

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

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

A total of 217 requests were received during July; 36 (17%) were BDE requests, while 181 (83%) were non-BDE requests (Table 1). Of the 36 BDE requests, 4 (11%) are in progress, and 32 (89%) were completed and closed to date.

Table 1. July 2018 Incoming Totals

Total Requests	217	100%
BDE	36	17%
Non-BDE	181	83%
<b>Inbound Phone Call Total</b>	<b>132</b>	<b>61%</b>
BDE	36	27%
Non-BDE	96	73%
<b>Mail/Fax/Email Total</b>	<b>85</b>	<b>39%</b>
BDE	0	0%
Non-BDE	85	100%

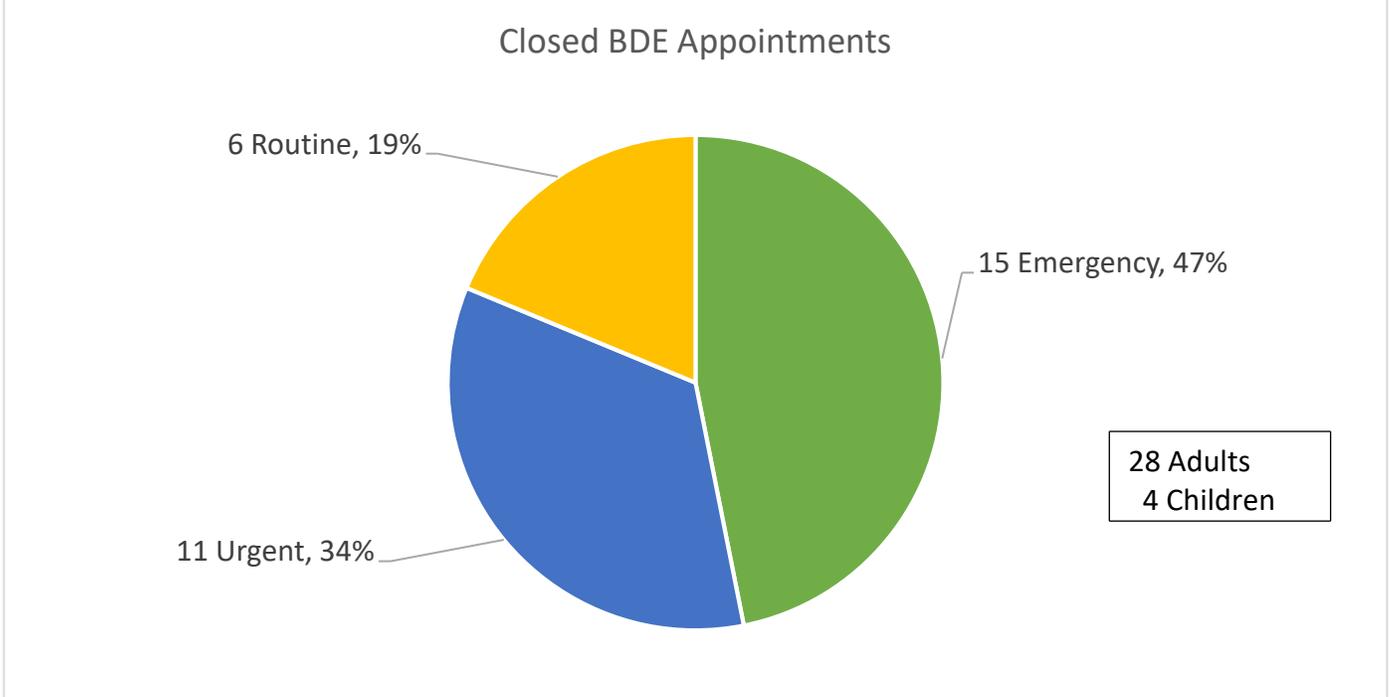
Table 2. July 2018 Non-BDE Totals

Non-BDE Categories	181	100%
BDE Info/No Need	7	4%
Benefits	1	1%
Eligibility	7	4%
Plan/Provider Info	71	39%
No Answer/Left Message	63	35%
Other	32	17%

