

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

Total Requests Received in June 2020

A total of 161 requests were received during June; there were no BDE requests (0%), while 161 (100%) were non-BDE requests (Table 1).

Table 1: June 2020 Incoming Totals

Total Requests	161	100%
BDE	0	0%
Non-BDE	161	100%
Inbound Phone Call Total	82	51%
BDE	0	0%
Non-BDE	82	100%
Mail/Fax/Email Total	79	49%
BDE	0	0%
Non-BDE	79	100%

Table 2: June 2020 Non-BDE Totals

Non-BDE Categories	161	100%
BDE Info/No Need	17	11%
Benefits	7	4%
Eligibility	5	3%
Plan/Provider Info	103	64%
No Answer/Left Message	19	12%
Other	10	6%

BDE Requests Received from May 2020 to June 2020

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

BDE Requests Closed in June 2020

No BDE request were closed in June 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 May 2020 to June 2020

One BDE request was closed from May 2020 to June 2020 (Tables 3 and 4). 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 3: BDE Requests Closed in May 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	1	1	0	1
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	0	0	1	1	0	1
Successful	0	0	0	0	0	0
Total	0	0	1	1	0	1

Table 4: BDE Requests Closed in June 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	0	0	0	0
Unsuccessful	0	0	0	0	0	0
Successful	0	0	0	0	0	0
Total	0	0	0	0	0	0

2019 vs. 2020 Comparison

As shown below (Figure 1), there was a decrease in total monthly requests in June 2020 when compared to June 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

