

Beneficiary Dental Exception (BDE) June 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 Fee-For-Service (FFS) Denti-Cal where he or she may select his or her own dental provider on an ongoing basis. No one has requested to transfer to FFS since its inception.

The following report includes the summary for June 2017, the total summary for May 2017 through June 2017, and the 2016 annual summary.

Summary of Total Requests in June 2017

A total of 223 requests were received during June; 71 (25%) were BDE requests, while 152 (75%) were non-BDE requests (Table 1). Of the 71 BDE requests, 22 (30%) are in progress, and 49 (70%) were completed and closed to date.

Table 1. June 2017 Incoming Totals

Total Requests	223	100%
BDE	71	32%
Non-BDE	152	68%
Inbound Phone Call Total	142	64%
BDE	61	43%
Non-BDE	81	57%
Mail/Fax/Email Total	81	36%
BDE	10	12%
Non-BDE	71	88%

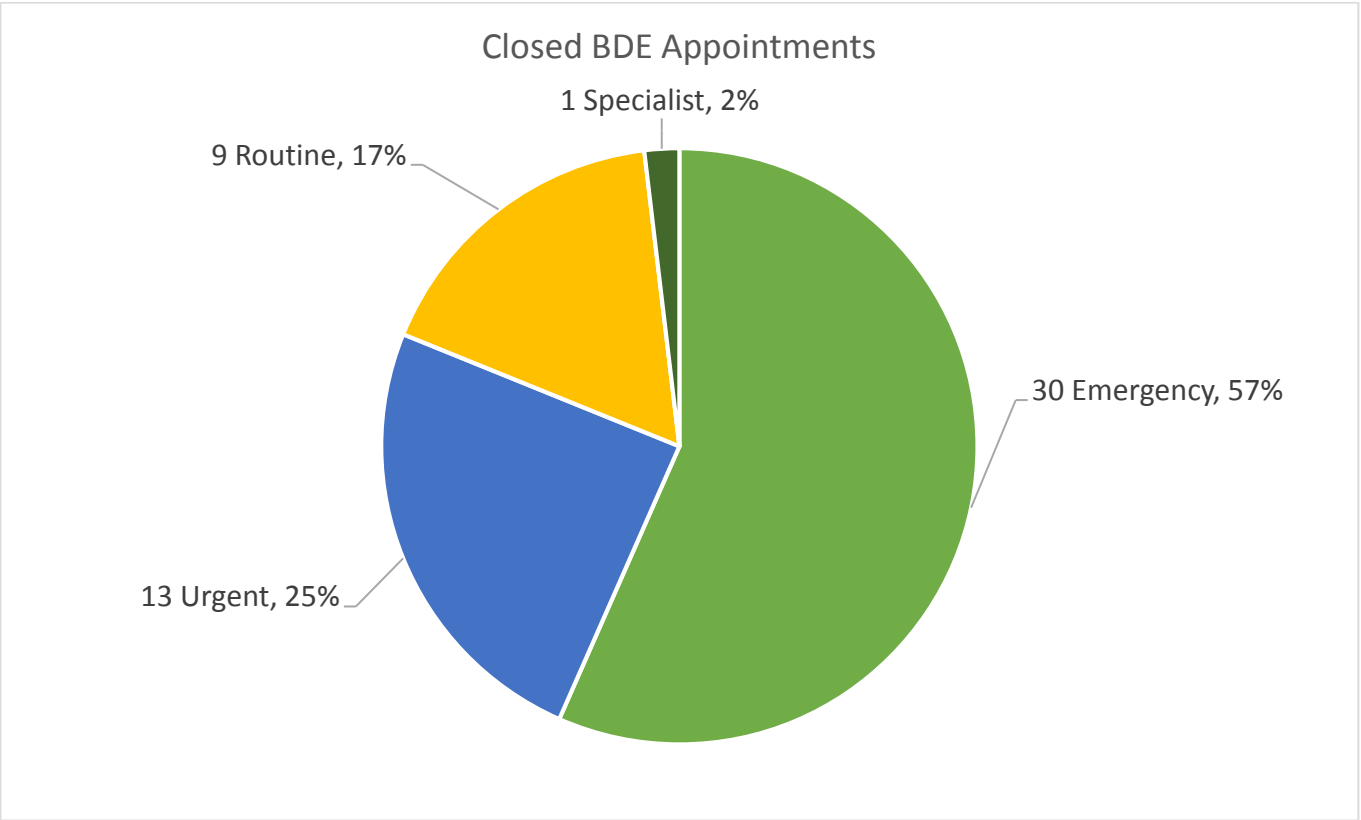
Table 2. June 2017 Non-BDE Totals

Non-BDE Categories	152	100%
BDE Info/No Need	45	30%
Benefits	3	2%
Eligibility	10	6%
Plan/Provider Info	45	30%
No Answer/Left Message	39	26%
Other	10	6%