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

A total of 32 BDE appointments were closed in July, including requests made during prior months that may have required several appointments. Emergency appointments were the most scheduled type of appointments with 15 (47%) total requests, followed by 11 (34%) urgent appointments, and six (19%) routine appointments (Graph 1 and Table 3). Of these scheduled appointments, 28 (88%) were for adult beneficiaries, while four (12%) were for children (Graph 1). In total, 27 (84%) scheduled appointments were successfully seen and treated by a dentist, while five (16%) were unsuccessful; of these five, patients were contacted to reschedule but did not answer or did not want to schedule another appointment (Graph 2). Of the successful appointments, 23 (85%) were adults, and four (15%) were children (Graph 2). Of the unsuccessful appointments, five (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

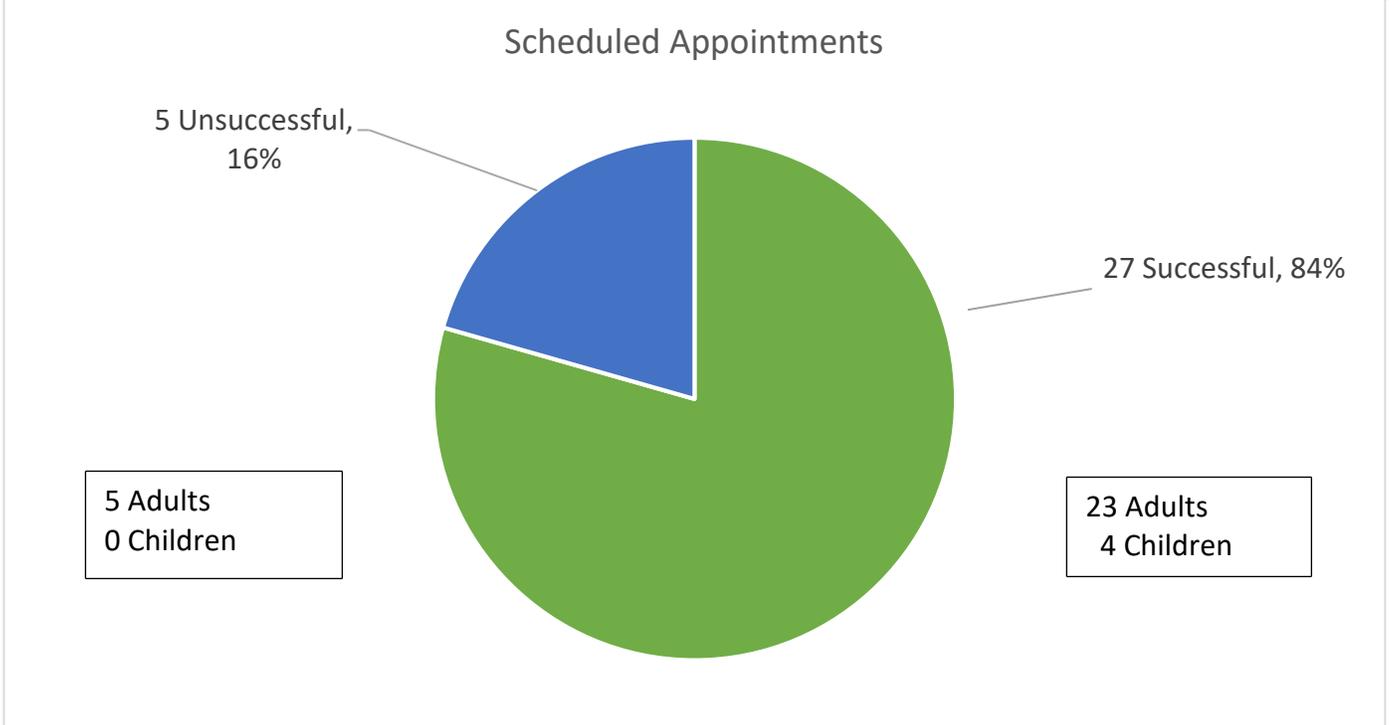


Table 3. Summary of BDE Cases Closed in July 2018

Type of Visit	Adult/Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Emergency	Adult	No Show- Personal	1	Access	Unsuccessful
Emergency	Child	Limited exam	Same Day	Access	Successful
Emergency	Adult	Exam	Same Day	Access	Successful
Emergency	Adult	Replaced space maintainer	1	Health Net	Successful
Emergency	Adult	Limited exam	Same Day	Health Net	Successful
Emergency	Adult	Medication	1	LIBERTY	Successful
Emergency	Adult	ER exam	1	LIBERTY	Successful
Emergency	Adult	Exam/X-rays	Same Day	Health Net	Successful
Emergency	Adult	X-rays	1	LIBERTY	Successful
Emergency	Adult	Exam/X-rays/Referral	1	Access	Successful
Emergency	Adult	Exam	Same Day	Health Net	Successful
Emergency	Adult	Exam/Referral	Same Day	Access	Successful
Emergency	Adult	Exam/Referral	1	LIBERTY	Successful
Emergency	Adult	No Show- Other	1	Access	Unsuccessful
Emergency	Adult	Limited exam	1	LIBERTY	Successful
Urgent	Adult	Limited exam	3	Access	Successful
Urgent	Adult	No Show- Personal	3	Access	Unsuccessful
