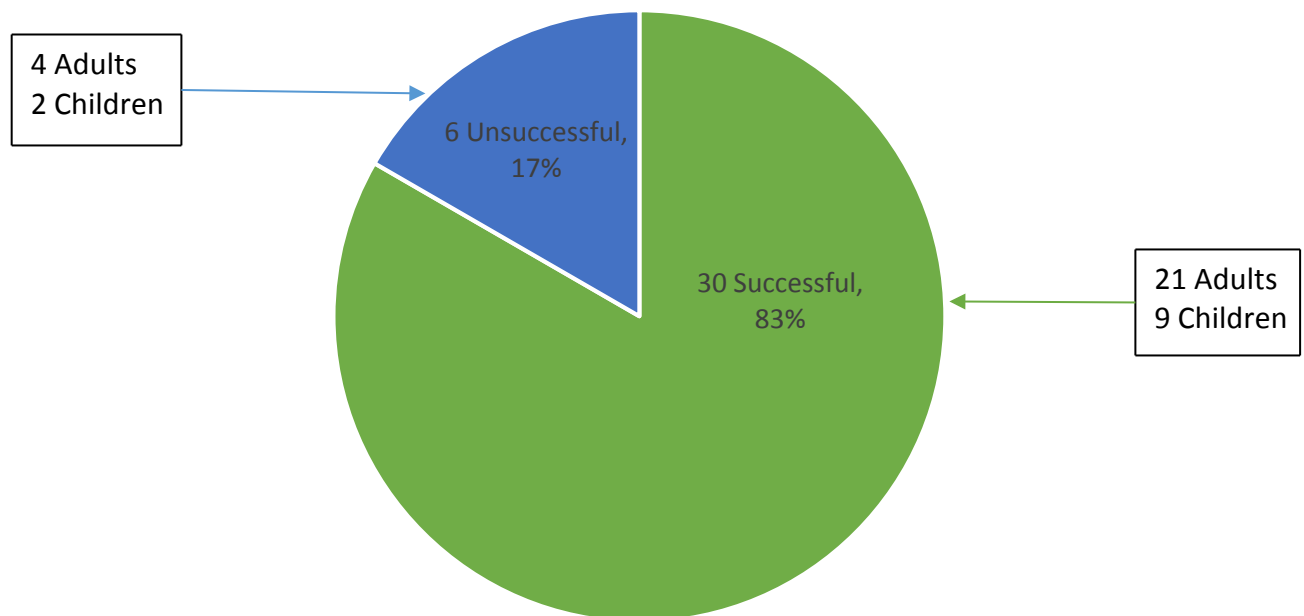


Table 3. Summary of BDE Cases Closed in July 2017

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Emergency	Adult	No Show- Personal	Same Day	Access	Unsuccessful
Emergency	Adult	ER Exam/X-Rays	1	Health Net	Successful
Emergency	Adult	ER Exam/X-Rays	1	Access	Successful
Emergency	Adult	ER Exam/X-Rays	Same Day	Access	Successful
Emergency	Adult	X-Ray/Cleaning	Same Day	LIBERTY	Successful
Emergency	Adult	Extraction	1	Health Net	Successful
Emergency	Adult	Extraction	Same Day	Access	Successful
Emergency	Adult	X-Ray/Cleaning	1	LIBERTY	Successful
Emergency	Adult	X-Ray/Cleaning	1	Health Net	Successful
Emergency	Adult	Fill out paperwork	1	Access	Successful
Emergency	Adult	Consultation/Exam	1	Access	Successful
Emergency	Adult	ER Exam/X-Rays	Same Day	Access	Successful
Emergency	Adult	ER Exam/X-Rays	Same Day	Access	Successful
Emergency	Adult	Fill out paperwork	2	Health Net	Successful
Emergency	Adult	Fill out paperwork	1	Health Net	Successful
Emergency	Adult	ER Exam/X-Rays	1	Health Net	Successful
Emergency	Adult	ER Exam/X-Rays	2	LIBERTY	Successful
Emergency	Adult	Exam/Referral	1	Access	Successful
Emergency	Adult	Extraction	2	Health Net	Successful
Emergency	Child	ER Exam/X-Rays	Same Day	Access	Successful
Emergency	Child	ER Exam/X-Rays	1	Health Net	Successful
Emergency	Child	X-Ray/Cleaning	Same Day	Access	Successful
Emergency	Child	No Show- Other	Same Day	Health Net	Unsuccessful
Routine	Adult	No Show- Other	4	LIBERTY	Unsuccessful
Routine	Adult	ER Exam/X-Rays	5	LIBERTY	Successful
Routine	Adult	X-Ray/Cleaning	10	Health Net	Successful
Routine	Adult	No Show- Other	7	Access	Unsuccessful
Routine	Adult	No Show- Personal	8	Access	Unsuccessful
Routine	Child	ER Exam/X-Rays	4	Access	Successful
Routine	Child	No Show- Schedule	4	Health Net	Unsuccessful
Routine	Child	Consultation/Exam	22	Health Net	Successful
Routine	Child	ER Exam & Ex-Ray	10	Health Net	Successful
Routine	Child	X-Ray/Cleaning	5	LIBERTY	Successful
Routine	Child	Exam/Referral	8	Access	Successful
Urgent	Adult	Consultation/Exam	3	Access	Successful
Urgent	Child	ER Exam	3	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

