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

Total Requests Received in September 2019

A total of 177 requests were received during September; seven (4%) were BDE requests, while 170 (96%) were non-BDE requests (Table 1). All seven (100%) BDE requests were completed and closed in September (Table 6).

Table 1: September 2019 Incoming Totals

Total Requests	177	100%
BDE	7	4%
Non-BDE	170	96%
Inbound Phone Call Total	**98**	**55%**
BDE	7	7%
Non-BDE	91	93%
Mail/Fax/Email Total	**79**	**45%**
BDE	0	0%
Non-BDE	79	100%

Table 2: September 2019 Non-BDE Totals

Non-BDE Categories	170	100%
BDE Info/No Need	18	11%
Benefits	3	2%
Eligibility	7	4%
Plan/Provider Info	84	49%
No Answer/Left Message	36	21%
Other	22	13%

BDE Requests Received from August 2019 to September 2019

From August 2019 to September 2019, there were 14 total BDE requests received. (Table 5).

Table 3: BDE Request Received in September 2019

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	0	2	0	1	1	**2**
Urgent	1	2	1	2	2	**4**
Routine	0	0	0	0	0	**0**
Specialist	0	1	0	1	0	**1**
In Progress	**0**	**0**	**0**	**0**	**0**	**0**
Closed	**1**	**5**	**1**	**4**	**3**	**7**
Total BDE	**1**	**5**	**1**	**4**	**3**	**7**

Table 4: BDE Requests Received in August 2019

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

Table 5: BDE Requests Received from August 2019 to September 2019

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	0	4	0	3	1	**4**
Urgent	2	4	1	4	3	**7**
Routine	0	0	1	1	0	**1**
Specialist	1	1	0	2	0	**2**
In Progress	**1**	**0**	**0**	**1**	**0**	**1**
Closed	**2**	**9**	**2**	**9**	**4**	**13**
Total BDE	**3**	**9**	**2**	**10**	**4**	**14**

BDE Requests Closed in September 2019

A total of 12 BDE requests were closed in September 2019 (Table 6).

Of the closed requests, two (25%) were emergency appointments, four (50%) were urgent appointments and two (25%) were specialist appointments. Of these closed appointments, five (63%) were for adults and three (38%) were for children (See Graph 1).

Of the closed requests, seven (87%) appointments were successfully seen and treated by a dentist. One (13%) appointment was unsuccessful; the member did not show to their scheduled appointment. (See Graph 2).

Table 6: BDE Requests Closed in September 2019

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Emergency	Adult	Extraction	1	Health Net	Successful
Emergency	Child	Exam	1	Health Net	Successful
Urgent	Child	Extraction	1	LIBERTY	Successful
Urgent	Child	Complete Exam	3	Health Net	Successful
Urgent	Adult	No Show- Personal	2	Health Net	Unsuccessful
Urgent	Adult	Limited Exam	3	Access	Successful
Specialist	Adult	Exam	6	Health Net	Successful
Specialist	Adult	Extraction	19	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