Urgent	Adult	Complete exam/Medication	2	Access	Successful
Urgent	Child	Medication	3	Access	Successful
Urgent	Adult	ER exam/X-rays	3	LIBERTY	Successful
Urgent	Adult	Extraction	2	Health Net	Successful
Urgent	Adult	ER exam/X-rays	2	Access	Successful
Urgent	Child	Limited exam	2	LIBERTY	Successful
Urgent	Adult	Medication	3	Access	Successful
Urgent	Adult	Exam/X-rays	3	LIBERTY	Successful
Urgent	Adult	No Show- Other	3	LIBERTY	Unsuccessful
Routine	Adult	Extraction	6	Access	Successful

Routine	Adult	Consultation	5	Access	Successful
Routine	Child	Exam	20	Access	Successful
Routine	Adult	Extraction	5	LIBERTY	Successful
Routine	Adult	No Show- Schedule	5	Health Net	Unsuccessful
Routine	Adult	Limited exam/X-rays/Referral	5	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

**June 2018 to July 2018**

From June 2018 to July 2018, there were 85 total BDE requests (Table 4). Of the total BDE requests, 66 (77%) are completed and closed to date (Table 7). Of the completed requests, 57 (86%) beneficiaries were successfully seen and treated by a dentist, while 9 (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 313 per month; the average BDE monthly requests for the 2018 calendar year is 41 (13%), while the average non-BDE monthly requests for the calendar year is 272 (87%).

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

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	14	8	12	31	3	34
Urgent	11	5	8	22	2	24
Routine	7	5	10	16	6	22
Specialist	3	2	0	4	1	5
In Progress	5	7	7	14	5	19
Closed	30	13	23	59	7	66
<b>Total BDE</b>	<b>35</b>	<b>20</b>	<b>30</b>	<b>73</b>	<b>12</b>	<b>85</b>

Table 5. Summary of Total BDE Requests from June 2018

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	8	3	8	17	2	19
Urgent	5	1	4	10	0	10
Routine	4	4	7	10	5	15
Specialist	3	2	0	4	1	5
<b>In Progress</b>	<b>5</b>	<b>3</b>	<b>7</b>	<b>10</b>	<b>5</b>	<b>15</b>
<b>Closed</b>	<b>15</b>	<b>7</b>	<b>12</b>	<b>31</b>	<b>3</b>	<b>34</b>
<b>Total BDE</b>	<b>20</b>	<b>10</b>	<b>19</b>	<b>41</b>	<b>8</b>	<b>49</b>

