

## Beneficiary Dental Exception (BDE) July 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 July 2019, comparison of June 2019 to July 2019, 2018 vs. 2019, and 2019 annual summary.

### **Total Requests Received in July 2019**

A total of 149 requests were received during July; nine (6%) were BDE requests, while 140 (94%) were non-BDE requests (Table 1). Of the nine BDE requests, six (67%) BDE requests were completed and closed in July (Table 6).

Table 1. July 2019 Incoming Totals

<b>Total Requests</b>	<b>149</b>	<b>100%</b>
BDE	9	6%
Non-BDE	140	94%
<b>Inbound Phone Call Total</b>	<b>74</b>	<b>50%</b>
BDE	7	9%
Non-BDE	67	91%
<b>Mail/Fax/Email Total</b>	<b>75</b>	<b>50%</b>
BDE	2	3%
Non-BDE	73	97%

Table 2. July 2019 Non-BDE Totals

<b>Non-BDE Categories</b>	<b>140</b>	<b>100%</b>
BDE Info/No Need	11	8%
Benefits	10	7%
Eligibility	5	4%
Plan/Provider Info	61	44%
No Answer/Left Message	41	29%
Other	12	9%

**BDE Requests Received from June 2019 to July 2019**

From June 2019 to July 2019, there were 17 total BDE requests received. (Table 5).

Table 3. BDE Request Received in July 2019

<b>BDE Categories</b>	<b>Access</b>	<b>Health Net</b>	<b>LIBERTY</b>	<b>Adults</b>	<b>Children</b>	<b>Total</b>
Emergency	1	0	1	1	1	2
Urgent	0	3	0	3	0	3
Routine	3	0	0	3	0	3
Specialist	0	0	1	1	0	1
<b>In Progress</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>3</b>
<b>Closed</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>6</b>
<b>Total BDE</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>8</b>	<b>1</b>	<b>9</b>

Table 4. BDE Requests Received in June 2019

<b>BDE Categories</b>	<b>Access</b>	<b>Health Net</b>	<b>LIBERTY</b>	<b>Adults</b>	<b>Children</b>	<b>Total</b>
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
<b>In Progress</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Closed</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>8</b>
<b>Total BDE</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>8</b>

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

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

## **BDE Cases Closed in July 2019**

A total of six BDE cases were closed in July, including appointments that originated in prior months that may have required several appointments.

Of the closed cases, two (34%) were emergency appointments, two (33%) were urgent appointments, and two (33%) were routine appointments. Of these closed appointments, five (83%) were for adults and one (17%) was for a child. (See Graph 1).

Of the closed cases, five (83%) appointments were successfully seen and treated by a dentist. One (17%) appointment was unsuccessful; the member did not show to their scheduled appointment and has yet to reschedule. (See Graph 2).

