

## Beneficiary Dental Exception (BDE) First Quarter of 2018

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 first quarter of 2018 and the 2017 annual summary.

### **Summary of Total Requests in the First Quarter of 2018**

A total of 1089 requests were received during the first quarter of 2018; 115 (11%) were BDE requests, while 974 (89%) were non-BDE requests (Table 1). Of the 115 BDE requests, 50 (43%) are in progress, and 65 (57%) were completed and closed to date.

Table 1. First Quarter Incoming Totals

<b>Total Requests</b>	<b>1089</b>	<b>100%</b>
BDE	115	11%
Non-BDE	974	89%
<b>Inbound Phone Call Total</b>	<b>622</b>	<b>57%</b>
BDE	103	17%
Non-BDE	519	83%
<b>Mail/Fax/Email Total</b>	<b>467</b>	<b>43%</b>
BDE	12	3%
Non-BDE	455	97%

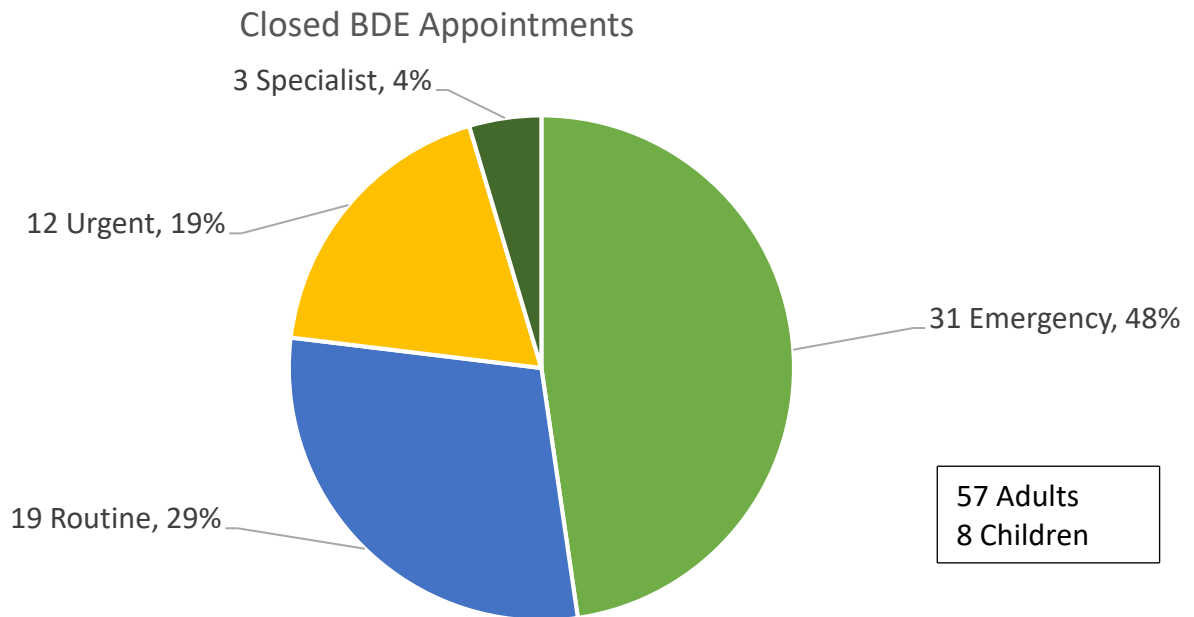
Table 2. First Quarter 2018 Non-BDE Totals

<b>Non-BDE Categories</b>	<b>974</b>	<b>100%</b>
BDE Info/No Need	165	17%
Benefits	51	5%
Eligibility	22	2%
Plan/Provider Info	378	39%
No Answer/Left Message	223	23%
Other	135	14%

