

Beneficiary Dental Exception (BDE) Third Quarter of 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 the summary for the third quarter of 2017 and the 2016 annual summary.

Summary of Total Requests in the Third Quarter of 2017

A total of 542 requests were received during the third quarter of 2017; 162 (30%) were BDE requests, while 380 (70%) were non-BDE requests (Table 1). Of the 162 BDE requests, 63 (39%) are in progress, and 99 (61%) were completed and closed to date.

Table 1. Third Quarter Incoming Totals

Total Requests	542	100%
BDE	162	30%
Non-BDE	380	70%
Inbound Phone Call Total	327	60%
BDE	144	44%
Non-BDE	183	56%
Mail/Fax/Email Total	215	40%
BDE	18	8%
Non-BDE	197	92%

Table 2. Third Quarter 2017 Non-BDE Totals

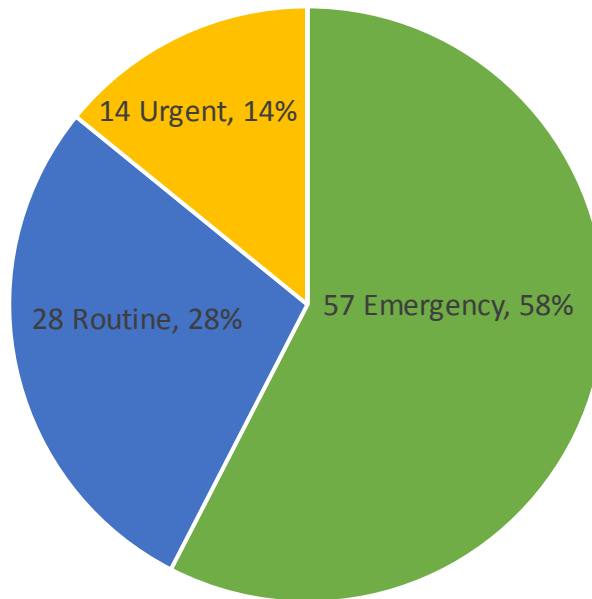
Non-BDE Categories	380	100%
BDE Info/No Need	92	24%
Benefits	25	7%
Eligibility	36	9%
Plan/Provider Info	103	27%
No Answer/Left Message	91	24%
Other	33	9%

Summary of BDE Cases Closed in the Third Quarter of 2017

A total of 99 BDE appointments were closed in the third quarter of 2017, including requests made during prior months that may have required several appointments. Emergency appointments were the most scheduled type of appointments with 57 (58%) total requests, followed by 28 (28%) routine appointments, 14 (14%) urgent (Graph 1). Of these scheduled appointments, 80 (81%) were for adult beneficiaries, while 19 (19%) were for children (Graph 1). In total, 67 (68%) scheduled appointments were successfully seen and treated by a dentist, while 32 (32%) were unsuccessful (Graph 2); of these 32, patients were contacted to reschedule but did not answer or did not want to schedule another appointment. Of the successful appointments, 52 (78%) were adults, and 15 (22%) were children (Graph 2). Of the unsuccessful appointments, 28 (88%) were adults, and four (12%) were children (Graph 2).

