Beneficiary Dental Exception (BDE)
June 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 timeframes, 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 a summary for June 2019, comparison of May 2019 to June 2019, 2018 vs. 2019, and 2019 annual summary.

Total Requests Received in June 2019

A total of 168 requests were received during June; eight (5%) were BDE requests, while 160 (95%) were non-BDE requests (Table 1). All eight (100%) BDE requests were completed and closed (Table 6).

Table 1. June 2019 Incoming Totals

Total Requests	168	100%
BDE	8	5%
Non-BDE	160	95%
Inbound Phone Call Total	75	45%
BDE	8	11%
Non-BDE	67	89%
Mail/Fax/Email Total	93	55%
BDE	0	0%
Non-BDE	93	100%

Table 2. June 2019 Non-BDE Totals

Non-BDE Categories	160	100%
BDE Info/No Need	27	17%
Benefits	5	3%
Eligibility	8	5%
Plan/Provider Info	67	42%
No Answer/Left Message	42	26%
Other	11	7%

BDE Requests Received from May 2019 to June 2019
From May 2019 to June 2019, there were 22 total BDE requests received. (Table 5).

Table 3. BDE Requests Received in June 2019

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	2	1	1	3	1	**4**
Urgent	0	0	1	1	0	**1**
Routine	1	2	0	3	0	**3**
Specialist	0	0	0	0	0	**0**
In Progress	**0**	**0**	**0**	**0**	**0**	**0**
Closed	**3**	**3**	**2**	**7**	**1**	**8**
Total BDE	**3**	**3**	**2**	**7**	**1**	**8**

Table 4. BDE Requests Received in May 2019

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	5	4	0	9	0	**9**
Urgent	0	3	0	3	0	**3**
Routine	0	0	2	2	0	**2**
Specialist	0	0	0	0	0	**0**
In Progress	**0**	**0**	**0**	**0**	**0**	**0**
Closed	**5**	**7**	**2**	**14**	**0**	**14**
Total BDE	**5**	**7**	**2**	**14**	**0**	**14**

Table 5. BDE Requests Received from May 2019 to June 2019

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	7	5	1	12	1	**13**
Urgent	0	3	1	4	0	**4**
Routine	1	2	2	5	0	**5**
Specialist	0	0	0	0	0	**0**
In Progress	**0**	**0**	**0**	**0**	**0**	**0**
Closed	**8**	**10**	**4**	**21**	**1**	**22**
Total BDE	**8**	**10**	**4**	**21**	**1**	**22**

BDE Cases Closed in June 2019

A total of nine BDE cases were closed in June, including appointments that originated in prior months that may have required several appointments. One of the nine requests required several appointments throughout April, May and June, and was closed in June. (See Table 6).

Of the closed cases, four (45%) were emergency appointments, three (33%) were routine appointments, one (11%) was an urgent appointment, and one (11%) was a specialist appointment. Of these closed appointments, eight (89%) were for adults and one (11%) was for a child. (See Graph 1).

