

Beneficiary Dental Exception (BDE) October 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 October 2019, comparison of September 2019 to October 2019, 2018 vs. 2019, and 2019 annual summary.

Total Requests Received in October 2019

A total of 148 requests were received during October; 12 (8%) were BDE requests, while 136 (92%) were non-BDE requests (Table 1). All 12 (100%) BDE requests were completed and closed in October (Table 6).

Table 1: October 2019 Incoming Totals

Total Requests	148	100%
BDE	12	8%
Non-BDE	136	92%
Inbound Phone Call Total	80	54%
BDE	9	11%
Non-BDE	71	89%
Mail/Fax/Email Total	68	46%
BDE	3	4%
Non-BDE	65	96%

Table 2: October 2019 Non-BDE Totals

Non-BDE Categories	136	100%
BDE Info/No Need	13	10%
Benefits	6	4%
Eligibility	5	4%
Plan/Provider Info	67	49%
No Answer/Left Message	30	22%
Other	15	11%

BDE Requests Received from September 2019 to October 2019

From September 2019 to October 2019, there were 19 total BDE requests received. (Table 5).

Table 3: BDE Request 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 4: BDE Requests Received in September 2019

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

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

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	0	3	2	4	1	5
Urgent	2	4	2	6	2	8
Routine	1	2	2	4	1	5
Specialist	0	1	0	1	0	1
In Progress	0	0	0	0	0	0
Closed	3	10	6	15	4	19
Total BDE	3	10	6	15	4	19

BDE Requests Closed in October 2019

A total of 12 BDE requests were closed in October 2019 (Table 6).

Of the closed requests, three (25%) were emergency appointments, four (33%) were urgent appointments and five (42%) were routine appointments. Of these closed appointments, 11 (92%) were for adults and one (8%) was for a child (See Graph 1)

Of the closed requests, 10 (83%) appointments were successfully seen and treated by a dentist. Two (17%) appointments were unsuccessful; the members did not show to their scheduled appointments (See Graph 2)

Table 6: BDE Requests Closed in October 2019

Type of Visit	Adult/Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Emergency	Adult	Exam	Same Day	Health Net	Successful
Emergency	Adult	Oral Evaluation	1	LIBERTY	Successful
Emergency	Adult	N/A	Same Day	LIBERTY	Unsuccessful
Urgent	Adult	Limited Exam	2	Access	Successful
Urgent	Adult	Oral Evaluation	2	Health Net	Successful
Urgent	Adult	Oral Evaluation	3	Health Net	Successful
Urgent	Adult	Oral Evaluation	3	LIBERTY	Successful
Routine	Child	Fillings on #7 and #10	9	Access	Successful
Routine	Adult	Exam, X-Rays	5	Health Net	Successful
Routine	Adult	Oral Evaluation	5	Health Net	Successful
Routine	Adult	Exam, X-Rays	9	LIBERTY	Successful
Routine	Adult	N/A	4	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