Graph 1. Summary of Closed BDE Appointments by Type

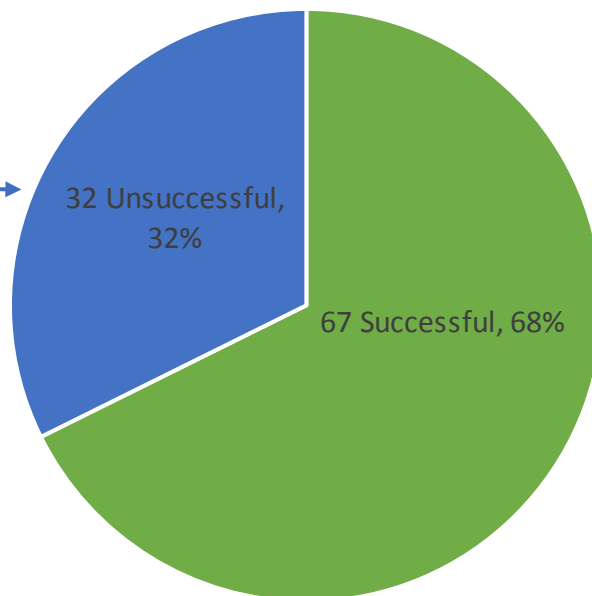
Closed BDE Appointments



80 Adults
19 Children

Graph 2. Summary of Closed BDE Successful and Unsuccessful Appointments

Scheduled Appointments



28 Adults
4 Children

52 Adults
15 Children

Third Quarter Summary of 2017

The total average number of incoming requests is 189 per month; the average BDE monthly request is 66 (35%), while the average non-BDE monthly request is 123 (65%).

Table 3. Quarterly Summary of Total BDE Requests from July 2017 to September 2017

BDE Categories	DMC Dental Plans			Adults	Children	Totals
	Access	Health Net	LIBERTY			
Emergency	26	35	15	59	17	76
Urgent	10	9	6	24	6	30
Routine	16	16	19	29	17	46
Specialist	0	1	1	2	0	2
In Progress	20	20	15	40	15	55
Closed	30	41	26	74	25	99
Total BDE	52	61	41	114	40	154

Table 4. Quarterly Summary of Total Closed BDE Requests from July 2017 to September 2017

Closed BDE Categories		DMC Dental Plans			Adults	Children	Totals
		Access	Health Net	LIBERTY			
Unsuccessful (No-Show)	Emergency	5	8	4	15	2	17
	Urgent	3	2	1	6	0	6
	Routine	4	4	1	7	2	9
	Specialist	0	0	0	0	0	0
Successful	Emergency	14	18	8	34	6	40
	Urgent	4	3	4	7	4	11
	Routine	2	6	8	11	5	16
	Specialist	0	0	0	0	0	0
Unsuccessful Total		12	14	6	28	4	32
Successful Total		20	27	20	52	15	67
Totals		32	41	26	80	19	99

Year to Date Comparison

The increase in the month of March 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

