

Beneficiary Dental Exception (BDE) Second Quarter of 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 the summary for the second quarter of 2018 and the 2017 annual summary.

Summary of Total Requests in the Second Quarter of 2018

A total of 886 requests were received during the second quarter of 2018; 138 (16%) were BDE requests, while 748 (84%) were non-BDE requests (Table 1). Of the 138 BDE requests, 43 (31%) are in progress, and 95 (69%) were completed and closed to date.

Table 1. Second Quarter Incoming Totals

Total Requests	886	100%
BDE	138	16%
Non-BDE	748	84%
Inbound Phone Call Total	559	63%
BDE	136	24%
Non-BDE	423	76%
Mail/Fax/Email Total	327	37%
BDE	2	1%
Non-BDE	325	99%

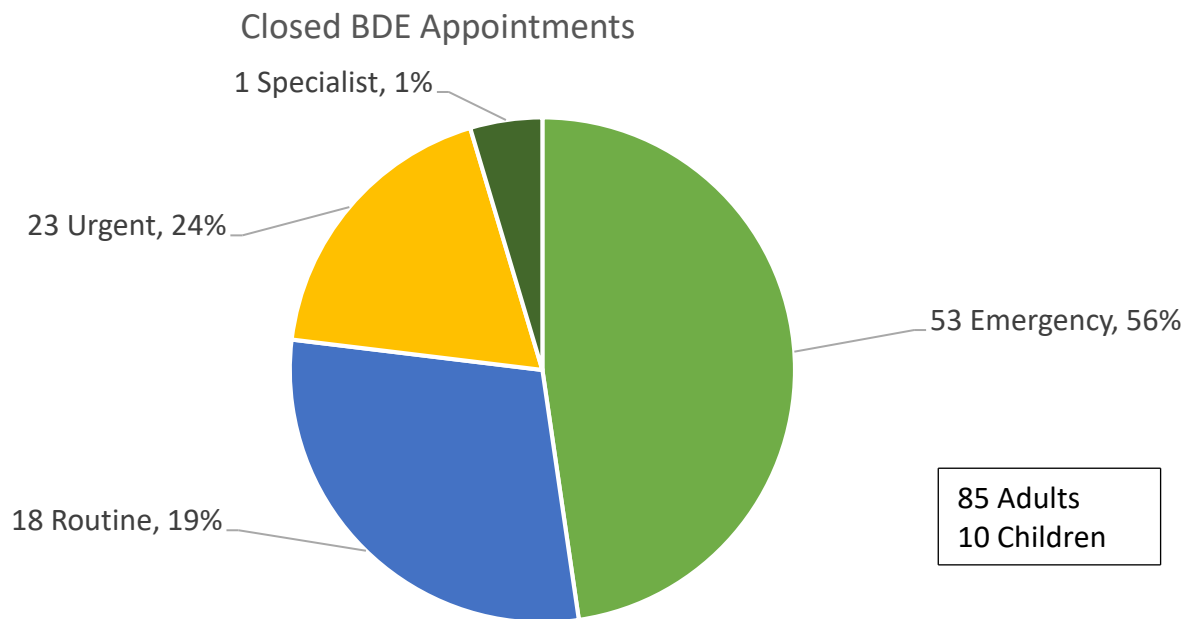
Table 2. Second Quarter 2018 Non-BDE Totals

Non-BDE Categories	748	100%
BDE Info/No Need	97	13%
Benefits	18	2%
Eligibility	17	2%
Plan/Provider Info	320	44%
No Answer/Left Message	174	23%
Other	122	16%

