

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

Total Requests Received in January 2020

A total of 112 requests were received during January; four (4%) were BDE requests, while 108 (96%) were non-BDE requests (Table 1). One (25%) of the four BDE requests was completed and closed in January; the remaining three (75%) remained open due to appointments scheduled the following month (Table 3).

Table 1: January 2020 Incoming Totals

Total Requests	112	100%
BDE	4	4%
Non-BDE	108	96%
Inbound Phone Call Total	48	43%
BDE	3	6%
Non-BDE	45	94%
Mail/Fax/Email Total	64	57%
BDE	1	2%
Non-BDE	63	98%

Table 2: January 2020 Non-BDE Totals

Non-BDE Categories	108	100%
BDE Info/No Need	15	14%
Benefits	2	2%
Eligibility	5	5%
Plan/Provider Info	48	44%
No Answer/Left Message	29	27%
Other	9	8%

BDE Requests Received from December 2019 to January 2020

From December 2019 to January 2020, there were seven BDE requests received (Table 5).

Table 3: BDE Request Received in January 2020

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

Table 4: BDE Requests 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 5: BDE Requests Received from December 2019 to January 2020

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

BDE Requests Closed in January 2020

One BDE request, an emergency appointment for an adult (Figure 1), was closed in January 2020 (Table 6). Additionally, the BDE request was closed as unsuccessful because the member did not show up to the scheduled appointment and has yet to reschedule (Figure 2).

Table 6: BDE Requests Closed in January 2020

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Emergency	Adult	No Show - Personal	1	Access	Unsuccessful

