

Beneficiary Dental Exception (BDE) May 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 time frames, 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 summaries for May 2019, comparison of April 2019 to May 2019, and the 2018 annual summary.

Summary of Total Requests in May 2019

A total of 205 requests were received during May; 14 (7%) were BDE requests, while 191 (93%) were non-BDE requests (Table 1). All 14 (100%) BDE requests were completed and closed to date (Table 6).

Table 1. May 2019 Incoming Totals

Total Requests	205	100%
BDE	14	7%
Non-BDE	191	93%
Inbound Phone Call Total	110	54%
BDE	14	13%
Non-BDE	96	87%
Mail/Fax/Email Total	95	46%
BDE	0	0%
Non-BDE	95	100%

Table 2. May 2019 Non-BDE Totals

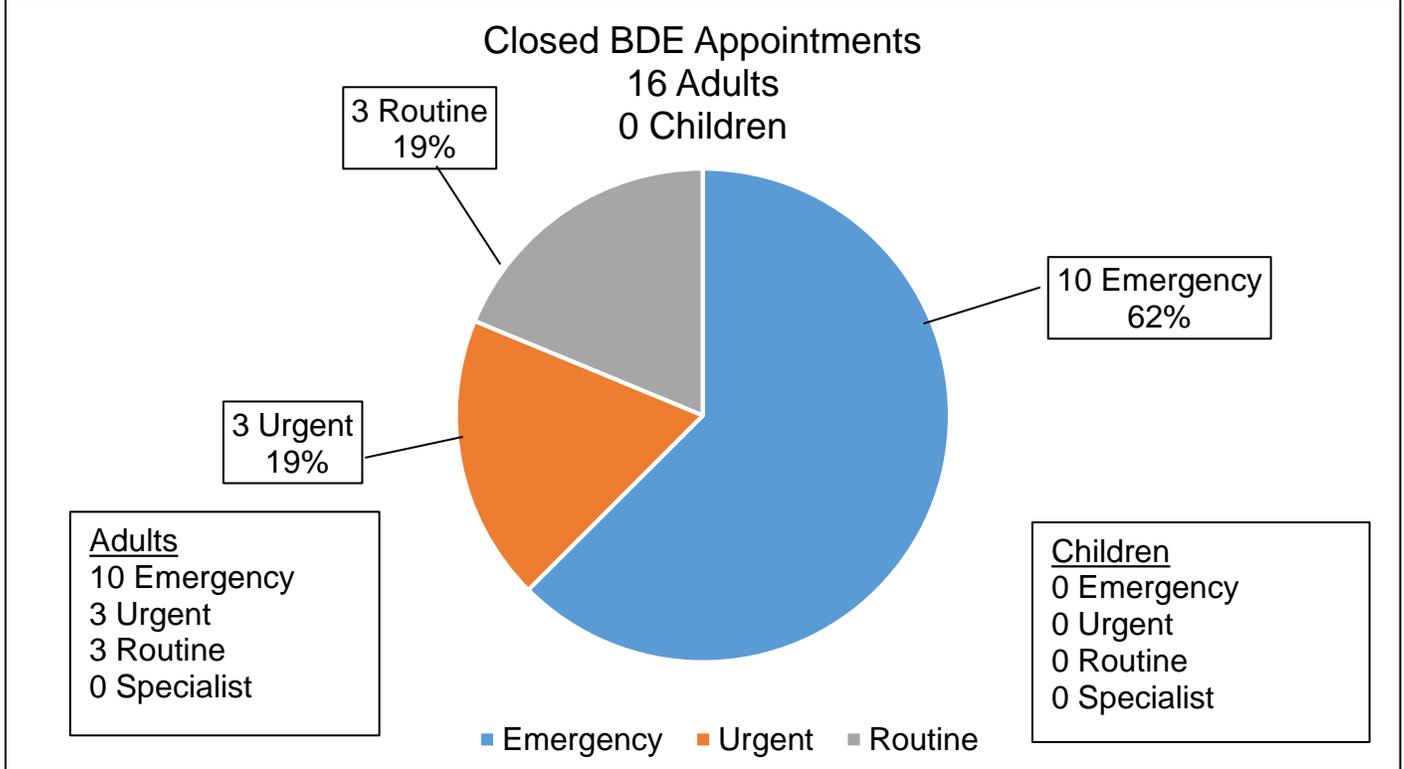
Non-BDE Categories	191	100%
BDE Info/No Need	29	15%
Benefits	7	4%
Eligibility	9	5%
Plan/Provider Info	93	49%
No Answer/Left Message	44	23%
Other	9	5%

