

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

### Total Requests Received in March 2020

A total of 116 requests were received during March; two (2%) were BDE requests, while 114 (98%) were non-BDE requests (Table 1). One (50%) of the two BDE requests was completed and closed in March; the remaining one (50%) remained open due to appointments scheduled the following month (Table 3).

**Table 1: March 2020 Incoming Totals**

Total Requests	116	100%
BDE	2	2%
Non-BDE	114	98%
<b>Inbound Phone Call Total</b>	<b>68</b>	<b>59%</b>
BDE	2	3%
Non-BDE	66	97%
<b>Mail/Fax/Email Total</b>	<b>48</b>	<b>41%</b>
BDE	0	0%
Non-BDE	48	100%

**Table 2: March 2020 Non-BDE Totals**

Non-BDE Categories	114	100%
BDE Info/No Need	17	15%
Benefits	3	2%
Eligibility	2	2%
Plan/Provider Info	35	30%
No Answer/Left Message	42	37%
Other	15	14%

### **BDE Requests Received from February 2020 to March 2020**

From February 2020 to March 2020, there were eight BDE requests received (Table 5).

**Table 3: BDE Request Received in March 2020**

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

**Table 4: BDE Requests Received in February 2020**

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

**Table 5: BDE Requests Received from February 2020 to March 2020**

<b>BDE Categories</b>	<b>Access</b>	<b>Health Net</b>	<b>LIBERTY</b>	<b>Adults</b>	<b>Children</b>	<b>Total</b>
Emergency	1	0	0	1	0	<b>1</b>
Urgent	0	2	0	2	0	<b>2</b>
Routine	1	1	3	3	2	<b>5</b>
Specialist	0	0	0	0	0	<b>0</b>
<b>In Progress</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>2</b>
<b>Closed</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>6</b>
<b>Total BDE</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>2</b>	<b>8</b>

## **BDE Requests Closed in March 2020**

Three BDE requests were closed in March 2020. Two of the three requests were received in February but were closed in the following month due to appointments being scheduled in March. Two requests were emergency appointments and one was a routine appointment (Table 6). All three requests were for adults. Two of the requests were successfully seen and treated by a dentist. One of the requests was unsuccessful; the member failed to show to their appointment and has yet to reschedule (Figure 2).

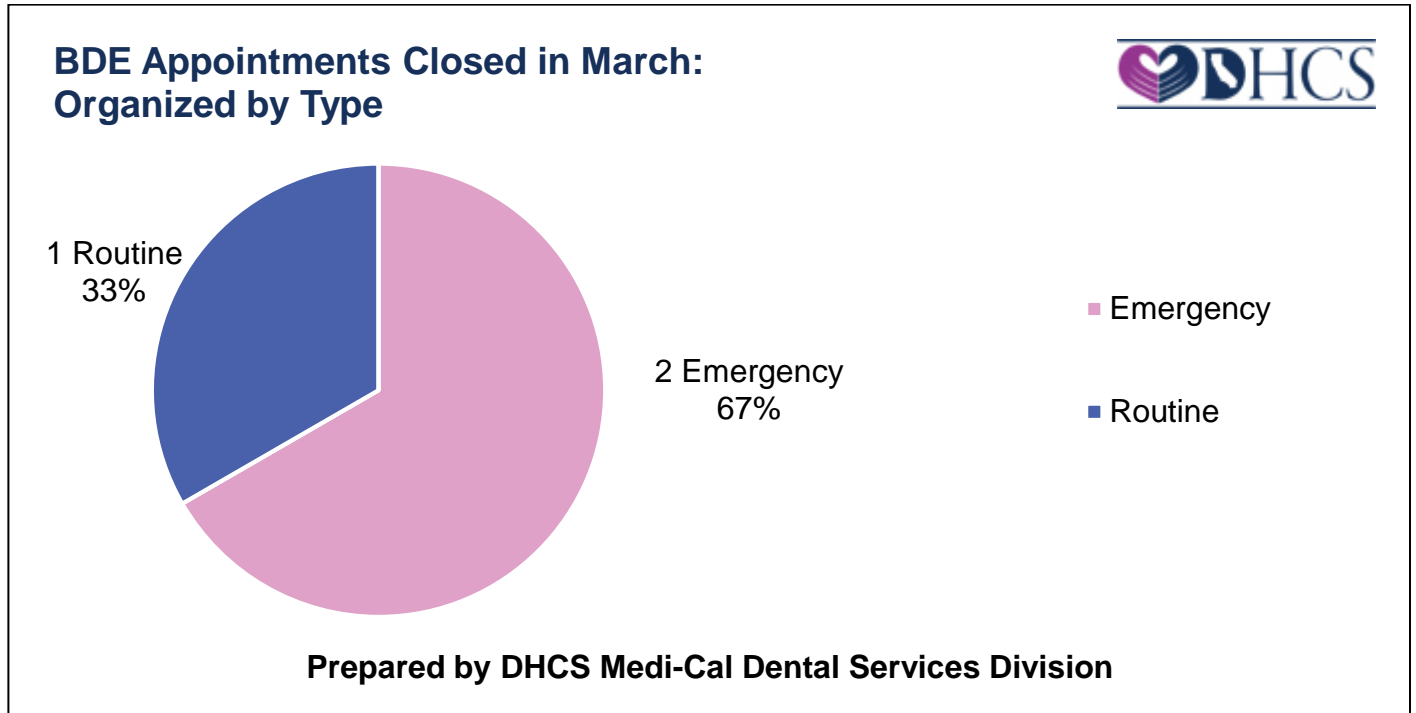
**Table 6: BDE Requests Closed in March 2020**

