

## Beneficiary Dental Exception (BDE) Fourth Quarter of 2017

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 the summary for the fourth quarter of 2017 and the 2016 annual summary.

### **Summary of Total Requests in the Fourth Quarter of 2017**

A total of 238 requests were received during the fourth quarter of 2017; 73 (31%) were BDE requests, while 165 (69%) were non-BDE requests (Table 1). Of the 162 BDE requests, 63 (39%) are in progress, and 99 (61%) were completed and closed to date.

Table 1. Fourth Quarter Incoming Totals

<b>Total Requests</b>	<b>238</b>	<b>100%</b>
BDE	73	31%
Non-BDE	165	69%
<b>Inbound Phone Call Total</b>	<b>141</b>	<b>59%</b>
BDE	64	45%
Non-BDE	77	55%
<b>Mail/Fax/Email Total</b>	<b>97</b>	<b>41%</b>
BDE	9	9%
Non-BDE	88	91%

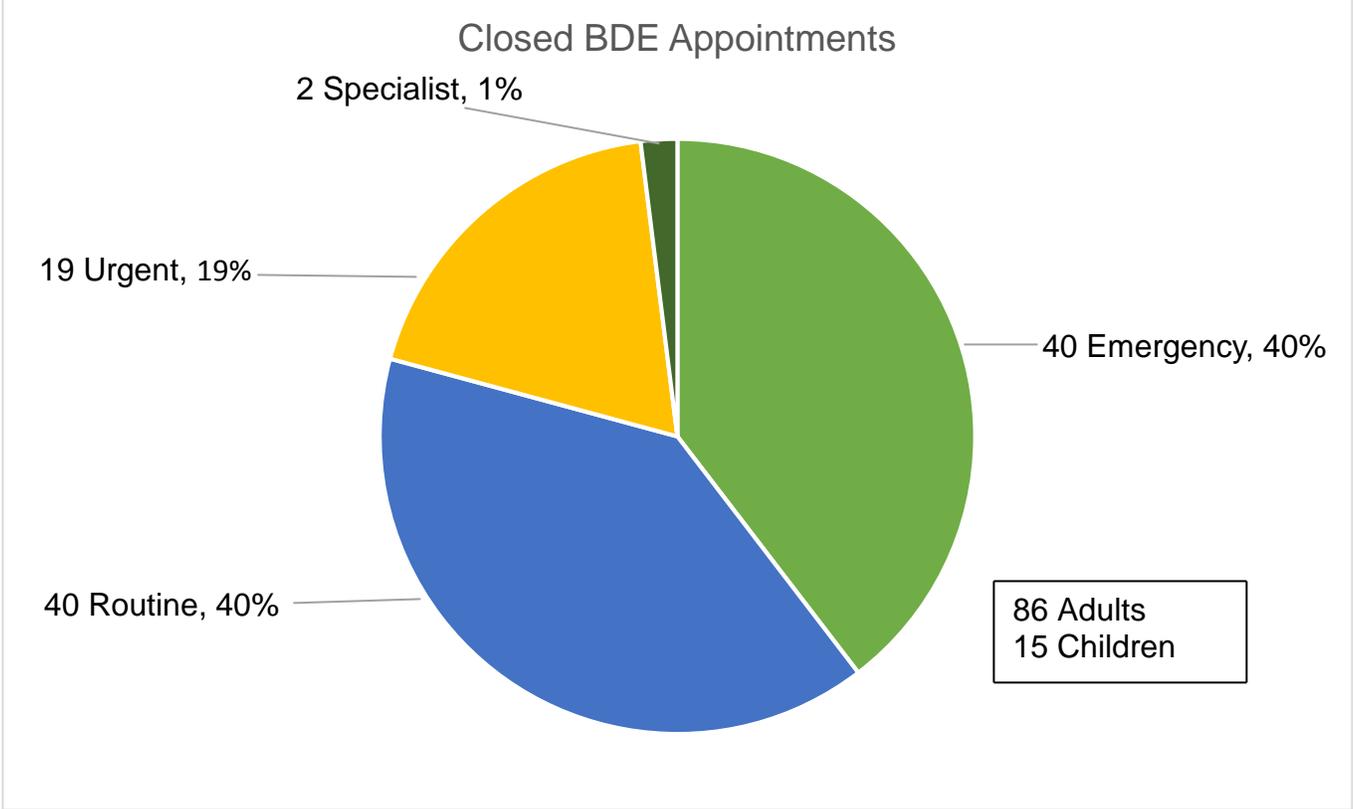
Table 2. Fourth Quarter 2017 Non-BDE Totals

