

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

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

A total of 634 requests were received during March; 53 (8%) were BDE requests, while 581 (92%) were non-BDE requests (Table 1). Of the 53 BDE requests, 16 (30%) are in progress, and 37 (70%) were completed and closed to date.

Table 1. March 2018 Incoming Totals

Total Requests	634	100%
BDE	53	8%
Non-BDE	581	92%
<b>Inbound Phone Call Total</b>	<b>359</b>	<b>57%</b>
BDE	51	14%
Non-BDE	308	86%
<b>Mail/Fax/Email Total</b>	<b>275</b>	<b>43%</b>
BDE	2	1%
Non-BDE	273	99%

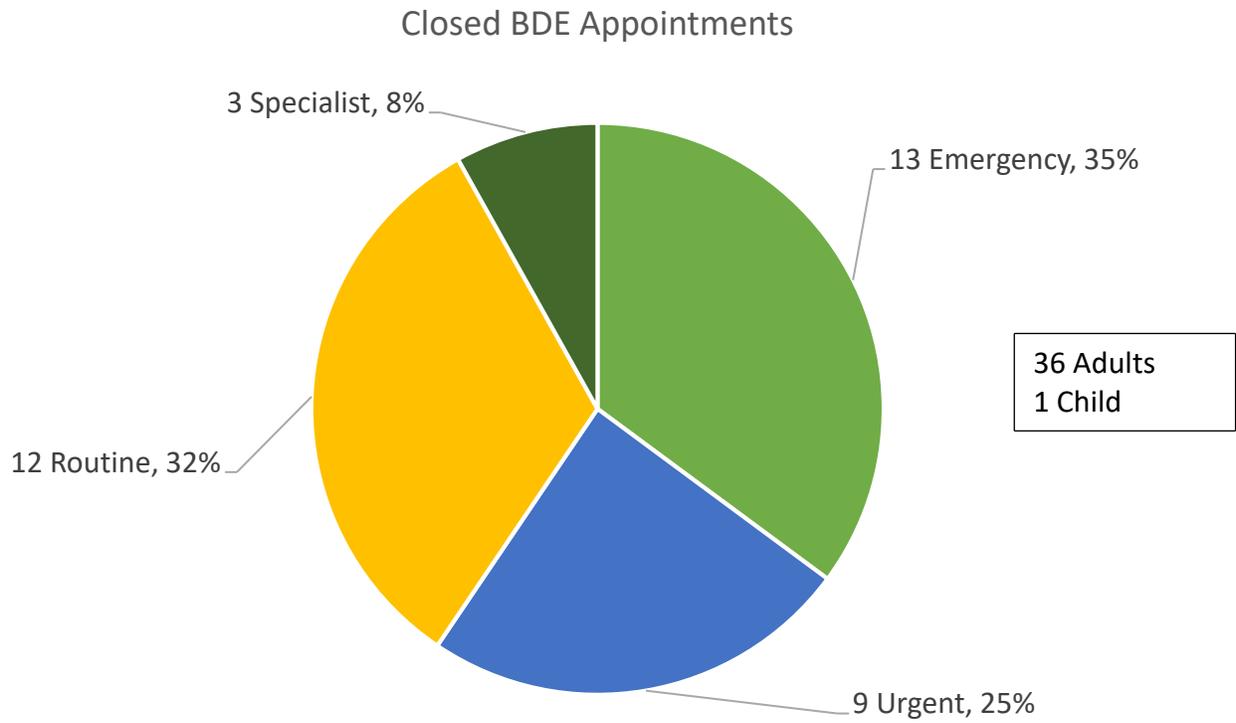
Table 2. March 2018 Non-BDE Totals

Non-BDE Categories	581	100%
BDE Info/No Need	106	18%
Benefits	13	2%
Eligibility	10	2%
Plan/Provider Info	219	38%
No Answer/Left Message	163	28%
Other	70	12%

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

A total of 37 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 13 (35%) total requests, followed by 12 (32%), routine appointments, nine (25%) urgent appointments, and three (8%) specialist appointments (Graph 1 and Table 3). Of these scheduled appointments, 36 (97%) were for adult beneficiaries, while one (3%) was for a child (Graph 1). In total, 25 (68%) scheduled appointments were successfully seen and treated by a dentist, while 12 (32%) were unsuccessful; of these 12, patients were contacted to reschedule but did not answer or did not want to schedule another appointment (Graph 2). Of the successful appointments, 25 (100%) were adults (Graph 2). Of the unsuccessful appointments, 11 (92%) were adults, and one (8%) was for a child. (Graph 2).