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Emergency	Adult	Consultation, Antibiotics & Pain Medication	3	Health Net	Successful
Emergency	Adult	N/A; No Show	1	Access	Unsuccessful
Routine	Adult	Extraction of #4	12	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

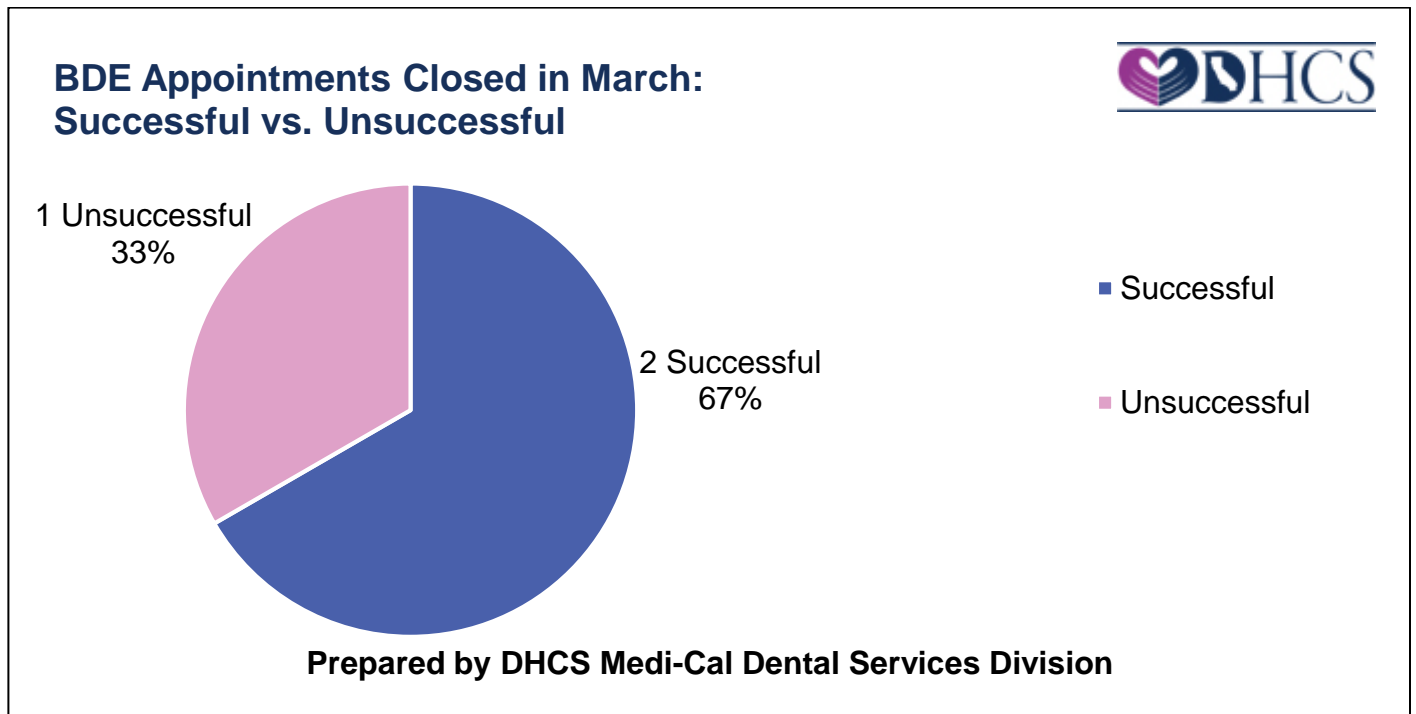
**Figure 1: BDE Appointments Closed in March: Organized by Type**