Of the closed cases, six (67%) appointments were successfully seen and treated by a dentist. Three (33%) appointments were unsuccessful; the members did not show to their scheduled appointments and have yet to reschedule. (See Graph 2).
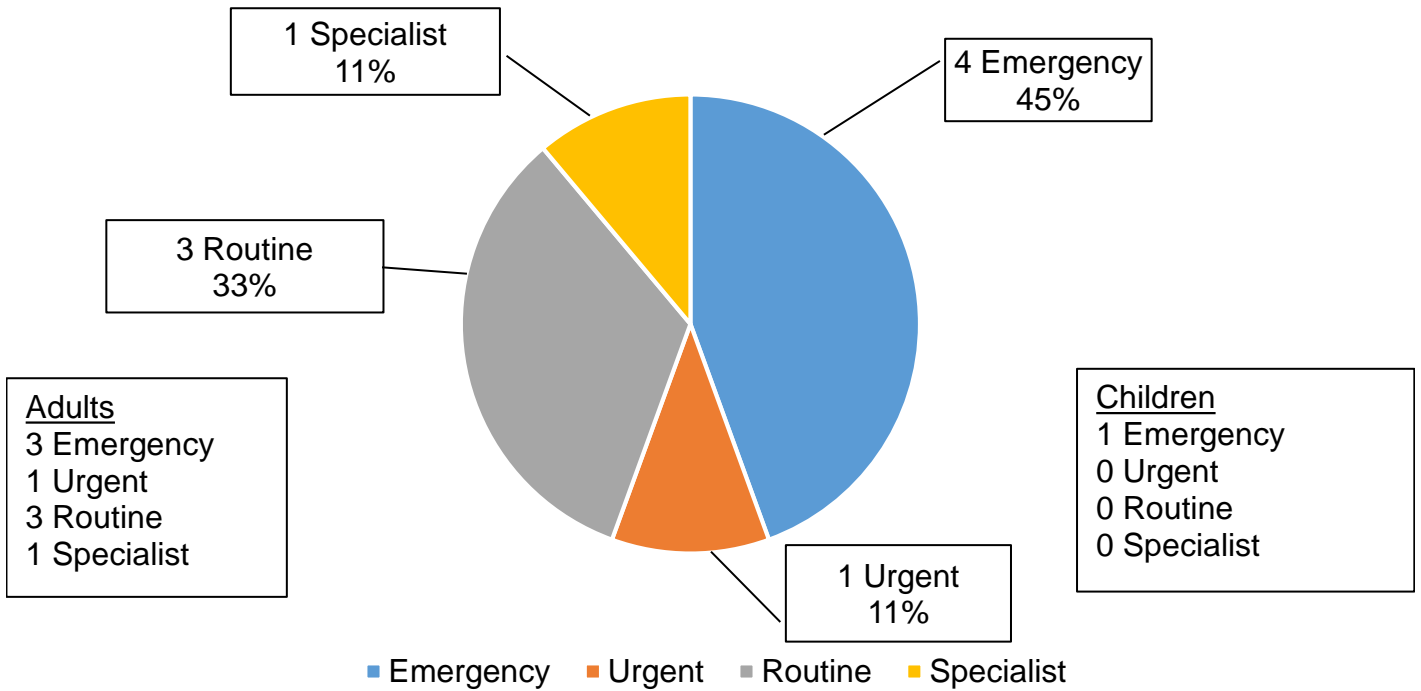
Table 6. BDE Cases Closed in June 2019

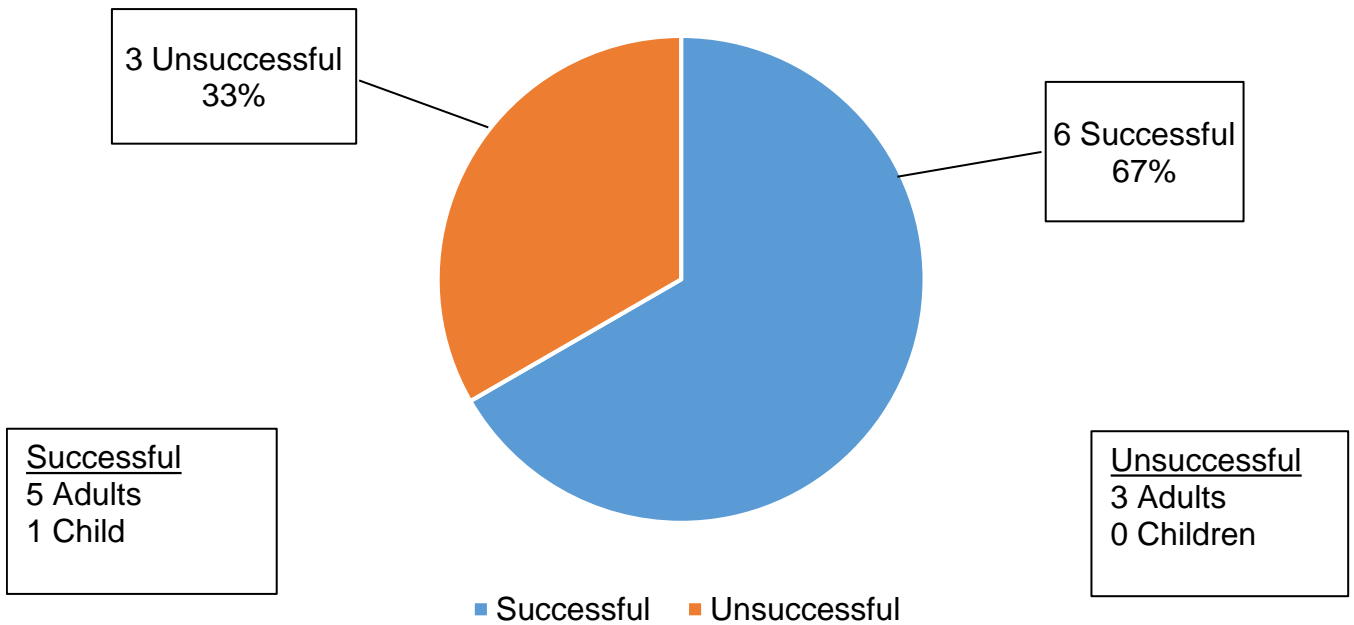| Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Emergency	Adult	N/A	1	Health Net	Unsuccessful
Emergency	Adult	N/A	1	Access	Unsuccessful
Emergency	Adult	Limited Exam/Extraction	1	Access	Successful
Emergency	Child	X-ray, Medication	Same Day	LIBERTY	Successful
Routine	Adult	Exam/X-rays/Referral	4	Health Net	Successful
Routine	Adult	Limited Exam	4	Access	Successful
Routine	Adult	N/A	7	Health Net	Unsuccessful
Specialist	Adult	ER Consultation/Medication/Biopsy around tooth #23/Post-operative Care	Various	Access	Successful
Urgent	Adult	Exam/X-rays/Requested approval for a deep cleaning	3	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