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

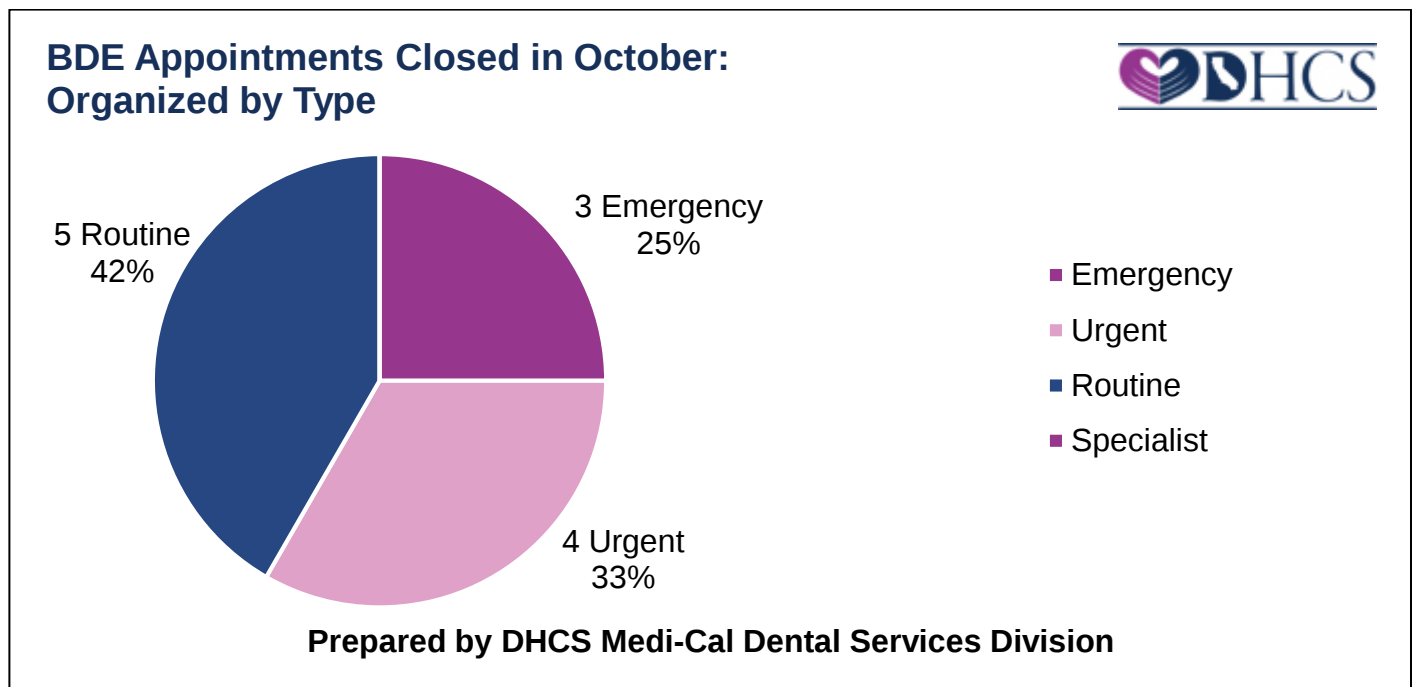


Table 7: BDE Appointments Closed in October: Organized by Type

Type of Appointment	Adults	Children	Total	Percentage
Emergency	3	0	3	25%
Urgent	4	0	4	33%
Routine	4	1	5	42%
Specialist	0	0	0	0%

