

Beneficiary Dental Exception (BDE) Fourth Quarter of 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 the fourth quarter of 2019 (October through December), 2018 vs. 2019, and the 2019 annual summary.

Total Requests Received in the Fourth Quarter of 2019

A total of 369 requests were received during the fourth quarter of 2019; 21 (6%) were BDE requests, while 348 (94%) were non-BDE requests (Table 1). All 21 (100%) BDE requests were completed and closed to date. The average number of total incoming requests is 123 per month. The average number of incoming Non-BDE requests is 116 per month.

**Table 1: Fourth Quarter 2019
Incoming Totals**

Total Requests	369	100%
BDE	21	6%
Non-BDE	348	94%
Inbound Phone Call Total	179	49%
BDE	19	11%
Non-BDE	160	89%
Mail/Fax/Email Total	190	51%
BDE	3	2%
Non-BDE	187	98%

**Table 2: Fourth Quarter 2019
Non-BDE Totals**

Non-BDE Categories	348	100%
BDE Info/No Need	41	12%
Benefits	20	6%
Eligibility	12	3%
Plan/Provider Info	150	43%
No Answer/Left Message	91	26%
Other	34	10%

BDE Requests Received in the Fourth Quarter of 2019

The total number of BDE requests received in the fourth quarter of 2019 was 21 (Table 3). The average number of BDE requests was seven per month.

Table 3: BDE Requests Received in the Fourth Quarter of 2019 (October through December)

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	0	4	3	7	0	7
Urgent	3	2	1	5	1	6
Routine	2	3	3	7	1	8
Specialist	0	0	0	0	0	0
In Progress	0	0	0	0	0	0
Closed	5	9	7	19	2	21
Total BDE	5	9	7	19	2	21

BDE Requests Closed in the Fourth Quarter of 2019

A total of 21 BDE requests were closed in the fourth quarter of 2019 (Table 4).

Of the 21 closed requests, seven (30%) were emergency appointments, six (29 %) were urgent appointments, and eight (38 %) were routine appointments (See Figure 1). Of these closed appointments, 19 (86%) were for adults and two (14%) were for children.

Of the 21 closed requests, 18 (86%) appointments were successfully seen and treated by a dentist. Three (14%) appointments were unsuccessful; the members did not show to their scheduled appointments (See Figure 2).

Table 4: BDE Requests Closed in the Fourth Quarter of 2019 (October through December)

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	0	1	1	2	0	2
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	3	2	5	0	5
Successful Urgent	3	2	1	5	1	6
Successful Routine	2	3	2	6	1	7
Successful Specialist	0	0	0	0	0	0
Unsuccessful	0	1	2	3	0	3
Successful	5	8	5	16	2	18
Total	5	9	7	19	2	21

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 the Fourth Quarter of 2019: Organized by Type

