

Beneficiary Dental Exception (BDE) February 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 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 February 2018, comparison of January 2018 to February 2018, and the 2017 annual summary.

Summary of Total Requests in February 2018

A total of 211 requests were received during February; 24 (11%) were BDE requests, while 187 (89%) were non-BDE requests (Table 1). Of the 24 BDE requests, 15 (62%) are in progress, and nine (38%) were completed and closed to date.

Table 1. February 2018 Incoming Totals

Total Requests	211	100%
BDE	24	11%
Non-BDE	187	89%
Inbound Phone Call Total	133	63%
BDE	19	14%
Non-BDE	114	86%
Mail/Fax/Email Total	78	37%
BDE	5	6%
Non-BDE	73	94%

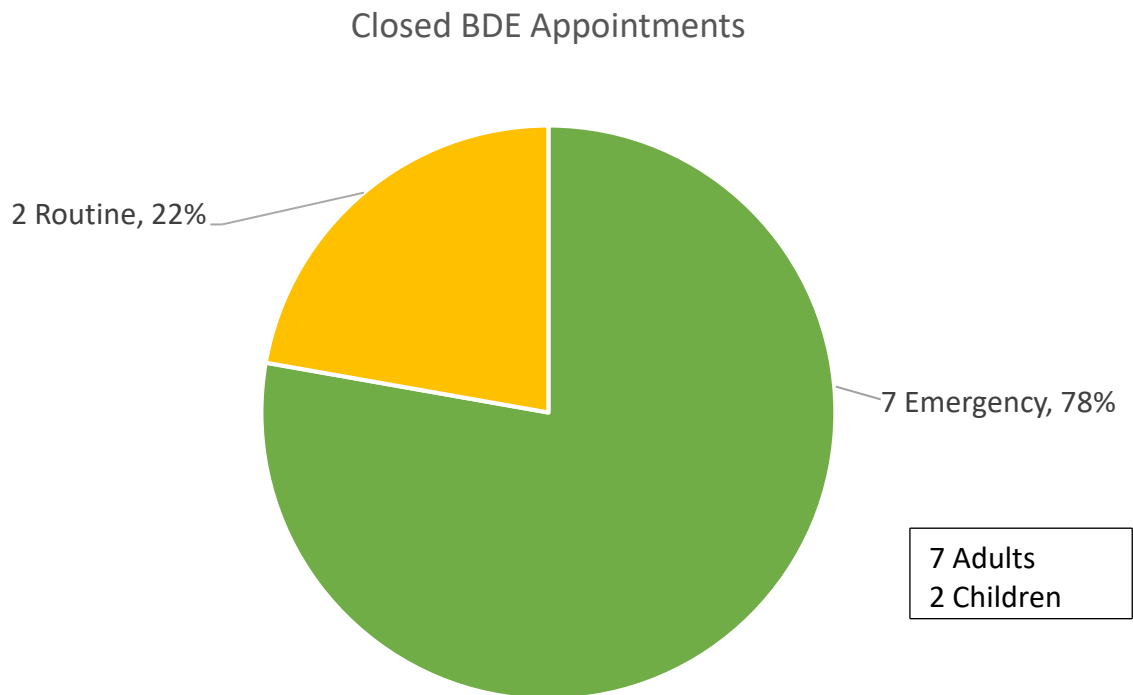
Table 2. February 2018 Non-BDE Totals

Non-BDE Categories	187	100%
BDE Info/No Need	33	18%
Benefits	10	5%
Eligibility	7	4%
Plan/Provider Info	76	40%
No Answer/Left Message	24	13%
Other	37	20%

Summary of BDE Cases Closed in February 2018

A total of nine BDE appointments were closed in February, including requests made during prior months that may have required several appointments. Emergency appointments were the most scheduled type of appointments with seven (78%) total requests, followed by two (22%) routine appointments (Graph 1 and Table 3). Of these scheduled appointments, 7 (78%) were for adult beneficiaries, while two (22%) were children (Graph 1). In total, five (56%) scheduled appointments were successfully seen and treated by a dentist, while four (44%) were unsuccessful; of these four, patients were contacted to reschedule but did not answer or did not want to schedule another appointment (Graph 2). Of the successful appointments, three (60%) were adults, and two (40%) were children (Graph 2). Of the unsuccessful appointments, four (100%) were adults. (Graph 2).

