

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

Summary of Total Requests in October 2017

A total of 123 requests were received during September; 40 (33%) were BDE requests, while 83 (67%) were non-BDE requests (Table 1). Of the 40 BDE requests, 14 (35%) are in progress, and 26 (65%) were completed and closed to date.

Table 1. October 2017 Incoming Totals

Total Requests	123	100%
BDE	40	33%
Non-BDE	83	67%
Inbound Phone Call Total	74	60%
BDE	36	49%
Non-BDE	38	51%
Mail/Fax/Email Total	49	40%
BDE	4	8%
Non-BDE	45	92%

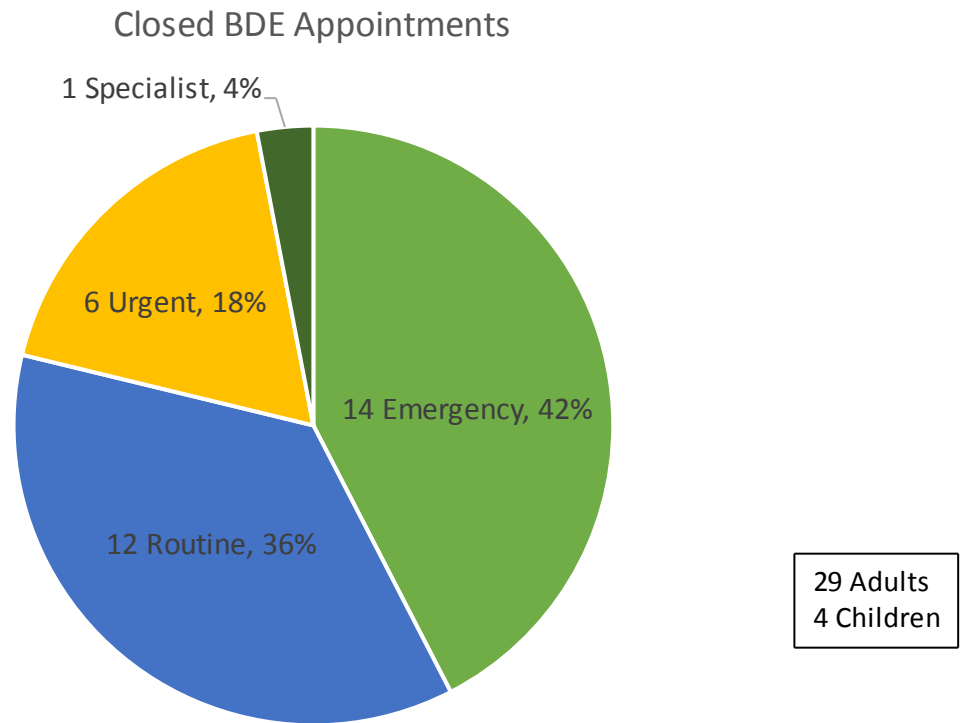
Table 2. October 2017 Non-BDE Totals

Non-BDE Categories	83	100%
BDE Info/No Need	18	22%
Benefits	0	0%
Eligibility	4	5%
Plan/Provider Info	24	29%
No Answer/Left Message	28	34%
Other	9	10%

Summary of BDE Cases Closed in October 2017

A total of 33 BDE appointments were closed in October, including requests made during prior months that may have required several appointments. Emergency appointments were the most scheduled type of appointments with 14 (42%) total requests, followed by 12 (36%) routine appointments, six (18%) urgent appointments, and one (4%) specialist appointment (Graph 1 and Table 3). Of these scheduled appointments, 29 (88%) were for adult beneficiaries, while four (12%) were for children (Graph 1). In total, 19 (58%) scheduled appointments were successfully seen and treated by a dentist, while 14 (42%) were unsuccessful; of these 14, patients were contacted to reschedule but did not answer or did not want to schedule another appointment (Graph 2). Of the successful appointments, 17 (89%) were adults, and two (11%) were children (Graph 2). Of the unsuccessful appointments, 12 (86%) were adults, and two (14%) were children. (Graph 2).