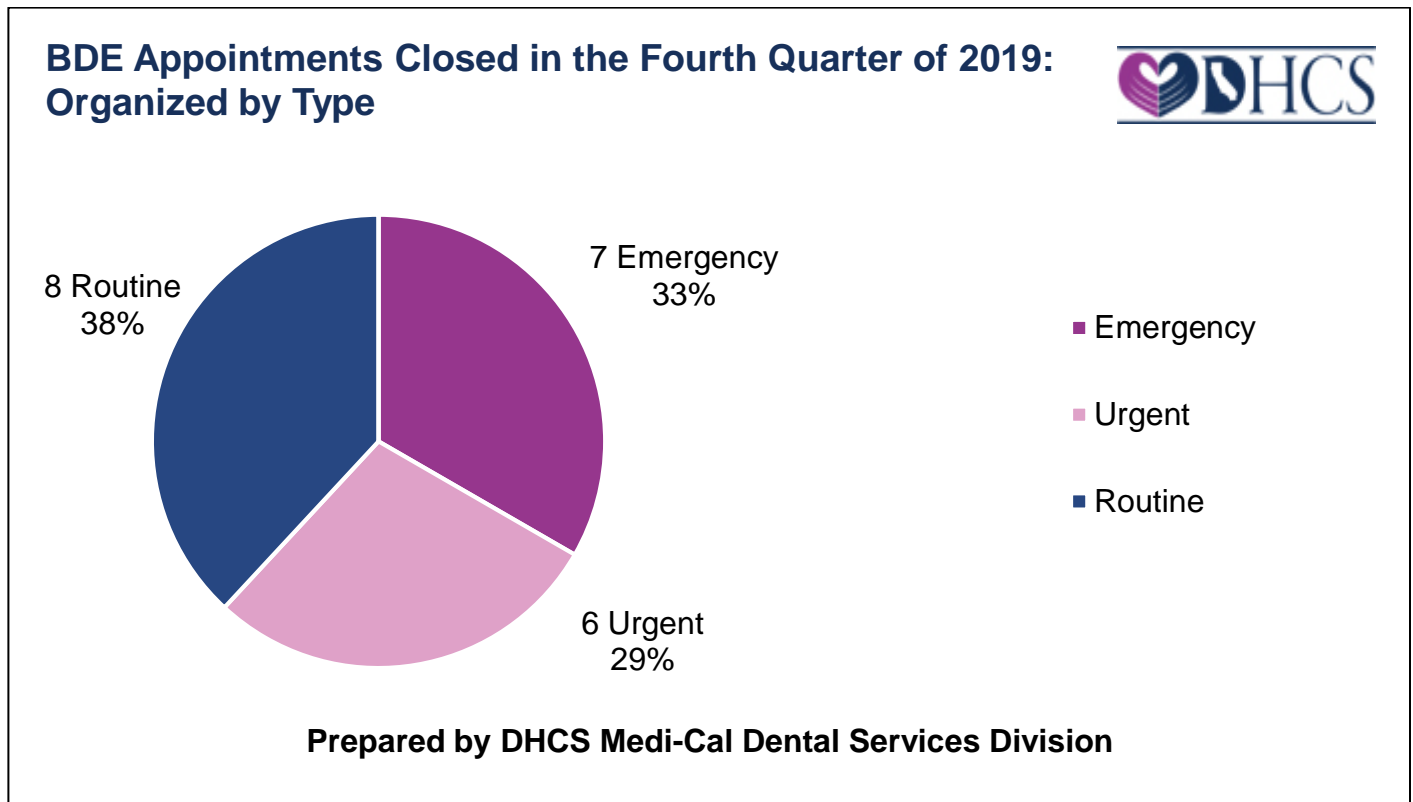


Table 5: BDE Appointments Closed in the Fourth Quarter of 2019: Organized by Type

Type of Appointment	Adults	Children	Total	Percentage
Emergency	7	0	7	33%
Urgent	5	1	6	29%
Routine	7	1	8	38%
Specialist	0	0	0	0%

Figure 2: BDE Appointments Closed in the Fourth Quarter of 2019: Successful vs. Unsuccessful

