

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

Summary of Total Requests in March 2017

A total of 817 requests were received during March; 131 (16%) were BDE requests, while 686 (84%) were non-BDE requests (Table 1). Of these requests, 60 (46%) are in progress, and 70 (54%) were completed and closed to date.

Table 1. March 2017 Incoming Totals

Total Requests	817	100%
BDE	130	16%
Non-BDE	687	84%
Inbound Phone Call Total	366	45%
BDE	126	34%
Non-BDE	240	66%
Mail/Fax/Email Total	451	55%
BDE	4	1%
Non-BDE	447	99%

Table 2. March 2017 Non-BDE Totals

Non-BDE Categories	687	100%
BDE Info/No Need	333	48%
Benefits	6	1%
Eligibility	7	1%
Plan/Provider Info	90	13%
No Answer/Left Message	203	30%
Other	47	7%

Summary of BDE Cases Closed in March 2017

A total of 113 BDE requests were closed in March, including requests made during prior months that may have required several appointments. Of these scheduled appointments, 99 (88%) were for adult beneficiaries, while 14 (12%) were for children. In total, 60 (53%) scheduled appointments were successfully seen and treated by a dentist, while 53 (47%) were unsuccessful; patients were contacted to reschedule but did not answer or did not want to schedule another appointment. Of the successful appointments, 50 (83%) were adults, and 10 (17%) were children. Of the unsuccessful appointments, 49 (92%) were adults, and 4 (8%) were children. Routine appointments were the most scheduled type of appointments with 51 (45%) total requests, followed by emergency appointments with 46 (41%) total requests, urgent with 15 (13%) total requests, and 1 (1%) specialist appointment (Table 3).

Table 3. Summary of BDE Cases Closed in March 2017

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Routine	Adult	Emergency Exam	5	LIBERTY	Successful
Routine	Adult	Root canal/Crown	7	Health Net	Successful
Routine	Adult	No Show- Other	3	Access	Successful
Routine	Adult	No Show- Personal	18	LIBERTY	Successful
Routine	Adult	No Show- No response	13	Access	Unsuccessful
Routine	Adult	No Show- Sick	16	LIBERTY	Successful
Routine	Adult	Exam	7	Health Net	Successful
Routine	Adult	No Show- Sick	5	Health Net	Unsuccessful
Routine	Adult	No Show- No Response	1	LIBERTY	Unsuccessful
Routine	Adult	No Show- No Response	1	LIBERTY	Unsuccessful
Routine	Adult	Comprehensive Exam/X-Ray	5	Access	Successful
Routine	Adult	No Show- Other	6	LIBERTY	Unsuccessful
Routine	Adult	No Show- No Response	4	Access	Unsuccessful
Routine	Adult	No Show- Personal	6	Health Net	Unsuccessful
Routine	Adult	ER Exam/X-Rays	4	Health Net	Successful
Routine	Adult	No Show- Sick	8	LIBERTY	Successful
Routine	Adult	X-Rays/Extraction	5	Health Net	Successful
Routine	Adult	No Show- No Response	4	LIBERTY	Unsuccessful
Routine	Adult	No Show- Sick	2	Health Net	Successful
Routine	Adult	Limited Exam/Referral	4	Access	Successful
Routine	Adult	ER Exam/Referral	8	LIBERTY	Successful
Routine	Adult	No Show- Personal	5	Access	Unsuccessful
Routine	Adult	No Show- Other	4	Access	Unsuccessful
Routine	Adult	No Show- Personal	7	LIBERTY	Successful
Routine	Adult	No Show- Other	8	Health Net	Unsuccessful
Routine	Adult	ER Exam	16	Health Net	Successful
Routine	Adult	No Show- Sick	8	Health Net	Unsuccessful
Routine	Adult	Consultation/Exam	7	Health Net	Successful
Routine	Adult	No Show- No Response	7	LIBERTY	Unsuccessful
Routine	Adult	No Show- No Response	11	LIBERTY	Unsuccessful
Routine	Adult	No Show- No Transportation	10	LIBERTY	Unsuccessful
Routine	Adult	Exam/X-Rays	11	Health Net	Successful
Routine	Adult	No Show- Personal	5	Health Net	Unsuccessful
Routine	Adult	No Show- Sick	7	Health Net	Unsuccessful
Routine	Adult	No Show- No Transportation	20	LIBERTY	Unsuccessful
Routine	Adult	Referral	14	LIBERTY	Successful
Routine	Adult	No Show- No Response	15	LIBERTY	Unsuccessful

