

## Beneficiary Dental Exception (BDE) First Quarter of 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 the summary for the First quarter of 2019 and the 2018 annual summary.

### **Summary of Total Requests in the First Quarter of 2019**

A total of 364 requests were received during the first quarter of 2019; 23 (6%) were BDE requests, while 341 (94%) were non-BDE requests (Table 1). Of the 23 BDE requests, one (4%) is in progress, and 22 (96%) were completed and closed to date.

Table 1. First Quarter 2019 Incoming Totals

Total Requests	364	100%
BDE	23	6%
Non-BDE	341	94%
<b>Inbound Phone Call Total</b>	<b>157</b>	<b>43%</b>
BDE	20	13%
Non-BDE	137	87%
<b>Mail/Fax/Email Total</b>	<b>207</b>	<b>57%</b>
BDE	3	1%
Non-BDE	204	99%

Table 2. First Quarter 2019 Non-BDE Totals

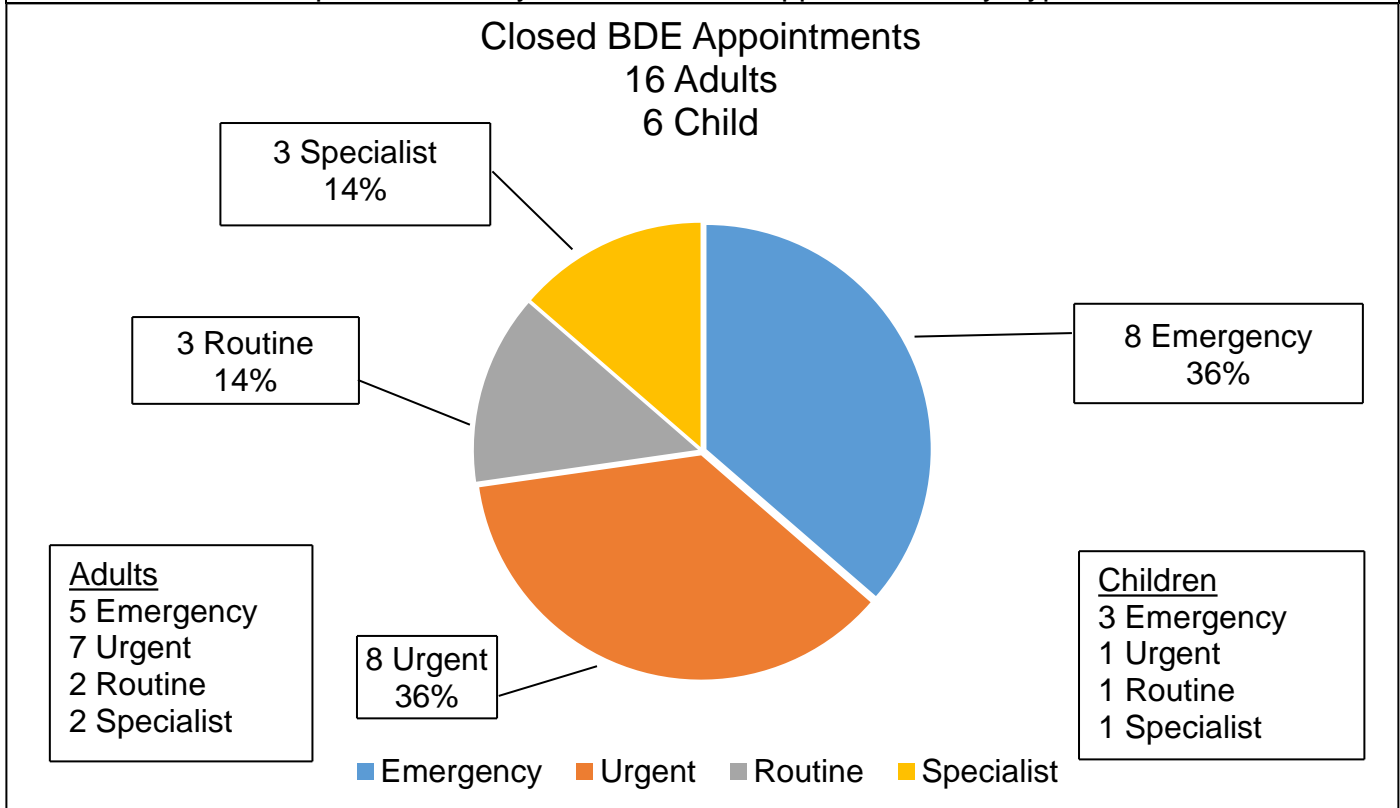
Non-BDE Categories	341	100%
BDE Info/No Need	47	14%
Benefits	25	7%
Eligibility	10	3%
Plan/Provider Info	183	54%
No Answer/Left Message	56	16%
Other	20	6%

