

Beneficiary Dental Exception (BDE) April 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 April 2019, comparison of March 2019 to April 2019, and the 2018 annual summary.

Summary of Total Requests in April 2019

A total of 388 requests were received during April; six (2%) were BDE requests, while 382 (98%) were non-BDE requests (Table 1). Three (50%) BDE requests were completed and closed to date while three (50%) remain open. (Table 6).

Table 1. April 2019 Incoming Totals

| Total Requests | 388 | 100% |
|---------------------------------|------------|-------------|
| BDE | 6 | 2% |
| Non-BDE | 382 | 98% |
| Inbound Phone Call Total | 196 | 51% |
| BDE | 6 | 3% |
| Non-BDE | 190 | 97% |
| Mail/Fax/Email Total | 192 | 49% |
| BDE | 0 | 0% |
| Non-BDE | 192 | 100% |

Table 2. April 2019 Non-BDE Totals

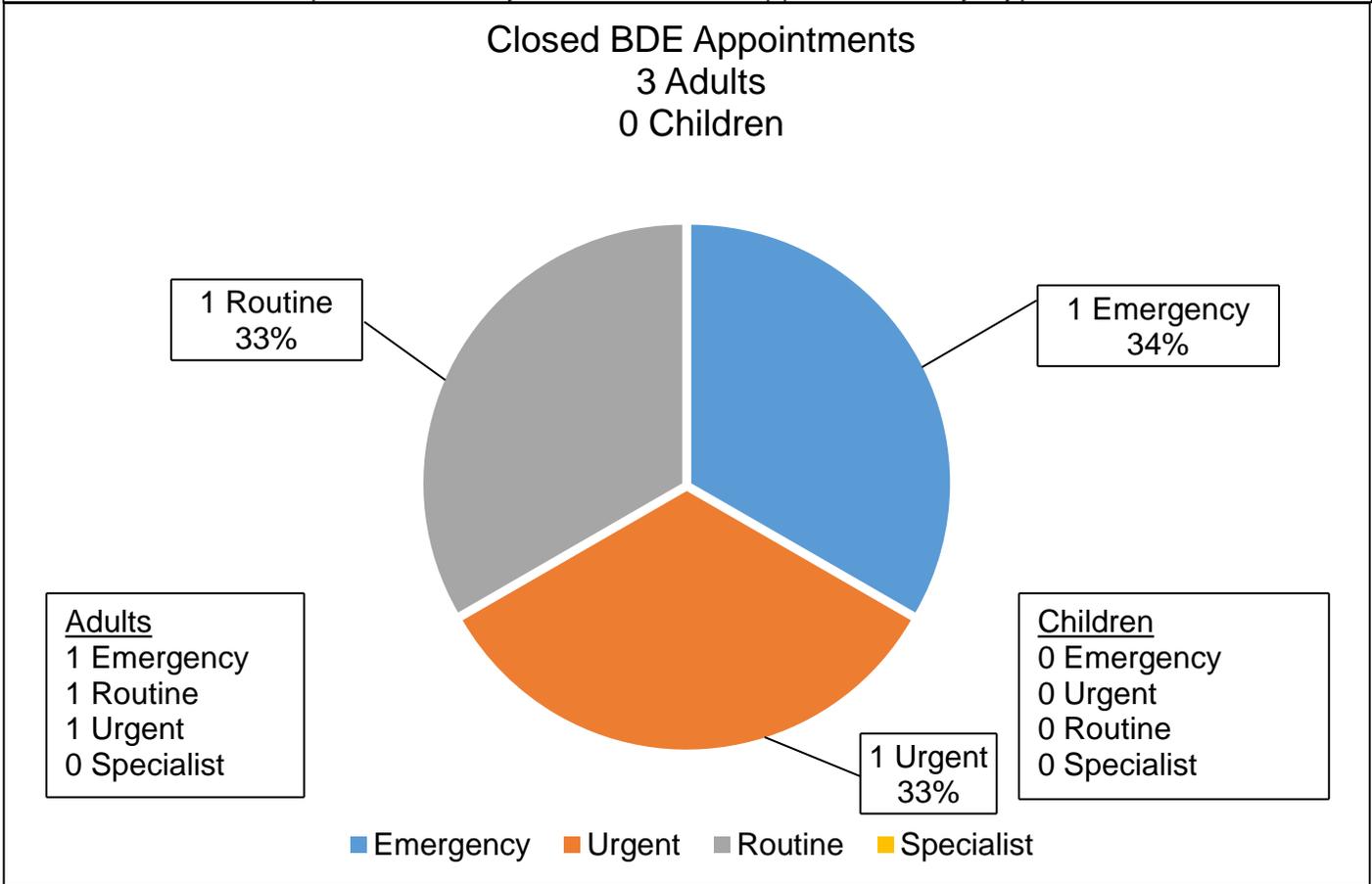
| Non-BDE Categories | 382 | 100% |
|---------------------------|------------|-------------|
| BDE Info/No Need | 93 | 24% |
| Benefits | 8 | 2% |
| Eligibility | 13 | 3% |
| Plan/Provider Info | 155 | 41% |
| No Answer/Left Message | 98 | 26% |
| Other | 15 | 4% |

