

Beneficiary Dental Exception (BDE) November 2019

The BDE process is available to Medi-Cal Dental Managed Care (DMC) members 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 timeframes, based on the member's needs. If no such appointment is secured, the members 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 a summary for November 2019, comparison of October 2019 to November 2019, 2018 vs. 2019, and 2019 annual summary.

Total Requests Received in November 2019

A total of 124 requests were received during November; six (5%) were BDE requests, while 118 (95%) were non-BDE requests (Table 1). Three (50%) of the six BDE requests were completed and closed in November; the remaining three requests remained open due to the appointments being scheduled in December (Table 6).

Table 1: November 2019 Incoming Totals

Total Requests	124	100%
BDE	6	5%
Non-BDE	118	95%
Inbound Phone Call Total	68	55%
BDE	6	9%
Non-BDE	62	91%
Mail/Fax/Email Total	56	45%
BDE	0	0%
Non-BDE	56	100%

Table 2: November 2019 Non-BDE Totals

Non-BDE Categories	118	100%
BDE Info/No Need	10	9%
Benefits	13	11%
Eligibility	5	4%
Plan/Provider Info	50	42%
No Answer/Left Message	24	20%
Other	16	14%

BDE Requests Received from October 2019 to November 2019

From October 2019 to November 2019, there were 18 total BDE requests received. (Table 5).

Table 3: BDE Request Received in November 2019

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	0	1	0	1	0	1
Urgent	2	0	0	1	1	2
Routine	1	1	1	3	0	3
Specialist	0	0	0	0	0	0
In Progress	2	1	0	2	1	3
Closed	1	1	1	3	0	3
Total BDE	3	2	1	5	1	6

Table 4: BDE Requests Received in October 2019

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	0	1	2	3	0	3
Urgent	1	2	1	4	0	4
Routine	1	2	2	4	1	5
Specialist	0	0	0	0	0	0
In Progress	0	0	0	0	0	0
Closed	2	5	5	11	1	12
Total BDE	2	5	5	11	1	12

Table 5: BDE Requests Received from October 2019 to November 2019

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	0	2	2	4	0	4
Urgent	3	2	1	5	1	6
Routine	2	3	3	7	1	8
Specialist	0	0	0	0	0	0
In Progress	2	1	0	2	1	3
Closed	3	6	6	14	1	15
Total BDE	5	7	6	16	2	18

BDE Requests Closed in November 2019

A total of three BDE requests were closed in November 2019 (Table 6).

Of the closed requests, one (33%) was an emergency appointment, one (33%) was an urgent appointment and one (33%) was a routine appointment. All three requests were for adults (See Graph 1)

All three (100%) BDE requests were successfully seen and treated by a dental provider (See Graph 2).

Table 6: BDE Requests Closed in November 2019

Type of Visit	Adult/Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Emergency	Adult	Exam, X-rays, Medication	1	Health Net	Successful
Routine	Adult	Tooth Extraction	8	LIBERTY	Successful
Urgent	Adult	Oral Exam, Referral to Specialist	2	Access	Successful

Appointment Timeframes (as required by contract)