Graph 1. Summary of Closed BDE Appointments by Type



Graph 2. Summary of Closed BDE Successful and Unsuccessful Appointments

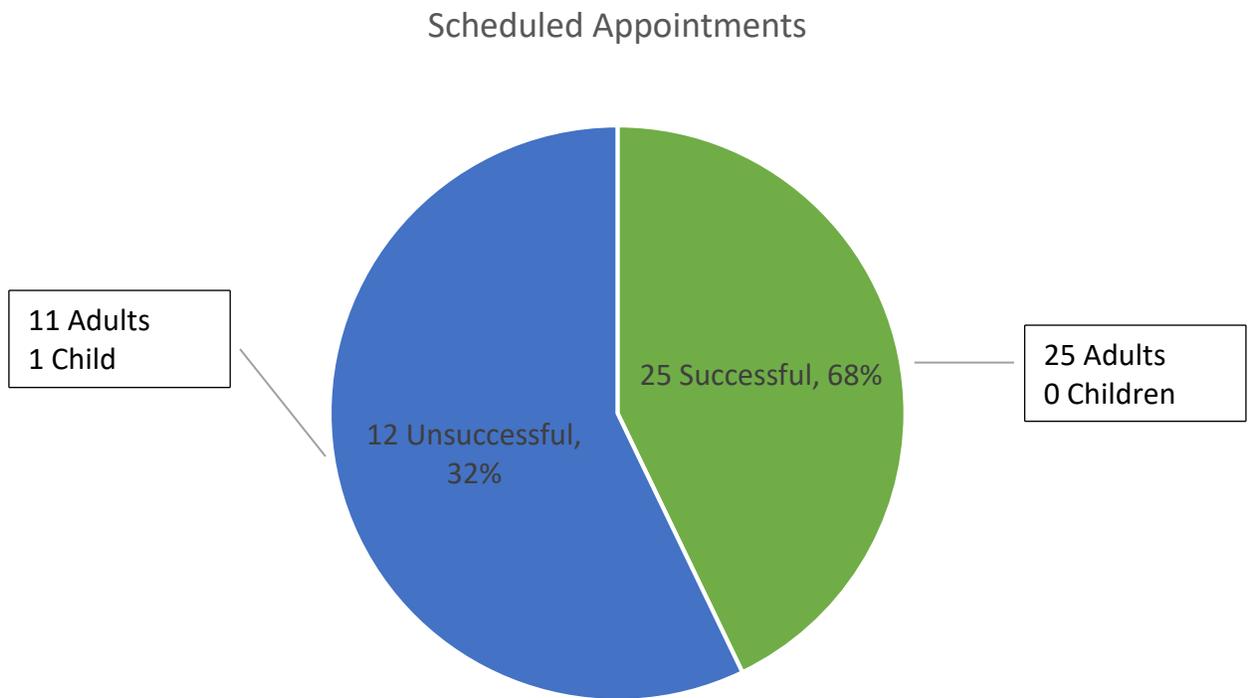


Table 3. Summary of BDE Cases Closed in March 2018

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Emergency	Adult	No Show- Transportation	1	Liberty	Unsuccessful
Emergency	Adult	ER Exam	2	Liberty	Successful
Emergency	Adult	ER Exam	1	Access	Successful
Emergency	Adult	ER Exam	1	Liberty	Successful
Emergency	Adult	ER Exam	Same Day	Liberty	Successful
Emergency	Adult	ER Exam	2	Liberty	Successful
Emergency	Adult	ER Exam	2	Access	Successful
Emergency	Adult	No Show- Schedule	2	Liberty	Unsuccessful
Emergency	Child	No Show-Other	2	Liberty	Unsuccessful
Emergency	Adult	Extraction	2	Liberty	Successful
Emergency	Adult	ER Exam	2	Access	Successful
Emergency	Adult	ER Exam	1	Health Net	Successful
Emergency	Adult	Extraction	1	Access	Successful
Routine	Adult	No Show- Personal	12	Health Net	Unsuccessful
Routine	Adult	Extraction	5	Health Net	Successful
Routine	Adult	No Show- Personal	6	Liberty	Unsuccessful
Routine	Adult	Exam	2	Liberty	Successful
Routine	Adult	Extraction	6	Liberty	Successful
Routine	Adult	No Show- Personal	7	Liberty	Unsuccessful
Routine	Adult	Exam	5	Health Net	Successful
Routine	Adult	No Show- Schedule	7	Access	Unsuccessful
Routine	Adult	No Show- Other	5	Health Net	Unsuccessful
Routine	Adult	No Show- Other	7	Liberty	Unsuccessful
Routine	Adult	Exam	5	Access	Successful
Routine	Adult	Exam	8	Health Net	Successful
Urgent	Adult	Exam	2	Health Net	Successful
Urgent	Adult	Exam	2	Liberty	Successful
Urgent	Adult	No Show- Personal	2	Health Net	Unsuccessful
Urgent	Adult	X-rays	2	Health Net	Successful
Urgent	Adult	Exam	2	Liberty	Successful
Urgent	Adult	ER Exam	3	Access	Successful
Urgent	Adult	ER Exam	3	Health Net	Successful
Urgent	Adult	Exam	3	Access	Successful
Urgent	Adult	No Show- Other	3	Health Net	Unsuccessful
