

**Beneficiary Dental Exception (BDE)
Second Quarter of 2017**

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 the summary for the second quarter of 2017 and the 2016 annual summary.

Summary of Total Requests in the Second Quarter of 2017

A total of 619 requests were received during the second quarter of 2017; 197 (32%) were BDE requests, while 422 (68%) were non-BDE requests (Table 1). Of the 197 BDE requests, 70 (36%) are in progress, and 127 (64%) were completed and closed to date.

Table 1. Second Quarter Incoming Totals

Total Requests	619	100%
BDE	197	32%
Non-BDE	422	68%
Inbound Phone Call Total	416	67%
BDE	176	42%
Non-BDE	240	58%
Mail/Fax/Email Total	203	33%
BDE	20	10%
Non-BDE	182	90%

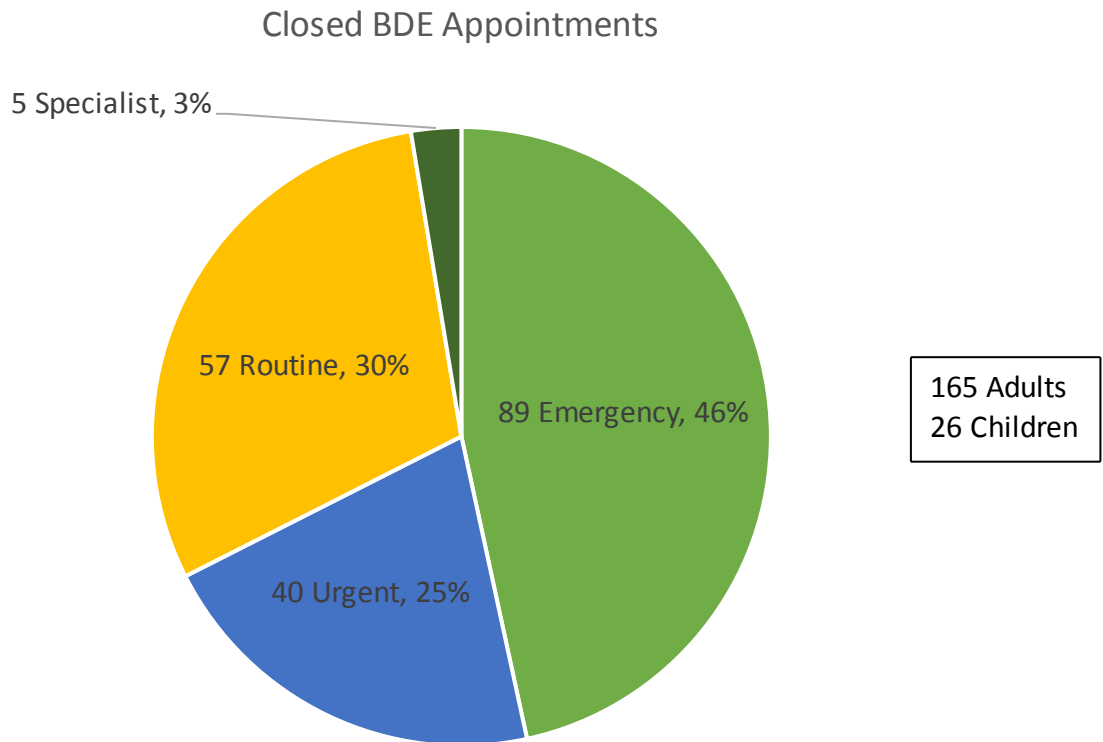
Table 2. Second Quarter 2017 Non-BDE Totals

Non-BDE Categories	422	100%
BDE Info/No Need	145	34%
Benefits	7	2%
Eligibility	26	6%
Plan/Provider Info	137	32%
No Answer/Left Message	74	18%
Other	33	8%

