

Beneficiary Dental Exception (BDE) July 2020

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 2020, comparison of June 2020 to July 2020, 2019 vs. 2020, and 2020 annual summary.

Total Requests Received in July 2020

A total of 144 requests were received during July; there were no BDE requests (0%), while 144 (100%) were non-BDE requests (Table 1).

Table 1: July 2020 Incoming Totals

Total Requests	144	100%
BDE	0	0%
Non-BDE	144	100%
Inbound Phone Call Total	27	19%
BDE	0	0%
Non-BDE	27	100%
Mail/Fax/Email Total	117	81%
BDE	0	0%
Non-BDE	117	100%

Table 2: July 2020 Non-BDE Totals

Non-BDE Categories	144	100%
BDE Info/No Need	32	22%
Benefits	14	10%
Eligibility	10	7%
Plan/Provider Info	40	28%
No Answer/Left Message	39	27%
Other	9	6%

BDE Requests Received from June 2020 to July 2020

From June 2020 to July 2020, there were no BDE requests received; therefore, no tables or figures are included.

BDE Requests Closed in July 2020

No BDE requests were closed in July 2020.

Appointment Timeframes (as required by contract)

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

BDE Requests Closed from June 2020 to July 2020

There were no BDE requests closed from June 2020 to July 2020; therefore, no tables or figures were included.

2019 vs. 2020 Comparison

As shown below (Figure 1), there was a decrease in total monthly requests in July 2020 when compared to July 2019. The decrease may be attributed to the COVID-19 pandemic, which resulted in the closure of dental offices and/or offices only open for emergency appointments.