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Routine	Adult	No Show- No Response	6	Access	Unsuccessful
Routine	Adult	No Show- Sick	9	LIBERTY	Unsuccessful
Routine	Adult	Consultation/Exam	7	Access	Successful
Routine	Adult	Exam/X-Rays	5	LIBERTY	Successful
Routine	Adult	X-Ray/Referral	6	LIBERTY	Successful
Routine	Adult	ER Exam/X-Rays	11	Health Net	Successful
Routine	Adult	No Show- Other	9	Access	Unsuccessful
Routine	Adult	No Show- Sick	10	LIBERTY	Unsuccessful
Routine	Child	Exam/X-Rays	7	Health Net	Successful
Routine	Child	No Show- No Response	9	LIBERTY	Unsuccessful
Routine	Child	No Show- Personal	8	Health Net	Unsuccessful
Routine	Child	Consultation/Exam	5	Health Net	Successful
Routine	Child	Exam/X-Rays	6	Access	Successful
Routine	Child	No Show- Sick	4	LIBERTY	Unsuccessful
Emergency	Adult	Recall Exam	Same Day	LIBERTY	Successful
Emergency	Adult	Exam/Referral	1	Access	Successful
Emergency	Adult	Evaluation/X-Rays	1	Access	Successful
Emergency	Adult	Extraction	Same Day	Health Net	Successful
Emergency	Adult	No Show- Personal	1	Health Net	Unsuccessful
Emergency	Adult	Exam/Referral	1	Access	Successful
Emergency	Adult	No Show- Sick	1	Access	Unsuccessful
Emergency	Adult	Extraction	1	Health Net	Successful
Emergency	Adult	No Show- Personal	1	Health Net	Unsuccessful
Emergency	Adult	No Show- Sick	Same Day	Access	Unsuccessful
Emergency	Adult	Limited Exam/X-Rays	Same Day	LIBERTY	Successful
Emergency	Adult	No Show- Other	1	Access	Unsuccessful
Emergency	Adult	Exam/X-Rays	Same Day	Health Net	Successful
Emergency	Adult	No Show- Personal	Same Day	Access	Unsuccessful
Emergency	Adult	No Show- Sick	2	LIBERTY	Unsuccessful
Emergency	Adult	No Show- No Response	1	LIBERTY	Unsuccessful
Emergency	Adult	No Show- No Response	Same Day	Health Net	Unsuccessful
Emergency	Adult	ER Exam/X-Rays	1	Access	Successful
Emergency	Adult	No Show- Transportation	Same Day	Health Net	Unsuccessful
Emergency	Adult	No treatment rendered	2	LIBERTY	Unsuccessful
Emergency	Adult	Exam/X-Rays/Cleaning	2	Health Net	Successful
Emergency	Adult	Exam/Cleaning	1	Access	Successful
Emergency	Adult	Exam/Referral	1	Health Net	Successful
Emergency	Adult	No Show- Other	1	Access	Unsuccessful
Emergency	Adult	Exam/Cleaning	1	Access	Successful
Emergency	Adult	ER Exam	1	Access	Successful

