

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

### **Summary of Total Requests in September 2017**

A total of 140 requests were received during September; 49 (35%) were BDE requests, while 91 (65%) were non-BDE requests (Table 1). Of the 49 BDE requests, 16 (33%) are in progress, and 33 (67%) were completed and closed to date.

Table 1. September 2017 Incoming Totals

| <b>Total Requests</b>           | <b>140</b> | <b>100%</b> |
|---------------------------------|------------|-------------|
| BDE                             | 49         | 35%         |
| Non-BDE                         | 91         | 65%         |
| <b>Inbound Phone Call Total</b> | <b>96</b>  | <b>69%</b>  |
| BDE                             | 44         | 46%         |
| Non-BDE                         | 52         | 54%         |
| <b>Mail/Fax/Email Total</b>     | <b>44</b>  | <b>31%</b>  |
| BDE                             | 5          | 11%         |
| Non-BDE                         | 39         | 89%         |

Table 2. September 2017 Non-BDE Totals

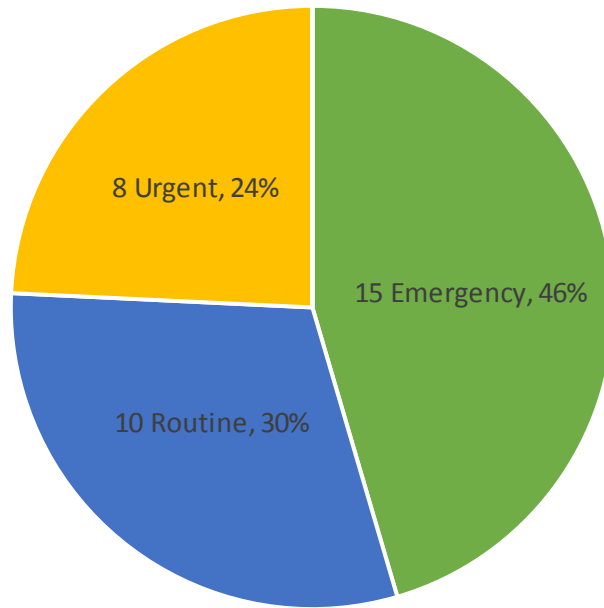
| <b>Non-BDE Categories</b> | <b>91</b> | <b>100%</b> |
|---------------------------|-----------|-------------|
| BDE Info/No Need          | 27        | 30%         |
| Benefits                  | 4         | 4%          |
| Eligibility               | 6         | 7%          |
| Plan/Provider Info        | 33        | 36%         |
| No Answer/Left Message    | 16        | 18%         |
| Other                     | 5         | 5%          |

### **Summary of BDE Cases Closed in September 2017**

A total of 33 BDE appointments were closed in September, including requests made during prior months that may have required several appointments. Emergency appointments were the most scheduled type of appointments with 15 (46%) total requests, followed by 10 (30%) routine appointments, and eight (24%) urgent (Graph 1 and Table 3). Of these scheduled appointments, 28 (85%) were for adult beneficiaries, while five (15%) were for children (Graph 1). In total, 20 (61%) scheduled appointments were successfully seen and treated by a dentist, while 13 (39%) were unsuccessful; of these 13, patients were contacted to reschedule but did not answer or did not want to schedule another appointment (Graph 2). Of the successful appointments, 16 (80%) were adults, and four (20%) were children (Graph 2). Of the unsuccessful appointments, 12 (93%) were adults, and one (7%) was a child. (Graph 2).