June 2017 through July 2017

From June 2017 to July 2017, there have been 124 total BDE requests (Table 4). Of the total BDE requests, 82 (66%) are completed and closed to date (Table 7). Of the completed requests, 59 (72%) beneficiaries were successfully seen and treated by a dentist, while 23 (28%) did not show for their appointments and were unsuccessful (Table 7). The total average number of incoming requests is 318 per month; the average BDE monthly request is 69 (22%), while the average non-BDE monthly request is 249 (78%).

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

BDE Categories	DMC Dental Plans			Adults	Children	Totals
	Access	Health Net	LIBERTY			
Emergency	32	24	14	52	18	70
Urgent	4	5	6	12	3	15
Routine	8	16	11	19	16	35
Specialist	1	1	2	3	1	4
In Progress	3	12	8	14	9	23
Closed	42	34	25	72	23	101
Total BDE	45	46	33	86	32	124

Table 5. Summary of Total BDE Requests from June 2017

BDE Categories	DMC Dental Plans			Adults	Children	Totals
	Access	Health Net	LIBERTY			
Emergency	19	10	8	30	7	37
Urgent	3	4	5	11	1	12
Routine	3	8	3	11	3	14
Specialist	1	0	1	1	1	2
In Progress	9	6	4	15	4	19
Closed	17	16	13	38	8	46
Total BDE	26	22	17	53	12	65

Table 6. 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 7. Summary of Total Closed BDE Requests from June 2017 to July 2017

Closed BDE Categories		DMC Dental Plans			Adults	Children	Totals
		Access	Health Net	LIBERTY			
Unsuccessful (No-Show)	Emergency	6	4	3	10	3	13
	Urgent	2	0	2	3	1	4
	Routine	3	2	1	4	2	6
	Specialist	0	0	0	0	0	0
Successful	Emergency	18	14	5	30	7	37
	Urgent	2	3	3	7	1	8
	Routine	2	5	6	8	5	13
	Specialist	0	0	1	1	0	1
Unsuccessful Total		11	6	6	17	6	23
Successful Total		22	22	15	46	13	59
Totals		33	28	21	63	19	82

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

Closed BDE Categories		DMC Dental Plans			Adults	Children	Totals
		Access	Health Net	LIBERTY			
Unsuccessful (No-Show)	Emergency	5	3	3	9	2	11
	Urgent	2	0	2	3	1	4
	Routine	0	2	0	1	1	2
	Specialist	0	0	0	0	0	0
Successful	Emergency	8	6	2	12	4	16
	Urgent	1	3	2	6	0	6
	Routine	1	2	3	6	0	6
	Specialist	0	0	1	1	0	1
Unsuccessful Total		7	5	5	13	4	17
Successful Total		10	11	8	25	4	29
Totals		17	16	13	38	8	46