Figure 1: 2019 vs. 2020 Total Monthly Incoming Requests

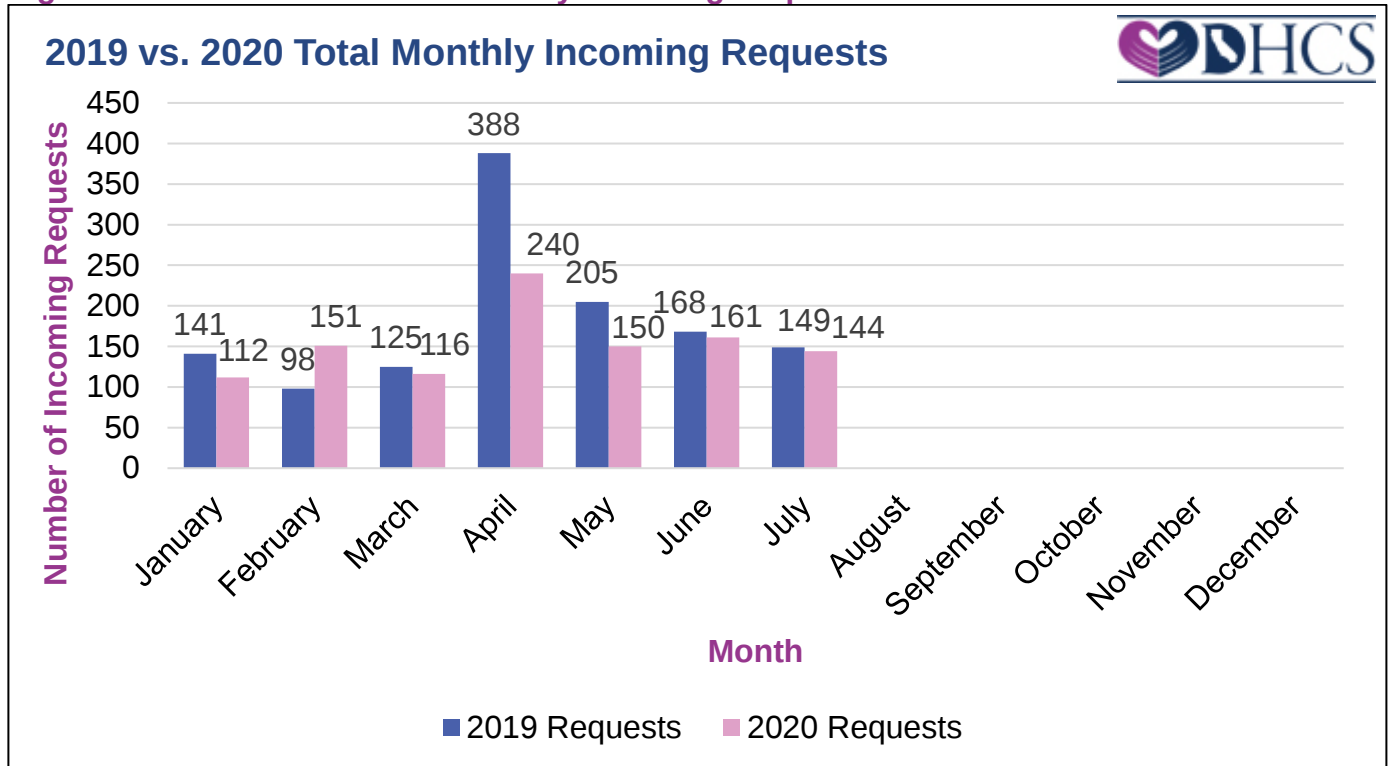


Figure 2: 2019 vs. 2020 BDE Monthly Incoming Requests

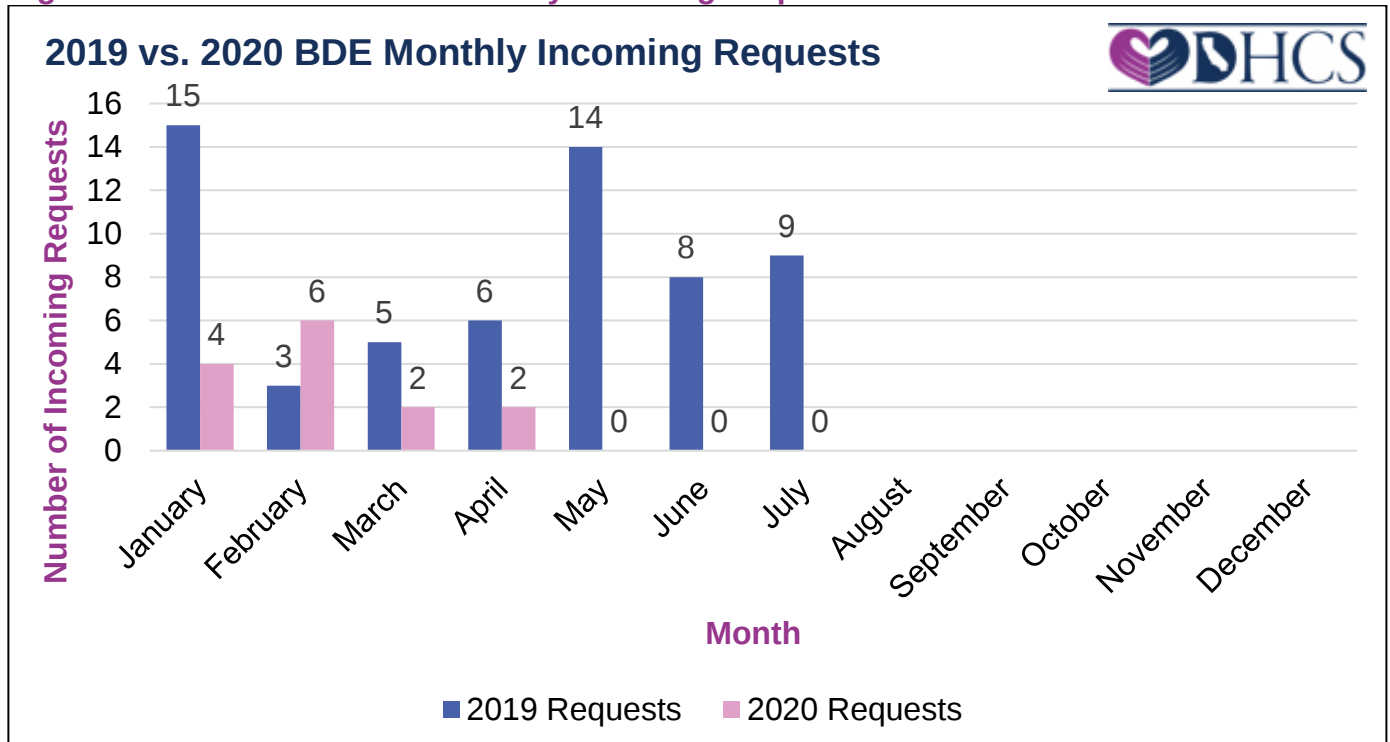