Graph 1. Summary of Closed BDE Appointments by Type

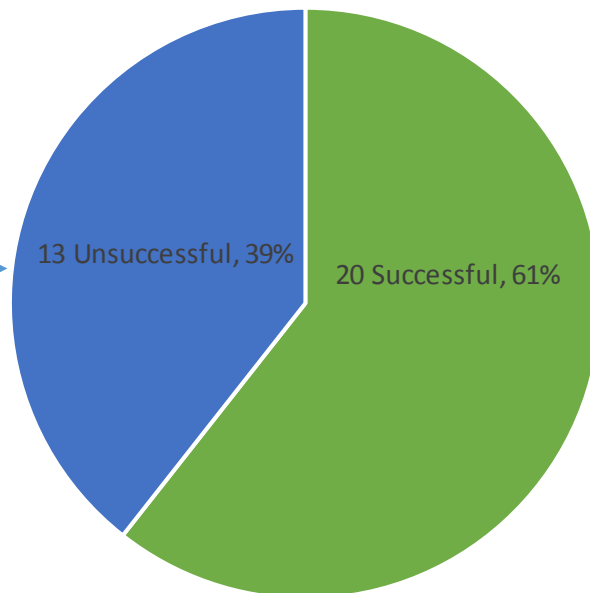
Closed BDE Appointments



28 Adults  
5 Children

Graph 2. Summary of Closed BDE Successful and Unsuccessful Appointments

Scheduled Appointments



12 Adults  
1 Child

16 Adults  
4 Children

Table 3. Summary of BDE Cases Closed in September 2017

| Type of Visit | Adult/Child | Service Provided        | Timely Access (Business Days) | Dental Plan | Department Perspective |
|---------------|-------------|-------------------------|-------------------------------|-------------|------------------------|
| Emergency     | Adult       | ER Exam/X-Rays          | 1                             | Access      | Successful             |
| Emergency     | Adult       | Exam                    | Same Day                      | Access      | Successful             |
| Emergency     | Adult       | Exam/Dentures           | 1                             | Health Net  | Successful             |
| Emergency     | Adult       | Extraction              | 1                             | Health Net  | Successful             |
| Emergency     | Adult       | No Show- No Response    | Same Day                      | LIBERTY     | Unsuccessful           |
| Emergency     | Adult       | Exam/Medication         | 2                             | Health Net  | Successful             |
| Emergency     | Adult       | ER Exam/Root Canal      | 2                             | Health Net  | Successful             |
| Emergency     | Adult       | No Show- Personal       | Same Day                      | Health Net  | Unsuccessful           |
| Emergency     | Adult       | Exam                    | 1                             | LIBERTY     | Successful             |
| Emergency     | Adult       | ER Exam                 | 1                             | Health Net  | Successful             |
| Emergency     | Adult       | Root Canal              | 1                             | LIBERTY     | Successful             |
| Emergency     | Adult       | No Show- Personal       | 1                             | Access      | Unsuccessful           |
| Emergency     | Adult       | No Show- Transportation | 8                             | Health Net  | Unsuccessful           |
| Emergency     | Child       | Cleaning                | 2                             | LIBERTY     | Successful             |
| Emergency     | Child       | ER Exam                 | 2                             | Health Net  | Successful             |
| Routine       | Adult       | No Show- No Response    | 5                             | Health Net  | Unsuccessful           |
| Routine       | Adult       | Exam/X-Rays/Referral    | 11                            | LIBERTY     | Successful             |
| Routine       | Adult       | ER Exam                 | 5                             | Health Net  | Successful             |
| Routine       | Adult       | Extraction              | 5                             | LIBERTY     | Successful             |
| Routine       | Adult       | Extraction              | 7                             | Health Net  | Successful             |
| Routine       | Adult       | No Show- No Response    | 6                             | Health Net  | Unsuccessful           |
| Routine       | Adult       | Exam/X-Rays/Extraction  | 9                             | LIBERTY     | Successful             |
| Routine       | Adult       | Exam                    | 9                             | LIBERTY     | Successful             |
| Routine       | Adult       | No Show- Personal       | 10                            | Health Net  | Unsuccessful           |
| Routine       | Child       | No Show- Other          | 9                             | Access      | Unsuccessful           |
| Urgent        | Adult       | ER Exam                 | 3                             | Access      | Successful             |
| Urgent        | Adult       | No Show- Forgotten      | 2                             | Access      | Unsuccessful           |
| Urgent        | Adult       | No Show- Personal       | 3                             | Health Net  | Unsuccessful           |
| Urgent        | Adult       | Exam/X-Rays/Root Canals | 2                             | Health Net  | Successful             |
| Urgent        | Adult       | Exam/Referral           | 1                             | Access      | Successful             |
| Urgent        | Adult       | Exam/X-Rays             | 2                             | Health Net  | Successful             |
| Urgent        | Child       | Exam                    | 2                             | Access      | Successful             |
| Urgent        | Child       | Referral                | 2                             | 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

