

Beneficiary Dental Exception (BDE) May 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 the beneficiary' 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 May 2017, the total summary for April 2017 through May 2017, and the 2016 annual summary.

Summary of Total Requests in May 2017

A total of 211 requests were received during May; 79 (37%) were BDE requests, while 132 (63%) were non-BDE requests (Table 1). Of the 79 BDE requests, 34 (43%) are in progress, and 45 (57%) were completed and closed.

Table 1. May 2017 Incoming Totals

Total Requests	211	100%
BDE	79	37%
Non-BDE	132	63%
Inbound Phone Call Total	151	72%
BDE	72	35%
Non-BDE	79	37%
Mail/Fax/Email Total	60	28%
BDE	7	3%
Non-BDE	53	25%

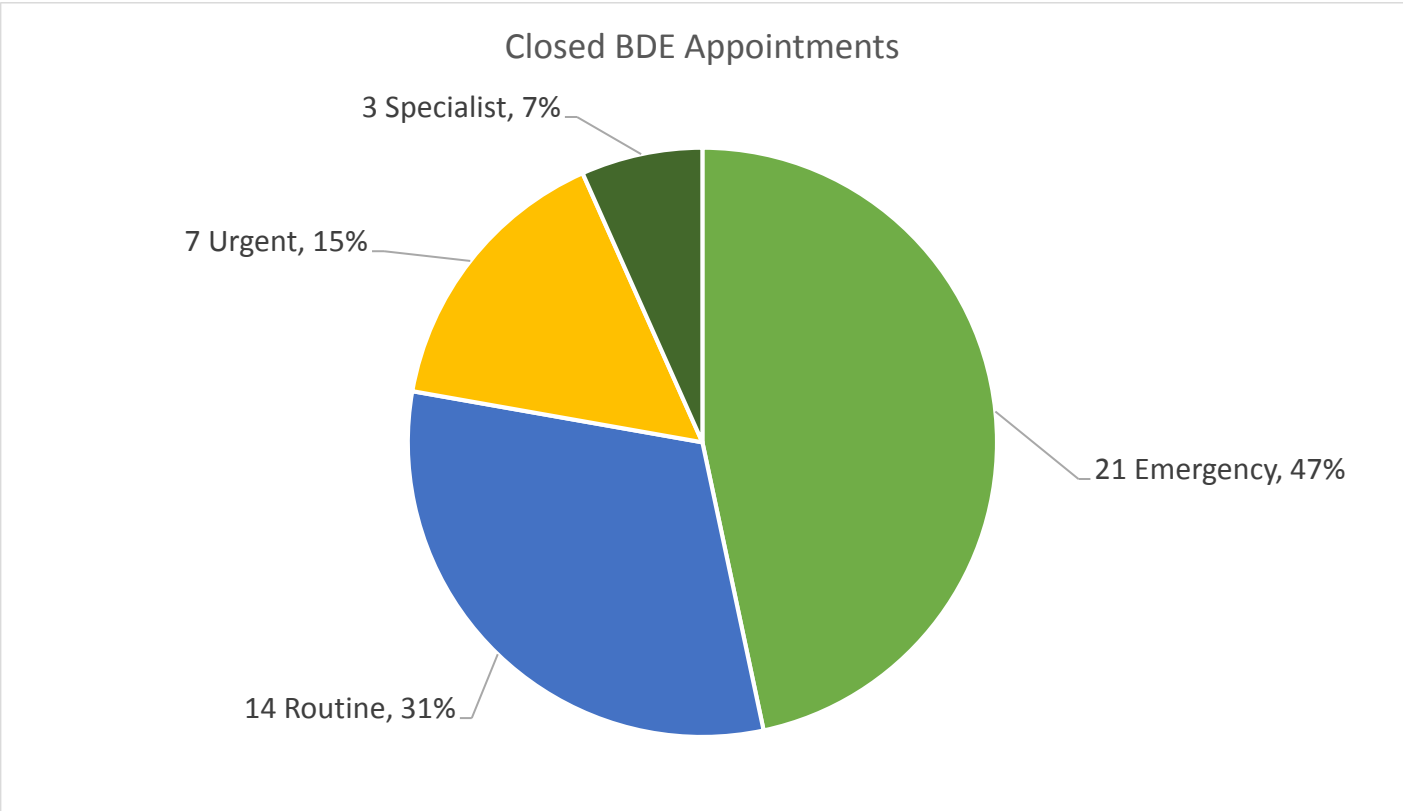
Table 2. May 2017 Non-BDE Totals

Non-BDE Categories	132	100%
BDE Info/No Need	38	29%
Benefits	3	2%
Eligibility	13	10%
Plan/Provider Info	42	32%
No Answer/Left Message	22	16%
Other	14	11%

