

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

Summary of Total Requests in May 2018

A total of 299 requests were received during May; 55 (18%) were BDE requests, while 244 (82%) were non-BDE requests (Table 1). Of the 55 BDE requests, 17 (31%) are in progress, and 38 (69%) were completed and closed to date.

Table 1. May 2018 Incoming Totals

Total Requests	299	100%
BDE	55	18%
Non-BDE	244	82%
Inbound Phone Call Total	205	69%
BDE	54	26%
Non-BDE	151	74%
Mail/Fax/Email Total	94	32%
BDE	1	1%
Non-BDE	93	99%

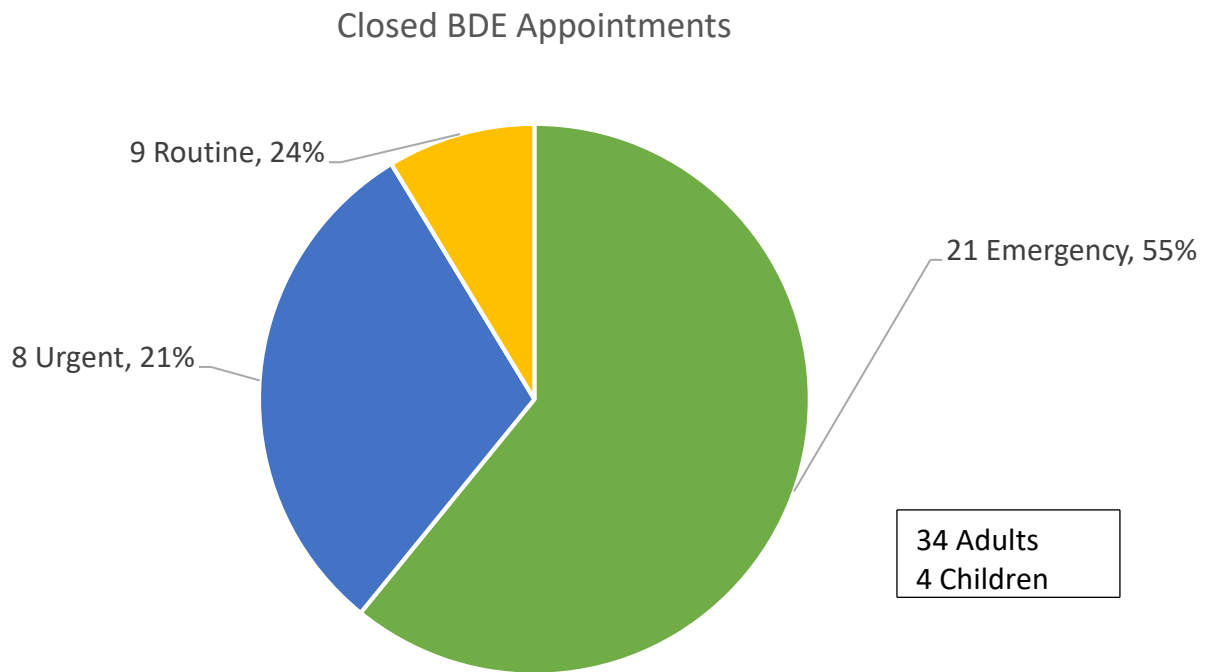
Table 2. May 2018 Non-BDE Totals

Non-BDE Categories	244	100%
BDE Info/No Need	27	11%
Benefits	4	2%
Eligibility	4	2%
Plan/Provider Info	121	50%
No Answer/Left Message	62	25%
Other	26	11%

Summary of BDE Cases Closed in May 2018

A total of 38 BDE appointments were closed in May, including requests made during prior months that may have required several appointments. Emergency appointments were the most scheduled type of appointments with 21 (55%) total requests, followed by nine (24%) routine appointments, and eight (21%) routine appointments (Graph 1 and Table 3). Of these scheduled appointments, 34 (89%) were for adult beneficiaries, while four (11%) were for children (Graph 1). In total, 34 (89%) scheduled appointments were successfully seen and treated by a dentist, while four (11%) 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, 30 (88%) were adults, and four (12%) 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