**August 2017 through September 2017**

From August 2017 to September 2017, there have been 95 total BDE requests (Table 4). Of the total BDE requests, 63 (66%) are completed and closed to date (Table 7). Of the completed requests, 37 (59%) beneficiaries were successfully seen and treated by a dentist, while 26 (41%) did not show for their appointments and were unsuccessful (Table 7). The total average number of incoming requests is 291 per month; the average BDE monthly request is 67 (24%), while the average non-BDE monthly request is 220 (76%).

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

| BDE Categories     | DMC Dental Plans |            |           | Adults    | Children  | Totals    |
|--------------------|------------------|------------|-----------|-----------|-----------|-----------|
|                    | Access           | Health Net | LIBERTY   |           |           |           |
| Emergency          | 13               | 21         | 9         | 37        | 6         | 43        |
| Urgent             | 9                | 8          | 5         | 23        | 4         | 27        |
| Routine            | 11               | 8          | 11        | 21        | 4         | 25        |
| Specialist         | 0                | 0          | 0         | 0         | 0         | 0         |
| <b>In Progress</b> | <b>17</b>        | <b>8</b>   | <b>7</b>  | <b>26</b> | <b>6</b>  | <b>32</b> |
| <b>Closed</b>      | <b>16</b>        | <b>29</b>  | <b>18</b> | <b>55</b> | <b>8</b>  | <b>63</b> |
| <b>Total BDE</b>   | <b>33</b>        | <b>37</b>  | <b>25</b> | <b>81</b> | <b>14</b> | <b>95</b> |

Table 5. Summary of Total BDE Requests from August 2017

| BDE Categories     | DMC Dental Plans |            |           | Adults    | Children | Totals    |
|--------------------|------------------|------------|-----------|-----------|----------|-----------|
|                    | Access           | Health Net | LIBERTY   |           |          |           |
| Emergency          | 8                | 10         | 5         | 19        | 4        | 23        |
| Urgent             | 4                | 3          | 3         | 9         | 1        | 10        |
| Routine            | 6                | 3          | 4         | 12        | 1        | 13        |
| Specialist         | 0                | 0          | 0         | 0         | 0        | 0         |
| <b>In Progress</b> | <b>10</b>        | <b>3</b>   | <b>3</b>  | <b>13</b> | <b>3</b> | <b>16</b> |
| <b>Closed</b>      | <b>8</b>         | <b>13</b>  | <b>9</b>  | <b>27</b> | <b>3</b> | <b>30</b> |
| <b>Total BDE</b>   | <b>18</b>        | <b>16</b>  | <b>12</b> | <b>40</b> | <b>6</b> | <b>46</b> |

Table 6. 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       | 14     | 3        | 17     |
| Routine        | 5                | 5          | 7       | 9      | 3        | 12     |
| 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 7. Summary of Total Closed BDE Requests from August 2017 to September 2017

| Closed BDE Categories     |            | DMC Dental Plans |            |         | Adults | Children | Totals |
|---------------------------|------------|------------------|------------|---------|--------|----------|--------|
|                           |            | Access           | Health Net | LIBERTY |        |          |        |
| Unsuccessful<br>(No-Show) | Emergency  | 4                | 7          | 4       | 14     | 1        | 15     |
|                           | Urgent     | 3                | 2          | 1       | 6      | 0        | 6      |
|                           | Routine    | 1                | 4          | 0       | 4      | 1        | 5      |
|                           | Specialist | 0                | 0          | 0       | 0      | 0        | 0      |
| Successful                | Emergency  | 4                | 10         | 5       | 16     | 3        | 19     |
|                           | Urgent     | 3                | 3          | 3       | 6      | 3        | 9      |
|                           | Routine    | 1                | 3          | 5       | 9      | 0        | 9      |
|                           | Specialist | 0                | 0          | 0       | 0      | 0        | 0      |
| Unsuccessful Total        |            | 8                | 13         | 5       | 24     | 2        | 26     |
| Successful Total          |            | 8                | 16         | 13      | 31     | 6        | 37     |
| Totals                    |            | 16               | 29         | 18      | 55     | 8        | 63     |