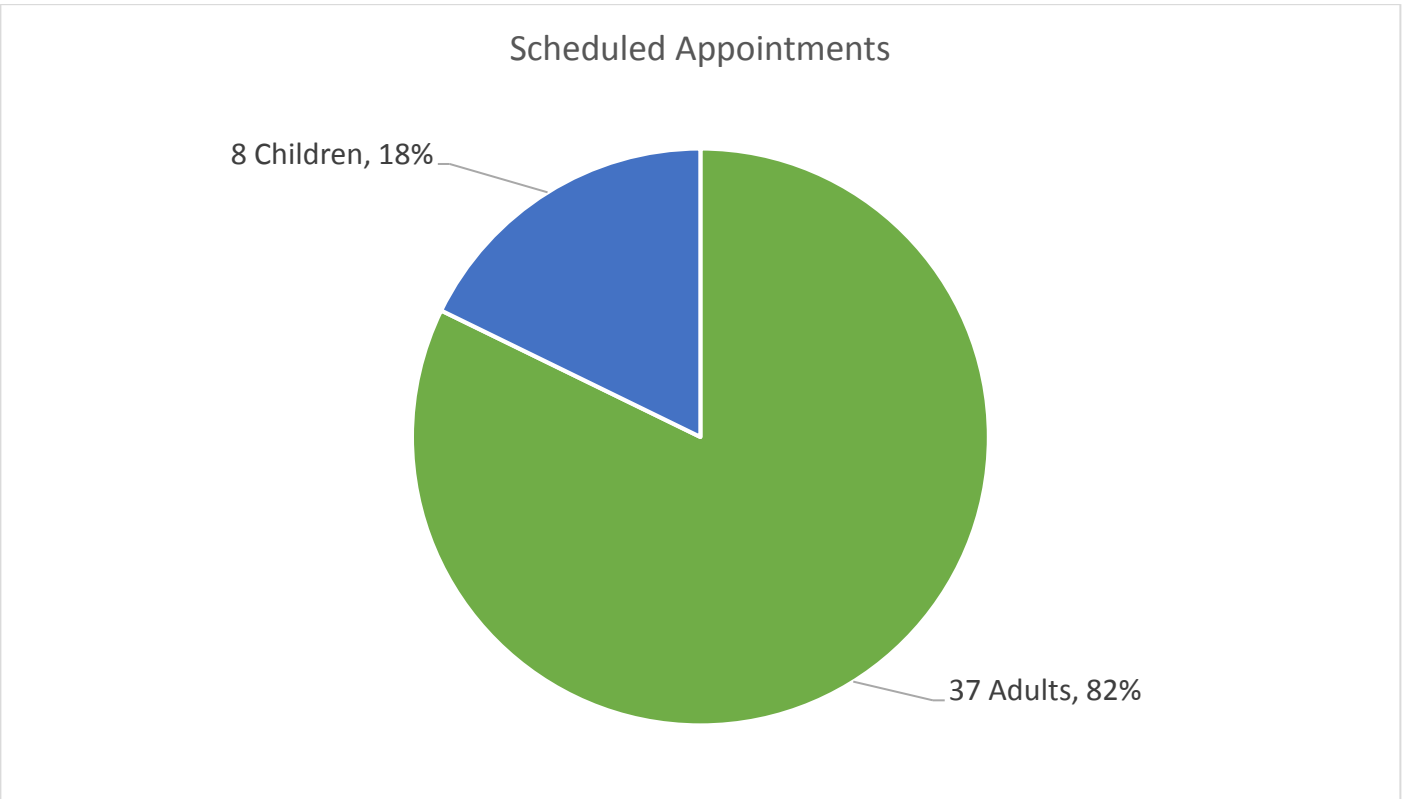
Summary of BDE Cases Closed in May 2017

A total of 45 BDE appointments were closed in May, including requests made during prior months that may have required several appointments. Emergency appointments were the most scheduled type of appointments with 21 (47%) total requests, followed by routine appointments with 14 (31%), urgent appointments with seven (16%), and three (6%) specialist appointments (Graph1 and Table 3). Of these scheduled appointments, 37 (82%) were for adult beneficiaries, while eight (18%) were for children (Graph 2). In total, 24 (53%) scheduled appointments were successfully seen and treated, while 21 (47%) 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, 20 (83%) were adults, and four (17%) were children (Graph 4). Of the unsuccessful appointments, 17 (81%) were adults, and four (19%) were children (Graph 5).