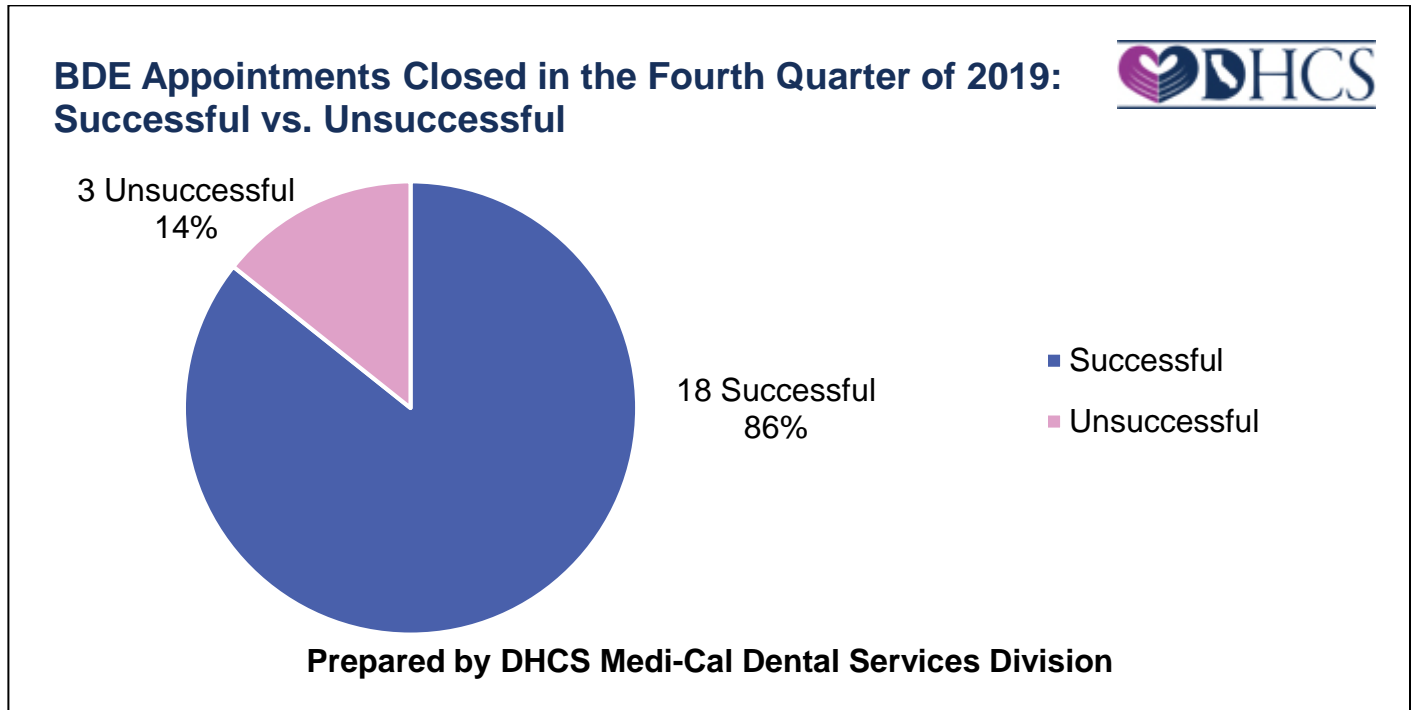


Table 6: BDE Appointments Closed in the Fourth Quarter of 2019: Successful vs. Unsuccessful

Department Perspective	Adults	Children	Total	Percentage
Successful	16	2	18	86%
Unsuccessful	3	0	3	14%

2018 vs. 2019 Comparison

As shown below (Figure 3 and Figure 4), BDE requests continue on a downward trend and the total monthly incoming requests decreased in the fourth quarter of 2019 when compared to the fourth quarter of 2018.

