

Beneficiary Dental Exception (BDE) September 2018

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 member's 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 September 2018, comparison of August 2018 to September 2018, and the 2017 annual summary.

Summary of Total Requests in September 2018

A total of 157 requests were received during September; 17 (11%) were BDE requests, while 140 (89%) were non-BDE requests (Table 1). Of the 17 BDE requests, 6 (35%) are in progress, and 11 (65%) were completed and closed to date (Table 6).

Table 1. September 2018 Incoming Totals

Total Requests	157	100%
BDE	17	11%
Non-BDE	140	89%
Inbound Phone Call Total	89	57%
BDE	17	19%
Non-BDE	72	81%
Mail/Fax/Email Total	68	43%
BDE	0	0%
Non-BDE	68	100%

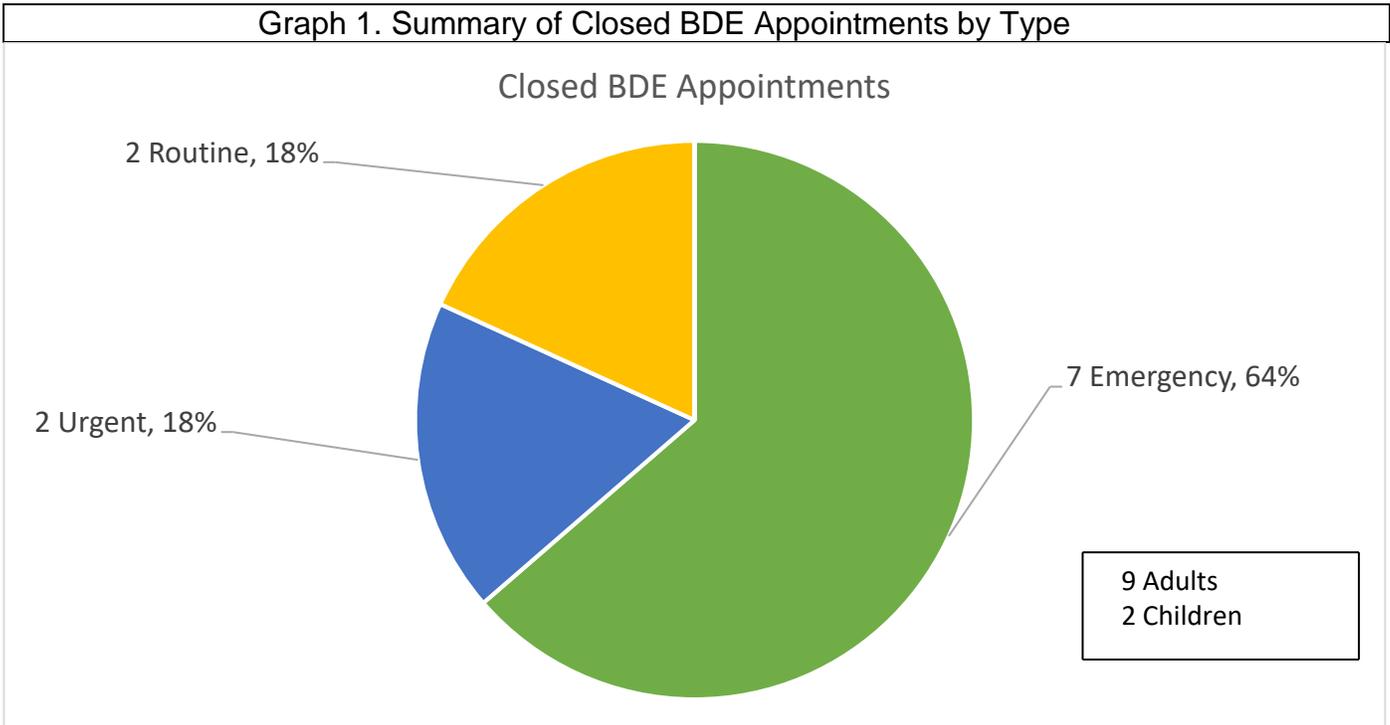
Table 2. September 2018 Non-BDE Totals

Non-BDE Categories	140	100%
BDE Info/No Need	16	11%
Benefits	12	9%
Eligibility	5	4%
Plan/Provider Info	51	36%
No Answer/Left Message	30	21%
Other	26	19%

Summary of BDE Cases Closed in September 2018

A total of 11 BDE appointments were closed in September, including requests made during prior months that may have required several appointments. Emergency appointments were the most scheduled type of appointments with seven (64%) total requests, followed by two (18%) routine appointments, and two (18%) urgent appointments (Graph 1 and Table 3). Of these scheduled appointments, nine (82%) were for adults, while two (18%) were for children (Graph 1). In total, 10 (91%) scheduled appointments were successfully seen and treated by a dentist, while one (9%) was unsuccessful; of this one, the member was contacted to reschedule but did not answer or did not want to schedule another appointment (Graph 2). Of the successful appointments, 9 (90%) were adults, and one (10%) was a child (Graph 2). Of the unsuccessful appointments, none (0%) were adults, and one (100%) was a child (Graph 2).