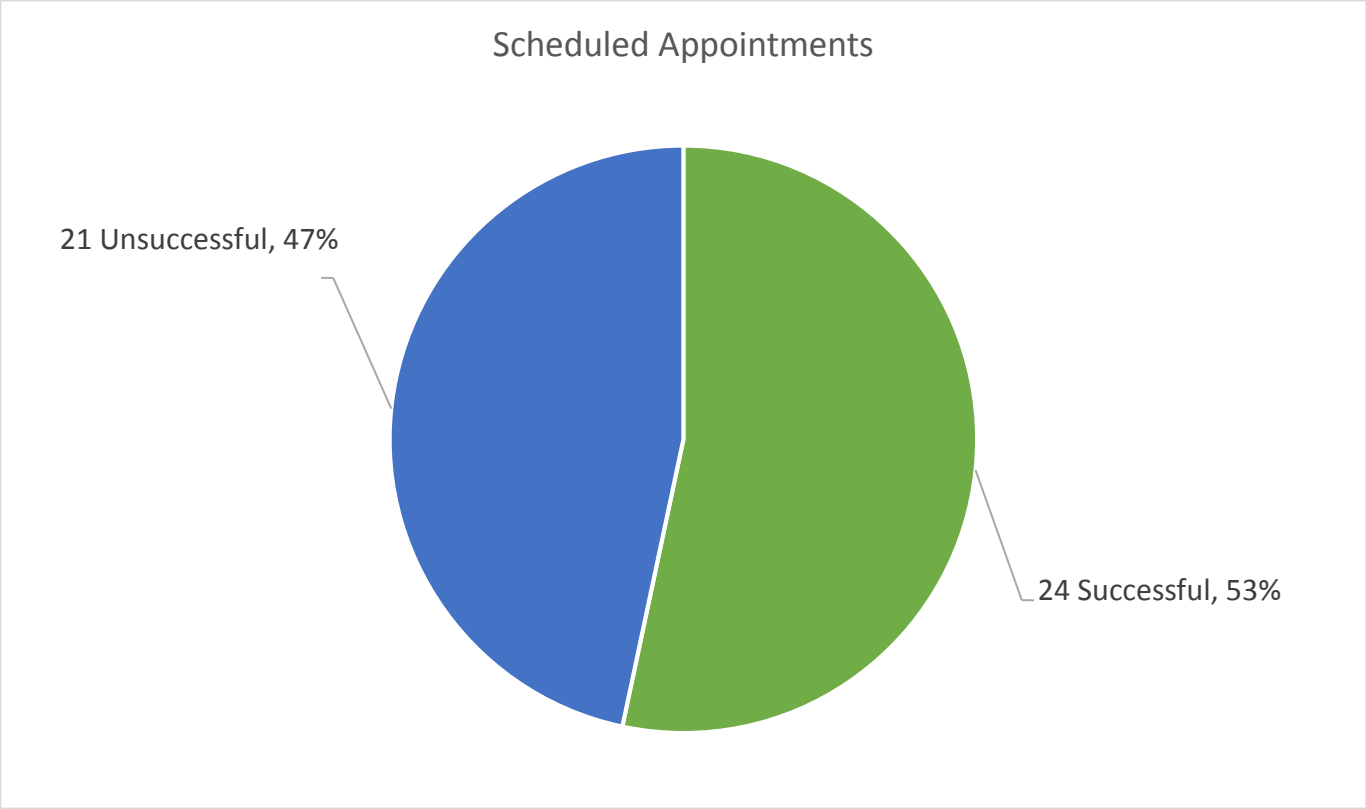
Graph 1. Summary of Closed BDE Appointments by Type



