

## Beneficiary Dental Exception (BDE) Third Quarter of 2021

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 the third quarter of 2021 (July through September), 2020 vs. 2021, and the 2021 annual summary.

### **Total Requests Received in the Third Quarter of 2021**

A total of 440 requests were received during the third quarter of 2021; all 440 (100%) were non-BDE requests (Table 1). The average number of total incoming requests was 146 per month. The average number of incoming non-BDE requests was 146 per month.

**Table 1: Third Quarter 2021  
Incoming Totals**

<b>Total Requests</b>	<b>440</b>	<b>100%</b>
BDE	0	0%
Non-BDE	440	100%
<b>Inbound Phone Call Total</b>	<b>202</b>	<b>46%</b>
BDE	0	0%
Non-BDE	202	100%
<b>Mail/Fax/Email Total</b>	<b>238</b>	<b>54%</b>
BDE	0	0%
Non-BDE	238	100%

**Table 2: Third Quarter 2021  
Non-BDE Totals**

<b>Non-BDE Categories</b>	<b>440</b>	<b>100%</b>
BDE Info/No Need	59	13%
Benefits	19	4%
Eligibility	8	2%
Plan/Provider Info	122	28%
No Answer/Left Message	189	43%
Other	43	10%

### **BDE Requests Received in the Third Quarter of 2021**

From July 2021 to September 2021, there were no BDE requests received; therefore, no tables or figures are included.

### **BDE Requests Closed in the Third Quarter of 2021**

No BDE requests were closed from July 2021 to September 2021.

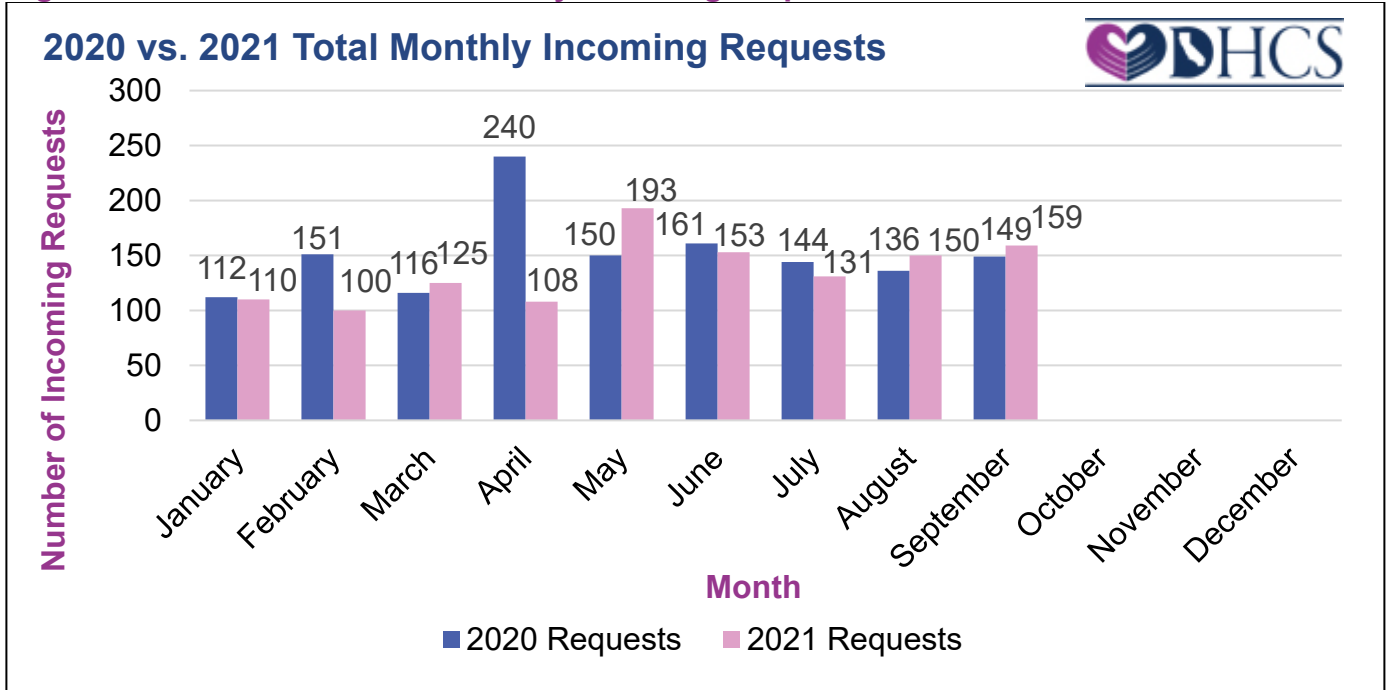
Appointment Timeframes (as required by contract)