Summary of BDE Cases Closed in May 2019

A total of 16 BDE appointments were closed in May, including appointments that originated in prior months that may have required several appointments. Two of the 16 requests began in April and were closed in May. Of the scheduled appointments, ten (62%) were emergency appointments, three (19%) were urgent appointments, and three (19%) were routine appointments (Graph 1). Of these scheduled appointments, all were adults. (Graph 1).

Of the closed cases, 13 (81%) appointments were successfully seen and treated by a dentist. Three (19%) appointments were unsuccessful; the members did not show to their scheduled appointments and have yet to reschedule. All 16 appointments were for adults (Graph 2).

Graph 1. Summary of Closed BDE Appointments by Type



Graph 2. Summary of Scheduled Appointments

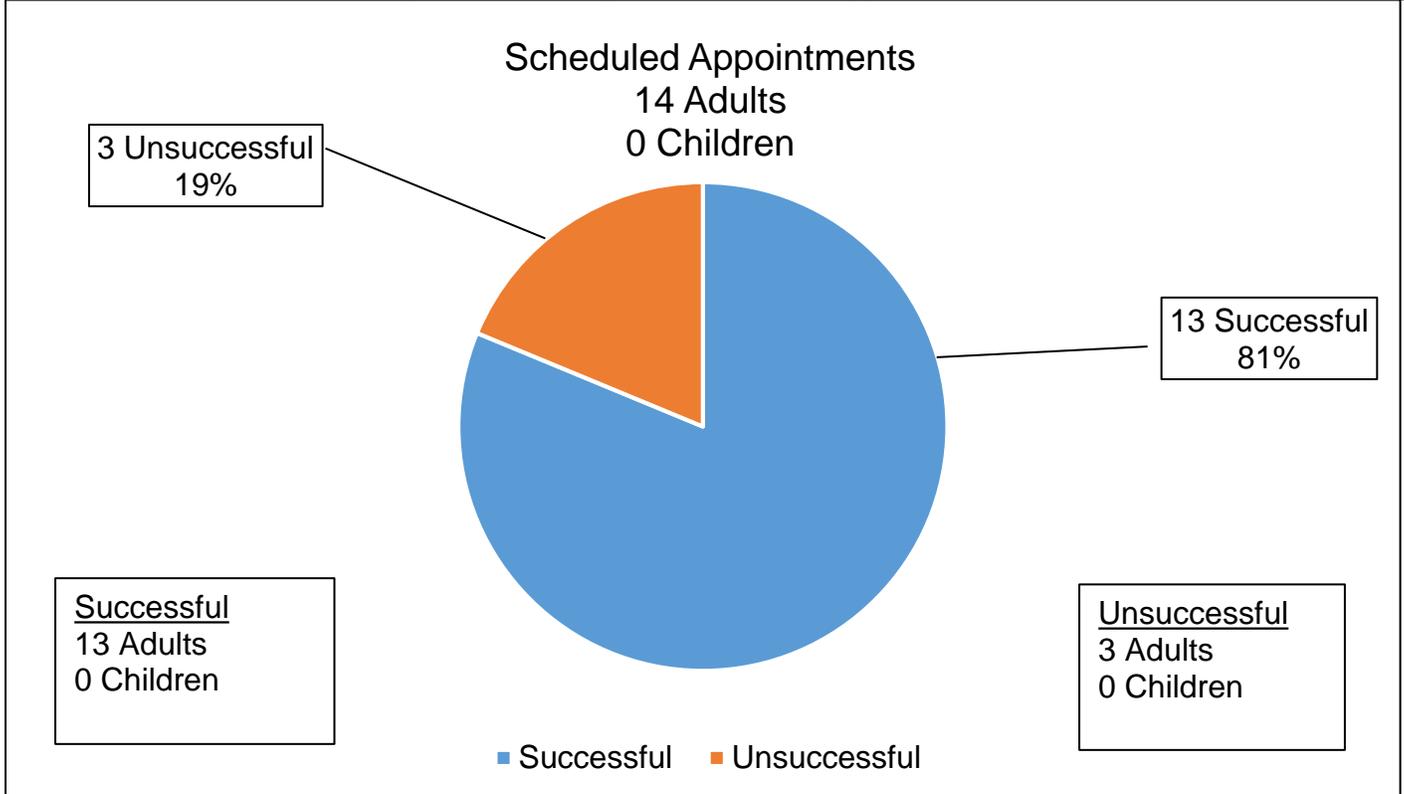


Table 3. Summary of BDE Cases Closed in May 2019

Type of Visit	Adult/Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Emergency	Adult	Extraction (Incomplete)	1	Health Net	Successful
Emergency	Adult	Exam, X-Rays	1	Health Net	Successful
Emergency	Adult	Extraction of #2, #15, #17	1	Health Net	Successful
Emergency	Adult	Complete Exam, Panoramic X-Ray	Same Day	Health Net	Successful
Emergency	Adult	N/A	Same Day	Health Net	Unsuccessful
Emergency	Adult	Limited Exam	Same Day	Access	Successful
Emergency	Adult	Limited Exam	Same Day	Access	Successful
Emergency	Adult	Limited Exam	Same Day	Access	Successful
Emergency	Adult	Consultation	Same Day	Access	Successful
Emergency	Adult	Limited Exam, X-Rays, Medication Prescribed	1	Access	Successful
Urgent	Adult	Exam	3	Health Net	Successful
Urgent	Adult	ER Exam, X-Rays	2	Health Net	Successful
Urgent	Adult	N/A	3	Health Net	Unsuccessful