Summary of BDE Cases Closed in April 2019

A total of three BDE appointments were closed in April, including requests made during prior months that may have required several appointments. In the month of April, one (34%) emergency appointment, one (33%) routine appointment, and one (33%) urgent appointment were scheduled. (Graph 1). All three (100%) scheduled appointments were for adults. (Graph 1).

In total, three (100%) scheduled appointments were successfully seen and treated by a dentist. All three (100%) were adults (Graph 2).

Graph 1. Summary of Closed BDE Appointments by Type



Graph 2. Summary of Scheduled Appointments

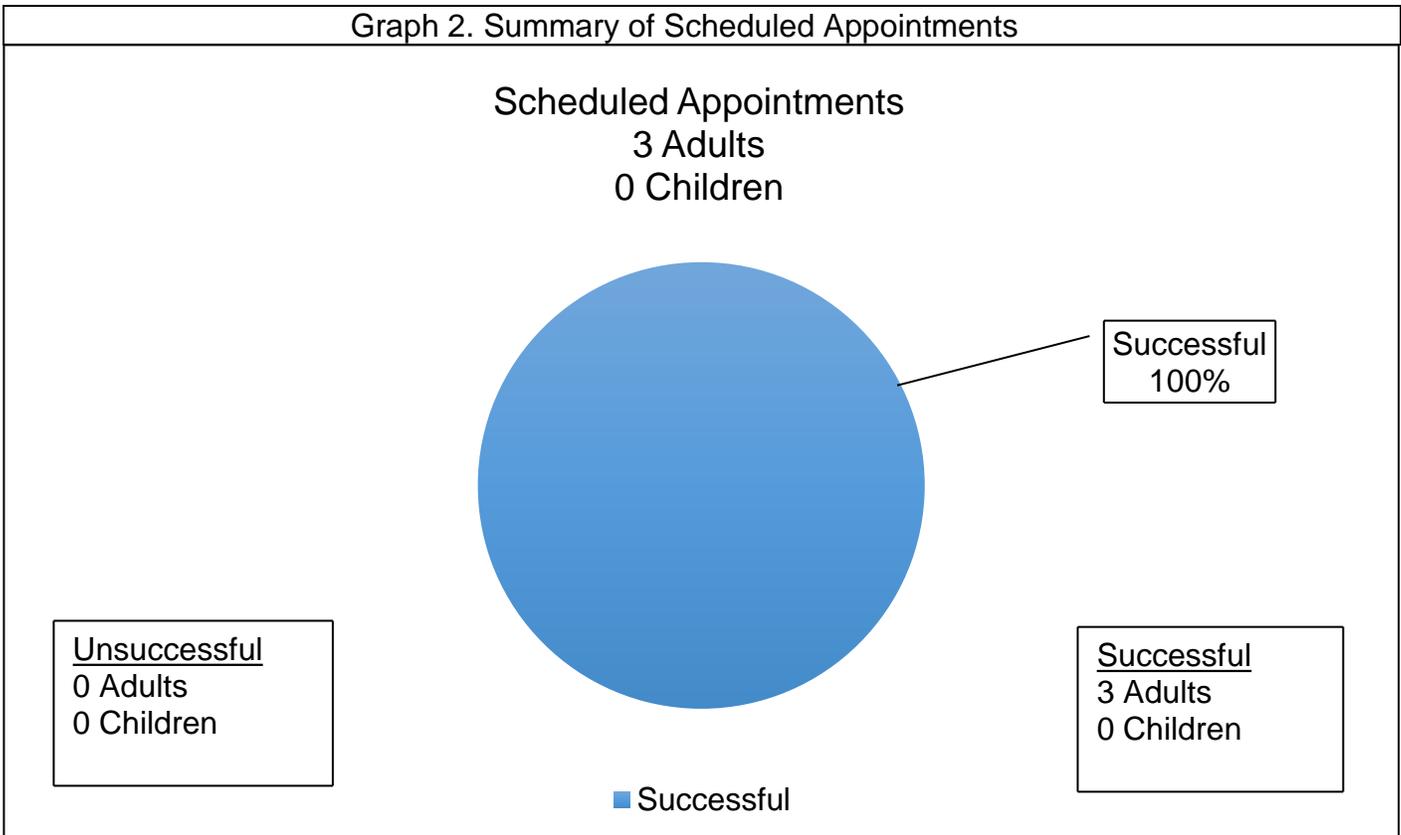


Table 3. Summary of BDE Cases Closed in April 2019

| Type of Visit | Adult/Child | Service Provided | Timely Access (Business Days) | Dental Plan | Department Perspective |
|---------------|-------------|---------------------------|-------------------------------|-------------|------------------------|
| Emergency | Adult | Exam/X-Rays | 1 | LIBERTY | Successful |
| Routine | Adult | Exam | 4 | Health Net | Successful |
| Urgent | Adult | Limited Exam, Antibiotics | 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

March 2019 to April 2019