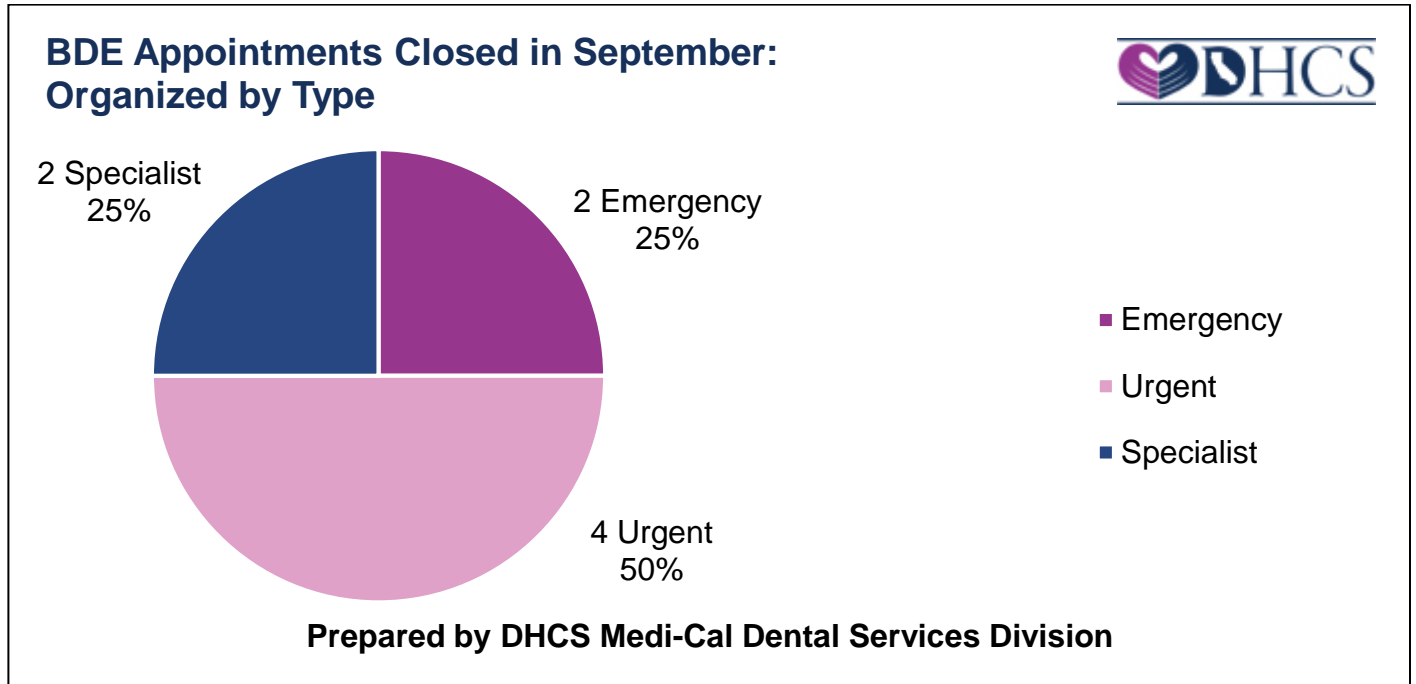**Figure 1: BDE Appointments Closed in September: Organized by Type**

BDE Appointments Closed in September: Organized by Type

2 Specialist 25%

2 Emergency 25%

4 Urgent 50%

- Emergency
- Urgent
- Specialist

Prepared by DHCS Medi-Cal Dental Services Division

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

Type of Appointment	Adults	Children	Total	Percentage
Emergency	1	1	2	25%
Urgent	2	2	4	50%
Routine	0	0	0	0%
Specialist	2	0	2	25%

Figure 2: BDE Appointments Closed in September: Successful vs. Unsuccessful

BDE Appointments Closed in September: Successful vs. Unsuccessful

1 Unsuccessful 13%

7 Successful 87%

- Successful
- Unsuccessful
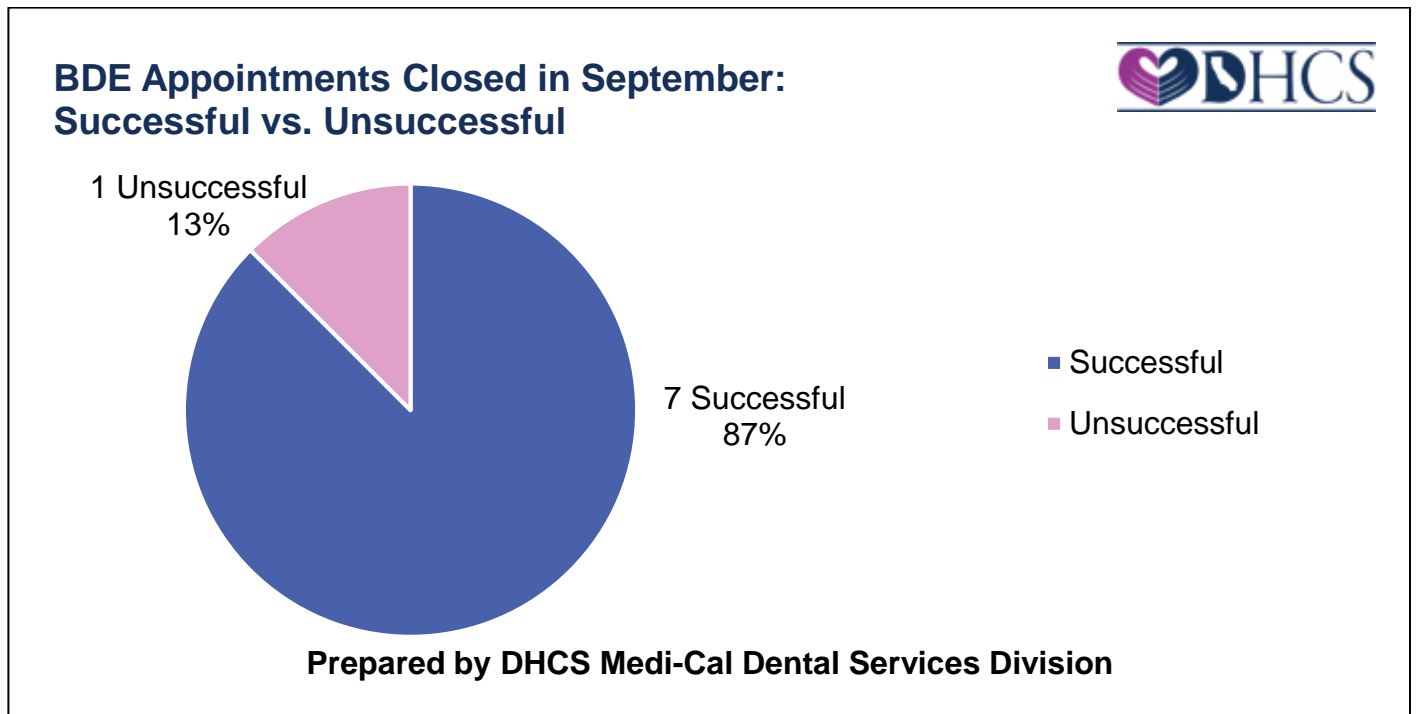
Prepared by DHCS Medi-Cal Dental Services Division

