Beneficiary Dental Exception (BDE)
December 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 December 2019, comparison of November 2019 to December 2019, 2018 vs. 2019, and 2019 annual summary.

Total Requests Received in December 2019

A total of 97 requests were received during December; three (3%) were BDE requests, while 94 (97%) were non-BDE requests (Table 1). All three (100%) BDE requests were completed and closed in December (Table 6).

Table 1: December 2019 Incoming Totals

Total Requests	97	100%
BDE	3	3%
Non-BDE	94	97%
Inbound Phone Call Total	**31**	**32%**
BDE	3	10%
Non-BDE	28	90%
Mail/Fax/Email Total	**66**	**68%**
BDE	0	0%
Non-BDE	66	100%

Table 2: December 2019 Non-BDE Totals

Non-BDE Categories	94	100%
BDE Info/No Need	18	19%
Benefits	1	1%
Eligibility	2	2%
Plan/Provider Info	33	34%
No Answer/Left Message	37	40%
Other	3	4%

BDE Requests Received from November 2019 to December 2019

From November 2019 to December 2019, there were nine total BDE requests received. (Table 5).

Table 3: BDE Request Received in December 2019

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

Table 4: BDE Requests Received in November 2019

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	0	1	0	1	0	**1**
Urgent	2	0	0	1	1	**2**
Routine	1	1	1	3	0	**3**
Specialist	0	0	0	0	0	**0**
In Progress	**2**	**1**	**0**	**2**	**1**	**3**
Closed	**1**	**1**	**1**	**3**	**0**	**3**
Total BDE	**3**	**2**	**1**	**5**	**1**	**6**

Table 5: BDE Requests Received from November 2019 to December 2019

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	0	3	1	4	0	**4**
Urgent	2	0	0	1	1	**2**
Routine	1	1	1	3	0	**3**
Specialist	0	0	0	0	0	**0**
In Progress	**0**	**0**	**0**	**0**	**0**	**0**
Closed	**3**	**4**	**2**	**8**	**1**	**9**
Total BDE	**3**	**4**	**2**	**8**	**1**	**9**

BDE Requests Closed in December 2019

A total of six BDE requests were closed in December 2019 (Table 6).

Of the closed requests, three (50%) were emergency appointments, one (17%) was an urgent appointment, 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 requests, 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. (See Graph 2).

Table 6: BDE Requests Closed in December 2019

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Emergency	Adult	No Show - Personal	Same Day	Health Net	Unsuccessful
Emergency	Adult	Exam – Needs Extraction of #12	1	Health Net	Successful
Emergency	Adult	Exam/X-Rays	2	LIBERTY	Successful
Routine	Adult	Complete Exam and Cleaning	30	Access	Successful
Routine	Adult	Exam, X-Rays and Cleaning	16	Health Net	Successful
Urgent	Child	Limited Evaluation and Referral	6	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