Graph 1. Summary of Closed BDE Appointments by Type



Graph 2. Summary of Closed BDE Successful and Unsuccessful Appointments

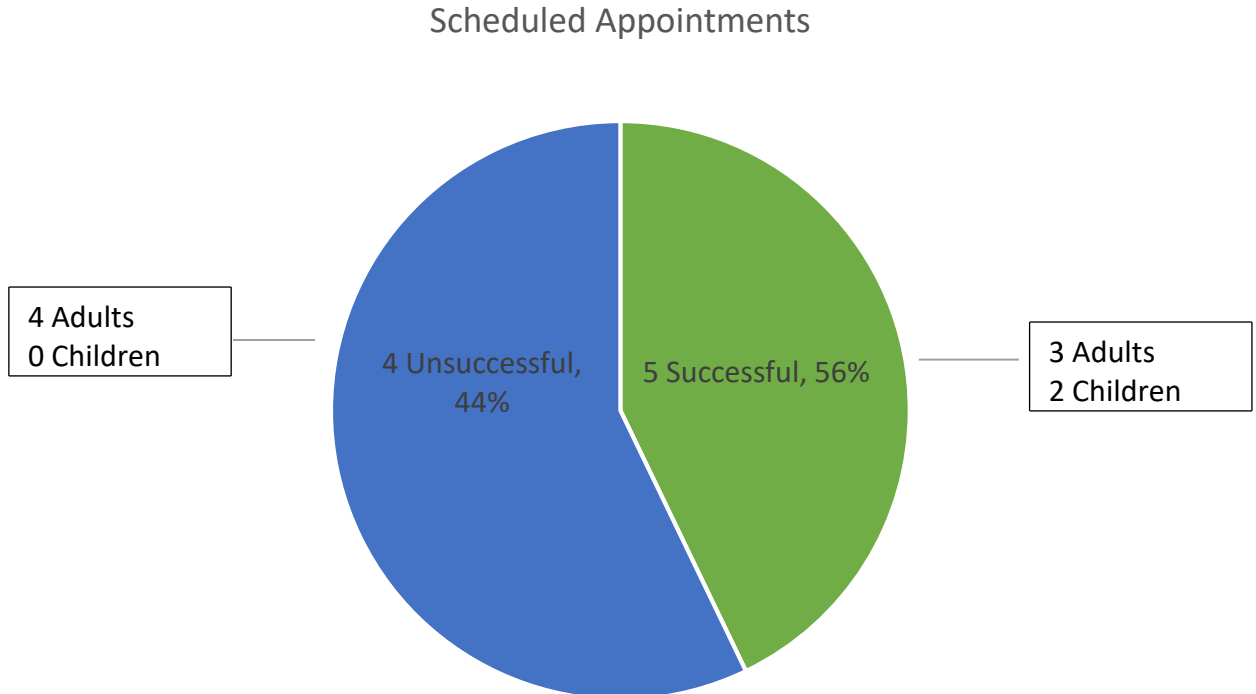


Table 3. Summary of BDE Cases Closed in February 2018

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Emergency	Adult	ER Exam	Same Day	Health Net	Successful
Emergency	Adult	ER Exam	2	Health Net	Successful
Emergency	Adult	Consultation	Same Day	Access	Successful
Emergency	Adult	No Show- Other	1	Health Net	Unsuccessful
Emergency	Adult	No Show- Other	Same Day	Liberty	Unsuccessful
Emergency	Child	Extractions	Same Day	Health Net	Successful
Emergency	Child	ER exam	1	Liberty	Successful
Routine	Adult	No Show- Other	4	Liberty	Unsuccessful
Routine	Adult	No Show- Other	5	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

January 2018 to February 2018

From January 2018 to February 2018, there were 62 total BDE requests (Table 4). Of the total BDE requests, 28 (45%) are completed and closed to date (Table 7). Of the completed requests, 20 (71%) beneficiaries were successfully seen and treated by a dentist, while eight (29%) did not show for their appointments and were unsuccessful (Table 7).

The total average number of incoming requests for the 2018 calendar year is 228 per month; the average BDE monthly requests for the 2018 calendar year are 31 (14%), while the average non-BDE monthly request for the calendar year are 197 (86%).