Specialist	Adult	Exam	1	Liberty	Successful
Specialist	Adult	No Show- Other	2	Access	Unsuccessful
Specialist	Adult	Exam	8	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 2018 to March 2018**

From February 2018 to March 2018, there were 77 total BDE requests (Table 4). Of the total BDE requests, 46 (60%) are completed and closed to date (Table 7). Of the completed requests, 30 (65%) beneficiaries were successfully seen and treated by a dentist, while 16 (35%) did not show for their appointments and were unsuccessful (Table 7).

The total average number of incoming requests for the 2018 calendar year is 363 per month; the average BDE monthly requests for the 2018 calendar year are 38 (10%), while the average non-BDE monthly requests for the calendar year are 325 (90%).

Table 4. Summary of Total BDE Requests from February 2018 to March 2018

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	10	7	11	23	5	28
Urgent	3	6	6	15	0	15
Routine	6	13	8	23	4	27
Specialist	1	4	2	6	1	7
<b>In Progress</b>	9	14	8	24	7	31
<b>Closed</b>	11	16	19	43	3	46
<b>Total BDE</b>	<b>20</b>	<b>30</b>	<b>27</b>	<b>67</b>	<b>10</b>	<b>77</b>

Table 5. Summary of Total BDE Requests from February 2018

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	2	5	2	6	3	9
Urgent	1	1	3	5	0	5
Routine	3	5	2	6	4	10
Specialist	0	0	0	0	0	0
<b>In Progress</b>	5	6	4	10	5	15
<b>Closed</b>	1	5	3	7	2	9
<b>Total BDE</b>	<b>6</b>	<b>11</b>	<b>7</b>	<b>17</b>	<b>7</b>	<b>24</b>

Table 6. Summary of Total BDE Requests from March 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	8	2	9	17	2	19
Urgent	2	5	3	10	0	10
Routine	3	8	6	17	0	17
Specialist	1	4	2	6	1	7
<b>In Progress</b>	<b>4</b>	<b>8</b>	<b>4</b>	<b>14</b>	<b>2</b>	<b>16</b>
<b>Closed</b>	<b>10</b>	<b>11</b>	<b>16</b>	<b>36</b>	<b>1</b>	<b>37</b>
<b>Total BDE</b>	<b>14</b>	<b>19</b>	<b>20</b>	<b>50</b>	<b>3</b>	<b>53</b>