Graph 1. Summary of Closed BDE Appointments by Type



Graph 2. Summary of Closed BDE Successful and Unsuccessful Appointments

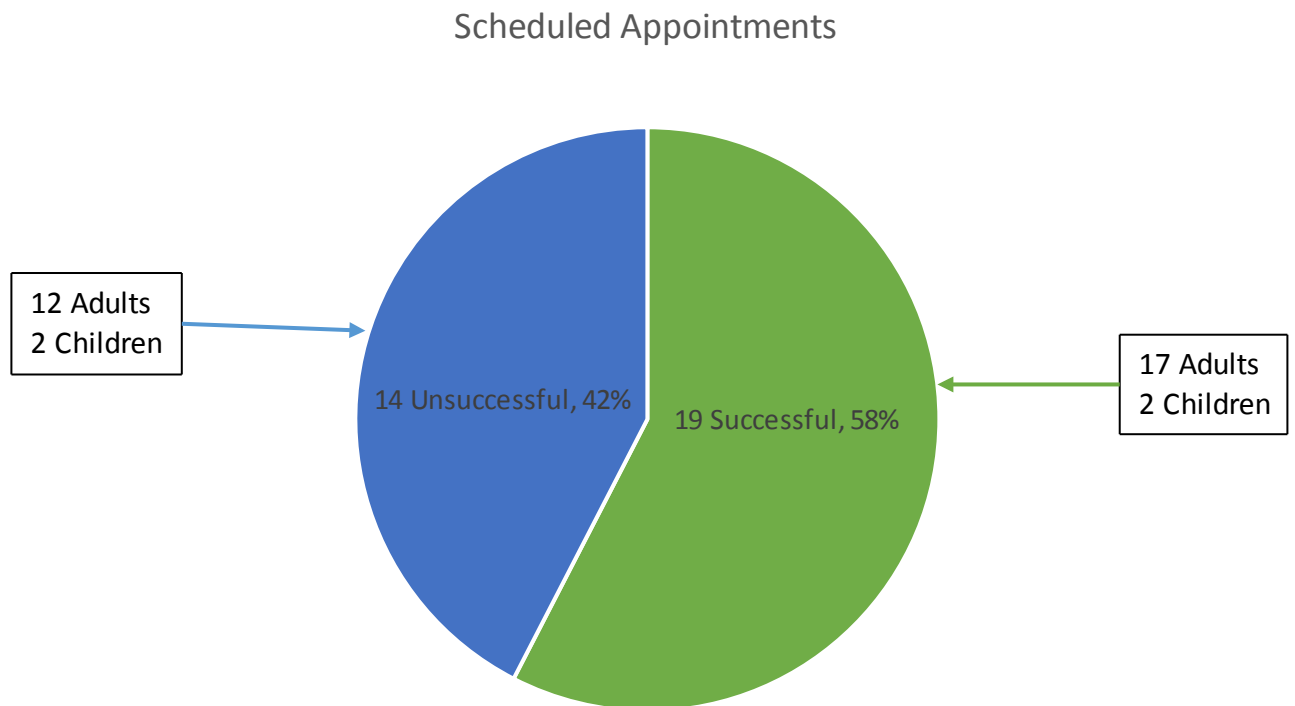


Table 3. Summary of BDE Cases Closed in October 2017

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Emergency	Adult	Extraction	1	LIBERTY	Successful
Emergency	Adult	Exam/Medication	Same Day	LIBERTY	Successful
Emergency	Adult	Exam/Extraction	1	Health Net	Successful
Emergency	Adult	Exam/Referral	2	Health Net	Successful
Emergency	Adult	Referral	Same Day	LIBERTY	Successful
Emergency	Adult	No Show-Personal	Same Day	Health Net	Unsuccessful
Emergency	Adult	Exam/Extraction	1	LIBERTY	Successful
Emergency	Adult	Full Exam/Crown	2	Health Net	Successful
Emergency	Adult	ER Exam	1	Access	Successful
Emergency	Adult	Exam	1	Health Net	Successful
Emergency	Adult	Exam/X-Rays	1	Health Net	Successful
Emergency	Adult	No Show- Personal	1	Health Net	Unsuccessful
Emergency	Child	Exam/X-Rays	1	Health Net	Successful
Emergency	Child	No Show- No Response	2	Access	Unsuccessful
Routine	Adult	No Show- No Response	7	Access	Unsuccessful
Routine	Adult	No Show- No Response	5	Access	Unsuccessful
Routine	Adult	No Show- Other	8	Health Net	Unsuccessful
Routine	Adult	ER Exam	5	Access	Successful
Routine	Adult	No Show- Schedule	5	Health Net	Unsuccessful
Routine	Adult	Consultation	7	LIBERTY	Successful
Routine	Adult	No Show- No Response	6	Access	Unsuccessful
Routine	Adult	No Show- Other	9	Access	Unsuccessful
Routine	Adult	Exam/Extraction	9	LIBERTY	Successful
Routine	Adult	No Show- Personal	10	Health Net	Unsuccessful
Routine	Adult	Exam/X-Rays	9	Access	Successful
Routine	Adult	No Show- Personal	7	Access	Unsuccessful
Urgent	Adult	ER Exam	4	Access	Successful
Urgent	Adult	ER Exam	3	Health Net	Successful
Urgent	Adult	ER Exam	3	Health Net	Successful