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

| Closed BDE Categories     |            | DMC Dental Plans |            |         | Adults | Children | Totals |
|---------------------------|------------|------------------|------------|---------|--------|----------|--------|
|                           |            | Access           | Health Net | LIBERTY |        |          |        |
| Unsuccessful<br>(No-Show) | Emergency  | 3                | 4          | 2       | 8      | 1        | 9      |
|                           | Urgent     | 2                | 0          | 1       | 3      | 0        | 3      |
|                           | Routine    | 0                | 1          | 0       | 1      | 0        | 1      |
|                           | Specialist | 0                | 0          | 0       | 0      | 0        | 0      |
| Successful                | Emergency  | 2                | 5          | 3       | 9      | 1        | 10     |
|                           | Urgent     | 0                | 2          | 2       | 3      | 1        | 4      |
|                           | Routine    | 1                | 1          | 1       | 3      | 0        | 3      |
|                           | Specialist | 0                | 0          | 0       | 0      | 0        | 0      |
| Unsuccessful Total        |            | 5                | 5          | 3       | 12     | 1        | 13     |
| Successful Total          |            | 3                | 8          | 6       | 15     | 2        | 17     |
| Totals                    |            | 8                | 13         | 9       | 27     | 3        | 30     |

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

| Closed BDE Categories     |            | DMC Dental Plans |            |         | Adults | Children | Totals |
|---------------------------|------------|------------------|------------|---------|--------|----------|--------|
|                           |            | Access           | Health Net | LIBERTY |        |          |        |
| Unsuccessful<br>(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     |

