

Beneficiary Dental Exception (BDE) First Quarter of 2020

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 first quarter of 2020 (January through March), 2019 vs. 2020, and the 2020 annual summary.

Total Requests Received in the First Quarter of 2020

A total of 379 requests were received during the first quarter of 2020; 12 (3%) were BDE requests, while 367 (97%) were non-BDE requests (Table 1). 10 (83%) BDE requests were completed and closed to date and two (17%) remain open due to appointments scheduled in the following month, April. The average number of total incoming requests is 126 per month. The average number of incoming Non-BDE requests is 122 per month.

**Table 1: First Quarter 2020
Incoming Totals**

| Total Requests | 379 | 100% |
|---------------------------------|------------|------------|
| BDE | 12 | 3% |
| Non-BDE | 367 | 97% |
| Inbound Phone Call Total | 211 | 56% |
| BDE | 8 | 4% |
| Non-BDE | 203 | 96% |
| Mail/Fax/Email Total | 168 | 44% |
| BDE | 4 | 2% |
| Non-BDE | 164 | 98% |

**Table 2: First Quarter 2020
Non-BDE Totals**

| Non-BDE Categories | 367 | 100% |
|------------------------|-----|------|
| BDE Info/No Need | 55 | 15% |
| Benefits | 8 | 2% |
| Eligibility | 13 | 4% |
| Plan/Provider Info | 137 | 37% |
| No Answer/Left Message | 117 | 32% |
| Other | 37 | 10% |

BDE Requests Received in the First Quarter of 2020

The total number of BDE requests received in the fourth quarter of 2019 was 12 (Table 3). The average number of BDE requests was four per month.

Table 3: BDE Requests Received in the First Quarter of 2020 (January through March)

| BDE Categories | Access | Health Net | LIBERTY | Adults | Children | Total |
|--------------------|----------|------------|----------|----------|----------|-----------|
| Emergency | 2 | 1 | 1 | 4 | 0 | 4 |
| Urgent | 0 | 1 | 0 | 1 | 0 | 1 |
| Routine | 1 | 2 | 3 | 3 | 3 | 6 |
| Specialist | 0 | 1 | 0 | 1 | 0 | 1 |
| In Progress | 1 | 0 | 1 | 2 | 0 | 2 |
| Closed | 2 | 5 | 3 | 7 | 3 | 10 |
| Total BDE | 3 | 5 | 4 | 9 | 3 | 12 |

BDE Requests Closed in the First Quarter of 2020

A total of 10 BDE requests were closed in the first quarter of 2020 (Table 4).

Of the 10 closed requests, four (40%) were emergency appointments, four (40%) were routine appointments, one (10%) was an urgent appointment, and one (10%) was a specialist appointment (Figure 1). Of the 10 closed requests, seven (70%) were for adults and three (30%) were for children.

Of the 10 closed requests, eight (80%) were successfully seen and treated by a dentist. Two (20%) requests were unsuccessful; the members did not show to their scheduled appointments (Figure 2).

Table 4: BDE Requests Closed in the First Quarter of 2020 (January through March)

| Closed BDE Categories | Access | Health Net | LIBERTY | Adults | Children | Total |
|------------------------------|---------------|-------------------|----------------|---------------|-----------------|--------------|
| Unsuccessful Emergency | 2 | 0 | 0 | 2 | 0 | 2 |
| 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 | 1 | 2 | 0 | 2 |
| Successful Urgent | 0 | 1 | 0 | 1 | 0 | 1 |
| Successful Routine | 0 | 2 | 2 | 1 | 3 | 4 |
| Successful Specialist | 0 | 1 | 0 | 1 | 0 | 1 |
| Unsuccessful | 2 | 0 | 0 | 2 | 0 | 2 |
| Successful | 0 | 5 | 3 | 5 | 3 | 8 |
| Total | 2 | 5 | 3 | 7 | 3 | 10 |

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 First Quarter of 2020: Organized by Type