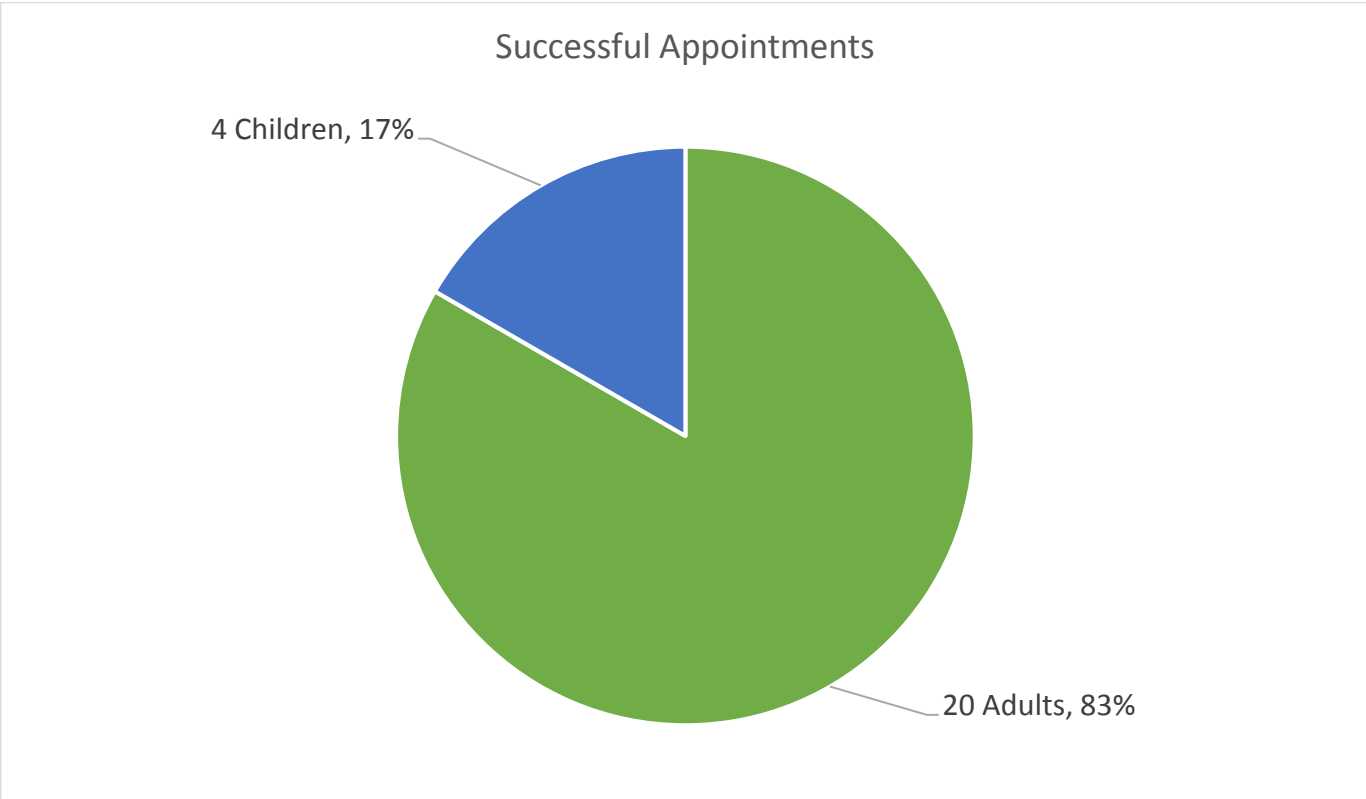
Graph 2. Summary of Closed BDE Appointments for Adults and Children