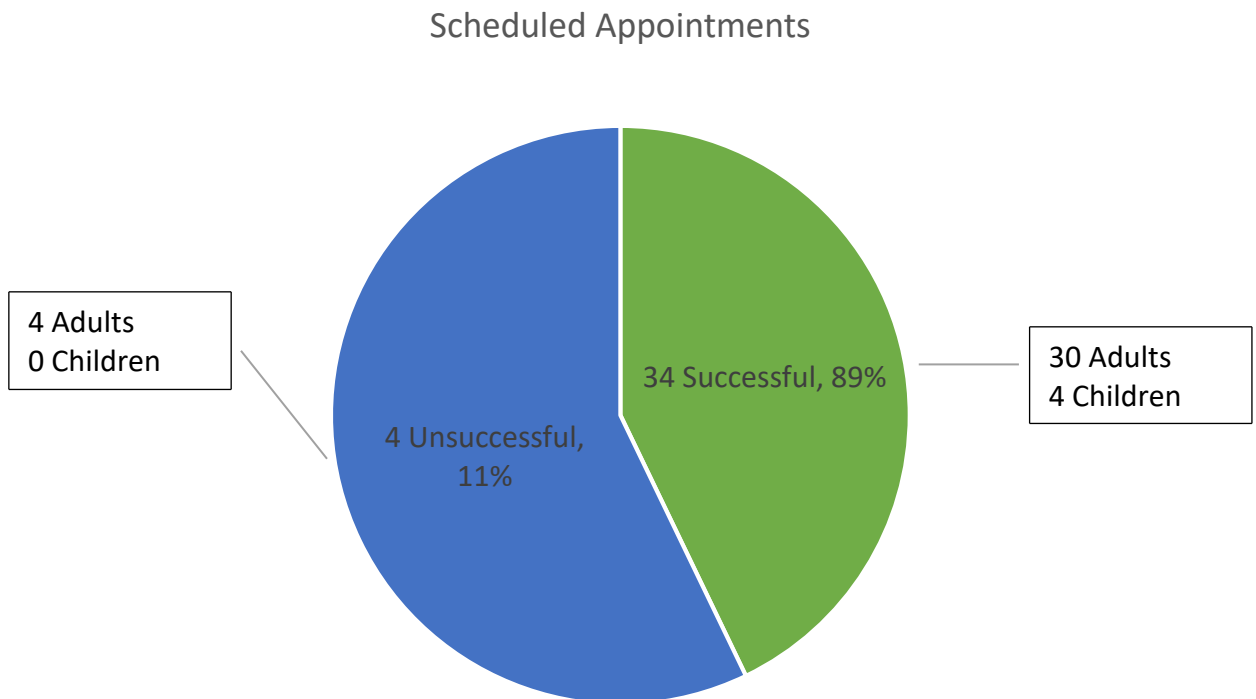


Table 3. Summary of BDE Cases Closed in May 2018

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	Child	ER Exam/Referral	1	Access	Successful
Emergency	Adult	ER Exam/X-rays	2	Access	Successful
Emergency	Adult	Exam/X-rays/Fillings/Referral	1	Health Net	Successful
Emergency	Adult	No-Show	2	Access	Unsuccessful
Emergency	Child	Exam	1	Health Net	Successful
Emergency	Adult	Exam/X-rays/Meds/Referral	1	LIBERTY	Successful
Emergency	Child	Exam/Medication	1	LIBERTY	Successful
Emergency	Adult	Given Meds/Mouthwash	Same Day	Access	Successful
Emergency	Adult	Limited Exam/X-rays	2	Access	Successful
Emergency	Adult	Fillings	Same Day	LIBERTY	Successful
Emergency	Adult	Comp Exam/X-rays	Same Day	Health Net	Successful
Emergency	Child	Comp exam, full mouth X-rays, Extractions	1	Health Net	Successful
Emergency	Adult	ER exam, X-rays, referral	1	Health Net	Successful
Emergency	Adult	Exam, X-rays	1	Health Net	Successful
Emergency	Adult	X-rays, consult, referral	1	Health Net	Successful
Emergency	Adult	ER exam, Referral	Same day	Access	Successful
Routine	Adult	Comp Exam/X-rays	4	LIBERTY	Successful
Routine	Adult	ER Exam/X-rays	5	Access	Successful
Routine	Adult	Exam	5	LIBERTY	Successful
Routine	Adult	Exam, X-rays	9	LIBERTY	Successful
Routine	Adult	ER exam, X-rays	13	Access	Successful
Routine	Adult	Extraction, medication	4	Health Net	Successful
Routine	Adult	Full exam, full mouth X-rays	5	LIBERTY	Successful
Routine	Adult	Exam, X-rays	5	LIBERTY	Successful
Routine	Adult	No-Show	5	Health Net	Unsuccessful
Urgent	Adult	ER Exam/X-rays/Extraction	3	LIBERTY	Successful