<b>Non-BDE Categories</b>	<b>165</b>	<b>100%</b>
BDE Info/No Need	37	22%
Benefits	2	2%
Eligibility	8	5%
Plan/Provider Info	47	28%
No Answer/Left Message	51	31%
Other	20	12%

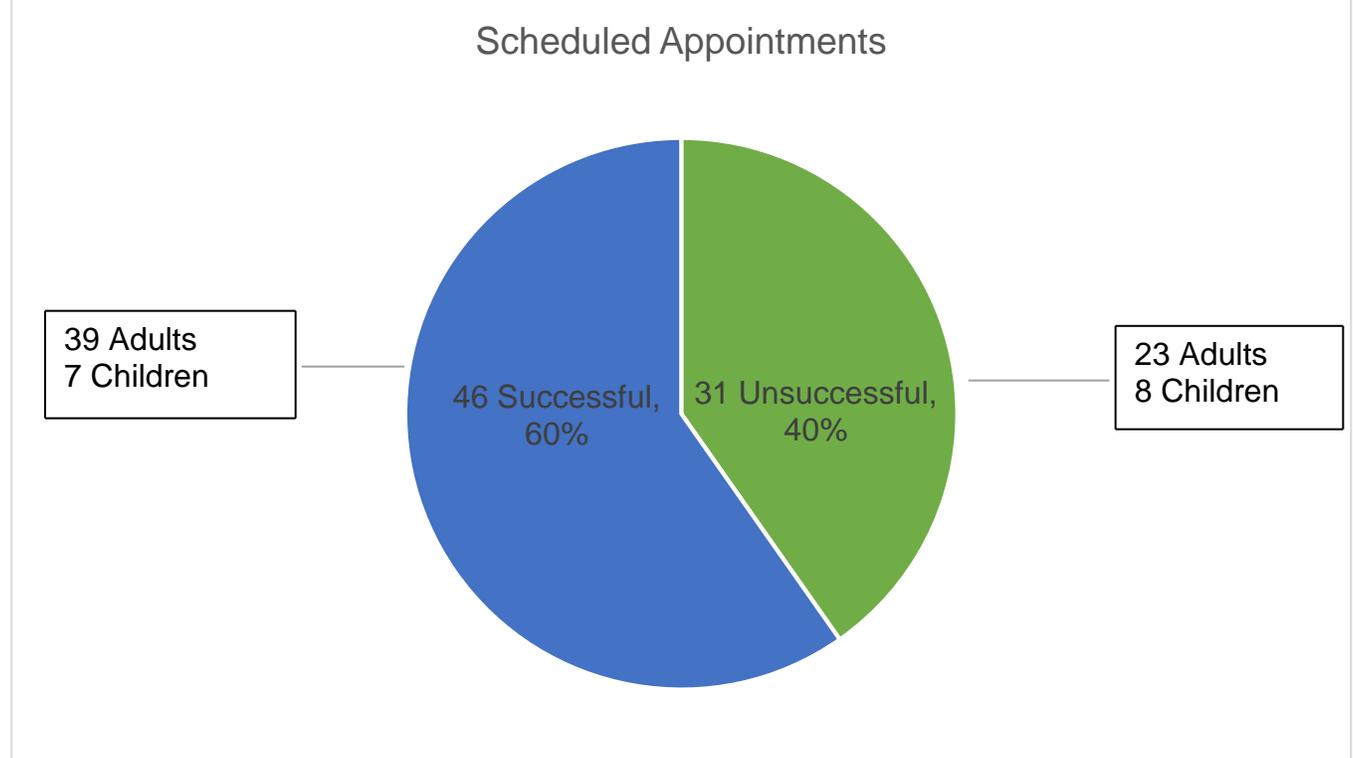
### **Summary of BDE Cases Closed in the Fourth Quarter of 2017**

A total of 77 BDE appointments were closed in the fourth quarter of 2017, including requests made during prior months that may have required several appointments. Emergency appointments were the most scheduled type of appointments with 40 (40%) total requests, followed by 40 (40%) routine appointments, 19 (19%) urgent and 2 (1%) specialist appointments. (Graph 1). Of these scheduled appointments, 86 (85%) were for adult beneficiaries, while 15 (15%) were for children (Graph 1). In total, 46 (60%) scheduled appointments were successfully seen and treated by a dentist, while 31 (40%) were unsuccessful (Graph 2); of these 31, patients were contacted to reschedule but did not answer or did not want to schedule another appointment. Of the successful appointments, 39 (85%) were adults, and seven (15%) were children (Graph 2). Of the unsuccessful appointments, 23 (74%) were adults, and eight (26%) were children (Graph 2).