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

**2020 vs. 2021 Comparison**

As shown below (Figure 1) the total monthly incoming requests increased in the third quarter of 2021 when compared to the third quarter of 2020.

**Figure 1: 2020 vs. 2021 Total Monthly Incoming Requests**



**Figure 2: 2020 vs. 2021 BDE Monthly Incoming Requests**

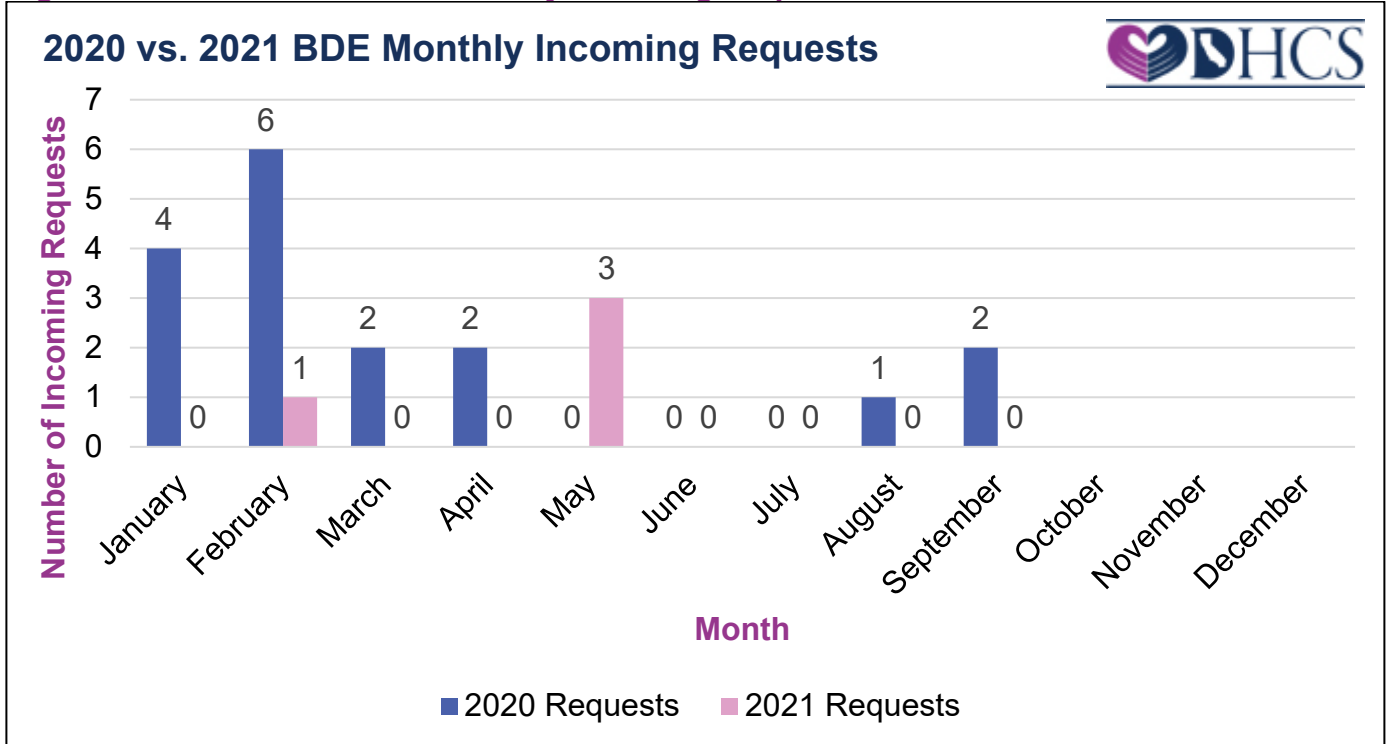
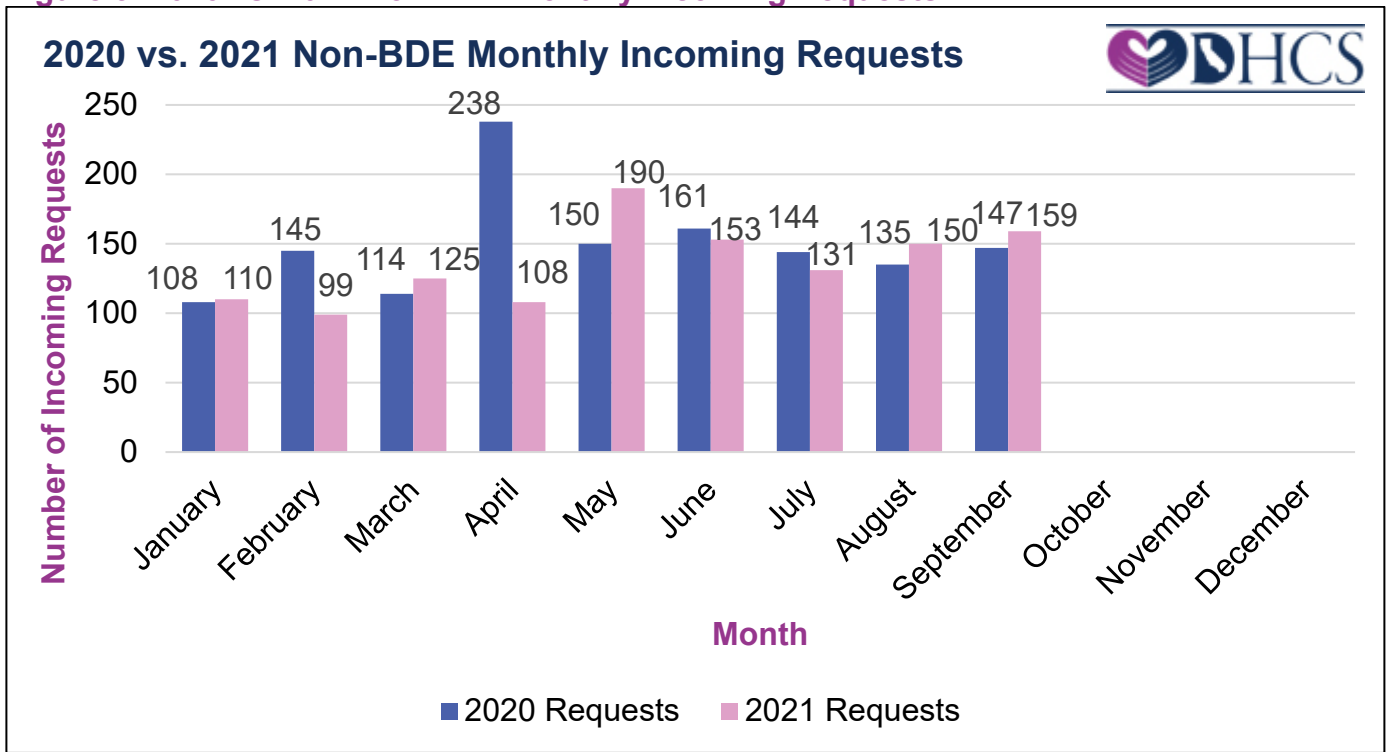


Figure 3: 2020 vs. 2021 Non-BDE Monthly Incoming Requests



**2021 Summary**

Figure 4: 2021 Total Monthly Requests by Type

