

## Beneficiary Dental Exception (BDE) August 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 August 2018, comparison of July 2018 to August 2018, and the 2017 annual summary.

### **Summary of Total Requests in August 2018**

A total of 190 requests were received during August; 17 (9%) were BDE requests, while 173 (91%) were non-BDE requests (Table 1). Of the 17 BDE requests, 3 (18%) are in progress, and 14 (82%) were completed and closed to date (Table 6).

Table 1. August 2018 Incoming Totals

Total Requests	190	100
BDE	17	9%
Non-BDE	173	91%
<b>Inbound Phone Call Total</b>	<b>104</b>	<b>55%</b>
BDE	17	16%
Non-BDE	87	84%
<b>Mail/Fax/Email Total</b>	<b>86</b>	<b>45%</b>
BDE	0	0%
Non-BDE	86	100%

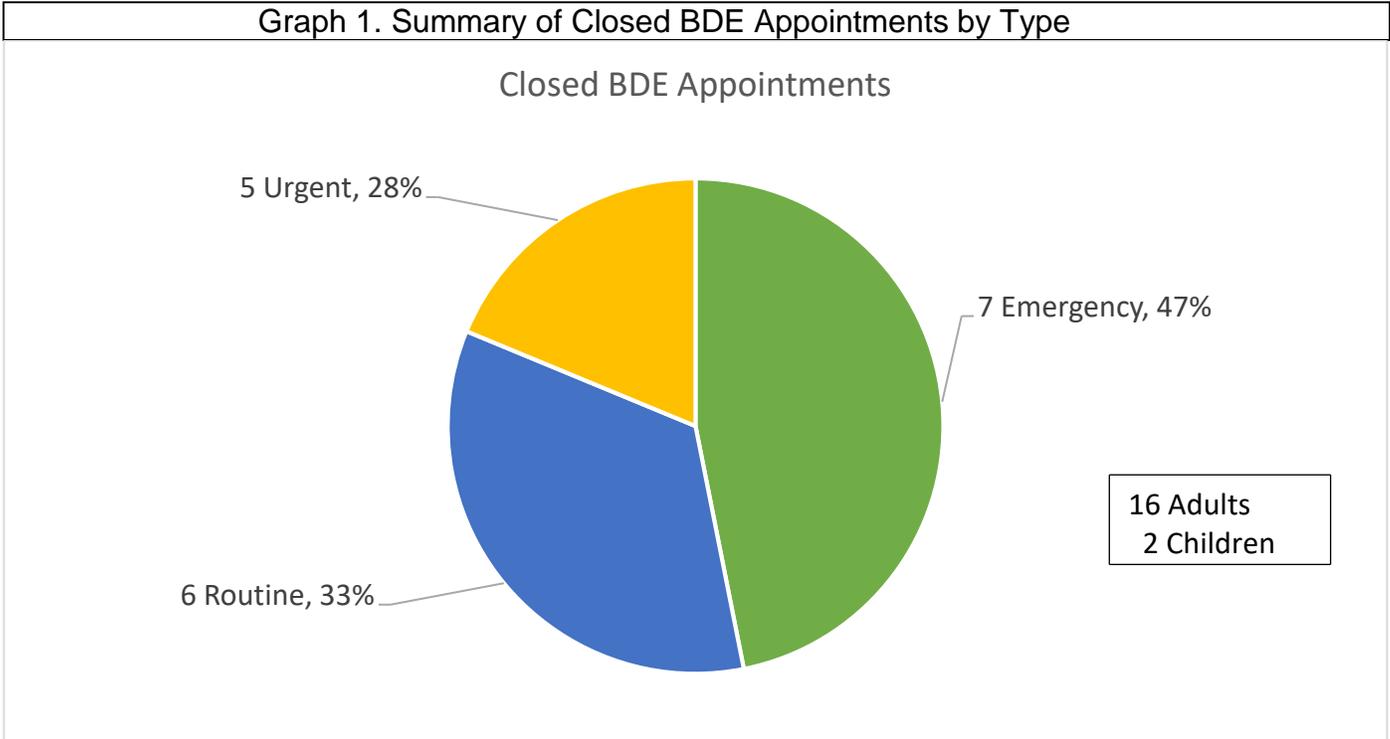
Table 2. August 2018 Non-BDE Totals

Non-BDE Categories	173	100%
BDE Info/No Need	23	13%
Benefits	5	3%
Eligibility	7	4%
Plan/Provider Info	68	39%
No Answer/Left Message	48	28%
Other	22	13%

