

Beneficiary Dental Exception (BDE) February 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 February 2019, comparison of January 2019 to February 2019, and the 2018 annual summary.

Summary of Total Requests in February 2019

A total of 98 requests were received during February; three (3%) were BDE requests, while 95 (97%) were non-BDE requests (Table 1). Of the three BDE requests, 100% were completed and closed to date (Table 6).

Table 1. February 2019 Incoming Totals

Total Requests	98	100%
BDE	3	3%
Non-BDE	95	97%
Inbound Phone Call Total	40	41%
BDE	3	7%
Non-BDE	37	93%
Mail/Fax/Email Total	58	59%
BDE	0	0%
Non-BDE	58	100%

Table 2. February 2019 Non-BDE Totals

Non-BDE Categories	95	100%
BDE Info/No Need	22	23%
Benefits	11	12%
Eligibility	0	0%
Plan/Provider Info	53	56%
No Answer/Left Message	9	9%
Other	0	0%

Summary of BDE Cases Closed in February 2019

A total of three BDE appointments were closed in February, including requests made during prior months that may have required several appointments. Emergency appointments were the most scheduled type of appointments with two (67%) total requests, followed by one (33%) urgent appointment (Graph 1 and Table 3). Of these scheduled appointments, two (67%) were for adults, while one (33%) was for a child (Graph 1). In total, three (100%) scheduled appointments were successfully seen and treated by a dentist. (Graph 2).

Graph 1. Summary of Closed BDE Appointments by Type

Closed Scheduled BDE Appointments
2 Adults
1 Child

1 Urgent 33%

2 Emergency, 67%

Children
0 Emergency
1 Urgent
0 Specialist

Adults
2 Emergency
0 Urgent
0 Specialist

■ Emergency ■ Urgent ■ Routine ■ Specialist

Graph 2. Summary of Closed BDE Successful and Unsuccessful Appointments

Closed Scheduled BDE Appointments
2 Adults
1 Child

100%

Unsuccessful
0 Adults
0 Child

Successful
2 Adults
1 Child

■ Successful

Table 3. Summary of BDE Cases Closed in February 2019

Type of Visit	Adult/Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Emergency	Adult	Consultation/Exam	1	Access	Successful
Emergency	Child	Exam/X-rays	1	Health Net	Successful
Urgent	Adult	Limited Exam/X-rays	3	Access	Successful

Appointment Timeframes (as required by contract)

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

January 2019 to February 2019

From January 2019 to February 2019, there were 18 total BDE requests (Table 4). Of the total BDE requests, 16 (89%) are completed and closed to date (Table 7). Of the completed requests, 12 (75%) members were successfully seen and treated by a dentist, while four (25%) did not show for their appointments and were unsuccessful (Table 7).

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

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	2	1	2	3	2	5
Urgent	3	2	2	6	1	7
Routine	0	2	1	1	2	3
Specialist	0	3	0	2	1	3
In Progress	0	0	1	0	1	2
Closed	5	7	2	12	4	16
Total BDE	5	8	5	12	6	18

Table 5. Summary of Total BDE Requests from January 2019

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	1	0	2	2	1	3
Urgent	2	2	2	5	1	6
Routine	0	1	2	2	1	3
Specialist	0	3	0	2	1	3
In Progress	0	0	0	1	1	2
Closed	3	6	6	10	3	13
Total BDE	3	6	6	11	4	15

Table 6. Summary of Total BDE Requests from February 2019

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	1	1	0	1	1	2
Urgent	1	0	0	1	0	1
Routine	0	0	0	0	0	0
Specialist	0	0	0	0	0	0
In Progress	0	0	0	0	0	0
Closed	2	1	0	2	1	3
Total BDE	2	1	0	2	1	3

Table 7. Summary of Total Closed BDE Requests from January 2019 to February 2019

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
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	1	1	2	3	1	4
Successful Urgent	3	0	2	4	1	5
Successful Routine	0	0	1	1	0	1
Successful Specialist	0	2	0	2	0	2
Unsuccessful	1	3	0	2	2	4
Successful	4	3	5	10	2	12
Total	5	6	5	12	4	16

