

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

Summary of Total Requests in March 2019

A total of 125 requests were received during March; five (4%) were BDE requests, while 120 (96%) were non-BDE requests (Table 1). All five (100%) BDE requests were completed and closed to date. (Table 6).

Table 1. March 2019 Incoming Totals

Total Requests	125	100%
BDE	5	4%
Non-BDE	120	96%
Inbound Phone Call Total	55	44%
BDE	4	7%
Non-BDE	51	93%
Mail/Fax/Email Total	70	56%
BDE	1	1%
Non-BDE	69	99%

Table 2. March 2019 Non-BDE Totals

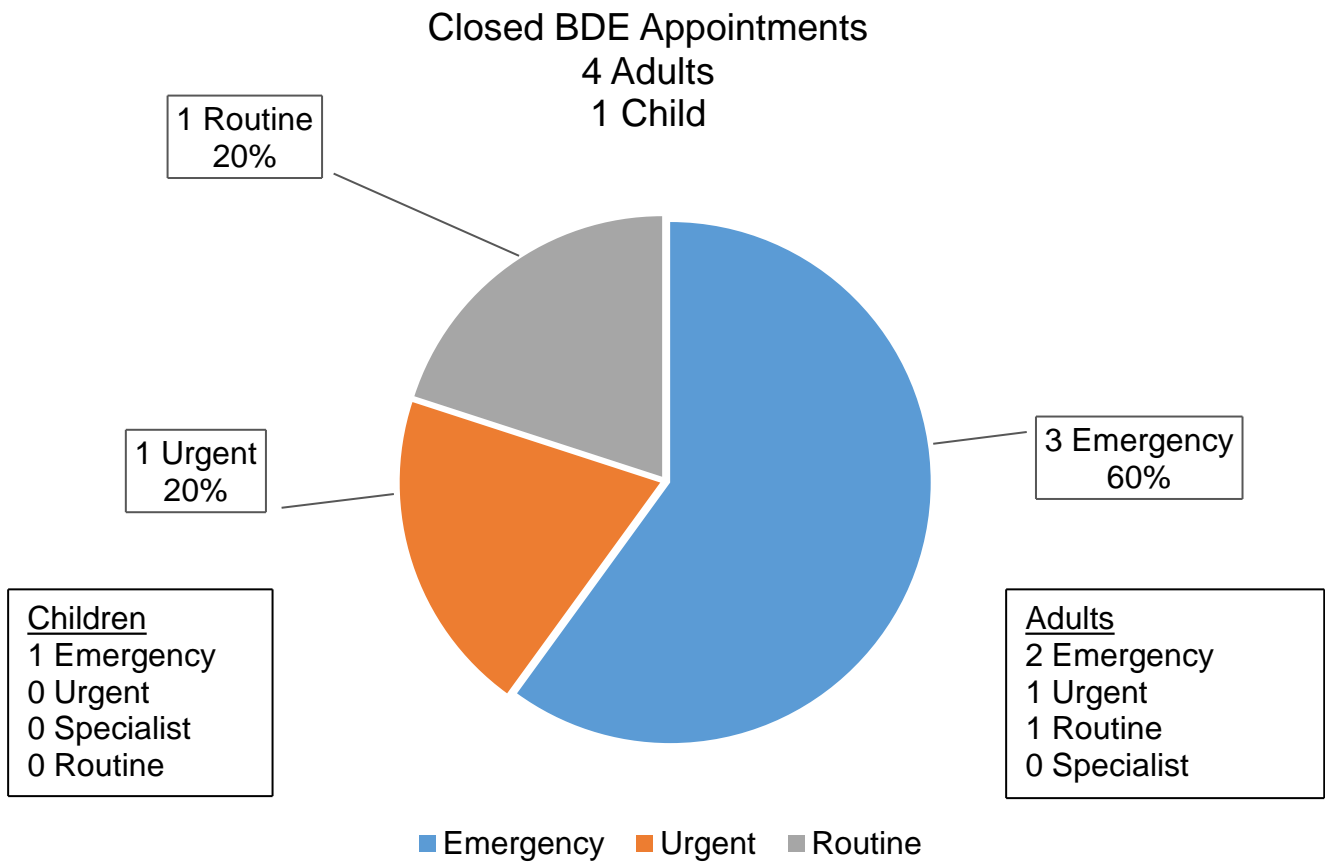
Non-BDE Categories	120	100%
BDE Info/No Need	11	9%
Benefits	8	7%
Eligibility	6	5%
Plan/Provider Info	75	62%
No Answer/Left Message	19	16%
Other	1	1%