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

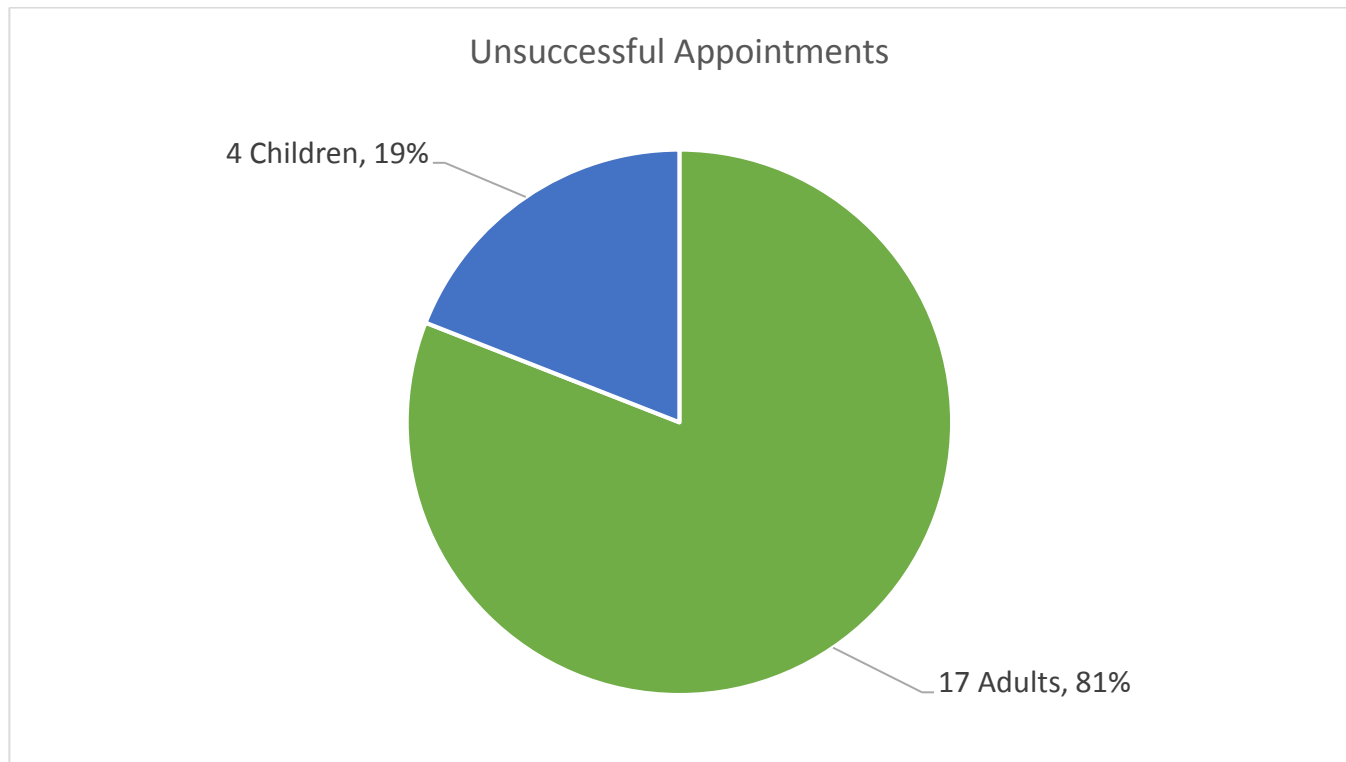


Table 3. Summary of BDE Cases Closed in May 2017

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

Type of Visit	Adult/Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Emergency	Adult	Exam/Referral	2	Health Net	Successful
Emergency	Adult	Extraction	3	Health Net	Successful
Emergency	Adult	No Show- Personal	2	Access	Unsuccessful
Emergency	Adult	No Show- Other	2	Access	Unsuccessful
Emergency	Adult	No Show- No Response	2	Access	Unsuccessful
Emergency	Adult	No Show- No Response	Same Day	LIBERTY	Unsuccessful
Emergency	Adult	No Show- Personal	1	Access	Unsuccessful
Emergency	Child	No Show- Other	2	Access	Unsuccessful
Emergency	Child	Exam	1	Access	Successful
Emergency	Child	No Show- Other	1	LIBERTY	Unsuccessful
Emergency	Child	Extraction	2	Health Net	Successful
Urgent	Adult	Extraction	3	Access	Successful
Urgent	Adult	Exam/X-Rays	3	Access	Successful
Urgent	Adult	No Show- Forgot	3	Access	Unsuccessful
Urgent	Adult	ER Exam/X-Rays	2	LIBERTY	Successful
Urgent	Adult	No Show- Other	3	Access	Unsuccessful
Urgent	Adult	No Show- No Response	2	LIBERTY	Unsuccessful
Urgent	Adult	No Show- Transportation	2	LIBERTY	Unsuccessful
Urgent	Adult	Exam/Referral	3	LIBERTY	Successful
Urgent	Adult	Exam/Referral	2	LIBERTY	Successful
Urgent	Adult	Cleaning	3	Health Net	Successful
Urgent	Adult	ER Exam/X-Rays	3	Health Net	Successful
Urgent	Adult	Consultation	4	LIBERTY	Successful
Urgent	Child	Limited Exam	3	Access	Successful
Routine	Adult	New Patient Exam	13	Access	Successful
Routine	Adult	No Show- No Response	9	Access	Unsuccessful
Routine	Adult	No Show- Personal	7	Access	Unsuccessful
Routine	Adult	No Show- Other	4	Health Net	Unsuccessful
Routine	Adult	Extraction	5	Access	Successful
Routine	Adult	Initial Exam	4	Health Net	Successful
Routine	Adult	ER Exam/X-Rays	7	LIBERTY	Successful
Routine	Adult	No Show- No Response	5	Access	Unsuccessful
Routine	Adult	Extraction	7	Health Net	Successful
Routine	Adult	Consultation/Exam	5	LIBERTY	Successful
Routine	Adult	No Show- Transportation	4	Access	Unsuccessful
Routine	Adult	No Show- No Response	1	LIBERTY	Unsuccessful
Routine	Adult	Extraction	12	Access	Successful
Routine	Adult	Exam/X-Rays	14	Health Net	Successful
Routine	Adult	Cleaning	8	Access	Successful