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 January: Organized by Type

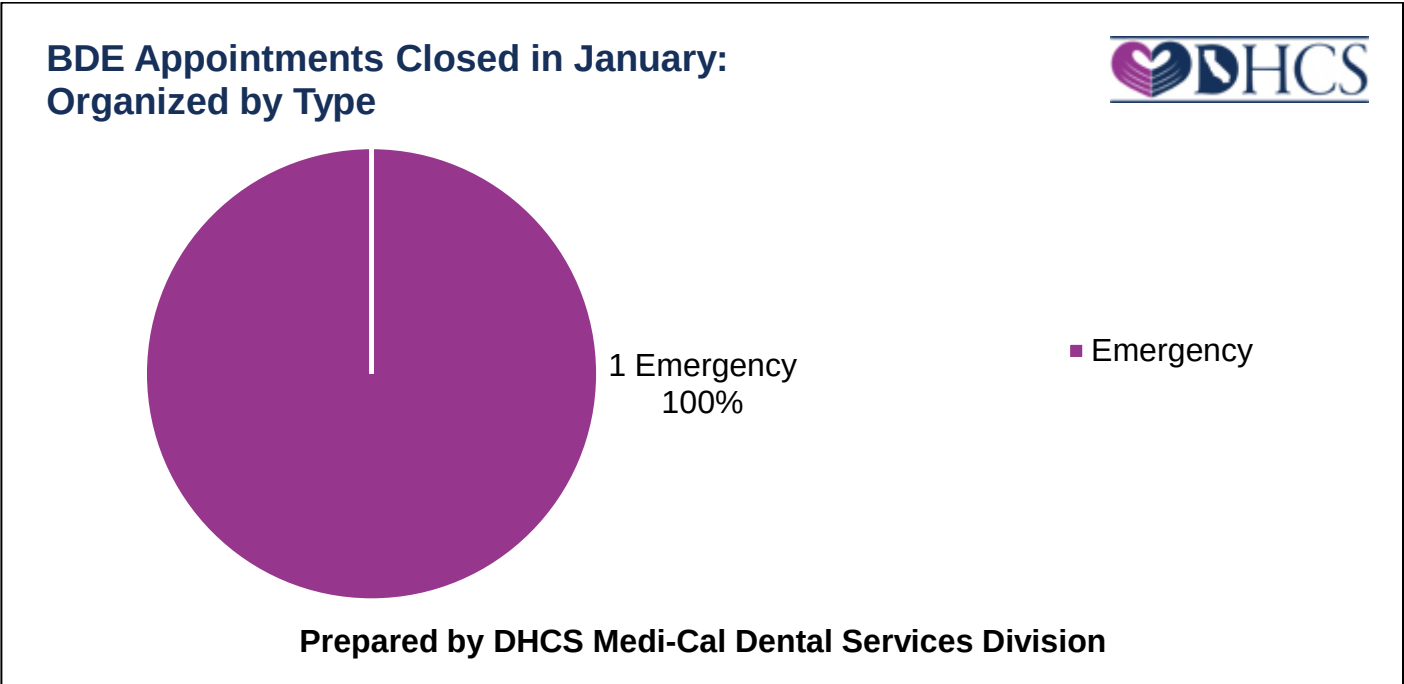


Table 7: BDE Appointments Closed in January: Organized by Type

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

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

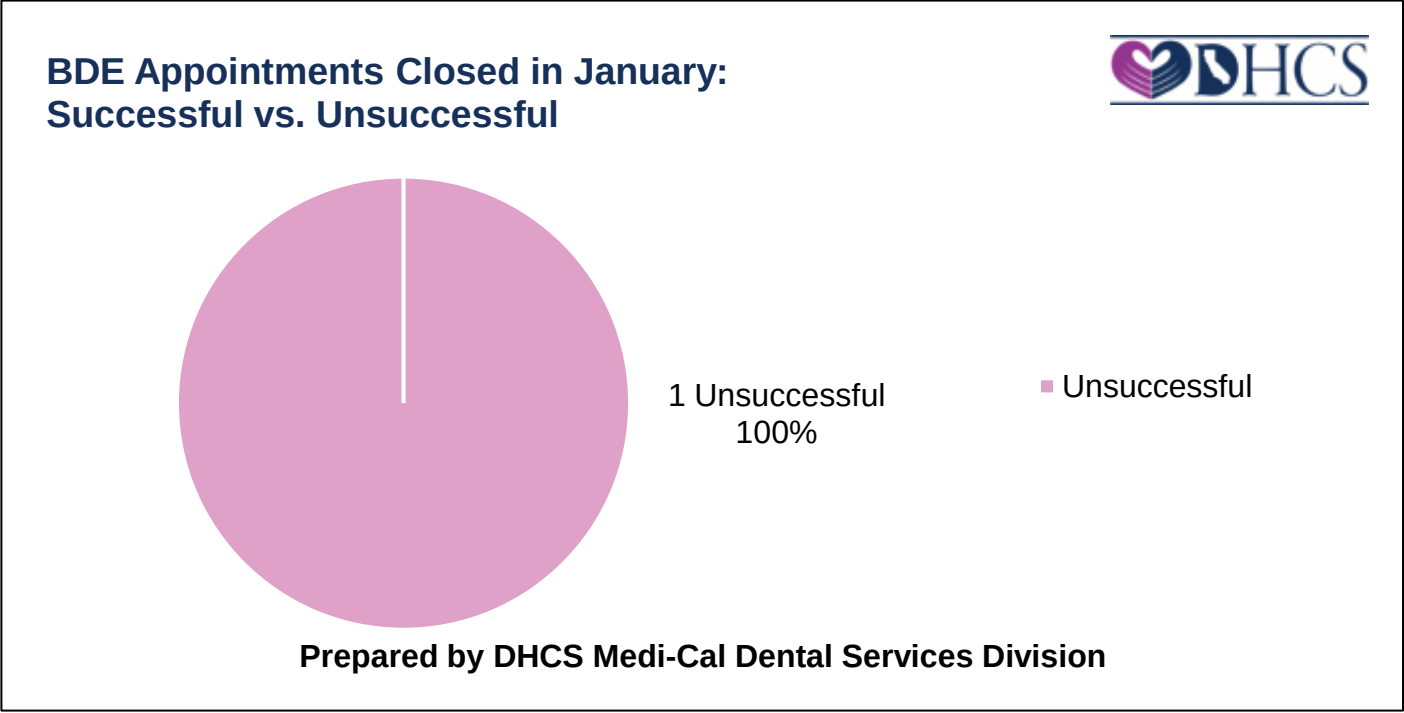


Table 8: BDE Appointments Closed in January: Successful vs. Unsuccessful

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

BDE Requests Closed from December 2019 to January 2020

Seven BDE requests were closed from December 2019 to January 2020 (Tables 9 and 10). Please note: these tables 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 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

Table 10: BDE Requests Closed in January 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	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	0	0	0	0
Unsuccessful	1	0	0	1	0	1
Successful	0	0	0	0	0	0
Total	1	0	0	1	0	1

2019 vs. 2020 Comparison

As shown below (Figure 3), BDE requests continue on a downward trend with total monthly incoming requests decreased in January 2020 when compared to January 2019.