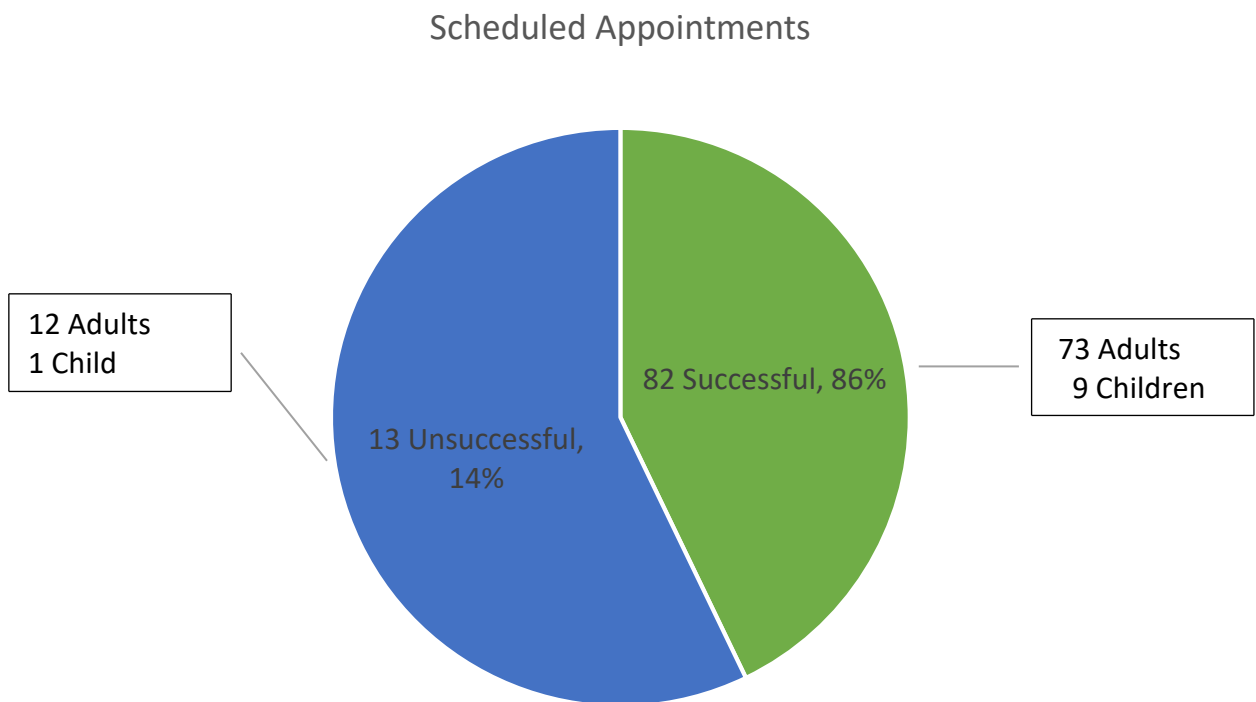
Summary of BDE Cases Closed in the Second Quarter of 2018

A total of 95 BDE appointments were closed in the second quarter of 2018, including requests made during prior months that may have required several appointments. Emergency appointments were the most scheduled type of appointments with 53 (56%) total requests, followed by 23 (24%) urgent appointments, 18 (19%) routine appointments, and one (1%) specialist appointment (Graph 1). Of these scheduled appointments, 85 (89%) were for adult beneficiaries, while ten (11%) were for children (Graph 1). In total, 82 (86%) scheduled appointments were successfully seen and treated by a dentist, while 13 (14%) were unsuccessful; of these 13, patients were contacted to reschedule but did not answer or did not want to schedule another appointment (Graph 2). Of the successful appointments, 73 (89%) were adults, and nine (11%) were children (Graph 2). Of the unsuccessful appointments, 12 (92%) were adults, and one (8%) was a child. (Graph 2).

Graph 1. Summary of Closed BDE Appointments by Type



Graph 2. Summary of Closed BDE Successful and Unsuccessful Appointments



Second Quarter Summary of 2018

The total average number of incoming requests is 295 per month; the average BDE monthly request is 46 (16%), while the average non-BDE monthly request is 249 (84%).

Table 3. Quarterly Summary of Total BDE Requests from April 2018 to June 2018

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	21	20	23	57	7	64
Urgent	13	2	11	24	2	26
Routine	10	11	18	31	8	39
Specialist	3	6	0	8	1	9
In Progress	11	14	18	35	8	43
Closed	36	25	35	85	10	95
Total BDE	47	39	52	120	18	138

Table 4. Quarterly Summary of Total Closed BDE Requests from April 2018 to June 2018

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	1	1	2	4	0	4
Unsuccessful Urgent	3	0	2	5	0	5
Unsuccessful Routine	1	2	1	3	1	4
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	18	15	16	42	7	49
Successful Urgent	9	1	8	16	2	18
Successful Routine	4	5	5	14	0	14
Successful Specialist	0	1	0	1	0	1
Unsuccessful	5	3	5	12	1	13
Successful	31	22	29	73	9	82
Total	36	25	34	85	10	95

Year to Date Comparison

As shown in the chart below, there was a slight decrease in BDE requests in April 2018, which is attributed to a decrease in the number of beneficiaries requesting assistance with scheduling appointments.