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Routine	Adult	No Show- Other	13	LIBERTY	Unsuccessful
Routine	Adult	No Show- No Response	11	Health Net	Unsuccessful
Routine	Adult	Limited Exam/X-Rays	7	LIBERTY	Successful
Routine	Child	No Show- Personal	6	Access	Successful
Routine	Child	New Patient Exam	12	LIBERTY	Successful
Routine	Child	No Show- Other	9	Health Net	Unsuccessful
Routine	Child	No Show- No Response	13	Health Net	Unsuccessful
Routine	Child	Exam/Referral	15	Access	Successful
Specialist	Adult	Extraction	18	LIBERTY	Successful
Specialist	Adult	No Show- No Response	26	Health Net	Unsuccessful
Specialist	Adult	No Show- Personal	17	Access	Unsuccessful
Specialist	Child	No Show- Transportation	12	Health Net	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 April 2017 through May 2017

From April 2017 to May 2017, there have been 214 total BDE requests. 146 (68%) of the total BDE requests are completed and closed to date (Table 4). Of the completed requests, 88 (60%) beneficiaries were successfully seen and treated, while 58 (40%) did not show for their appointments and were unsuccessful (Table 7). The total average number of incoming requests is 359 per month; the BDE monthly request average is 71 (20%), while the non-BDE monthly request average is 289 (80%).

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

BDE Categories	DMC Dental Plans			Adults	Children	Totals
	Access	Health Net	LIBERTY			
Emergency	49	21	23	83	10	93
Urgent	15	16	15	44	2	46
Routine	20	22	23	49	16	65
Specialist	4	2	4	6	4	10
In Progress	32	20	16	54	14	68
Closed	56	41	49	128	18	146
Total BDE	88	61	65	182	32	214

Table 5. Summary of Total BDE Requests from April 2017

BDE Categories	DMC Dental Plans			Adults	Children	Totals
	Access	Health Net	LIBERTY			
Emergency	9	6	6	18	3	21
Urgent	4	6	2	13	0	13
Routine	4	3	7	12	2	14
Specialist	0	0	0	0	0	0
In Progress	5	5	4	12	2	14
Closed	12	10	11	30	3	33
Total BDE	17	15	15	42	5	47

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

Closed BDE Categories		DMC Dental Plans			Adults	Children	Totals
		Access	Health Net	LIBERTY			
Unsuccessful (No-Show)	Emergency	14	3	12	27	2	29
	Urgent	5	0	4	9	0	9
	Routine	6	6	4	12	4	16
	Specialist	2	2	0	2	2	4
Successful	Emergency	19	14	9	36	6	42
	Urgent	6	8	7	19	2	21
	Routine	4	8	13	23	2	25
	Specialist	0	0	0	0	0	0
Unsuccessful Total		27	11	20	50	8	58
Successful Total		29	30	29	78	10	88
Totals		56	41	49	128	18	146

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

Closed BDE Categories		DMC Dental Plans			Adults	Children	Totals
		Access	Health Net	LIBERTY			
Unsuccessful (No-Show)	Emergency	3	3	2	8	0	8
	Urgent	3	0	0	3	0	3
	Routine	2	1	1	4	0	4
	Specialist	0	0	0	0	0	0
Successful	Emergency	10	2	5	13	4	17
	Urgent	4	6	2	12	0	12
	Routine	0	4	7	11	0	11
	Specialist	0	0	0	0	0	0
Unsuccessful Total		8	4	3	15	0	15
Successful Total		14	12	14	36	4	40
Totals		22	16	17	51	4	55