Summary of BDE Cases Closed in March 2019

A total of five BDE appointments were closed in March, including requests made during prior months that may have required several appointments. Emergency appointments were the most scheduled type of appointments with three (60%) total requests, followed by one (20%) urgent appointment, and one (20%) routine appointment. (Graph 1 and Table 3). Of these scheduled appointments, four (80%) were for adults, while one (20%) was for a child (Graph 1).

All five (100%) scheduled appointments were successfully seen and treated by a dentist. Of the successful appointments, four (80%) were adults, and one was a child (20%) (Graph 2).

Graph 1. Summary of Closed BDE Appointments by Type



Graph 2. Summary of Scheduled Appointments

Scheduled Appointments
4 Adults
1 Child

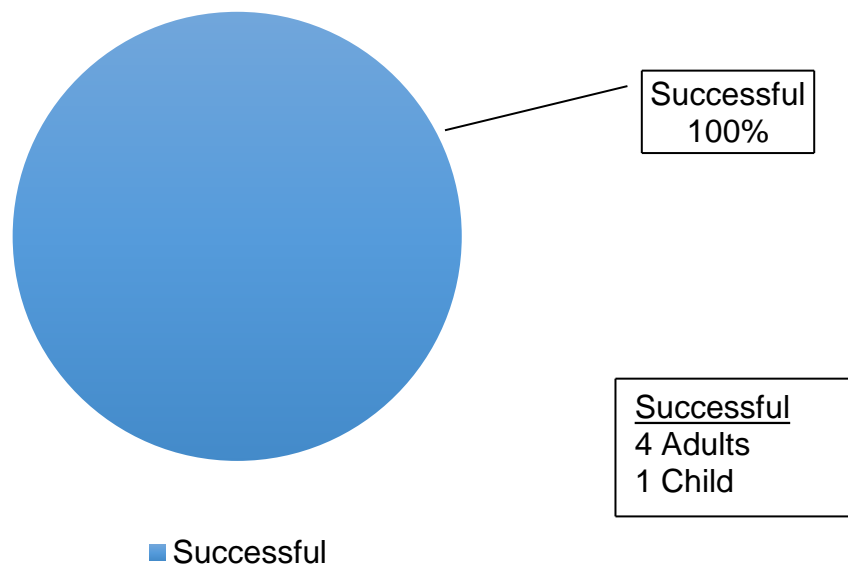


Table 3. Summary of BDE Cases Closed in March 2019

Type of Visit	Adult/Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Emergency	Adult	Limited Exam	1	Access	Successful
Emergency	Adult	Exam	1	LIBERTY	Successful
Urgent	Adult	Consultation	3	LIBERTY	Successful
Routine	Adult	Exam	13	Health Net	Successful
Emergency	Child	Consultation	1	LIBERTY	Successful

Appointment Timeframes (as required by contract)

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

February 2019 to March 2019

From February 2019 to March 2019, there were eight total BDE requests (Table 4). Of the total BDE requests, eight (100%) are completed and closed to date (Table 7). Of the completed requests, eight (100%) members were successfully seen and treated by a dentist (Table 7).