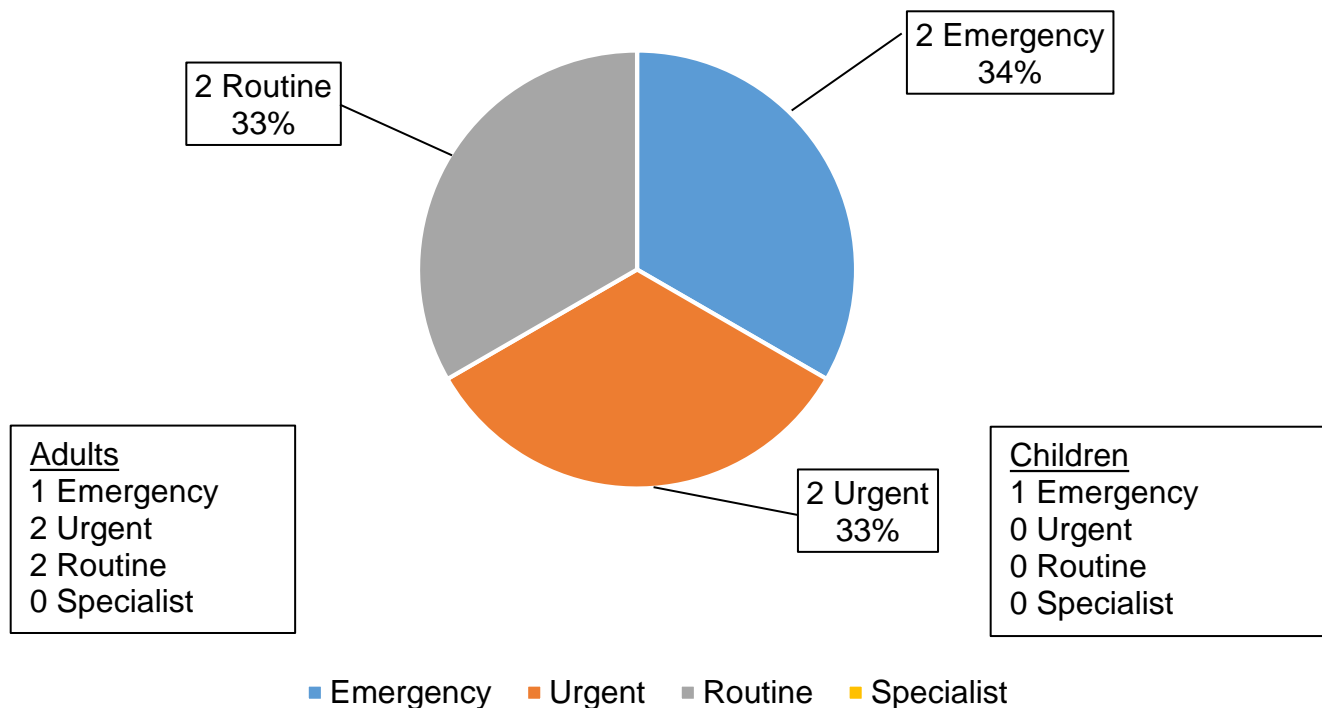
Table 6. BDE Cases Closed in July 2019

<b>Type of Visit</b>	<b>Adult/Child</b>	<b>Service Provided</b>	<b>Timely Access (Business Days)</b>	<b>Dental Plan</b>	<b>Department Perspective</b>
Emergency	Adult	X-rays, Medication, Extraction for #18 approved	1	LIBERTY	Successful
Emergency	Child	Exam/X-rays	1	Access	Successful
Routine	Adult	N/A	21	Access	Unsuccessful
Routine	Adult	Extraction	16	Access	Successful
Urgent	Adult	X-rays on #18; referred to endodontist	2	Health Net	Successful
Urgent	Adult	Exam	2	Health Net	Successful

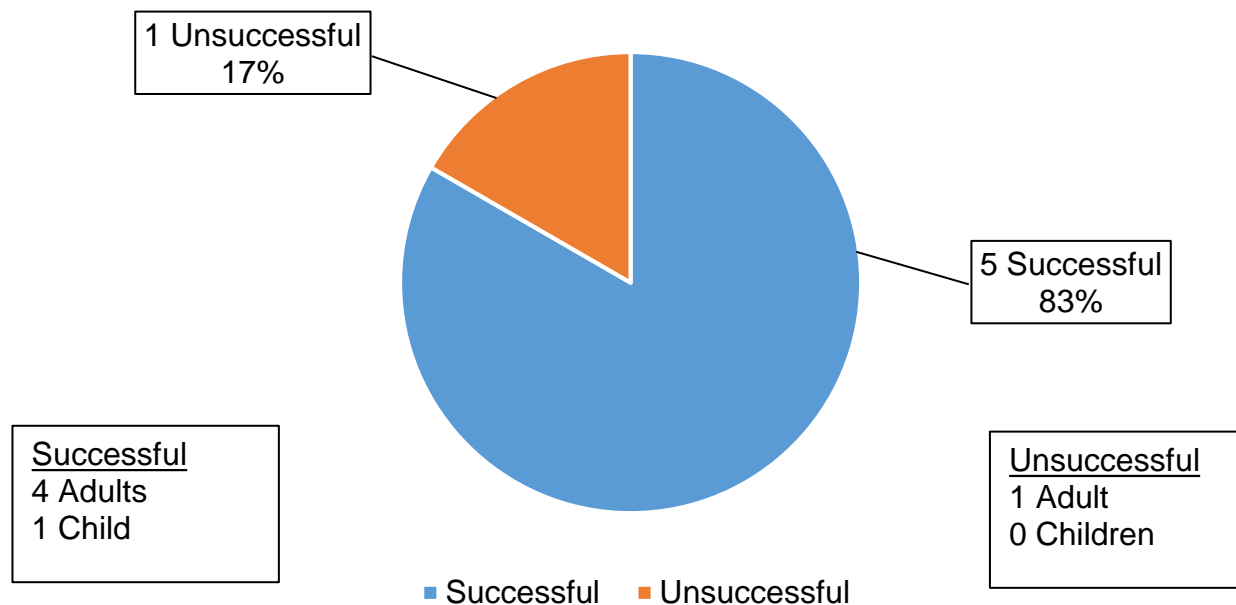
Appointment Timeframes (as required by contract)