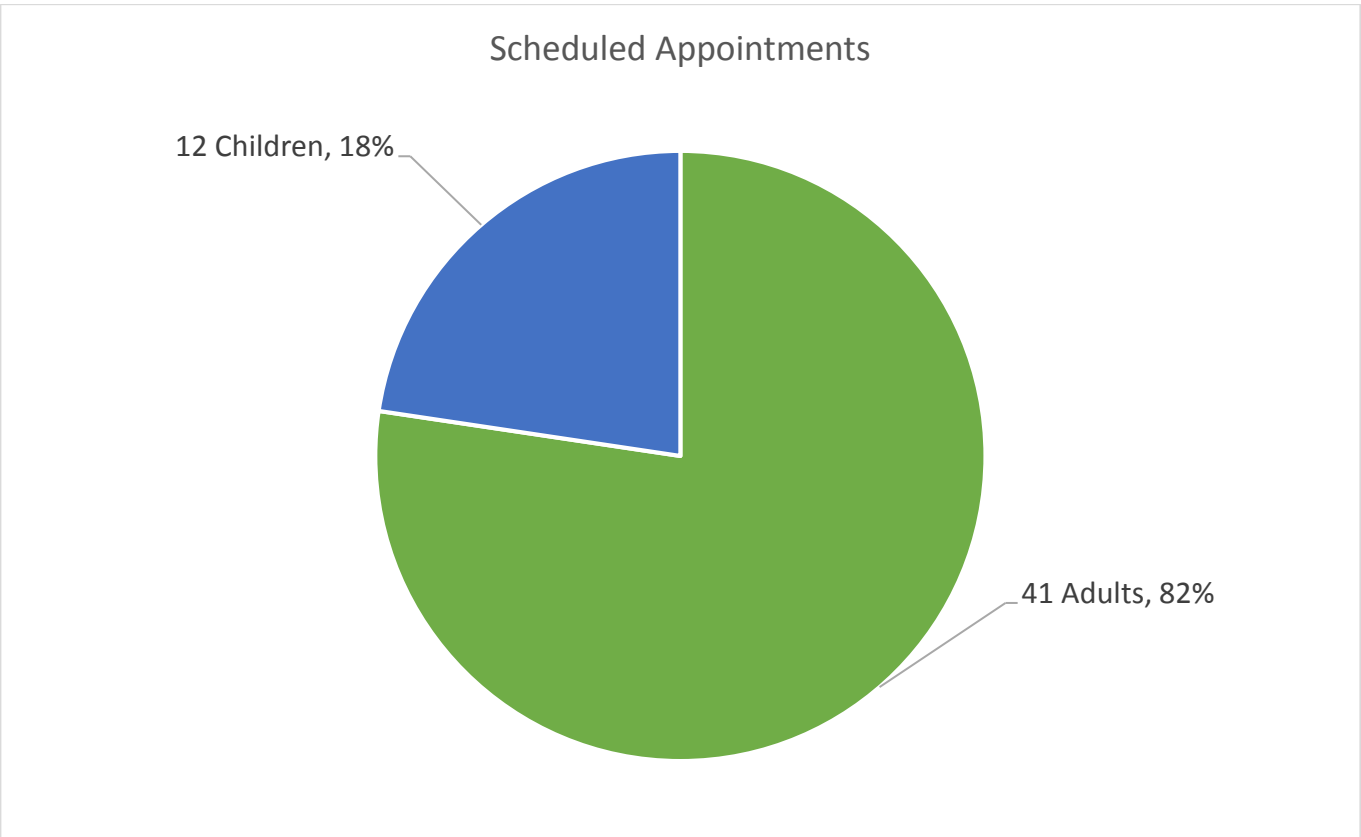
Summary of BDE Cases Closed in June 2017

A total of 53 BDE appointments were closed in June, including requests made during prior months that may have required several appointments. Emergency appointments were the most scheduled type of appointments with 30 (57%) total requests, followed by urgent appointments with 13 (25%), routine appointments with nine (17%), and one (1%) specialist appointment (Graph 1 and Table 3). Of these scheduled appointments, 41 (77%) were for adult beneficiaries, while 12 (23%) were for children (Graph 2). In total, 34 (64%) scheduled appointments were successfully seen and treated by a dentist, while 19 (36%) were unsuccessful; patients were contacted to reschedule but did not answer or did not want to schedule another appointment (Graph 3). Of the successful appointments, 27 (79%) were adults, and seven (21%) were children (Graph 4). Of the unsuccessful appointments, 14 (74%) were adults, and five (26%) were children (Graph 5).