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

Figure 1: BDE Appointments Closed in November: Organized by Type

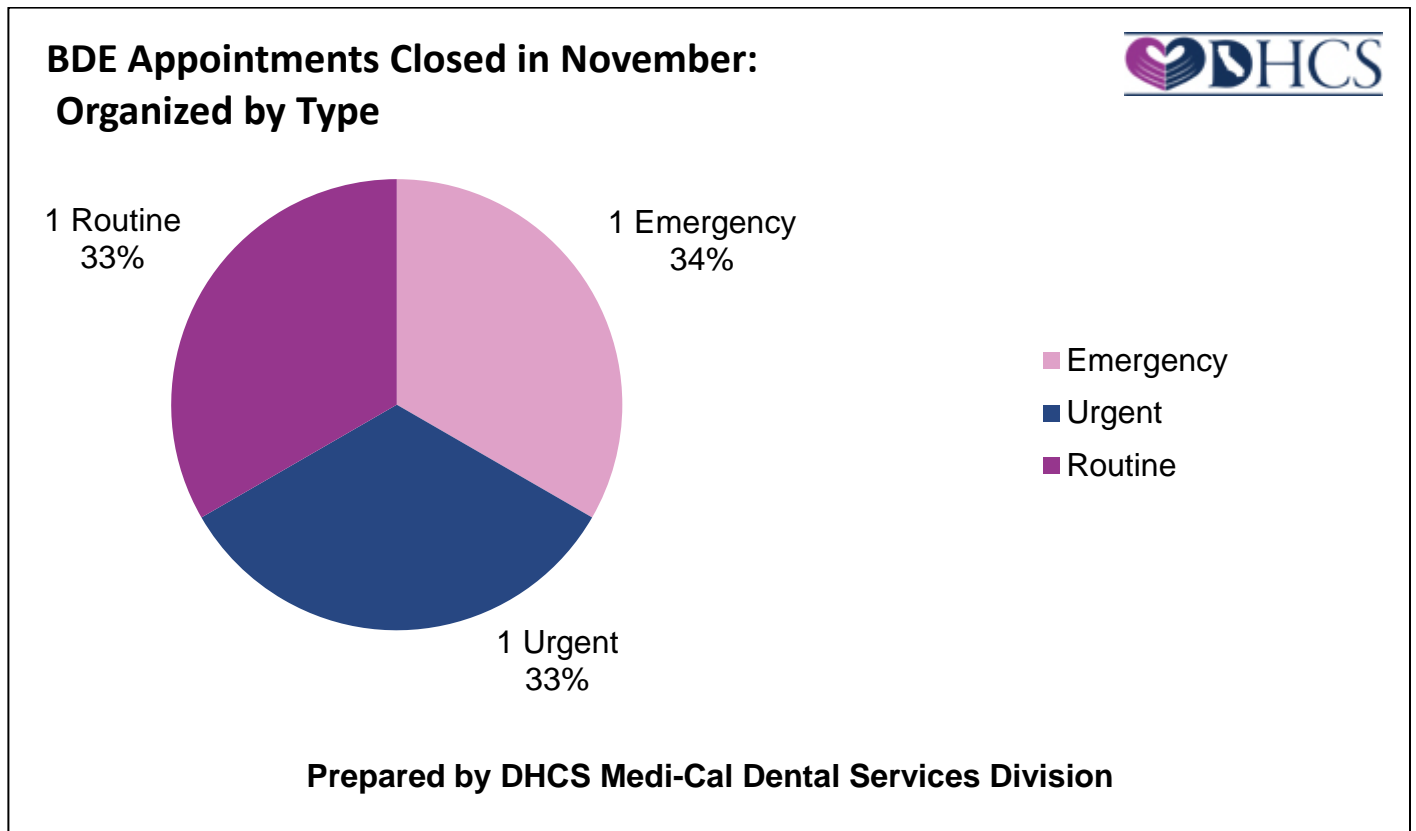


Table 7: BDE Appointments Closed in November: Organized by Type

Type of Appointment	Adults	Children	Total	Percentage
Emergency	1	0	1	34%
Urgent	1	0	1	33%
Routine	1	0	1	33%
Specialist	0	0	0	0%

