

## Beneficiary Dental Exception (BDE) January 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 time frames, 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 summaries for January 2019, comparison of December 2018 to January 2019, and the 2018 annual summary.

### **Summary of Total Requests in January 2019**

A total of 141 requests were received during January; 15 (11%) were BDE requests, while 126 (89%) were non-BDE requests (Table 1). Of the 15 BDE requests, one (7%) is in progress, and 14 (93%) were completed and closed to date (Table 6).

Table 1. January 2018 Incoming Totals

<b>Total Requests</b>	<b>141</b>	<b>100%</b>
BDE	15	11%
Non-BDE	126	89%
<b>Inbound Phone Call Total</b>	<b>62</b>	<b>44%</b>
BDE	13	21%
Non-BDE	49	79%
<b>Mail/Fax/Email Total</b>	<b>79</b>	<b>56%</b>
BDE	2	3%
Non-BDE	77	97%

Table 2. January 2018 Non-BDE Totals

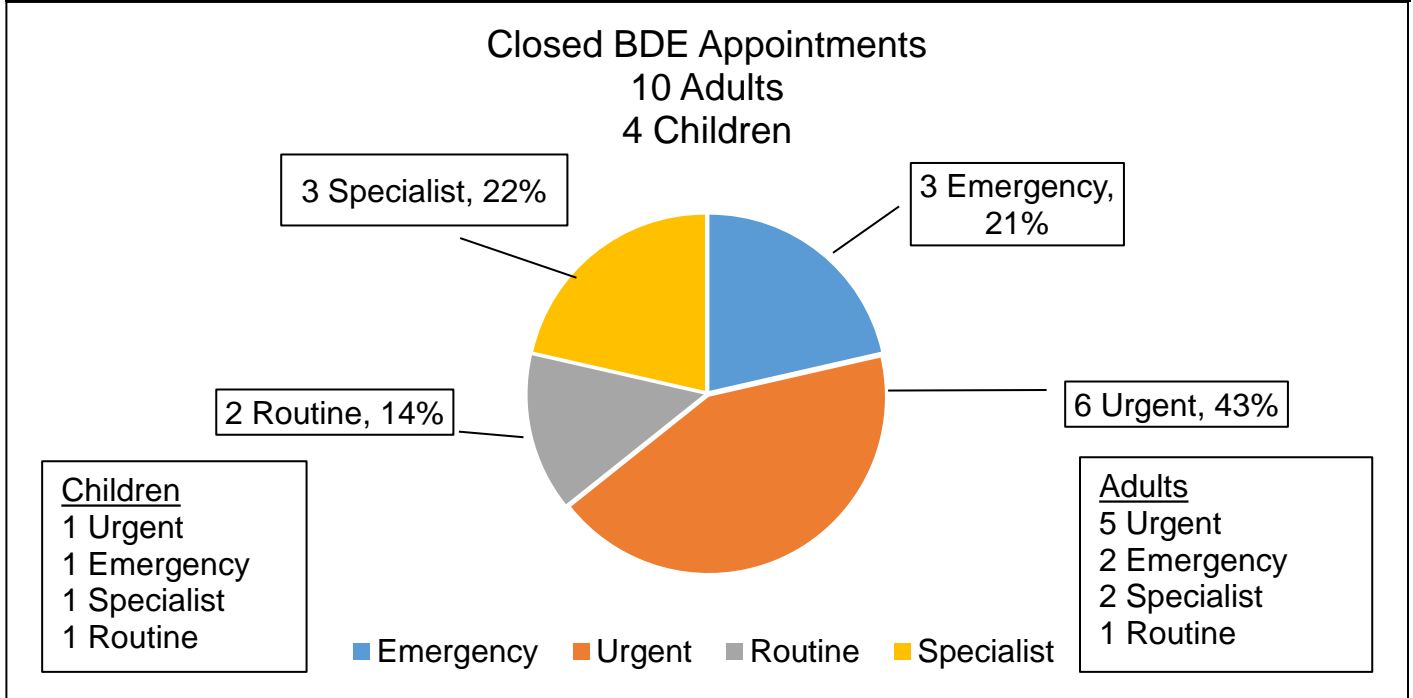
<b>Non-BDE Categories</b>	<b>126</b>	<b>100%</b>
BDE Info/No Need	14	11%
Benefits	6	5%
Eligibility	4	3%
Plan/Provider Info	55	44%
No Answer/Left Message	28	22%
Other	19	15%

### **Summary of BDE Cases Closed in January 2019**

A total of 14 BDE appointments were closed in January, including requests made during prior months that may have required several appointments. Urgent appointments were the most scheduled type of appointments with six (43%) total requests, followed by three (21%) emergency appointments, three (22%) specialist appointments, and two (14%) routine appointments (Graph 1 and Table 3). Of these scheduled appointments, 10 (71%) were for adults, while four (29%) were for children (Graph 1).