### **Summary of BDE Cases Closed in the First Quarter of 2019**

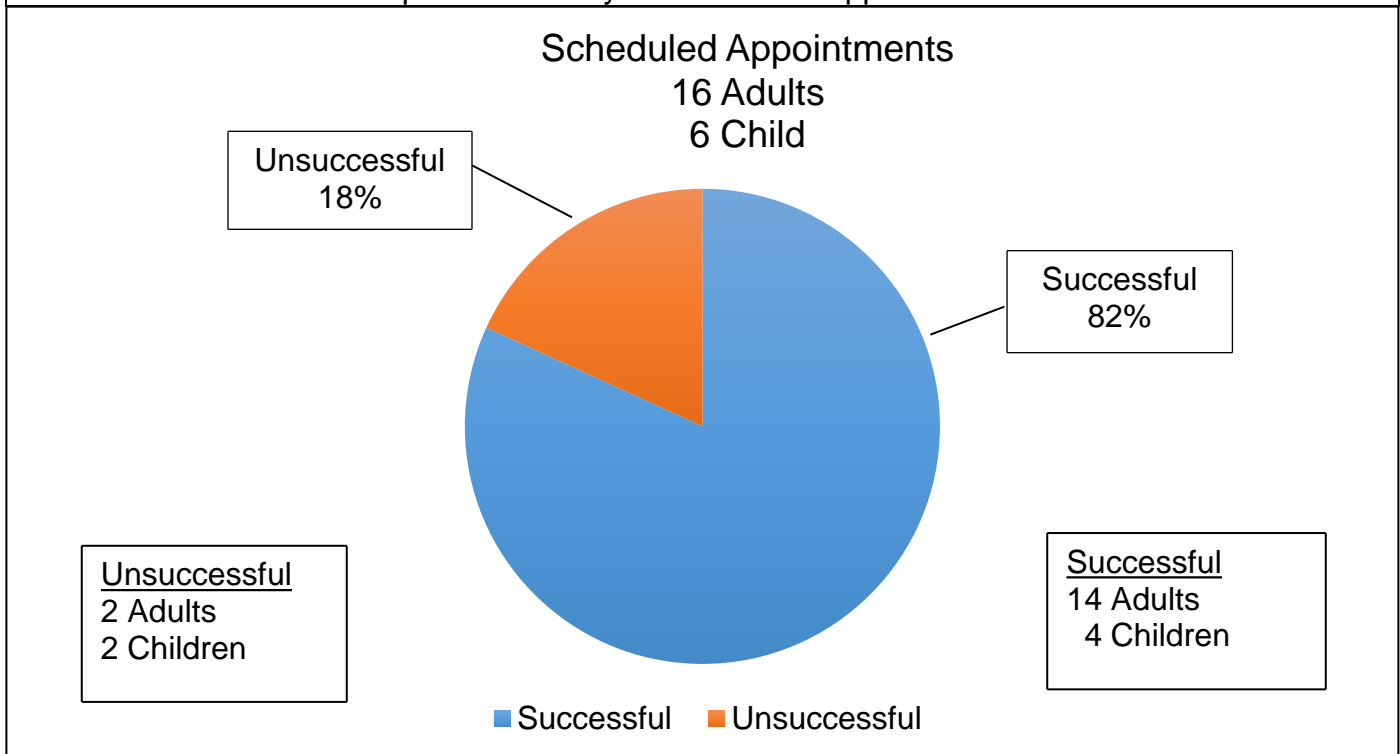
A total of 22 BDE appointments were closed in the first quarter of 2019, including requests made during prior months that may have required several appointments. Emergency appointments with eight (36%) requests and eight (36%) urgent appointments were the most scheduled type of appointments, followed by three (14%) routine appointments, and three (14%) specialists' appointments (Graph 1). Of these scheduled appointments, 16 (73%) were for adults, while six (27%) were for children (Graph 1).