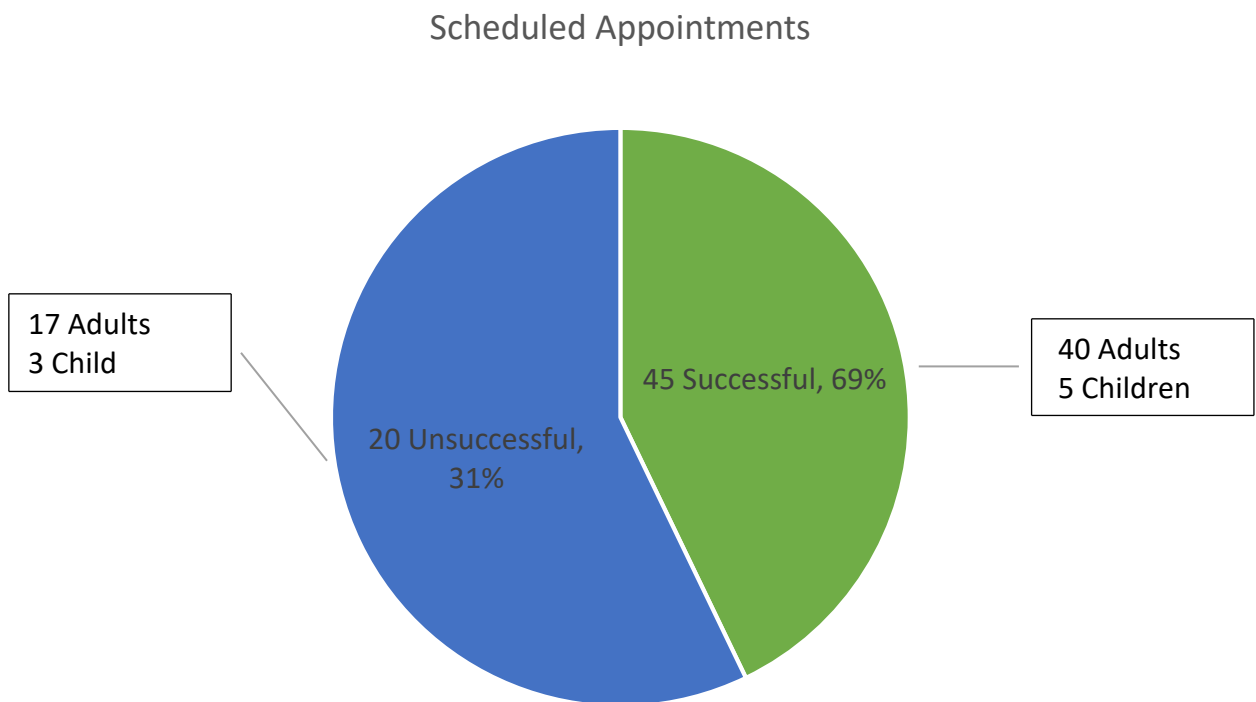
### **Summary of BDE Cases Closed in the First Quarter of 2018**

A total of 65 BDE appointments were closed in the first quarter of 2018, including requests made during prior months that may have required several appointments. Emergency appointments were the most scheduled type of appointments with 31 (48%) total requests, followed by 19 (29%) routine appointments, 12 (19%) urgent appointments, and three (4%) specialist appointments (Graph 1). Of these scheduled appointments, 57 (88%) were for adult beneficiaries, while eight (12%) were for children (Graph 1). In total, 45 (69%) scheduled appointments were successfully seen and treated by a dentist, while 20 (31%) were unsuccessful; of these 20, patients were contacted to reschedule but did not answer or did not want to schedule another appointment (Graph 2). Of the successful appointments, 40 (89%) were adults, and five (11%) were children (Graph 2). Of the unsuccessful appointments, 17 (85%) were adults, and three (15%) were children. (Graph 2).

Graph 1. Summary of Closed BDE Appointments by Type



Graph 2. Summary of Closed BDE Successful and Unsuccessful Appointments



### **First Quarter Summary of 2018**

The total average number of incoming requests is 363 per month; the average BDE monthly request is 38 (10%), while the average non-BDE monthly request is 325 (90%).