In total, ten (71%) scheduled appointments were successfully seen and treated by a dentist, while four (29%) were unsuccessful; of these four, members were contacted to reschedule and did not want to schedule another appointment (Graph 2). Of the successful appointments, eight (80%) were adults, and two were children (20%) (Graph 2).

Graph 1. Summary of Closed BDE Appointments by Type



Graph 2. Summary of Closed BDE Successful and Unsuccessful Appointments

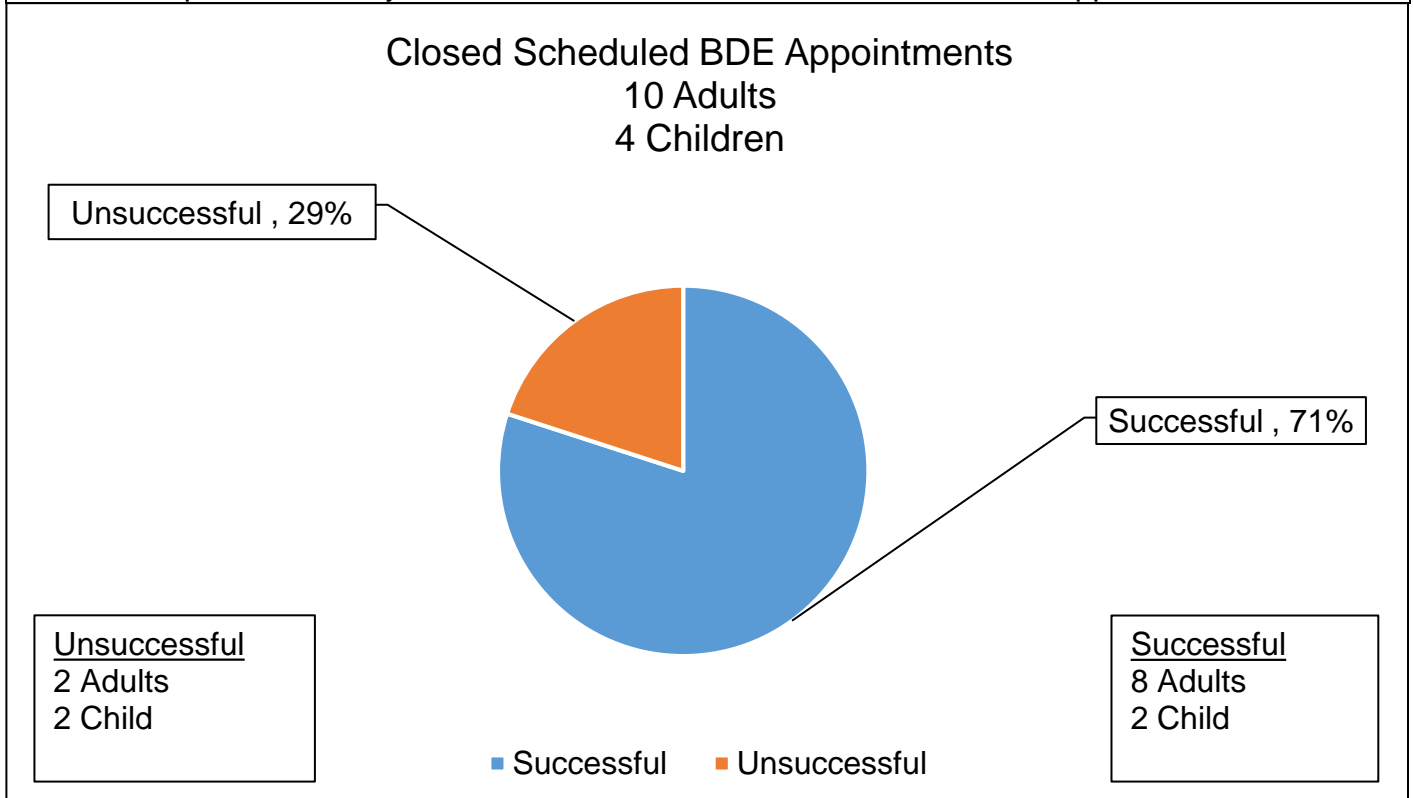


Table 3. Summary of BDE Cases Closed in January 2019

Type of Visit	Adult/Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Urgent	Adult	Limited Exam/X-rays	3	Access	Successful
Urgent	Adult	No Show- Personal	3	Health Net	Unsuccessful
Urgent	Adult	Limited Exam	3	LIBERTY	Successful
Urgent	Adult	No Show- No Response	3	Health Net	Unsuccessful
Urgent	Adult	Limited Exam	2	Access	Successful
Urgent	Child	ER Exam/Referral	3	LIBERTY	Successful
Emergency	Adult	ER Exam/X-rays/Referral	1	LIBERTY	Successful
Emergency	Adult	Exam	1	LIBERTY	Successful
Emergency	Child	No Show- Personal	2	Access	Unsuccessful
Specialist	Adult	Root Canal	6	Health Net	Successful
Specialist	Adult	Exam	1	Health Net	Successful
Specialist	Child	No Show- Transportation	2	Health Net	Unsuccessful
Routine	Adult	Exam/Extractions	9	LIBERTY	Successful
Routine	Child	Exam/X-rays	15	Health Net	Successful

Appointment Timeframes (as required by contract)

- Emergency – 24 hours
- Urgent – 72 hours (3 days)
- Routine – 4 weeks
- Specialist – 30 days from authorized request

### **December 2018 to January 2019**

From December 2018 to January 2019, there were 25 total BDE requests (Table 4). Of the total BDE requests, 24 (96%) are completed and closed to date (Table 7). Of the completed requests, 17 (71%) members were successfully seen and treated by a dentist, while seven (29%) did not show for their appointments and were unsuccessful (Table 7).