In total, 18 (82%) scheduled appointments were successfully seen and treated by a dentist, while four (18%) were unsuccessful; of these four, members were contacted to reschedule but did not want to schedule another appointment (Graph 2). Of the successful appointments, 14 (78%) were adults, and four (22%) were children (Graph 2). Of the unsuccessful appointments, two (50%) were adults and two were children (50%) (Graph 2).

Graph 1. Summary of Closed BDE Appointments by Type



Graph 2. Summary of Scheduled Appointments



### First Quarter Summary of 2019

The total average number of incoming requests is 121 per month; the average BDE monthly request is eight (7%), while the average non-BDE monthly request is 113 (93%).

Table 3. Quarterly Summary of Total BDE Requests from January 2019 to March 2019

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	3	1	4	5	3	8
Urgent	3	2	3	7	1	8
Routine	0	2	1	2	1	3
Specialist	0	3	0	2	1	3
In Progress	0	0	1	1	0	1
Closed	3	8	8	16	6	22
Total BDE	3	8	9	17	6	23

Table 4. Quarterly Summary of Total Closed BDE Requests from January 2019 to March 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	2	1	4	5	2	7
Successful Urgent	3	0	3	5	1	6
Successful Routine	0	2	1	2	1	3
Successful Specialist	0	2	0	2	0	2
Unsuccessful	1	3	0	2	2	4
Successful	5	5	8	14	4	18
Total	6	8	8	16	6	22

### Year to Date Comparison

As shown in the chart below, there was a decrease for all incoming requests through mail/fax/emails January to March. This may be attributed to the September 2018 launch of the Smile, California Campaign.