Table 6. Summary of Total BDE Requests from July 2018

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
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 7. Summary of Total Closed BDE Requests from June 2018 to July 2018

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	1	0	3	4	0	4
Unsuccessful Urgent	3	0	1	1	0	1
Unsuccessful Routine	2	1	1	3	1	4
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	12	8	9	26	3	29
Successful Urgent	8	1	6	13	2	15
Successful Routine	4	2	3	8	1	9
Successful Specialist	2	2	0	4	0	4
<b>Unsuccessful</b>	<b>6</b>	<b>1</b>	<b>5</b>	<b>8</b>	<b>1</b>	<b>9</b>
<b>Successful</b>	<b>26</b>	<b>13</b>	<b>18</b>	<b>51</b>	<b>6</b>	<b>57</b>
<b>Total</b>	<b>32</b>	<b>14</b>	<b>23</b>	<b>59</b>	<b>7</b>	<b>66</b>

Table 8. Summary of Total Closed BDE Requests from June 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	0	0	2	2	0	2
Unsuccessful Urgent	2	0	0	2	0	2
Unsuccessful Routine	1	1	1	2	1	3
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	7	3	6	14	2	16
Successful Urgent	3	0	3	6	0	6
Successful Routine	2	2	0	4	0	4
Successful Specialist	0	1	0	1	0	1
<b>Unsuccessful</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>7</b>
<b>Successful</b>	<b>12</b>	<b>6</b>	<b>9</b>	<b>25</b>	<b>2</b>	<b>27</b>
<b>Total</b>	<b>15</b>	<b>7</b>	<b>12</b>	<b>31</b>	<b>3</b>	<b>34</b>

