

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

Summary of Total Requests in June 2018

A total of 224 requests were received during June; 49 (22%) were BDE requests, while 175 (78%) were non-BDE requests (Table 1). Of the 49 BDE requests, 15 (31%) are in progress, and 34 (69%) were completed and closed to date.

Table 1. June 2018 Incoming Totals

Total Requests	224	100%
BDE	49	22%
Non-BDE	175	78%
Inbound Phone Call Total	164	73%
BDE	49	30%
Non-BDE	115	70%
Mail/Fax/Email Total	60	27%
BDE	0	0%
Non-BDE	60	100%

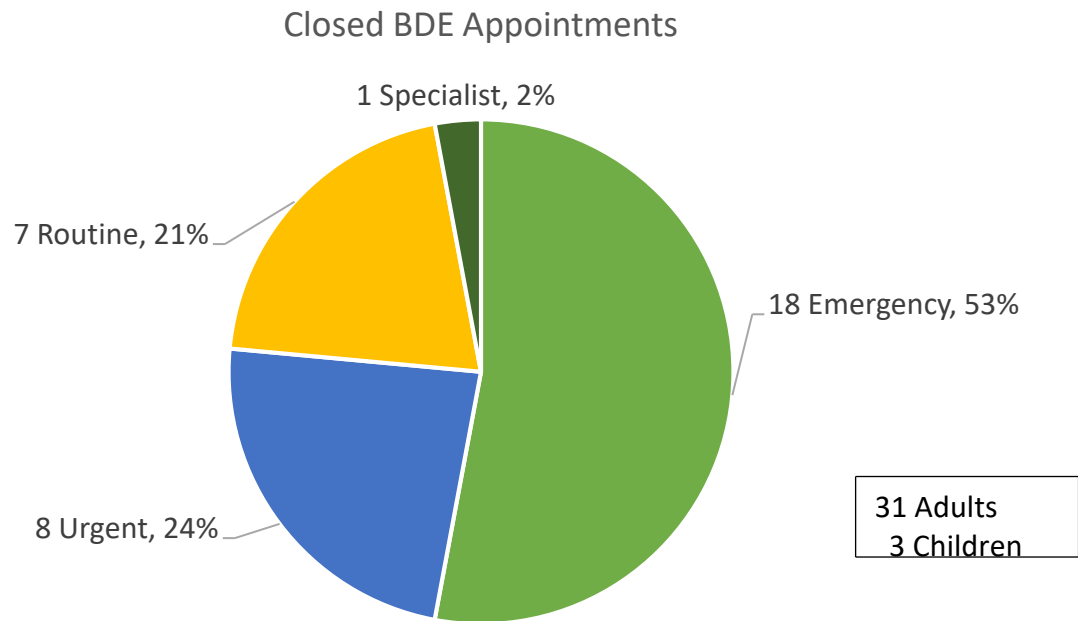
Table 2. June 2018 Non-BDE Totals

Non-BDE Categories	175	100%
BDE Info/No Need	19	11%
Benefits	1	1%
Eligibility	5	3%
Plan/Provider Info	78	45%
No Answer/Left Message	27	15%
Other	45	25%

Summary of BDE Cases Closed in June 2018

A total of 34 BDE appointments were closed in June, including requests made during prior months that may have required several appointments. Emergency appointments were the most scheduled type of appointments with 18 (53%) total requests, followed by eight (24%) urgent appointments, seven (21%) routine appointments, and one (2%) specialist appointment (Graph 1 and Table 3). Of these scheduled appointments, 31 (91%) were for adult beneficiaries, while three (9%) were for children (Graph 1). In total, 27 (79%) scheduled appointments were successfully seen and treated by a dentist, while seven (21%) were unsuccessful; of these seven, patients were contacted to reschedule but did not answer or did not want to schedule another appointment (Graph 2). Of the successful appointments, 25 (93%) were adults, and two (7%) were children (Graph 2). Of the unsuccessful appointments, six (86%) were adults and one (14%) was a child (Graph 2).