Figure 1. 2018 Monthly BDE Requests by Type

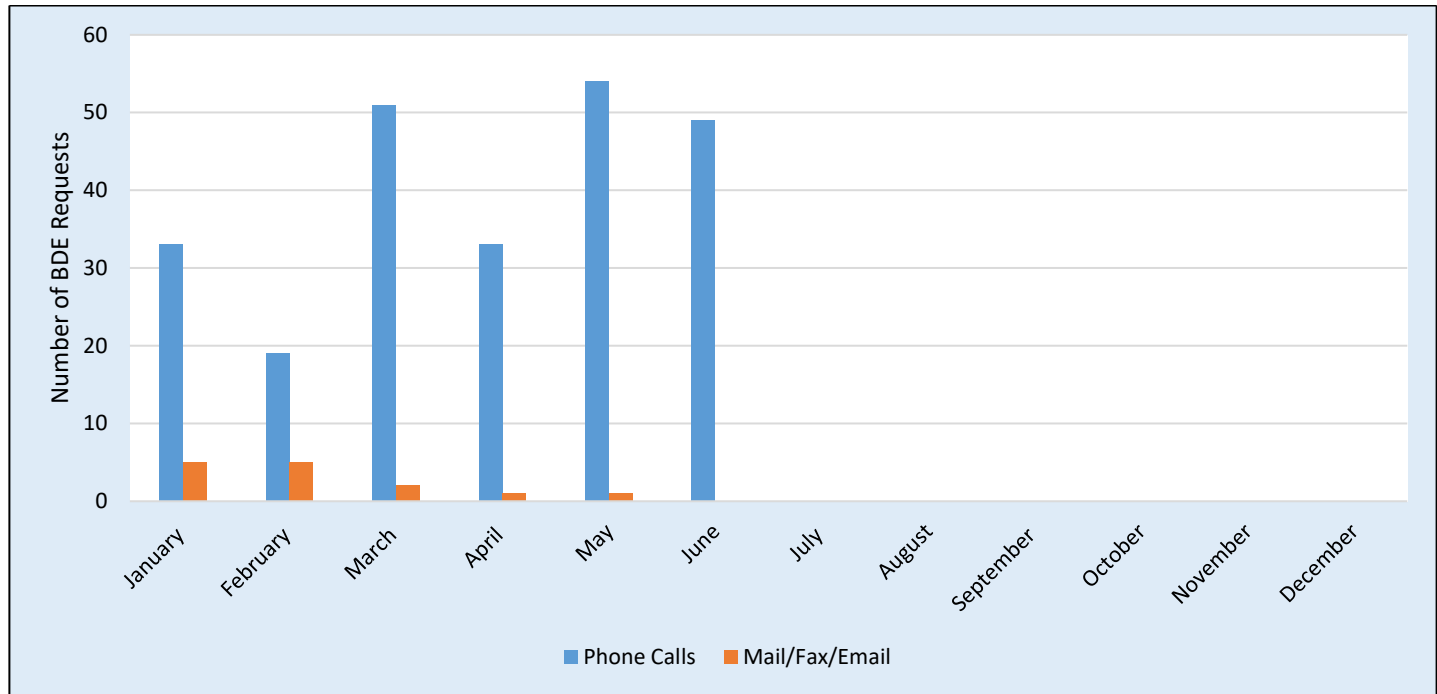


Figure 2. 2017 vs. 2018 Monthly Total Incoming Requests

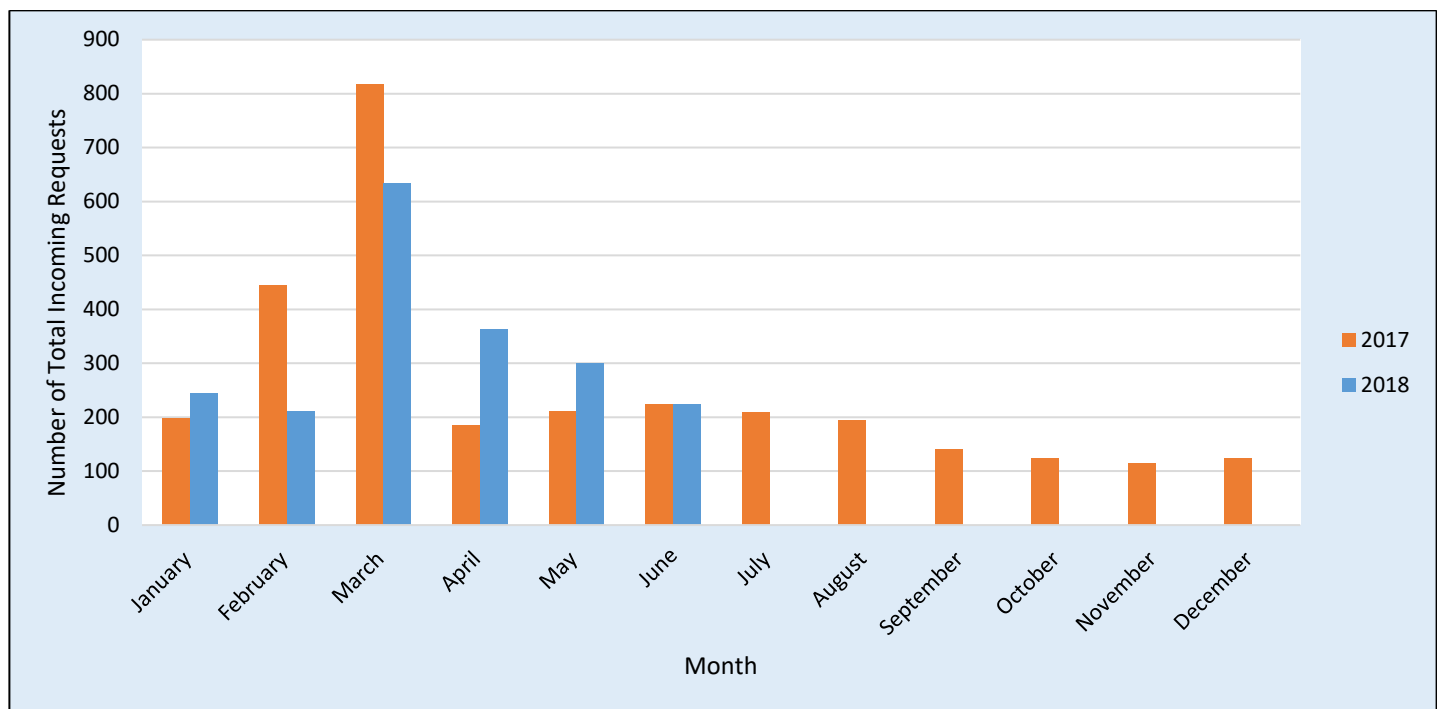