Figure 1. 2019 Monthly Total Requests by Type

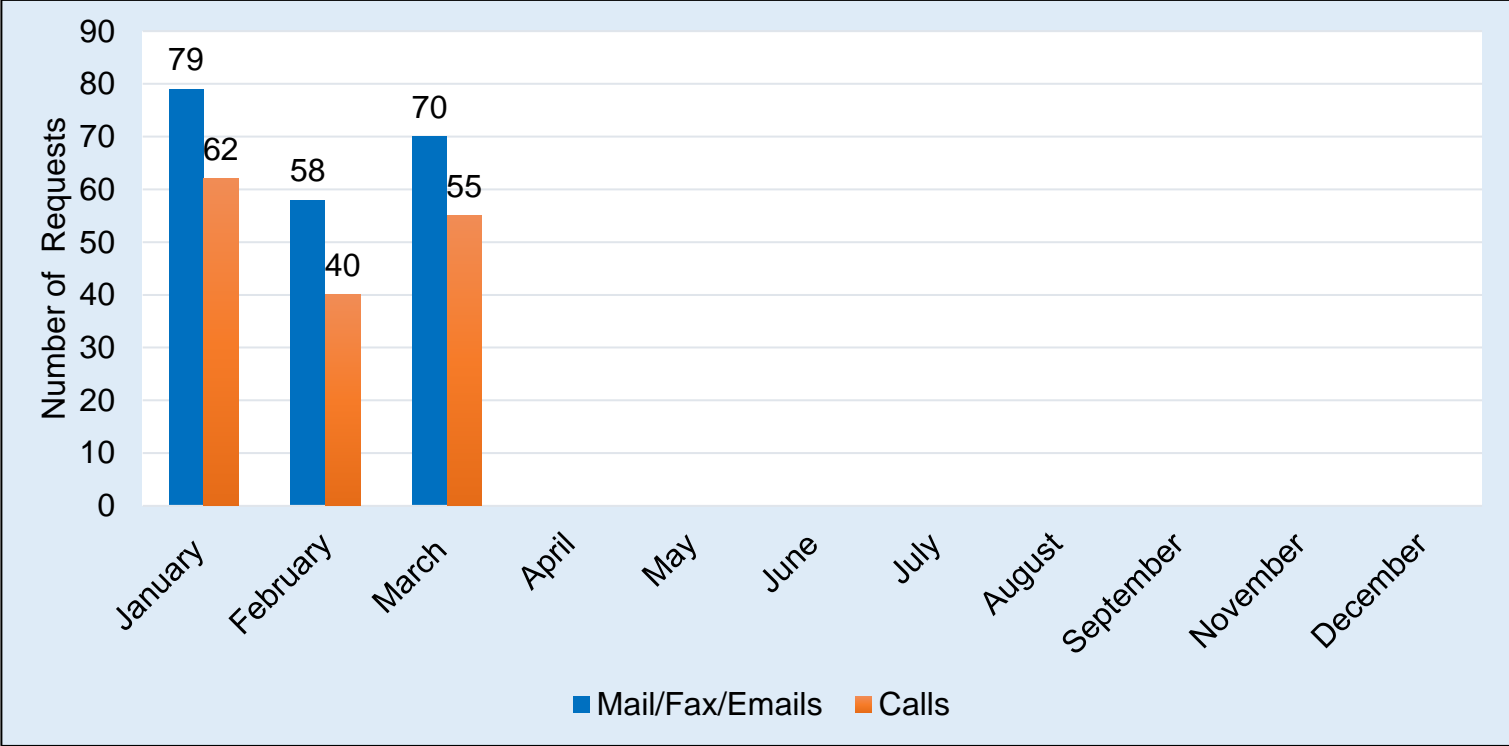


Figure 2. 2018 vs. 2019 Monthly Total Incoming Requests

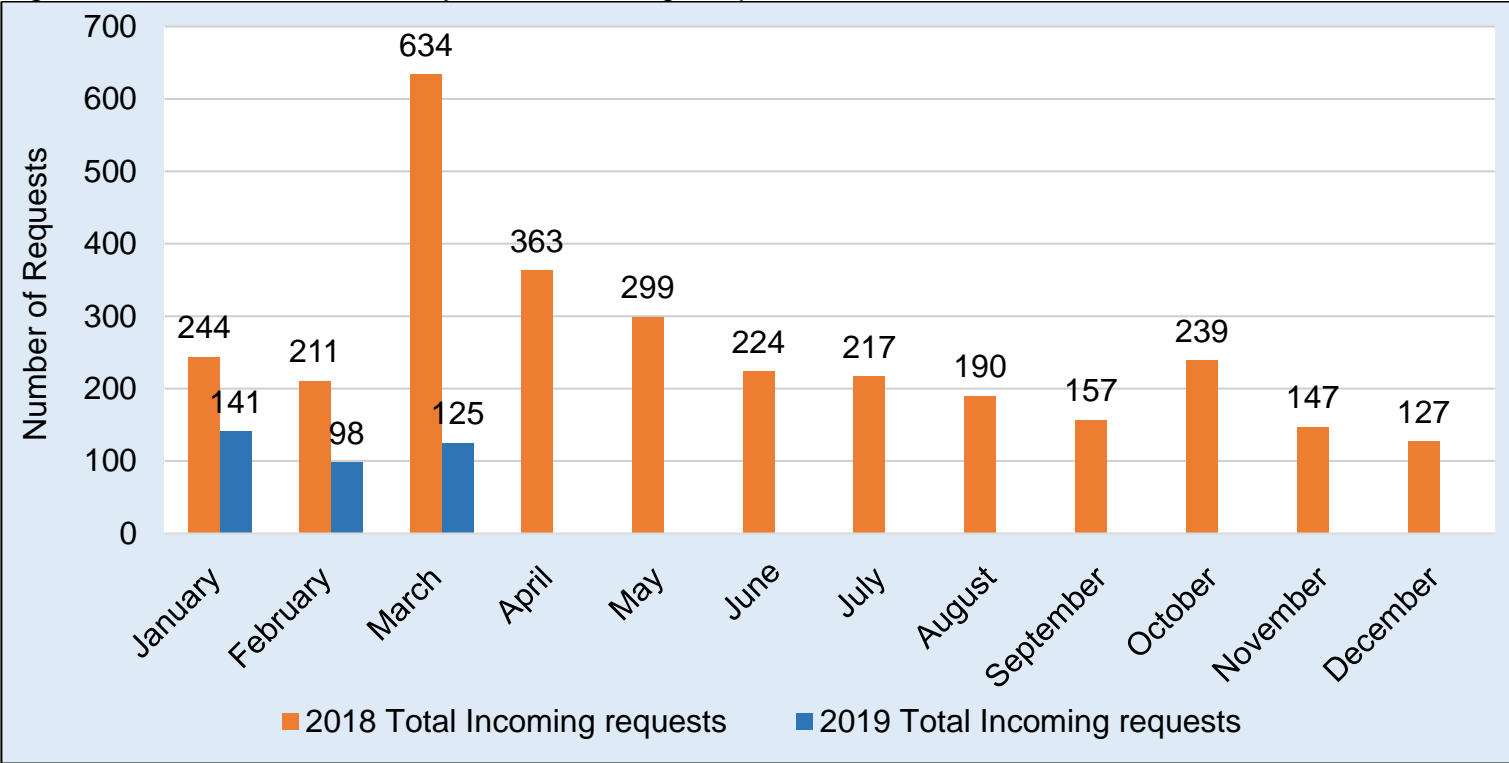