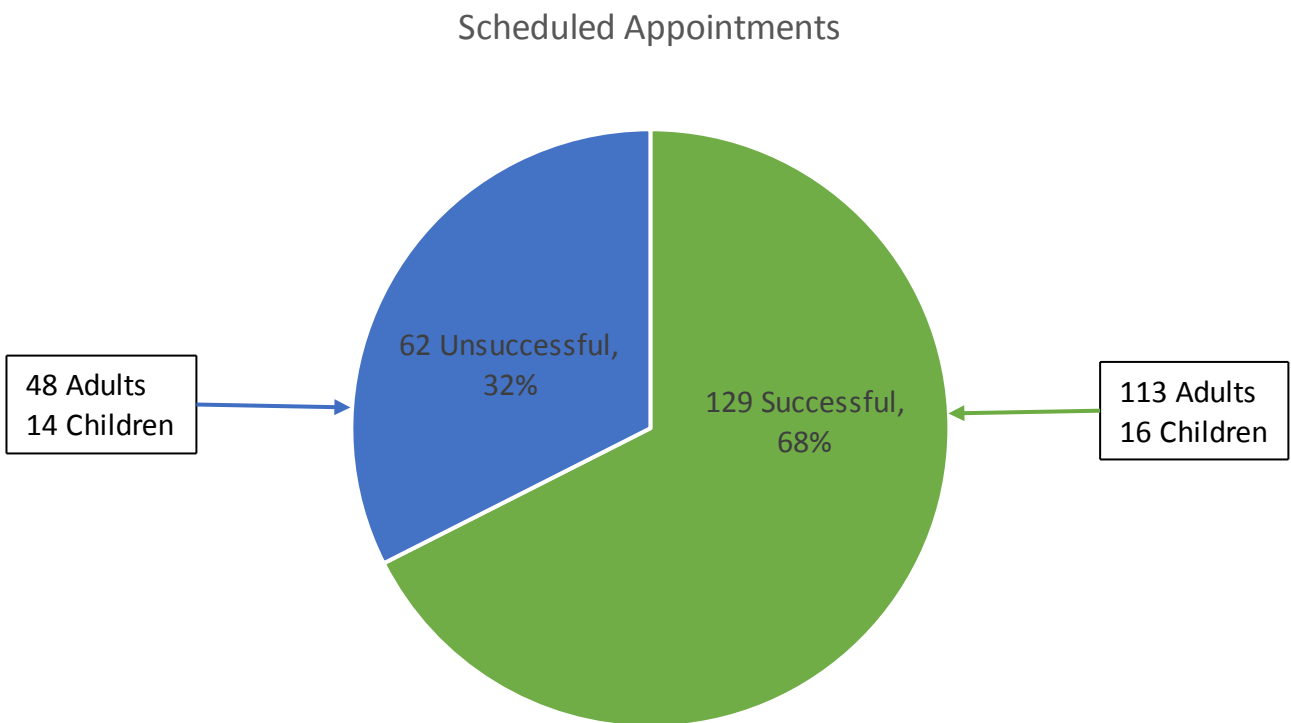
Summary of BDE Cases Closed in the Second Quarter of 2017

A total of 191 BDE appointments were closed in the second quarter of 2017, including requests made during prior months that may have required several appointments. Emergency appointments were the most scheduled type of appointments with 89 (46%) total requests, followed by 57 (30%) routine appointments, 40 (21%) urgent, and five (3%) specialist appointments (Graph 1). Of these scheduled appointments, 165 (86%) were for adult beneficiaries, while 26 (14%) were for children (Graph 1). In total, 129 (68%) scheduled appointments were successfully seen and treated by a dentist, while 62 (32%) were unsuccessful (Graph 2); of these 62, patients were contacted to reschedule but did not answer or did not want to schedule another appointment. Of the successful appointments, 113 (88%) were adults, and 16 (12%) were children (Graph 2). Of the unsuccessful appointments, 48 (77%) were adults, and 14 (23%) were children (Graph 2).

Graph 1. Summary of Closed BDE Appointments by Type



Graph 2. Summary of Closed BDE Successful and Unsuccessful Appointments



Second Quarter Summary of 2017

The total average number of incoming requests is 189 per month; the average BDE monthly request is 66 (35%), while the average non-BDE monthly request is 123 (65%).

Table 3. Quarterly Summary of Total BDE Requests from April 2017 to June 2017

BDE Categories	DMC Dental Plans			Adults	Children	Totals
	Access	Health Net	LIBERTY			
Emergency	52	24	24	86	14	100
Urgent	14	16	15	43	2	45
Routine	16	25	20	47	14	61
Specialist	3	1	4	5	3	8
In Progress	7	4	5	12	4	16
Closed	78	62	58	169	29	198
Total BDE	85	66	63	181	33	214

Table 4. Quarterly Summary of Total Closed BDE Requests from April 2017 to June 2017

Closed BDE Categories		DMC Dental Plans			Adults	Children	Totals
		Access	Health Net	LIBERTY			
Unsuccessful (No-Show)	Emergency	17	6	11	31	3	34
	Urgent	6	1	4	10	1	11
	Routine	7	7	3	13	4	17
	Specialist	2	1	0	2	1	3
Successful	Emergency	30	16	12	48	10	58
	Urgent	8	15	9	31	1	32
	Routine	8	16	15	31	8	39
	Specialist	0	0	4	3	1	4
Unsuccessful Total		32	15	18	56	9	65
Successful Total		46	47	40	113	20	133
Totals		78	62	58	169	29	198

Year to Date Comparison

The increase in the month of March was due to beneficiaries having concerns about dental coverage changes at the Federal level related to the Affordable Care Act.