Figure 3. 2017 vs. 2018 Monthly BDE Incoming Requests

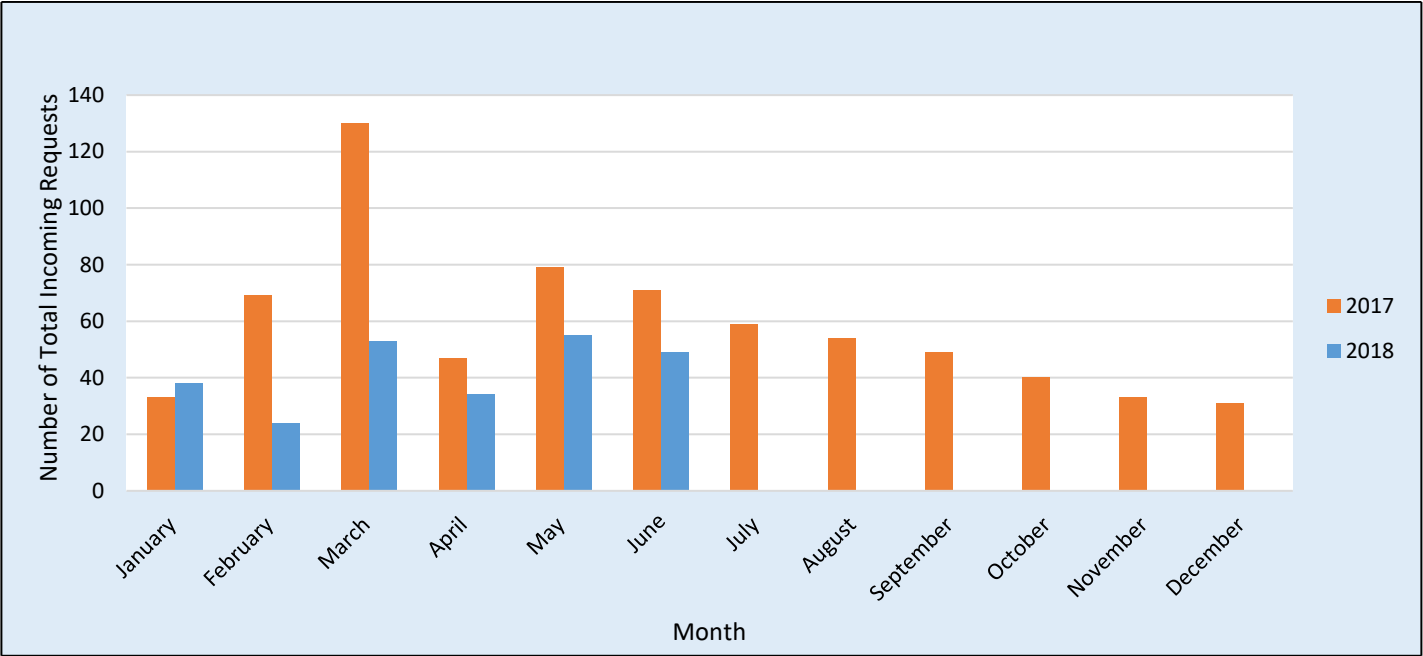


Figure 4. 2017 vs. 2018 Monthly Total Non-BDE Incoming Requests

