

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

Total Requests Received in December 2020

A total of 105 requests were received during December; none were BDE requests (0%), while 105 (100%) were non-BDE requests (Table 1).

Table 1: December 2020 Incoming Totals

Total Requests	105	100%
BDE	0	0%
Non-BDE	105	100%
Inbound Phone Call Total	49	47%
BDE	0	0%
Non-BDE	49	100%
Mail/Fax/Email Total	56	53%
BDE	0	0%
Non-BDE	56	100%

Table 2: December 2020 Non-BDE Totals

Non-BDE Categories	105	100%
BDE Info/No Need	23	22%
Benefits	5	5%
Eligibility	1	1%
Plan/Provider Info	25	24%
No Answer/Left Message	46	44%
Other	5	4%

BDE Requests Received from November 2020 to December 2020

There were two BDE requests received from November 2020 to December 2020.

Table 3: BDE Requests Received in November 2020

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

Table 4: BDE Requests Received in December 2020

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	0	0	0	0	0	0
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	0	0	0	0	0
Total BDE	0	0	0	0	0	0

Table 5: BDE Requests Received from November 2020 to December 2020

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

BDE Requests Closed in December 2020

One BDE request was closed in December 2020. The request was received in November and closed in December due to appointments being scheduled in the following month. The request was a specialist appointment for an adult (Table 6). The request was successfully seen and treated by a dentist (Figure 2).

Table 6: BDE Requests Closed in December 2020

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Specialist	Adult	Extractions of #19 & #31	23	Health Net	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