### **Summary of BDE Cases Closed in August 2018**

A total of 18 BDE appointments were closed in August, including requests made during prior months that may have required several appointments. Emergency appointments were the most scheduled type of appointments with seven (47%) total requests, followed by six (33%) routine appointments, and five (28%) urgent appointments (Graph 1 and Table 3). Of these scheduled appointments, 16 (89%) were adult beneficiaries, while two (11%) were for children (Graph 1). In total, 16 (89%) scheduled appointments were successfully seen and treated by a dentist, while two (11%) 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, 14 (88%) were adults, and two (13%) were children (Graph 2). Of the unsuccessful appointments, two (100%) were adults, and none were children (Graph 2).

Graph 1. Summary of Closed BDE Appointments by Type



Graph 2. Summary of Closed BDE Successful and Unsuccessful Appointments

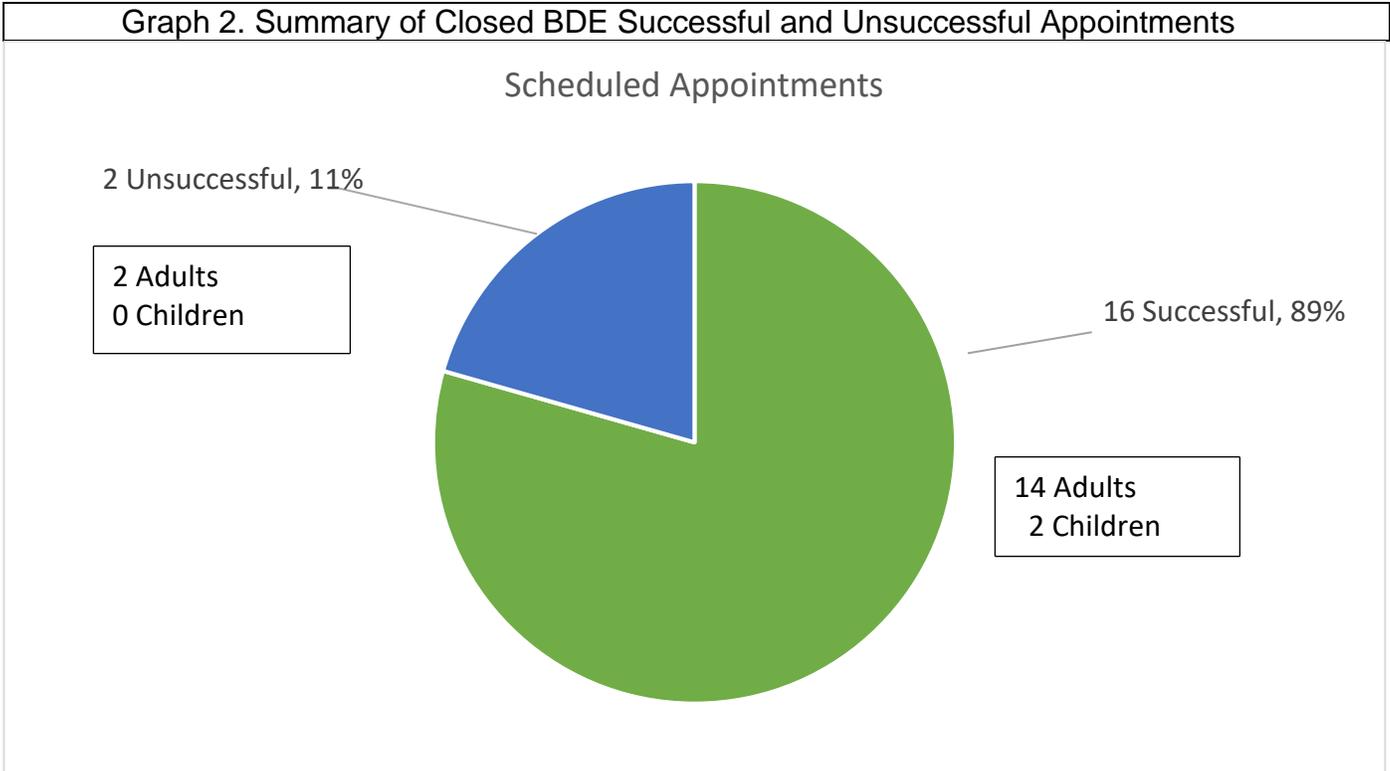


Table 3. Summary of BDE Cases Closed in August 2018

Type of Visit	Adult/Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Emergency	Adult	Limited ER Exam	1	Health Net	Successful
Emergency	Adult	ER Exam/X-rays	1	Access	Successful
Emergency	Adult	Limited Exam/X-ray	1	Access	Successful
Emergency	Adult	Partial Exam	1	Access	Successful
Emergency	Adult	No Show- Other	1	LIBERTY	Unsuccessful
Emergency	Child	Limited Exam/X-rays	Same Day	Access	Successful
Emergency	Child	Consultation	1	Health Net	Successful
Urgent	Adult	Extraction	2	Health Net	Successful
Urgent	Adult	Limited Exam/X-rays	3	Health Net	Successful
Urgent	Adult	Cleaning/X-rays	2	Health Net	Successful
Urgent	Adult	Exam/Full mouth X-rays/Cleaning	2	Health Net	Successful
Urgent	Adult	Limited Exam/X-rays	3	Access	Successful
Routine	Adult	Limited Exam/X-rays	6	Health Net	Successful
Routine	Adult	Limited Exam/X-rays	12	Health Net	Successful
Routine	Adult	No Show- Transportation	6	Health Net	Unsuccessful
Routine	Adult	Diagnose Root Canal	5	Health Net	Successful