Figure 1. 2016 vs. 2017 Monthly Incoming Requests

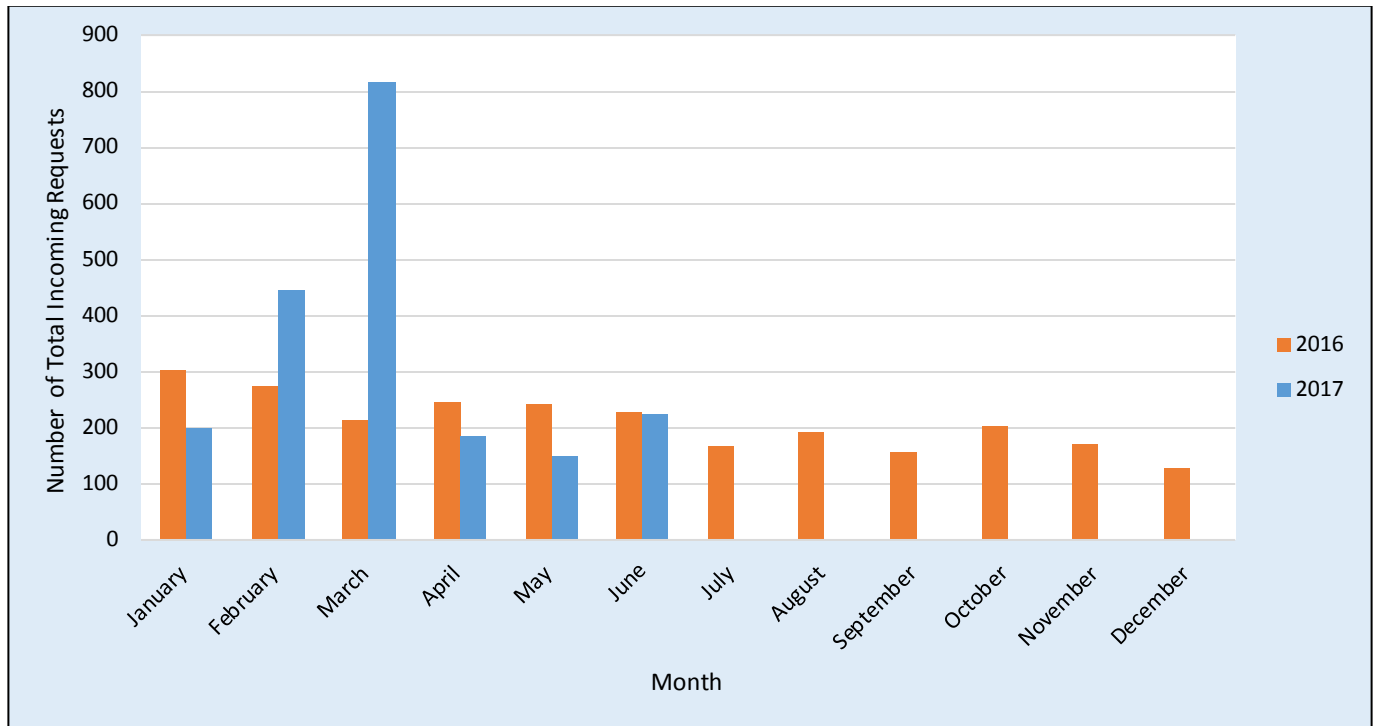


Figure 2. 2016 vs. 2017 Monthly BDE Incoming Requests