Routine	Adult	Exam	4	LIBERTY	Successful
Routine	Adult	Limited Exam	10	LIBERTY	Successful
Routine	Adult	N/A	4	LIBERTY	Unsuccessful

Appointment Timeframes (as required by contract)

- Emergency – 24 hours
- Urgent – 72 hours (3 days)
- Routine – 4 weeks
- Specialist – 30 days from authorized request

April 2019 to May 2019

From April 2019 to May 2019, there were 20 total BDE requests (Table 4). Of the total BDE requests, 19 (95%) are completed and closed to date (Table 7). One BDE request from the month of April is still in progress. The open request required several appointments throughout April, May and June. Some of those required prior approval for an out-of-network provider and a hospital setting.

Table 4. Summary of Total BDE Requests from April 2019 to May 2019

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	5	5	1	11	0	11
Urgent	1	3	0	4	0	4
Routine	0	1	3	4	0	4
Specialist	0	0	0	0	0	0
In Progress	1	0	0	1	0	1
Closed	6	9	4	19	0	19
Total BDE	7	9	4	20	0	20

Table 5. Summary of Total BDE Requests from April 2019

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	0	0	1	1	0	1
Urgent	1	0	0	1	0	1
Routine	0	1	0	1	0	1
Specialist	0	0	0	0	0	0
In Progress	1	1	1	3	0	3
Closed	1	1	1	3	0	3
Total BDE	2	2	2	6	0	6

Table 6. Summary of Total BDE Requests from 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 7. Summary of Total Closed BDE Requests from April 2019 to May 2019

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	0	0	0	0	0	0
Unsuccessful Urgent	0	1	0	1	0	1
Unsuccessful Routine	0	1	1	2	0	2
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	5	4	1	10	0	10
Successful Urgent	1	2	0	3	0	3
Successful Routine	0	1	2	3	0	3
Successful Specialist	0	0	0	0	0	0
Unsuccessful	0	2	1	3	0	3
Successful	6	7	3	16	0	16
Total	6	9	4	19	0	19