Figure 2: BDE Appointments Closed in November: Successful vs. Unsuccessful

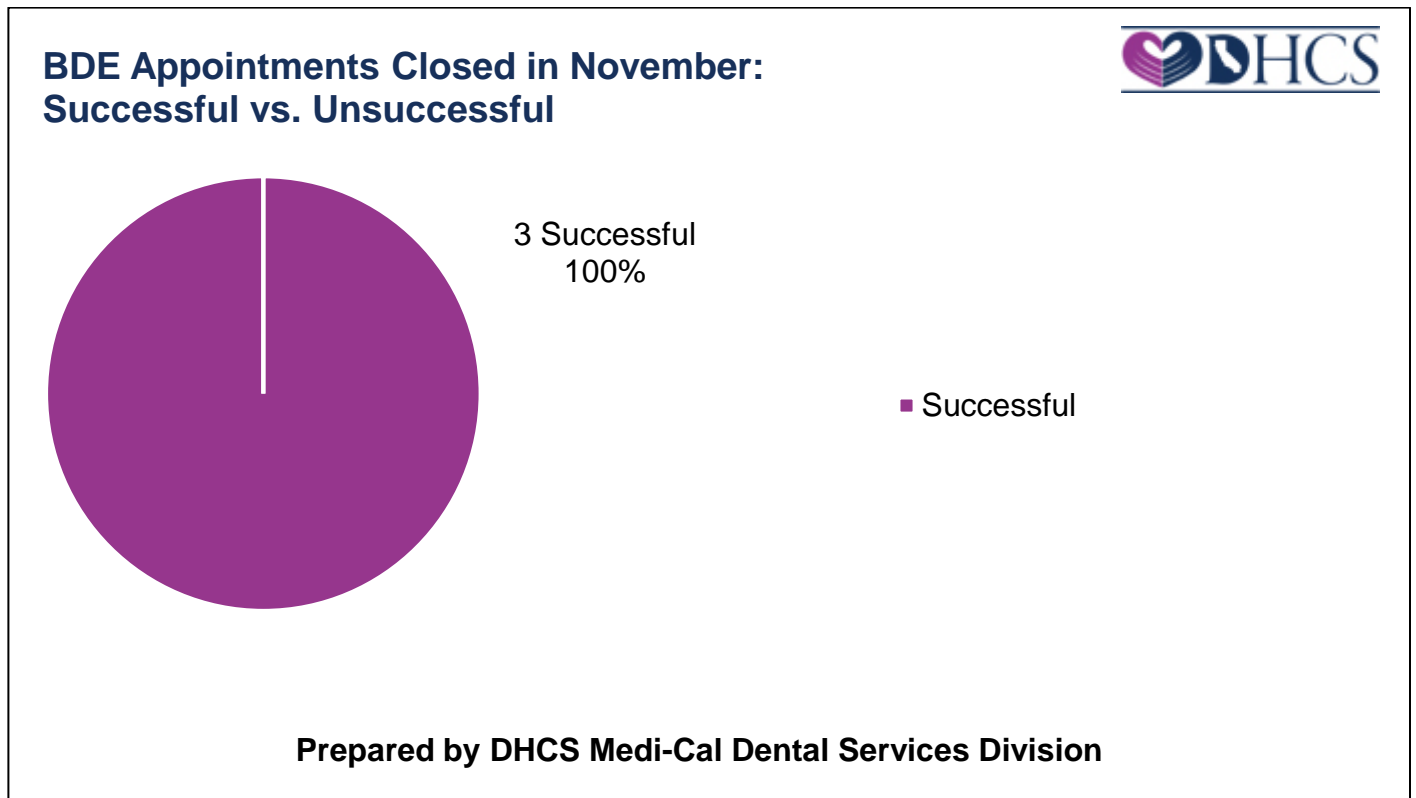


Table 8: BDE Appointments Closed in November: Successful vs. Unsuccessful

Department Perspective	Adults	Children	Total	Percentage
Successful	3	0	3	100%
Unsuccessful	0	0	0	0%

BDE Requests Closed from October 2019 to November 2019

A total of 15 BDE requests were closed from October 2019 to November 2019 (Tables 9 and 10).