From March 2019 to April 2019, there were 11 total BDE requests (Table 4). Of the total BDE requests, eight (73 %) are completed and closed to date (Table 7); all members were successfully seen and treated by a dentist (Table 7).

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

| BDE Categories | Access | Health Net | LIBERTY | Adults | Children | Total |
|--------------------|----------|------------|----------|-----------|----------|-----------|
| Emergency | 1 | 0 | 2 | 2 | 1 | 3 |
| Urgent | 1 | 0 | 1 | 1 | 0 | 1 |
| Routine | 0 | 2 | 0 | 1 | 0 | 1 |
| Specialist | 0 | 0 | 0 | 0 | 0 | 0 |
| In Progress | 1 | 1 | 1 | 3 | 0 | 3 |
| Closed | 2 | 2 | 4 | 7 | 1 | 8 |
| Total BDE | 3 | 3 | 5 | 10 | 1 | 11 |

Table 5. Summary of Total BDE Requests from March 2019

| BDE Categories | Access | Health Net | LIBERTY | Adults | Children | Total |
|-----------------------|---------------|-------------------|----------------|---------------|-----------------|--------------|
| Emergency | 1 | 0 | 2 | 2 | 1 | 3 |
| Urgent | 0 | 0 | 1 | 1 | 0 | 1 |
| Routine | 0 | 1 | 0 | 1 | 0 | 1 |
| Specialist | 0 | 0 | 0 | 0 | 0 | 0 |
| In Progress | 0 | 0 | 0 | 0 | 0 | 0 |
| Closed | 1 | 1 | 3 | 4 | 1 | 5 |
| Total BDE | 1 | 1 | 3 | 4 | 1 | 5 |