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

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



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



**BDE Requests Closed from June 2019 to July 2019**

A total of 15 BDE requests were closed from June 2019 to July 2019 (Tables 7 and 8). 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 June 2019

<b>Closed BDE Categories</b>	<b>Access</b>	<b>Health Net</b>	<b>LIBERTY</b>	<b>Adults</b>	<b>Children</b>	<b>Total</b>
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
<b>Unsuccessful</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>3</b>
<b>Successful</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>6</b>
<b>Total</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>8</b>	<b>1</b>	<b>9</b>

Table 8. BDE Requests Closed in July 2019

<b>Closed BDE Categories</b>	<b>Access</b>	<b>Health Net</b>	<b>LIBERTY</b>	<b>Adults</b>	<b>Children</b>	<b>Total</b>
Unsuccessful Emergency	0	0	0	0	0	0
Unsuccessful Urgent	0	0	0	0	0	0
Unsuccessful Routine	1	0	0	1	0	1
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	1	0	1	1	1	2
Successful Urgent	0	2	0	2	0	2
Successful Routine	1	0	0	1	0	1
Successful Specialist	0	0	0	0	0	0
<b>Unsuccessful</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Successful</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>5</b>
<b>Total</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>6</b>

### 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 July 2019 when compared to July 2018.

Figure 1. 2018 vs. 2019 Total Monthly Incoming Requests

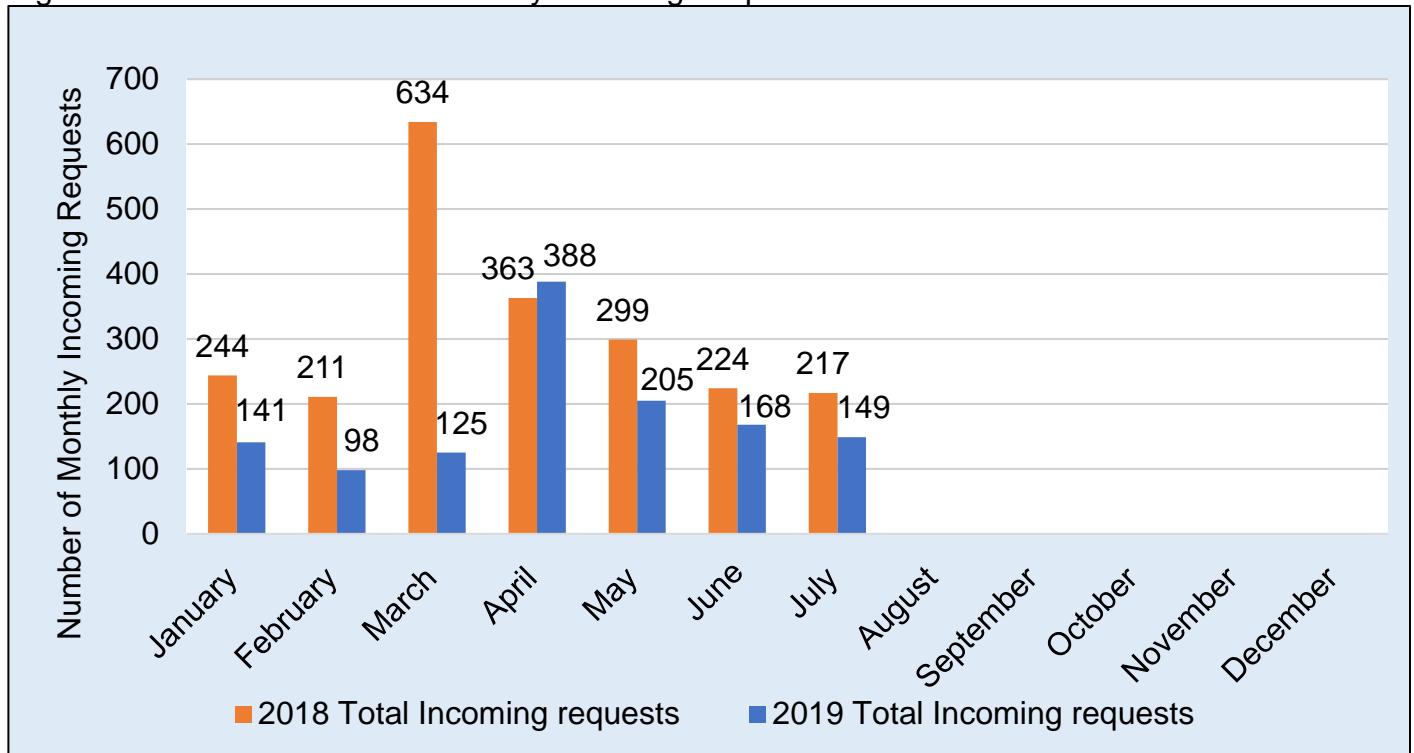


Figure 2. 2018 vs. 2019 BDE Monthly Incoming Requests

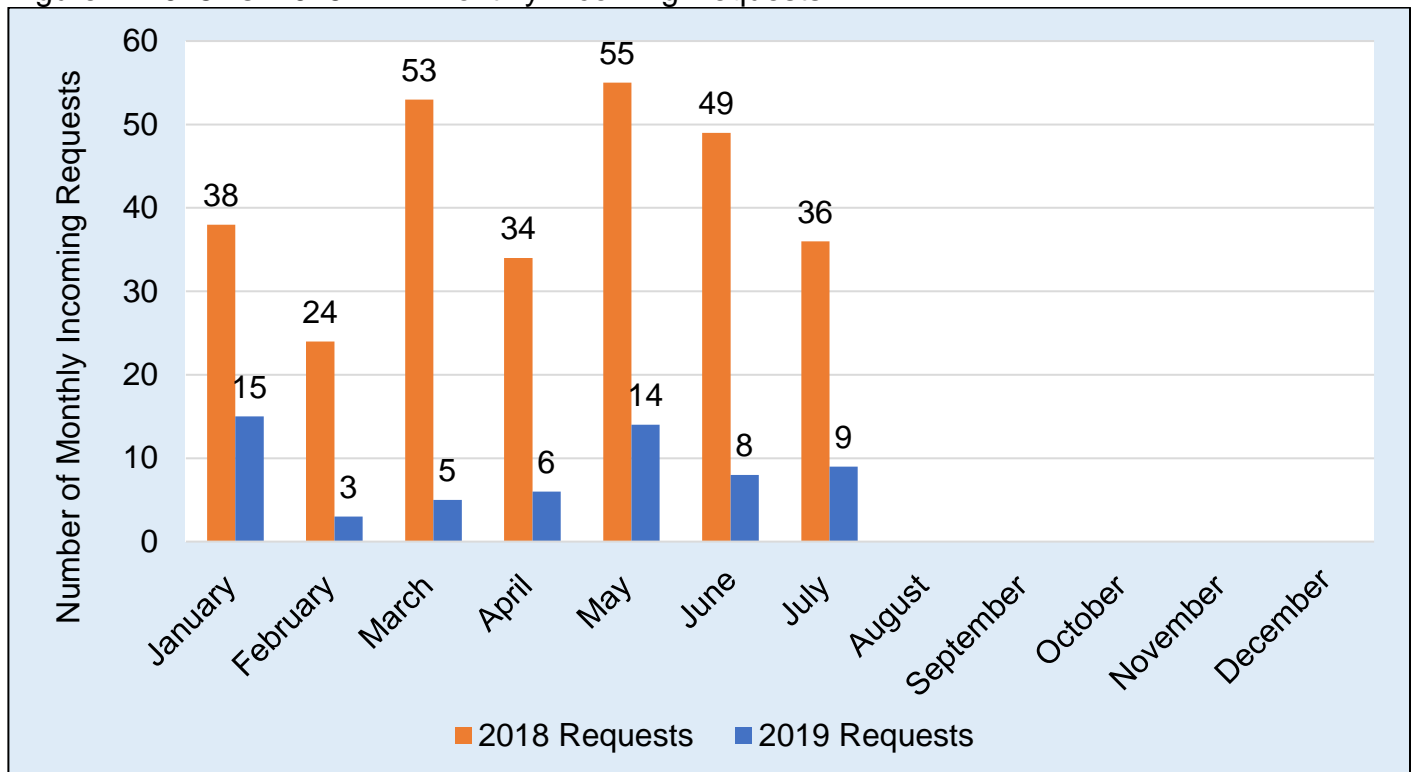
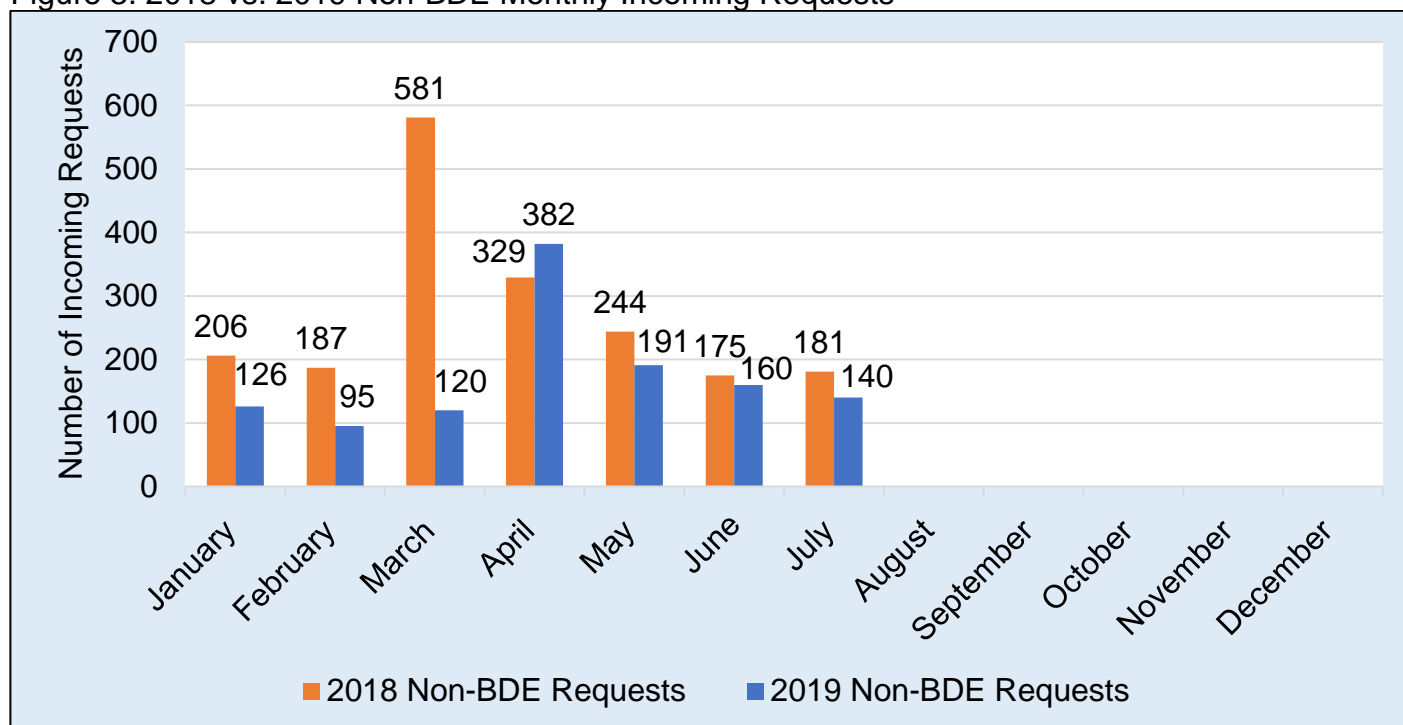


Figure 3. 2018 vs. 2019 Non-BDE Monthly Incoming Requests



## **2019 Summary**

Figure 4. 2019 Total Monthly Requests by Type