Figure 3: 2019 vs. 2020 Total Monthly Incoming Requests

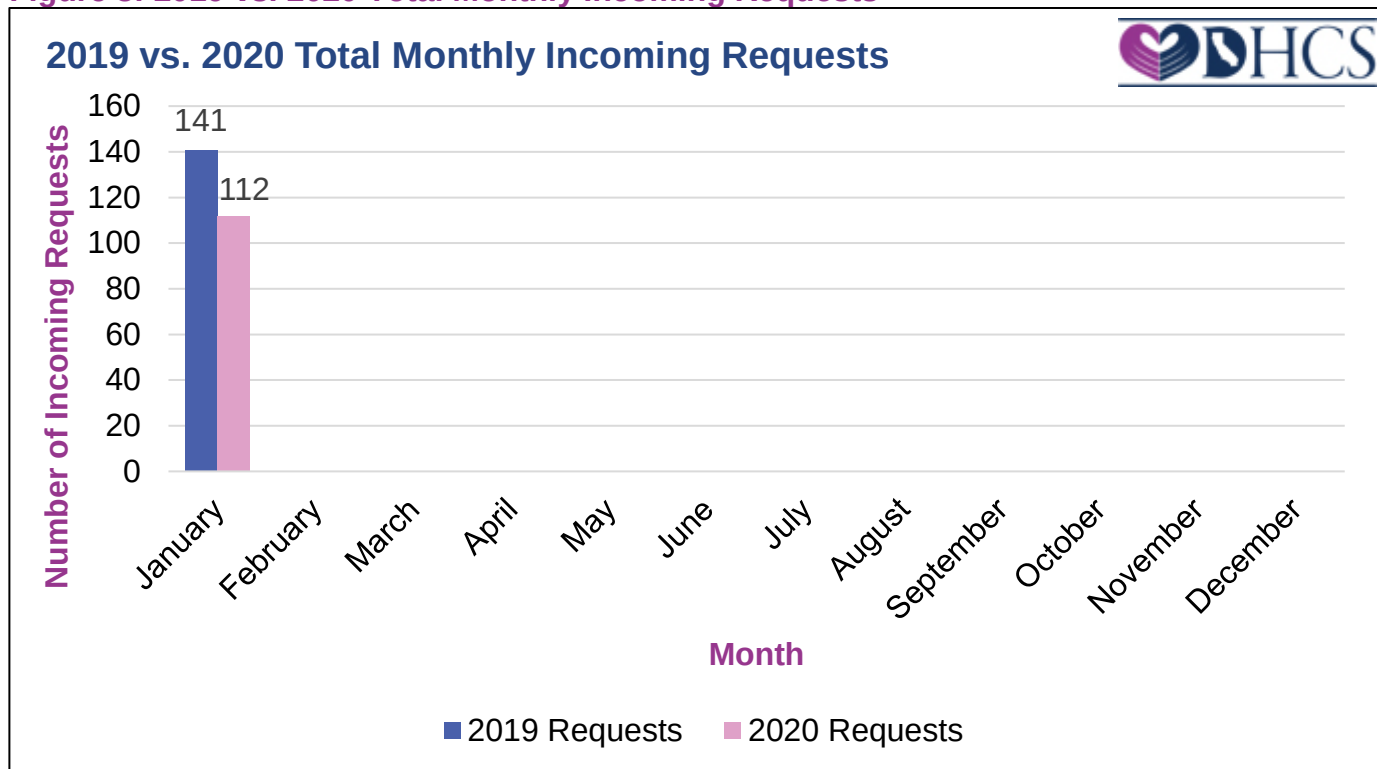


Figure 4: 2019 vs. 2020 BDE Monthly Incoming Requests

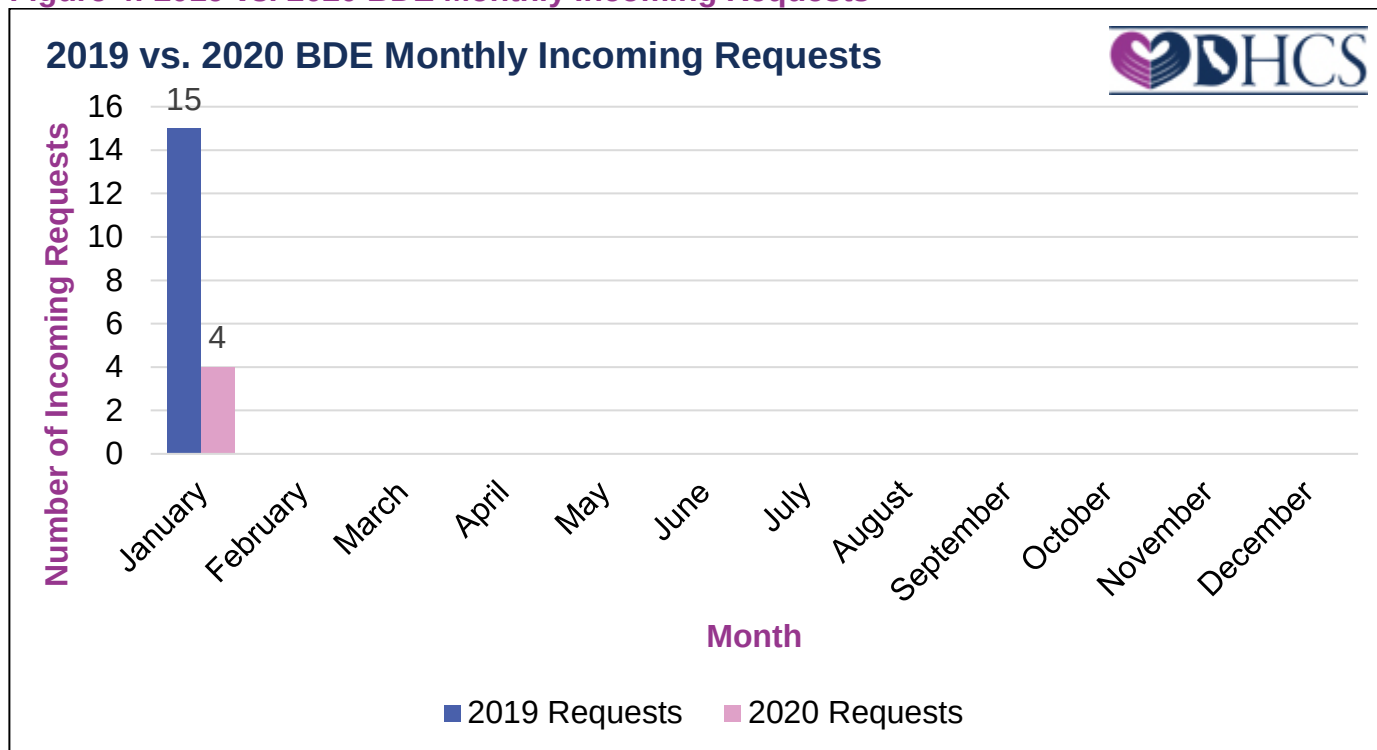