Urgent	Adult	No Show- Personal	4	Access	Unsuccessful
Urgent	Adult	Exam/X-Rays	3	LIBERTY	Successful
Urgent	Child	Exam/Referral	2	Health Net	Successful
Specialist	Adult	No Show- Personal	15	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

September 2017 through October 2017

From September 2017 to October 2017, there have been 86 total BDE requests (Table 4). Of the total BDE requests, 66 (77%) are completed and closed to date (Table 7). Of the completed requests, 39 (59%) beneficiaries were successfully seen and treated by a dentist, while 27 (41%) did not show for their appointments and were unsuccessful (Table 7). The total average number of incoming requests is 274 per month; the average BDE monthly request is 63 (23%), while the average non-BDE monthly request is 206 (77%).

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

BDE Categories	DMC Dental Plans			Adults	Children	Totals
	Access	Health Net	LIBERTY			
Emergency	8	17	11	31	5	36
Urgent	6	7	4	14	3	17
Routine	13	10	9	26	6	32
Specialist	0	1	0	1	0	1
In Progress	9	8	10	21	6	27
Closed	18	27	14	51	8	59
Total BDE	27	35	24	72	14	86

Table 5. Summary of Total BDE Requests from September 2017

BDE Categories	DMC Dental Plans			Adults	Children	Totals
	Access	Health Net	LIBERTY			
Emergency	5	11	4	18	2	20
Urgent	5	5	2	9	3	12
Routine	5	5	7	14	3	17
Specialist	0	0	0	0	0	0
In Progress	7	5	4	13	3	16
Closed	8	16	9	28	5	33
Total BDE	15	21	13	41	8	49

Table 6. Summary of Total BDE Requests from October 2017

BDE Categories	DMC Dental Plans			Adults	Children	Totals
	Access	Health Net	LIBERTY			
Emergency	3	6	7	13	3	16
Urgent	1	2	2	5	0	5
Routine	8	5	2	12	3	15
Specialist	0	1	0	1	0	1
In Progress	2	3	6	8	3	11
Closed	10	11	5	23	3	26
Total BDE	12	14	11	31	6	37

Table 7. Summary of Total Closed BDE Requests from September 2017 to October 2017

