

Beneficiary Dental Exception (BDE) April 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 summaries for April 2018, comparison of March 2018 to April 2018, and the 2017 annual summary.

Summary of Total Requests in April 2018

A total of 363 requests were received during April; 34 (9%) were BDE requests, while 329 (91%) were non-BDE requests (Table 1). Of the 34 BDE requests, 11 (32%) are in progress, and 23 (68%) were completed and closed to date.

Table 1. April 2018 Incoming Totals

| Total Requests | 363 | 100% |
|---------------------------------|------------|-------------|
| BDE | 34 | 9% |
| Non-BDE | 329 | 91% |
| Inbound Phone Call Total | 190 | 52% |
| BDE | 33 | 17% |
| Non-BDE | 157 | 83% |
| Mail/Fax/Email Total | 173 | 48% |
| BDE | 1 | 1% |
| Non-BDE | 172 | 99% |

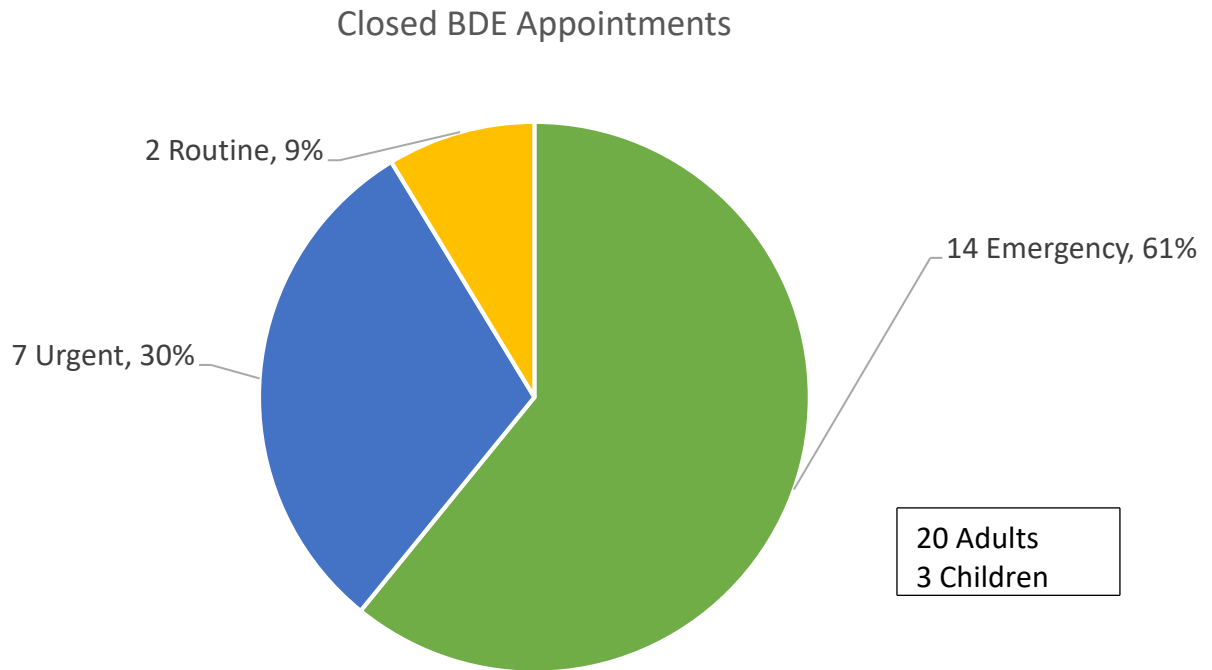
Table 2. April 2018 Non-BDE Totals

| Non-BDE Categories | 329 | 100% |
|---------------------------|------------|-------------|
| BDE Info/No Need | 51 | 16% |
| Benefits | 13 | 4% |
| Eligibility | 8 | 2% |
| Plan/Provider Info | 121 | 37% |
| No Answer/Left Message | 85 | 26% |
| Other | 51 | 16% |

Summary of BDE Cases Closed in April 2018

A total of 23 BDE appointments were closed in April, including requests made during prior months that may have required several appointments. Emergency appointments were the most scheduled type of appointments with 14 (61%) total requests, followed by seven (30%) urgent appointments, and two (9%) routine appointments (Graph 1 and Table 3). Of these scheduled appointments, 20 (87%) were for adult beneficiaries, while three (13%) were for children (Graph 1). In total, 21 (91%) scheduled appointments were successfully seen and treated by a dentist, while two (9%) were unsuccessful; of these two, patients were contacted to reschedule but did not answer or did not want to schedule another appointment (Graph 2). Of the successful appointments, 18 (86%) were adults, and three (14%) were children (Graph 2). Of the unsuccessful appointments, 2 (100%) were adults (Graph 2).