Table 9. 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

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

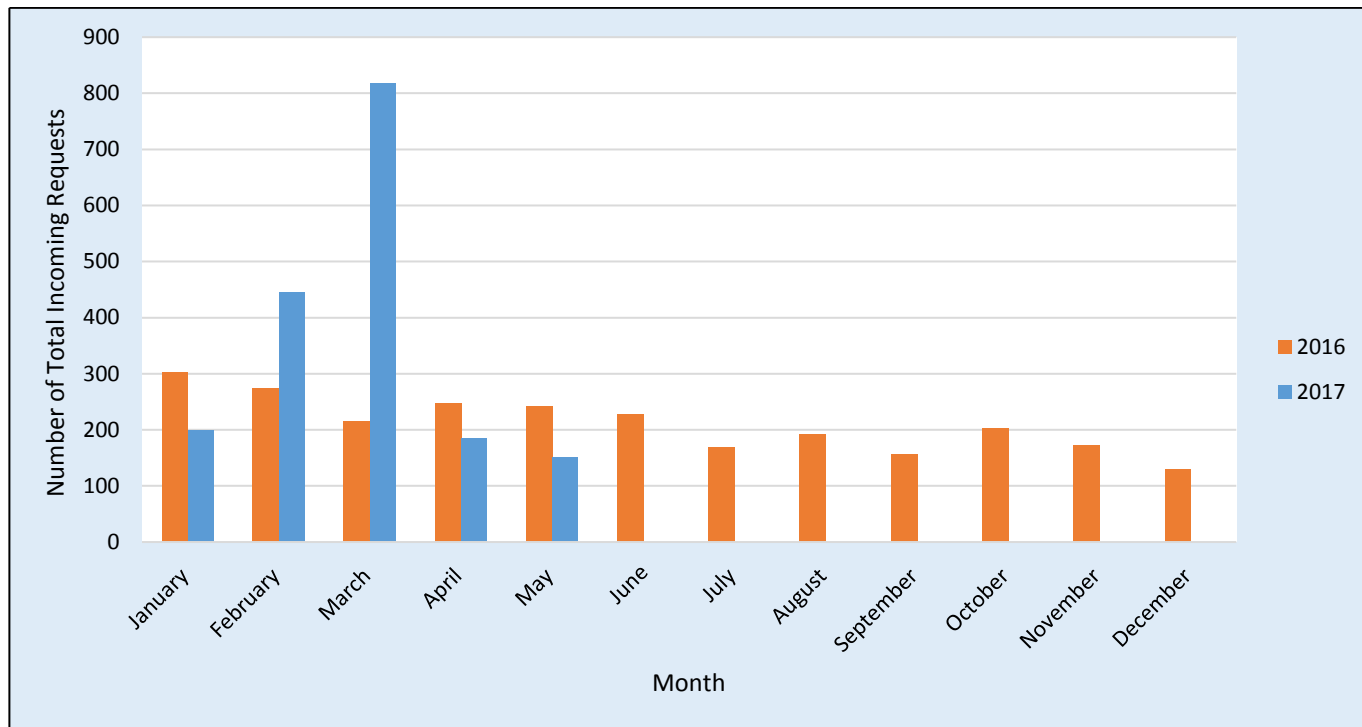


Figure 2. 2017 Monthly BDE Requests by Type