Table 7. Summary of Total Closed BDE Requests from February 2018 to March 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	1	4	4	1	5
Unsuccessful Urgent	0	2	0	2	0	2
Unsuccessful Routine	1	3	4	8	0	8
Unsuccessful Specialist	1	0	0	1	0	1
Successful Emergency	5	4	6	13	2	15
Successful Urgent	2	3	2	7	0	7
Successful Routine	1	3	2	6	0	6
Successful Specialist	0	0	2	2	0	2
<b>Unsuccessful</b>	<b>2</b>	<b>6</b>	<b>8</b>	<b>15</b>	<b>1</b>	<b>16</b>
<b>Successful</b>	<b>8</b>	<b>10</b>	<b>12</b>	<b>28</b>	<b>2</b>	<b>30</b>
<b>Total</b>	<b>10</b>	<b>16</b>	<b>20</b>	<b>43</b>	<b>3</b>	<b>46</b>

Table 8. Summary of Total Closed BDE Requests from February 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	1	1	2	0	2
Unsuccessful Urgent	0	0	0	0	0	0
Unsuccessful Routine	0	1	1	2	0	2
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	1	3	1	3	2	5
Successful Urgent	0	0	0	0	0	0
Successful Routine	0	0	0	0	0	0
Successful Specialist	0	0	0	0	0	0
<b>Unsuccessful</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>4</b>
<b>Successful</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>5</b>
<b>Total</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>7</b>	<b>2</b>	<b>9</b>

Table 9. Summary of Total Closed BDE Requests from March 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	3	2	1	3
Unsuccessful Urgent	0	2	0	2	0	2
Unsuccessful Routine	1	2	3	6	0	6
Unsuccessful Specialist	1	0	0	1	0	1
Successful Emergency	4	1	5	10	0	10
Successful Urgent	2	3	2	7	0	7
Successful Routine	1	3	2	6	0	6
Successful Specialist	0	0	2	2	0	2
<b>Unsuccessful</b>	<b>2</b>	<b>4</b>	<b>6</b>	<b>11</b>	<b>1</b>	<b>12</b>
<b>Successful</b>	<b>7</b>	<b>7</b>	<b>11</b>	<b>25</b>	<b>0</b>	<b>25</b>
<b>Total</b>	<b>9</b>	<b>11</b>	<b>17</b>	<b>36</b>	<b>1</b>	<b>37</b>

## Year to Date Comparison

As shown in the chart below, there was an 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