Graph 1. Summary of Closed BDE Appointments by Type



Graph 2. Summary of Closed BDE Successful and Unsuccessful Appointments



### Fourth Quarter Summary of 2017

The total average number of incoming requests is 189 per month; the average BDE monthly request is 66 (35%), while the average non-BDE monthly request is 123 (65%).

Table 3. Quarterly Summary of Total BDE Requests from October 2017 to December 2017.

<b>BDE Categories</b>	<b>Access</b>	<b>Health Net</b>	<b>LIBERTY</b>	<b>Adults</b>	<b>Children</b>	<b>Total</b>
Emergency	15	15	10	33	7	<b>40</b>
Urgent	8	6	5	19	0	<b>19</b>
Routine	23	11	6	32	8	<b>40</b>
Specialist	0	1	1	2	0	<b>2</b>
<b>In Progress</b>	<b>11</b>	<b>6</b>	<b>2</b>	<b>19</b>	<b>0</b>	<b>24</b>
<b>Closed</b>	<b>35</b>	<b>27</b>	<b>20</b>	<b>67</b>	<b>15</b>	<b>77</b>
<b>Total BDE</b>	<b>46</b>	<b>33</b>	<b>22</b>	<b>86</b>	<b>15</b>	<b>101</b>

Table 4. Quarterly Summary of Total Closed BDE Requests from October 2017 to December 2017

<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	7	3	3	10	3	<b>13</b>
Unsuccessful Urgent	1	1	0	2	0	<b>2</b>
Unsuccessful Routine	8	6	1	10	5	<b>15</b>
Unsuccessful Specialist	0	1	0	1	0	<b>1</b>
Successful Emergency	4	10	5	17	2	<b>19</b>
Successful Urgent	3	3	3	8	1	<b>9</b>
Successful Routine	8	4	4	12	4	<b>16</b>
Successful Specialist	0	1	1	2	0	<b>2</b>
<b>Unsuccessful</b>	<b>16</b>	<b>11</b>	<b>4</b>	<b>23</b>	<b>8</b>	<b>31</b>
<b>Successful</b>	<b>15</b>	<b>18</b>	<b>13</b>	<b>39</b>	<b>7</b>	<b>46</b>
<b>Total</b>	<b>31</b>	<b>29</b>	<b>17</b>	<b>62</b>	<b>15</b>	<b>77</b>

### Year to Date Comparison

The increase in the month of March was due to beneficiaries having concerns about dental coverage changes at the Federal level related to the Affordable Care Act.