Closed BDE Categories		DMC Dental Plans			Adults	Children	Totals
		Access	Health Net	LIBERTY			
Unsuccessful (No-Show)	Emergency	2	5	2	8	1	9
	Urgent	2	2	0	4	0	4
	Routine	7	6	0	11	2	13
	Specialist	0	1	0	1	0	1
Successful	Emergency	3	11	6	17	3	20
	Urgent	4	4	2	7	3	10
	Routine	1	2	6	9	0	9
	Specialist	0	0	0	0	0	0
Unsuccessful Total		11	14	2	24	3	27
Successful Total		8	17	14	33	6	39
Totals		19	31	16	57	9	66

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

Closed BDE Categories		DMC Dental Plans			Adults	Children	Totals
		Access	Health Net	LIBERTY			
Unsuccessful (No-Show)	Emergency	1	3	2	6	0	6
	Urgent	1	2	0	3	0	3
	Routine	1	3	0	3	1	4
	Specialist	0	0	0	0	0	0
Successful	Emergency	2	5	2	7	2	9
	Urgent	3	1	1	3	2	5
	Routine	0	2	4	6	0	6
	Specialist	0	0	0	0	0	0
Unsuccessful Total		3	8	2	12	1	13
Successful Total		5	8	7	16	4	20
Totals		8	16	9	28	5	33

Table 9. Summary of Total Closed BDE Requests from October 2017

Closed BDE Categories		DMC Dental Plans			Adults	Children	Totals
		Access	Health Net	LIBERTY			
Unsuccessful (No-Show)	Emergency	1	2	0	2	1	3
	Urgent	1	0	0	1	0	1
	Routine	6	3	0	8	1	9
	Specialist	0	1	0	1	0	1
Successful	Emergency	1	6	4	10	1	11
	Urgent	1	3	1	4	1	5
	Routine	1	0	2	3	0	3
	Specialist	0	0	0	0	0	0
Unsuccessful Total		8	6	0	12	2	14
Successful Total		3	9	7	17	2	19
Totals		11	15	7	29	4	33