Table 4. Summary of Total BDE Requests from December 2018 to January 2019

<b>BDE Categories</b>	<b>Access</b>	<b>Health Net</b>	<b>LIBERTY</b>	<b>Adults</b>	<b>Children</b>	<b>Total</b>
Emergency	2	5	2	7	2	9
Urgent	2	4	2	6	2	8
Routine	1	1	2	3	1	4
Specialist	0	3	0	2	1	3
<b>In Progress</b>	0	0	1	1	0	1
<b>Closed</b>	5	13	6	18	6	24
<b>Total BDE</b>	5	13	7	19	6	25

Table 5. Summary of Total BDE Requests from December 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	1	5	0	5	1	6
Urgent	0	2	0	1	1	2
Routine	1	0	1	2	0	2
Specialist	0	0	0	0	0	0
<b>In Progress</b>	0	0	0	0	0	0
<b>Closed</b>	2	7	1	8	2	10
<b>Total BDE</b>	2	7	1	8	2	10

Table 6. Summary of Total BDE Requests from January 2019

<b>BDE Categories</b>	<b>Access</b>	<b>Health Net</b>	<b>LIBERTY</b>	<b>Adults</b>	<b>Children</b>	<b>Total</b>
Emergency	1	0	2	2	1	3
Urgent	2	2	2	5	1	6
Routine	0	1	1	1	1	2
Specialist	0	3	0	2	1	3
<b>In Progress</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Closed</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>10</b>	<b>4</b>	<b>14</b>
<b>Total BDE</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>11</b>	<b>4</b>	<b>15</b>

Table 7. Summary of Total Closed BDE Requests from December 2018 to January 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	1	2	0	1	2	3
Unsuccessful Urgent	0	2	0	2	0	2
Unsuccessful Routine	0	0	1	1	0	1
Unsuccessful Specialist	0	1	0	0	1	1
Successful Emergency	1	3	2	6	0	6
Successful Urgent	2	2	2	4	2	6
Successful Routine	1	1	1	2	1	3
Successful Specialist	0	2	0	2	0	2
<b>Unsuccessful</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>7</b>
<b>Successful</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>14</b>	<b>3</b>	<b>17</b>
<b>Total</b>	<b>5</b>	<b>11</b>	<b>6</b>	<b>18</b>	<b>6</b>	<b>24</b>

