

Beneficiary Dental Exception (BDE) Third Quarter of 2018

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 members to schedule an appropriate appointment within specified time frames, based on the member's needs. If no such appointment is secured, the member 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 2018 and the 2017 annual summary.

Summary of Total Requests in the Third Quarter of 2018

A total of 564 requests were received during the third quarter of 2018; 70 (12%) were BDE requests, while 494 (88%) were non-BDE requests (Table 1). Of the 70 BDE requests, 13 (19%) are in progress, and 57 (81%) were completed and closed to date.

Table 1. Third Quarter Incoming Totals

Total Requests	564	100%
BDE	70	12%
Non-BDE	494	88%
Inbound Phone Call Total	325	58%
BDE	70	22%
Non-BDE	255	78%
Mail/Fax/Email Total	239	42%
BDE	0	0
Non-BDE	239	100%

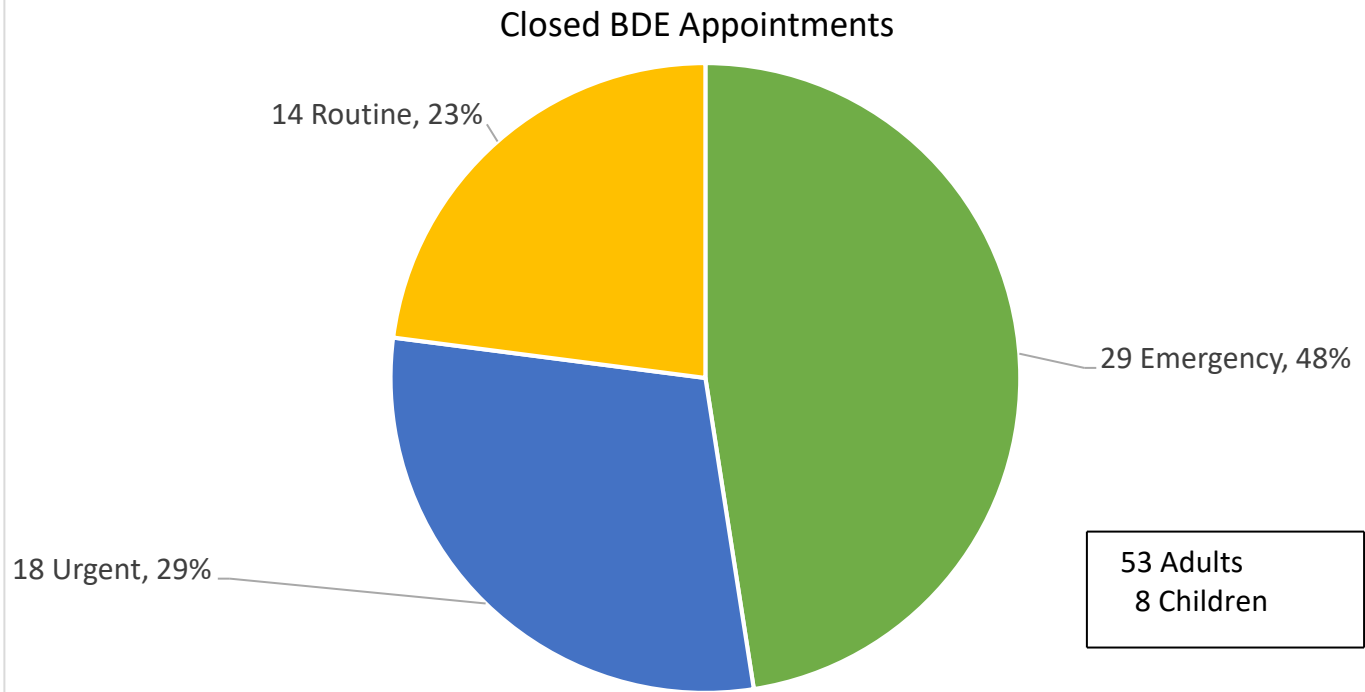
Table 2. Third Quarter 2018 Non-BDE Totals