Routine	Adult	Complete Exam	7	Access	Successful
Routine	Adult	Consultation	4	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

**July 2018 to August 2018**

From July 2018 to August 2018, there were 53 total BDE requests (Table 4). Of the total BDE requests, 50 (94%) are completed and closed to date (Table 7). Of the completed requests, 43 (86%) beneficiaries were successfully seen and treated by a dentist, while seven (14%) did not show for their appointments and were unsuccessful (Table 7).

The total average number of incoming requests for the 2018 calendar year is 297 per month; the average BDE monthly requests for the 2018 calendar year is 38 (13%), while the average non-BDE monthly requests for the calendar year is 259 (87%).

Table 4. Summary of Total BDE Requests from July 2018 to August 2018

<b>BDE Categories</b>	<b>Access</b>	<b>Health Net</b>	<b>LIBERTY</b>	<b>Adults</b>	<b>Children</b>	<b>Total</b>
Emergency	10	7	5	19	3	22
Urgent	7	6	6	17	2	19
Routine	4	4	4	11	1	12
Specialist	0	0	0	0	0	0
<b>In Progress</b>	0	0	3	3	0	3
<b>Closed</b>	21	17	12	44	6	50
<b>Total BDE</b>	<b>21</b>	<b>17</b>	<b>15</b>	<b>47</b>	<b>6</b>	<b>53</b>

Table 5. Summary of Total BDE Requests from July 2018

<b>BDE Categories</b>	<b>Access</b>	<b>Health Net</b>	<b>LIBERTY</b>	<b>Adults</b>	<b>Children</b>	<b>Total</b>
Emergency	6	5	4	14	1	15
Urgent	6	4	4	12	2	14
Routine	3	1	3	6	1	7
Specialist	0	0	0	0	0	0
<b>In Progress</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>4</b>
<b>Closed</b>	<b>15</b>	<b>6</b>	<b>11</b>	<b>28</b>	<b>4</b>	<b>32</b>
<b>Total BDE</b>	<b>15</b>	<b>10</b>	<b>11</b>	<b>32</b>	<b>4</b>	<b>36</b>

Table 6. Summary of Total BDE Requests from August 2018

<b>BDE Categories</b>	<b>Access</b>	<b>Health Net</b>	<b>LIBERTY</b>	<b>Adults</b>	<b>Children</b>	<b>Total</b>
Emergency	4	2	1	5	2	7
Urgent	1	2	2	5	0	5
Routine	1	3	1	5	0	5
Specialist	0	0	0	0	0	0
<b>In Progress</b>	0	0	3	3	0	3
<b>Closed</b>	<b>6</b>	<b>7</b>	<b>1</b>	<b>12</b>	<b>2</b>	<b>14</b>
<b>Total BDE</b>	<b>6</b>	<b>7</b>	<b>4</b>	<b>15</b>	<b>2</b>	<b>17</b>