Table 9. 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>

## 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

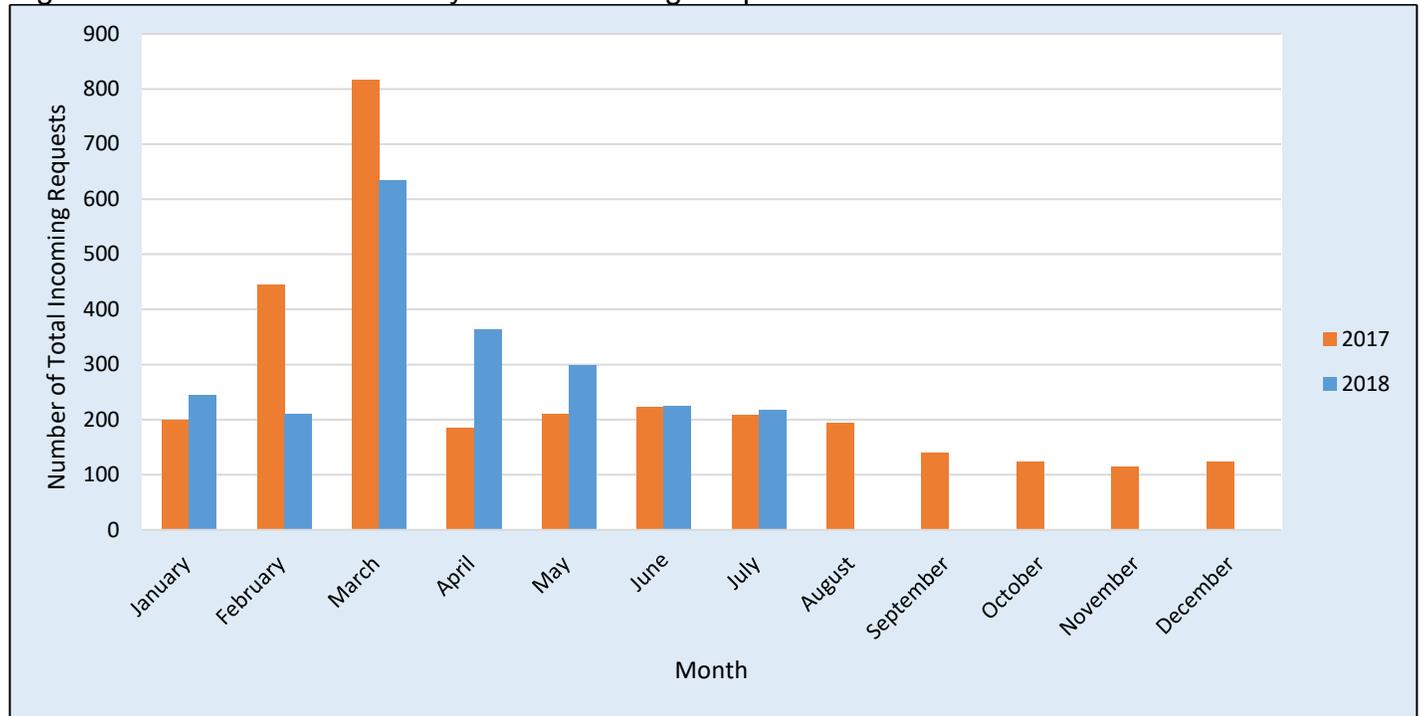


Figure 2. 2017 vs. 2018 Monthly BDE Incoming Requests