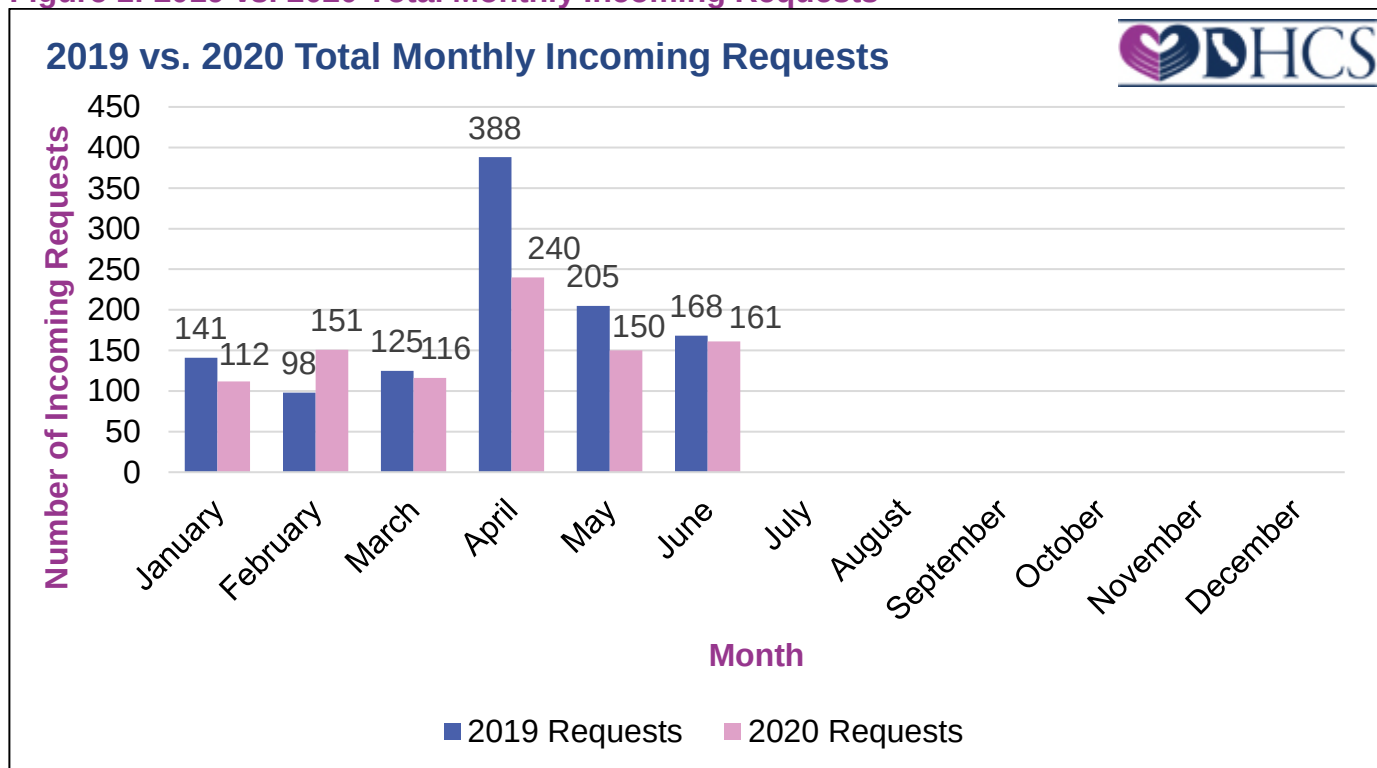


Figure 2: 2019 vs. 2020 BDE Monthly Incoming Requests

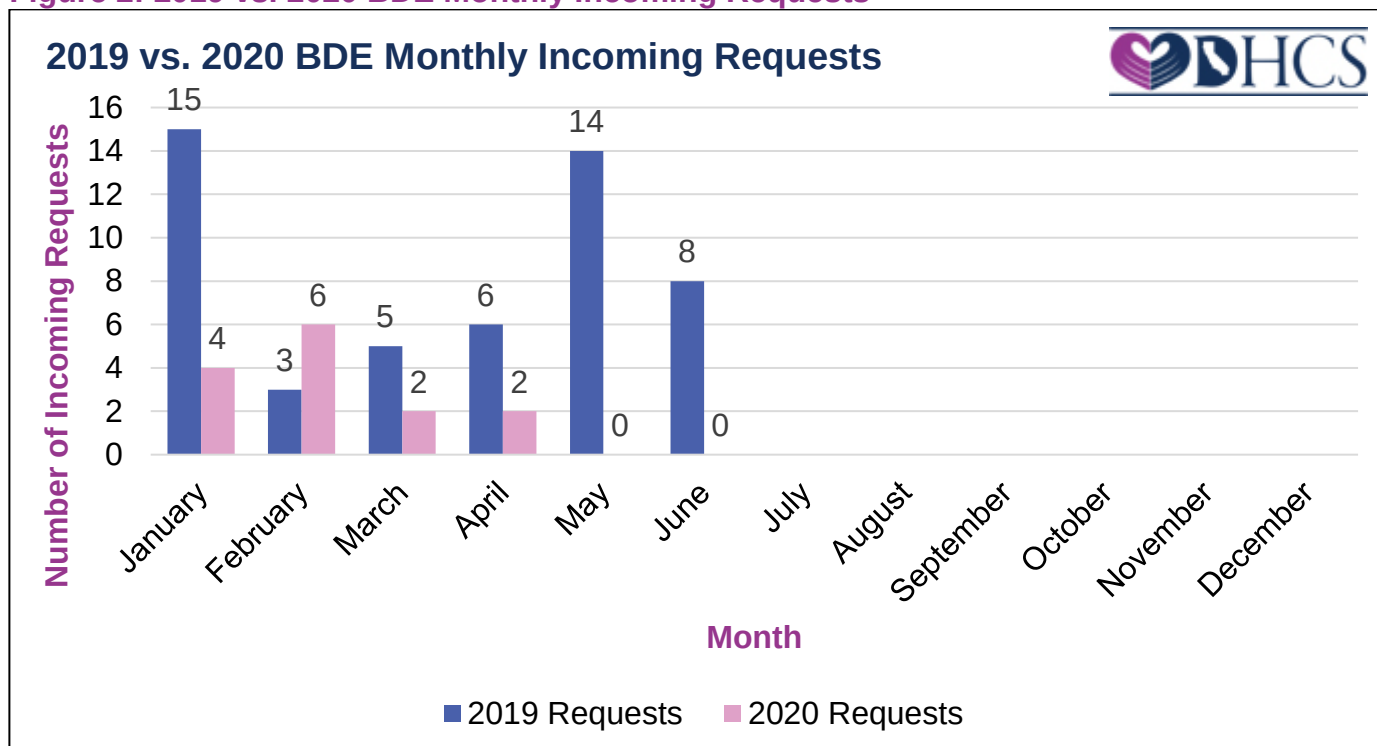