Table 7. Summary of Total Closed BDE Requests from July 2018 to August 2018

<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	1	0	2	3	0	3
Unsuccessful Urgent	1	0	1	2	0	2
Unsuccessful Routine	1	1	0	2	0	2
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	9	7	3	16	3	19
Successful Urgent	6	6	3	15	0	15
Successful Routine	3	3	3	8	1	9
Successful Specialist	0	0	0	0	0	0
<b>Unsuccessful</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>7</b>	<b>0</b>	<b>7</b>
<b>Successful</b>	<b>18</b>	<b>16</b>	<b>9</b>	<b>39</b>	<b>4</b>	<b>43</b>
<b>Total</b>	<b>21</b>	<b>17</b>	<b>12</b>	<b>46</b>	<b>4</b>	<b>50</b>

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

<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	1	0	1	2	0	2
Unsuccessful Urgent	1	0	1	2	0	2
Unsuccessful Routine	1	0	0	1	0	1
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	5	5	3	12	1	13
Successful Urgent	5	1	3	7	2	9
Successful Routine	2	0	3	4	1	5
Successful Specialist	0	0	0	0	0	0
<b>Unsuccessful</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>5</b>
<b>Successful</b>	<b>12</b>	<b>6</b>	<b>9</b>	<b>23</b>	<b>4</b>	<b>27</b>
<b>Total</b>	<b>15</b>	<b>6</b>	<b>11</b>	<b>28</b>	<b>4</b>	<b>32</b>

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

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	0	0	1	1	0	1
Unsuccessful Urgent	0	0	0	0	0	0
Unsuccessful Routine	0	1	0	1	0	1
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	4	2	0	4	2	6
Successful Urgent	1	5	0	6	0	6
Successful Routine	1	3	0	4	0	4
Successful Specialist	0	0	0	0	0	0
<b>Unsuccessful</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>2</b>
<b>Successful</b>	<b>6</b>	<b>10</b>	<b>0</b>	<b>14</b>	<b>2</b>	<b>16</b>
<b>Total</b>	<b>6</b>	<b>11</b>	<b>1</b>	<b>16</b>	<b>2</b>	<b>18</b>