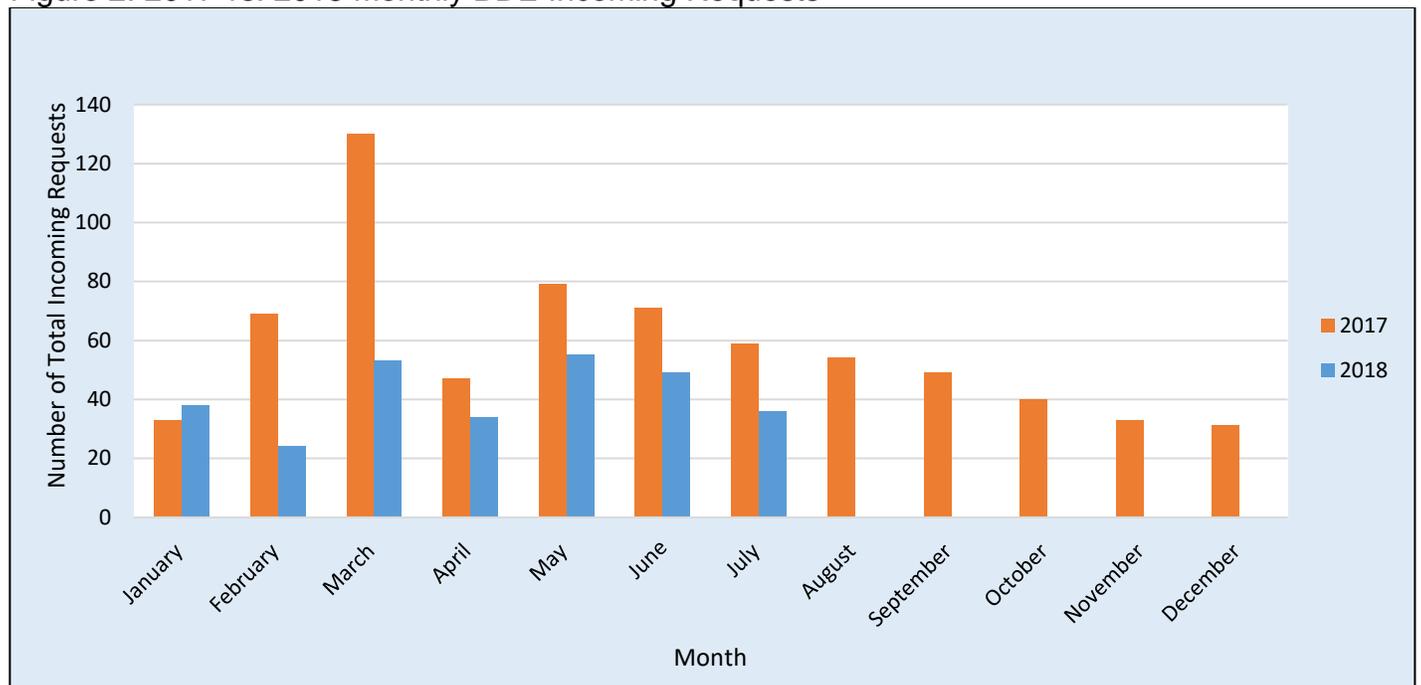


Figure 3. 2018 Monthly BDE Requests by Type

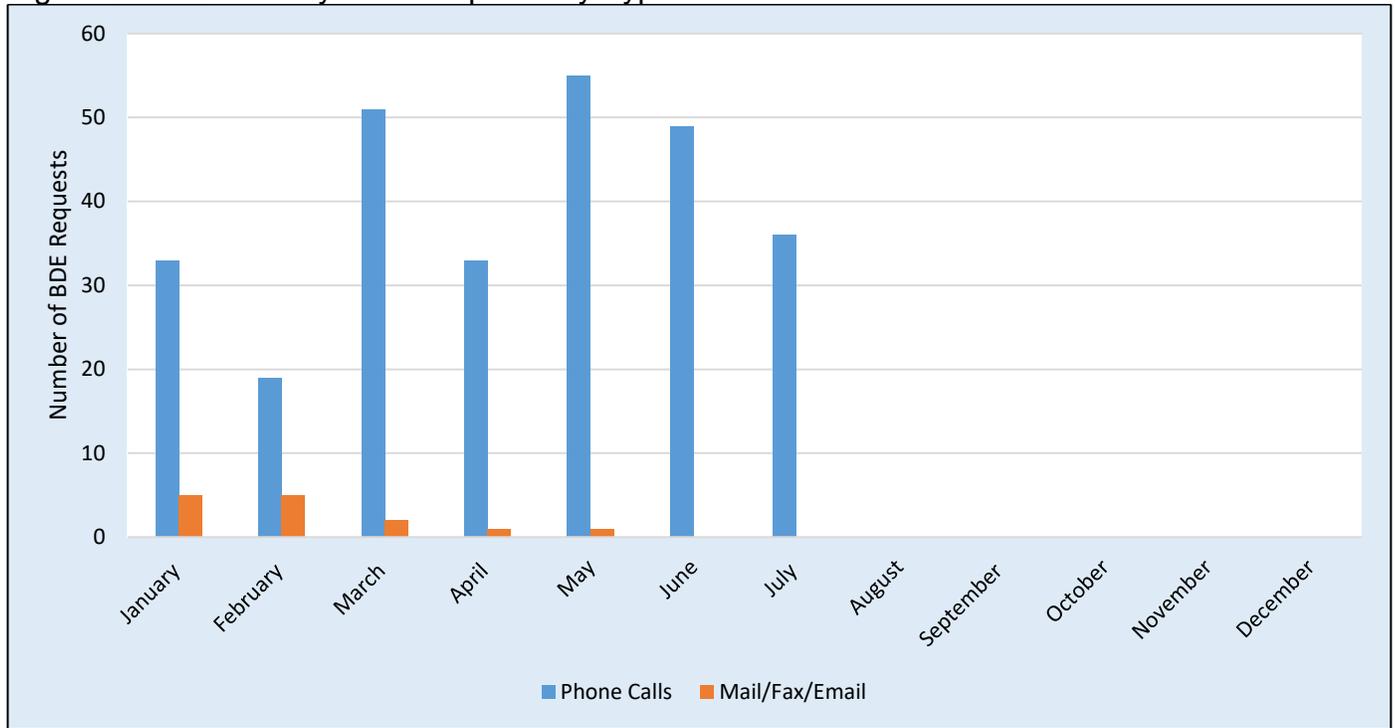


Figure 4. 2017 vs. 2018 Monthly Non-BDE Incoming Requests