Table 8. Summary of Total Closed BDE Requests from January 2019

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
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	0	1	1	0	1
Successful Specialist	0	2	0	2	0	2
Unsuccessful	1	3	0	2	2	4
Successful	2	2	5	8	1	9
Total	3	5	5	10	3	13

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

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	0	0	0	0	0	0
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	1	1	0	1	1	2
Successful Urgent	1	0	0	1	0	1
Successful Routine	0	0	0	0	0	0
Successful Specialist	0	0	0	0	0	0
Unsuccessful	0	0	0	0	0	0
Successful	2	1	0	2	1	3
Total	2	1	0	2	1	3

Year to Date Comparison

As shown in the chart below, there was a decrease in BDE total monthly incoming requests in February 2019 when compared to February 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

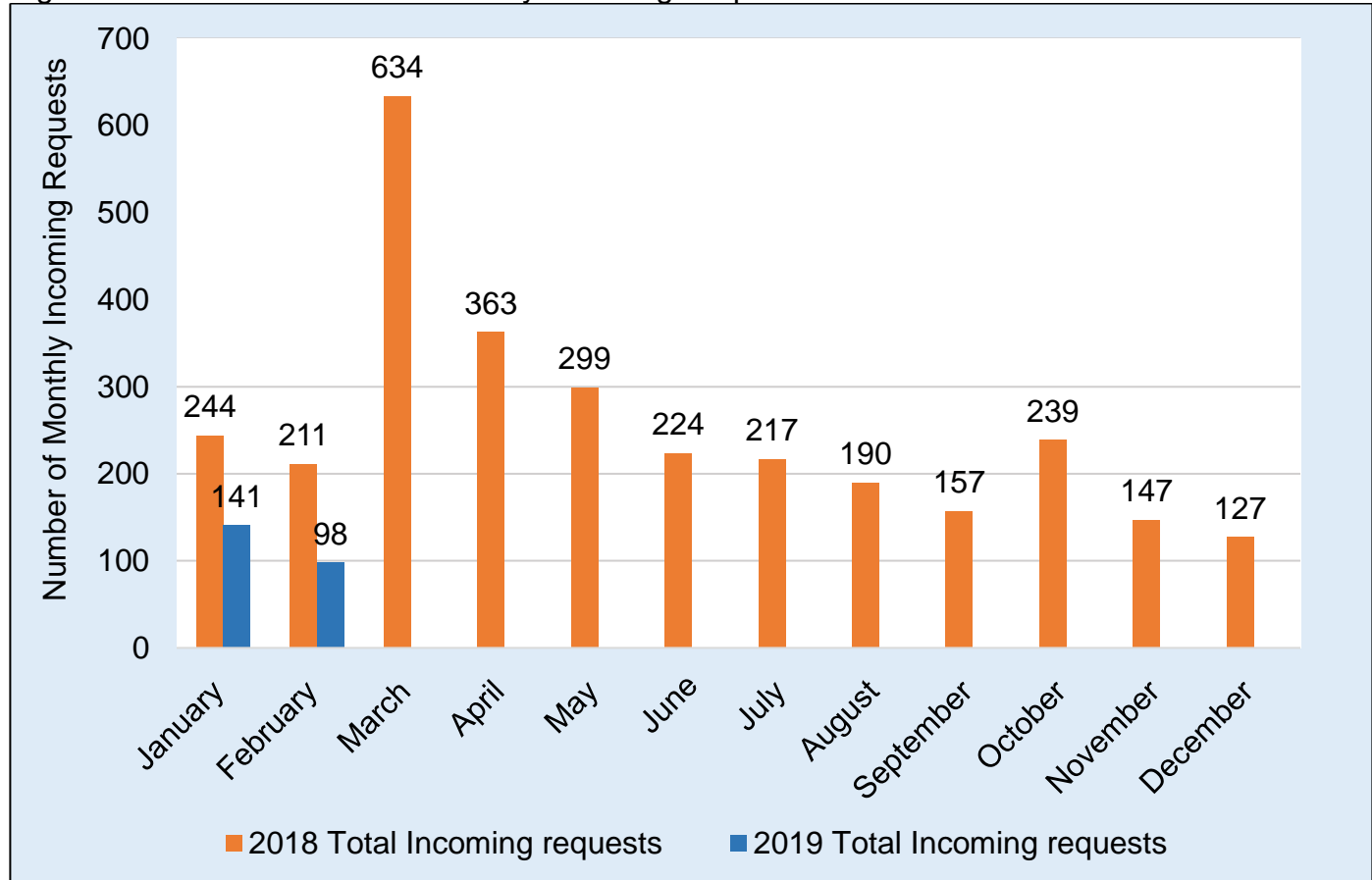


Figure 2. 2018 vs. 2019 BDE Monthly Incoming Requests

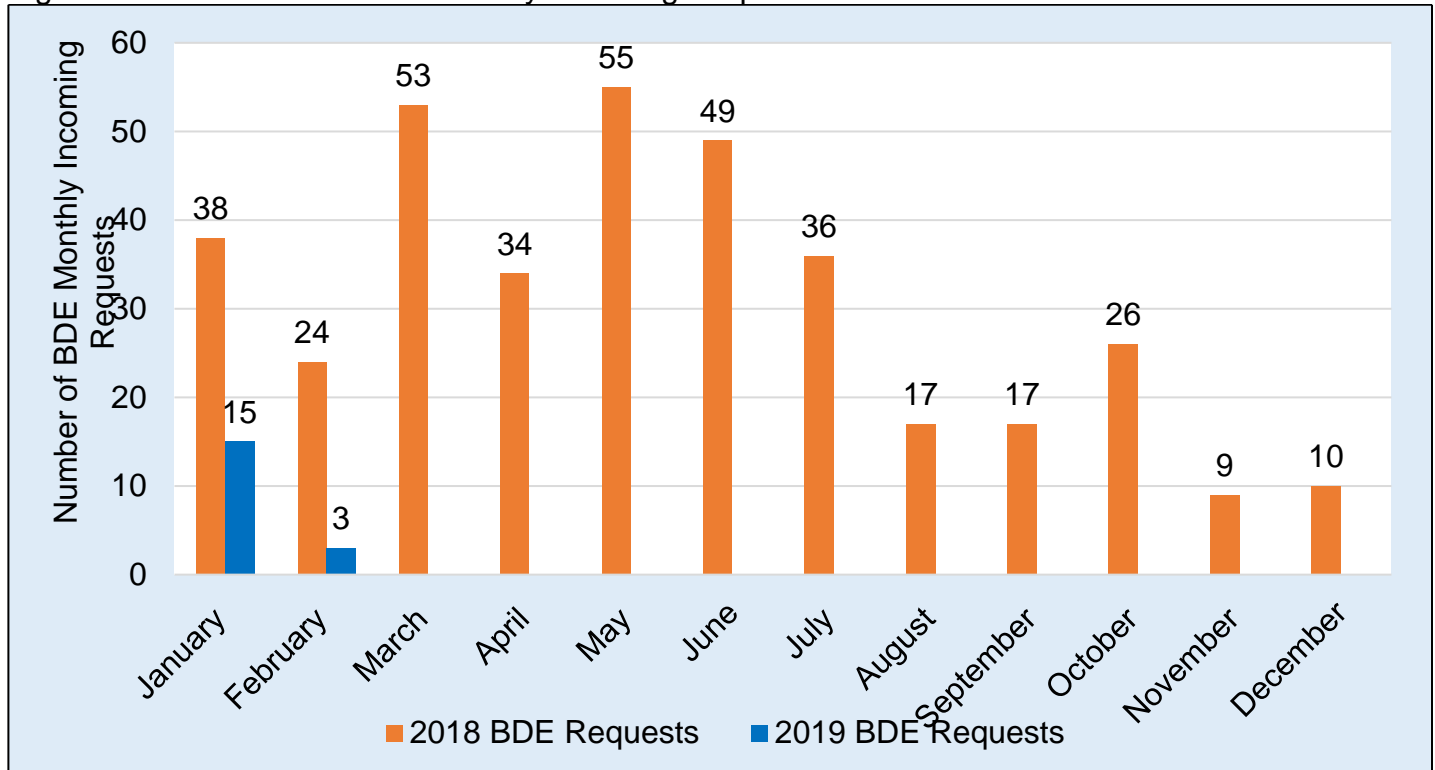


Figure 3. 2019 Monthly BDE Requests by Type

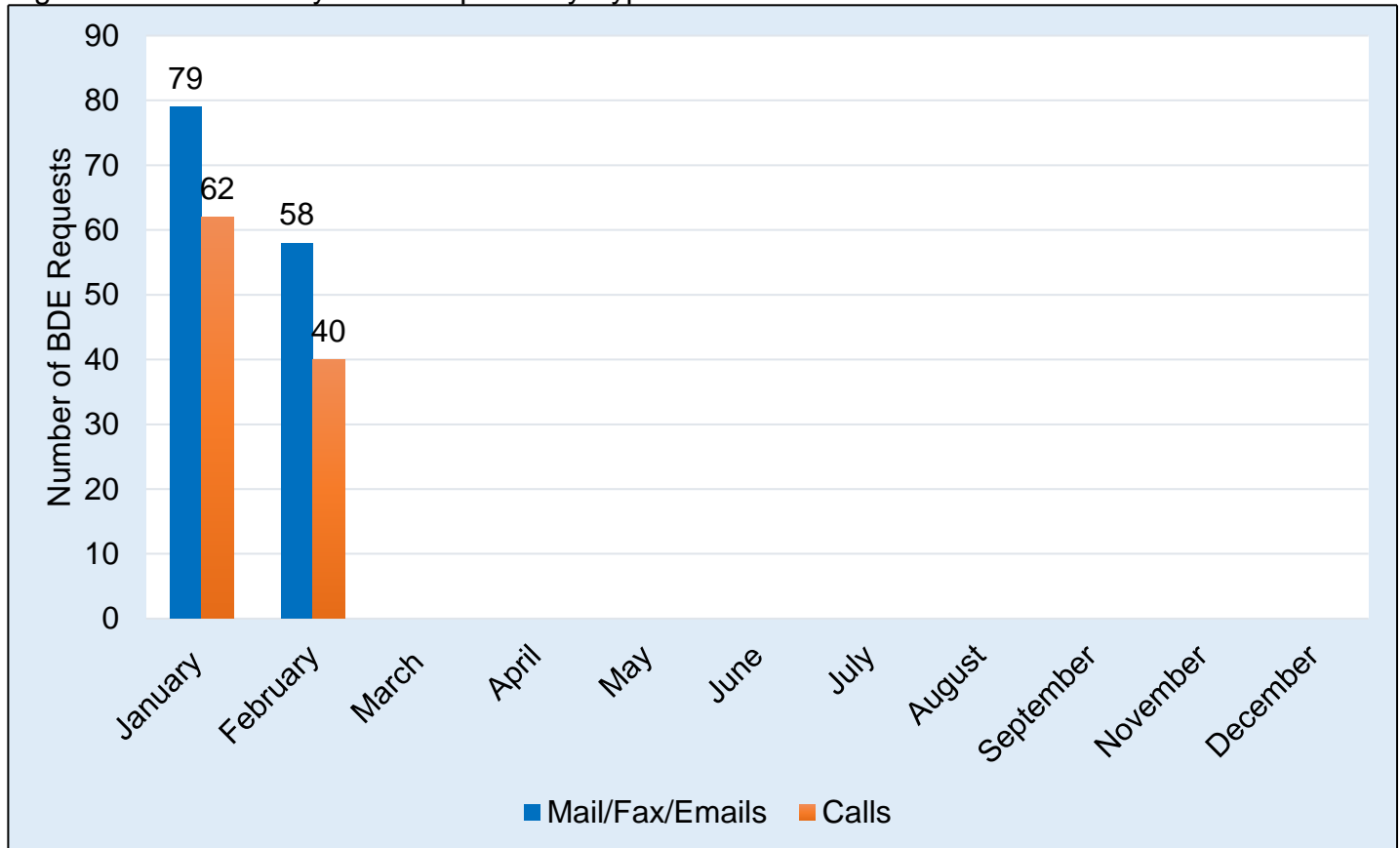


Figure 4. 2018 vs. 2019 Monthly Non-BDE Incoming Requests