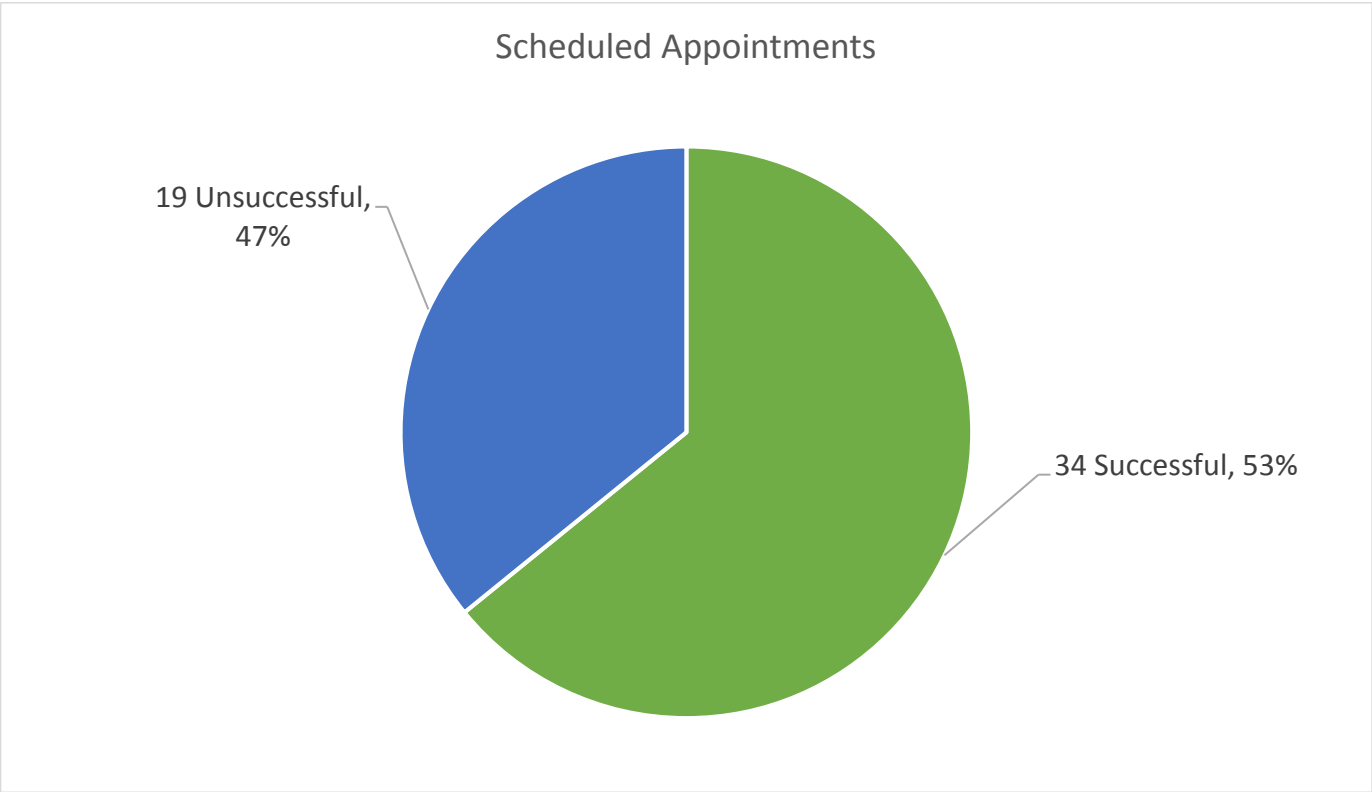
Graph 1. Summary of Closed BDE Appointments by Type



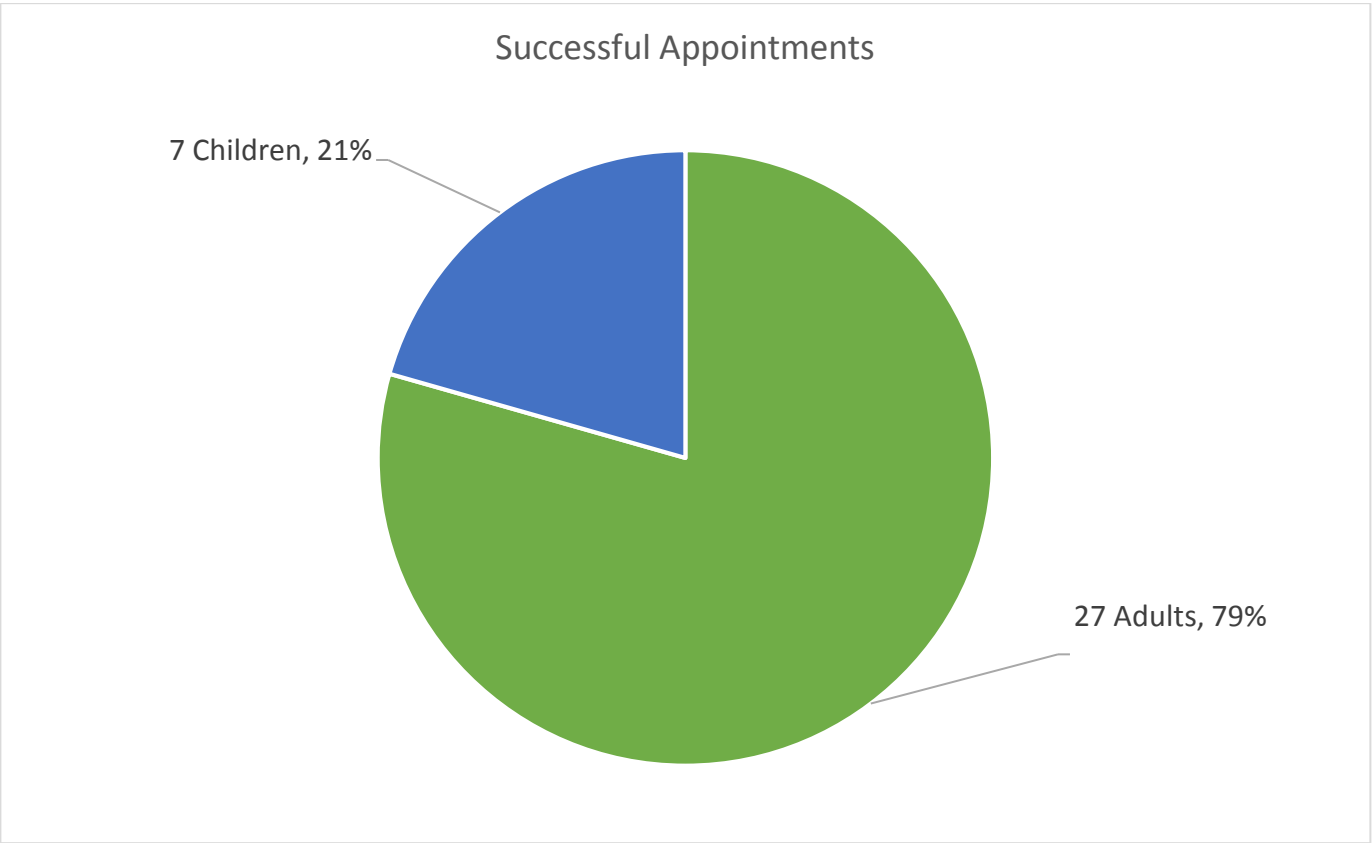
Graph 2. Summary of Closed BDE Appointments for Adults and Children



