

Beneficiary Dental Exception (BDE) April 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 April 2020, comparison of March 2020 to April 2020, 2019 vs. 2020, and 2020 annual summary.

Total Requests Received in April 2020

A total of 240 requests were received during April; two (1%) were BDE requests, while 238 (99%) were non-BDE requests (Table 1). One (50%) request was completed and closed in April; one (50%) request remained open due to appointments scheduled the following month (Table 3).

Table 1: April 2020 Incoming Totals

Total Requests	240	100%
BDE	2	1%
Non-BDE	238	99%
Inbound Phone Call Total	68	28%
BDE	1	1%
Non-BDE	67	99%
Mail/Fax/Email Total	172	72%
BDE	1	1%
Non-BDE	171	99%

Table 2: April 2020 Non-BDE Totals

Non-BDE Categories	238	100%
BDE Info/No Need	54	22%
Benefits	2	1%
Eligibility	7	3%
Plan/Provider Info	85	36%
No Answer/Left Message	81	34%
Other	9	4%

BDE Requests Received from March 2020 to April 2020

From March 2020 to April 2020, there were four BDE requests received (Table 5).

Table 3: BDE Request Received in April 2020

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

Table 4: BDE Requests Received in March 2020

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

Table 5: BDE Requests Received from March 2020 to April 2020

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

BDE Requests Closed in April 2020

Three BDE requests were closed in April 2020. One of the three requests was received in February and another one was received in March; these two were closed in April due to the appointments being scheduled in future months. Two requests were routine appointments and one was an emergency appointment (Table 6). All three requests were for adults. One of the requests was successful. Two of the requests were unsuccessful; the appointments were cancelled/rescheduled due to the COVID-19 pandemic. (Figure 2).

Table 6: BDE Requests Closed in April 2020

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Routine	Adult	N/A; Appointment cancelled/rescheduled	35	LIBERTY	Unsuccessful
Routine	Adult	N/A; Appointment cancelled/rescheduled	30	Access	Unsuccessful
Emergency	Adult	Consultation, medication, and antibiotics; TAR submitted	1	LIBERTY	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 April: Organized by Type