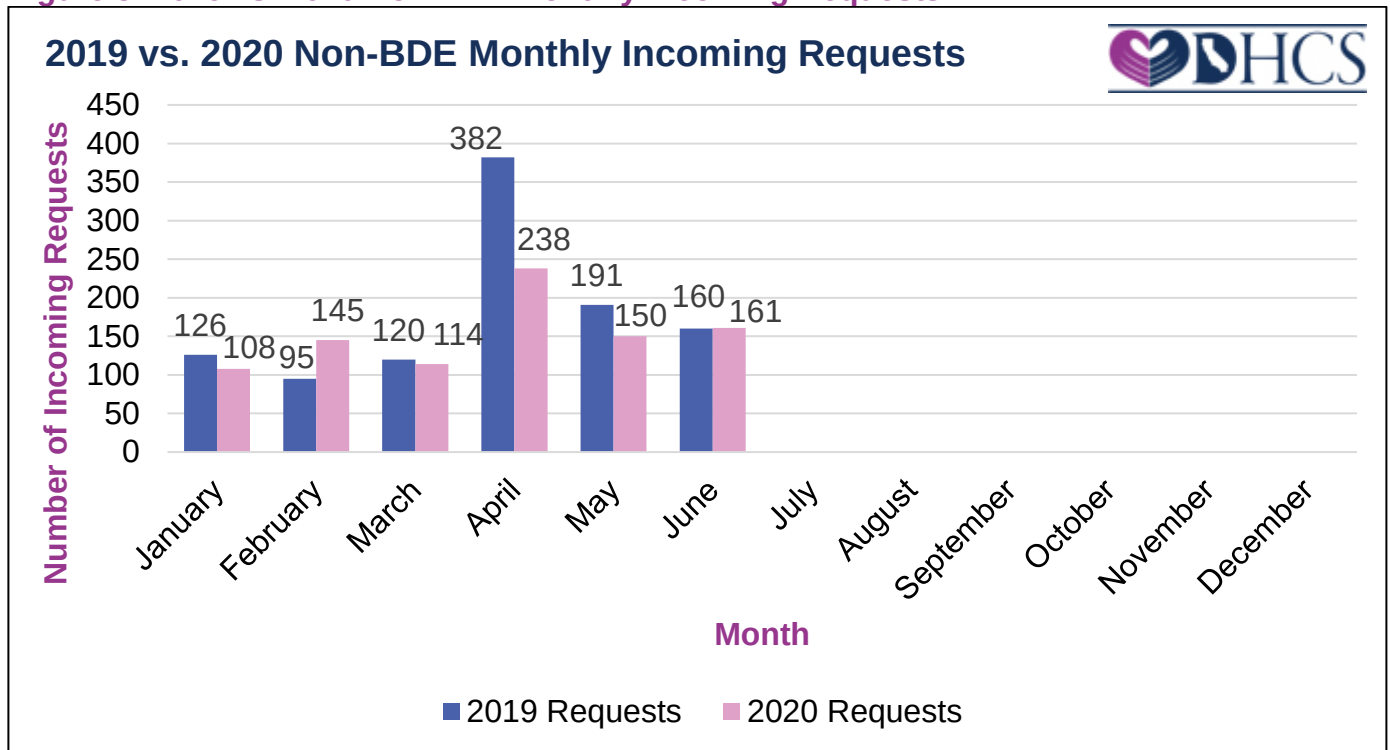


Figure 3: 2019 vs. 2020 Non-BDE Monthly Incoming Requests



2020 Summary

Figure 4: 2020 Total Monthly Requests by Type