Table 8. Summary of Total Closed BDE Requests from December 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	0	2	0	1	1	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	1	3	0	4	0	4
Successful Urgent	0	2	0	1	1	2
Successful Routine	1	0	0	1	0	1
Successful Specialist	0	0	0	0	0	0
<b>Unsuccessful</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>
<b>Successful</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>6</b>	<b>1</b>	<b>7</b>
<b>Total</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>8</b>	<b>2</b>	<b>10</b>

Table 9. Summary of Total Closed BDE Requests from January 2019

<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	1	0	0	0	1	1
Unsuccessful Urgent	0	2	0	2	0	2
Unsuccessful Routine	0	0	0	0	0	0
Unsuccessful Specialist	0	1	0	0	1	1
Successful Emergency	0	0	2	2	0	2
Successful Urgent	2	0	2	3	1	4
Successful Routine	0	1	1	1	1	2
Successful Specialist	0	2	0	2	0	2
<b>Unsuccessful</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>4</b>
<b>Successful</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>8</b>	<b>2</b>	<b>10</b>
<b>Total</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>10</b>	<b>4</b>	<b>14</b>

### Year to Date Comparison

As shown in the chart below, there was a decrease in BDE total monthly incoming requests in January 2019 when compared to January 2018. This may be attributed to the launch of the Smile, California Campaign in September 2018, which lead to a decrease in non-BDE requests.