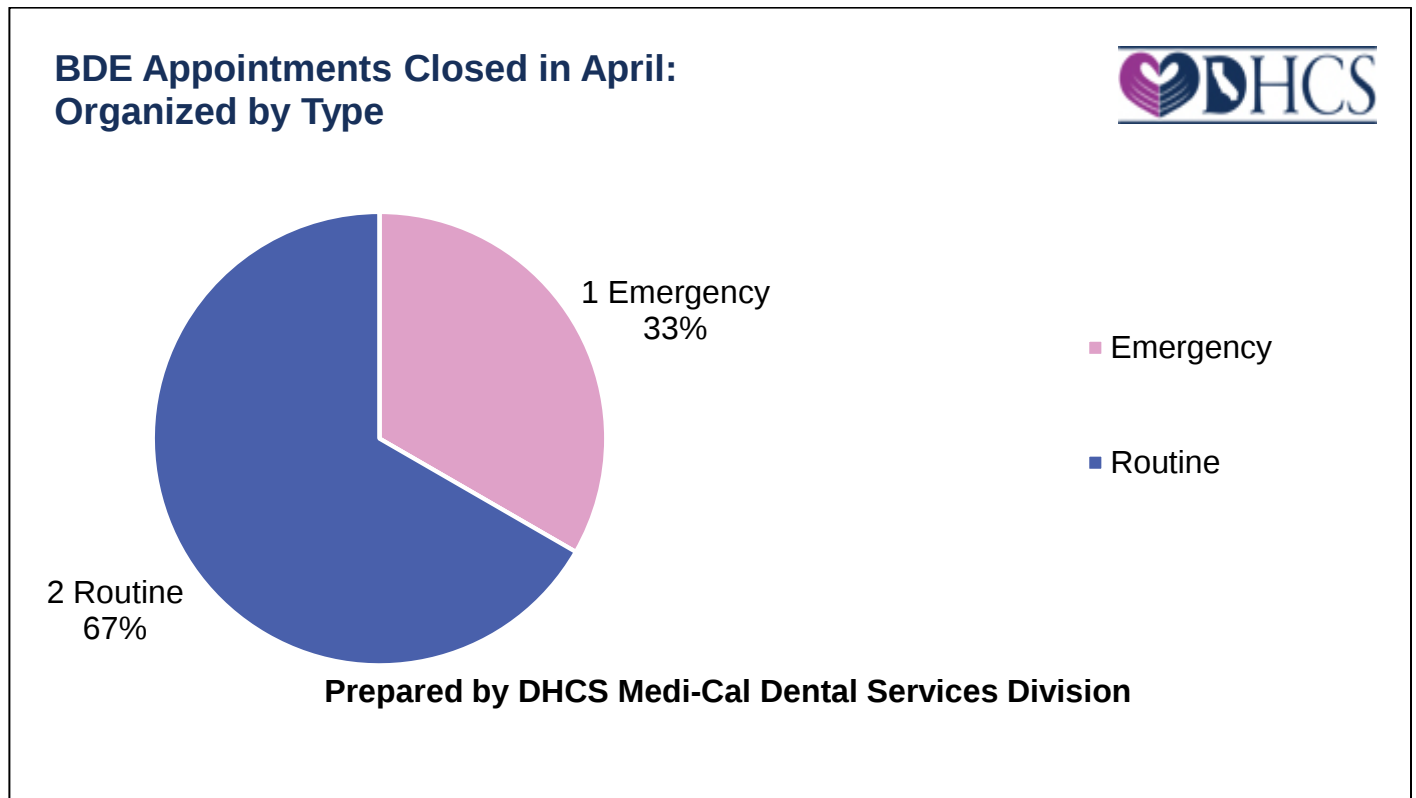


Table 7: BDE Appointments Closed in April: Organized by Type

Type of Appointment	Adults	Children	Total	Percentage
Emergency	1	0	1	33%
Urgent	0	0	0	0%
Routine	2	0	2	67%
Specialist	0	0	0	0%