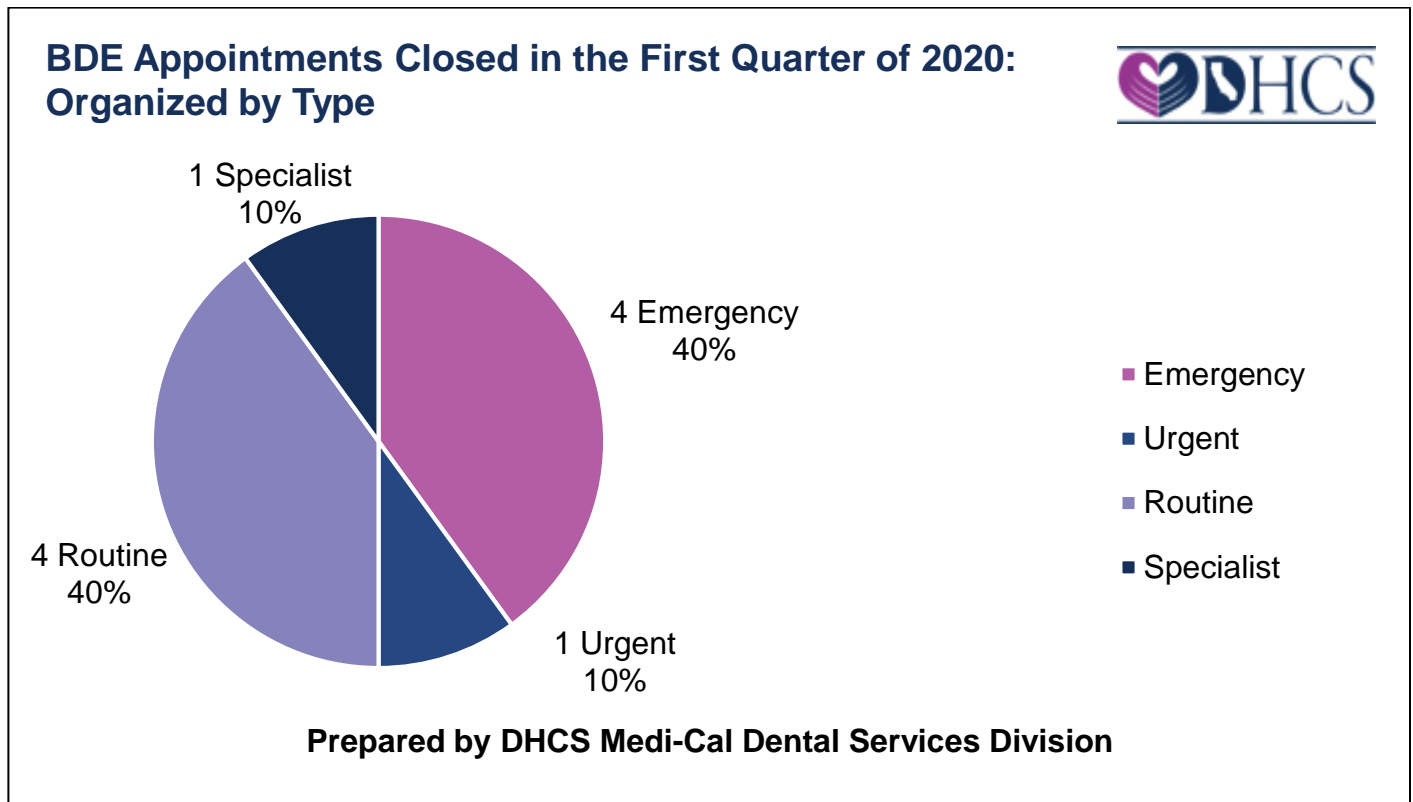


Table 5: BDE Appointments Closed in the First Quarter of 2020: Organized by Type

| Type of Appointment | Adults | Children | Total | Percentage |
|---------------------|--------|----------|-------|------------|
| Emergency | 4 | 0 | 4 | 40% |
| Urgent | 1 | 0 | 1 | 10% |
| Routine | 3 | 1 | 4 | 40% |
| Specialist | 1 | 0 | 1 | 10% |

Figure 2: BDE Appointments Closed in the First Quarter of 2020: Successful vs. Unsuccessful