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

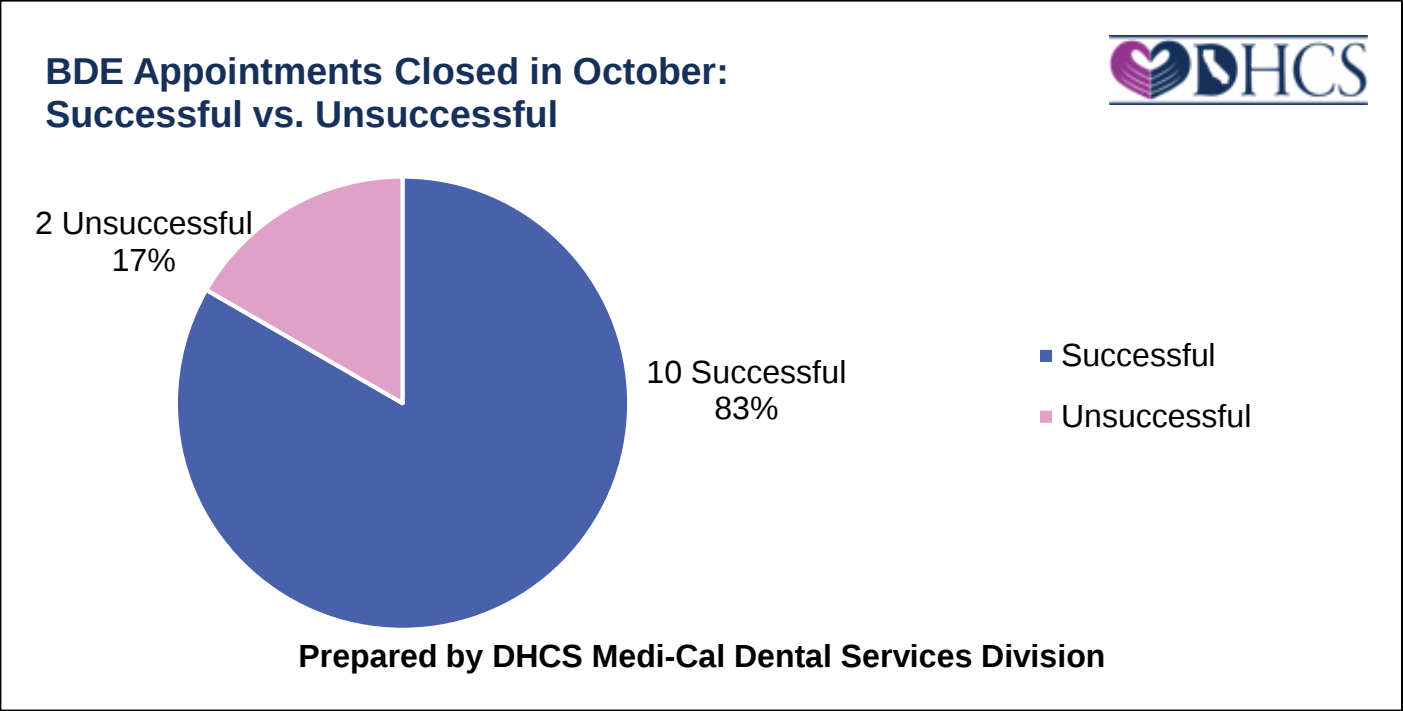


Table 8: BDE Appointments Closed in October: Successful vs. Unsuccessful

Department Perspective	Adults	Children	Total	Percentage
Successful	9	1	10	83%
Unsuccessful	2	0	2	17%

BDE Requests Closed from September 2019 to October 2019

A total of 20 BDE requests were closed from September 2019 to October 2019 (Tables 9 and 10). Please note: these tables may include requests received that have rolled over from prior months if a member requires multiple appointments or when the request is near the end of the month.