Non-BDE Categories	494	100%
BDE Info/No Need	46	9%
Benefits	18	4%
Eligibility	19	4%
Plan/Provider Info	190	38%
No Answer/Left Message	141	29%
Other	80	16%

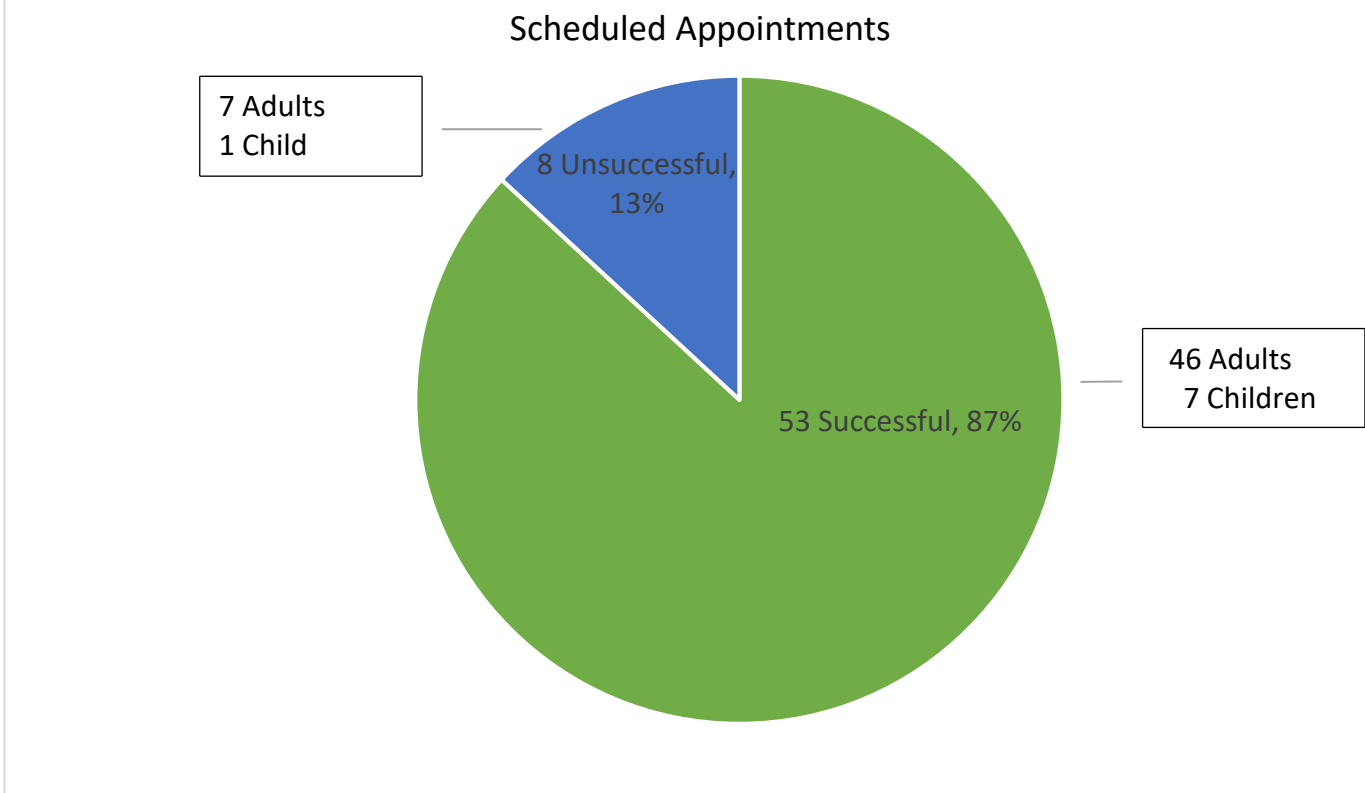
Summary of BDE Cases Closed in the Third Quarter of 2018