Type of Visit	Adult/Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Emergency	Adult	No Show- Personal	2	Health Net	Unsuccessful
Emergency	Adult	ER Exam	2	Health Net	Successful
Emergency	Adult	Root Canal	2	Access	Successful
Emergency	Adult	Exam	Same Day	Access	Successful
Emergency	Adult	No Show- Other	1	LIBERTY	Unsuccessful
Emergency	Adult	No Show- Other	2	Health Net	Unsuccessful
Emergency	Adult	No Show- Personal	Same Day	Access	Unsuccessful
Emergency	Adult	No Show- Sick	Same Day	LIBERTY	Unsuccessful
Emergency	Adult	Filling	1	Health Net	Successful
Emergency	Adult	No Show- No Response	1	Health Net	Unsuccessful
Emergency	Adult	Exam/X-Rays	2	LIBERTY	Successful
Emergency	Adult	No Show- No Response	2	Access	Unsuccessful
Emergency	Child	Exam/X-Rays	Same Day	Access	Successful
Emergency	Child	Exam/X-Rays	2	Access	Successful
Emergency	Child	No Show- Sick	Same Day	Access	Unsuccessful
Emergency	Child	Exam	2	LIBERTY	Successful
Emergency	Child	Exam/X-Rays	2	LIBERTY	Successful
Emergency	Child	Consultation/Exam	2	Health Net	Successful
Emergency	Child	Exam/X-Rays	1	LIBERTY	Successful
Emergency	Child	No Show- Other	2	Access	Unsuccessful
Urgent	Adult	No Show- Personal	2	Access	Unsuccessful
Urgent	Adult	Changed office to SCC	3	Access	Unsuccessful
Urgent	Adult	Referral	5	Health Net	Successful
Urgent	Adult	Exam/Cleaning/Filling	5	LIBERTY	Successful
Urgent	Adult	ER Exam	3	Access	Successful
Urgent	Adult	No Show- Other	3	LIBERTY	Unsuccessful
Urgent	Adult	Exam/X-Rays	3	Access	Successful
Urgent	Adult	Consultation/Exam/Cleaning	3	LIBERTY	Successful
Urgent	Adult	X-Rays/Metal Crown	3	Health Net	Successful
Urgent	Adult	Emergency Exam/X-Rays/Referral	3	LIBERTY	Successful
Urgent	Adult	Limited Exam/X-Rays	5	Health Net	Successful
Urgent	Adult	Consultation/Exam	7	Access	Successful
Urgent	Adult	Exam/X-Rays	2	Health Net	Successful
Urgent	Adult	No Show- Personal	2	Access	Unsuccessful
Urgent	Child	Exam/X-Rays	4	Access	Successful
Specialist	Adult	Oral Surgery	12	Health Net	Successful

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 March 2017

Since September 2012, there have been 1,956 total BDE requests. 1,893 (97%) of the total BDE requests are completed and closed to date (Table 4). Of the completed requests, 1,421 (75%) beneficiaries were successfully seen and treated by a dentist, while 472 (25%) did not show for their appointments and were unsuccessful (Table 5). The total average number of incoming requests is 315 per month; the BDE monthly request average is 45 (14%), while the Non-BDE monthly request average is 270 (86%). No one has requested to transfer to FFS since the inception of BDE.

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

BDE Categories	DMC Dental Plans				Adults	Children	Totals
	Access	Health Net	LIBERTY	*Western			
Emergency	304	207	226	31	587	181	768
Urgent	127	132	115	10	295	89	384
Routine	212	233	237	29	289	422	711
Specialist	14	35	40	4	37	56	93
In Progress	24	17	22	0	58	5	46
Closed*	633	590	596	74	1150	743	1779
Total BDE	657	607	618	74	1208	748	1956

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

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

Closed BDE Categories		DMC Dental Plans				Adults	Children	Totals
		Access	Health Net	LIBERTY	*Western			
Unsuccessful (No-Show)	Emergency	75	45	45	11	138	36	174
	Urgent	33	25	30	6	74	16	90
	Routine	72	54	66	11	86	108	194
	Specialist	5	3	7	1	6	8	14
Successful	Emergency	228	160	180	20	437	143	580
	Urgent	93	107	85	4	209	73	282
	Routine	138	177	170	18	171	312	483
	Specialist	9	32	33	3	29	47	76
Unsuccessful Total		185	127	148	29	304	168	472
Successful Total		438	476	468	45	846	575	1421
Totals		593	552	560	74	1150	743	1893