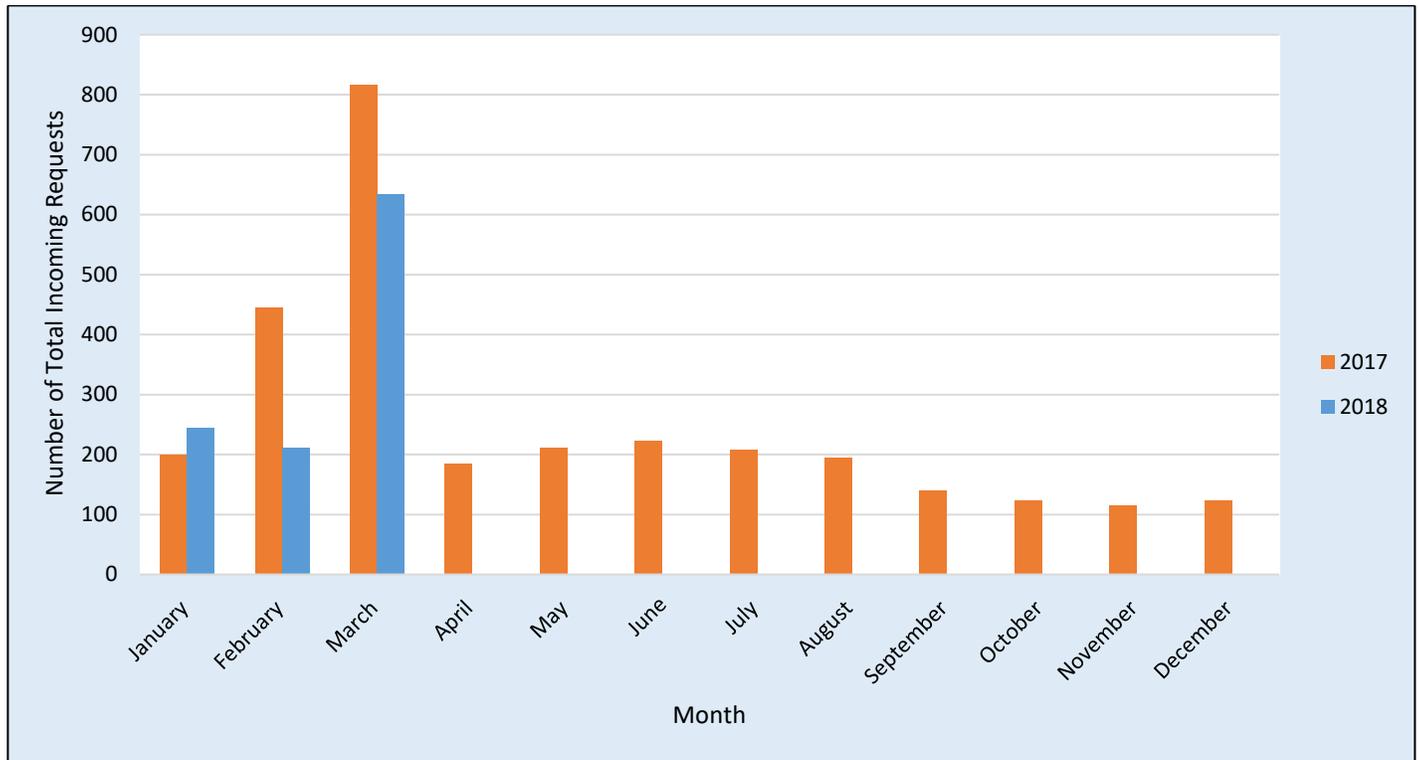


Figure 2. 2017 vs. 2018 Monthly BDE Incoming Requests

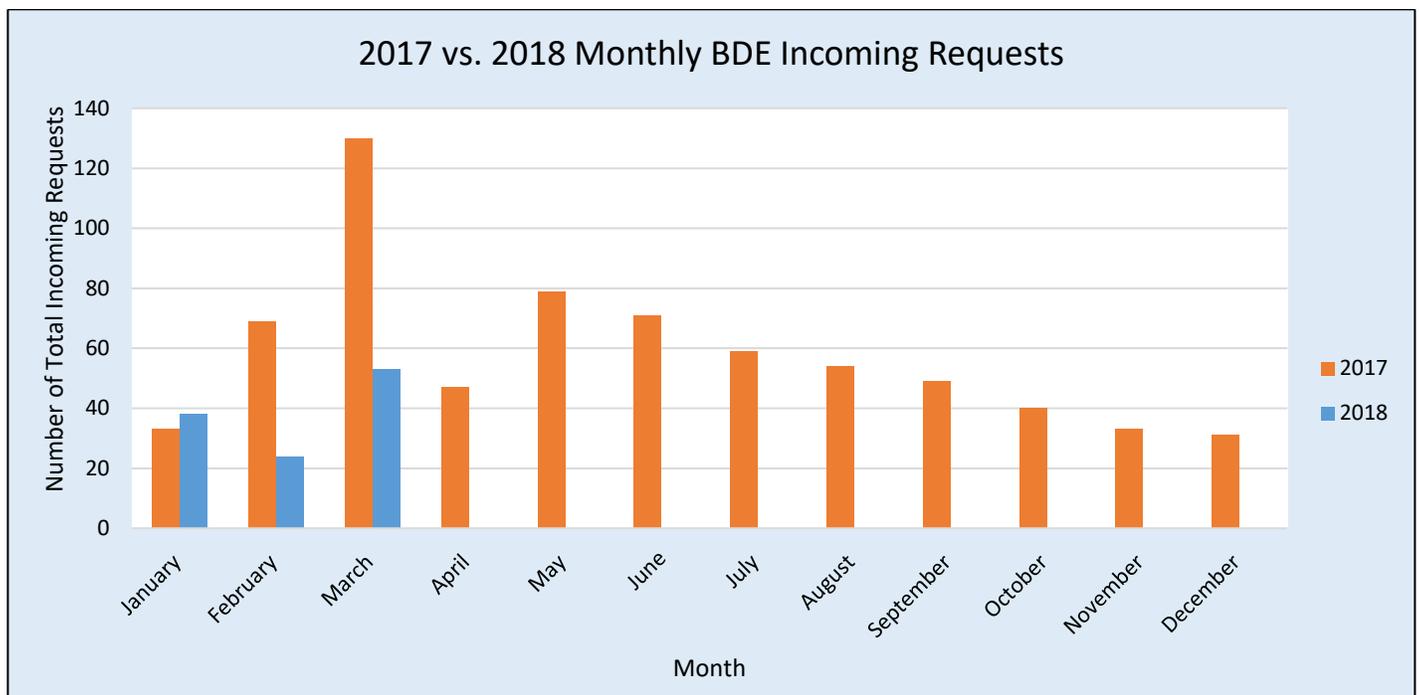