Graph 1. BDE Appointments Closed in June: Organized by Type

1 Specialist
11%

4 Emergency
45%

3 Routine
33%

1 Urgent
11%

Adults
3 Emergency
1 Urgent
3 Routine
1 Specialist

Children
1 Emergency
0 Urgent
0 Routine
0 Specialist

■ Emergency ■ Urgent ■ Routine ■ Specialist

Graph 2. BDE Appointments Closed in June: Successful vs. Unsuccessful

3 Unsuccessful
33%

6 Successful
67%

Successful
5 Adults
1 Child

Unsuccessful
3 Adults
0 Children

■ Successful ■ Unsuccessful

BDE Requests Closed from May 2019 to June 2019

A total of 25 BDE requests were closed from May 2019 to June 2019 (Table 9). Please note: these tables may include requests received that have rolled over from prior months if a member requires multiple appointments or when the request is near the end of month.

Table 7. BDE Requests Closed in May 2019

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	0	1	0	1	0	1
Unsuccessful Urgent	0	1	0	1	0	1
Unsuccessful Routine	0	0	1	1	0	1
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	5	4	0	9	0	9
Successful Urgent	0	2	0	2	0	2
Successful Routine	0	0	2	2	0	2
Successful Specialist	0	0	0	0	0	0
Unsuccessful	**0**	**2**	**1**	**3**	**0**	**3**
Successful	**5**	**6**	**2**	**13**	**0**	**13**
Total	**5**	**8**	**3**	**16**	**0**	**16**

Table 8. BDE Requests Closed in June 2019

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	1	1	0	2	0	2
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	1	0	1	1	1	2
Successful Urgent	0	0	1	1	0	1
Successful Routine	1	1	0	2	0	2
Successful Specialist	1	0	0	1	0	1
Unsuccessful	**1**	**2**	**0**	**3**	**0**	**3**
Successful	**3**	**1**	**2**	**5**	**1**	**6**
Total	**4**	**3**	**2**	**8**	**1**	**9**

2018 vs. 2019 Comparison

As shown below (Figure 2), BDE requests continue on a downward trend and the total monthly incoming requests show a decrease in June 2019 when compared to June 2018.

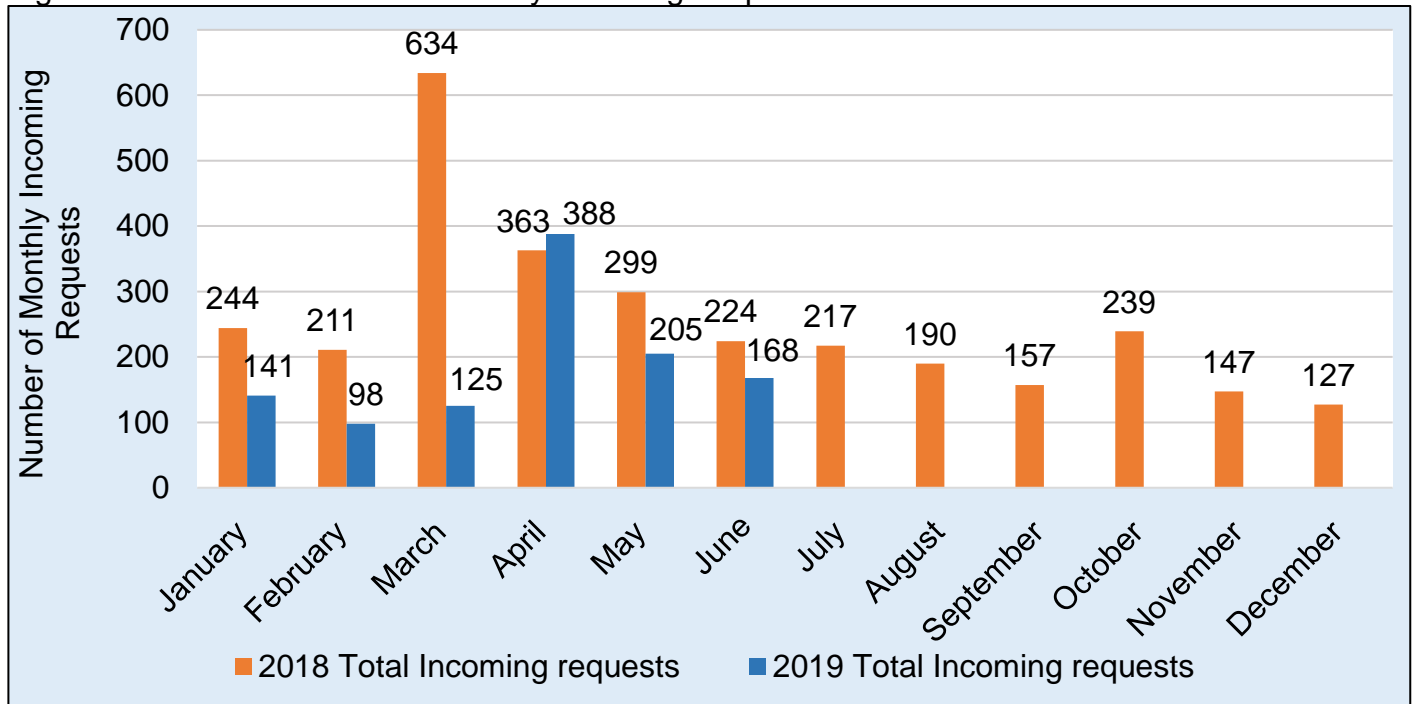Figure 1. 2018 vs. 2019 Total Monthly Incoming Requests