Table 8. Summary of Total Closed BDE Requests from April 2019

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	0	0	0	0	0	0
Unsuccessful Urgent	0	0	0	0	0	0
Unsuccessful Routine	0	0	0	0	0	0
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	0	0	1	1	0	1
Successful Urgent	1	0	0	1	0	1
Successful Routine	0	1	0	1	0	1
Successful Specialist	0	0	0	0	0	0
Unsuccessful	0	0	0	0	0	0
Successful	1	1	1	3	0	3
Total	1	1	1	3	0	3

Table 9. Summary of Total Closed BDE Requests from 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

As shown in the two charts below, BDE requests continue on a downward trend and the total monthly incoming requests show a decrease in May 2019 when compared to May 2018.

Figure 1. 2018 vs. 2019 Total Monthly Incoming Requests

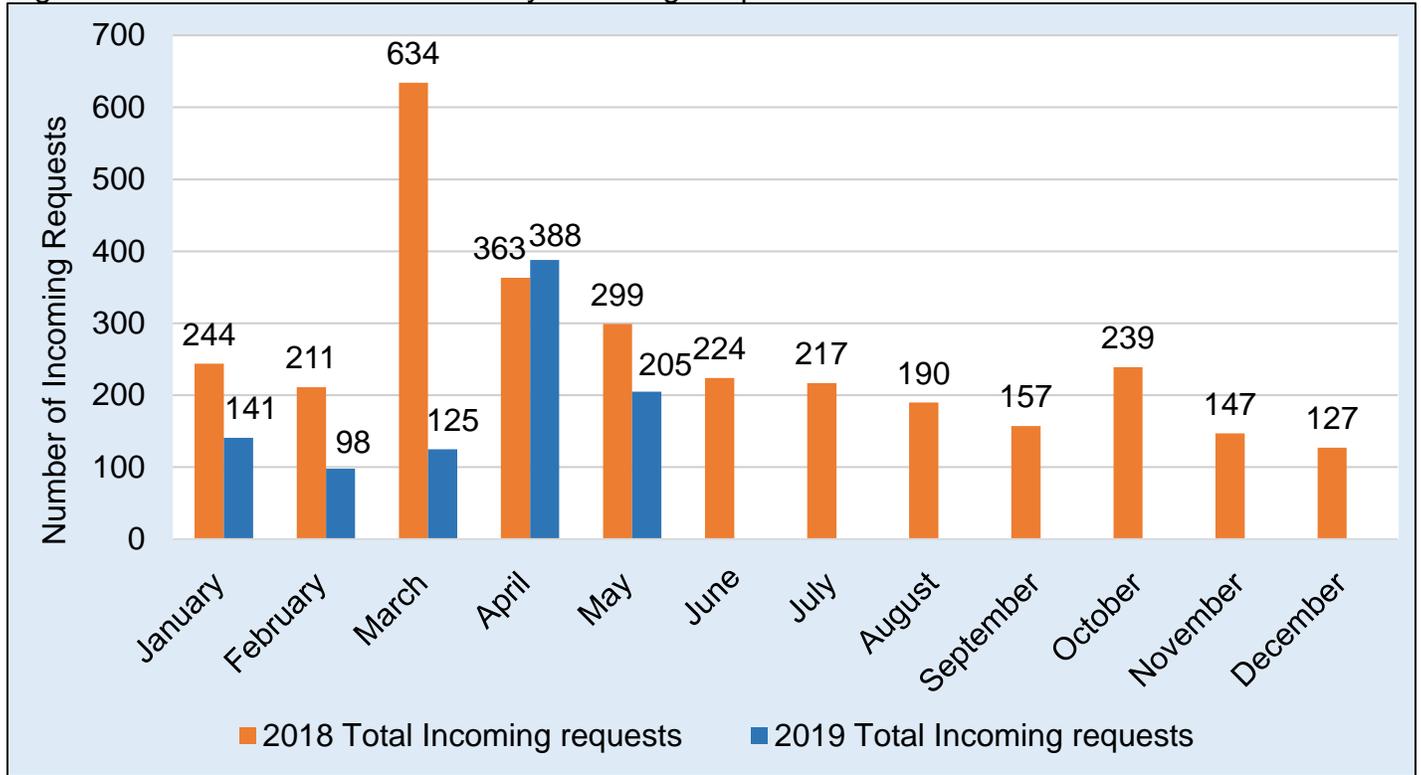


Figure 2. 2018 vs. 2019 BDE Monthly Incoming Requests

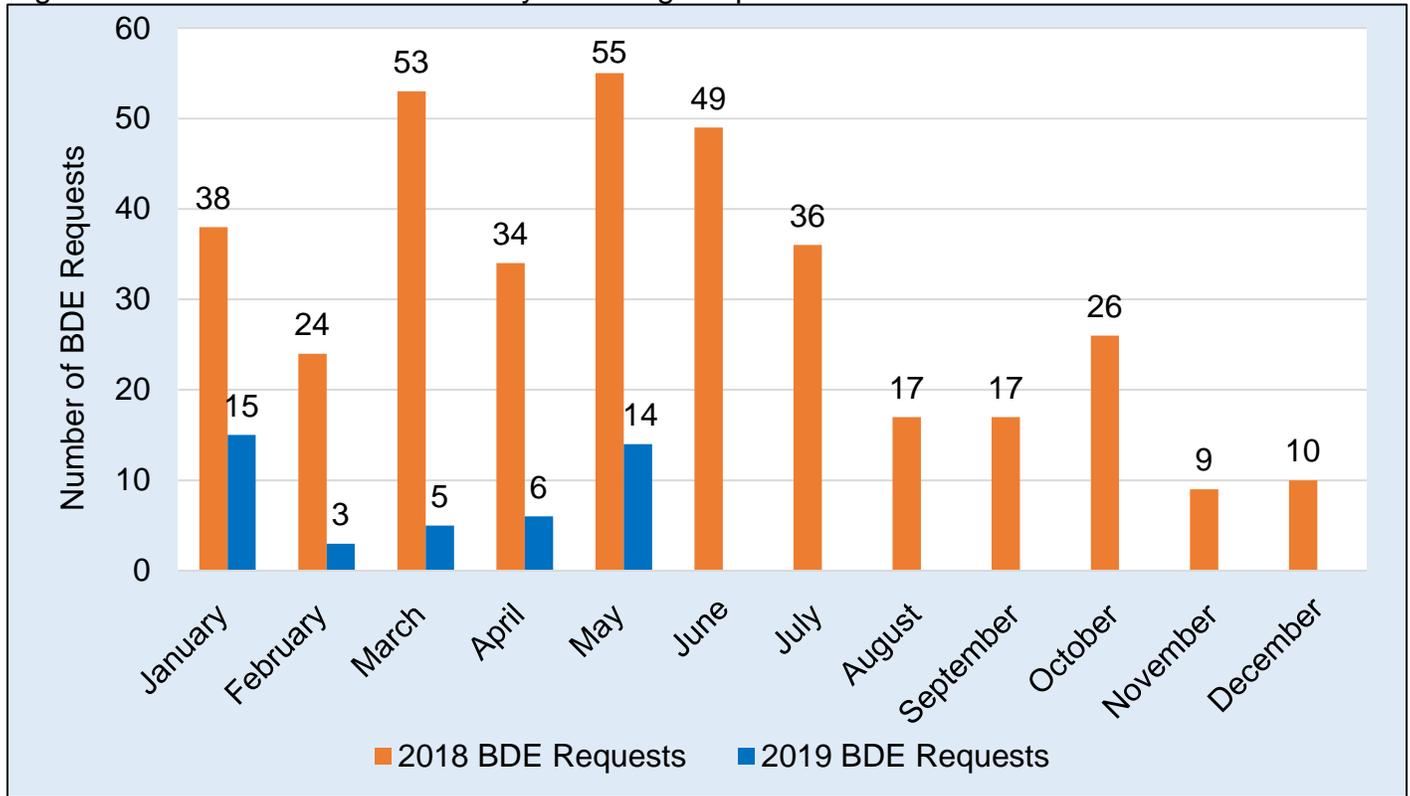


Figure 3. 2019 Total Monthly Requests by Type

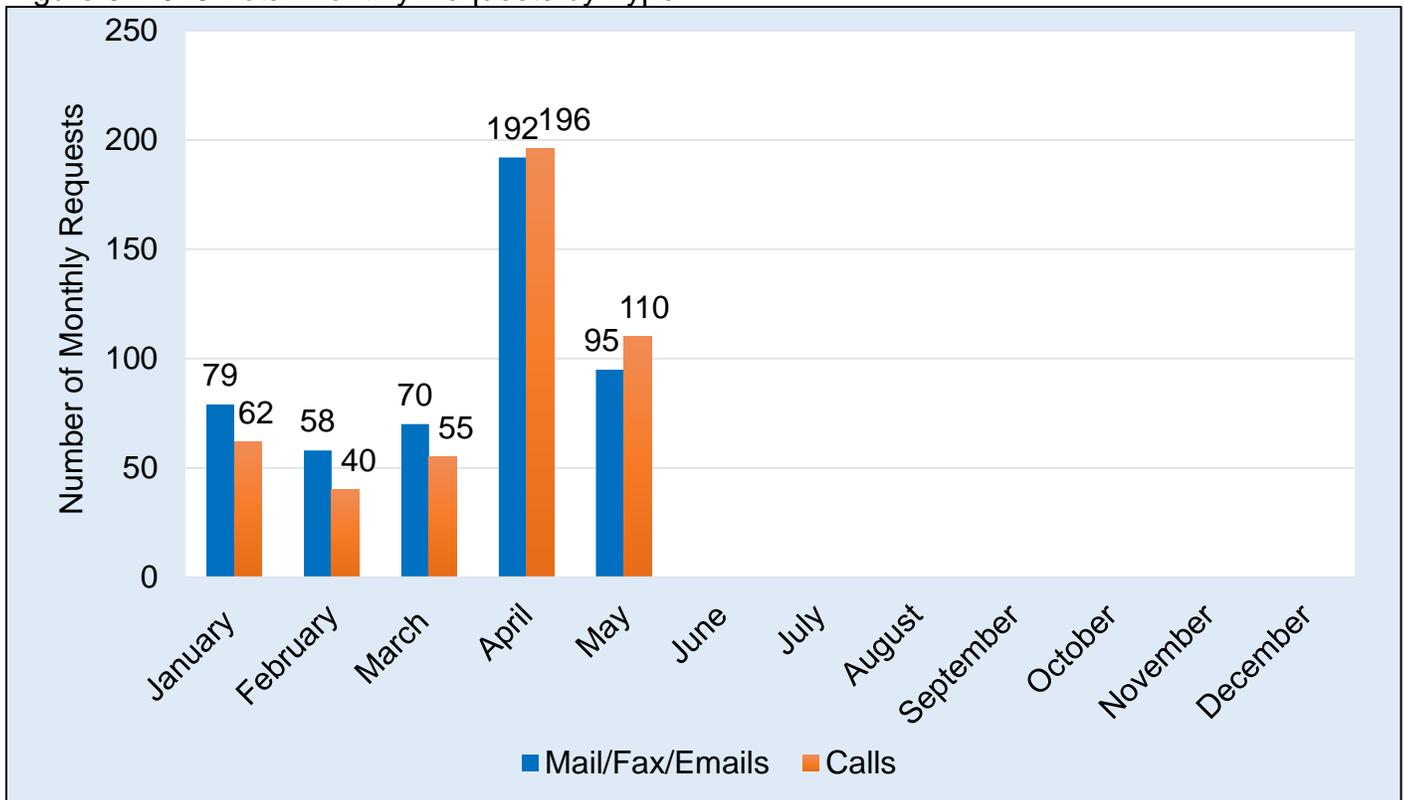


Figure 4. 2018 vs. 2019 Monthly Non-BDE Incoming Requests