Urgent	Adult	Exam/X-rays	3	Access	Successful
Urgent	Adult	Limited exam, X-rays	2	Health Net	Successful
Urgent	Adult	ER exam, X-rays	2	LIBERTY	Successful
Urgent	Adult	No-Show	2	Access	Unsuccessful
Urgent	Adult	Comp exam	3	LIBERTY	Successful
Urgent	Adult	ER consultation	3	Access	Successful
Urgent	Adult	No-Show	2	LIBERTY	Unsuccessful

Appointment Timeframes (as required by contract)

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

April 2018 to May 2018

From April 2018 to May 2018, there were 89 total BDE requests (Table 4). Of the total BDE requests, 61 (67%) are completed and closed to date (Table 7). Of the completed requests, 55 (90%) beneficiaries were successfully seen and treated by a dentist, while six (10%) did not show for their appointments and were unsuccessful (Table 7).

The total average number of incoming requests for the 2018 calendar year is 350 per month; the average BDE monthly requests for the 2018 calendar year is 41 (12%), while the average non-BDE monthly requests for the calendar year is 309 (88%).

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

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	13	17	15	40	5	45
Urgent	8	1	7	14	2	16
Routine	6	7	11	21	3	24
Specialist	0	4	0	4	0	4
In Progress	6	11	11	25	3	28
Closed	21	18	22	54	7	61
Total BDE	27	29	33	79	10	89

Table 5. Summary of Total BDE Requests from April 2018

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	4	9	5	17	1	18
Urgent	5	0	3	6	2	8
Routine	1	3	1	5	0	5
Specialist	0	3	0	3	0	3
In Progress	2	7	2	11	0	11
Closed	8	8	7	20	3	23
Total BDE	10	15	9	31	3	34

Table 6. 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 7. Summary of Total Closed BDE Requests from April 2018 to May 2018

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	1	1	0	2	0	2
Unsuccessful Urgent	1	0	2	3	0	3
Unsuccessful Routine	0	1	0	1	0	1
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	11	12	10	28	5	33
Successful Urgent	6	1	5	10	2	12
Successful Routine	2	3	5	10	0	10
Successful Specialist	0	0	0	0	0	0
Unsuccessful	2	2	2	6	0	6
Successful	19	15	20	48	7	55
Total	21	18	22	54	7	61

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

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	0	1	0	1	0	1
Unsuccessful Urgent	0	0	1	1	0	1
Unsuccessful Routine	0	0	0	0	0	0
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	4	5	4	12	1	13
Successful Urgent	4	0	2	4	2	6
Successful Routine	0	2	0	2	0	2
Successful Specialist	0	0	0	0	0	0
Unsuccessful	0	1	1	2	0	2
Successful	8	7	6	18	3	21
Total	8	8	7	20	3	23