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

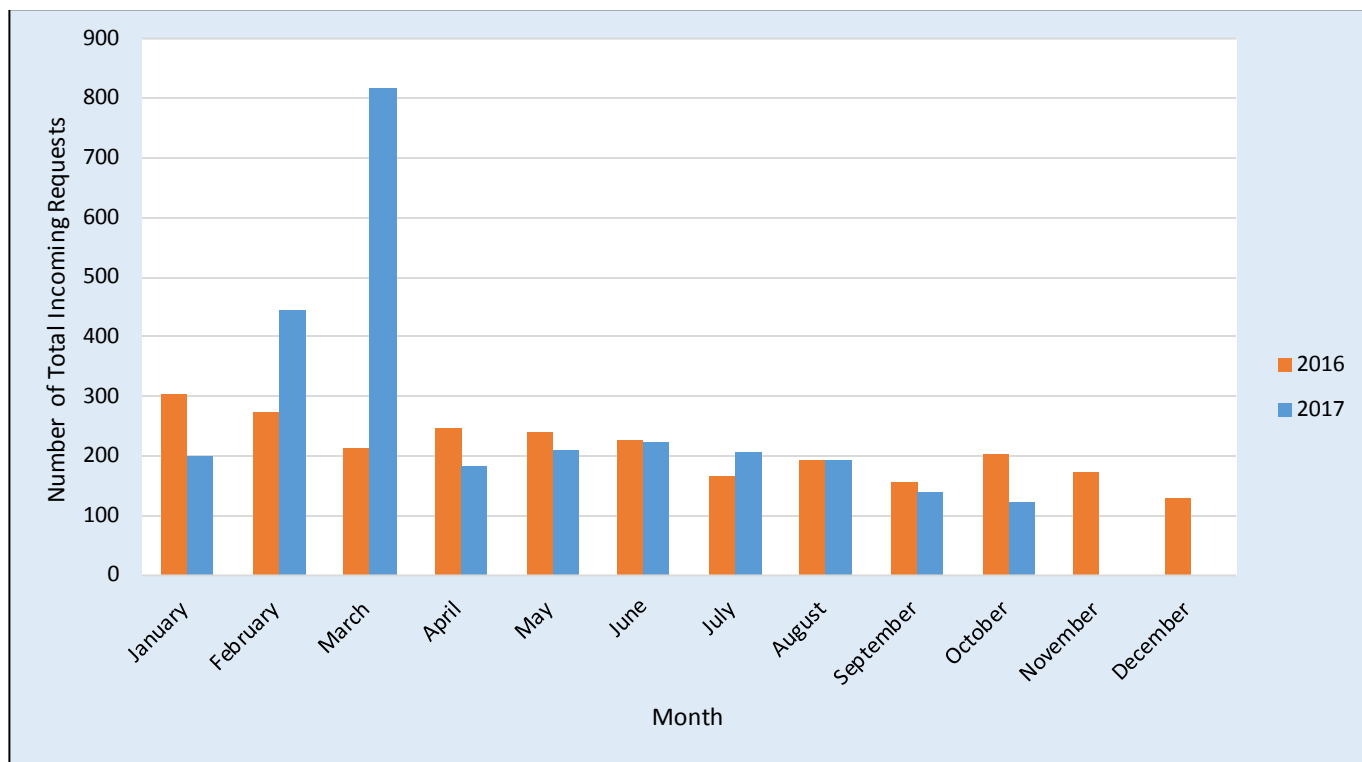


Figure 2. 2016 vs. 2017 Monthly BDE Incoming Requests