Table 4. Summary of Total BDE Requests from January 2018 to February 2018

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	4	11	8	18	5	23
Urgent	2	6	5	11	2	13
Routine	9	9	8	16	10	26
Specialist	0	0	0	0	0	0
In Progress	10	15	9	24	10	34
Closed	5	11	12	21	7	28
Total BDE	15	26	21	45	17	62

Table 5. Summary of Total BDE Requests from January 2018

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	2	6	6	12	2	14
Urgent	1	5	2	6	2	8
Routine	6	4	6	10	6	16
Specialist	0	0	0	0	0	0
In Progress	5	9	5	14	5	19
Closed	4	6	9	14	5	19
Total BDE	9	15	14	28	10	38

Table 6. Summary of Total BDE Requests from February 2018

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	2	5	2	6	3	9
Urgent	1	1	3	5	0	5
Routine	3	5	2	6	4	10
Specialist	0	0	0	0	0	0
In Progress	5	6	4	10	5	15
Closed	1	5	3	7	2	9
Total BDE	6	11	7	17	7	24

Table 7. Summary of Total Closed BDE Requests from January 2018 to February 2018

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	2	1	2	4	1	5
Unsuccessful Urgent	0	0	0	0	0	0
Unsuccessful Routine	0	1	2	2	1	3
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	1	8	4	10	3	13
Successful Urgent	1	1	1	2	1	3
Successful Routine	1	0	3	3	1	4
Successful Specialist	0	0	0	0	0	0
Unsuccessful	2	2	4	6	2	8
Successful	3	9	8	15	5	20
Total	5	11	12	21	7	28

Table 8. Summary of Total Closed BDE Requests from January 2018

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	2	0	1	2	1	3
Unsuccessful Urgent	0	0	0	0	0	0
Unsuccessful Routine	0	0	1	0	1	1
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	0	5	3	7	1	8
Successful Urgent	1	1	1	2	1	3
Successful Routine	1	0	3	3	1	4
Successful Specialist	0	0	0	0	0	0
Unsuccessful	2	0	2	2	2	4
Successful	2	6	7	12	3	15
Total	4	6	9	14	5	19

Table 9. Summary of Total Closed BDE Requests from February 2018

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	0	1	1	2	0	2
Unsuccessful Urgent	0	0	0	0	0	0
Unsuccessful Routine	0	1	1	2	0	2
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	1	3	1	3	2	5
Successful Urgent	0	0	0	0	0	0
Successful Routine	0	0	0	0	0	0
Successful Specialist	0	0	0	0	0	0
Unsuccessful	0	2	2	4	0	4
Successful	1	3	1	3	2	5
Total	1	5	3	7	2	9

Year to Date Comparison

As shown in the chart below, there was a slight increase in BDE requests in January 2018, which is attributed by the restoration of adult dental benefits.