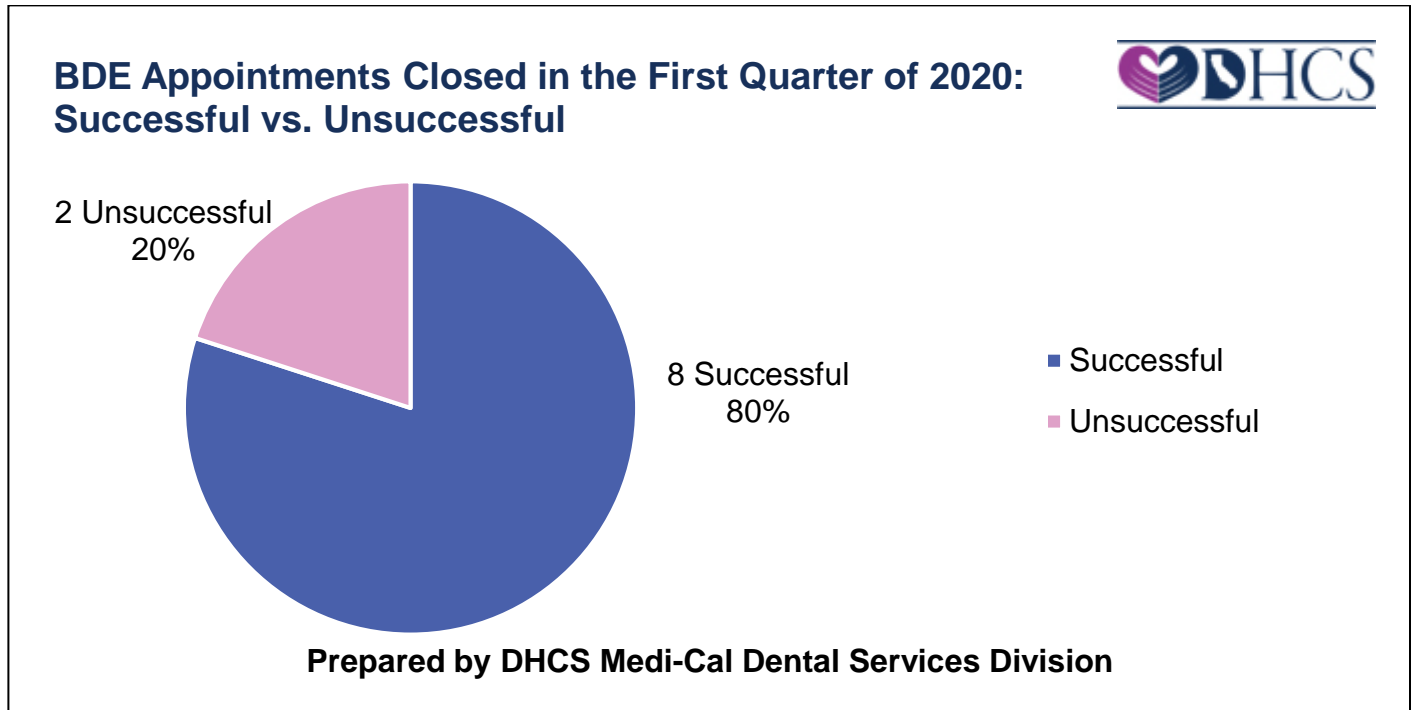


Table 6: BDE Appointments Closed in the First Quarter of 2020: Successful vs. Unsuccessful

| Department Perspective | Adults | Children | Total | Percentage |
|------------------------|--------|----------|-------|------------|
| Successful | 5 | 3 | 8 | 80% |
| Unsuccessful | 2 | 0 | 2 | 20% |

2019 vs. 2020 Comparison

As shown below (Figure 3) the total monthly incoming requests increased in the first quarter of 2020 when compared to the first quarter of 2019; however, the total number of BDE requests decreased in the first quarter of 2020 when compared to the first quarter of 2019 (Figure 4).