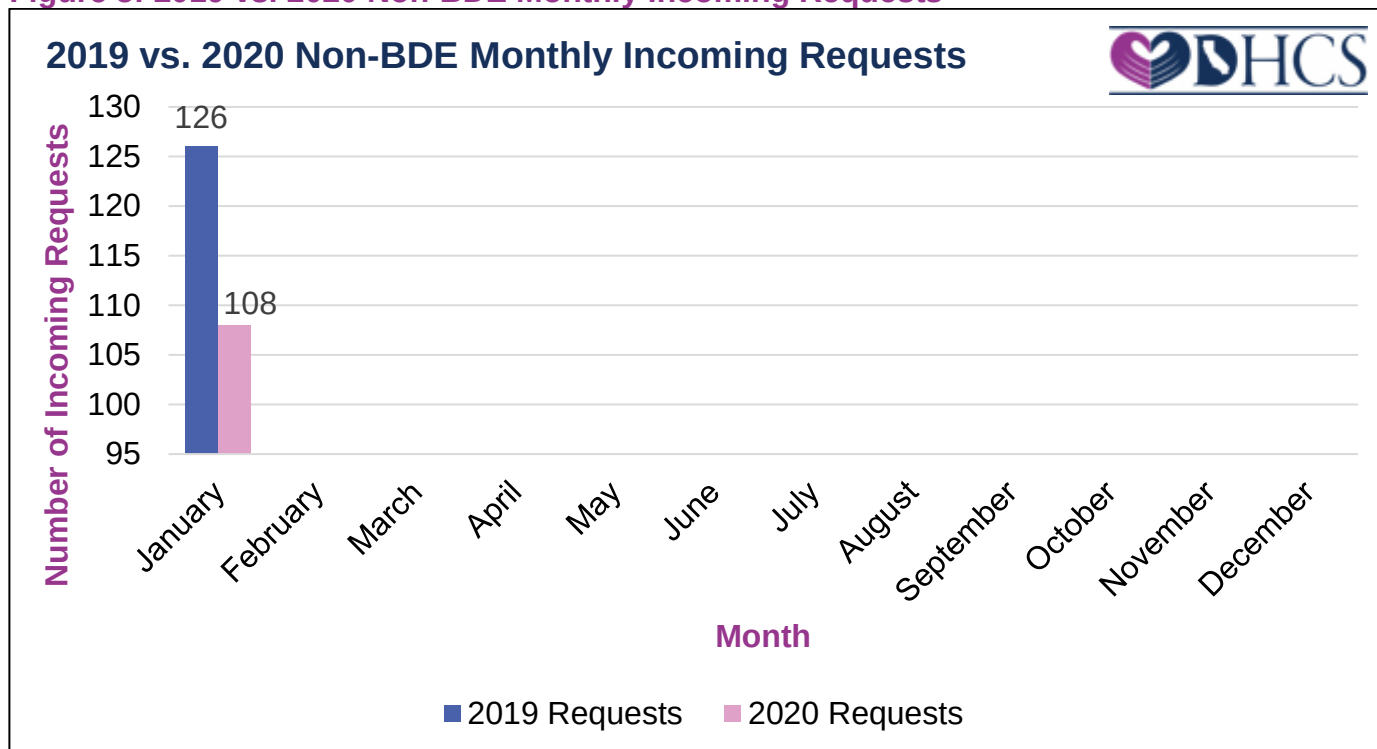


Figure 5: 2019 vs. 2020 Non-BDE Monthly Incoming Requests



2020 Summary

Figure 6: 2020 Total Monthly Requests by Type