A total of 61 BDE appointments were closed in the third quarter of 2018, including requests made during prior months that may have required several appointments. Emergency appointments were the most scheduled type of appointments with 29 (48%) total requests, followed by 18 (29%) urgent appointments, and 14 (23%) routine appointments (Graph 1). Of the scheduled appointments, 53 (87%) were for adults, while eight (13%) were for children (Graph 1). In total, 53 (87%) scheduled appointments were successfully seen and treated by a dentist, while eight (13%) were unsuccessful; of these eight, members were contacted to reschedule but did not answer or did not want to schedule another appointment (Graph 2). Of the successful appointments, 46 (87%) were adults, and seven (13%) were children (Graph 2). Of the unsuccessful appointments, seven (88%) were adults, and one (12%) was a child. (Graph 2).

Graph 1. Summary of Closed BDE Appointments by Type



Graph 2. Summary of Closed BDE Successful and Unsuccessful Appointments



Third Quarter Summary of 2018

The total average number of incoming requests is 188 per month; the average BDE monthly request is 23 (12%), while the average non-BDE monthly request is 165 (88%).

Table 3. Quarterly Summary of Total BDE Requests from July 2018 to September 2018

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	11	11	8	26	4	30
Urgent	8	7	6	18	3	21
Routine	6	6	7	16	3	19
Specialist	0	0	0	0	0	0
In Progress	1	6	6	11	2	13
Closed	24	18	15	49	8	57
Total BDE	25	24	21	60	10	70

Table 4. Quarterly Summary of Total Closed BDE Requests from July 2018 to September 2018

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	1	0	2	3	0	3
Unsuccessful Urgent	1	0	1	2	0	2
Unsuccessful Routine	2	1	0	2	1	3
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	10	10	6	23	3	26
Successful Urgent	7	7	3	14	3	17
Successful Routine	3	4	3	9	1	10
Successful Specialist	0	0	0	0	0	0
Unsuccessful	4	1	3	7	1	8
Successful	20	21	12	46	7	53
Total	24	22	15	53	8	61

Year to Date Comparison

As shown in the chart below, from June to September, BDE experienced a decrease in the requests received through mail, fax and emails.