Figure 3: 2019 vs. 2020 Total Monthly Incoming Requests

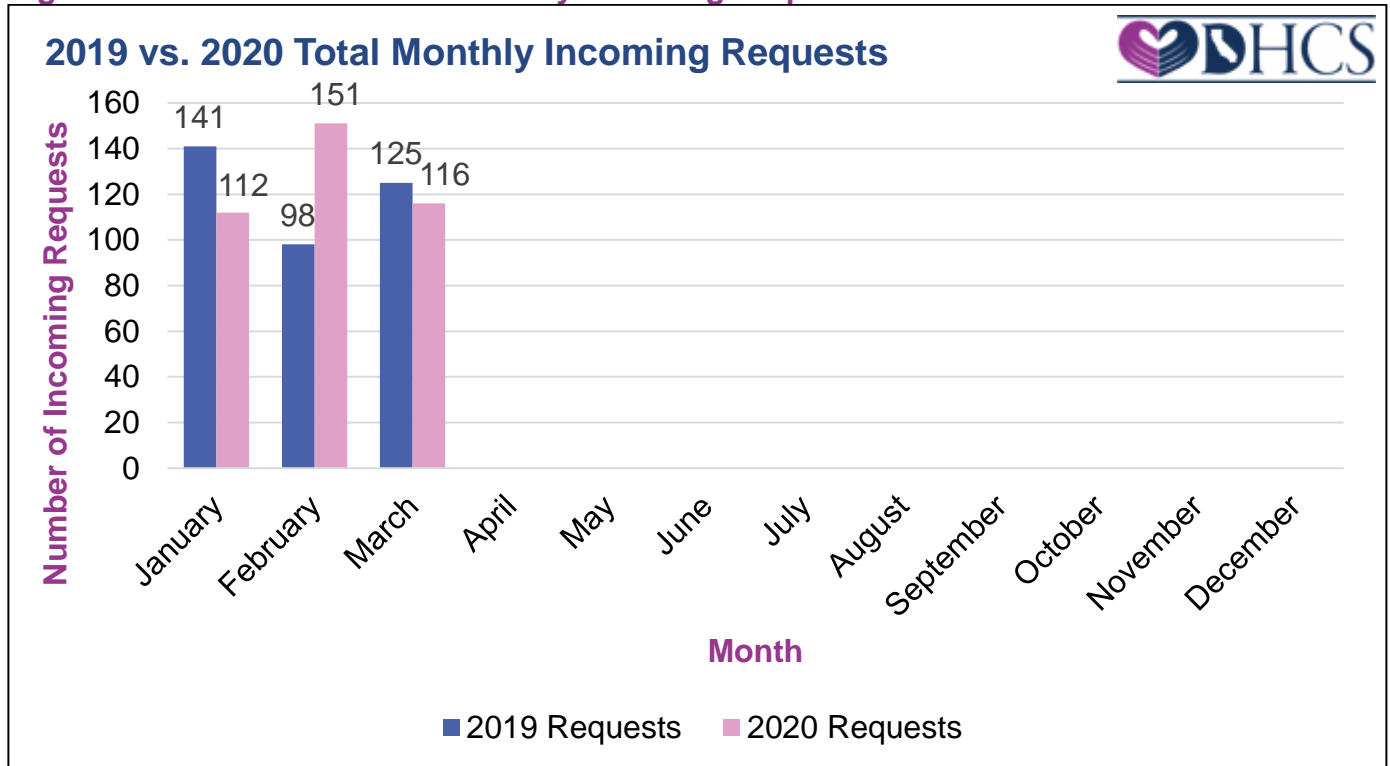


Figure 4: 2019 vs. 2020 BDE Monthly Incoming Requests

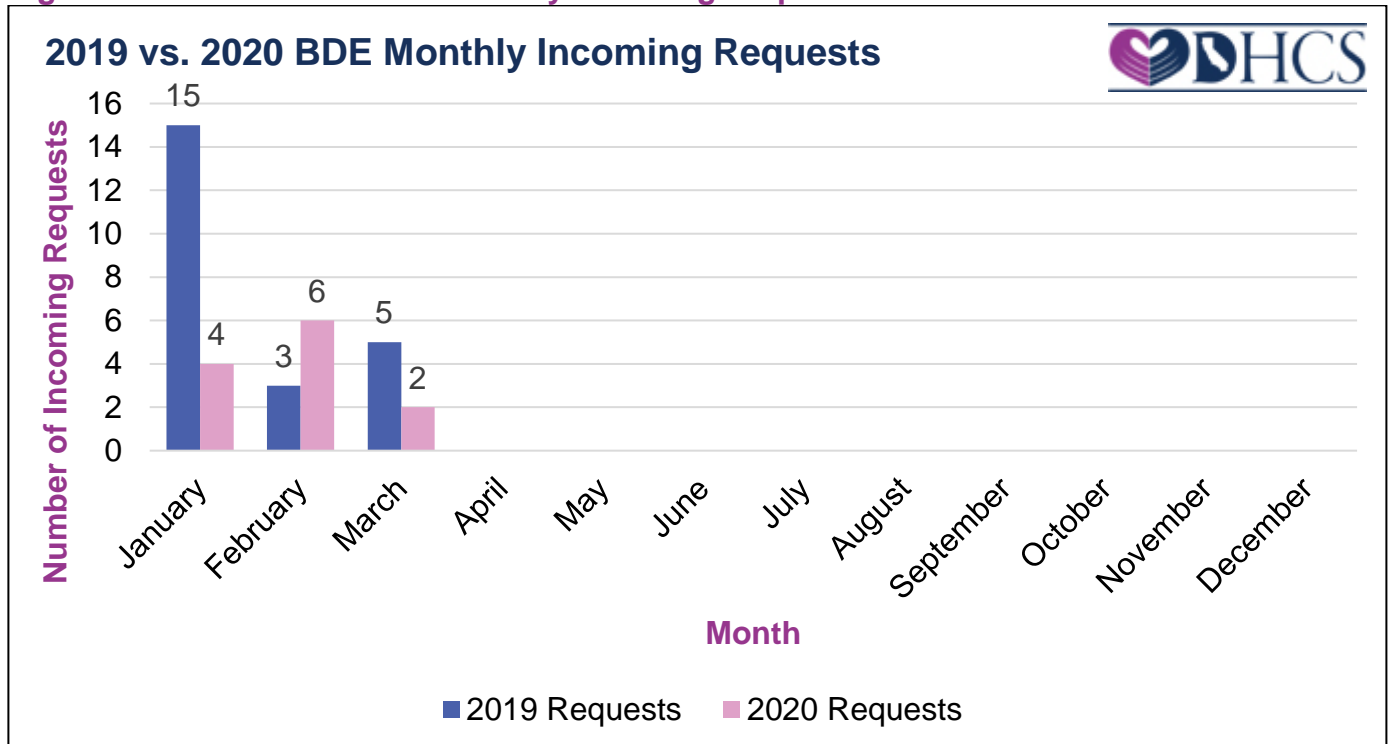