Graph 1. Summary of Closed BDE Appointments by Type



Graph 2. Summary of Closed BDE Successful and Unsuccessful Appointments

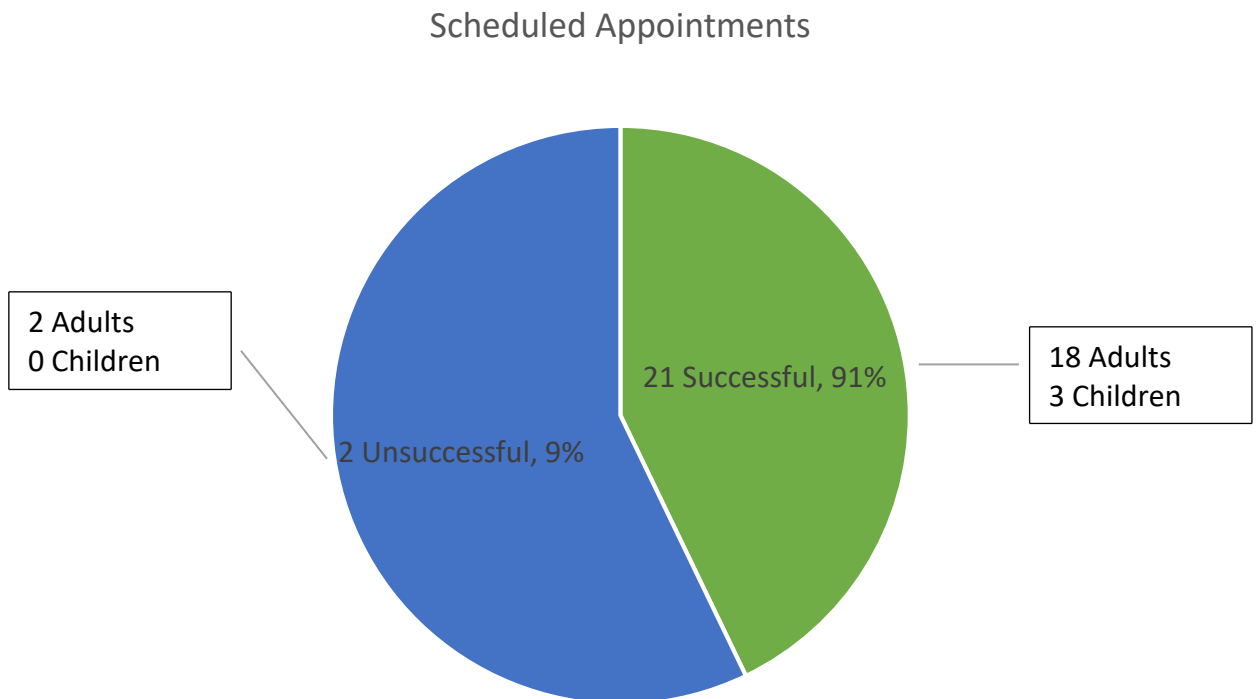


Table 3. Summary of BDE Cases Closed in April 2018

| Type of Visit | Adult/Child | Service Provided | Timely Access (Business Days) | Dental Plan | Department Perspective |
|---------------|-------------|------------------------------|-------------------------------|-------------|------------------------|
| Emergency | Adult | ER Exam/X-ray | 1 | Access | Successful |
| Emergency | Adult | ER Exam/Medication | Same Day | Health Net | Successful |
| Emergency | Child | ER Exam/Treatment plan | 1 | LIBERTY | Successful |
| Emergency | Adult | ER Exam | 1 | LIBERTY | Successful |
| Emergency | Adult | ER Exam | 1 | LIBERTY | Successful |
| Emergency | Adult | ER Exam/X-ray | Same day | Health Net | Successful |
| Emergency | Adult | No-Show-No Response | Same Day | Health Net | Unsuccessful |
| Emergency | Adult | No Show-Schedule | 1 | Access | Successful |
| Emergency | Adult | Exam/X-rays/Referral | 1 | Health Net | Successful |
| Emergency | Adult | Exam/Referral | 1 | Health Net | Successful |
| Emergency | Adult | Exam/X-rays | 1 | Health Net | Successful |
| Emergency | Adult | Exam/X-ray | 1 | Access | Successful |
| Emergency | Adult | ER Exam/X-ray | 1 | Access | Successful |
| Emergency | Adult | Exam/X-rays/Referral | 1 | LIBERTY | Successful |
| Urgent | Adult | ER Exam/X-ray | 3 | Access | Successful |
| Urgent | Adult | ER Exam/X-ray | 5 | Access | Successful |
| Urgent | Adult | Evaluation | 2 | Access | Successful |
| Urgent | Adult | No Show-Schedule | 2 | LIBERTY | Unsuccessful |
| Urgent | Adult | ER Exam/X-ray/Referral | 2 | Access | Successful |
| Urgent | Child | No Show-Schedule | 3 | LIBERTY | Successful |
| Urgent | Child | Exam/X-ray/Cleaning/Sealants | 3 | LIBERTY | Successful |
| Routine | Adult | Exam/X-rays/ | 7 | Health Net | Successful |
| Routine | Adult | Exam/X-ray/Referral | 20 | 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

March 2018 to April 2018