Figure 1. 2018 Monthly BDE Requests by Type

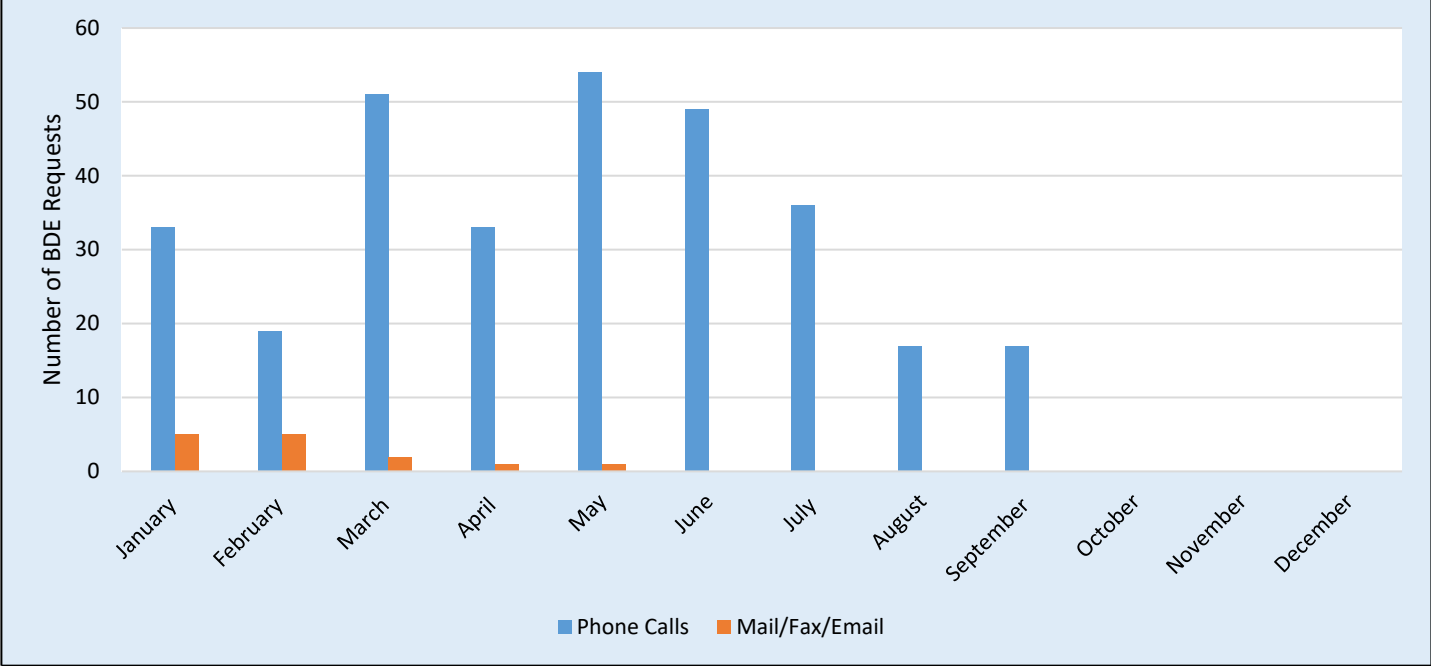


Figure 2. 2017 vs. 2018 Monthly Total Incoming Requests

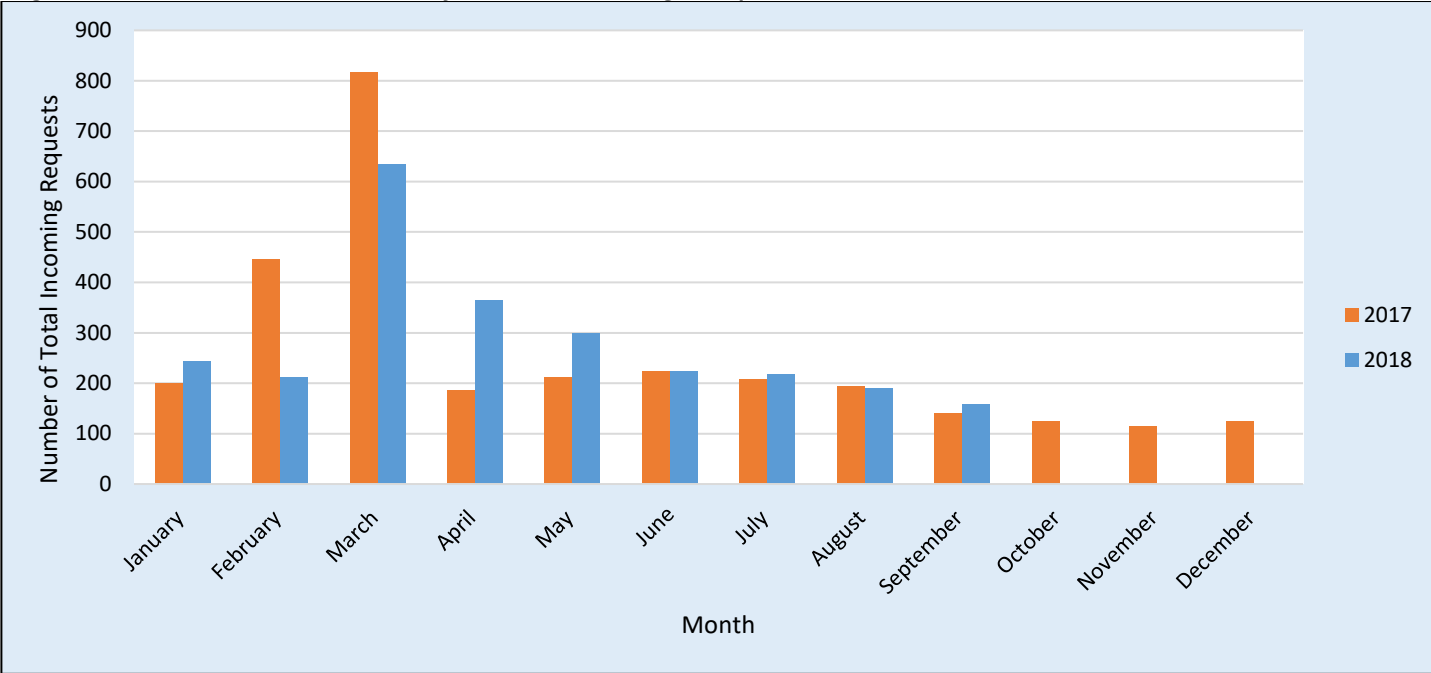