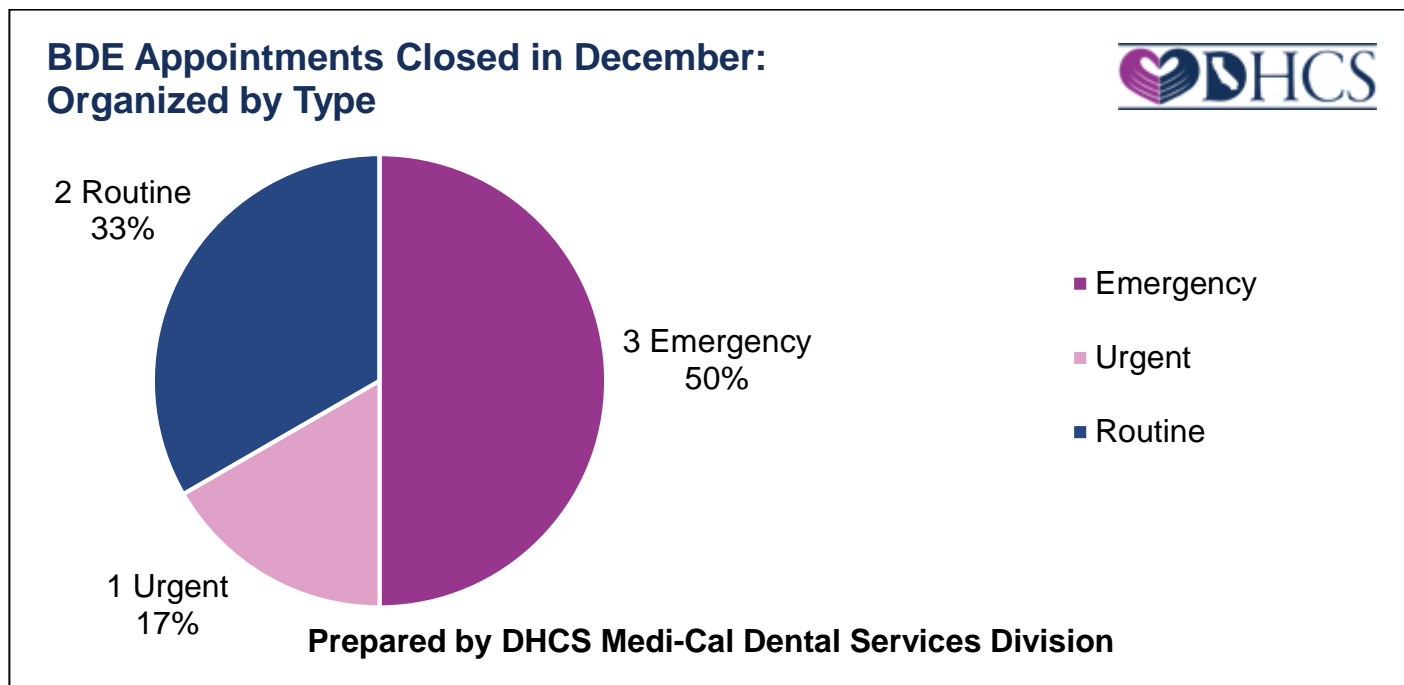**Figure 1: BDE Appointments Closed in December: Organized by Type**

BDE Appointments Closed in December: Organized by Type

2 Routine 33%

3 Emergency 50%

1 Urgent 17%

- Emergency
- Urgent
- Routine

Prepared by DHCS Medi-Cal Dental Services Division

Table 7: BDE Appointments Closed in December: Organized by Type

Type of Appointment	Adults	Children	Total	Percentage
Emergency	3	0	3	50%
Urgent	0	1	1	17%
Routine	2	0	2	33%
Specialist	0	0	0	0%

BDE Appointments Closed in December: Successful vs. Unsuccessful

DHCS

1 Unsuccessful 17%

5 Successful 83%

■ Successful
■ Unsuccessful

Prepared by DHCS Medi-Cal Dental Services Division

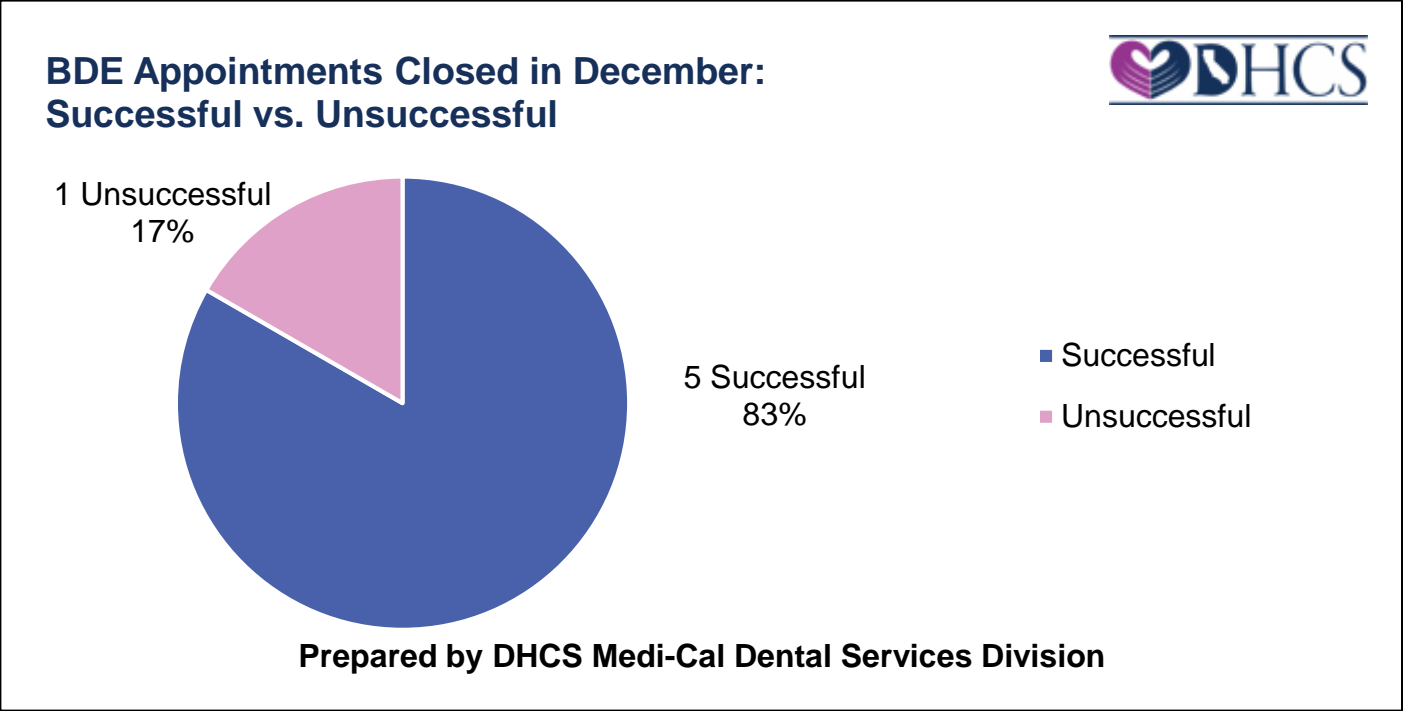**Table 8: BDE Appointments Closed in December: Successful vs. Unsuccessful**