**Year to Date Comparison**

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

Figure 1. 2017 vs. 2018 Monthly Total Incoming Requests

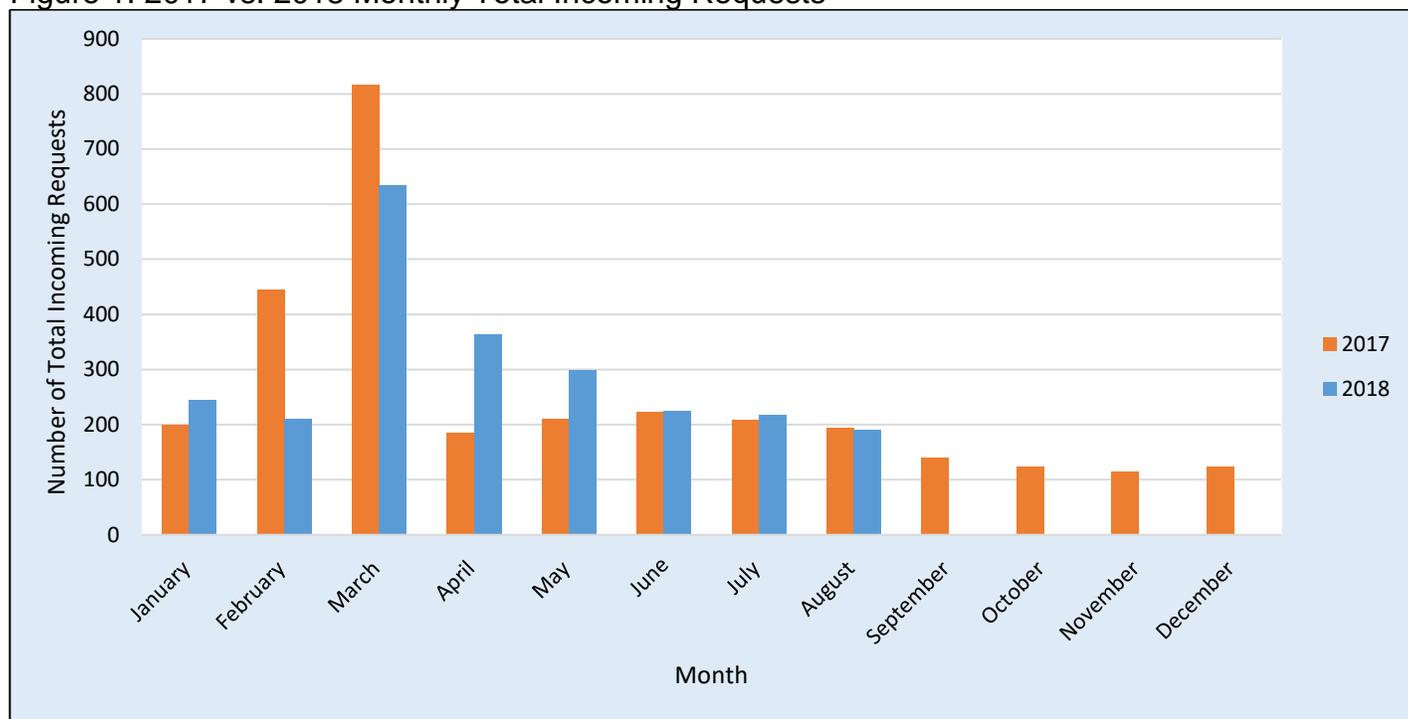


Figure 2. 2017 vs. 2018 Monthly BDE Incoming Requests

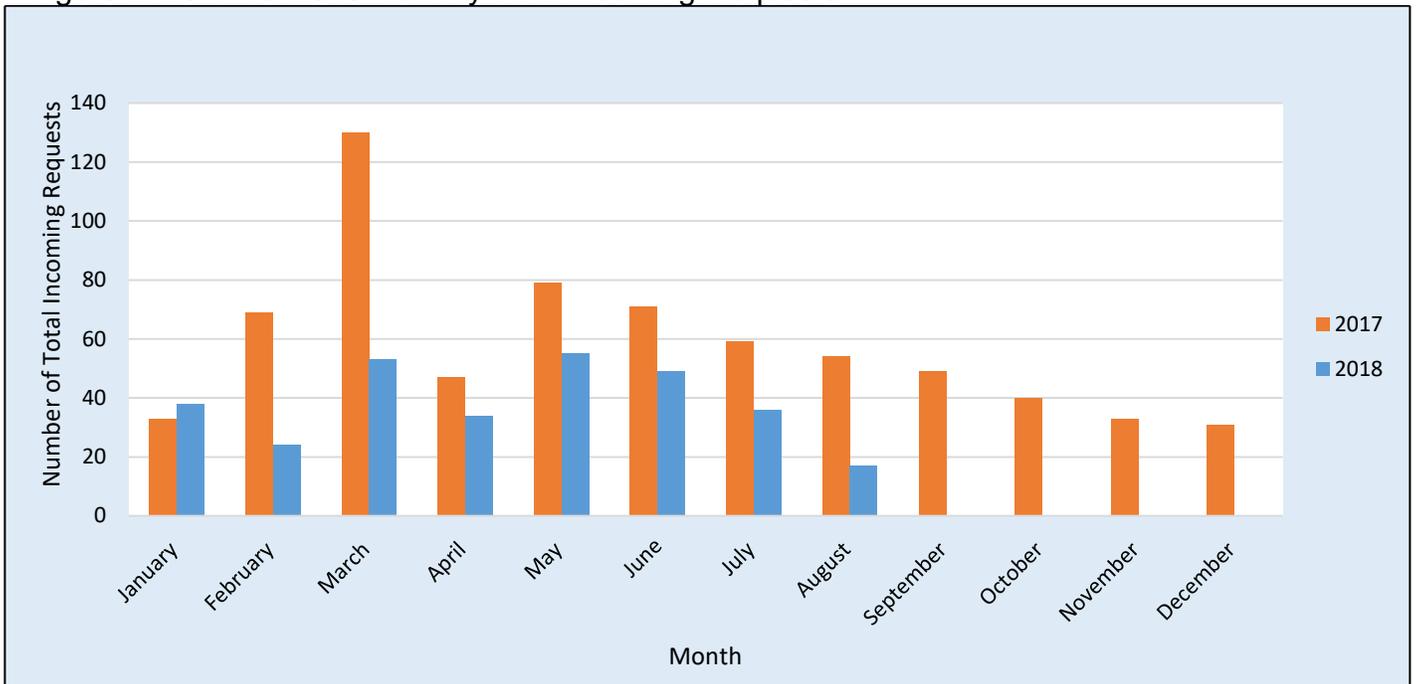