From March 2018 to April 2018, there were 87 total BDE requests (Table 4). Of the total BDE requests, 60 (69%) are completed and closed to date (Table 7). Of the completed requests, 46 (77%) beneficiaries were successfully seen and treated by a dentist, while 14 (23%) did not show for their appointments and were unsuccessful (Table 7).

The total average number of incoming requests for the 2018 calendar year is 363 per month; the average BDE monthly requests for the 2018 calendar year is 37 (10%), while the average non-BDE monthly requests for the calendar year is 326 (90%).

Table 4. Summary of Total BDE Requests from March 2018 to April 2018

| BDE Categories | Access | Health Net | LIBERTY | Adults | Children | Total |
|-----------------------|---------------|-------------------|----------------|---------------|-----------------|--------------|
| Emergency | 12 | 11 | 14 | 34 | 3 | 37 |
| Urgent | 7 | 5 | 6 | 16 | 8 | 18 |
| Routine | 4 | 11 | 7 | 22 | 0 | 22 |
| Specialist | 1 | 7 | 2 | 9 | 1 | 10 |
| In Progress | 6 | 15 | 6 | 25 | 2 | 27 |
| Closed | 18 | 19 | 23 | 56 | 4 | 60 |
| Total BDE | 24 | 34 | 29 | 81 | 6 | 87 |

Table 5. Summary of Total BDE Requests from March 2018

| BDE Categories | Access | Health Net | LIBERTY | Adults | Children | Total |
|-----------------------|---------------|-------------------|----------------|---------------|-----------------|--------------|
| Emergency | 8 | 2 | 9 | 17 | 2 | 19 |
| Urgent | 2 | 5 | 3 | 10 | 0 | 10 |
| Routine | 3 | 8 | 6 | 17 | 0 | 17 |
| Specialist | 1 | 4 | 2 | 6 | 1 | 7 |
| In Progress | 4 | 8 | 4 | 14 | 2 | 16 |
| Closed | 10 | 11 | 16 | 36 | 1 | 37 |
| Total BDE | 14 | 19 | 20 | 50 | 3 | 53 |

Table 6. Summary of Total BDE Requests from April 2018

| BDE Categories | Access | Health Net | LIBERTY | Adults | Children | Total |
|-----------------------|---------------|-------------------|----------------|---------------|-----------------|--------------|
| Emergency | 4 | 9 | 5 | 17 | 1 | 18 |
| Urgent | 5 | 0 | 3 | 6 | 2 | 8 |
| Routine | 1 | 3 | 1 | 5 | 0 | 5 |
| Specialist | 0 | 3 | 0 | 3 | 0 | 3 |
| In Progress | 2 | 7 | 2 | 11 | 0 | 11 |
| Closed | 8 | 8 | 7 | 20 | 3 | 23 |
| Total BDE | 10 | 15 | 9 | 31 | 3 | 34 |