Graph 1. Summary of Closed BDE Appointments by Type



Graph 2. Summary of Closed BDE Successful and Unsuccessful Appointments

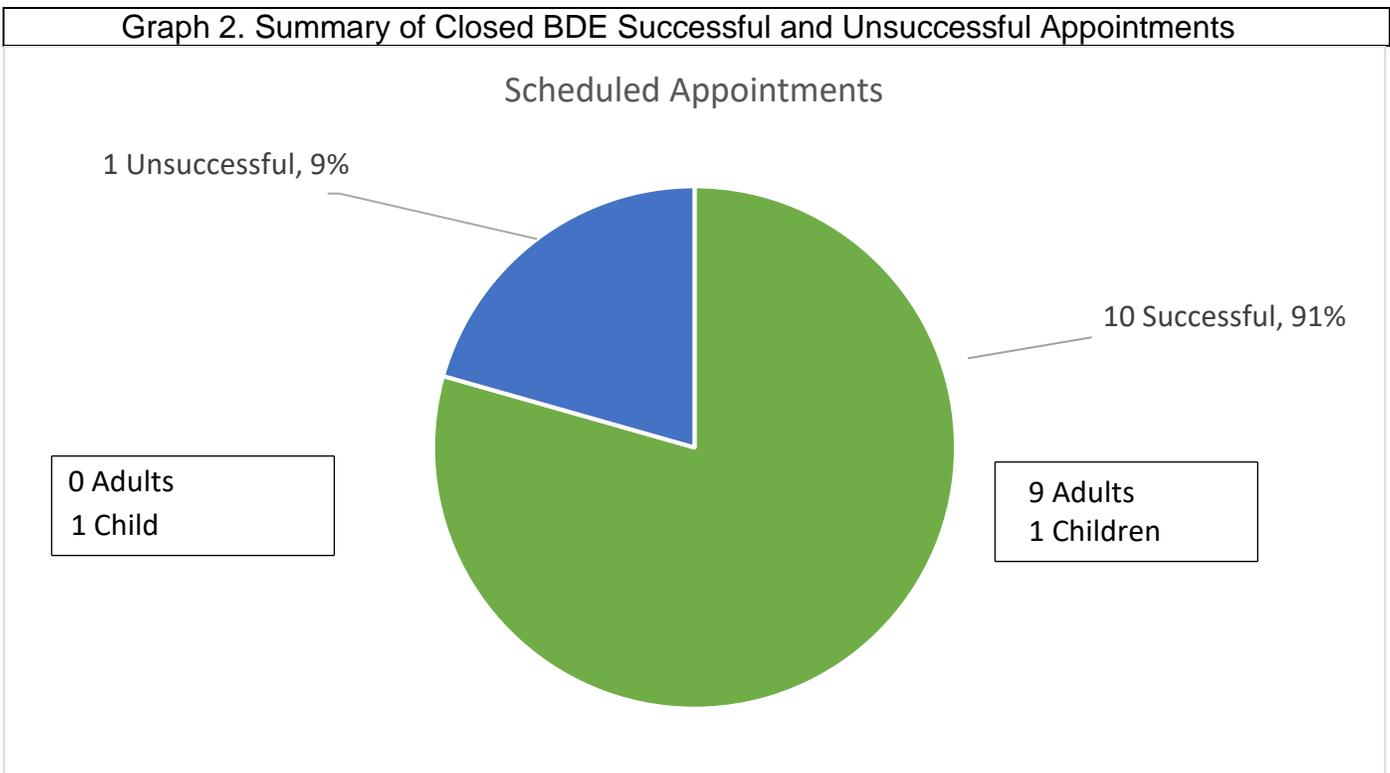


Table 3. Summary of BDE Cases Closed in September 2018

Type of Visit	Adult/Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Emergency	Adult	Limited exam/Pain Meds	1	LIBERTY	Successful
Emergency	Adult	ER exam/X-rays/Meds	2	LIBERTY	Successful
Emergency	Adult	Exam/X-rays/Referral	2	Health Net	Successful
Emergency	Adult	Exam/X-rays	1	Health Net	Successful
Emergency	Adult	Exam/X-rays	1	LIBERTY	Successful
Emergency	Adult	ER exam	Same Day	Health Net	Successful
Emergency	Adult	ER exam	1	Access	Successful
Routine	Child	Recall exam	9	Access	Unsuccessful
Routine	Adult	ER exam	5	Health Net	Successful
Urgent	Adult	ER exam	3	Health Net	Successful
Urgent	Child	Exam	2	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