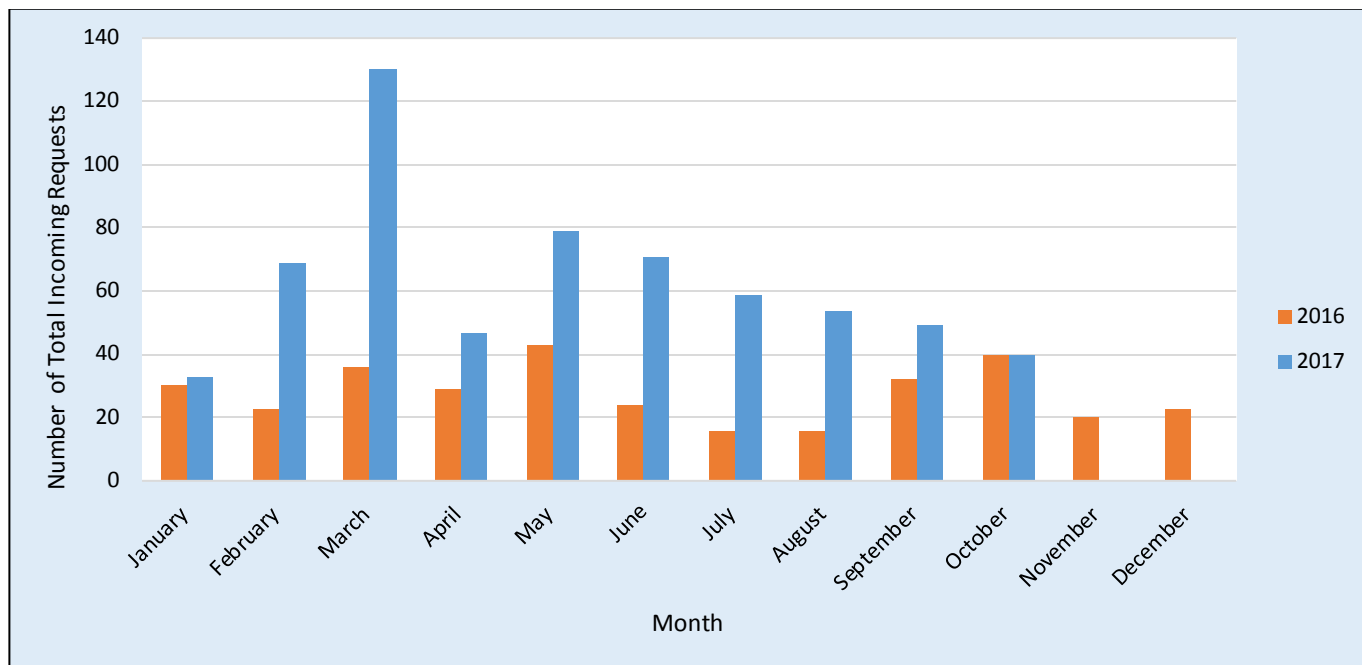


Figure 3. 2017 Monthly BDE Requests by Type

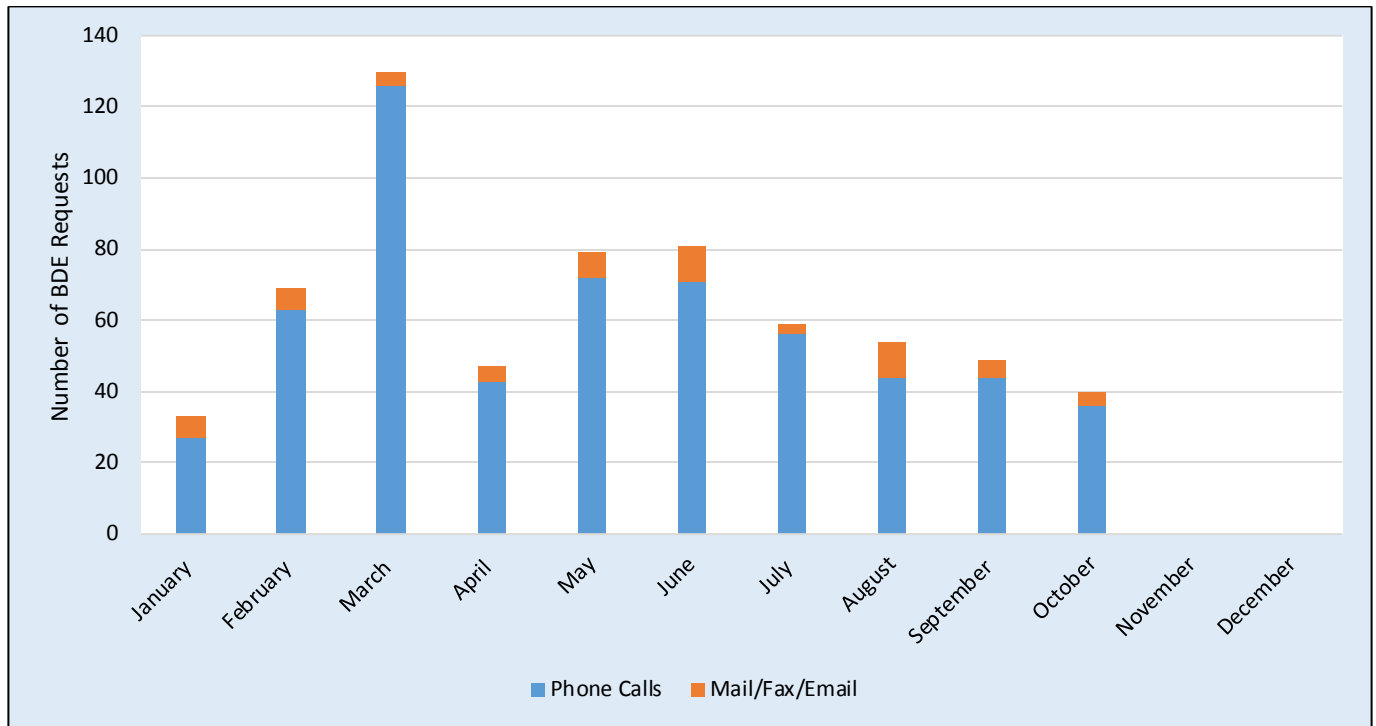


Figure 4. 2016 vs. 2017 Monthly Non-BDE Incoming Requests