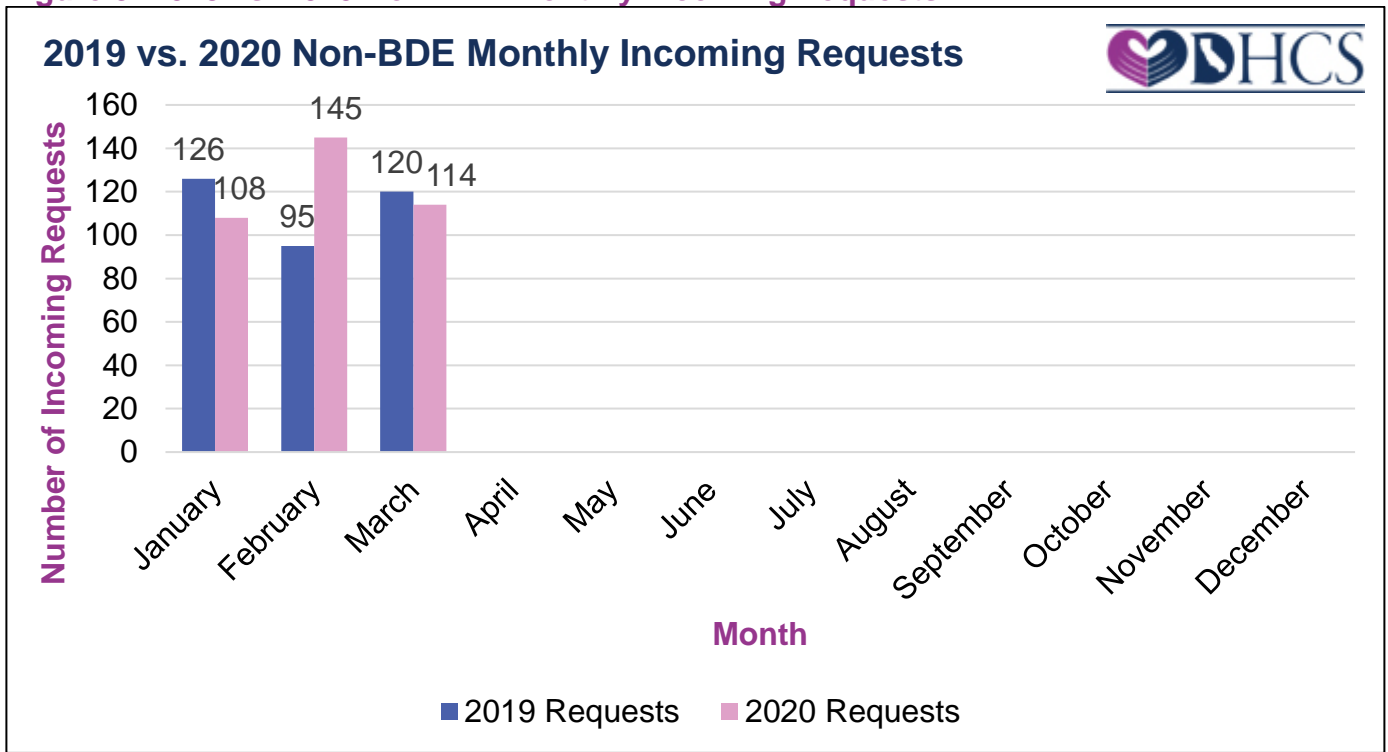


Figure 5: 2019 vs. 2020 Non-BDE Monthly Incoming Requests



2020 Summary

Figure 6: 2020 Total Monthly Requests by Type