Figure 3: 2018 vs. 2019 Total Monthly Incoming Requests

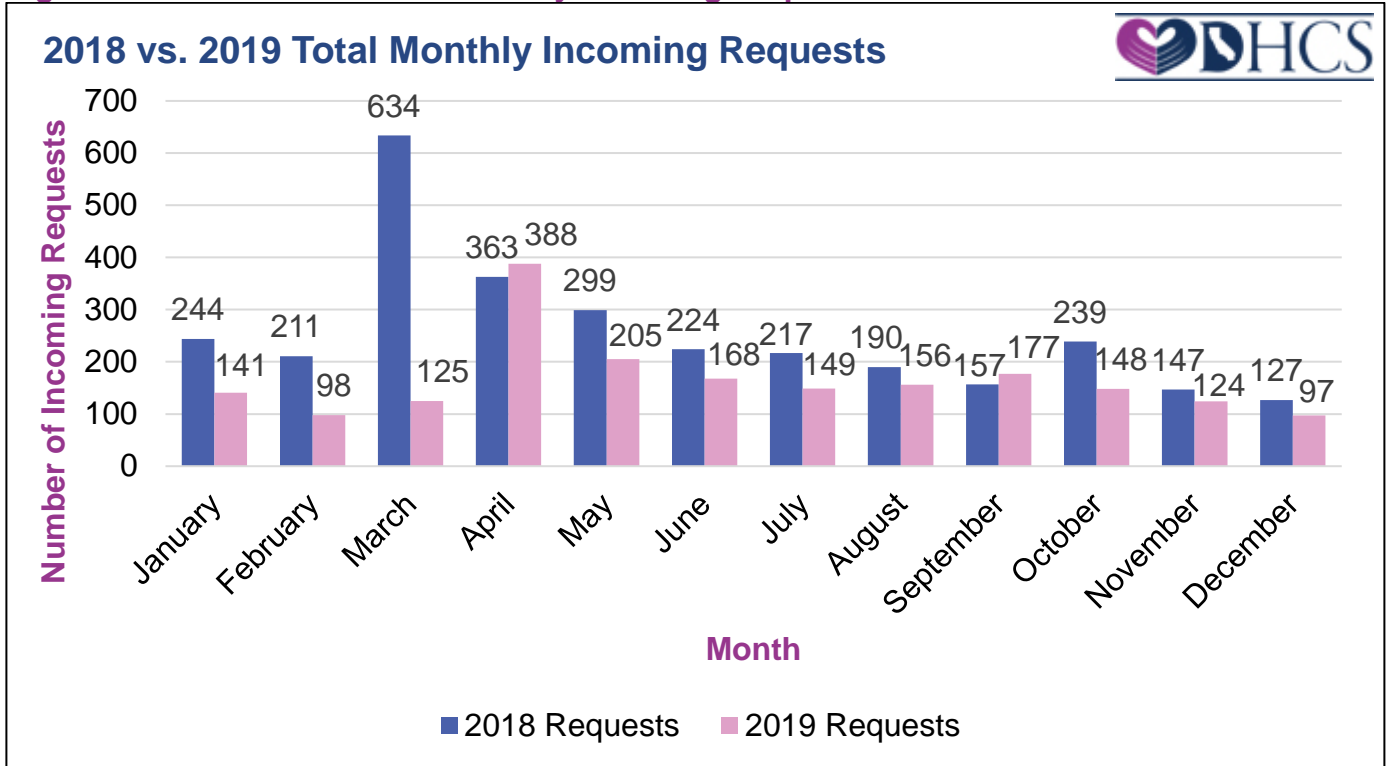


Figure 4: 2018 vs. 2019 BDE Monthly Incoming Requests

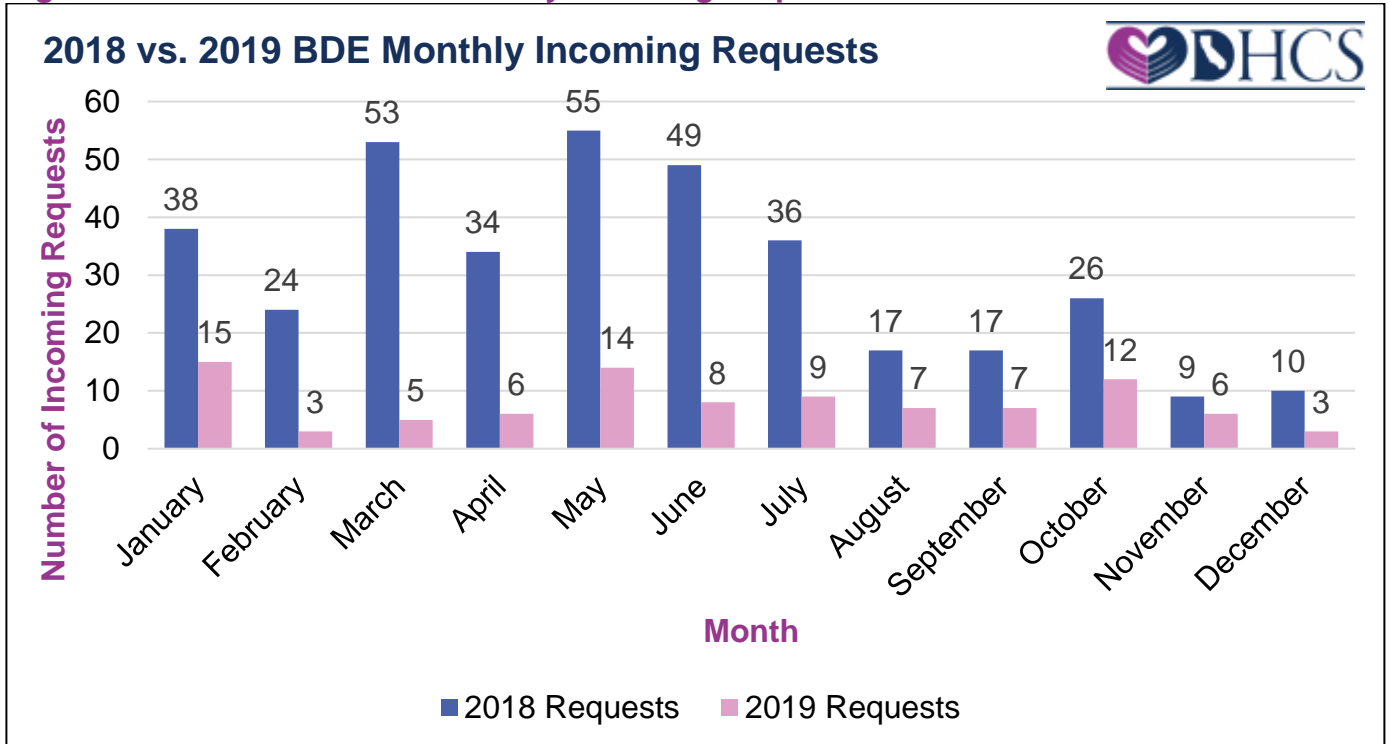