Figure 1. 2017 vs. 2018 Monthly Total Incoming Requests

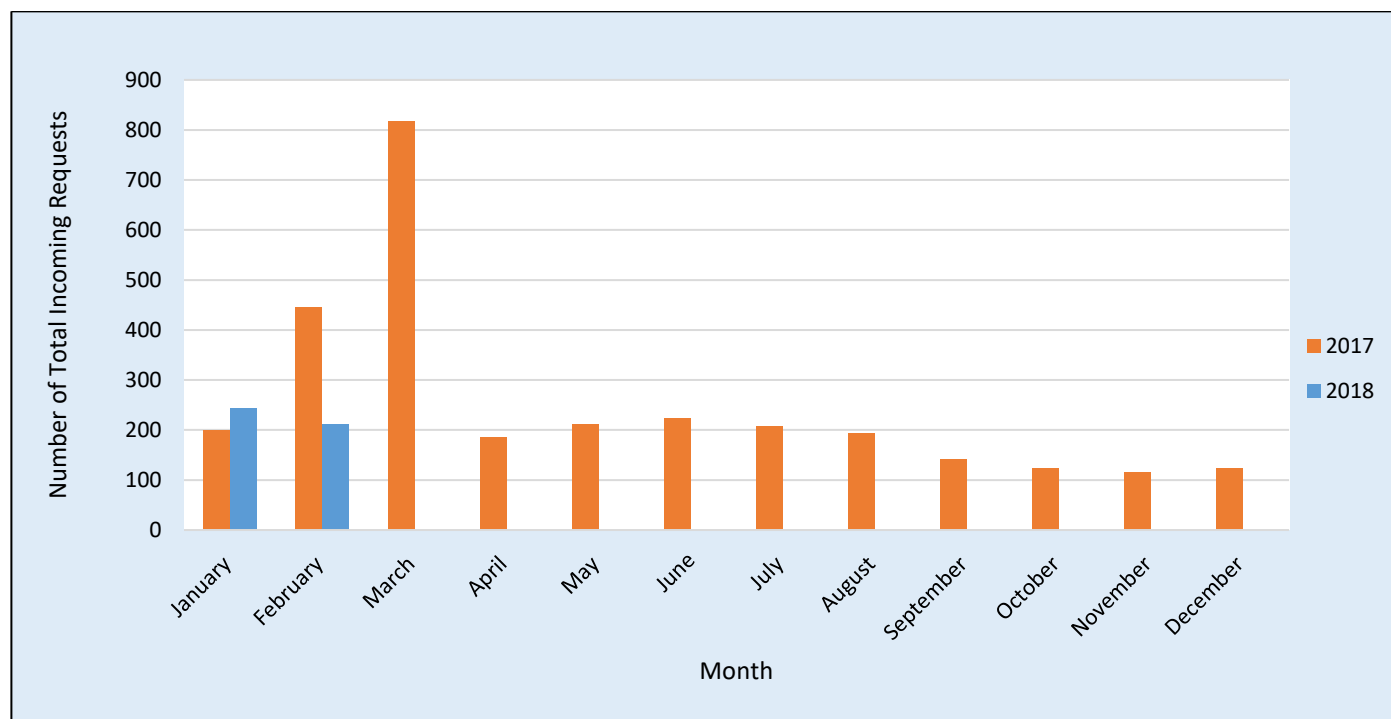


Figure 2. 2017 vs. 2018 Monthly BDE Incoming Requests