Figure 1. 2018 vs. 2019 Total Monthly Incoming Requests

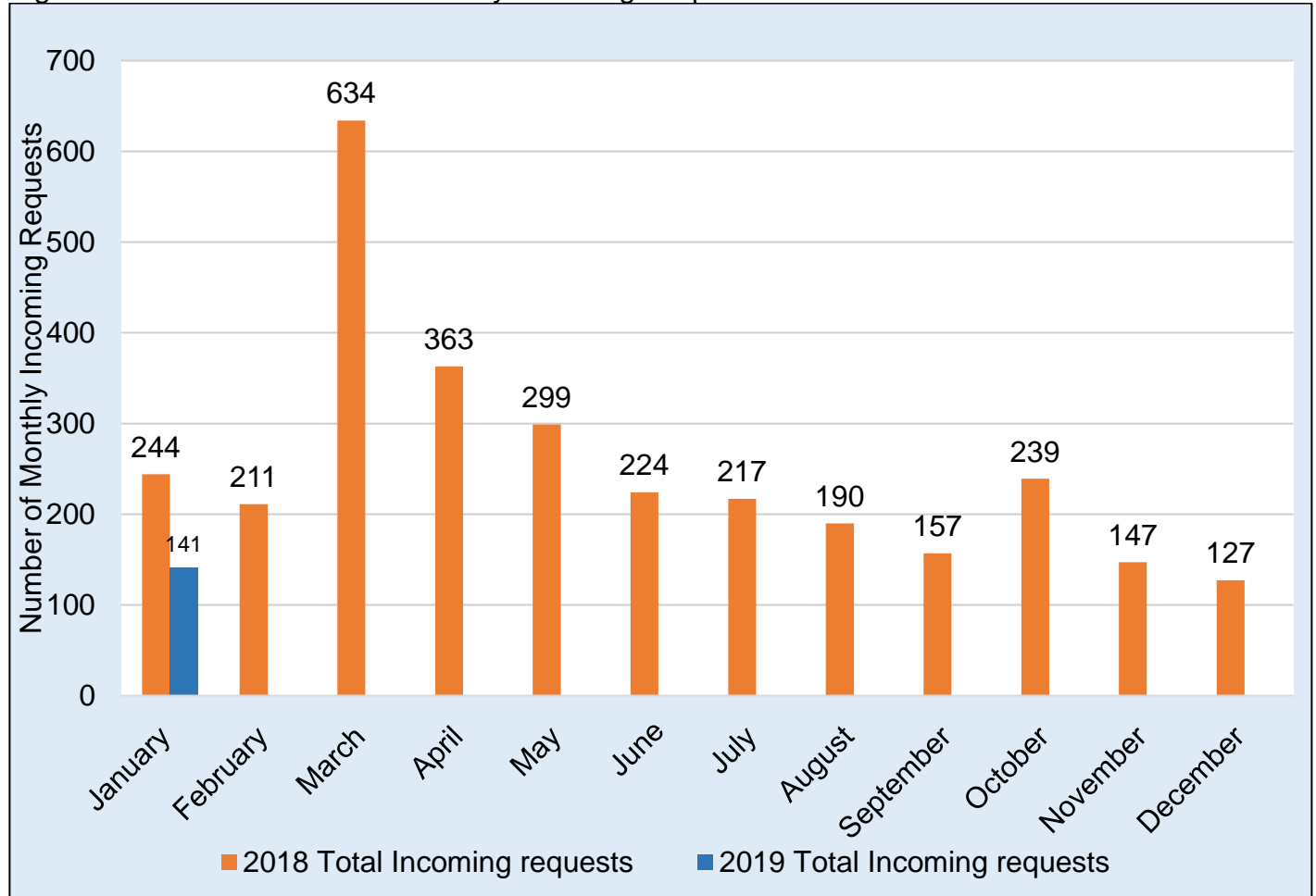


Figure 2. 2018 vs. 2019 BDE Monthly Incoming Requests