Table 8: BDE Appointments Closed in September: Successful vs. Unsuccessful

Department Perspective	Adults	Children	Total	Percentage
Successful	4	3	7	87%
Unsuccessful	1	0	1	13%

BDE Requests Closed from August 2019 to September 2019

A total of 17 BDE requests were closed from August 2019 to September 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 August 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	1	0	1	2	0	2
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	0	2	0	2	0	2
Successful Urgent	0	3	0	2	1	3
Successful Routine	0	1	0	1	0	1
Successful Specialist	0	0	1	1	0	1
Unsuccessful	**1**	**0**	**1**	**2**	**0**	**2**
Successful	**0**	**6**	**1**	**6**	**1**	**7**
Total	**1**	**6**	**2**	**8**	**1**	**9**

Table 10: BDE Requests Closed in September 2019

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	0	0	0	0	0	0
Unsuccessful Urgent	0	1	0	1	0	1
Unsuccessful Routine	0	0	0	0	0	0
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	0	2	0	1	1	2
Successful Urgent	1	1	0	1	2	3
Successful Routine	0	0	1	0	0	0
Successful Specialist	1	1	0	2	0	2
Unsuccessful	**0**	**1**	**0**	**1**	**0**	**1**
Successful	**2**	**4**	**1**	**4**	**3**	**7**
Total	**2**	**5**	**1**	**5**	**3**	**8**

2018 vs. 2019 Comparison

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

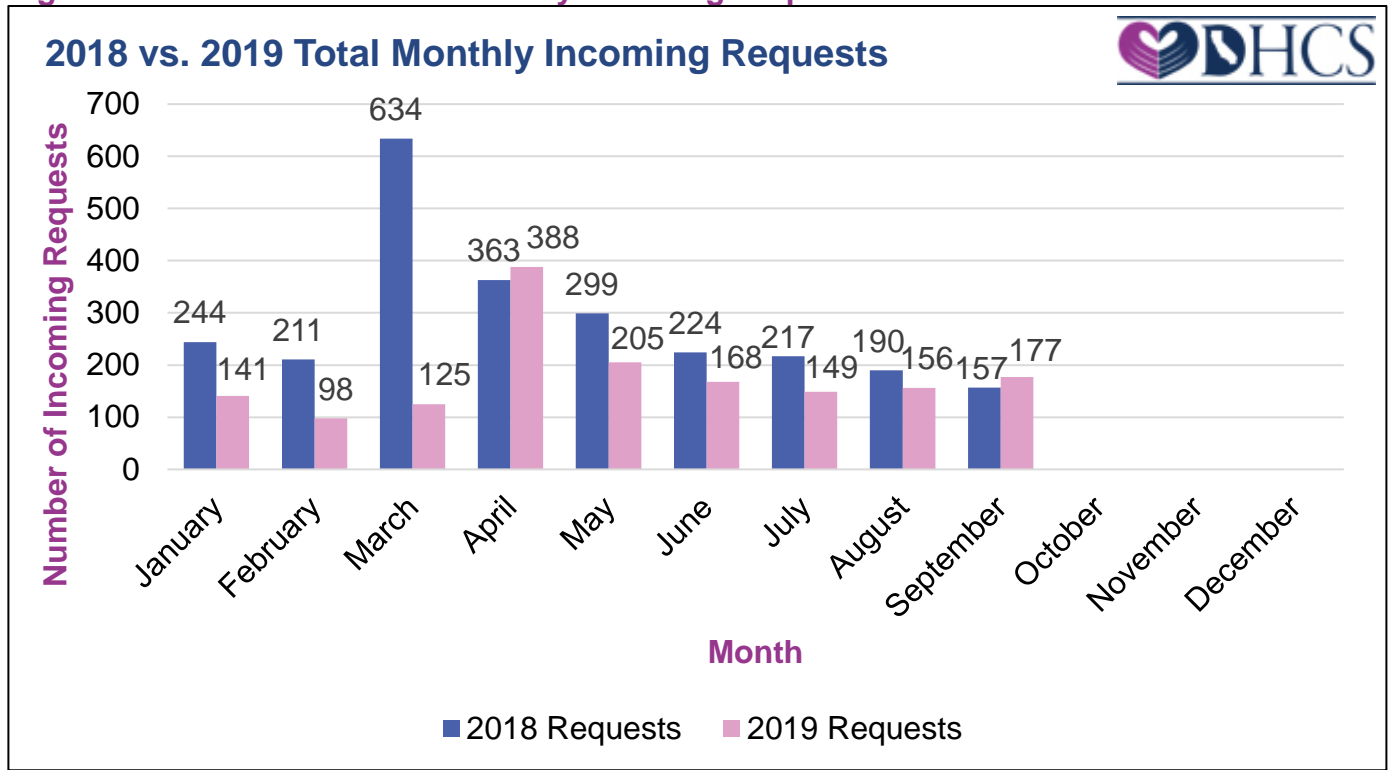**Figure 3: 2018 vs. 2019 Total Monthly Incoming Requests**