Figure 3. 2018 vs. 2019 Monthly Total BDE Requests

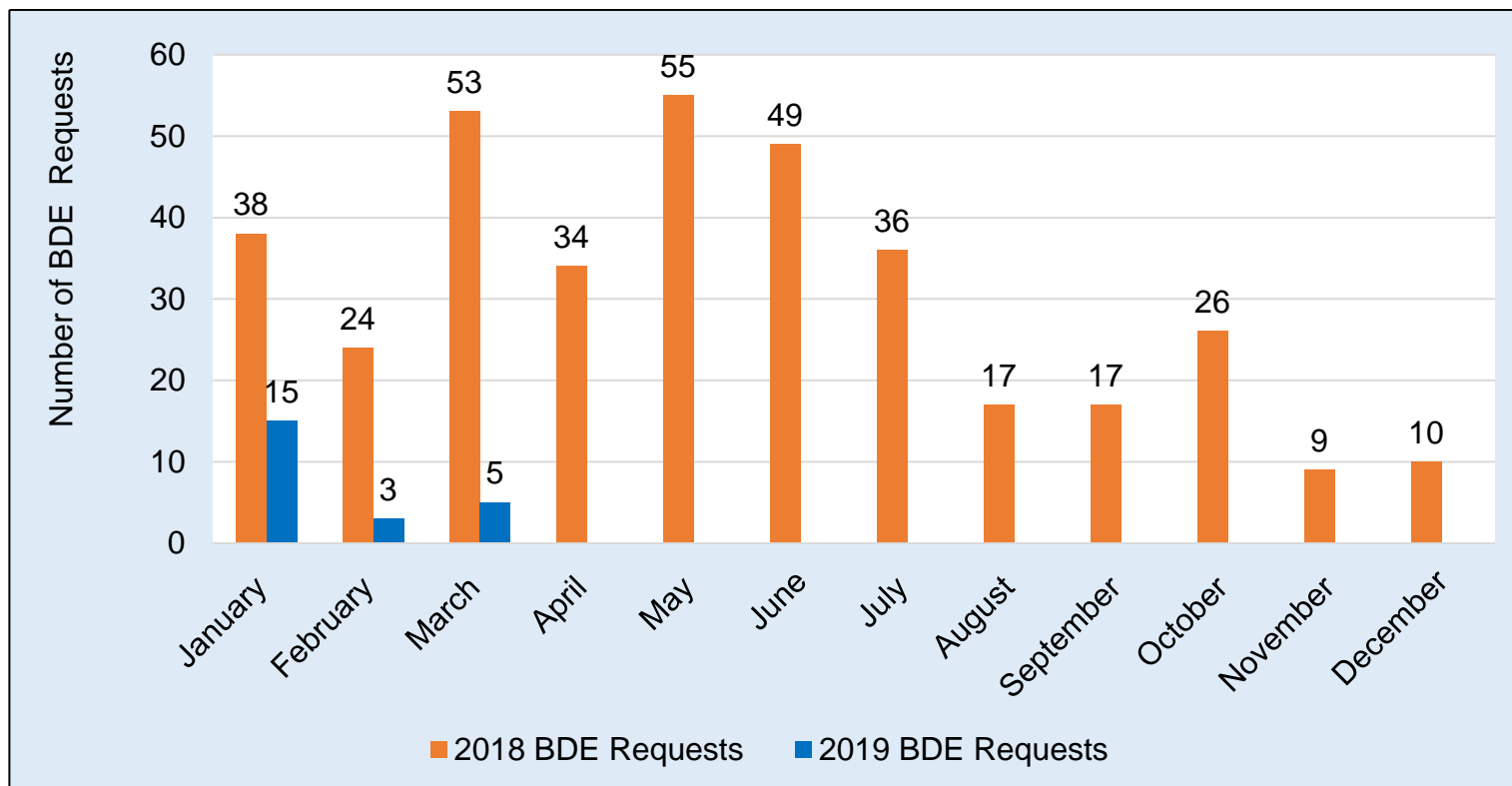


Figure 4. 2018 vs. 2019 Monthly Total Non-BDE Incoming Requests