Figure 1. 2016 vs. 2017 Monthly Incoming Requests

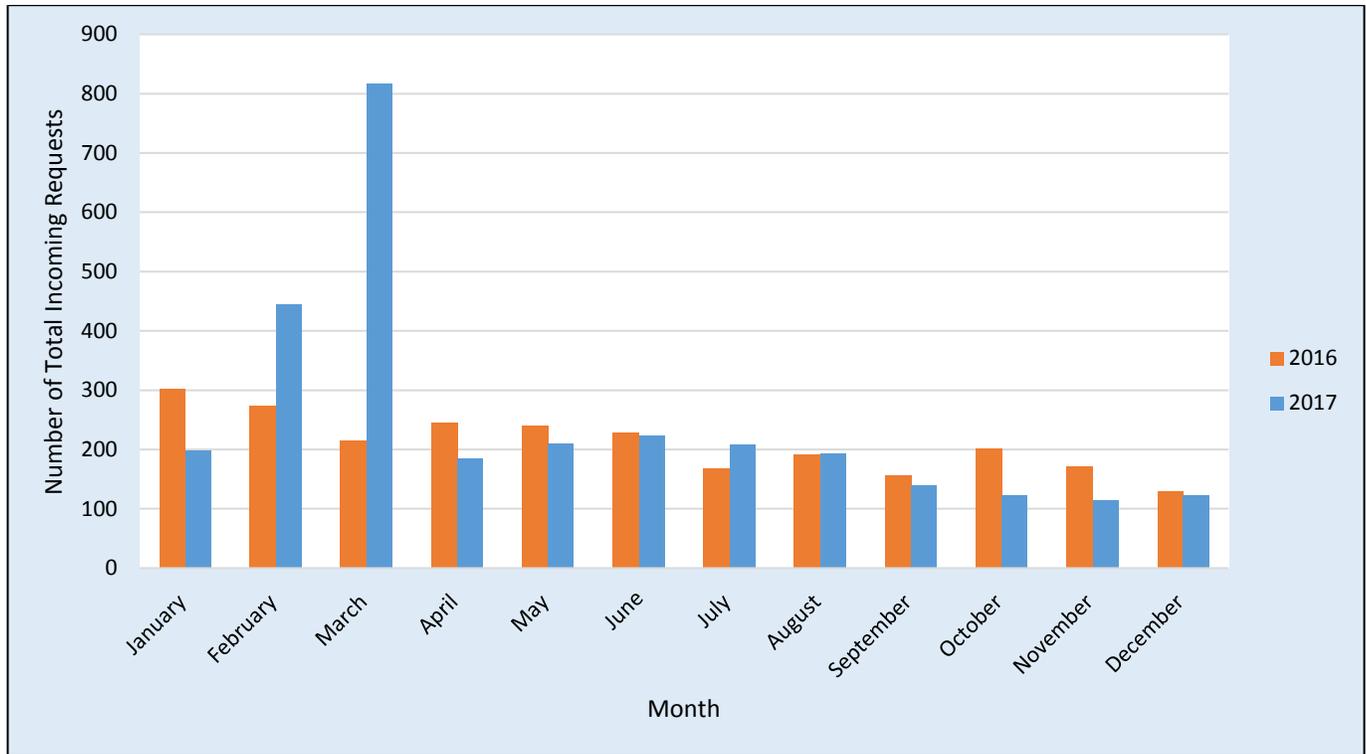


Figure 2. 2016 vs. 2017 Monthly BDE Incoming Requests