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

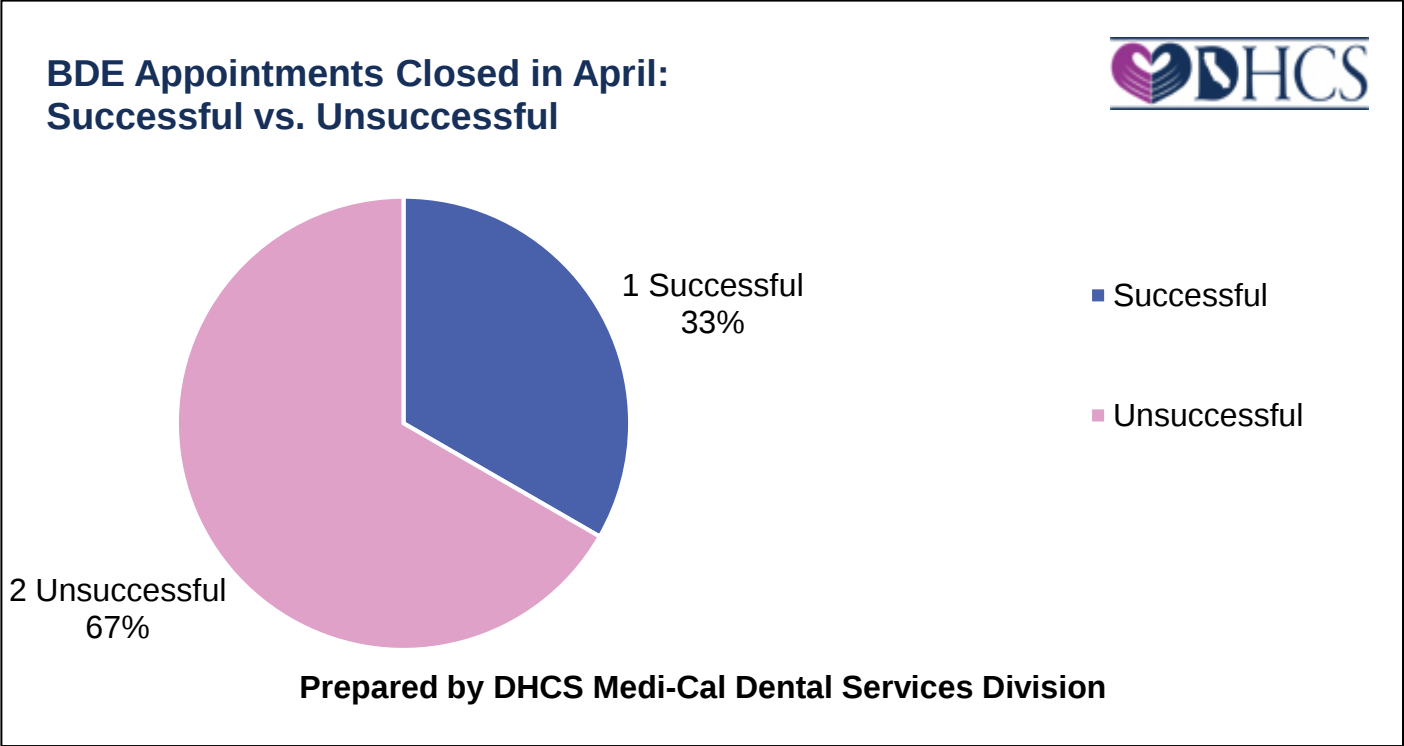


Table 8: BDE Appointments Closed in April: Successful vs. Unsuccessful

Department Perspective	Adults	Children	Total	Percentage
Successful	1	0	2	33%
Unsuccessful	2	0	1	67%

BDE Requests Closed from March 2020 to April 2020

Six BDE requests were closed from March 2020 to April 2020 (Tables 9 and 10). Please note, these tables include requests received from prior months when a member requires multiple appointments or when the request is near the end of the month.

Table 9: BDE Requests Closed in March 2020

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

Table 10: BDE Requests Closed in April 2020

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	1	0	1	0	1
Successful Urgent	0	0	0	0	0	0
Successful Routine	0	0	0	0	0	0
Successful Specialist	0	0	0	0	0	0
Unsuccessful	1	0	1	2	0	2
Successful	0	1	0	1	0	1
Total	1	1	1	3	0	3

2019 vs. 2020 Comparison

As shown below (Figure 3), there was a decrease in total monthly requests in April 2020 when compared to April 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 3: 2019 vs. 2020 Total Monthly Incoming Requests