### 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

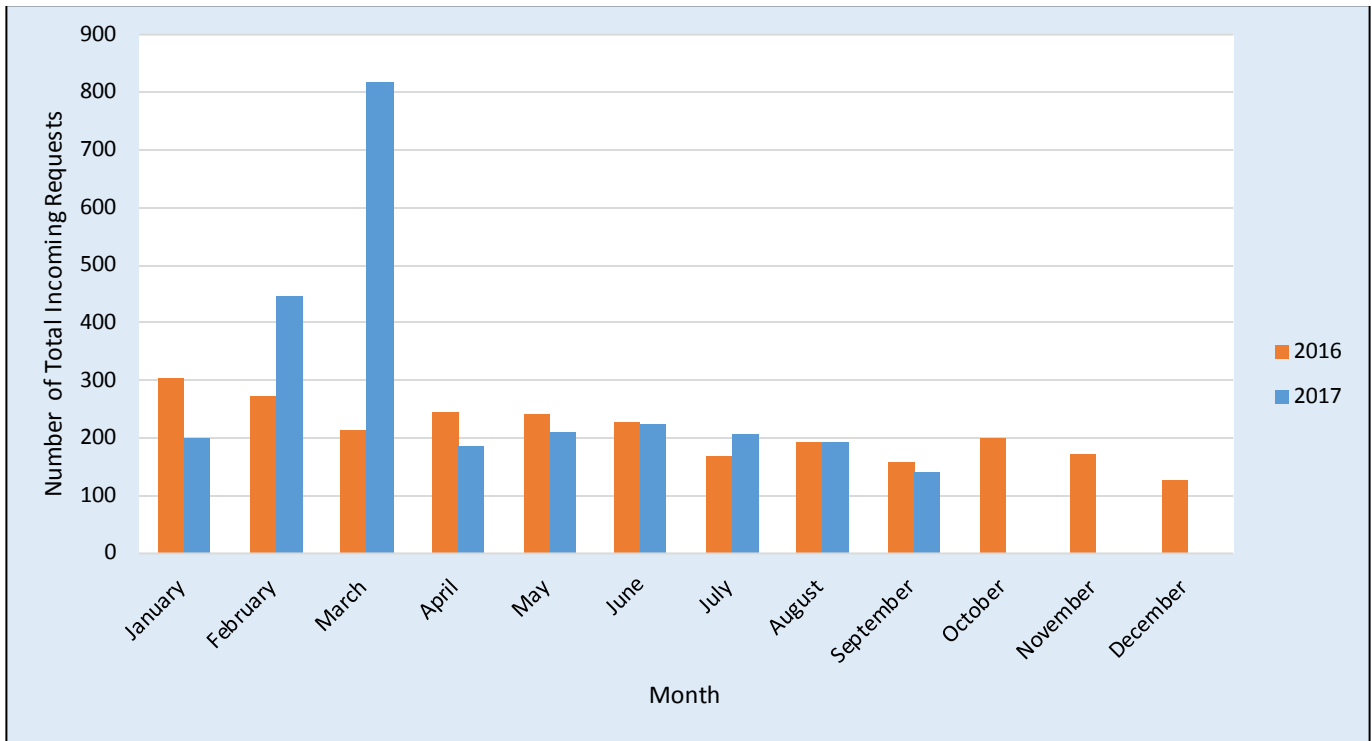


Figure 2. 2016 vs. 2017 Monthly BDE Incoming Requests