Table 3. Quarterly Summary of Total BDE Requests from January 2018 to March 2018

<b>BDE Categories</b>	<b>Access</b>	<b>Health Net</b>	<b>LIBERTY</b>	<b>Adults</b>	<b>Children</b>	<b>Total</b>
Emergency	12	13	17	35	7	42
Urgent	4	11	8	21	2	23
Routine	12	17	14	33	10	43
Specialist	1	4	2	6	1	7
<b>In Progress</b>	14	23	13	38	12	50
<b>Closed</b>	15	22	28	57	8	65
<b>Total BDE</b>	<b>29</b>	<b>45</b>	<b>41</b>	<b>95</b>	<b>20</b>	<b>115</b>

Table 4. Quarterly Summary of Total Closed BDE Requests from January 2018 to March 2018

<b>Closed BDE Categories</b>	<b>Access</b>	<b>Health Net</b>	<b>LIBERTY</b>	<b>Adults</b>	<b>Children</b>	<b>Total</b>
Unsuccessful Emergency	2	1	5	6	2	8
Unsuccessful Urgent	0	2	0	2	0	2
Unsuccessful Routine	1	3	5	8	1	9
Unsuccessful Specialist	1	0	0	1	0	1
Successful Emergency	5	9	9	20	3	23
Successful Urgent	3	4	3	9	1	10
Successful Routine	2	3	5	9	1	10
Successful Specialist	0	0	2	2	0	2
<b>Unsuccessful</b>	<b>4</b>	<b>6</b>	<b>10</b>	<b>17</b>	<b>3</b>	<b>20</b>
<b>Successful</b>	<b>10</b>	<b>16</b>	<b>19</b>	<b>40</b>	<b>5</b>	<b>45</b>
<b>Total</b>	<b>14</b>	<b>22</b>	<b>29</b>	<b>57</b>	<b>8</b>	<b>65</b>

**Year to Date Comparison**

As shown in the chart below, there was a slight increase in BDE requests in March 2018, which may be attributed to the restoration of adult dental benefits.