**Table 7: BDE Appointments Closed in March: Organized by Type**

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

**Figure 2: BDE Appointments Closed in March: Successful vs. Unsuccessful**



**Table 8: BDE Appointments Closed in March: Successful vs. Unsuccessful**

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

**BDE Requests Closed from February 2020 to March 2020**

Nine BDE requests were closed from February 2020 to March 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 February 2020**

<b>Closed BDE Categories</b>	<b>Access</b>	<b>Health Net</b>	<b>LIBERTY</b>	<b>Adults</b>	<b>Children</b>	<b>Total</b>
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	1	1	0	1
Successful Urgent	0	1	0	1	0	1
Successful Routine	0	2	1	0	3	3
Successful Specialist	0	1	0	1	0	1
<b>Unsuccessful</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Successful</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>6</b>
<b>Total</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>6</b>

**Table 10: BDE Requests Closed in March 2020**

<b>Closed BDE Categories</b>	<b>Access</b>	<b>Health Net</b>	<b>LIBERTY</b>	<b>Adults</b>	<b>Children</b>	<b>Total</b>
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
<b>Unsuccessful</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Successful</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>2</b>
<b>Total</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>3</b>

### 2019 vs. 2020 Comparison

As shown below (Figure 3), there was a decrease in total monthly requests in March 2020 when compared to March 2019. The decrease may be attributed to the COVID-19 pandemic, which resulted in the closure of many offices and/or offices only scheduling emergency appointments.