Graph 3. Summary of Closed BDE Successful and Unsuccessful Appointments



Graph 4. Summary of BDE Successful Appointments for Adults and Children



Graph 5. Summary of BDE Unsuccessful Appointments for Adults and Children

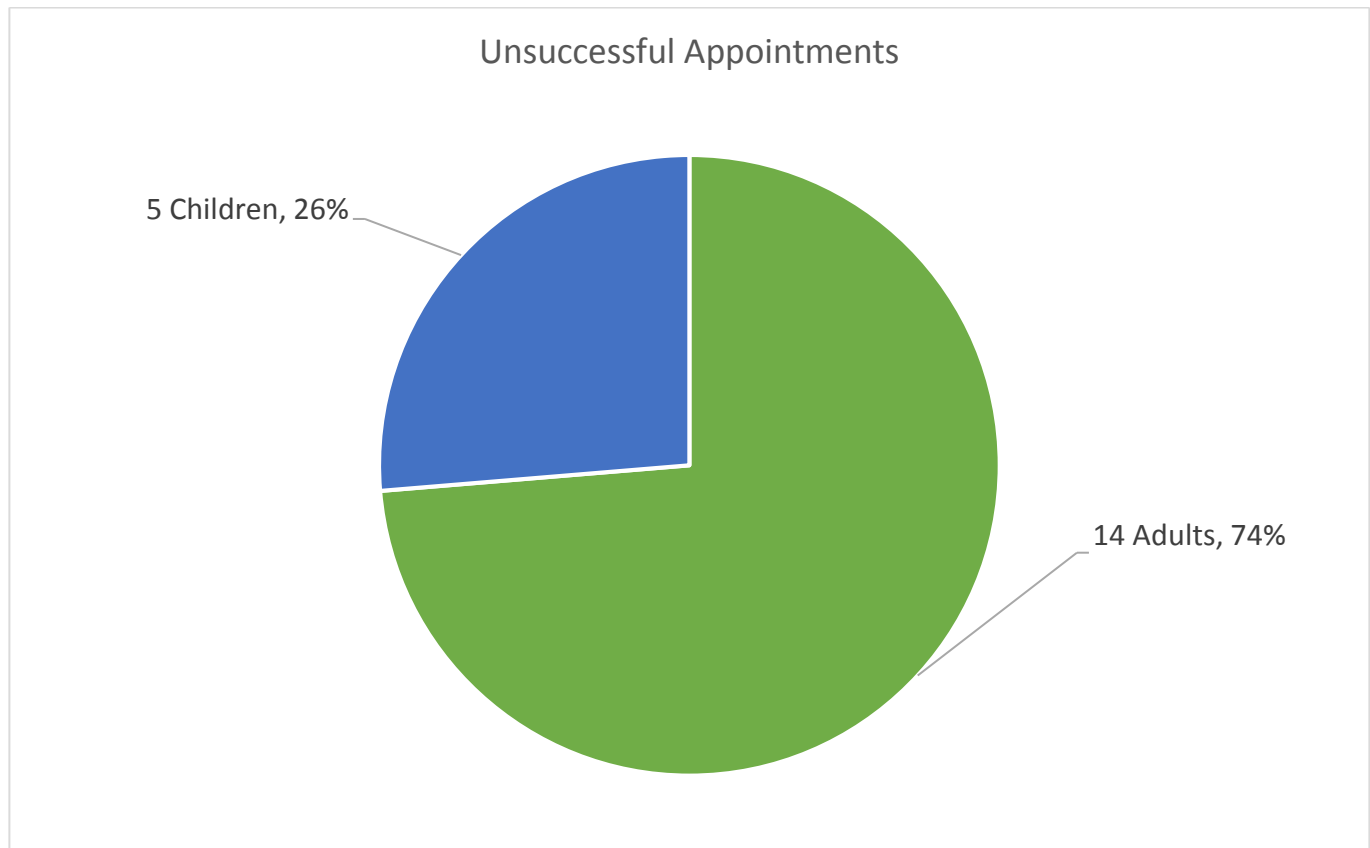


Table 3. Summary of BDE Cases Closed in June 2017

Type of Visit	Adult/Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Emergency	Adult	ER Exam/X-Rays	2	Access	Successful
Emergency	Adult	Consultation/Exam	1	Access	Successful
Emergency	Adult	Consultation	Same Day	Access	Successful
Emergency	Adult	Extraction	2	Access	Successful
Emergency	Adult	No Show- Personal	1	Access	Unsuccessful
Emergency	Adult	ER Exam/X-Rays	1	Access	Successful
Emergency	Adult	X-Rays/Cleaning	1	Access	Successful
Emergency	Adult	ER Exam/X-Rays	1	LIBERTY	Successful
Emergency	Adult	Extraction	2	Access	Successful
Emergency	Adult	Cleaning	1	Access	Successful
Emergency	Adult	ER Exam/X-Rays	1	Access	Successful
Emergency	Adult	Consultation/Exam	Same Day	LIBERTY	Successful
Emergency	Adult	Extraction	1	Health Net	Successful
Emergency	Adult	ER Exam/X-Rays	1	Access	Successful
Emergency	Adult	ER Exam/X-Rays	1	LIBERTY	Successful
Emergency	Adult	No Show- Schedule	Same Day	LIBERTY	Unsuccessful
Emergency	Adult	No Show- Transportation	1	Health Net	Unsuccessful
Emergency	Adult	No Show- Other	Same Day	Health Net	Unsuccessful

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Emergency	Adult	No Show- No Response	Same Day	LIBERTY	Unsuccessful
Emergency	Adult	No Show- Personal	1	Health Net	Unsuccessful
Emergency	Adult	ER Exam/X-Rays	1	LIBERTY	Successful
Emergency	Adult	No Show- No Response	1	Access	Unsuccessful
Emergency	Adult	ER Exam/X-Rays	2	LIBERTY	Successful
Emergency	Adult	Consultation/Exam	1	Access	Successful
Emergency	Adult	No Show- Other	1	Access	Unsuccessful