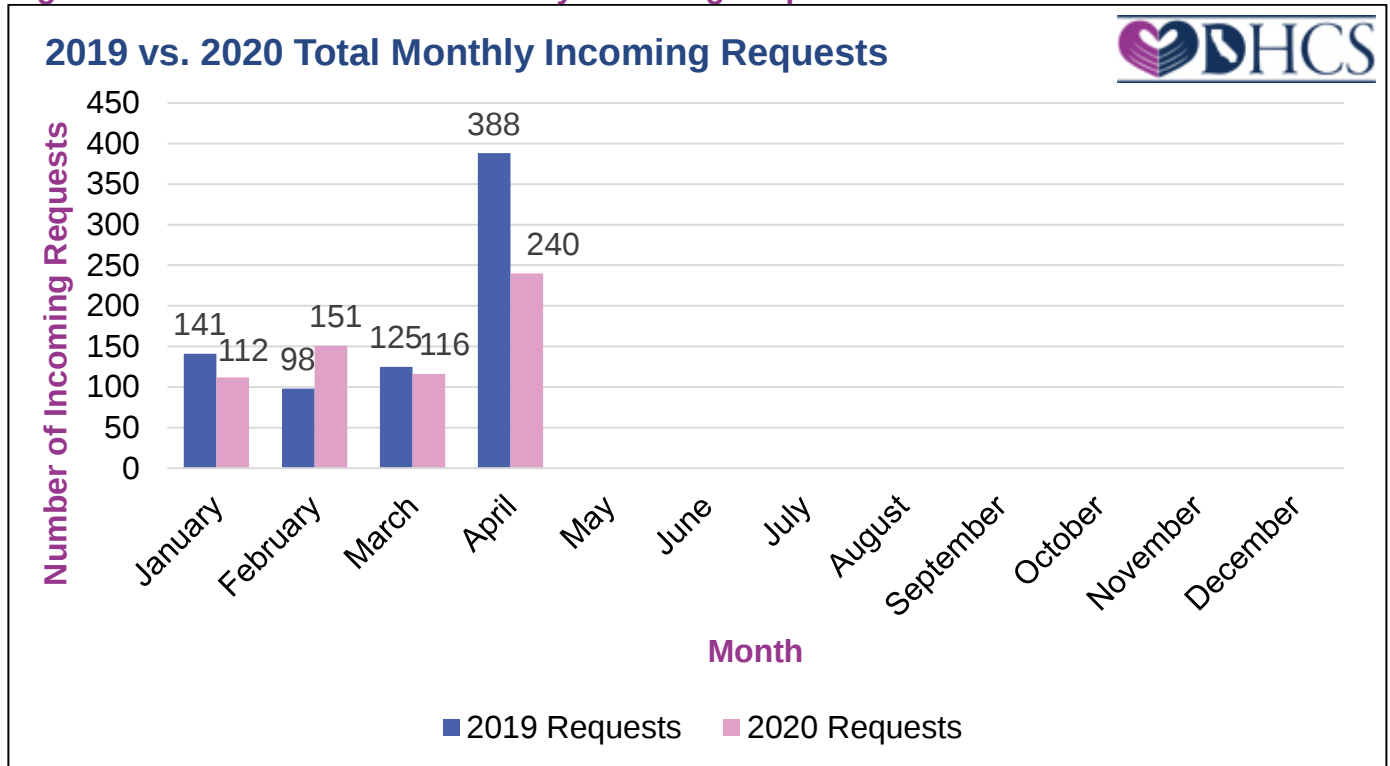


Figure 4: 2019 vs. 2020 BDE Monthly Incoming Requests

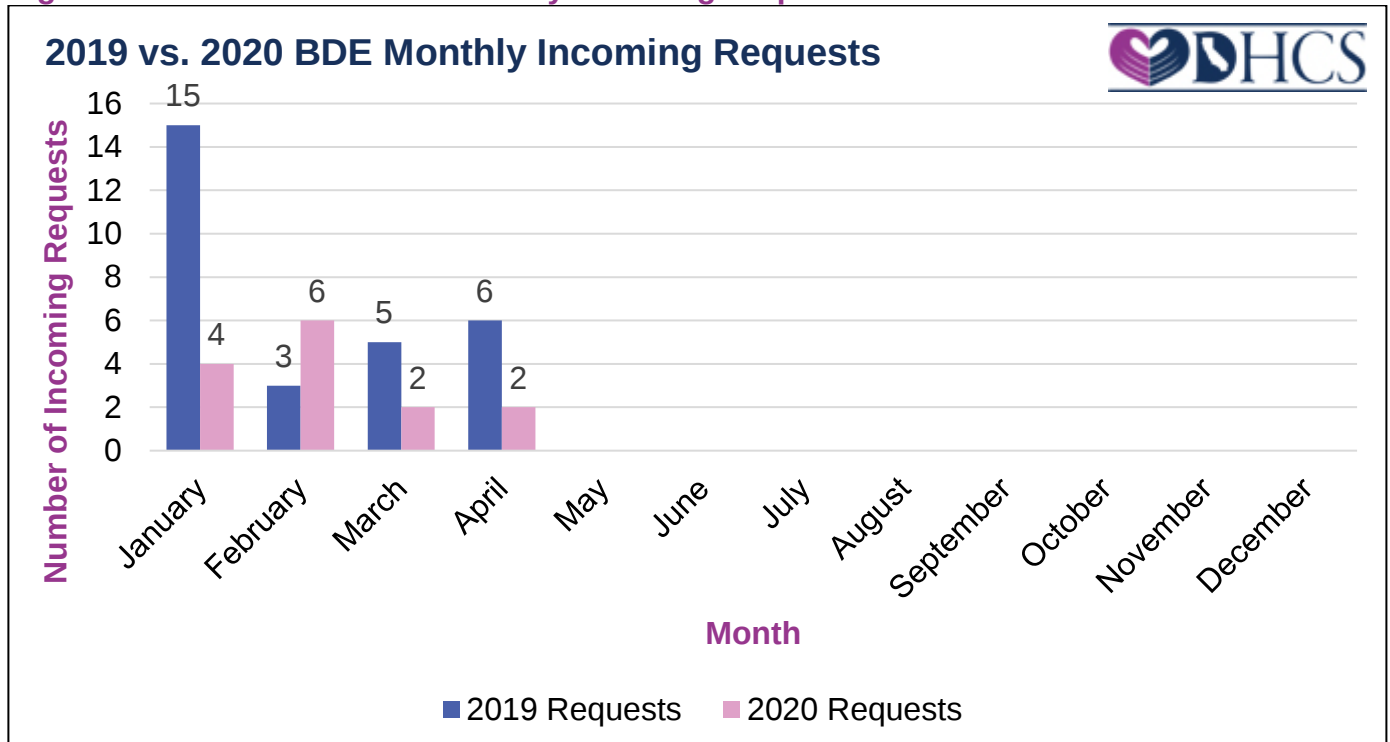