Graph 1. Summary of Closed BDE Appointments by Type



Graph 2. Summary of Closed BDE Successful and Unsuccessful Appointments

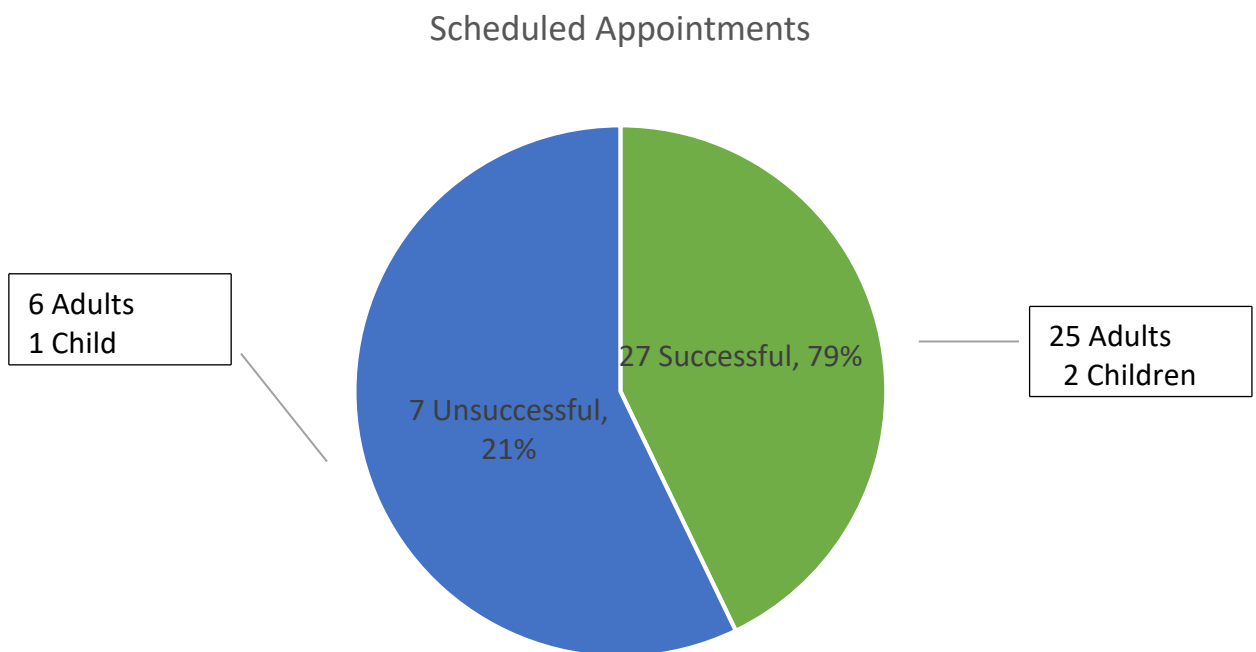


Table 3. Summary of BDE Cases Closed in June 2018

Type of Visit	Adult/Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Emergency	Adult	Limited exam, X-rays	Same day	Access	Successful
Emergency	Adult	ER exam	Same day	Access	Successful
Emergency	Adult	X-rays, Limited exam	1	LIBERTY	Successful
Emergency	Child	Replaced space maintainer	1	LIBERTY	Successful
Emergency	Adult	ER exam, X-rays, Extractions	1	LIBERTY	Successful
Emergency	Adult	ER exam, X-rays	1	Health Net	Successful
Emergency	Adult	ER exam	Same day	Access	Successful
Emergency	Child	ER exam	Same day	Access	Successful
Emergency	Adult	No Show	1	LIBERTY	Unsuccessful
Emergency	Adult	ER exam, X-rays	1	Access	Successful
Emergency	Adult	Extraction	1	LIBERTY	Successful
Emergency	Adult	No Show	1	LIBERTY	Unsuccessful
Emergency	Adult	Exam/Referral	1	Health Net	Successful
Emergency	Adult	ER exam/X-rays	1	Health Net	Successful
Emergency	Adult	ER exam/X-rays	1	LIBERTY	Successful
Emergency	Adult	ER exam/X-rays	1	Access	Successful
Emergency	Adult	ER exam/X-rays	Same Day	LIBERTY	Successful
Emergency	Adult	ER exam/X-rays	1	Access	Successful
Urgent	Adult	Exam, X-rays	3	LIBERTY	Successful
Urgent	Adult	No Show	3	Access	Unsuccessful
Urgent	Adult	ER exam	3	LIBERTY	Successful
Urgent	Adult	ER exam	2	Access	Successful
Urgent	Adult	Limited exam	3	Access	Successful
Urgent	Adult	No Show	2	Access	Unsuccessful
Urgent	Adult	ER exam	2	Access	Successful
Urgent	Adult	ER exam/X-rays/Referral	3	LIBERTY	Successful
Routine	Adult	No Show	4	Access	Unsuccessful
Routine	Adult	No Show	8	Health Net	Unsuccessful

Routine	Adult	Comprehensive exam	8	Access	Successful
Routine	Child	No Show	5	LIBERTY	Unsuccessful
Routine	Adult	Extraction	12	Health Net	Successful
Routine	Adult	Scaling and Root Planing	6	Access	Successful
Routine	Adult	ER exam/X-rays/Pain meds/Referral	4	Health Net	Successful
Specialist	Adult	Root Canal Treatment	4	Health Net	Successful