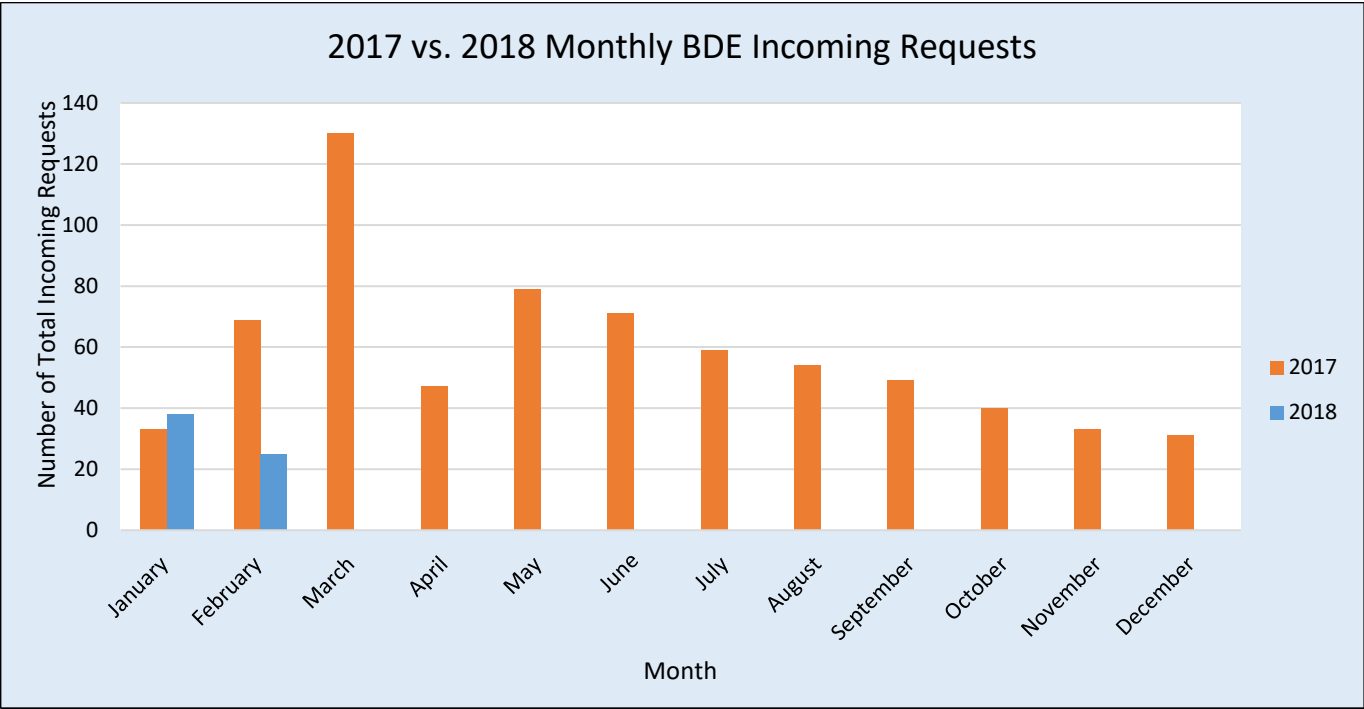


Figure 3. 2018 Monthly BDE Requests by Type

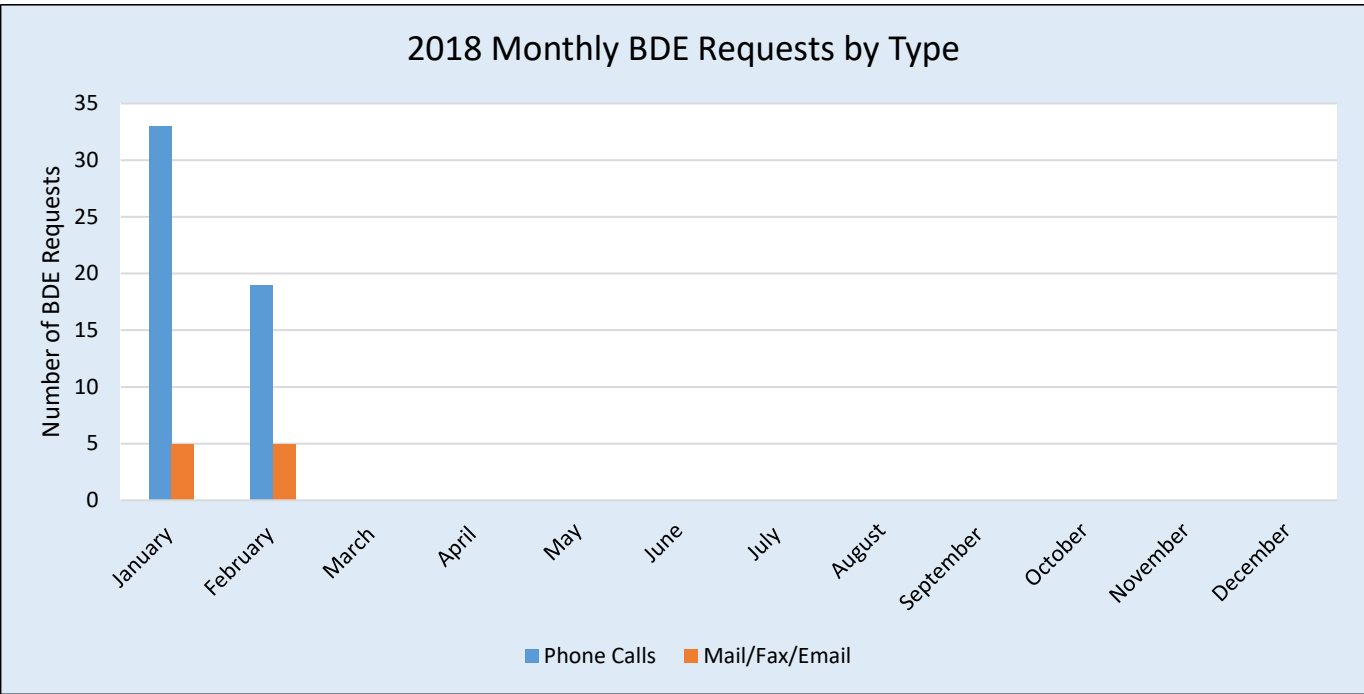


Figure 4. 2017 vs. 2018 Monthly Non-BDE Incoming Requests