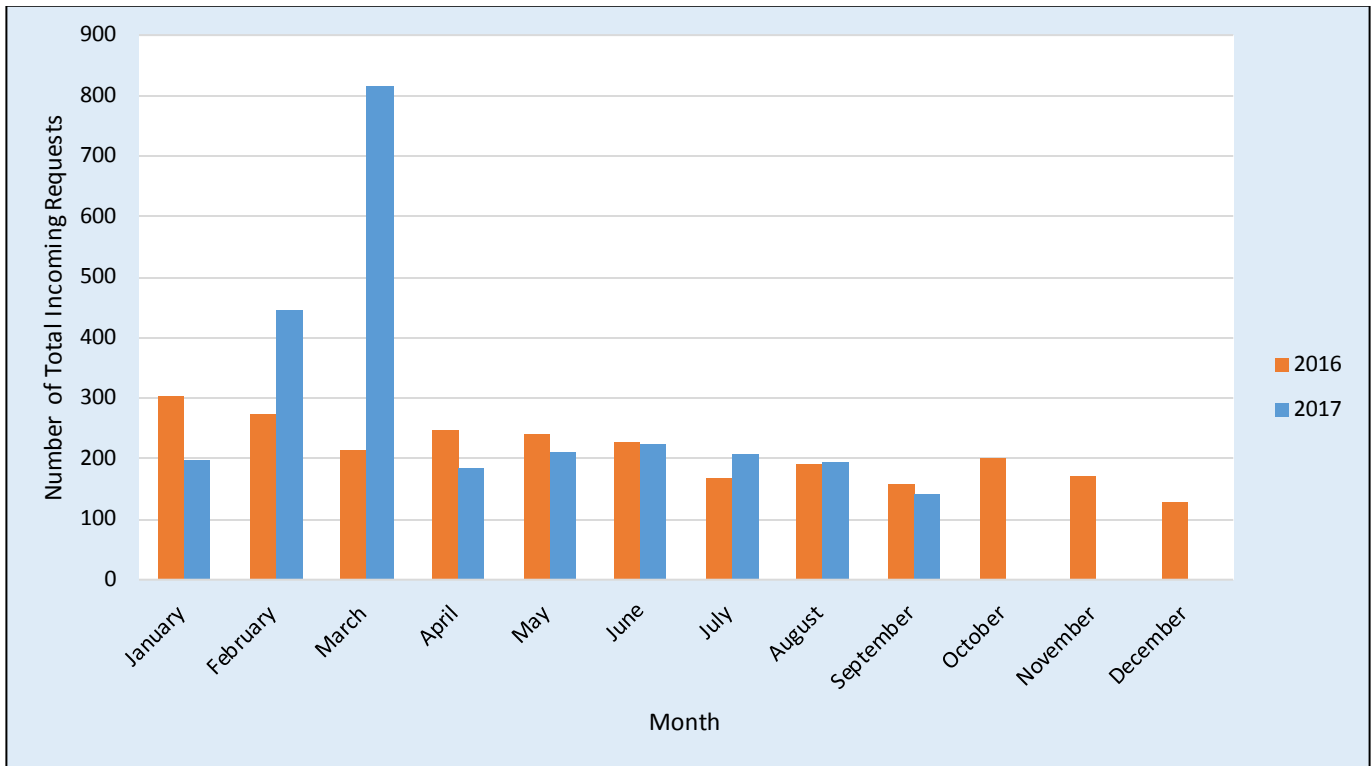


Figure 2. 2016 vs. 2017 Monthly BDE Incoming Requests

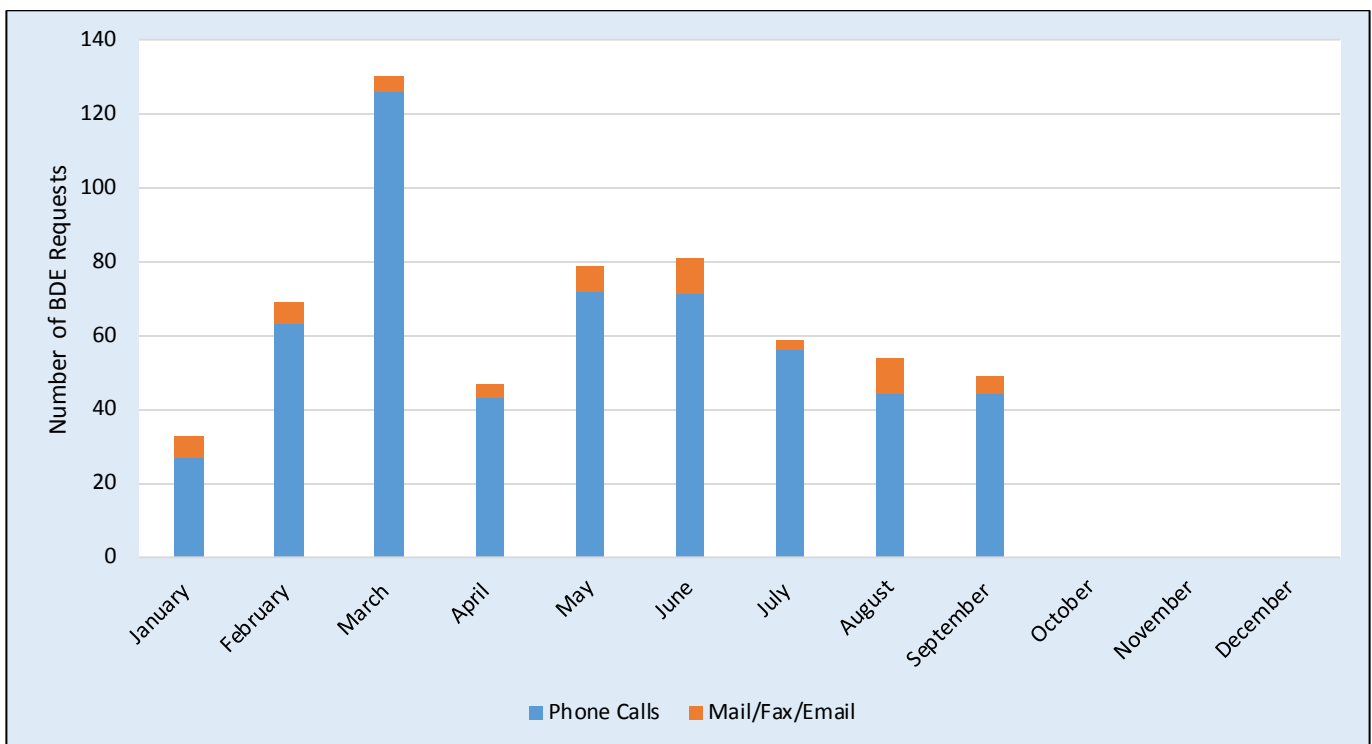