Table 9. 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

Year to Date Comparison

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

Figure 1. 2017 vs. 2018 Monthly Total Incoming Requests

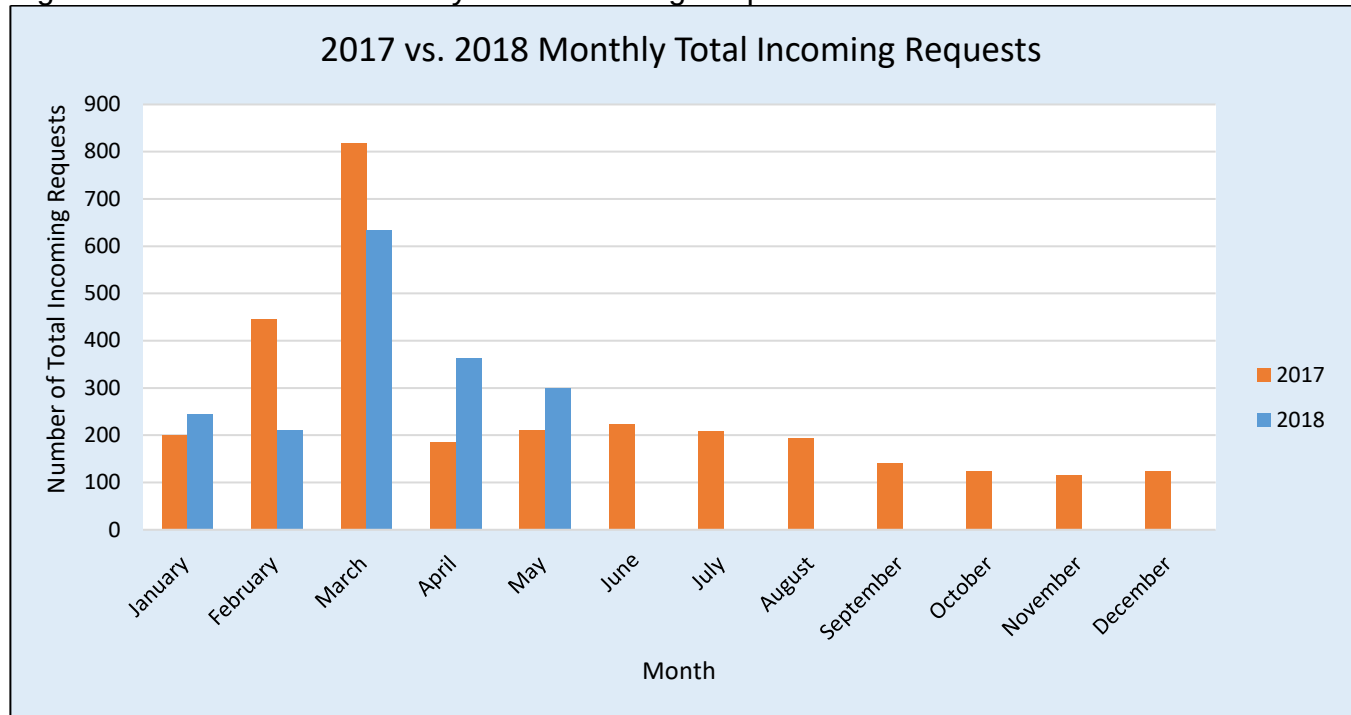