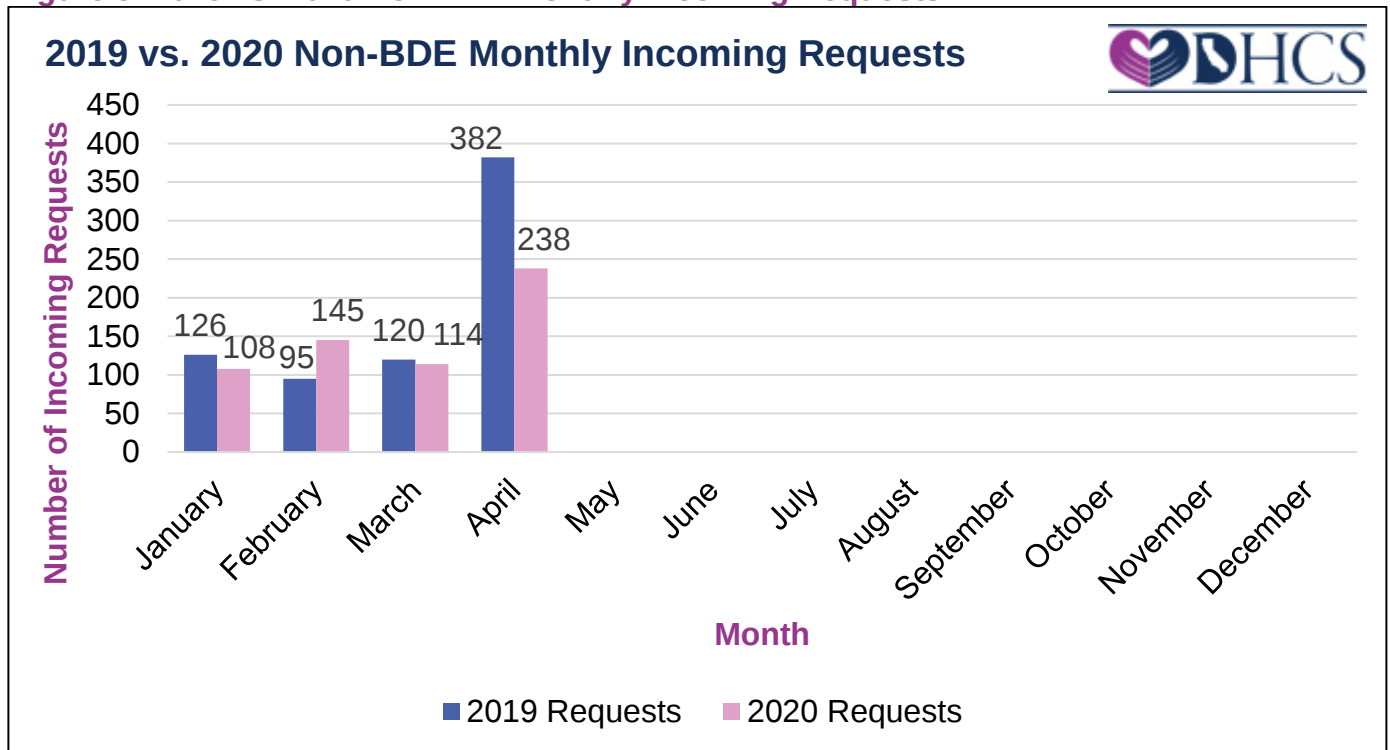


Figure 5: 2019 vs. 2020 Non-BDE Monthly Incoming Requests



2020 Summary

Figure 6: 2020 Total Monthly Requests by Type