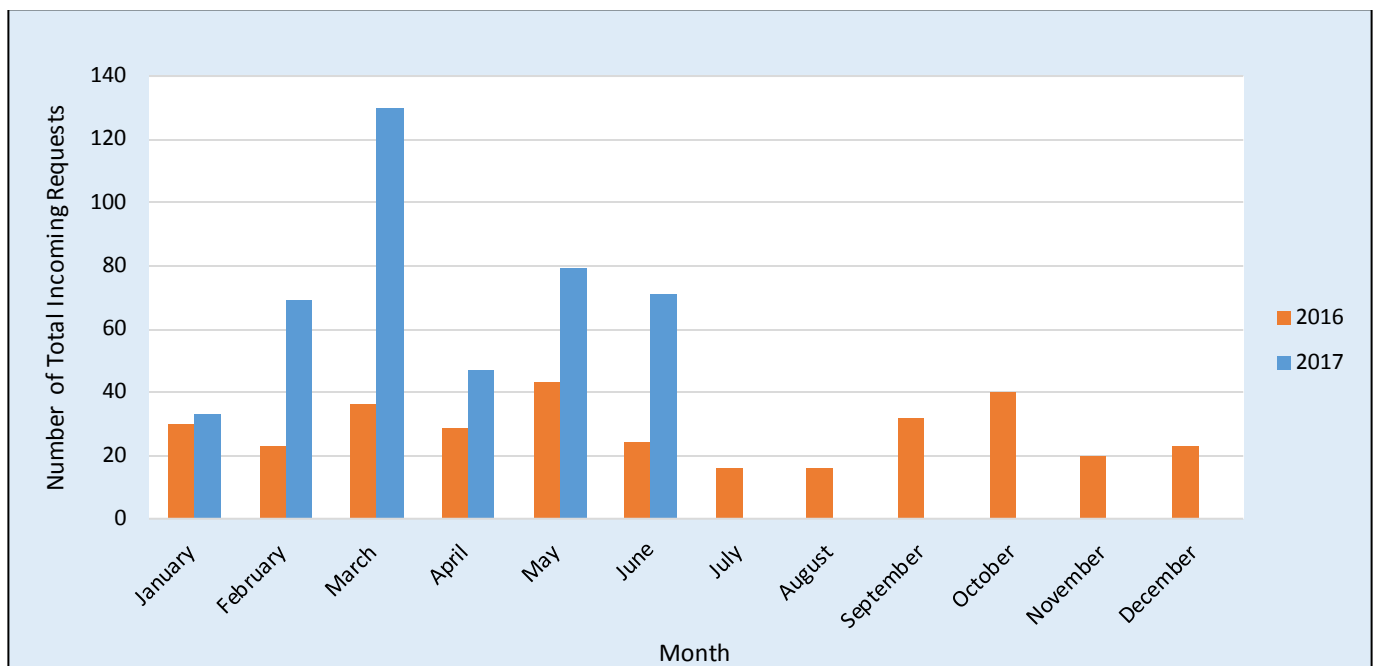


Figure 3. 2017 Monthly BDE Requests by Type

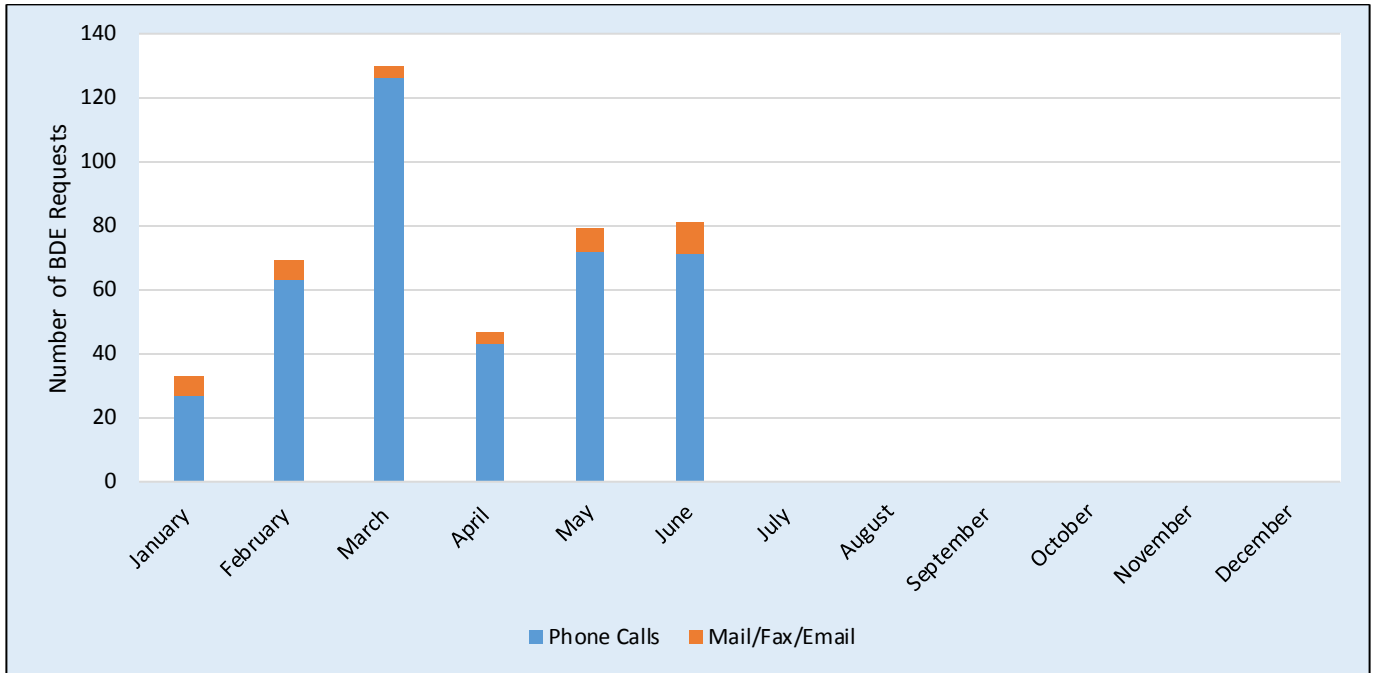


Figure 4. 2016 vs. 2017 Monthly Non-BDE Incoming Requests