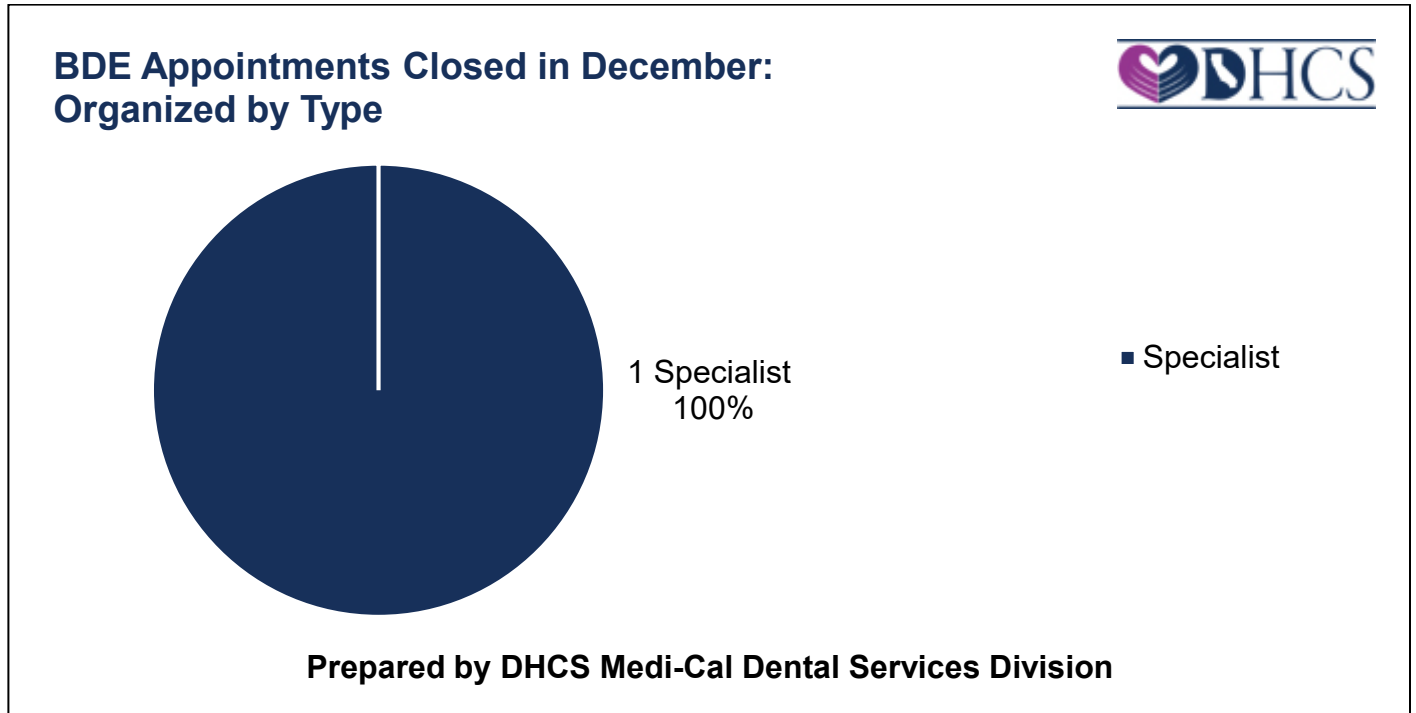


Table 7: BDE Appointments Closed in December: Organized by Type

Type of Appointment	Adults	Children	Total	Percentage
Emergency	0	0	0	0%
Urgent	0	0	0	0%
Routine	0	0	0	0%
Specialist	1	0	1	100%