Table 6. 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 7. Summary of Total Closed BDE Requests from March 2019 to 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 | 2 | 1 | 2 | 3 | 2 | 5 |
| Successful Urgent | 1 | 0 | 1 | 2 | 0 | 2 |
| Successful Routine | 0 | 1 | 0 | 1 | 0 | 1 |
| Successful Specialist | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsuccessful | 0 | 0 | 0 | 0 | 0 | 0 |
| Successful | 3 | 2 | 3 | 6 | 2 | 8 |
| Total | 3 | 2 | 3 | 6 | 2 | 8 |

Table 8. Summary of Total Closed BDE Requests from March 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 | 1 | 0 | 2 | 2 | 1 | 3 |
| Successful Urgent | 0 | 0 | 1 | 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 | 3 | 4 | 1 | 5 |
| Total | 1 | 1 | 3 | 4 | 1 | 5 |

Table 9. 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 |

Year to Date Comparison

As shown in the chart below, there was a slight increase in BDE total monthly incoming requests in April 2019 when compared to April 2018. This may be attributed to the annual March mailing of Beneficiary Dental Exception forms to Medi-Cal members in Sacramento County.

Figure 1. 2018 vs. 2019 Total Monthly Incoming Requests

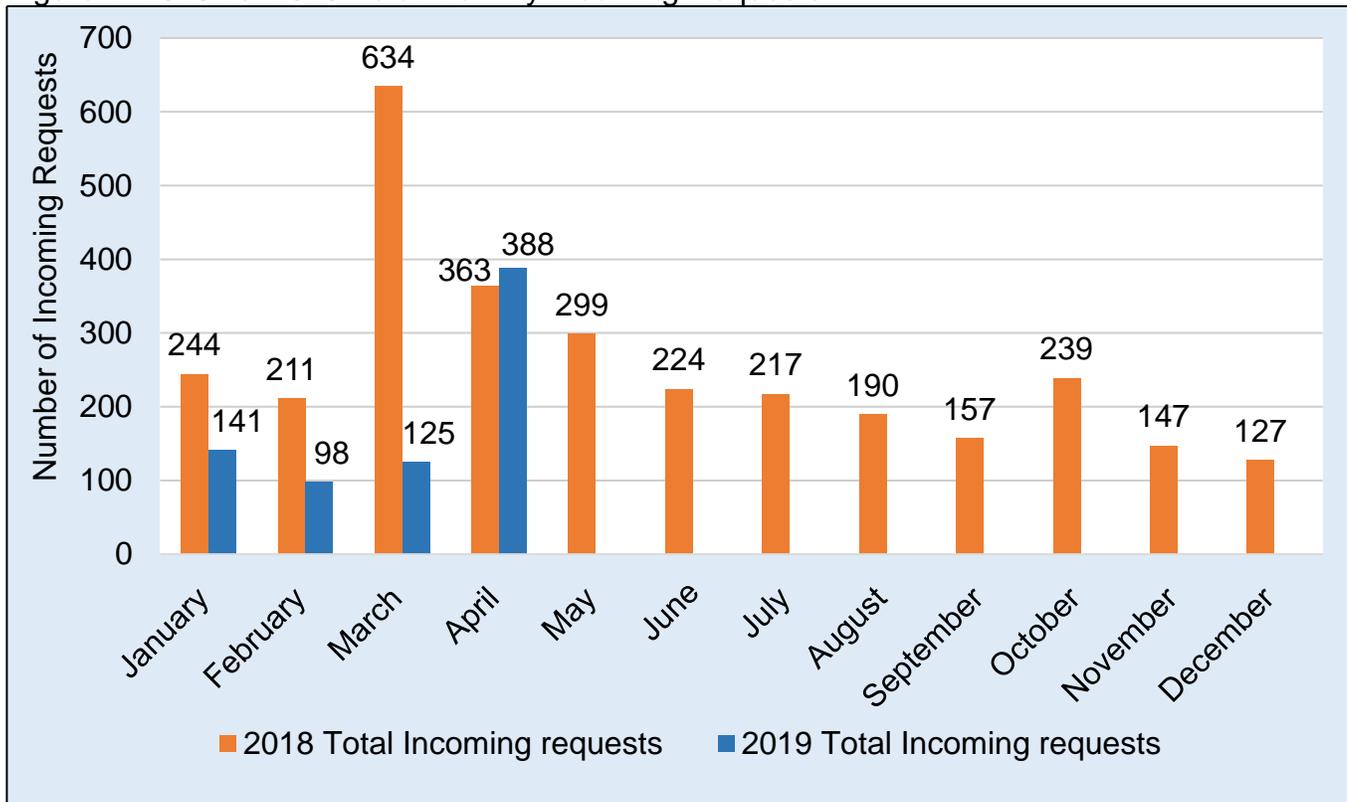


Figure 2. 2018 vs. 2019 BDE Monthly Incoming Requests

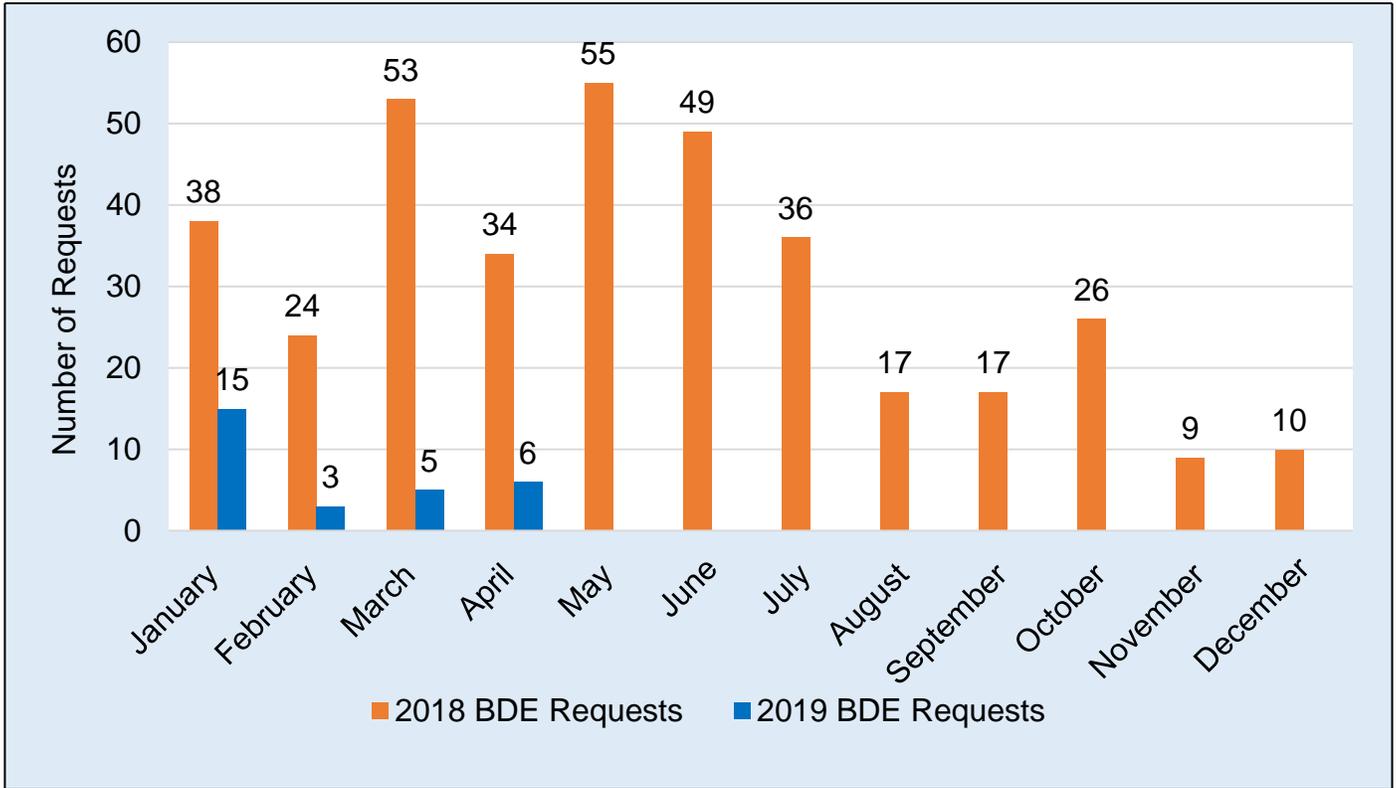


Figure 3. 2019 Total Monthly Requests by Type

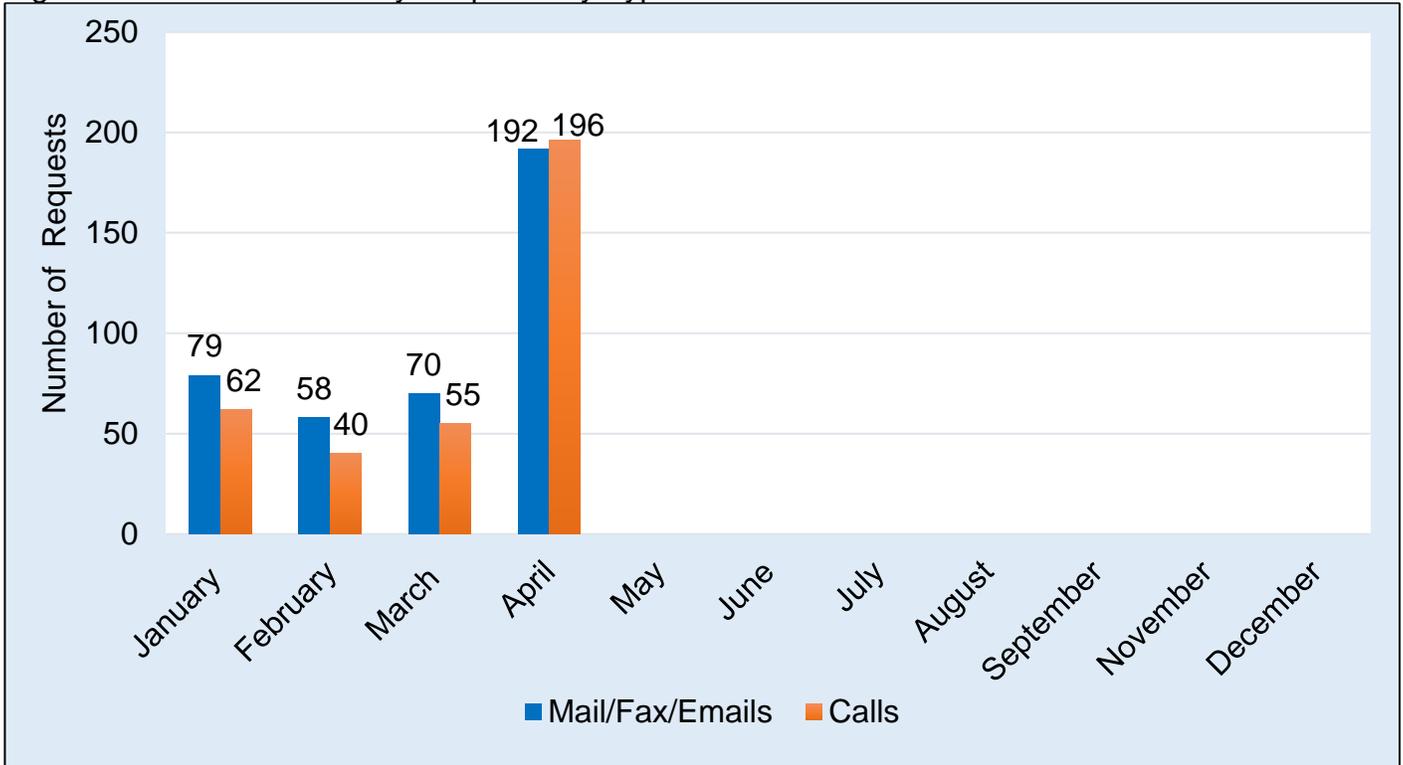


Figure 4. 2018 vs. 2019 Monthly Non-BDE Incoming Requests