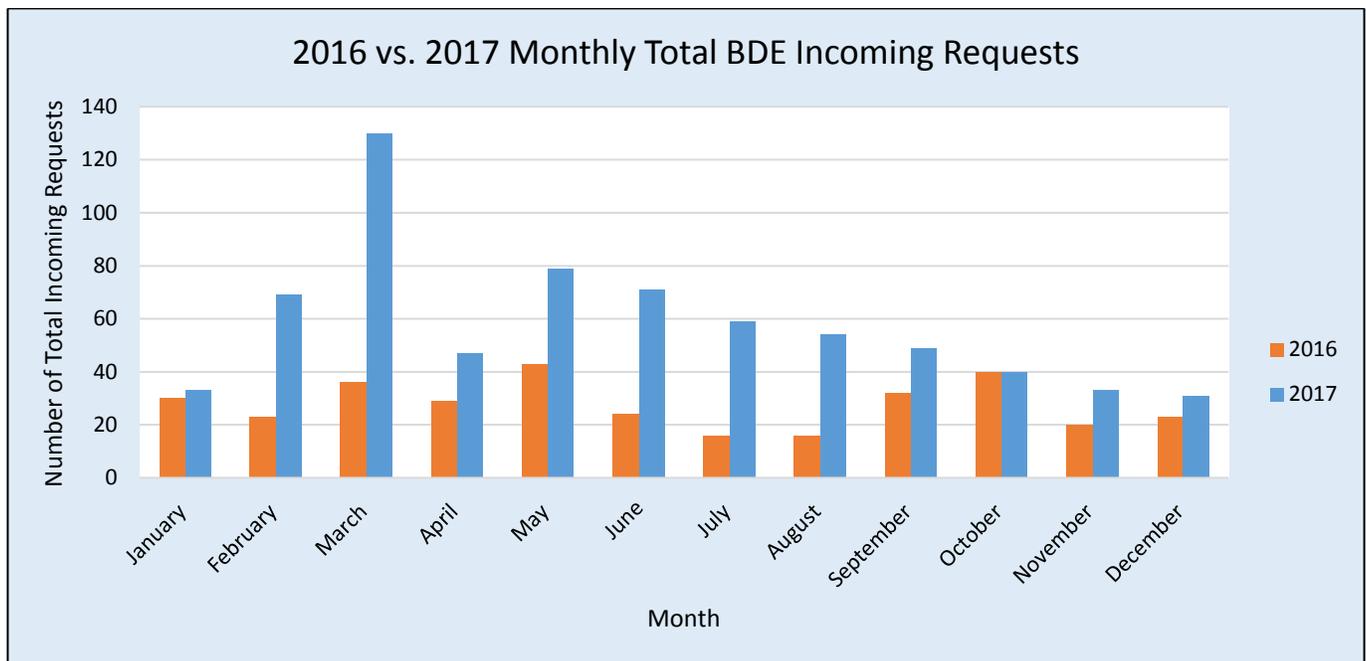


Figure 3. 2017 Monthly BDE Requests by Type

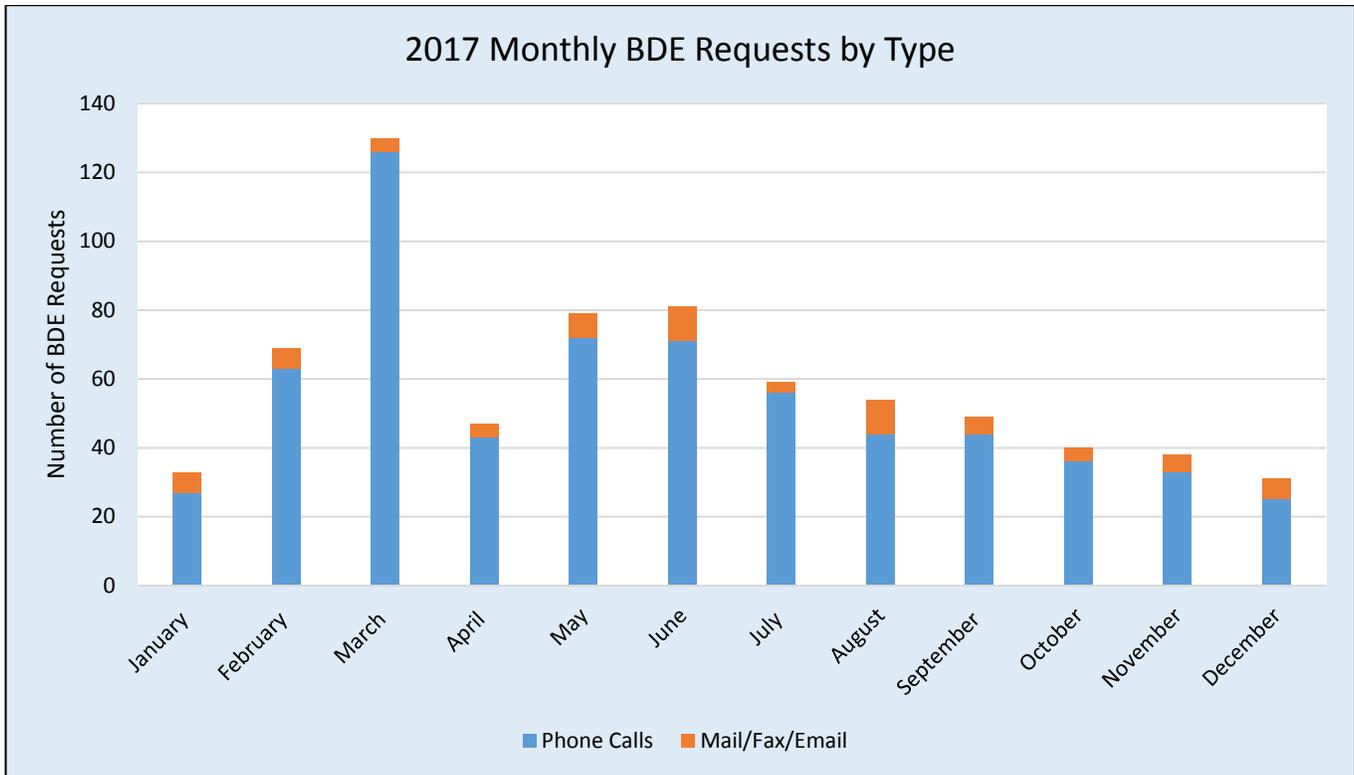


Figure 4. 2016 vs. 2017 Monthly Non-BDE Incoming Requests