Appointment Timeframes (as required by contract)

- Emergency – 24 hours
- Urgent – 72 hours (3 days)
- Routine – 4 weeks
- Specialist – 30 days from authorized request

May 2018 to June 2018

From May 2018 to June 2018, there were 104 total BDE requests (Table 4). Of the total BDE requests, 72 (69%) are completed and closed to date (Table 7). Of the completed requests, 61 (85%) beneficiaries were successfully seen and treated by a dentist, while 11 (15%) did not show for their appointments and were unsuccessful (Table 7).

The total average number of incoming requests for the 2018 calendar year is 329 per month; the average BDE monthly requests for the 2018 calendar year is 42 (13%), while the average non-BDE monthly requests for the calendar year is 287 (87%).

Table 4. Summary of Total BDE Requests from May 2018 to June 2018

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	17	11	18	40	6	46
Urgent	8	2	8	18	0	18
Routine	9	8	7	26	8	34
Specialist	3	3	0	5	1	6
In Progress	9	7	16	24	8	32
Closed	28	17	27	65	7	72
Total BDE	37	24	43	89	15	104

Table 5. Summary of Total BDE Requests from May 2018

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	9	8	10	23	4	27
Urgent	3	1	4	8	0	8
Routine	5	4	10	16	3	19
Specialist	0	1	0	1	0	1
In Progress	4	4	9	14	3	17
Closed	13	10	15	34	4	38
Total BDE	17	14	24	48	7	55

Table 6. Summary of Total BDE Requests from June 2018

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	8	3	8	17	2	19
Urgent	5	1	4	10	0	10
Routine	4	4	7	10	5	15
Specialist	3	2	0	4	1	5
In Progress	5	3	7	10	5	15
Closed	15	7	12	31	3	34
Total BDE	20	10	19	41	8	49

Table 7. Summary of Total Closed BDE Requests from May 2018 to June 2018

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	1	0	2	3	0	3
Unsuccessful Urgent	3	0	1	4	0	4
Unsuccessful Routine	1	2	1	3	1	4
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	14	10	12	30	6	36
Successful Urgent	5	1	6	12	0	12
Successful Routine	4	3	5	12	0	12
Successful Specialist	0	1	0	1	0	1
Unsuccessful	5	2	4	10	1	11
Successful	23	15	23	55	6	61
Total	28	17	27	65	7	72

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

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	1	0	0	1	0	1
Unsuccessful Urgent	1	0	1	2	0	2
Unsuccessful Routine	0	1	0	1	0	1
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	7	7	6	16	4	20
Successful Urgent	2	1	3	6	0	6
Successful Routine	2	1	5	8	0	8
Successful Specialist	0	0	0	0	0	0
Unsuccessful	2	1	1	4	0	4
Successful	11	9	14	30	4	34
Total	13	10	15	34	4	38

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

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	0	0	2	2	0	2
Unsuccessful Urgent	2	0	0	2	0	2
Unsuccessful Routine	1	1	1	2	1	3
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	7	3	6	14	2	16
Successful Urgent	3	0	3	6	0	6
Successful Routine	2	2	0	4	0	4
Successful Specialist	0	1	0	1	0	1
Unsuccessful	3	1	3	6	1	7
Successful	12	6	9	25	2	27
Total	15	7	12	31	3	34

Year to Date Comparison

As shown in the chart below, there was a slight increase in BDE requests in March 2018, which may be attributed to the restoration of adult dental benefits.