August 2018 to September 2018

From August 2018 to September 2018, there were 34 total BDE requests (Table 4). Of the total BDE requests, 29 (90%) are completed and closed to date (Table 7). Of the completed requests, 26 (90%) members were successfully seen and treated by a dentist, while three (10%) did not show for their appointments and were unsuccessful (Table 7).

The total average number of incoming requests for the 2018 calendar year is 282 per month; the average BDE monthly requests for the 2018 calendar year is 39 (13%), while the average non-BDE monthly requests for the calendar year is 246 (87%).

Table 4. Summary of Total BDE Requests from August 2018 to September 2018

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	5	6	4	12	3	15
Urgent	2	3	2	6	1	7
Routine	3	5	4	10	2	12
Specialist	0	0	0	0	0	0
In Progress	1	2	6	7	2	9
Closed	9	12	4	21	4	25
Total BDE	10	14	10	28	6	34

Table 5. Summary of Total BDE Requests from August 2018

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	4	2	1	5	2	7
Urgent	1	2	2	5	0	5
Routine	1	3	1	5	0	5
Specialist	0	0	0	0	0	0
In Progress	0	0	3	3	0	3
Closed	6	7	1	12	2	14
Total BDE	6	7	4	15	2	17

Table 6. Summary of Total BDE Requests from September 2018

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	1	4	3	7	1	8
Urgent	1	1	0	1	1	2
Routine	2	2	3	5	2	7
Specialist	0	0	0	0	0	0
In Progress	1	2	3	4	2	6
Closed	3	5	3	9	2	11
Total BDE	4	7	6	13	4	17

Table 7. Summary of Total Closed BDE Requests from August 2018 to September 2018

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	0	0	1	1	0	1
Unsuccessful Urgent	0	0	0	0	0	0
Unsuccessful Routine	1	1	0	1	1	2
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	5	5	3	11	2	13
Successful Urgent	2	6	0	7	1	8
Successful Routine	1	4	0	5	0	5
Successful Specialist	0	0	0	0	0	0
Unsuccessful	1	1	1	2	1	3
Successful	8	15	3	23	3	26
Total	9	16	4	25	4	29

Table 8. Summary of Total Closed BDE Requests from August 2018

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	0	0	1	1	0	1
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	4	2	0	4	2	6
Successful Urgent	1	5	0	6	0	6
Successful Routine	1	3	0	4	0	4
Successful Specialist	0	0	0	0	0	0
Unsuccessful	0	1	1	2	0	2
Successful	6	10	0	14	2	16
Total	6	11	1	16	2	18

Table 9. Summary of Total Closed BDE Requests from September 2018

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	1	0	0	0	1	1
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	1	3	3	7	0	7
Successful Urgent	1	1	0	1	1	2
Successful Routine	0	1	0	1	0	1
Successful Specialist	0	0	0	0	0	0
Unsuccessful	1	0	0	0	1	1
Successful	2	5	3	9	1	10
Total	3	5	3	9	2	11