Figure 3. 2018 Monthly BDE Requests by Type

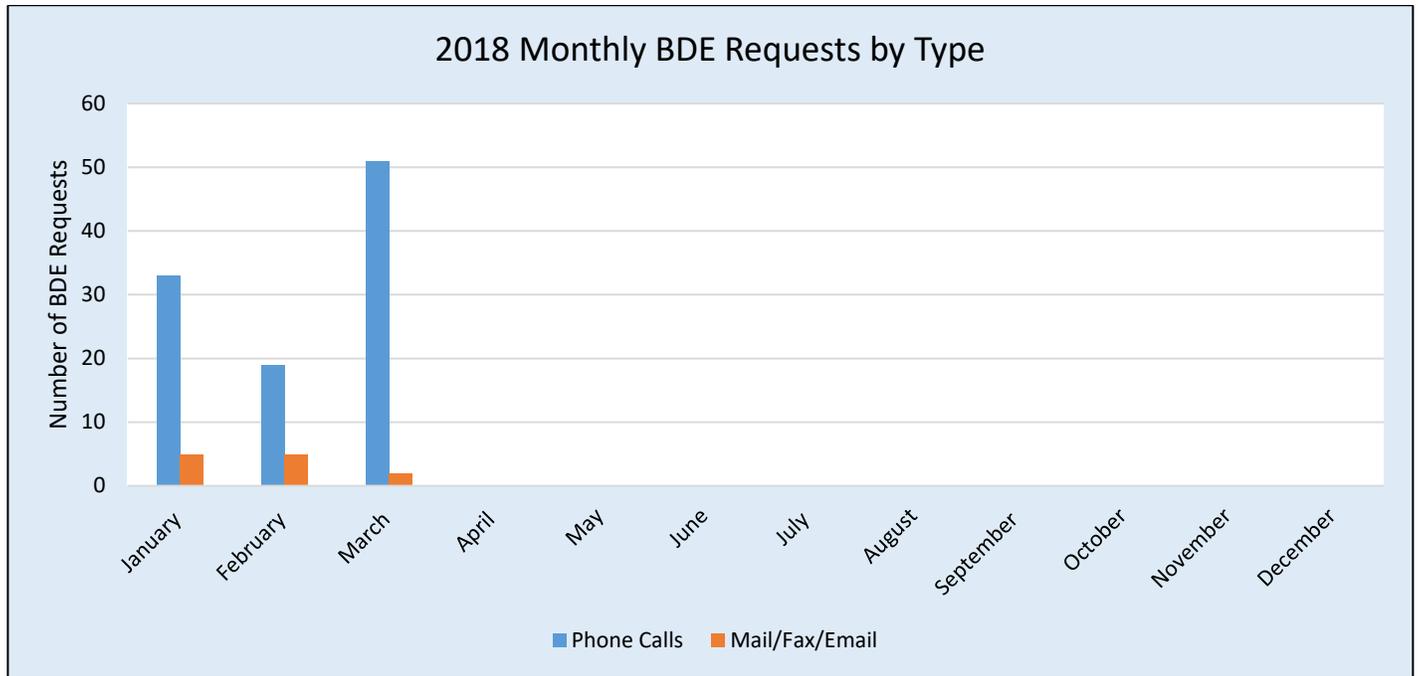


Figure 4. 2017 vs. 2018 Monthly Non-BDE Incoming Requests