Figure 1. 2017 vs. 2018 Monthly Total Incoming Requests

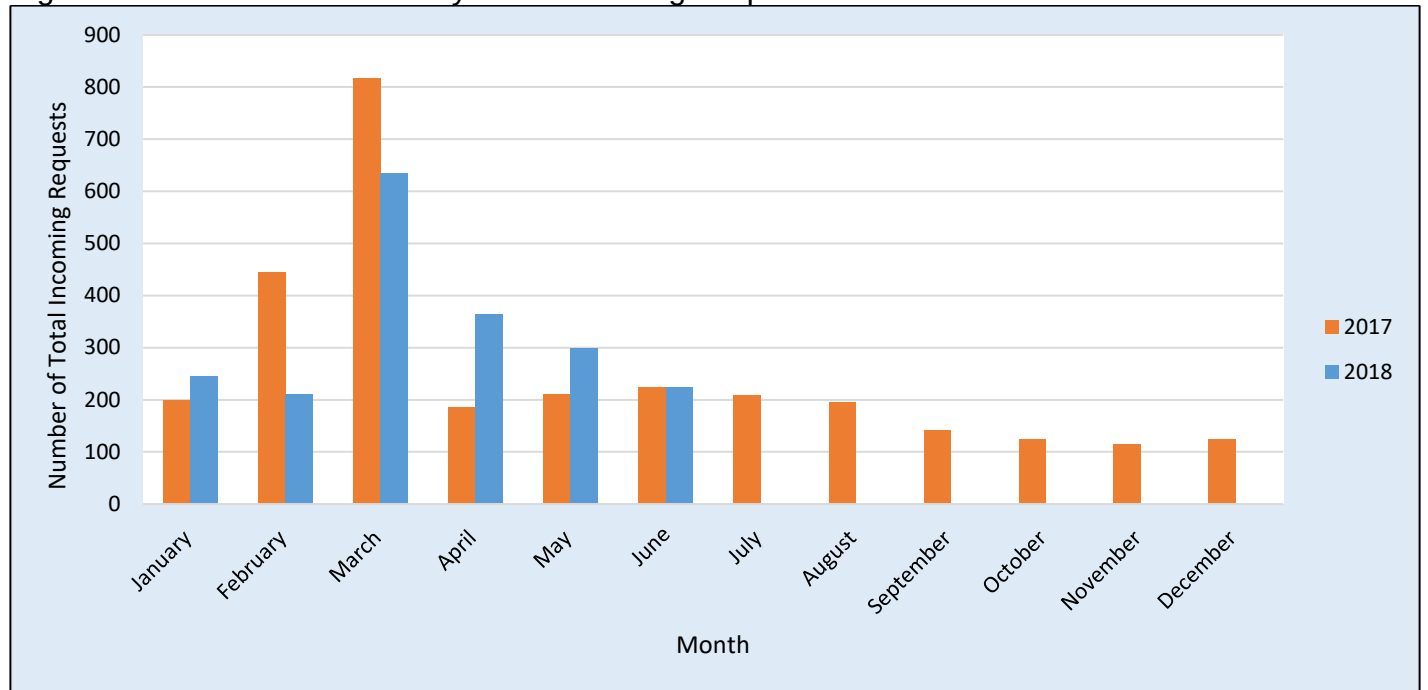


Figure 2. 2017 vs. 2018 Monthly BDE Incoming Requests