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

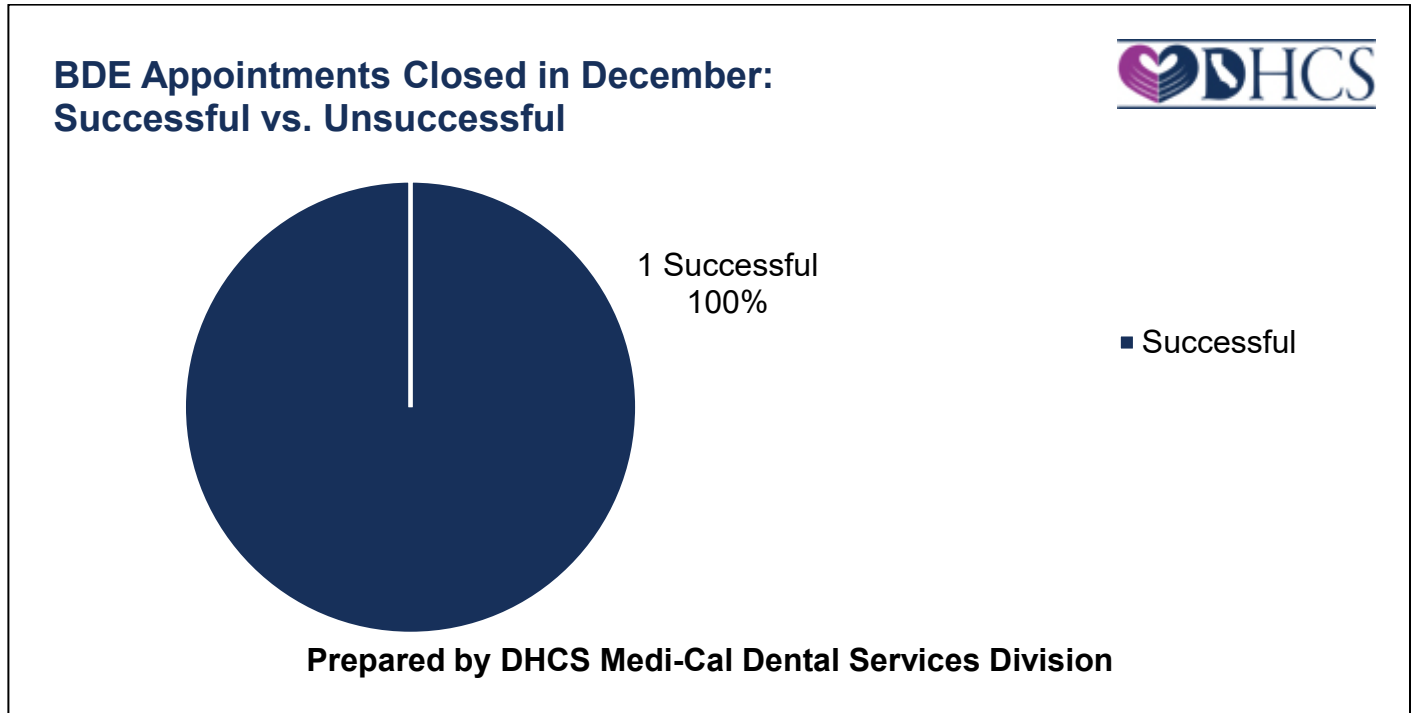


Table 8: BDE Appointments Closed in December: Successful vs. Unsuccessful

Department Perspective	Adults	Children	Total	Percentage
Successful	1	0	1	100%
Unsuccessful	0	0	0	0%

BDE Requests Closed from November 2020 to December 2020

Two BDE requests were closed from November 2020 to December 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 November 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	0	0	0	0	0	0
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	0	0	0	0	0	0
Successful Urgent	0	0	0	0	0	0
Successful Routine	0	0	0	0	0	0
Successful Specialist	0	0	1	1	0	1
Unsuccessful	0	0	0	0	0	0
Successful	0	0	1	1	0	1
Total	0	0	1	1	0	1

Table 10: BDE Requests Closed in December 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	0	0	0	0	0	0
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	0	0	0	0	0	0
Successful Urgent	0	0	0	0	0	0
Successful Routine	0	0	0	0	0	0
Successful Specialist	0	1	0	1	0	1
Unsuccessful	0	0	0	0	0	0
Successful	0	1	0	1	0	1
Total	0	1	0	1	0	1

2019 vs. 2020 Comparison

As shown below (Figure 3), the total incoming monthly requests increased in December 2020 when compared to December 2019. However, there was a decrease in BDE monthly incoming requests (Figure 4) in December 2020 when compared to December 2019. The decrease may be attributed to the COVID-19 pandemic.