Table 9. 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

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

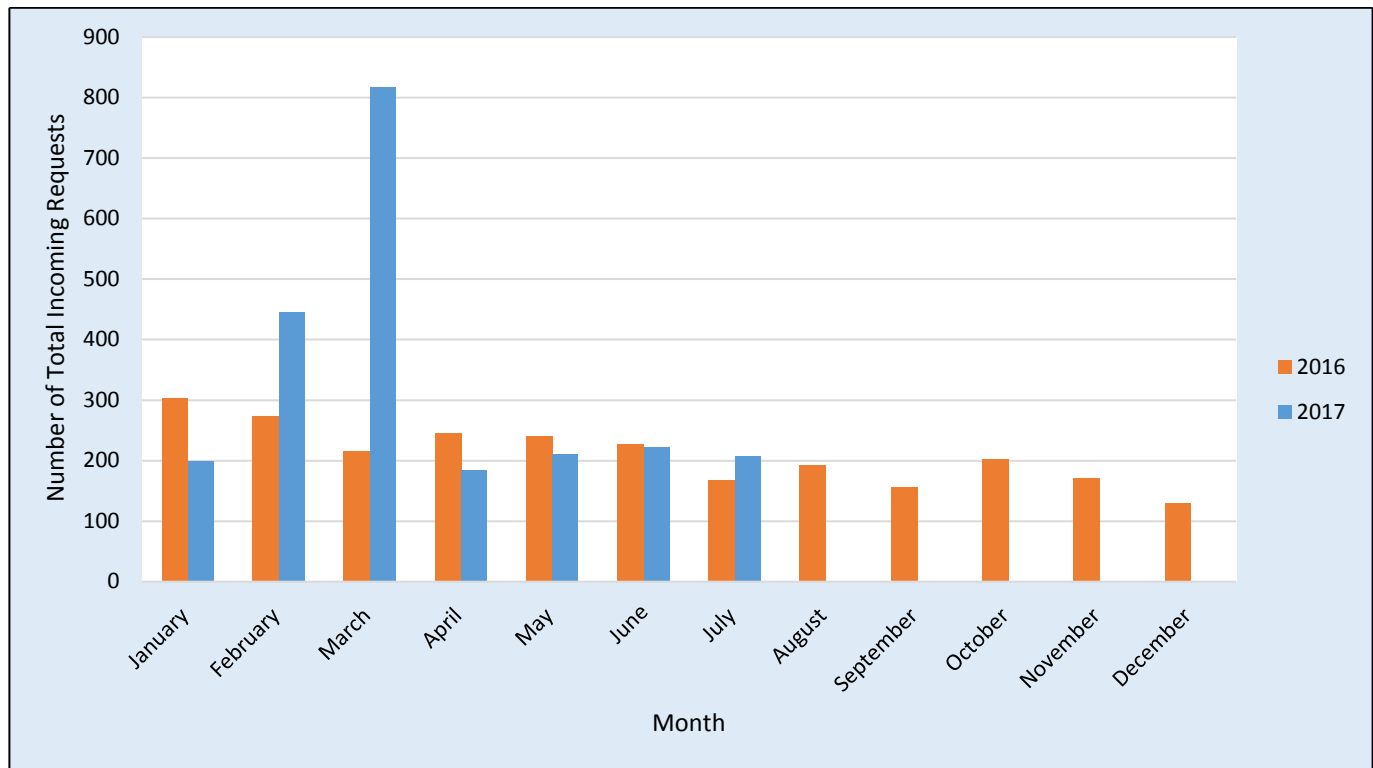


Figure 2. 2016 vs. 2017 Monthly BDE Incoming Requests