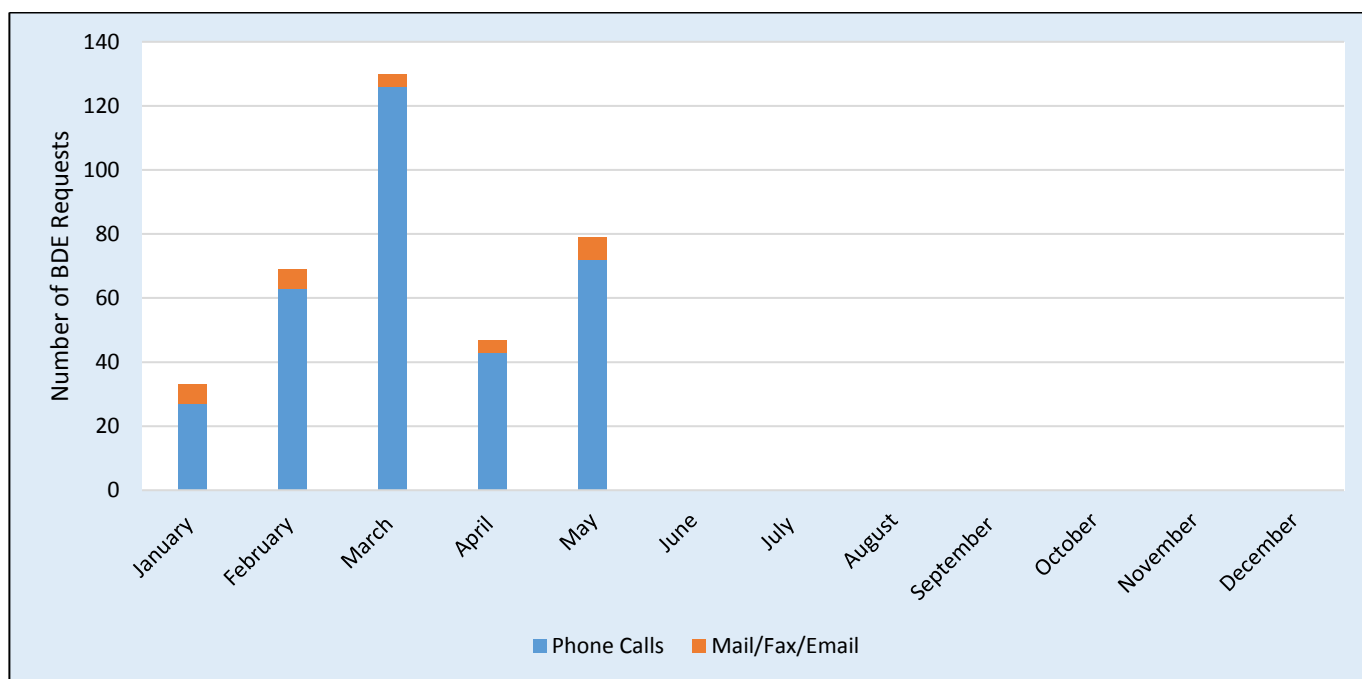


Figure 3. 2016 vs. 2017 Monthly BDE Incoming Requests

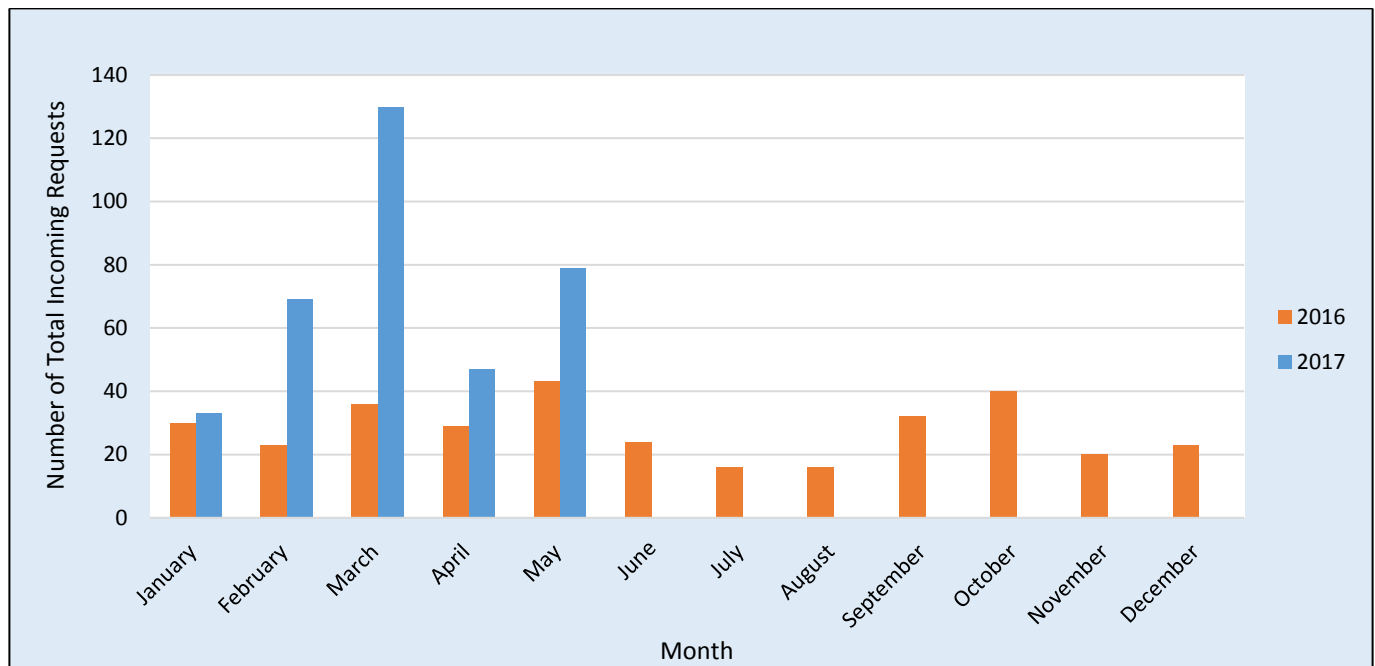


Figure 4. 2016 vs. 2017 Monthly Non-BDE Incoming Requests