Figure 3: 2019 vs. 2020 Total Monthly Incoming Requests

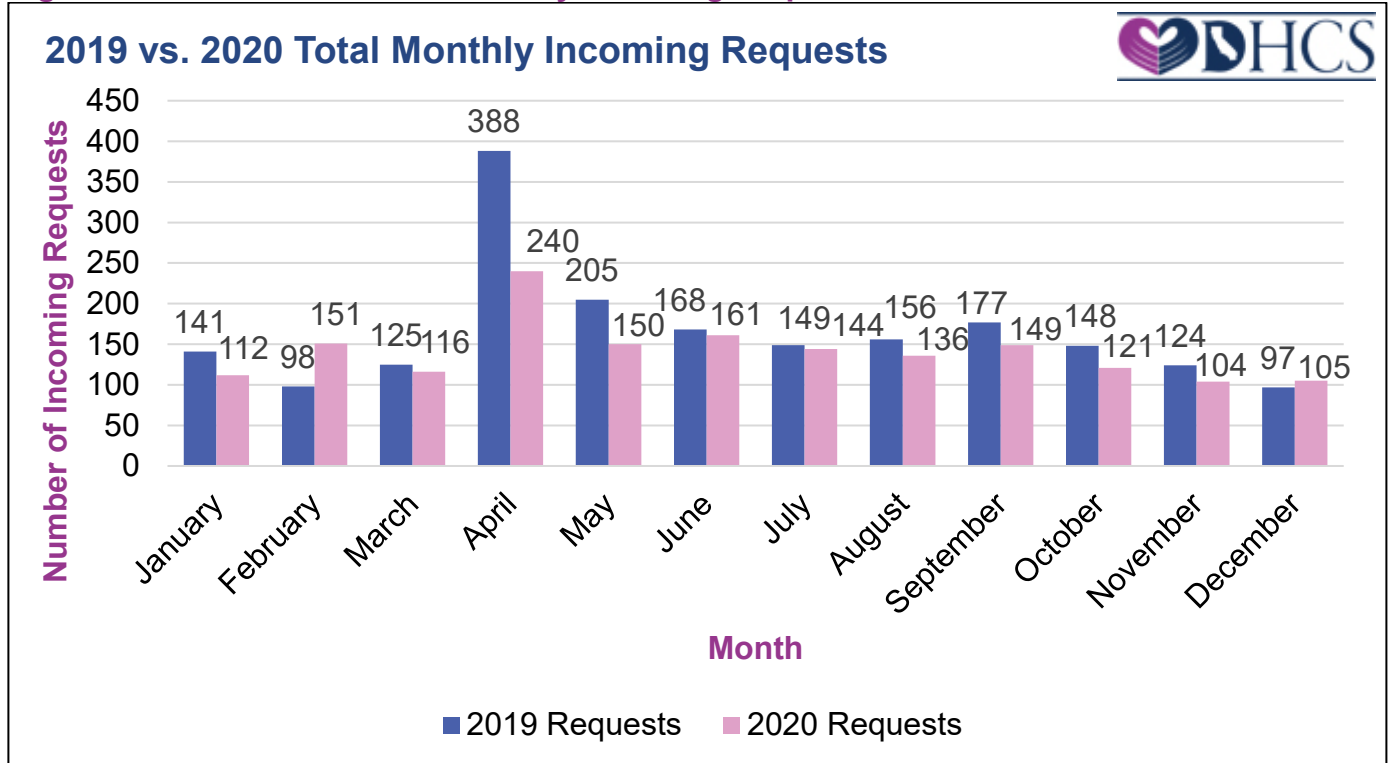


Figure 4: 2019 vs. 2020 BDE Monthly Incoming Requests

2019 vs. 2020 BDE Monthly Incoming Requests