Figure 2. 2017 vs. 2018 Monthly BDE Incoming Requests

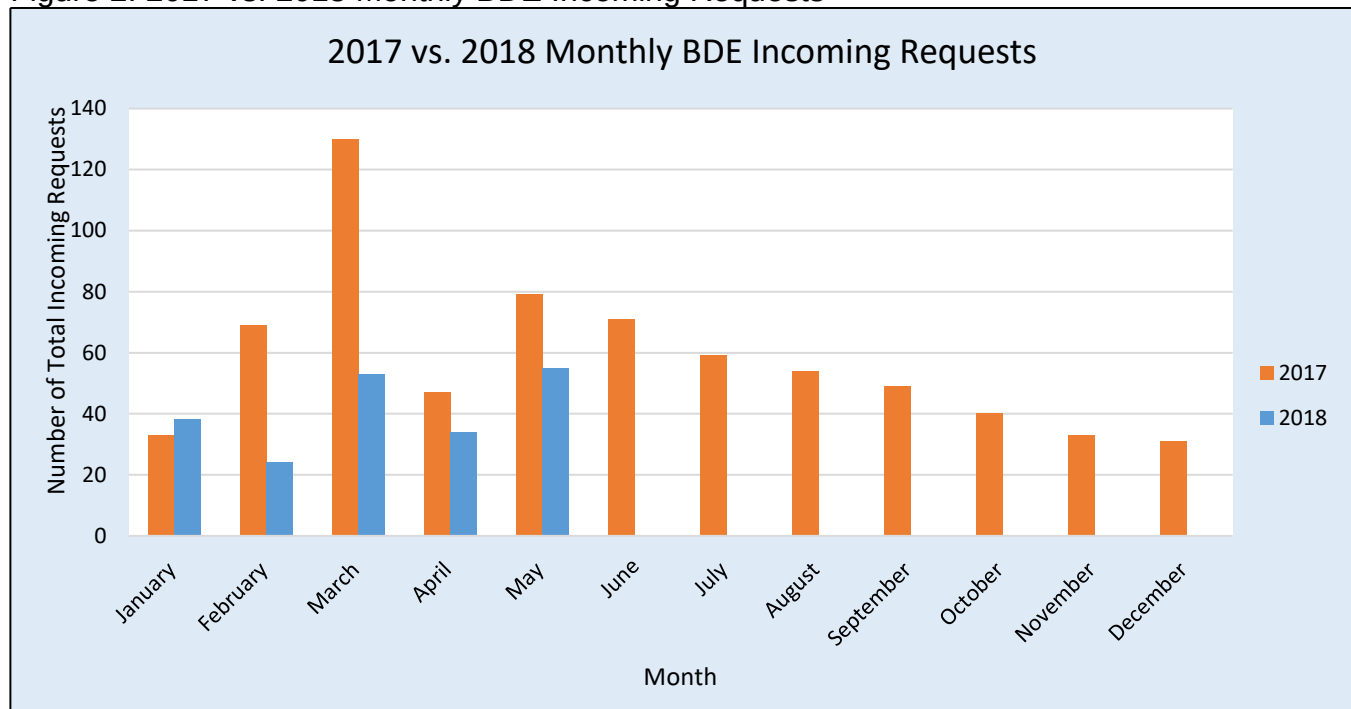


Figure 3. 2018 Monthly BDE Requests by Type

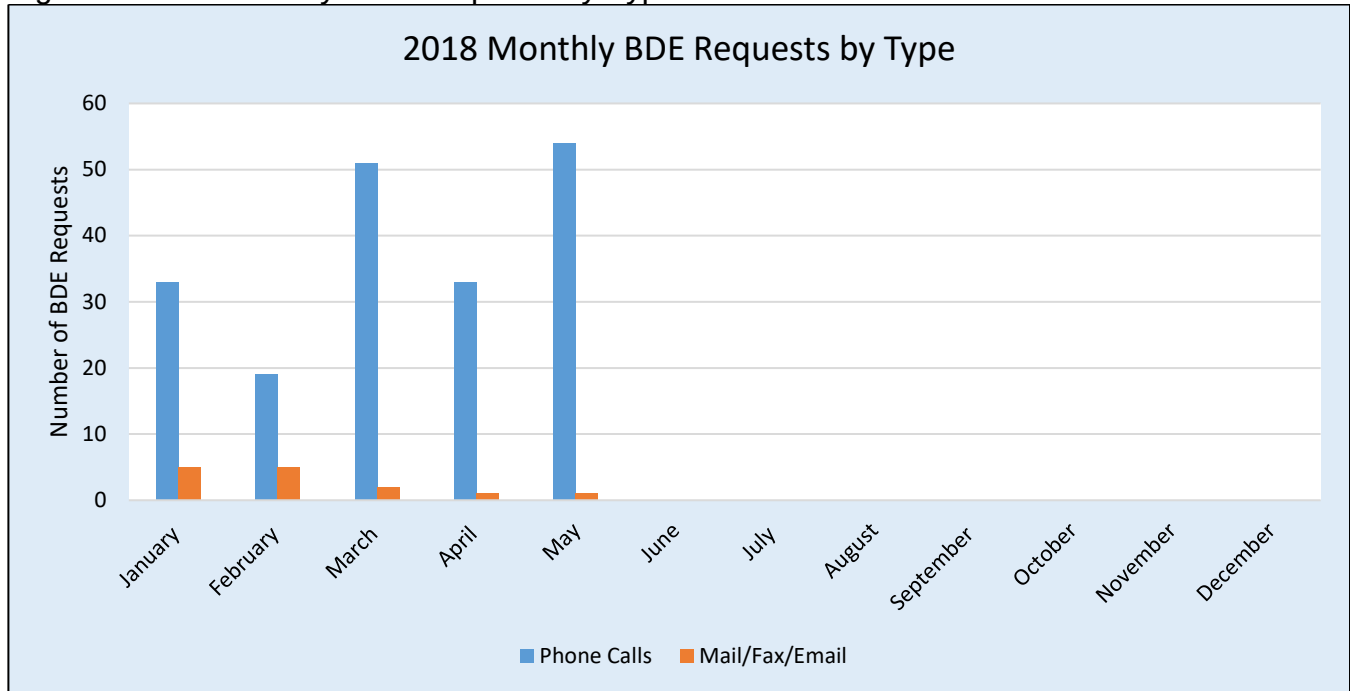


Figure 4. 2017 vs. 2018 Monthly Non-BDE Incoming Requests