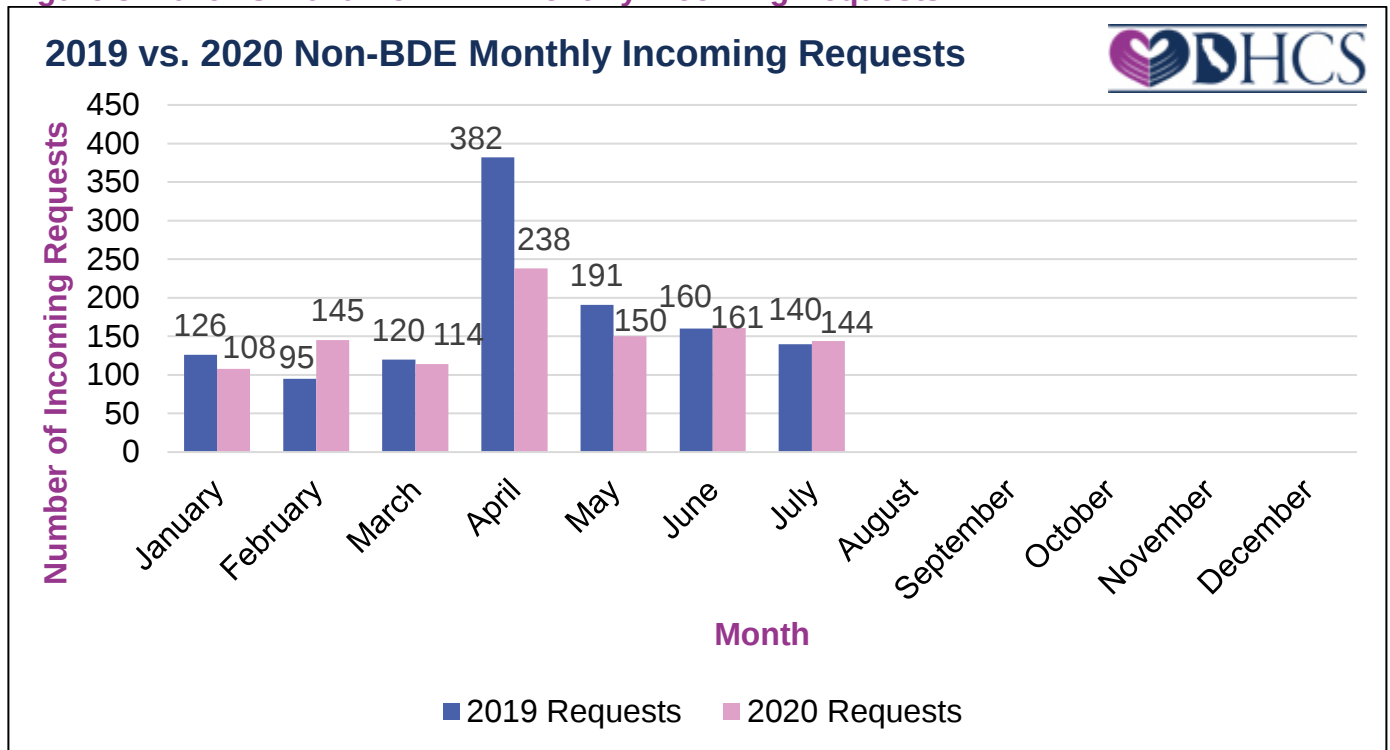


Figure 3: 2019 vs. 2020 Non-BDE Monthly Incoming Requests



2020 Summary

Figure 4: 2020 Total Monthly Requests by Type