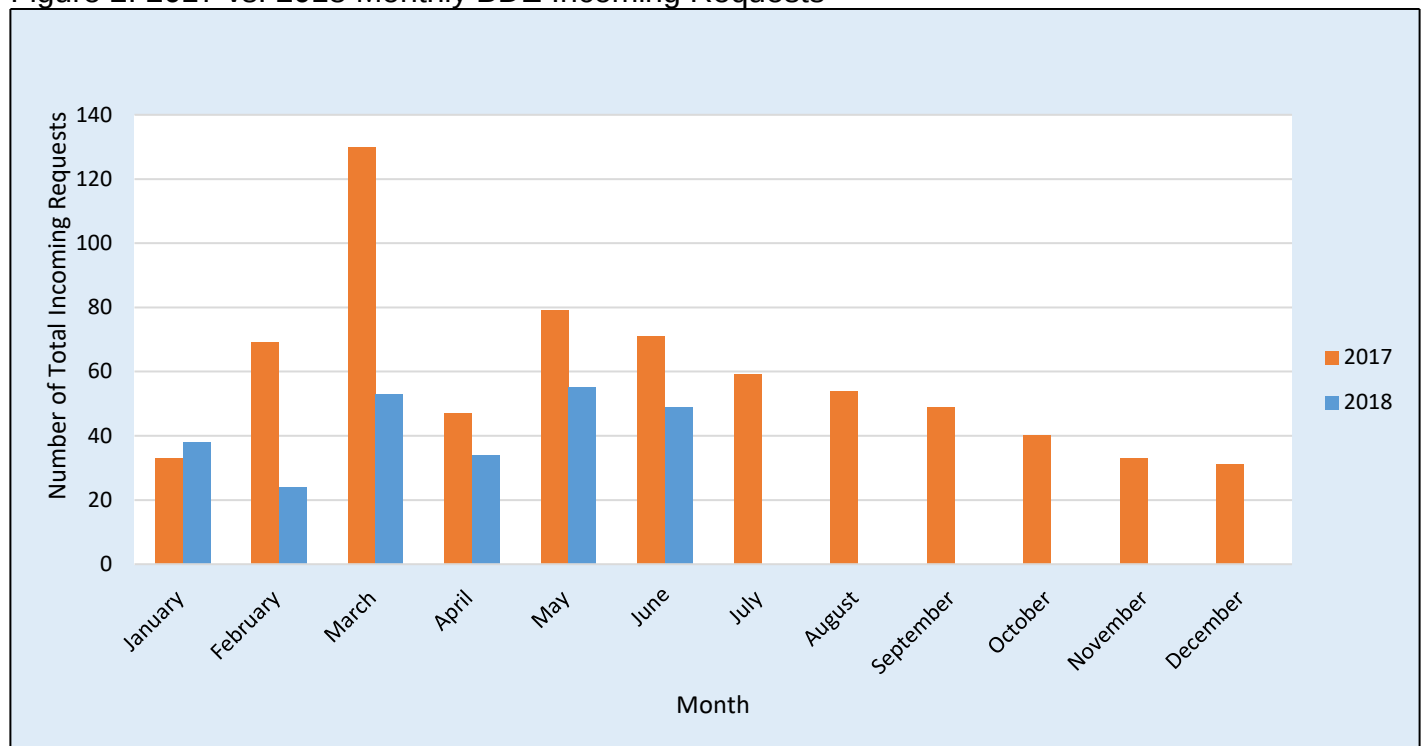


Figure 3. 2018 Monthly BDE Requests by Type

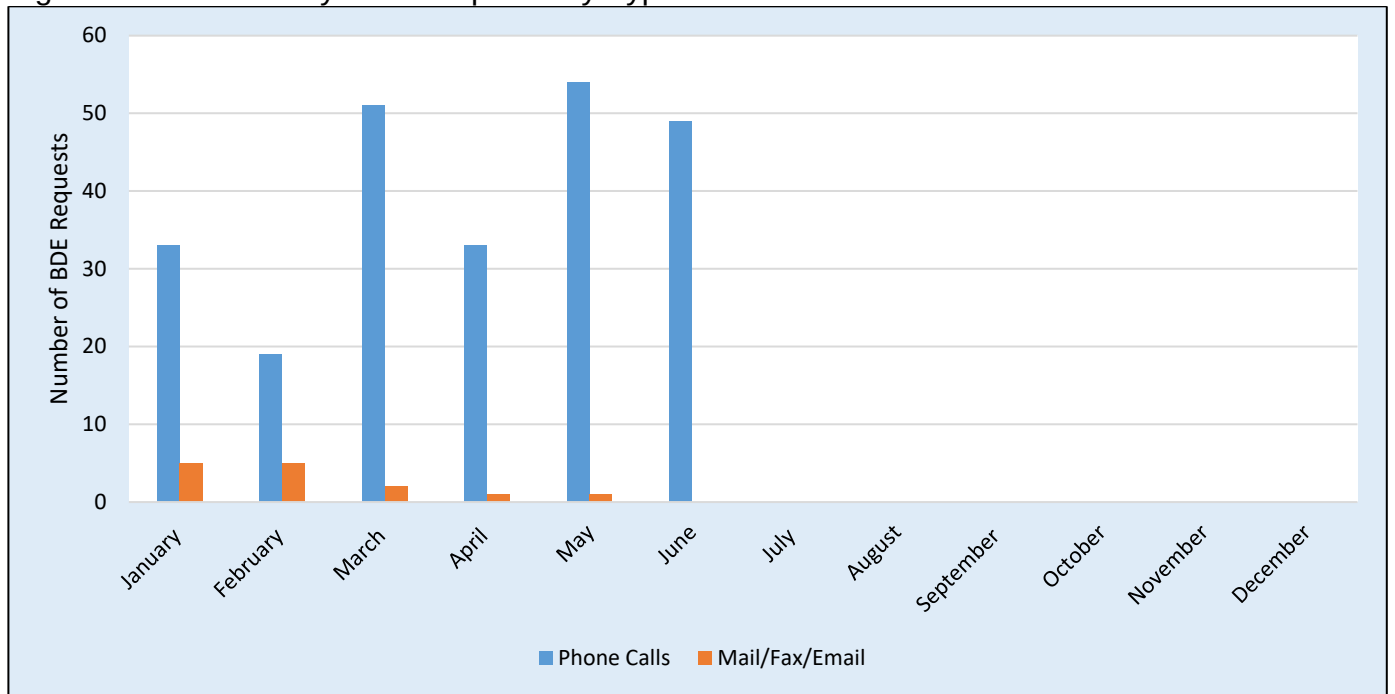


Figure 4. 2017 vs. 2018 Monthly Non-BDE Incoming Requests