2018 vs. 2019 Total Monthly Incoming Requests

Month	2018 Requests	2019 Requests
January	244	141
February	211	98
March	634	125
April	363	388
May	299	205
June	224	168
July	217	149
August	190	156
September	157	177

Figure 4: 2018 vs. 2019 BDE Monthly Incoming Requests

2018 vs. 2019 BDE Monthly Incoming Requests

Month	2018 Requests	2019 Requests
January	38	15
February	24	3
March	53	5
April	34	6
May	55	14
June	49	8
July	36	9
August	17	7
September	17	7

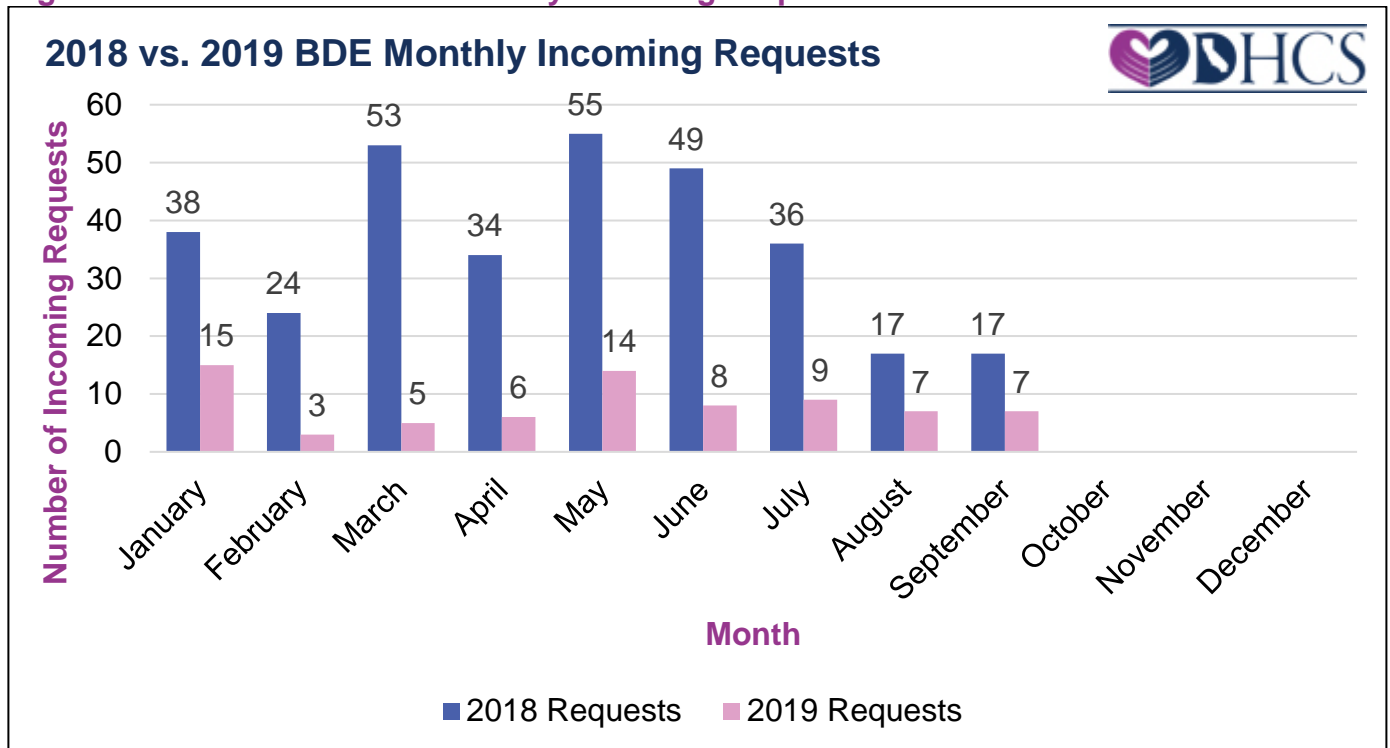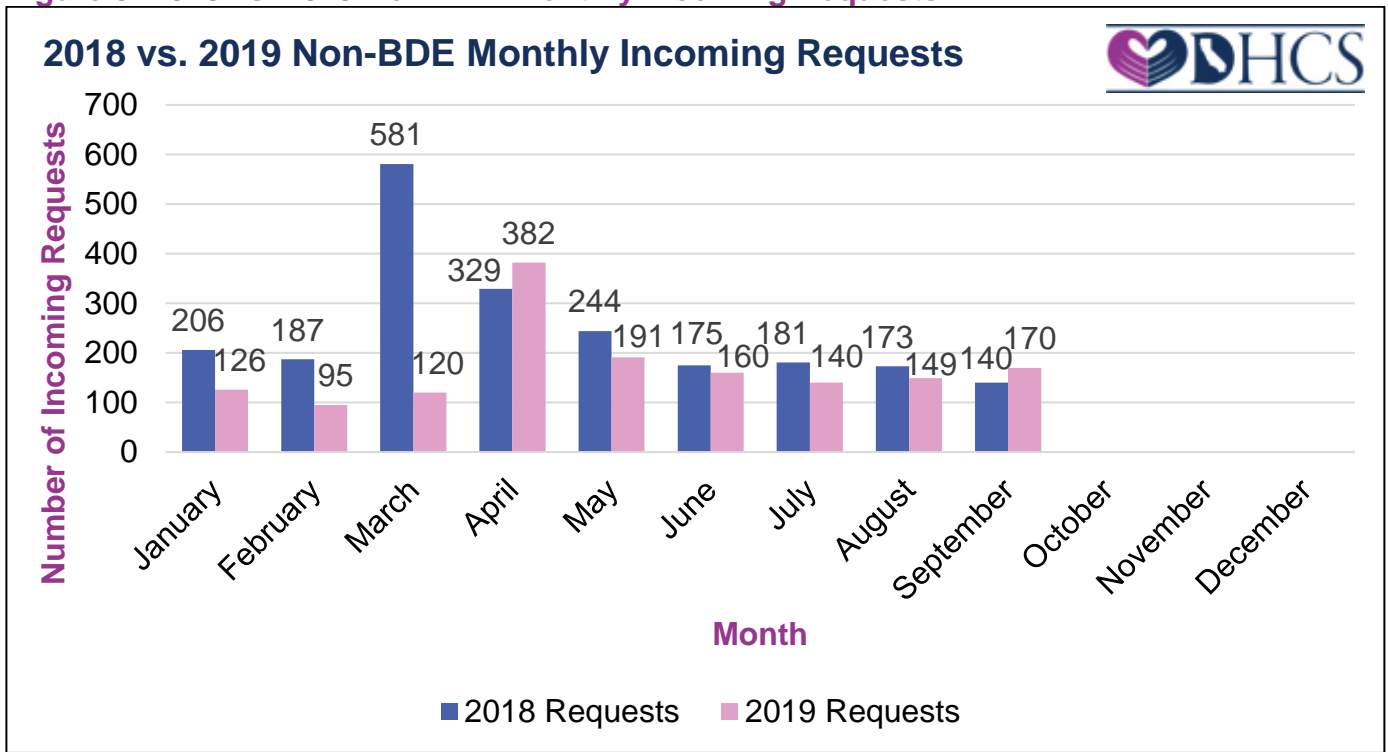**Figure 5: 2018 vs. 2019 Non-BDE Monthly Incoming Requests**

2018 vs. 2019 Non-BDE Monthly Incoming Requests

2019 Summary

Figure 6: 2019 Total Monthly Requests by Type

2019 Total Monthly Requests by Type