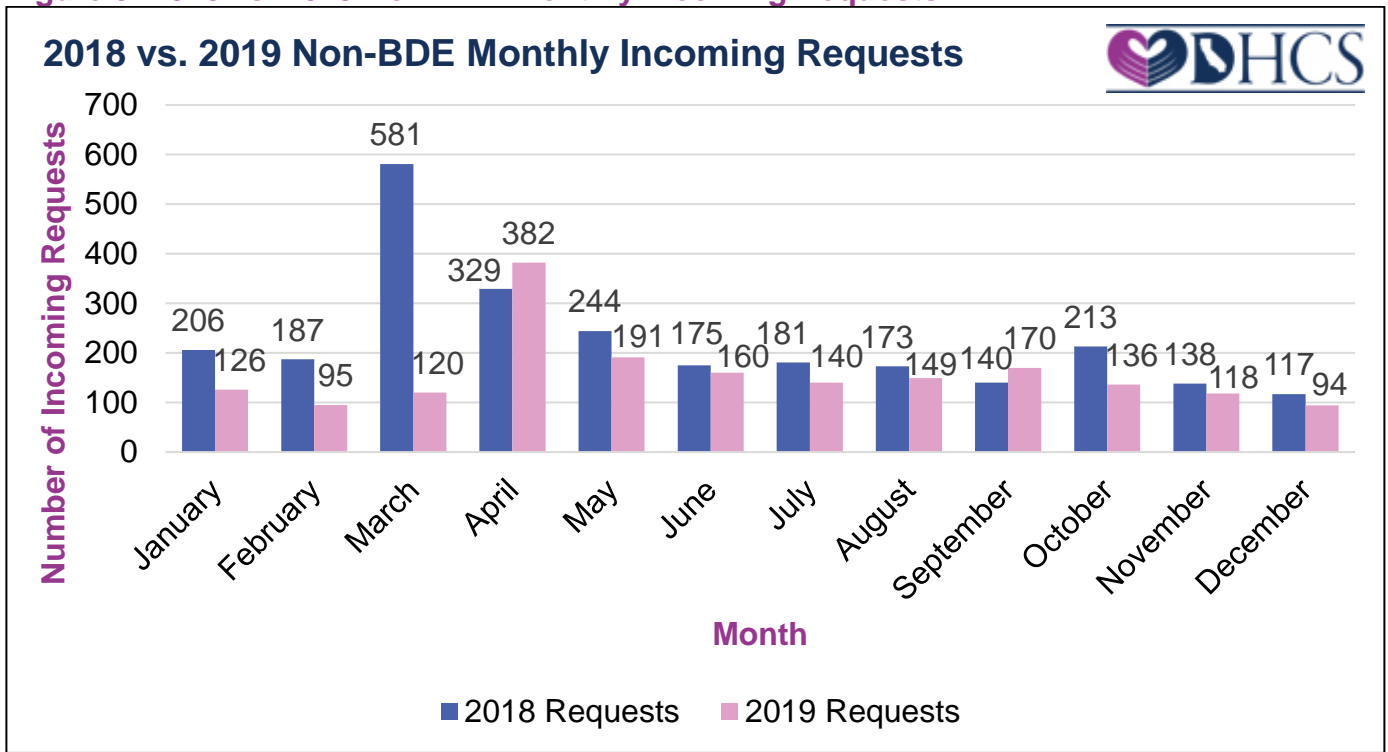


Figure 5: 2018 vs. 2019 Non-BDE Monthly Incoming Requests



2019 Summary

Figure 6: 2019 Total Monthly Requests by Type