*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

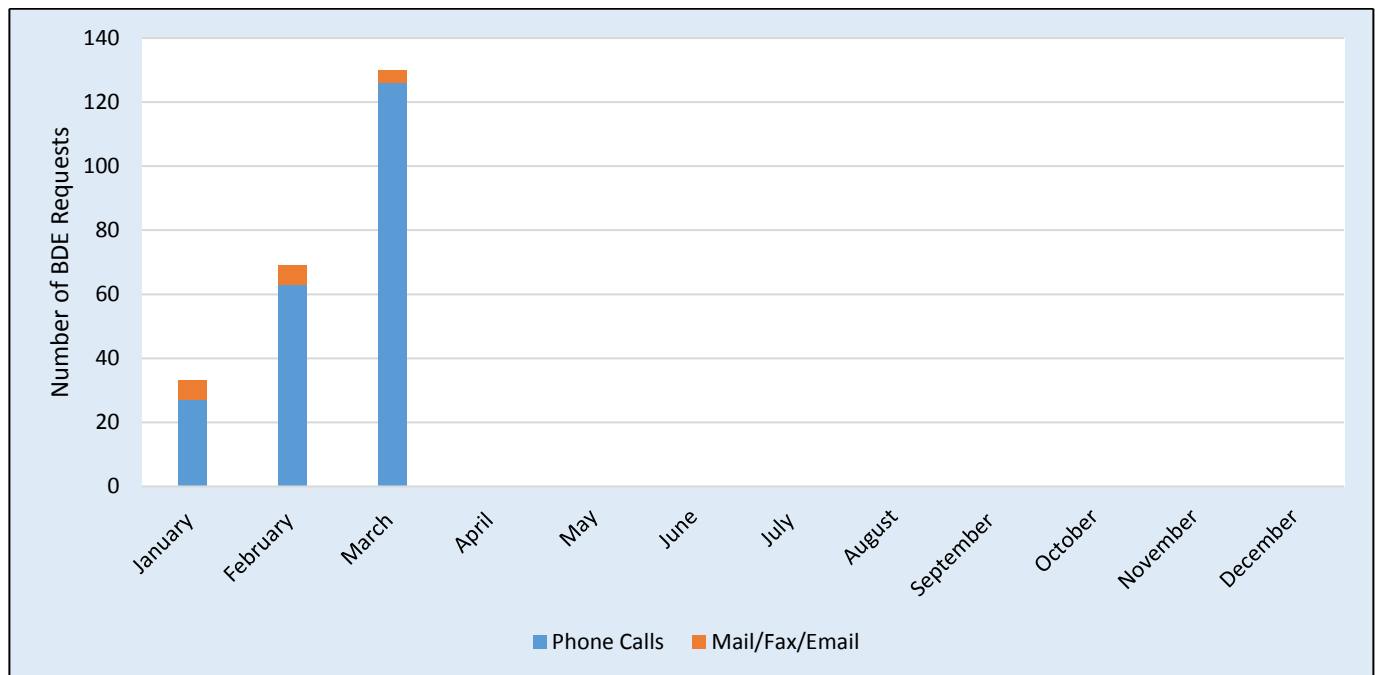


Figure 2. 2016 vs. 2017 Monthly Incoming Requests

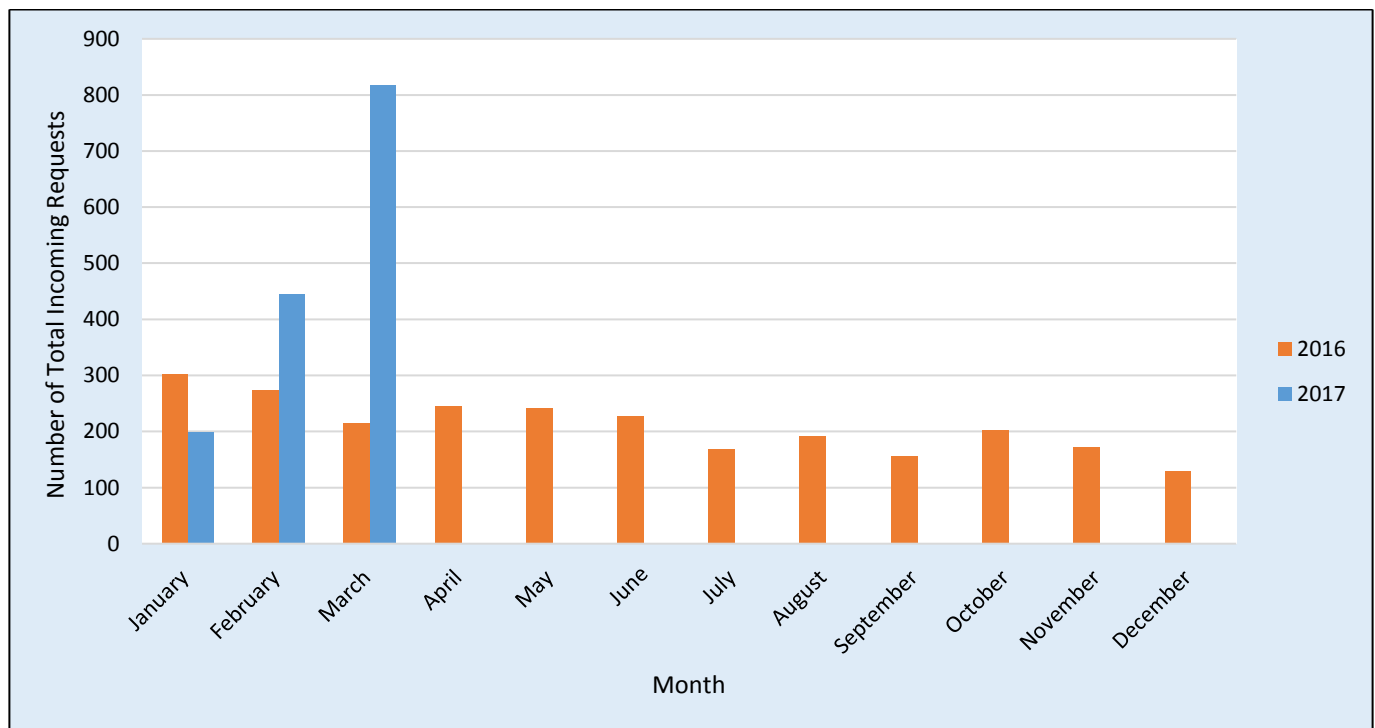