Figure 3. 2017 vs. 2018 Monthly BDE Incoming Requests

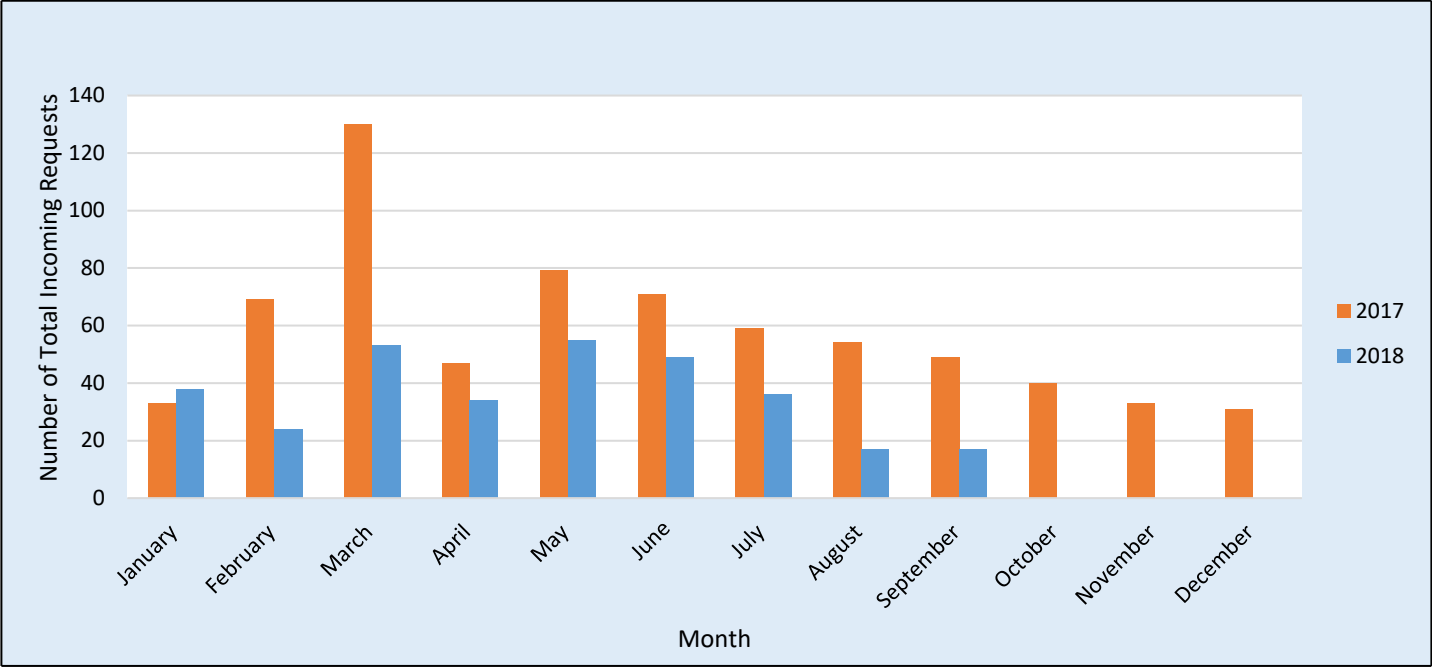


Figure 4. 2017 vs. 2018 Monthly Total Non-BDE Incoming Requests