Figure 3: 2019 vs. 2020 Total Monthly Incoming Requests

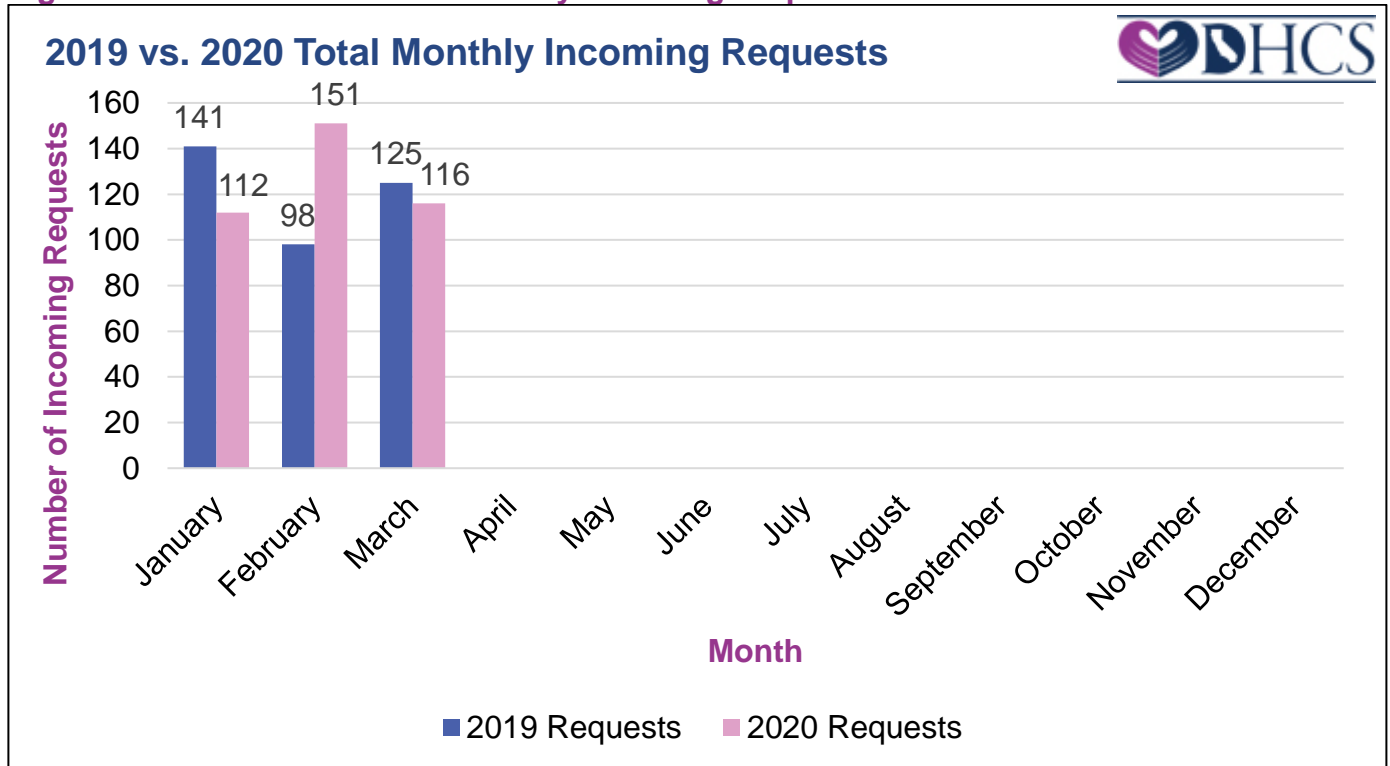


Figure 4: 2019 vs. 2020 BDE Monthly Incoming Requests

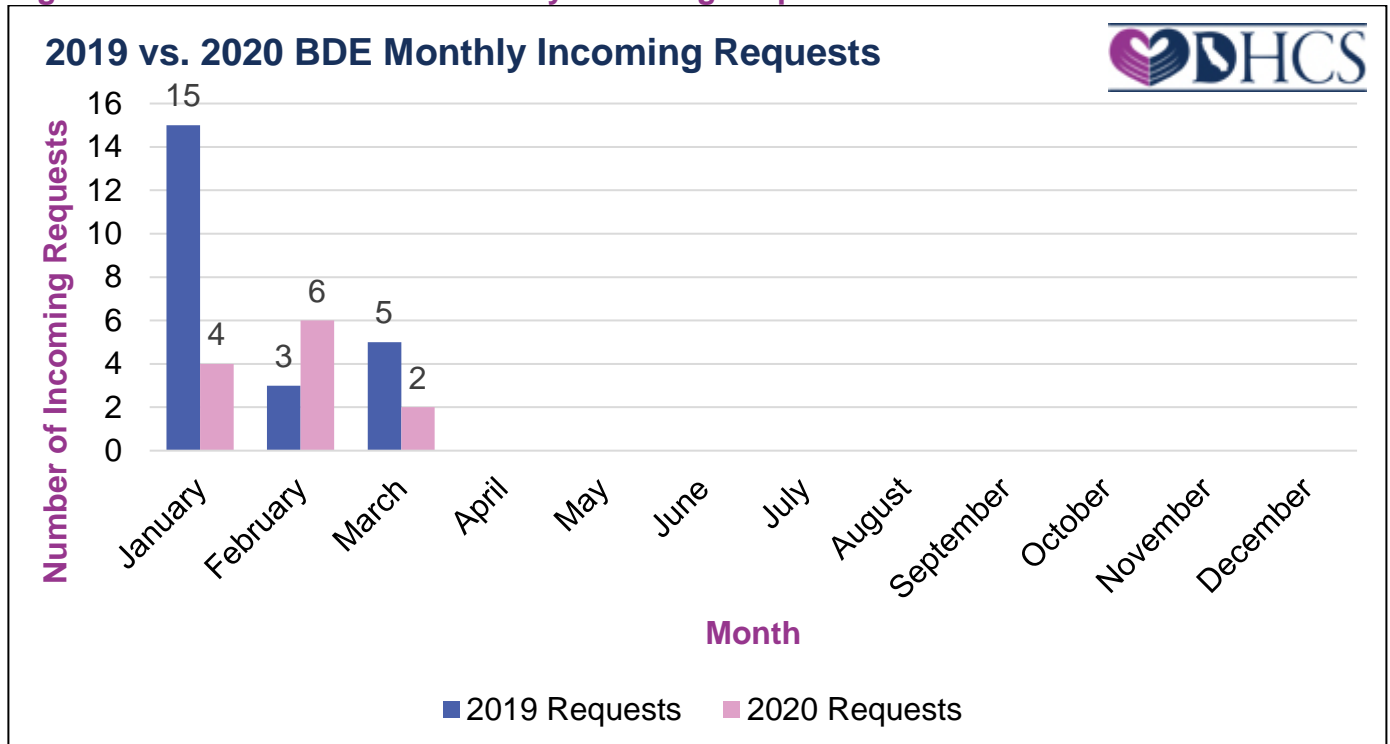