Figure 1. 2018 Monthly BDE Requests by Type

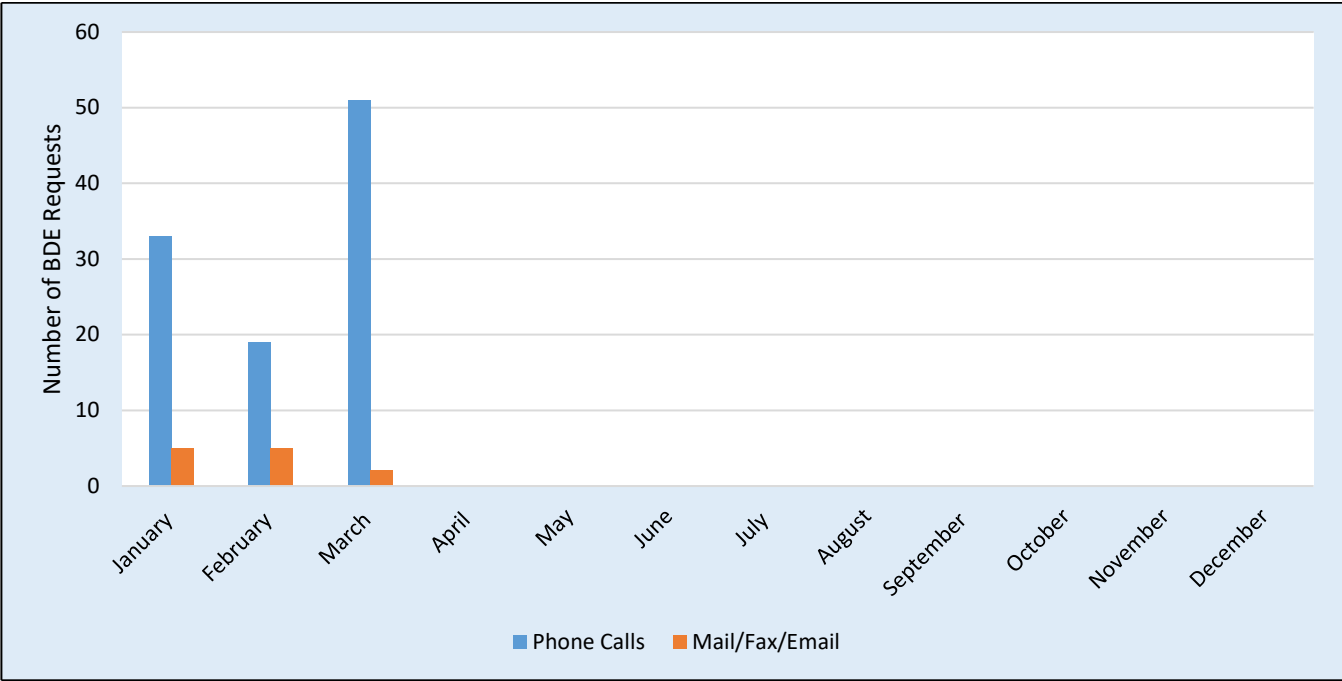


Figure 2. 2017 vs. 2018 Monthly Total Incoming Requests

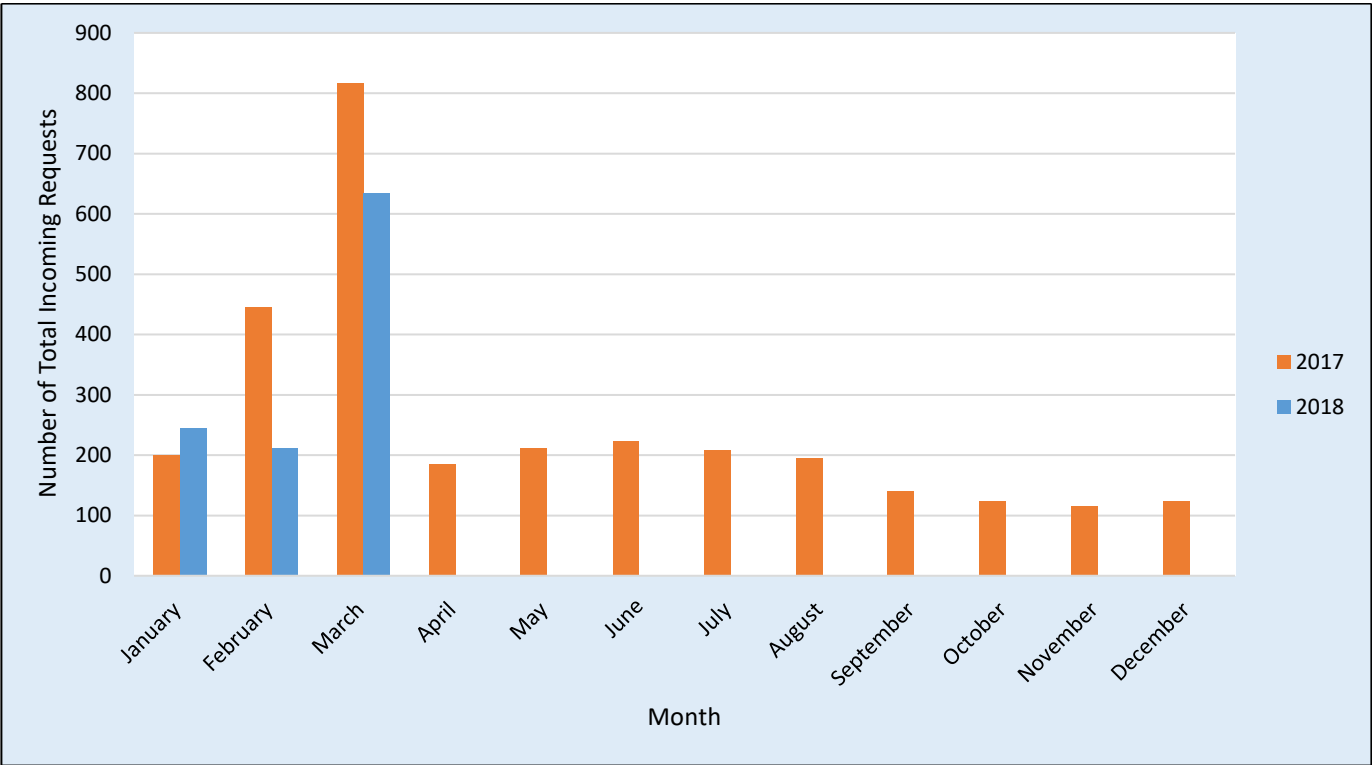