Figure 3. 2017 Monthly BDE Requests by Type

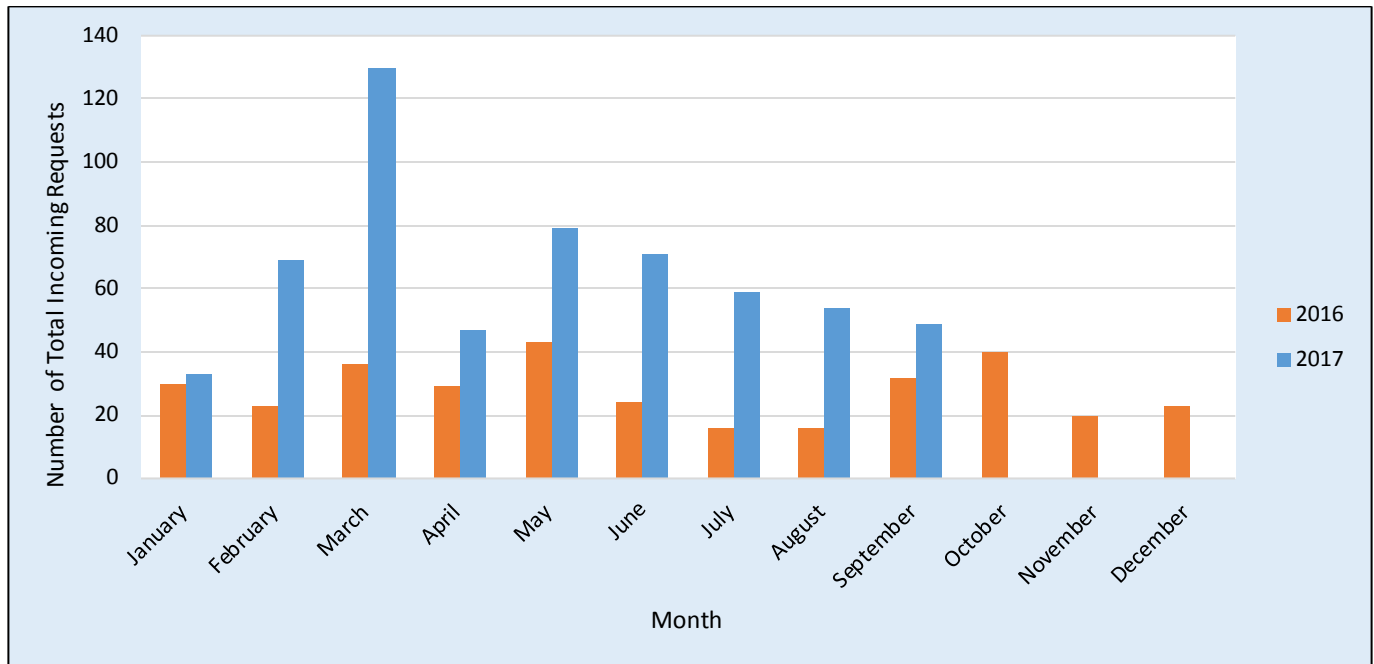


Figure 4. 2016 vs. 2017 Monthly Non-BDE Incoming Requests