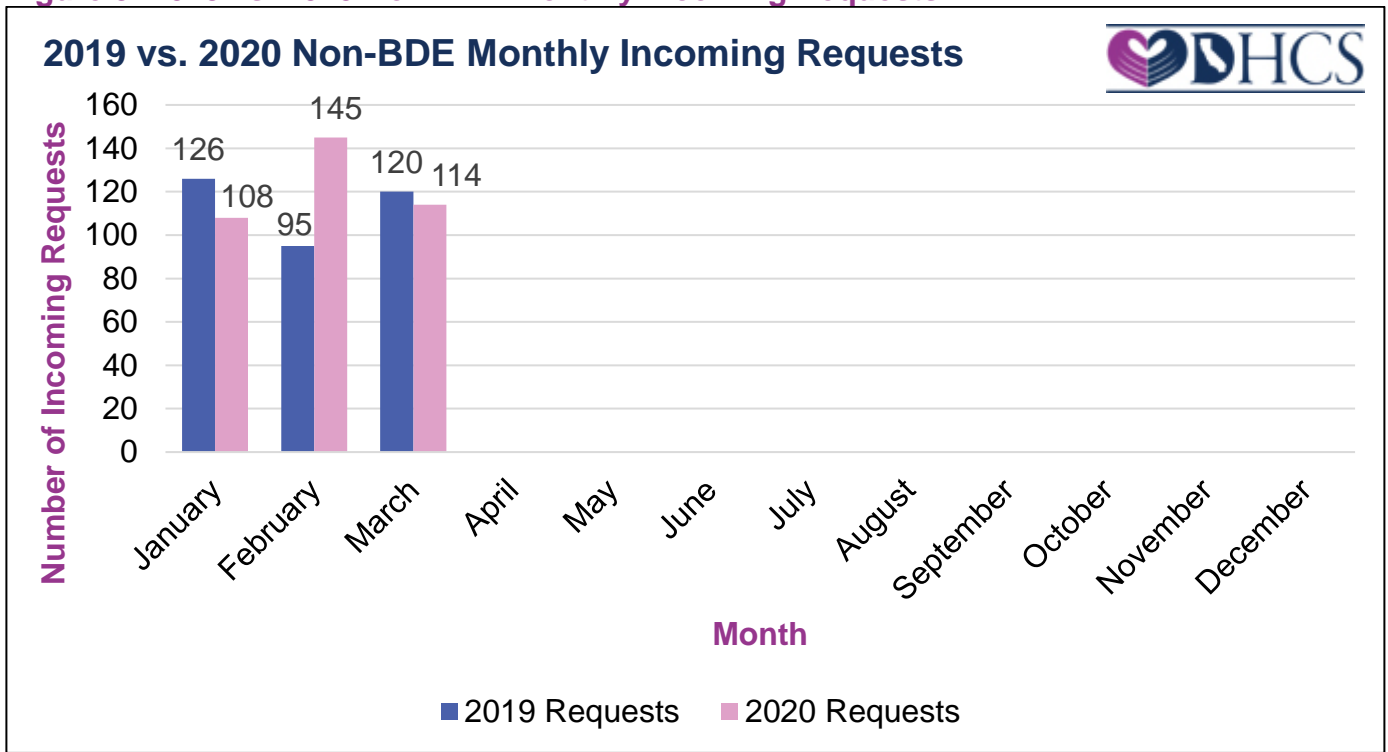


Figure 5: 2019 vs. 2020 Non-BDE Monthly Incoming Requests



**2020 Summary**

Figure 6: 2020 Total Monthly Requests by Type