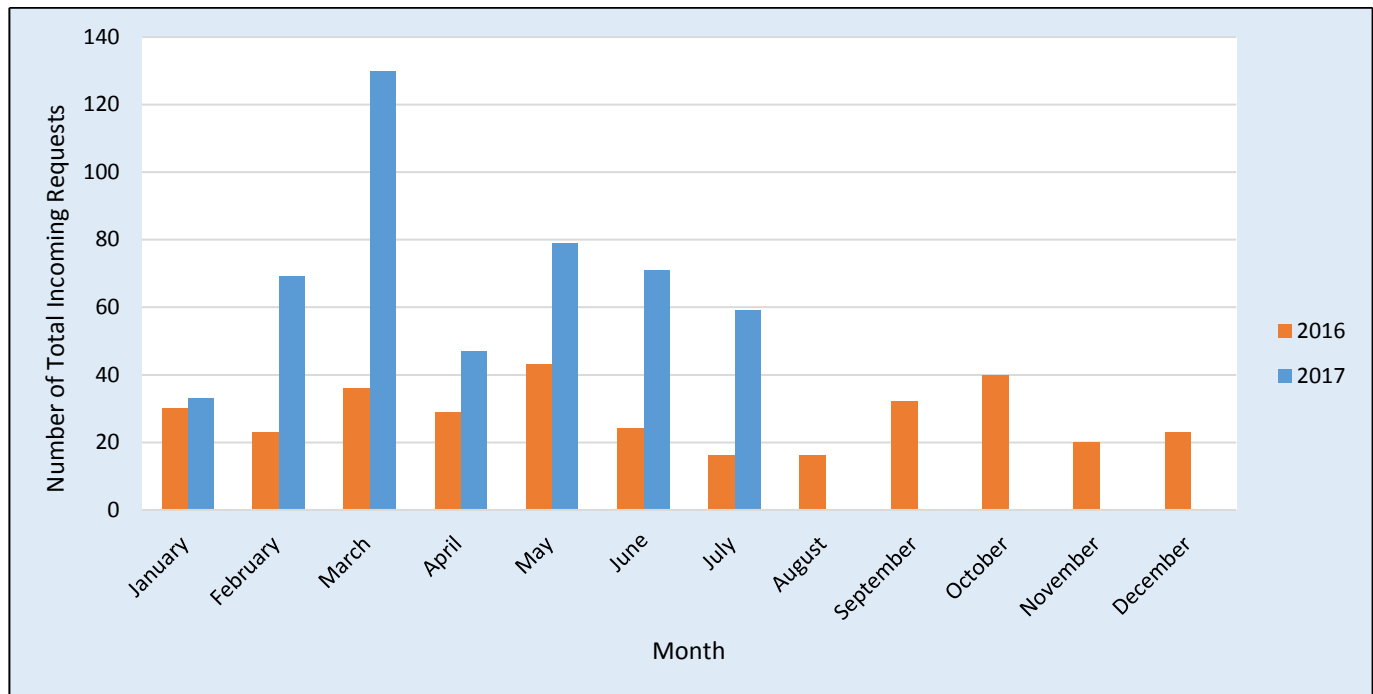


Figure 3. 2017 Monthly BDE Requests by Type

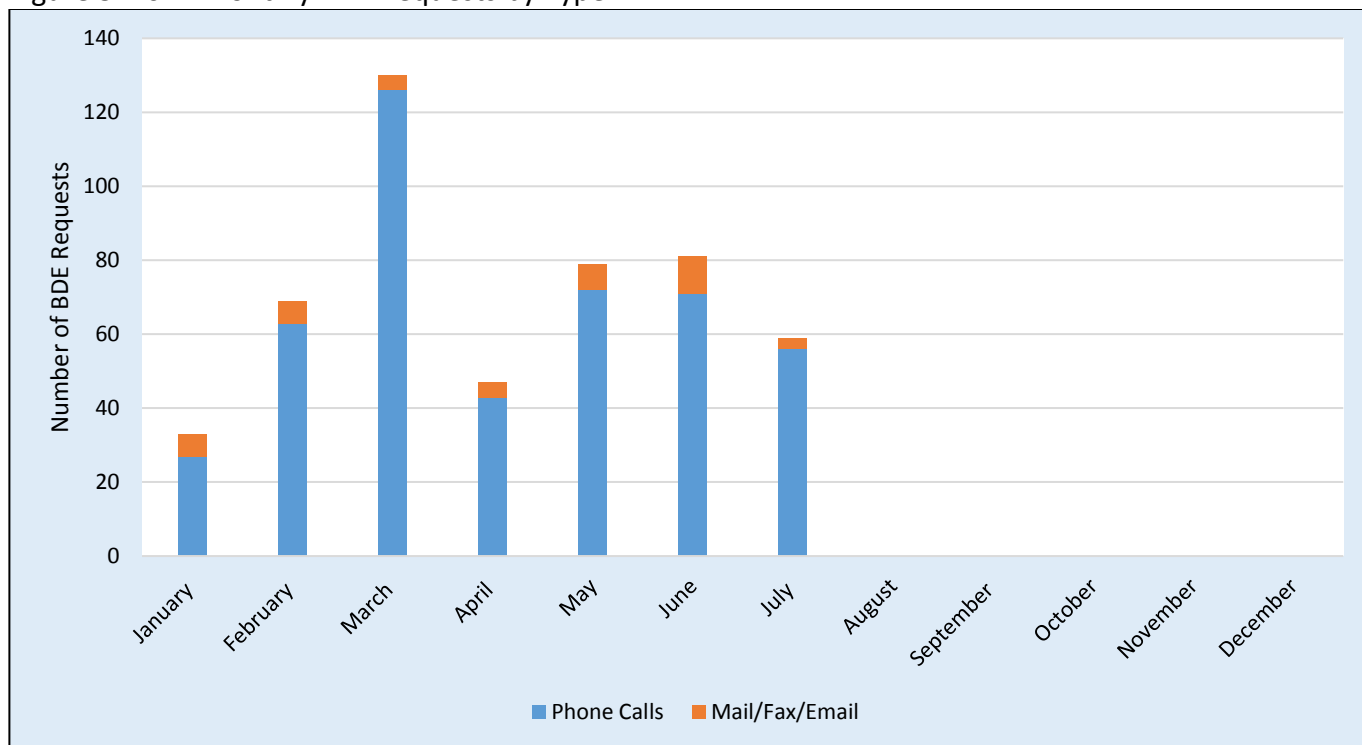


Figure 4. 2016 vs. 2017 Monthly Non-BDE Incoming Requests