Table 7. Summary of Total Closed BDE Requests from March 2018 to April 2018

| Closed BDE Categories | Access | Health Net | LIBERTY | Adults | Children | Total |
|------------------------------|---------------|-------------------|----------------|---------------|-----------------|--------------|
| Unsuccessful Emergency | 0 | 1 | 3 | 3 | 1 | 4 |
| Unsuccessful Urgent | 0 | 2 | 1 | 3 | 0 | 3 |
| Unsuccessful Routine | 1 | 2 | 3 | 6 | 0 | 6 |
| Unsuccessful Specialist | 1 | 0 | 0 | 1 | 0 | 1 |
| Successful Emergency | 8 | 6 | 9 | 22 | 1 | 23 |
| Successful Urgent | 6 | 3 | 4 | 11 | 2 | 13 |
| Successful Routine | 1 | 5 | 2 | 8 | 0 | 8 |
| Successful Specialist | 0 | 0 | 2 | 2 | 0 | 2 |
| Unsuccessful | 2 | 5 | 7 | 13 | 1 | 14 |
| Successful | 15 | 14 | 17 | 43 | 3 | 46 |
| Total | 17 | 19 | 24 | 56 | 40 | 60 |

Table 8. Summary of Total Closed BDE Requests from March 2018

| Closed BDE Categories | Access | Health Net | LIBERTY | Adults | Children | Total |
|------------------------------|---------------|-------------------|----------------|---------------|-----------------|--------------|
| Unsuccessful Emergency | 0 | 0 | 3 | 2 | 1 | 3 |
| Unsuccessful Urgent | 0 | 2 | 0 | 2 | 0 | 2 |
| Unsuccessful Routine | 1 | 2 | 3 | 6 | 0 | 6 |
| Unsuccessful Specialist | 1 | 0 | 0 | 1 | 0 | 1 |
| Successful Emergency | 4 | 1 | 5 | 10 | 0 | 10 |
| Successful Urgent | 2 | 3 | 2 | 7 | 0 | 7 |
| Successful Routine | 1 | 3 | 2 | 6 | 0 | 6 |
| Successful Specialist | 0 | 0 | 2 | 2 | 0 | 2 |
| Unsuccessful | 2 | 4 | 6 | 11 | 1 | 12 |
| Successful | 7 | 7 | 11 | 25 | 0 | 25 |
| Total | 9 | 11 | 17 | 36 | 1 | 37 |

Table 9. Summary of Total Closed BDE Requests from April 2018

| Closed BDE Categories | Access | Health Net | LIBERTY | Adults | Children | Total |
|------------------------------|---------------|-------------------|----------------|---------------|-----------------|--------------|
| Unsuccessful Emergency | 0 | 1 | 0 | 1 | 0 | 1 |
| Unsuccessful Urgent | 0 | 0 | 1 | 1 | 0 | 1 |
| Unsuccessful Routine | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsuccessful Specialist | 0 | 0 | 0 | 0 | 0 | 0 |
| Successful Emergency | 4 | 5 | 4 | 12 | 1 | 13 |
| Successful Urgent | 4 | 0 | 2 | 4 | 2 | 6 |
| Successful Routine | 0 | 2 | 0 | 2 | 0 | 2 |
| Successful Specialist | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsuccessful | 0 | 1 | 1 | 2 | 0 | 2 |
| Successful | 8 | 7 | 6 | 18 | 3 | 21 |
| Total | 8 | 8 | 7 | 20 | 3 | 23 |