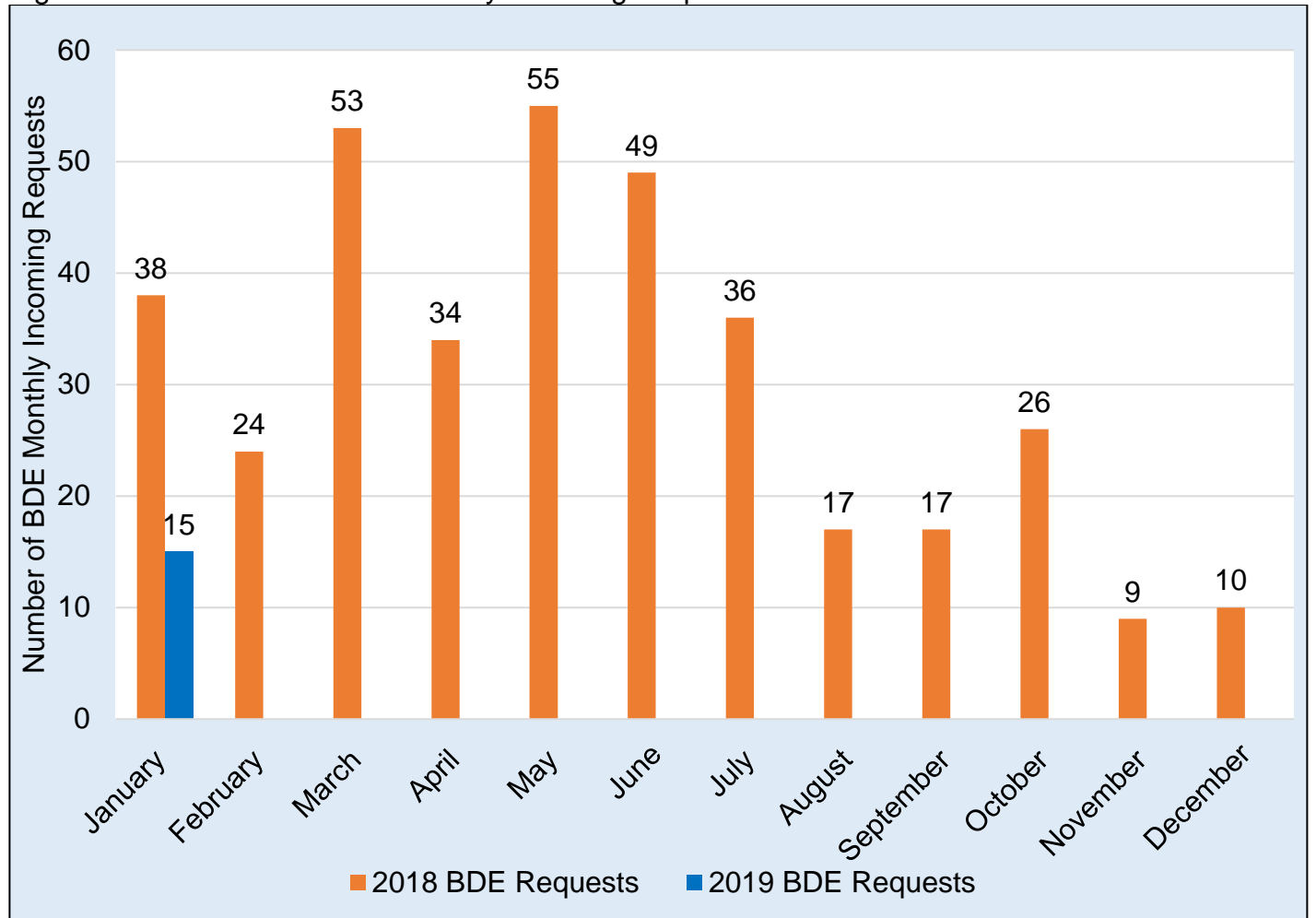




Figure 3. 2019 Monthly BDE Requests by Type

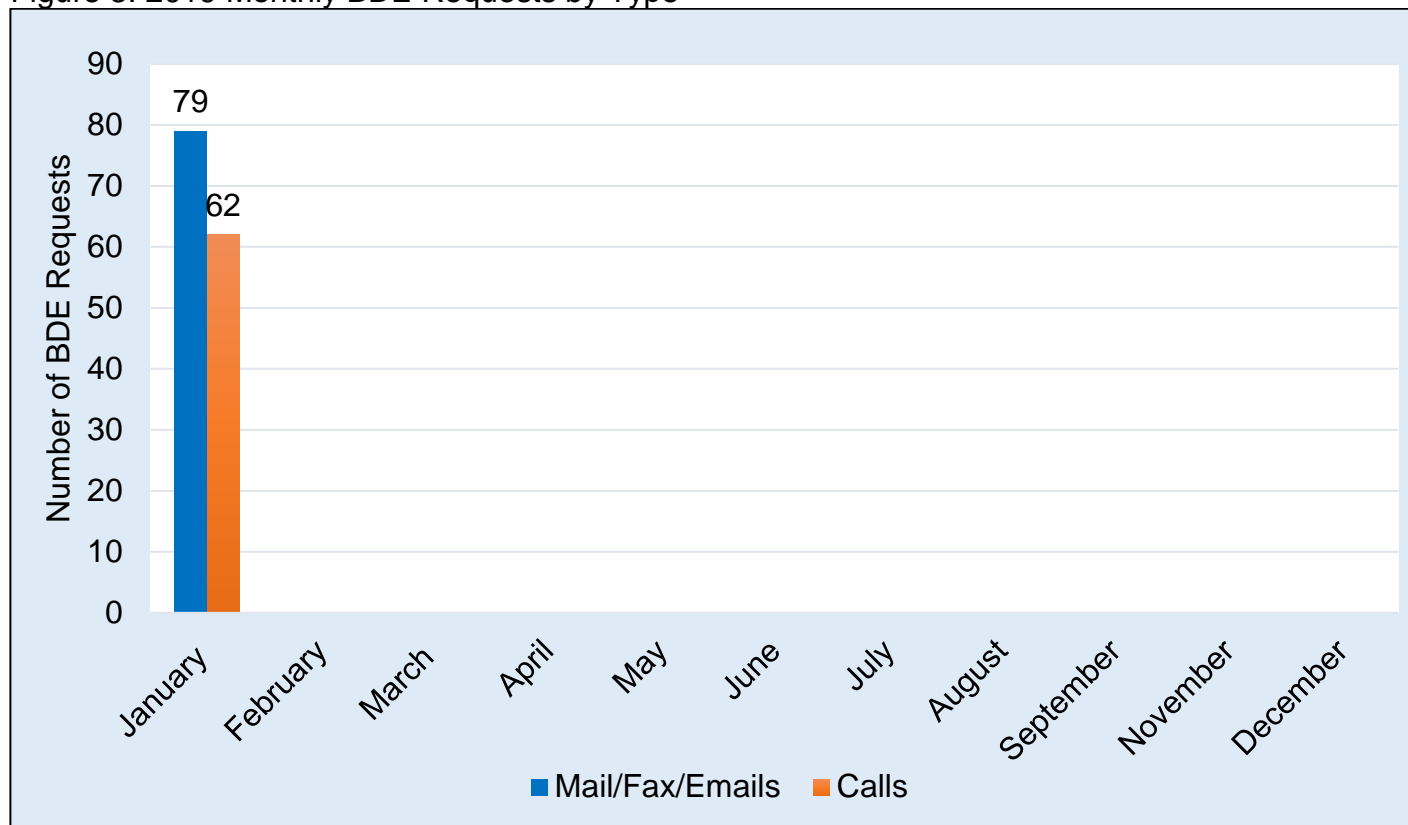


Figure 4. 2018 vs. 2019 Monthly Non-BDE Incoming Requests