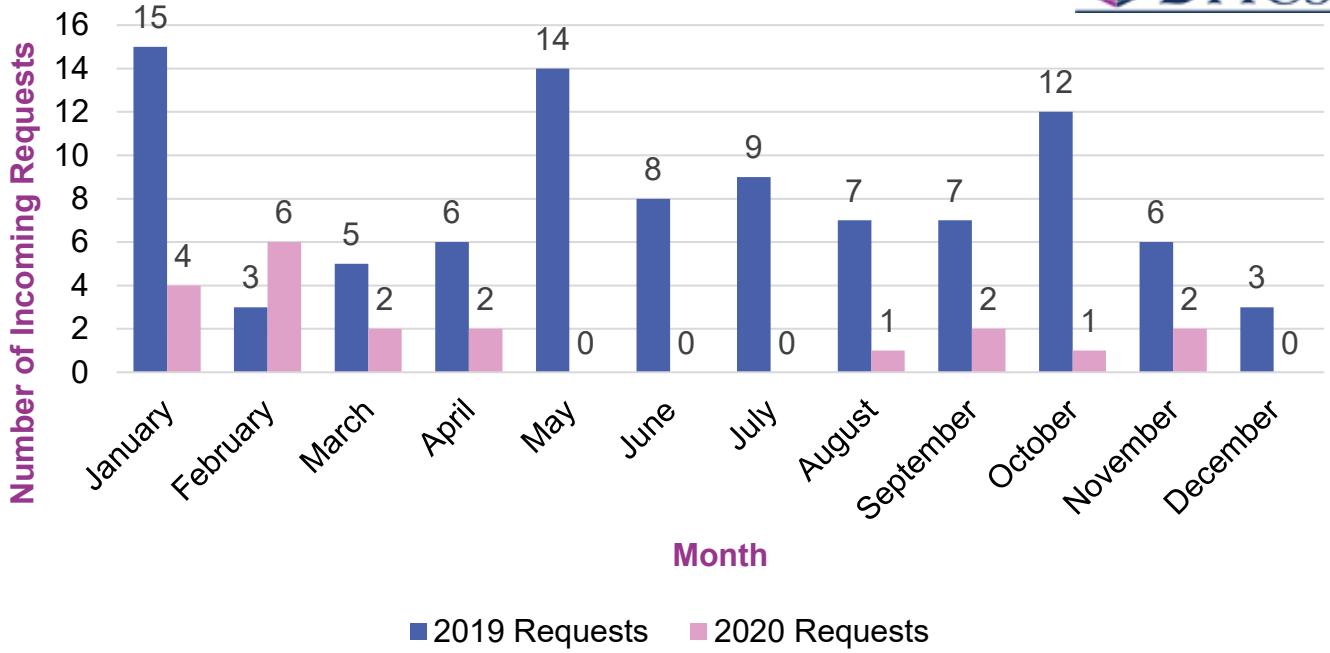
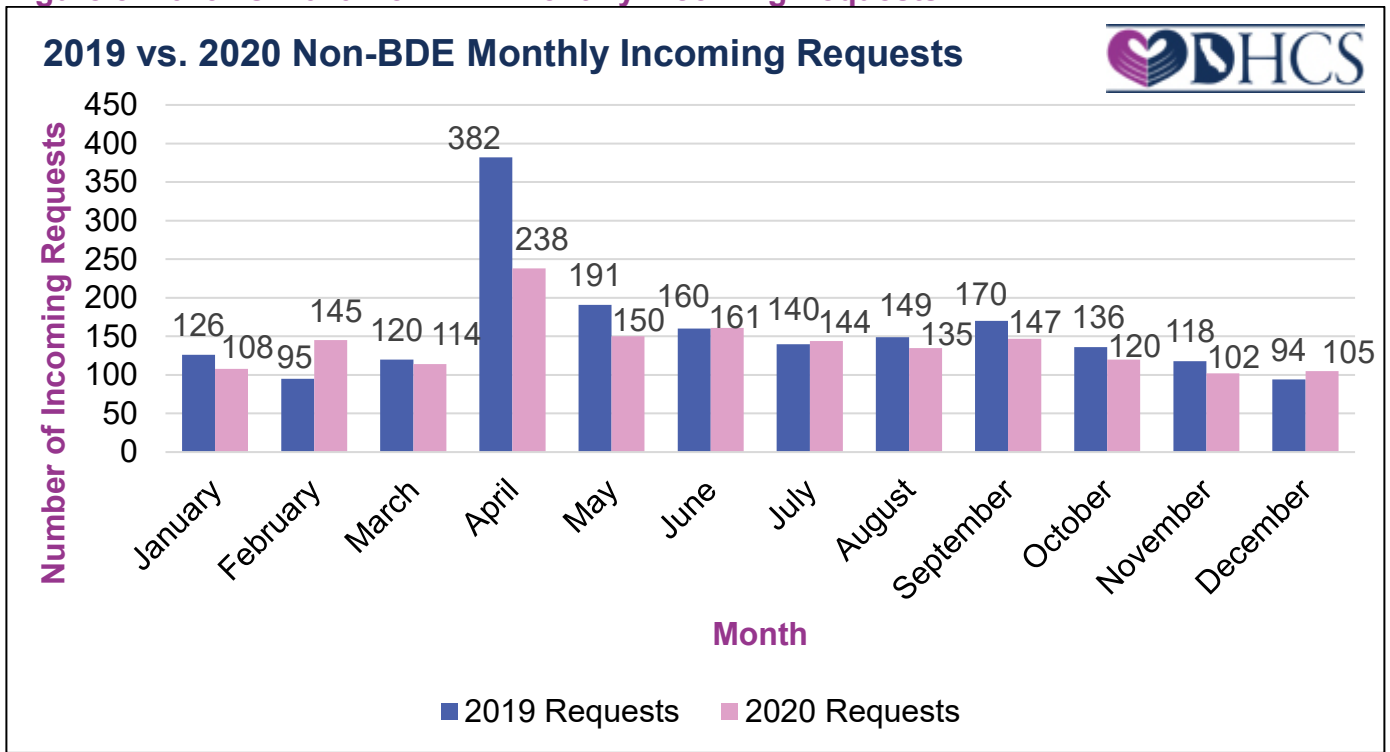


Figure 5: 2019 vs. 2020 Non-BDE Monthly Incoming Requests



2020 Summary

Figure 6: 2020 Total Monthly Requests by Type