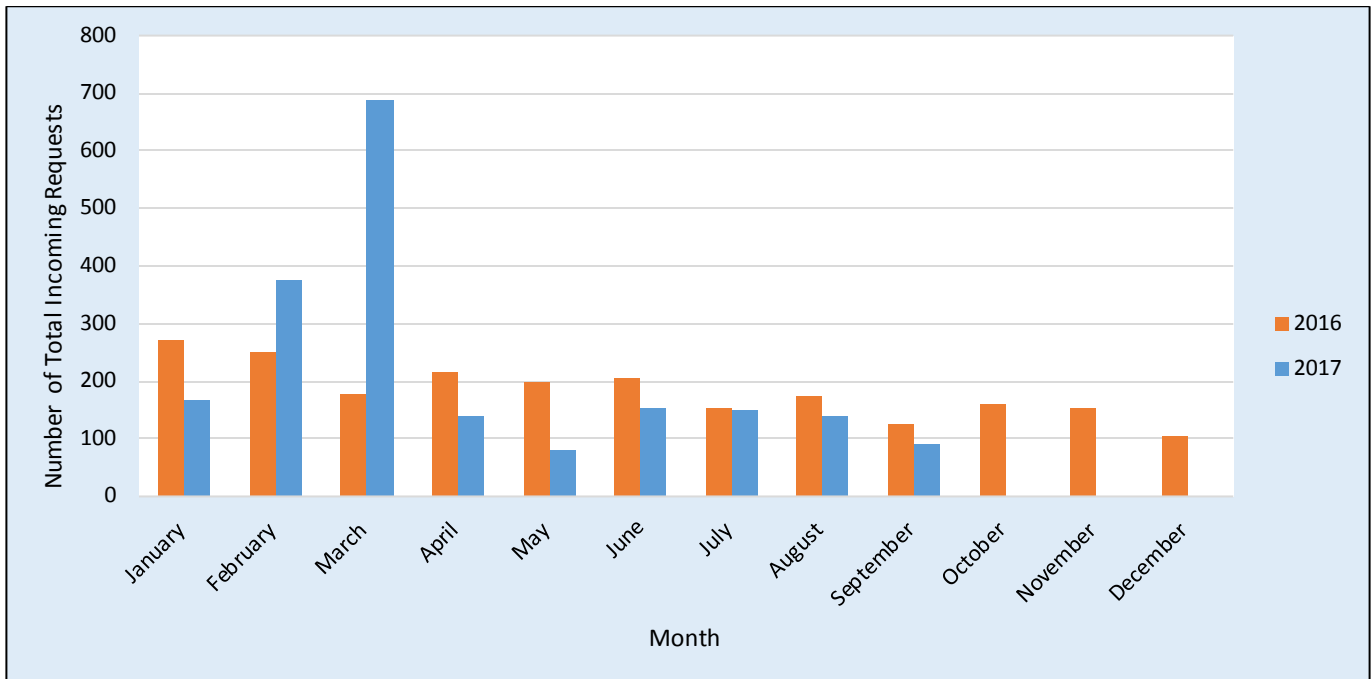


Figure 3. 2017 Monthly BDE Requests by Type

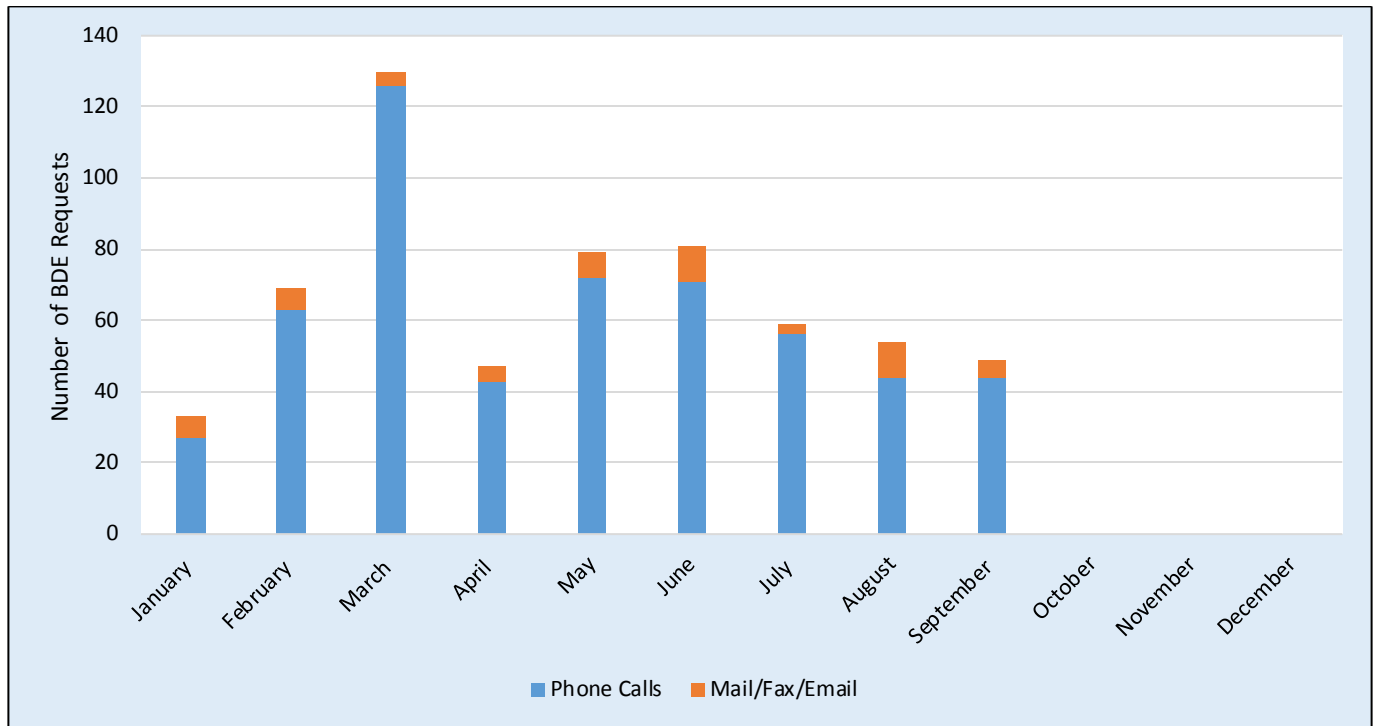


Figure 4. 2016 vs. 2017 Monthly Non-BDE Incoming Requests