Table 9: BDE Requests Closed in September 2019

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

Table 10: 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

2018 vs. 2019 Comparison

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

Figure 3: 2018 vs. 2019 Total Monthly Incoming Requests

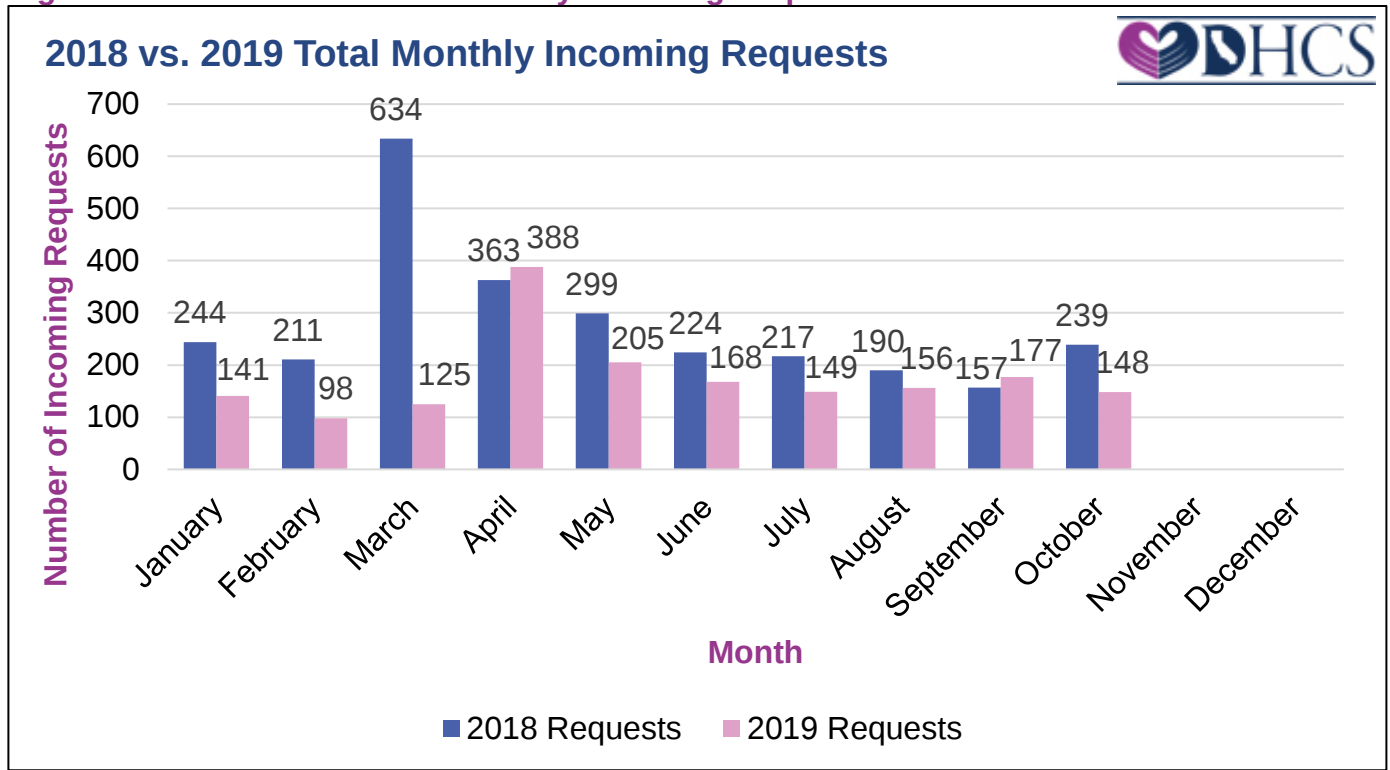


Figure 4: 2018 vs. 2019 BDE Monthly Incoming Requests

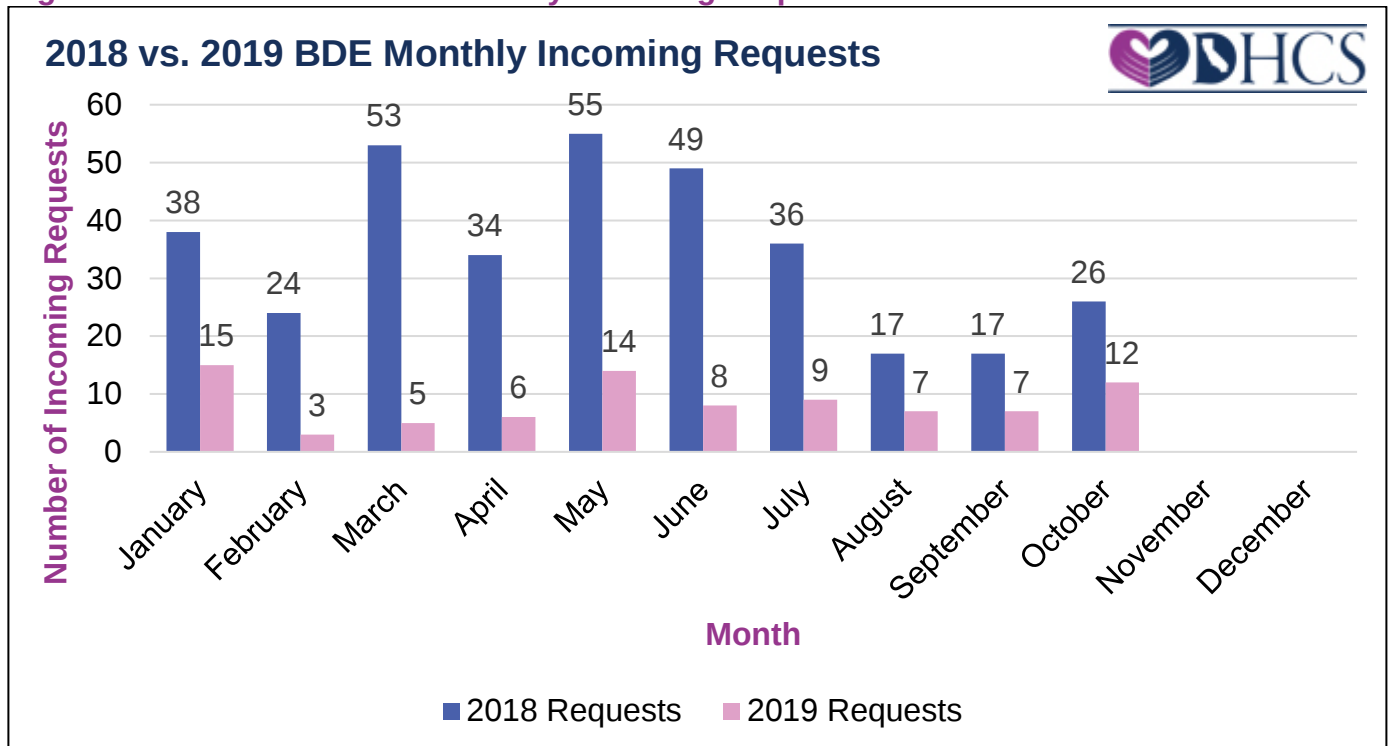
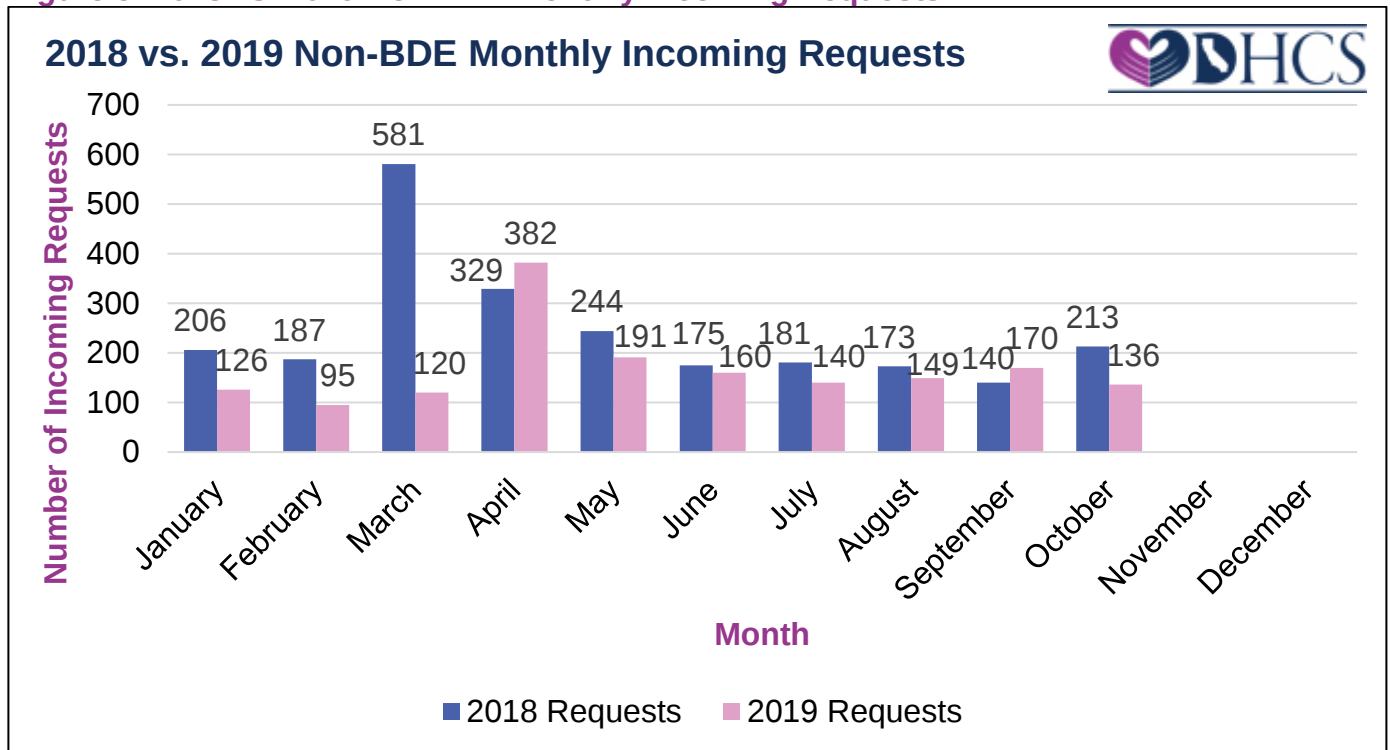


Figure 5: 2018 vs. 2019 Non-BDE Monthly Incoming Requests



2019 Summary

Figure 6: 2019 Total Monthly Requests by Type