Emergency	Adult	Extraction	1	Access	Successful
Emergency	Adult	ER Exam/X-Rays	1	Access	Successful
Emergency	Adult	ER Exam/X-Rays	1	LIBERTY	Successful
Emergency	Adult	X-Rays/Cleaning	2	Access	Successful
Emergency	Adult	ER Exam/X-Rays	1	Access	Successful
Emergency	Adult	No Show- No Response	Same Day	Access	Unsuccessful
Emergency	Adult	ER Exam/X-Rays	Same Day	Access	Successful
Emergency	Adult	Extraction	2	Access	Successful
Emergency	Child	No Show- No Response	1	Health Net	Unsuccessful
Emergency	Child	ER Exam/X-Rays	Same Day	Access	Successful
Emergency	Child	Exam/Referral	2	Access	Successful
Emergency	Child	Exam/Referral	1	Access	Successful
Emergency	Child	Cleaning	2	Health Net	Successful
Urgent	Adult	ER Exam/X-Rays	3	Access	Successful
Urgent	Adult	Exam/X-Rays	3	Health Net	Successful
Urgent	Adult	No Show- Other	3	Access	Unsuccessful
Urgent	Adult	New Patient Exam	3	Access	Successful
Urgent	Adult	ER Exam/X-Rays	3	LIBERTY	Successful
Urgent	Adult	Limited Exam	3	Health Net	Successful
Urgent	Adult	Extraction	2	Health Net	Successful
Urgent	Adult	Initial Exam	2	Access	Successful
Urgent	Adult	ER Exam/X-Rays	2	Health Net	Successful
Urgent	Adult	Consultation/Exam	2	Health Net	Successful
Urgent	Adult	Extraction	3	Access	Successful
Urgent	Adult	No Show- No Response	2	Access	Unsuccessful
Urgent	Adult	Root Canal/Extraction	2	Health Net	Successful
Urgent	Adult	ER Exam/X-Rays	2	LIBERTY	Successful
Urgent	Adult	New Patient Exam	3	Access	Successful
Urgent	Adult	ER Exam/X-Rays	3	LIBERTY	Successful
Urgent	Adult	No Show- Transportation	3	Access	Unsuccessful
Urgent	Adult	Exam/X-Rays	2	Health Net	Successful
Urgent	Adult	No Show- No Response	3	Access	Unsuccessful
Urgent	Adult	Limited Exam/X-Rays	3	Health Net	Successful
Routine	Adult	No Show- Personal	11	Access	Unsuccessful
Routine	Adult	New Patient Exam	8	Access	Successful