Year to Date Comparison

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

Figure 1. 2017 vs. 2018 Monthly Total Incoming Requests

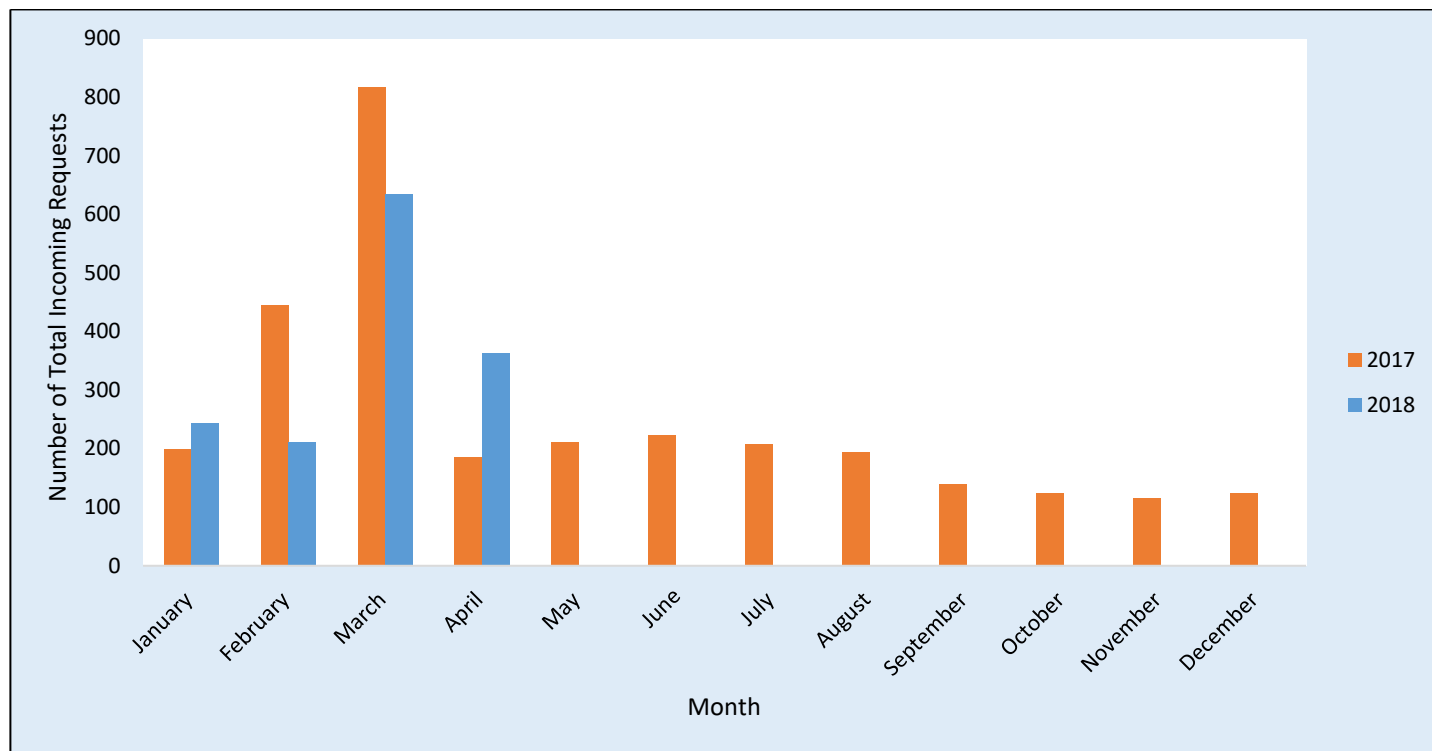


Figure 2. 2017 vs. 2018 Monthly BDE Incoming Requests