Department Perspective	Adults	Children	Total	Percentage
Successful	4	1	5	83%
Unsuccessful	1	0	1	17%

BDE Requests Closed from November 2019 to December 2019

A total of nine BDE requests were closed from November 2019 to December 2019 (Tables 9 and 10). 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 the month.

Table 9: BDE Requests Closed in November 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	1	0	1	0	1
Successful Urgent	1	0	0	1	0	1
Successful Routine	0	0	1	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**

Table 10: BDE Requests Closed in December 2019

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

2018 vs. 2019 Comparison

As shown below (Figure 3), BDE requests continue on a downward trend with total monthly incoming requests decreased in December 2019 when compared to December 2018.

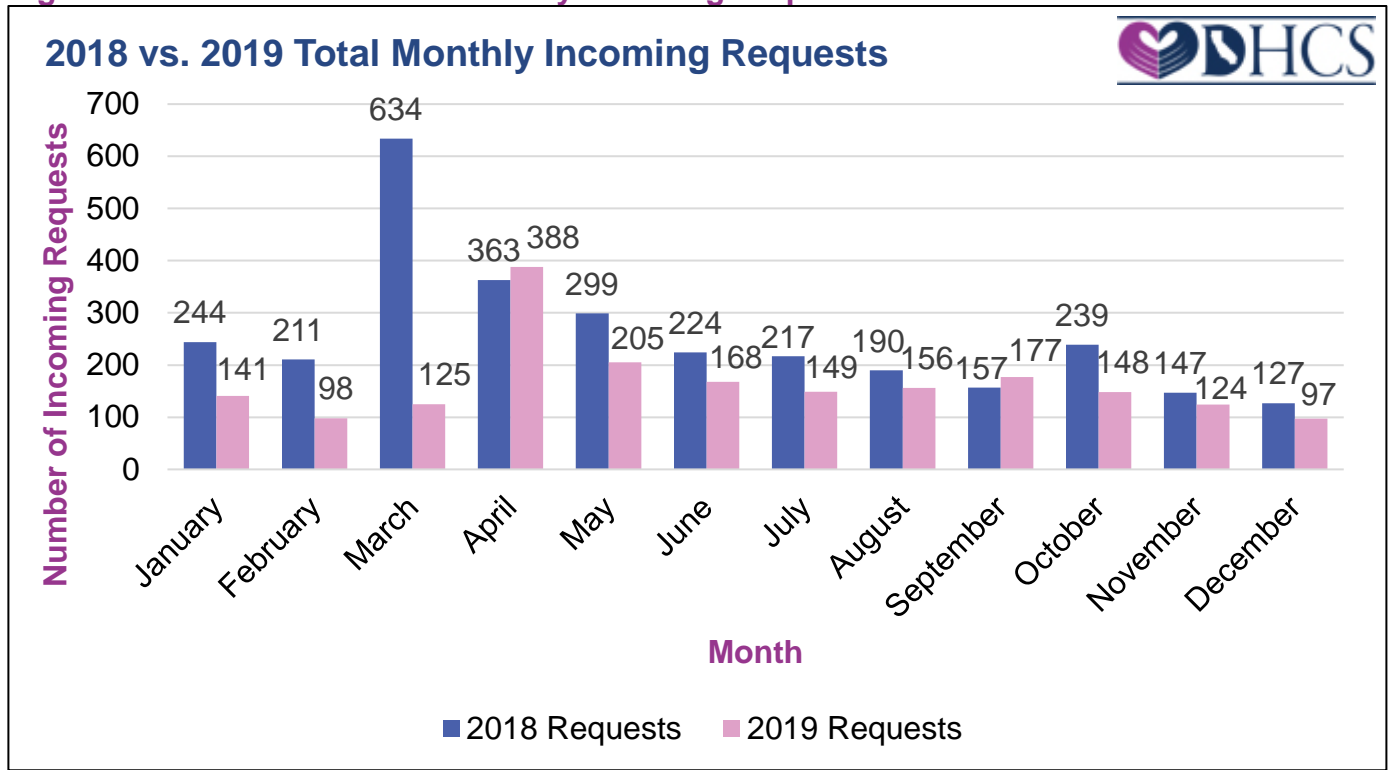**Figure 3: 2018 vs. 2019 Total Monthly Incoming Requests**
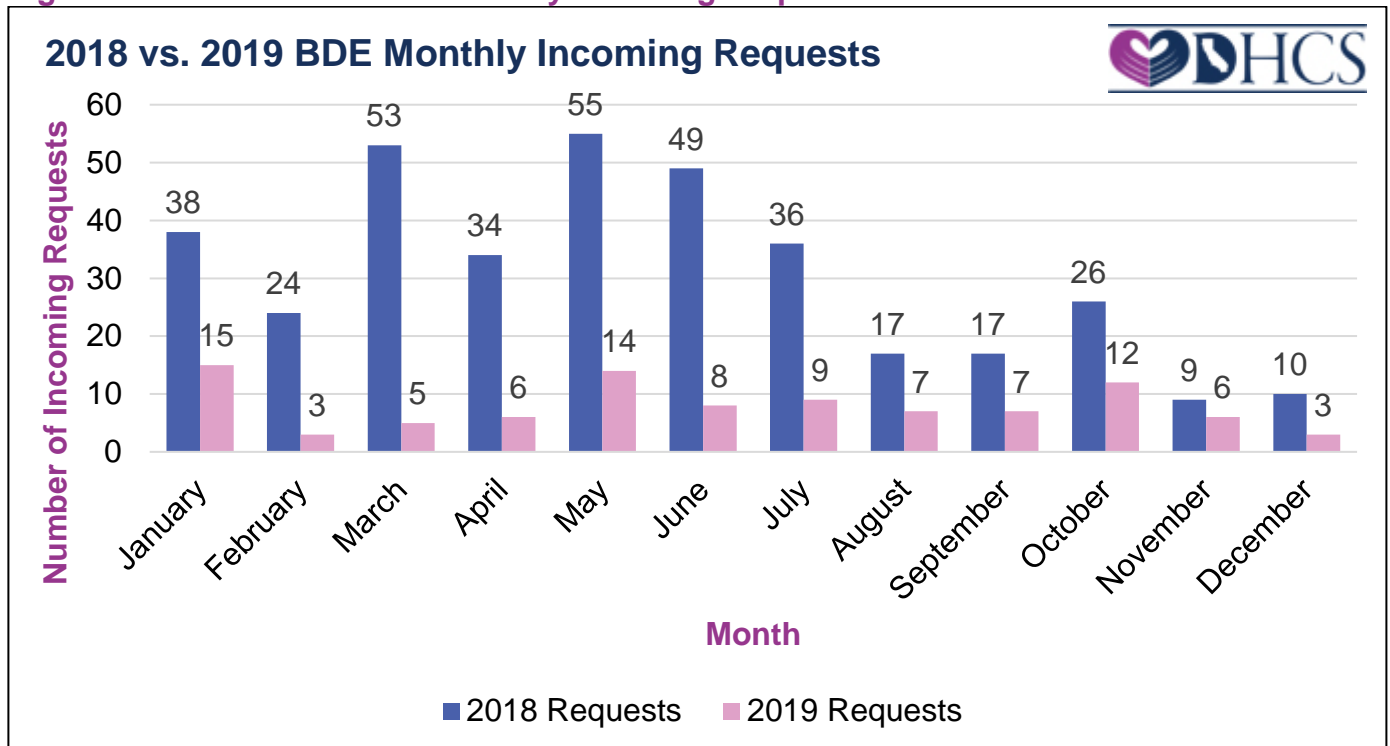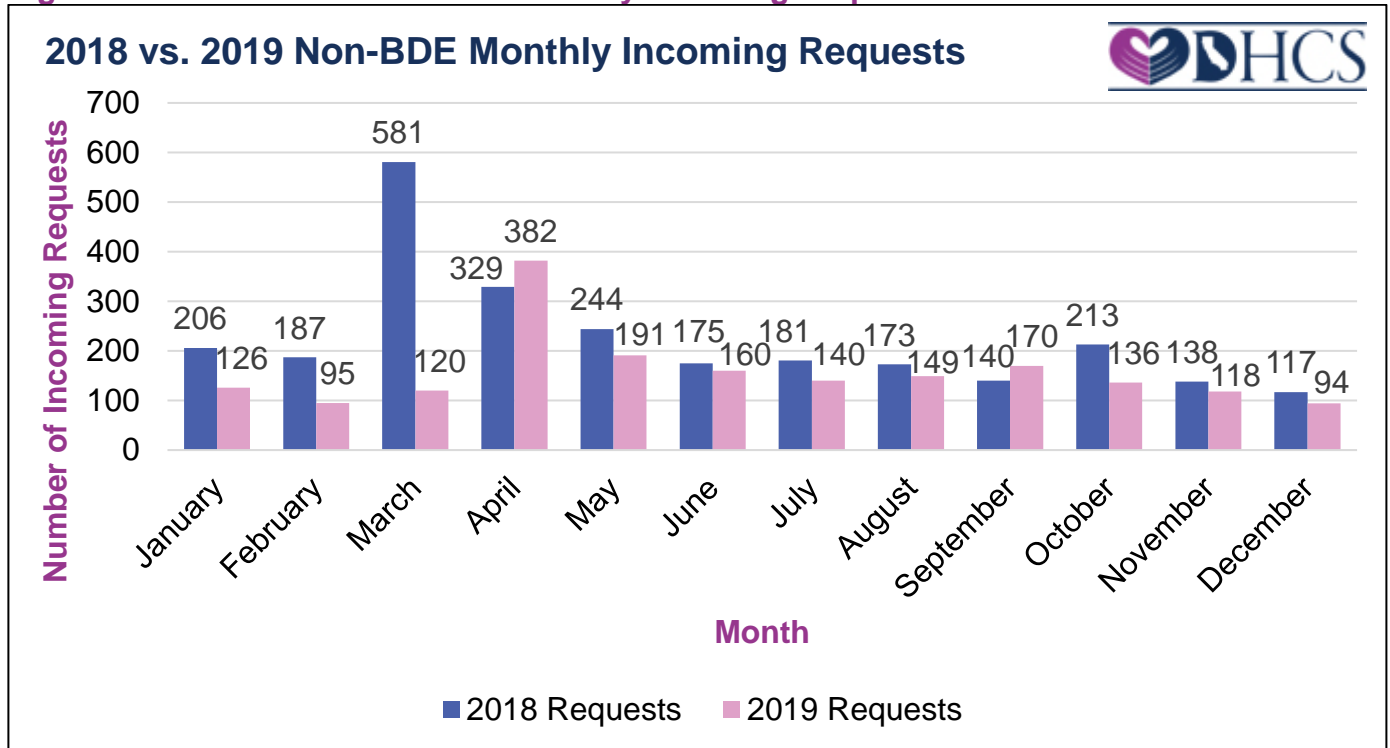

Figure 4: 2018 vs. 2019 BDE Monthly Incoming Requests

Figure 5: 2018 vs. 2019 Non-BDE Monthly Incoming Requests

2018 vs. 2019 Non-BDE Monthly Incoming Requests

Number of Incoming Requests vs. Month

2018 Requests / 2019 Requests

Month	2018	2019
January	206	126
February	187	95
March	581	120
April	329	382
May	244	191
June	175	160
July	181	140
August	173	149
September	140	170
October	213	136
November	138	118
December	117	94

2019 Summary

Figure 6: 2019 Total Monthly Requests by Type

2019 Total Monthly Requests by Type

Number of Incoming Requests vs. Month

Mail/Fax/Emails / Calls

Month	Mail/Fax/Emails	Calls
January	79	62
February	58	40
March	70	55
April	192	196
May	95	110
June	93	75
July	75	74
August	74	82
September	79	98
October	68	80
November	56	68
December	66	31