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Routine	Adult	ER Exam/X-Rays	13	Access	Successful
Routine	Adult	No Show- No Response	7	Health Net	Unsuccessful
Routine	Adult	Exam/X-Rays	6	LIBERTY	Successful
Routine	Adult	ER Exam/X-Rays	19	LIBERTY	Successful
Routine	Adult	Consultation/Exam	21	LIBERTY	Successful
Routine	Adult	Exam/X-Rays/Extraction	10	Health Net	Successful
Routine	Adult	Full Exam	5	Health Net	Successful
Routine	Adult	Extraction	7	LIBERTY	Successful
Routine	Adult	No Show- Other	9	Access	Unsuccessful
Routine	Adult	Exam/X-Rays	4	Access	Successful
Routine	Adult	Exam/X-Rays	31	LIBERTY	Successful
Routine	Adult	Consultation/Exam	13	LIBERTY	Successful
Routine	Adult	Extraction	9	Access	Successful
Routine	Adult	Exam/X-Rays	5	LIBERTY	Successful
Routine	Adult	X-Rays/Cleaning	11	Health Net	Successful
Routine	Adult	Exam	6	LIBERTY	Successful
Routine	Adult	Extraction	15	Health Net	Successful
Routine	Adult	Exam/Referral	6	LIBERTY	Successful
Routine	Adult	Root Canal/Extraction	13	Health Net	Successful
Routine	Adult	Limited Exam	10	LIBERTY	Successful
Routine	Adult	No Show- Personal	4	Access	Unsuccessful
Routine	Adult	No Show- No Response	16	LIBERTY	Unsuccessful
Routine	Adult	Extraction	7	LIBERTY	Successful
Routine	Adult	Exam/X-Rays	6	LIBERTY	Successful
Routine	Adult	ER Exam/X-Rays	19	LIBERTY	Successful
Routine	Adult	No Show- Transportation	15	Health Net	Unsuccessful
Routine	Adult	Referral	21	LIBERTY	Successful
Routine	Adult	Exam/X-Rays/Root Canal	18	Health Net	Successful
Routine	Adult	Full Exam	5	Health Net	Successful
Routine	Adult	Extraction	7	LIBERTY	Successful
Routine	Adult	No Show- No Response	7	Access	Unsuccessful
Routine	Adult	No Show- Transportation	12	Access	Unsuccessful
Specialist	Adult	No Show- No Response	40	LIBERTY	Unsuccessful

Appointment Timeframes (as required by contract)

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

Comparison for May 2017 through June 2017

From May 2017 to June 2017, there have been 148 total BDE requests. 124 (84%) of the total BDE requests are completed and closed to date (Table 4). Of the completed requests, 74 (60%) beneficiaries were successfully seen and treated by a dentist, while 50 (40%) did not show for their appointments and were unsuccessful (Table 5). The total average number of incoming requests is 337 per month; the BDE monthly request average is 71 (21%), while the non-BDE monthly request average is 266 (79%).

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

BDE Categories	DMC Dental Plans			Adults	Children	Totals
	Access	Health Net	LIBERTY			
Emergency	34	18	17	57	12	69
Urgent	9	8	11	25	3	28
Routine	12	19	13	31	13	44
Specialist	3	1	3	4	3	7
In Progress	13	6	5	20	4	24
Closed	45	40	39	97	27	124
Total BDE	58	46	44	117	31	148

Table 5. Summary of Total BDE Requests from May 2017

BDE Categories	DMC Dental Plans			Adults	Children	Totals
	Access	Health Net	LIBERTY			
Emergency	16	7	9	29	3	32
Urgent	4	4	7	14	1	15
Routine	9	11	6	17	9	26
Specialist	2	1	3	4	2	6
In Progress	16	10	8	27	7	34
Closed	15	13	17	37	8	45
Total BDE	31	23	25	64	15	79

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

Closed BDE Categories		DMC Dental Plans			Adults	Children	Totals
		Access	Health Net	LIBERTY			
Unsuccessful (No-Show)	Emergency	13	3	8	21	3	24
	Urgent	4	1	4	8	1	9
	Routine	5	5	4	9	5	14
	Specialist	2	1	0	2	1	3
Successful	Emergency	12	13	6	23	8	31
	Urgent	5	6	6	15	2	17
	Routine	4	11	8	17	6	23
	Specialist	0	0	3	2	1	3
Unsuccessful Total		24	10	16	40	10	50
Successful Total		21	30	23	57	17	74
Totals		45	40	39	97	27	124