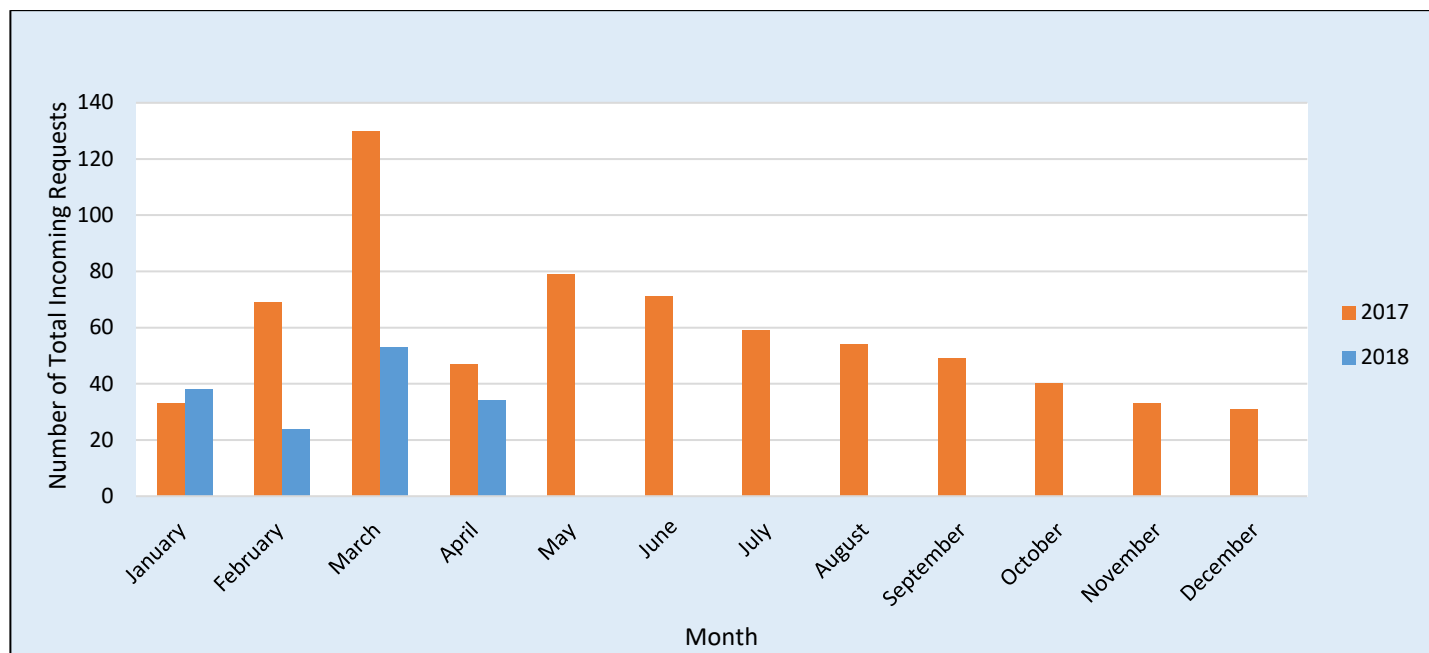


Figure 3. 2018 Monthly BDE Requests by Type

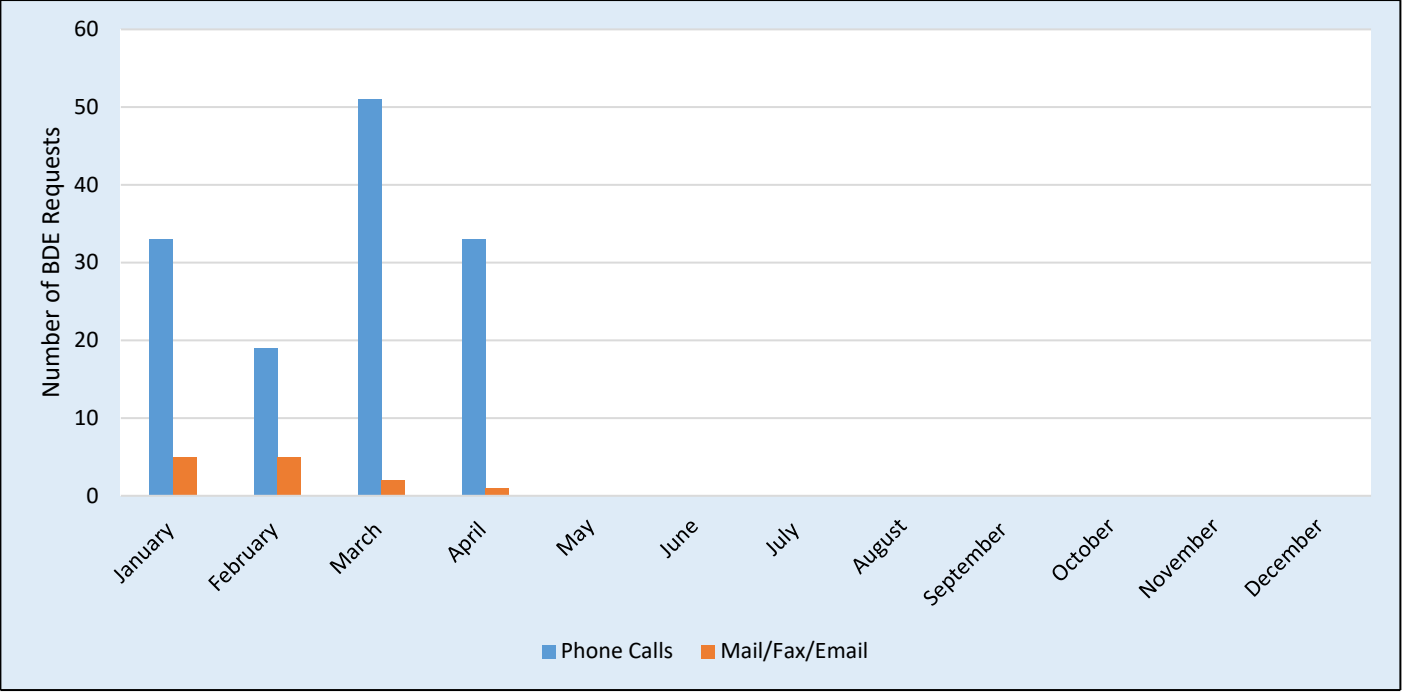


Figure 4. 2017 vs. 2018 Monthly Non-BDE Incoming Requests