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

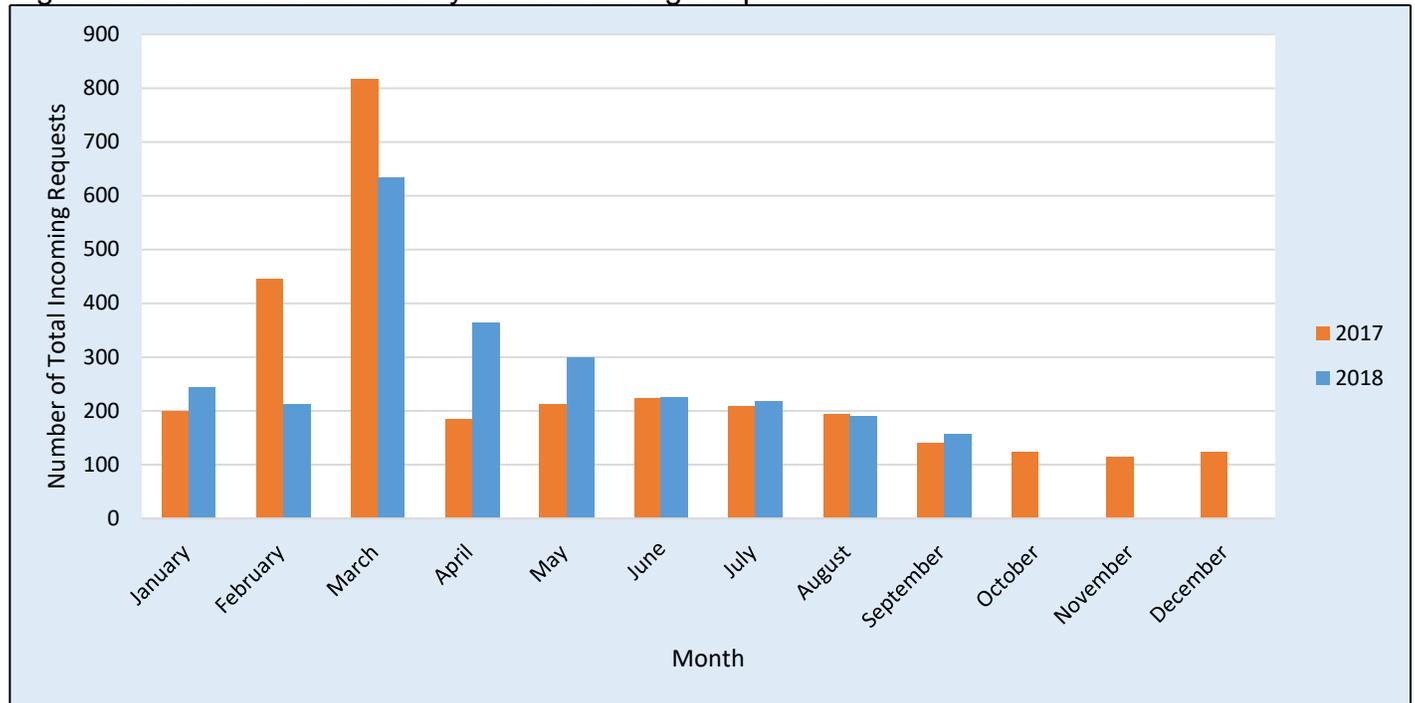


Figure 2. 2017 vs. 2018 Monthly BDE Incoming Requests

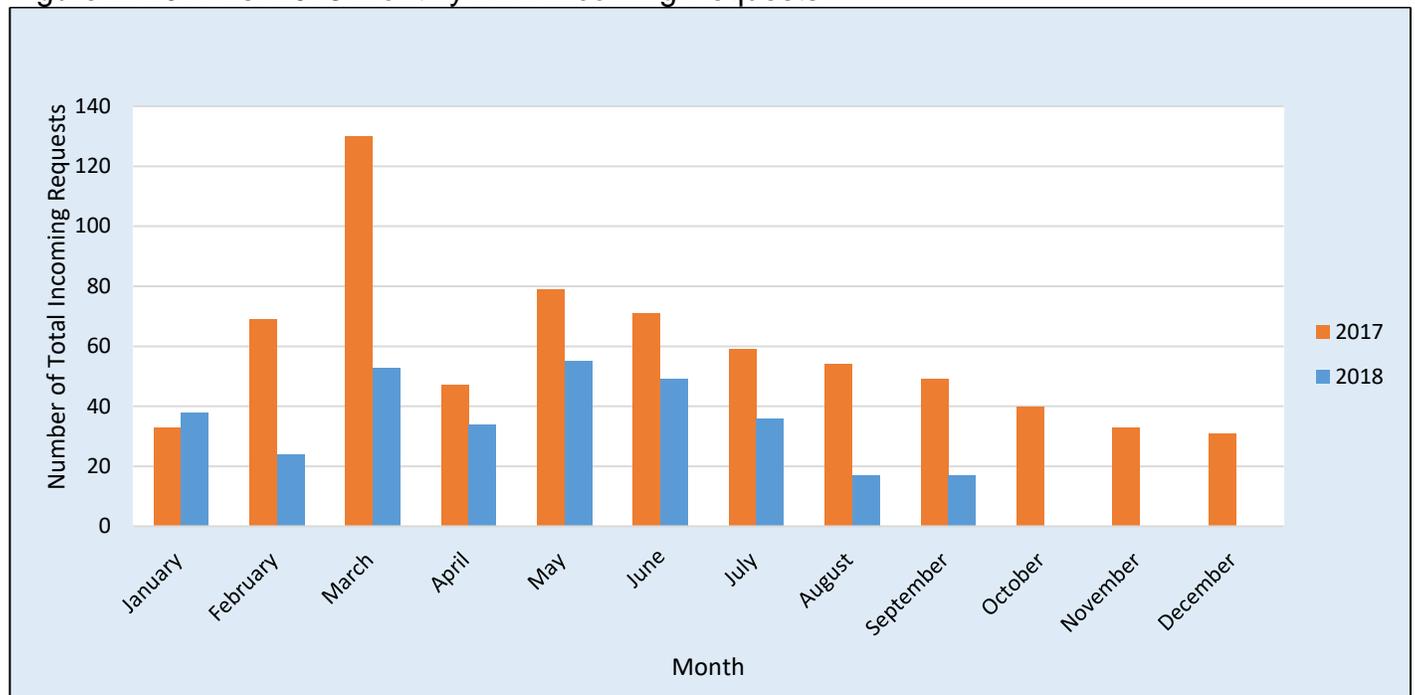
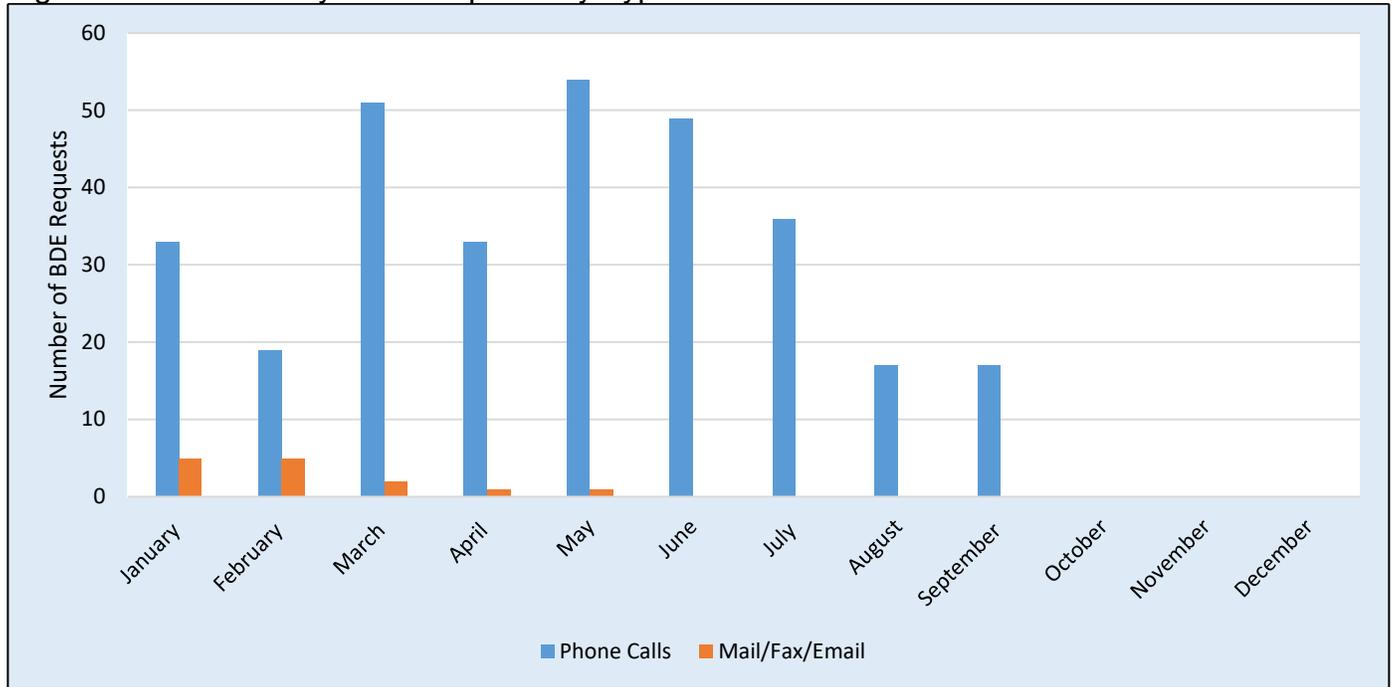


Figure 3. 2018 Monthly BDE Requests by Type



Note: For all incoming BDE requests received through mail/fax/emails June to September, none required assistance with scheduling an appointment.

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