Table 8. Summary of total Closed BDE Requests from May 2017

Closed BDE Categories		DMC Dental Plans			Adults	Children	Totals
		Access	Health Net	LIBERTY			
Unsuccessful (No-Show)	Emergency	5	0	6	10	1	11
	Urgent	1	0	2	3	0	3
	Routine	2	2	1	3	2	5
	Specialist	1	1	0	1	1	2
Successful	Emergency	3	5	2	9	1	10
	Urgent	1	0	3	3	1	4
	Routine	2	5	2	7	2	9
	Specialist	0	0	1	1	0	1
Unsuccessful Total		9	3	9	17	4	21
Successful Total		6	10	8	20	4	24
Totals		15	13	17	37	8	45

Table 9. 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

Monthly Summary

As you can see 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

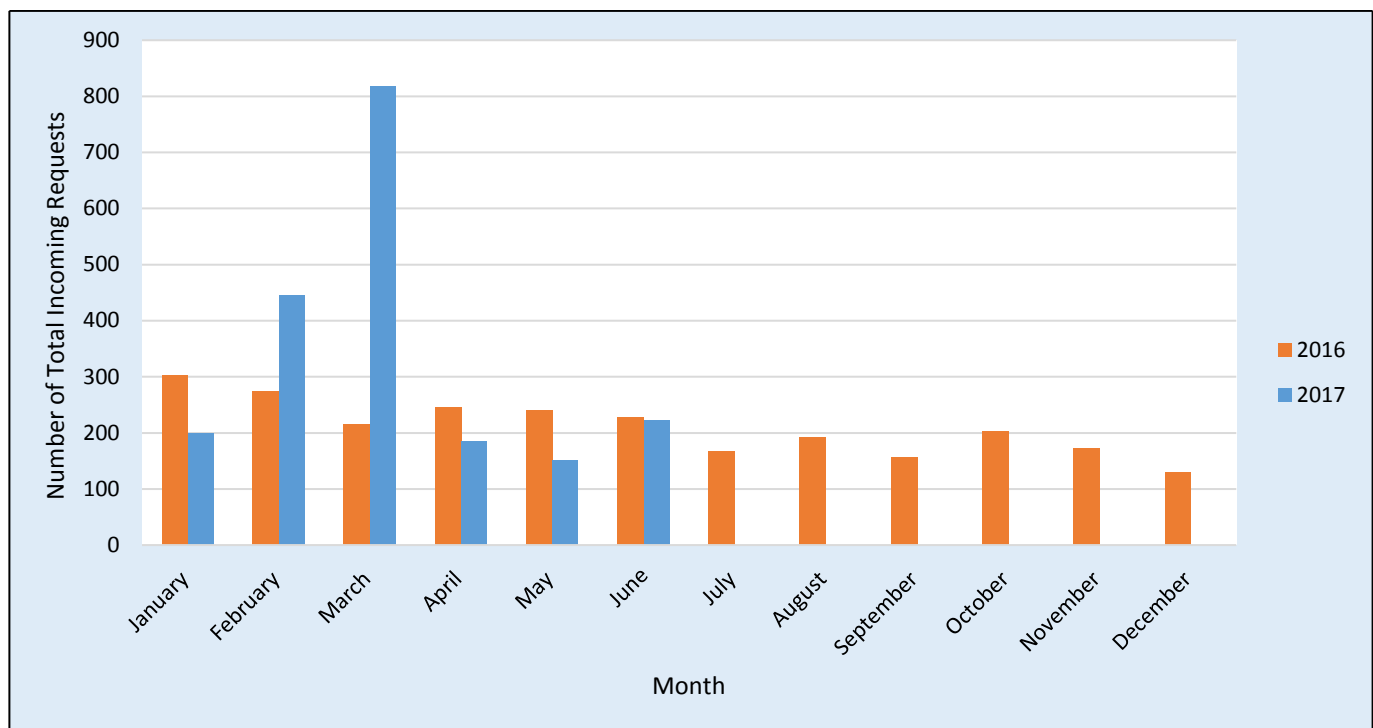


Figure 2. 2017 Monthly BDE Requests by Type

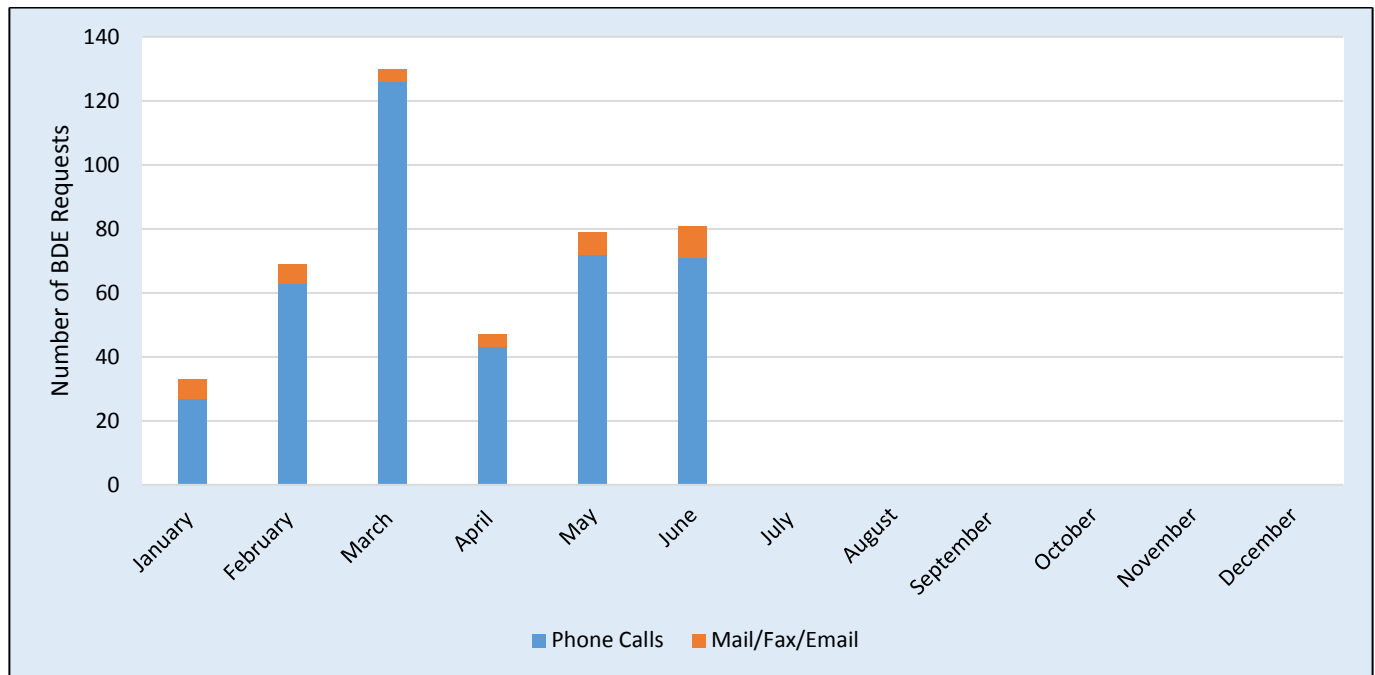


Figure 3. 2016 vs. 2017 Monthly BDE Incoming Requests

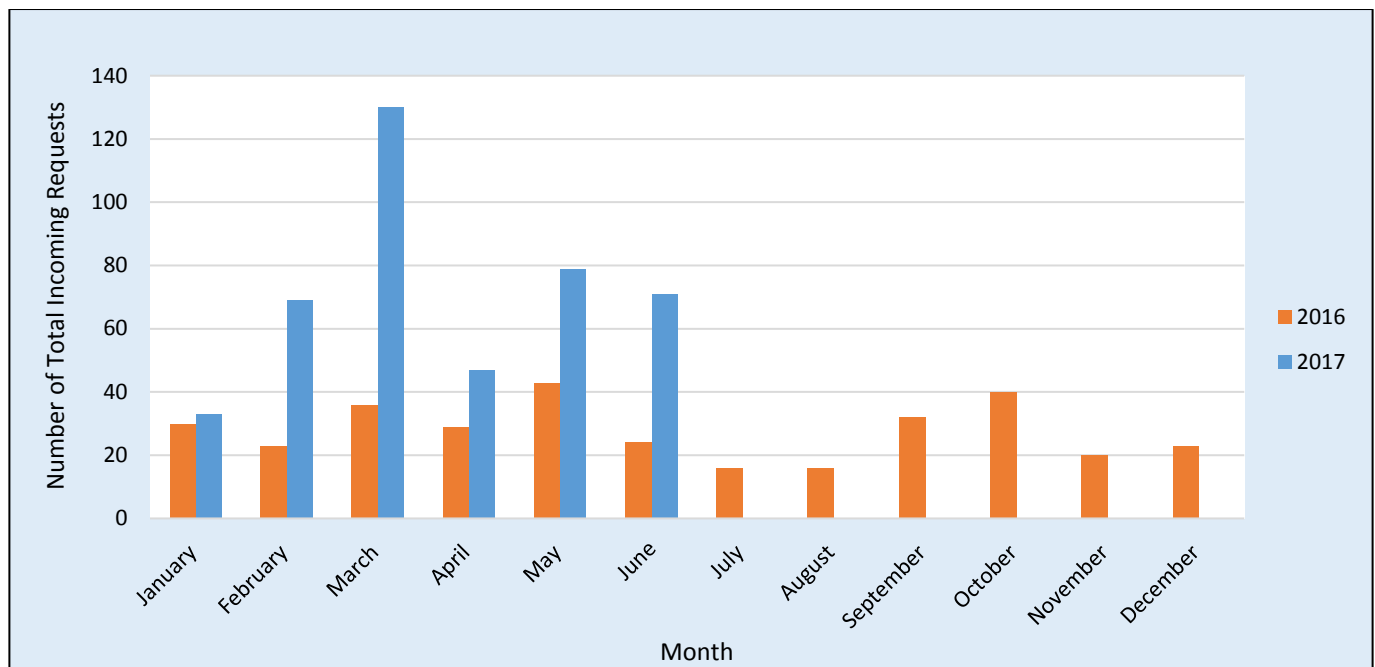


Figure 4. 2016 vs. 2017 Monthly Non-BDE Incoming Requests