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

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

Table 5. 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 6. Summary of Total BDE Requests from March 2019

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

Table 7. Summary of Total Closed BDE Requests from February 2019 to March 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	2	1	2	3	2	5
Successful Urgent	1	0	1	2	0	2
Successful Routine	0	1	0	1	0	1
Successful Specialist	0	0	0	0	0	0
Unsuccessful	0	0	0	0	0	0
Successful	3	2	3	6	2	8
Total	3	2	3	6	2	8

Table 8. 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

Table 9. Summary of Total Closed BDE Requests from March 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	0	2	2	1	3
Successful Urgent	0	0	1	1	0	1
Successful Routine	0	1	0	1	0	1
Successful Specialist	0	0	0	0	0	0
Unsuccessful	0	0	0	0	0	0
Successful	1	1	3	4	1	5
Total	1	1	3	4	1	5

Year to Date Comparison

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

Figure 1. 2018 vs. 2019 Total Monthly Incoming Requests

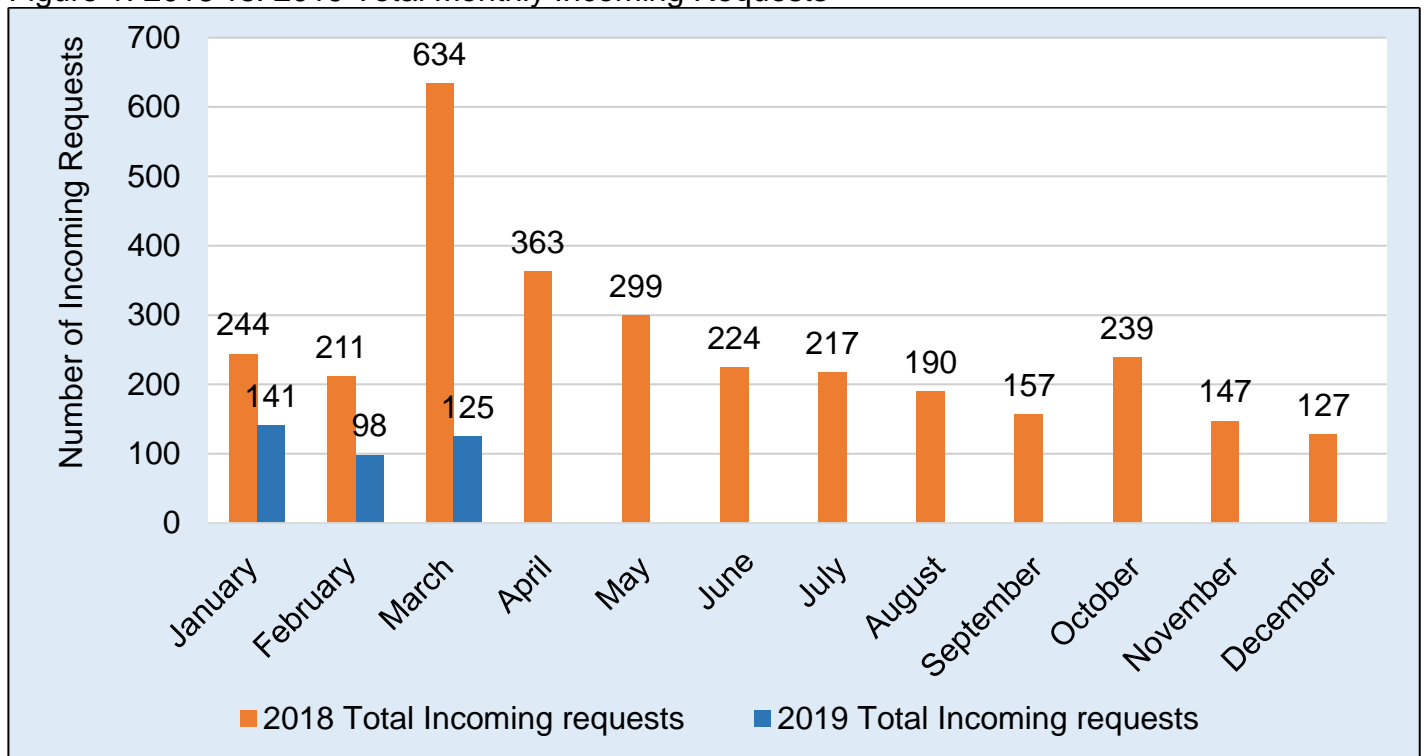


Figure 2. 2018 vs. 2019 BDE Monthly Incoming Requests

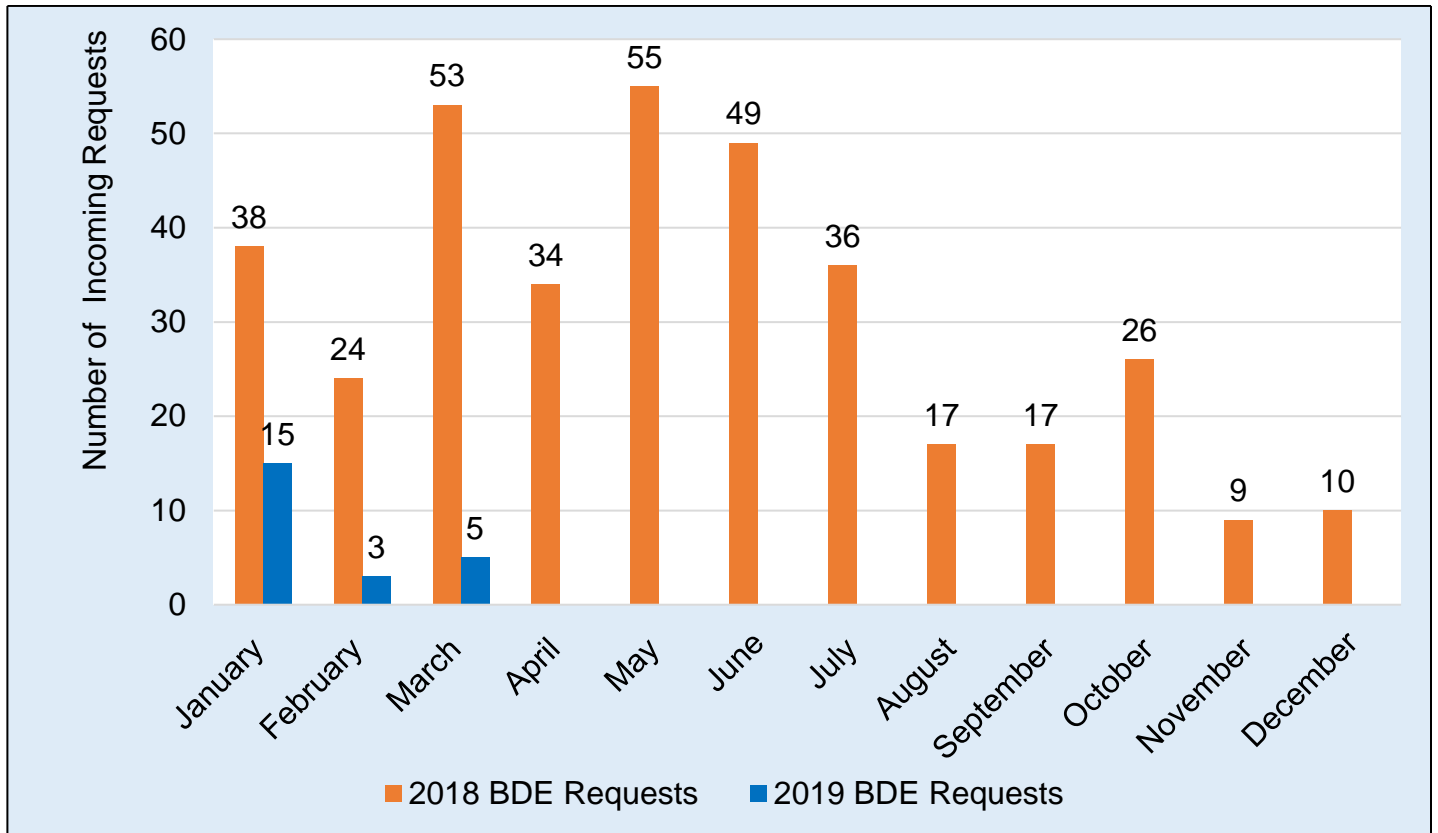


Figure 3. 2019 Total Monthly Requests by Type

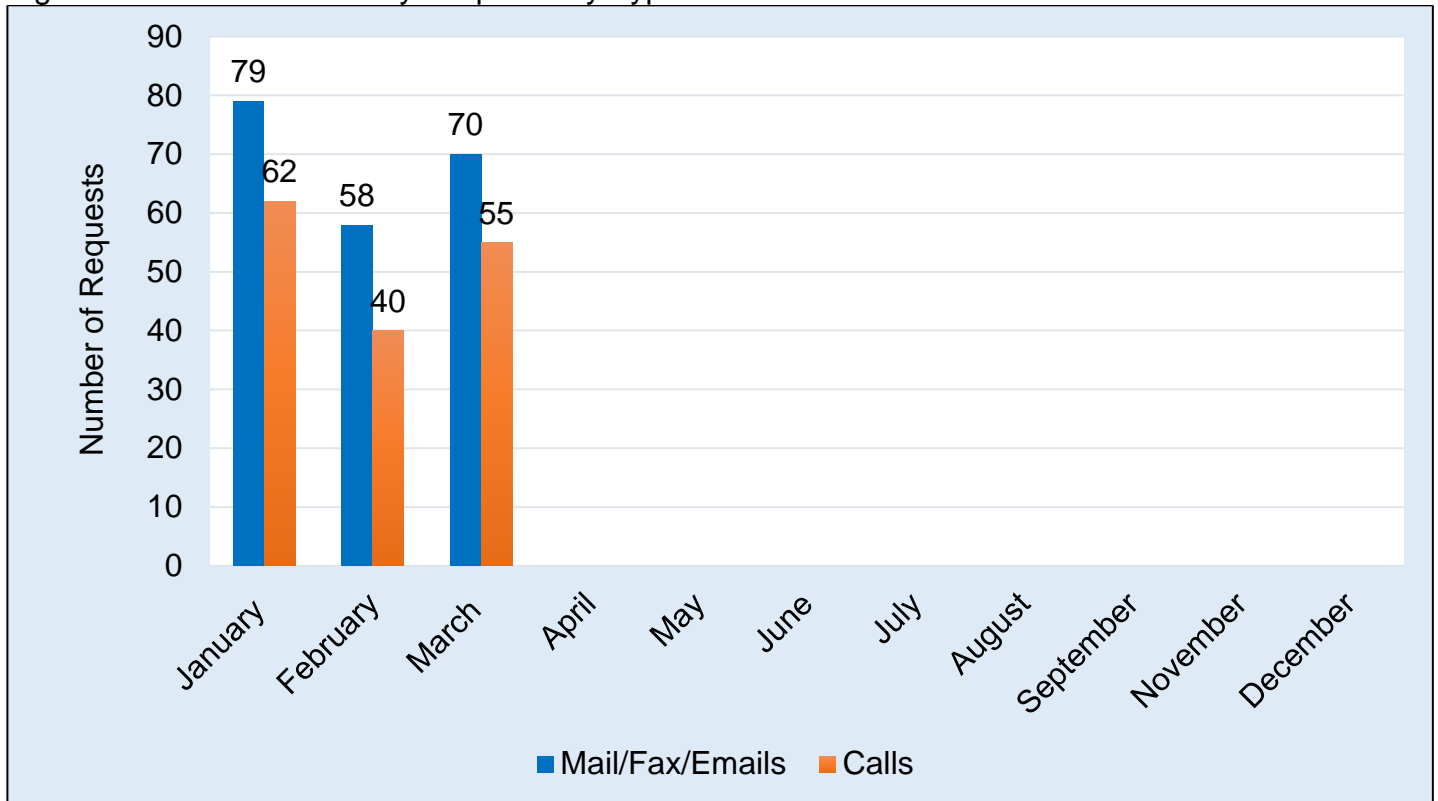


Figure 4. 2018 vs. 2019 Monthly Non-BDE Incoming Requests