Table 9: BDE Requests Closed in October 2019

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	0	0	1	1	0	1
Unsuccessful Urgent	0	0	0	0	0	0
Unsuccessful Routine	0	0	1	1	0	1
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	0	1	1	2	0	2
Successful Urgent	1	2	1	4	0	4
Successful Routine	1	2	1	3	1	4
Successful Specialist	0	0	0	0	0	0
Unsuccessful	0	0	2	2	0	2
Successful	2	5	3	9	1	10
Total	2	5	5	11	1	12

Table 10: BDE Requests Closed in November 2019

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	0	0	0	0	0	0
Unsuccessful Urgent	0	0	0	0	0	0
Unsuccessful Routine	0	0	0	0	0	0
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	0	1	0	1	0	1
Successful Urgent	1	0	0	1	0	1
Successful Routine	0	0	1	1	0	1
Successful Specialist	0	0	0	0	0	0
Unsuccessful	0	0	0	0	0	0
Successful	1	1	1	3	0	3
Total	1	1	1	3	0	3

2018 vs. 2019 Comparison

As shown below (Figure 3), BDE requests continue on a downward trend; total monthly incoming requests decreased in November 2019 compared to November 2018.

Figure 3: 2018 vs. 2019 Total Monthly Incoming Requests

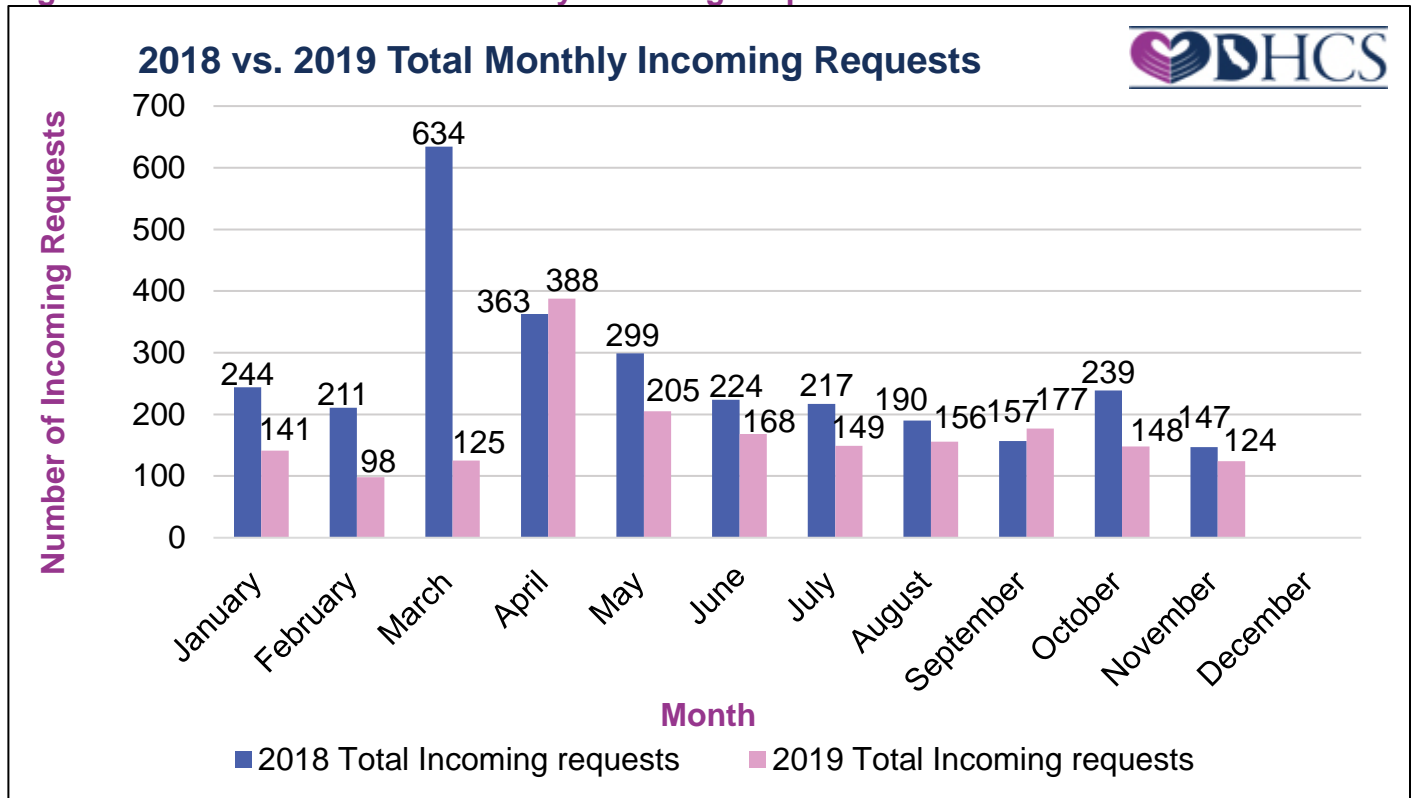


Figure 4: 2018 vs. 2019 BDE Monthly Incoming Requests

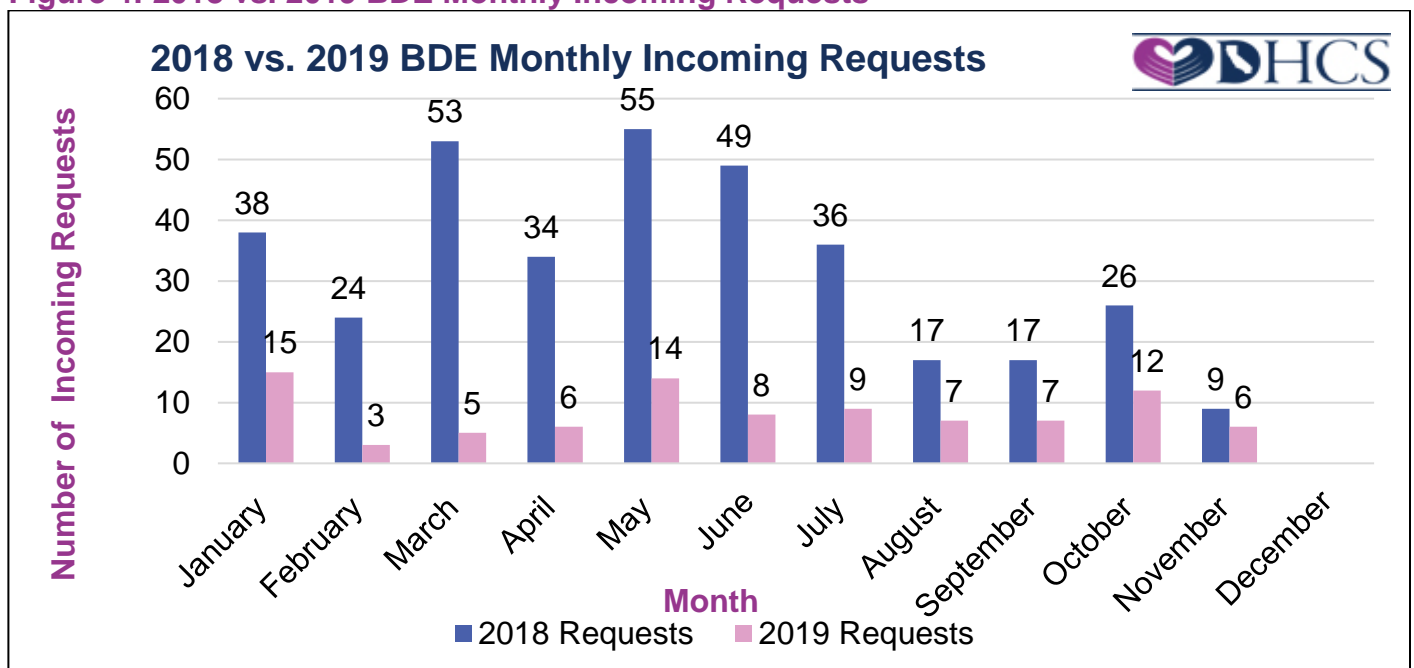
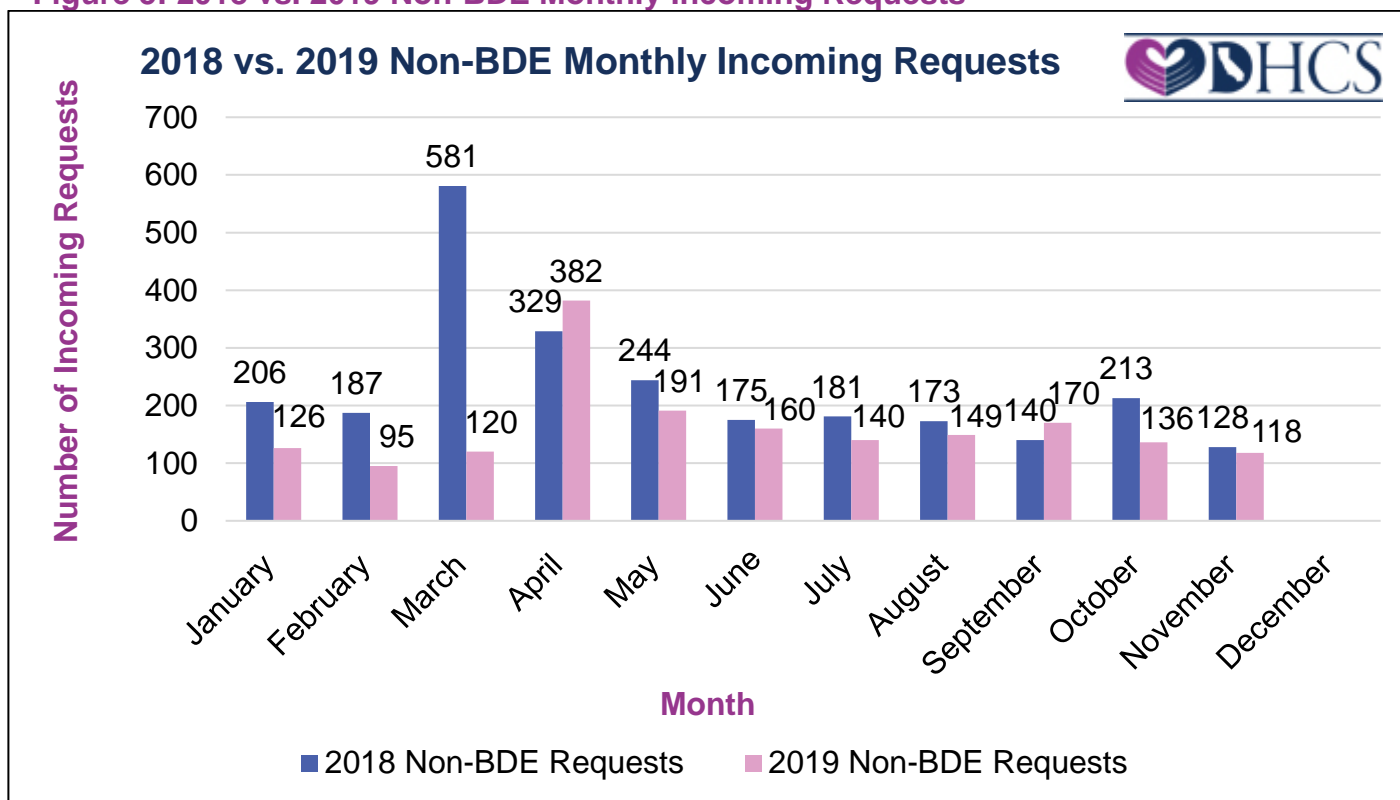


Figure 5: 2018 vs. 2019 Non-BDE Monthly Incoming Requests



2019 Summary

Figure 6: 2019 Total Monthly Requests by Type