Figure 3. 2016 vs. 2017 Monthly BDE Incoming Requests

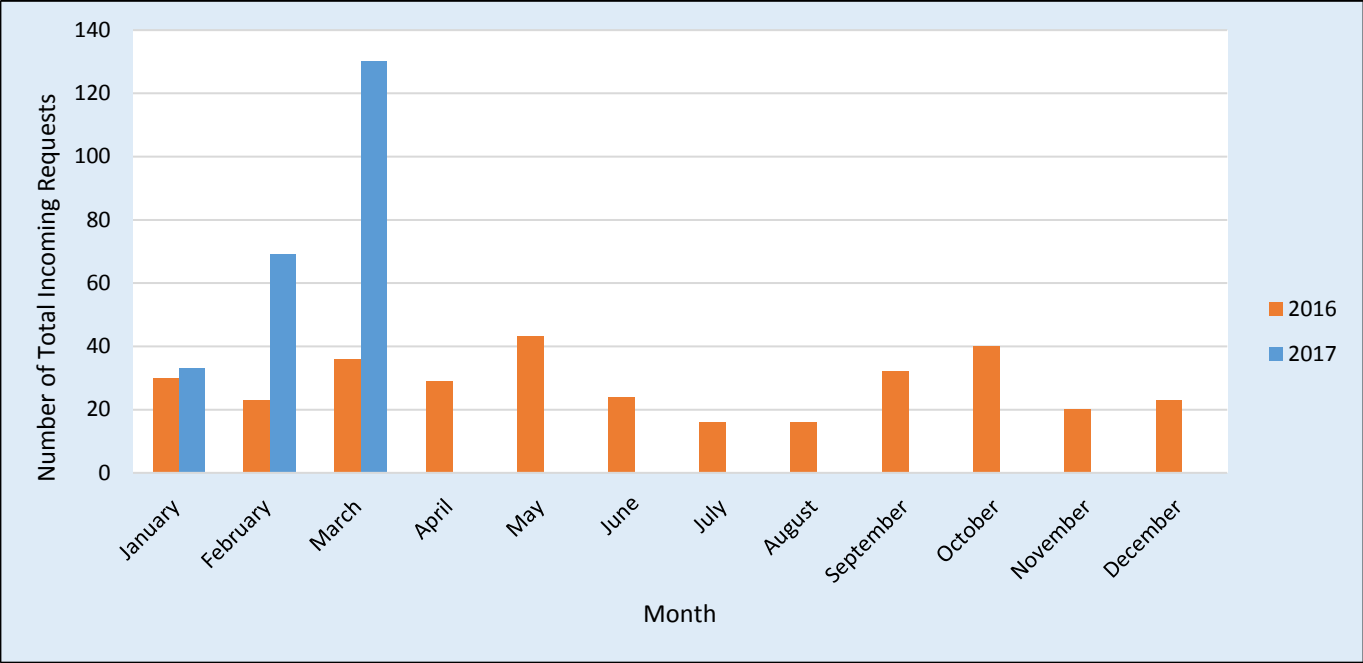


Figure 4. 2016 vs. 2017 Monthly Non-BDE Incoming Requests