Figure 3. 2017 vs. 2018 Monthly BDE Incoming Requests

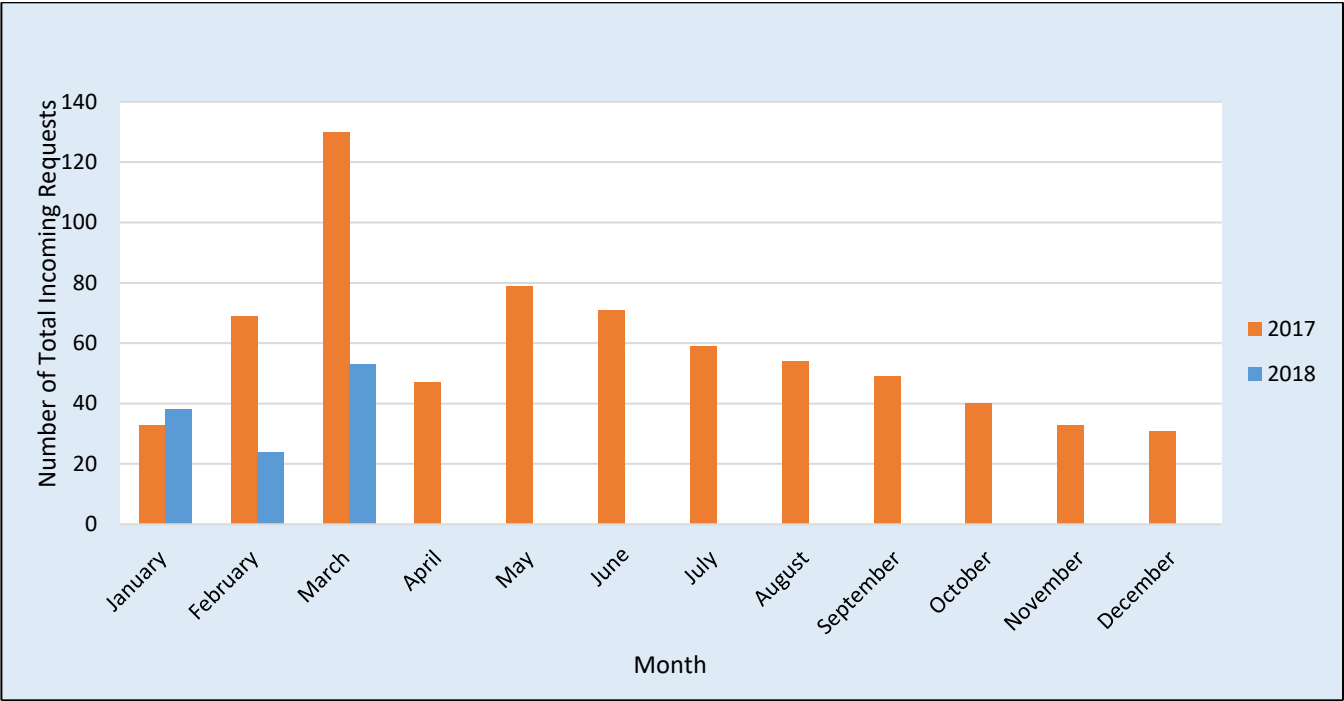


Figure 4. 2017 vs. 2018 Monthly Total Non-BDE Incoming Requests