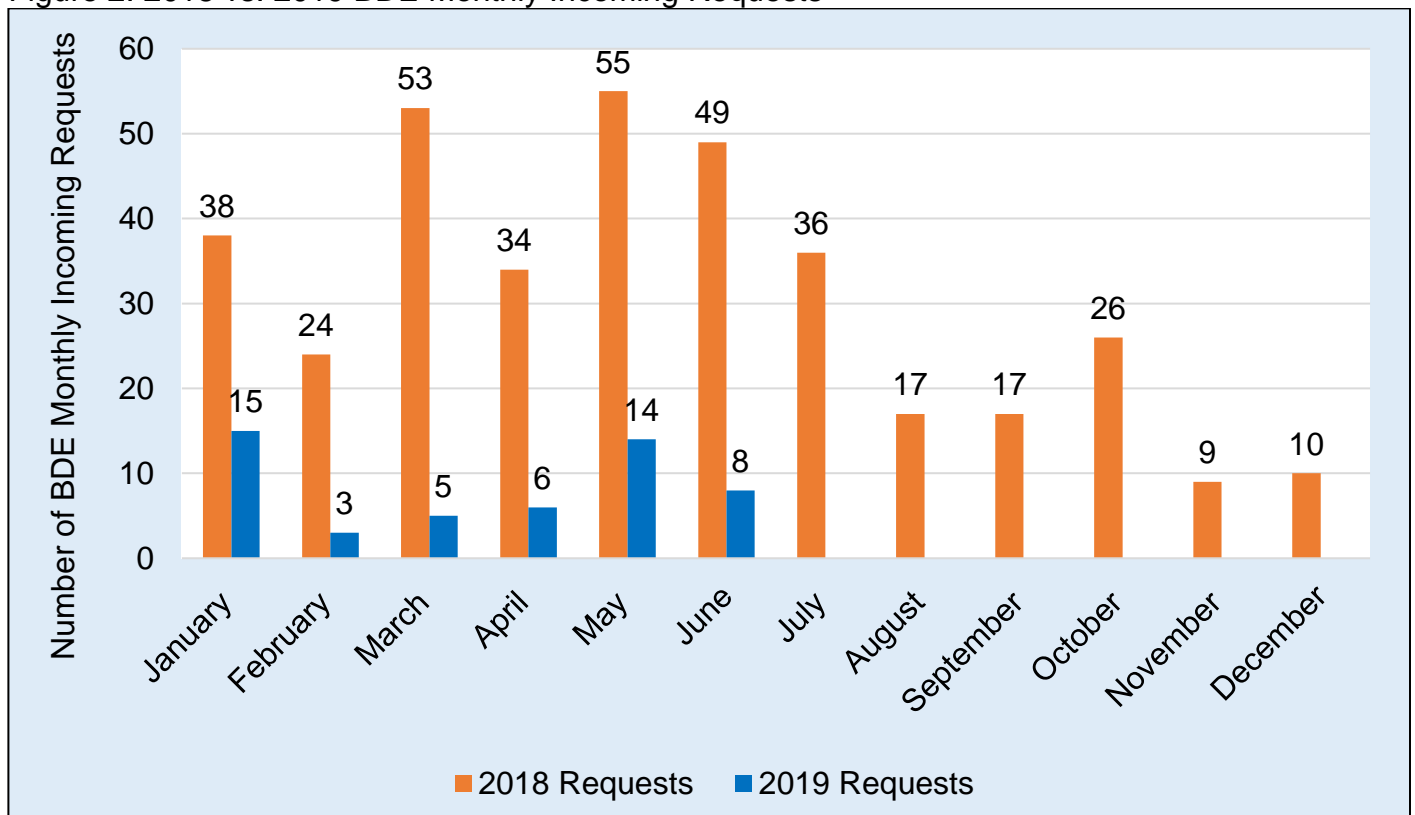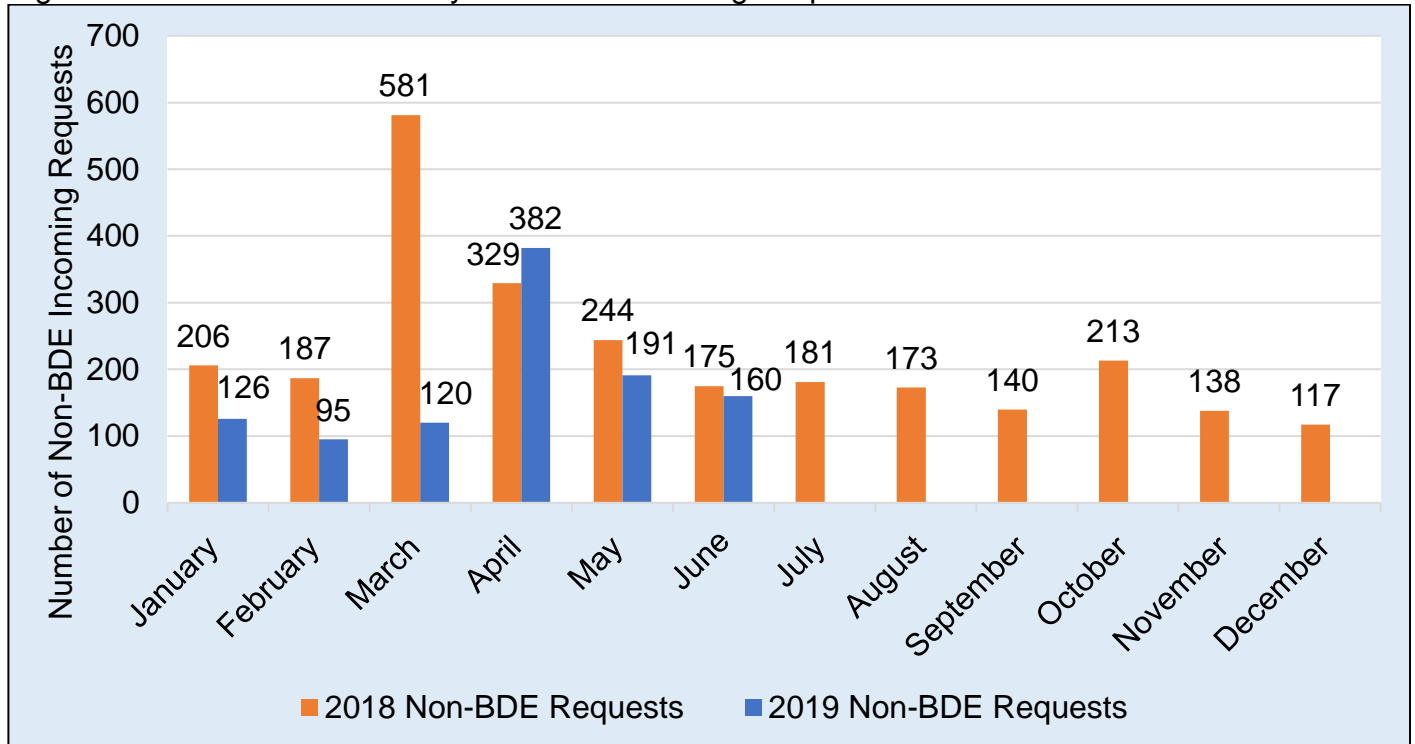Figure 2. 2018 vs. 2019 BDE Monthly Incoming Requests

Figure 3. 2018 vs. 2019 Monthly Non-BDE Incoming Requests

2019 Summary

Figure 4. 2019 Total Monthly Requests by Type