Figure 3. 2018 Monthly BDE Requests by Type

\*For all incoming BDE requests received in June through August through mail/fax/emails, none required assistance with scheduling an appointment.

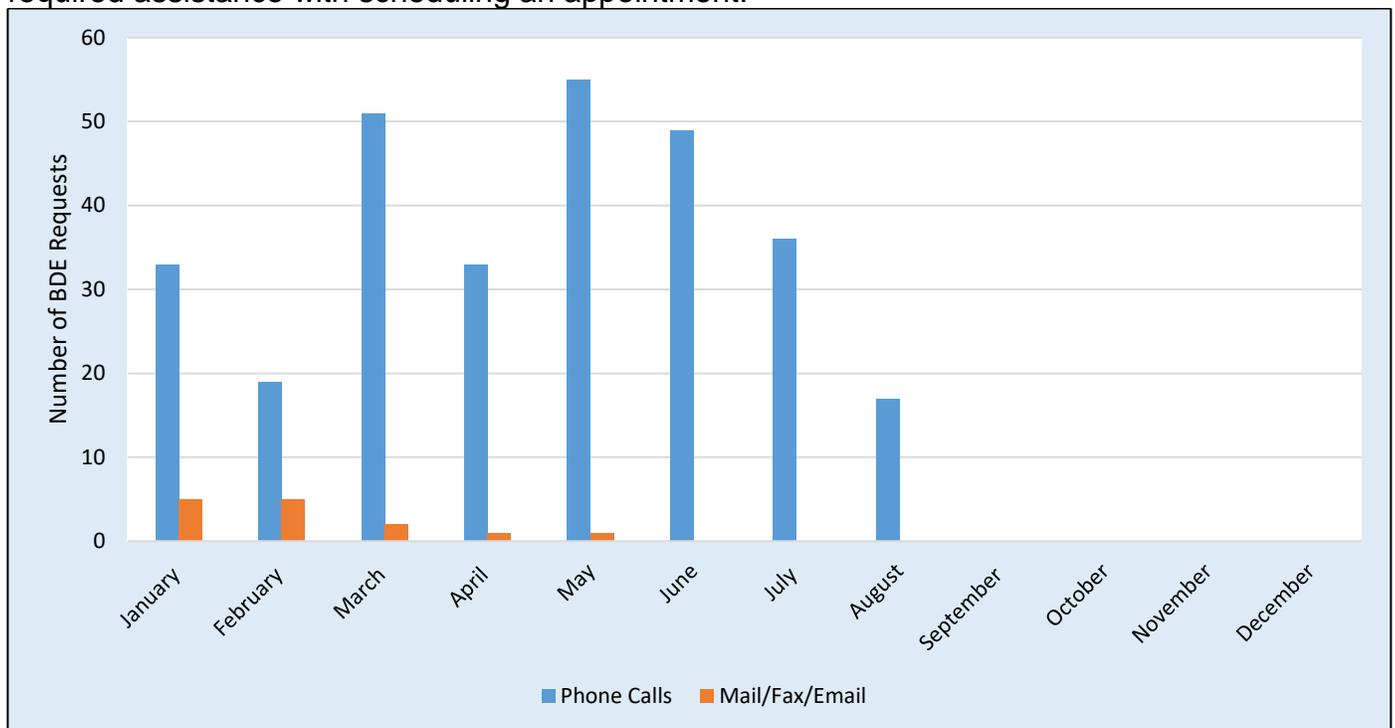


Figure 4. 2017 vs. 2018 Monthly Non-BDE Incoming Requests

