

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

Total Requests Received in May 2020

A total of 150 requests were received during May; there were no BDE requests (0%), while 150 (100%) were non-BDE requests (Table 1).

Table 1: May 2020 Incoming Totals

Total Requests	150	100%
BDE	0	0%
Non-BDE	150	100%
Inbound Phone Call Total	42	28%
BDE	0	0%
Non-BDE	42	100%
Mail/Fax/Email Total	108	72%
BDE	0	0%
Non-BDE	108	100%

Table 2: May 2020 Non-BDE Totals

Non-BDE Categories	150	100%
BDE Info/No Need	26	17%
Benefits	0	0%
Eligibility	6	4%
Plan/Provider Info	78	52%
No Answer/Left Message	26	17%
Other	14	10%

BDE Requests Received from April 2020 to May 2020

From April 2020 to May 2020, there were two BDE requests received (Table 5).

Table 3: BDE Requests Received in May 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 4: BDE Requests 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 5: BDE Requests Received from April 2020 to May 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

BDE Requests Closed in May 2020

One BDE request was closed in May 2020. The request was received in April and closed in May due to the appointment being scheduled in a future month. The request was a routine appointment for an adult (Table 6). The requests was unsuccessful because the member had a scheduling conflict (Figure 2).

Table 6: BDE Requests Closed in May 2020

Type of Visit	Adult/Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Routine	Adult	N/A; Appointment cancelled/rescheduled	14	LIBERTY	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 May: Organized by Type

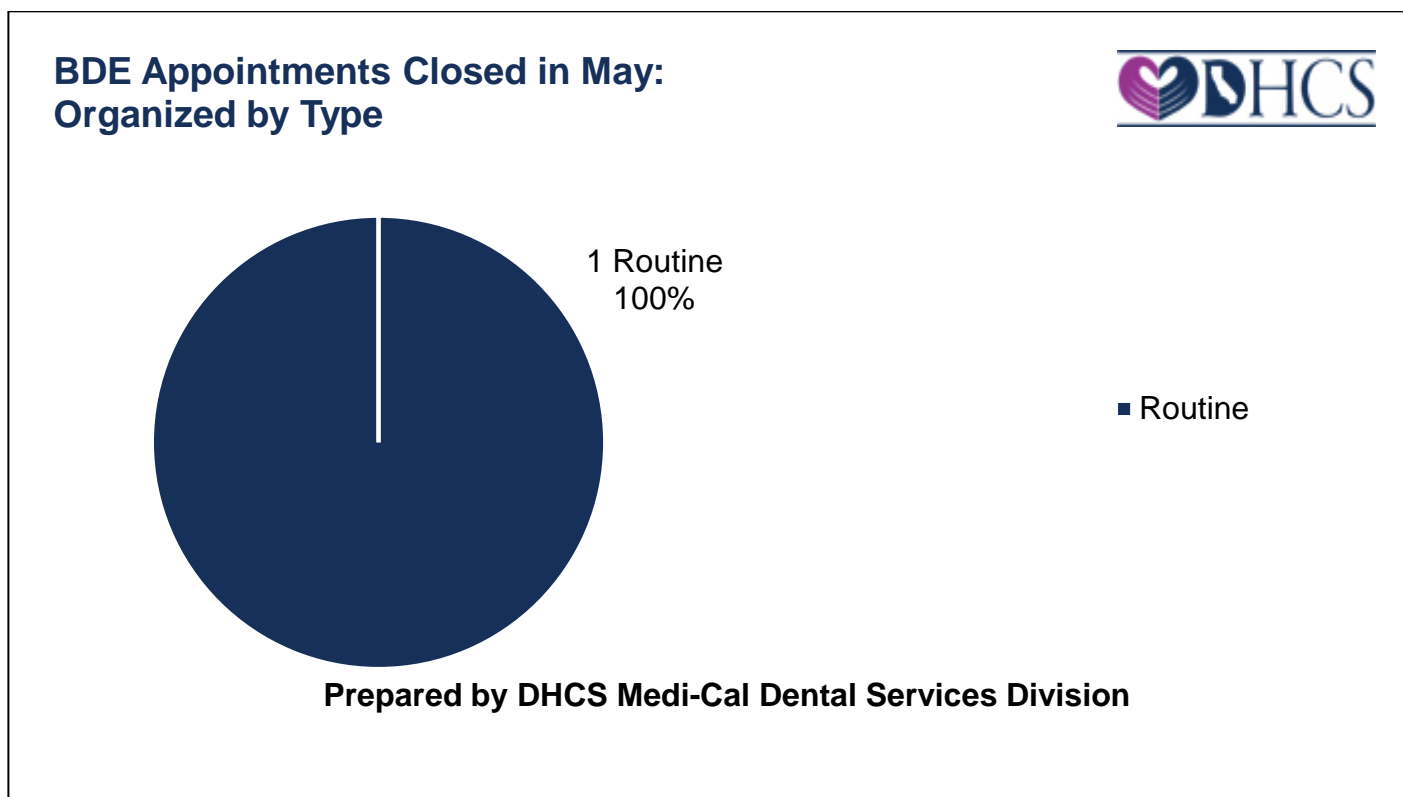


Table 7: BDE Appointments Closed in May: Organized by Type

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

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

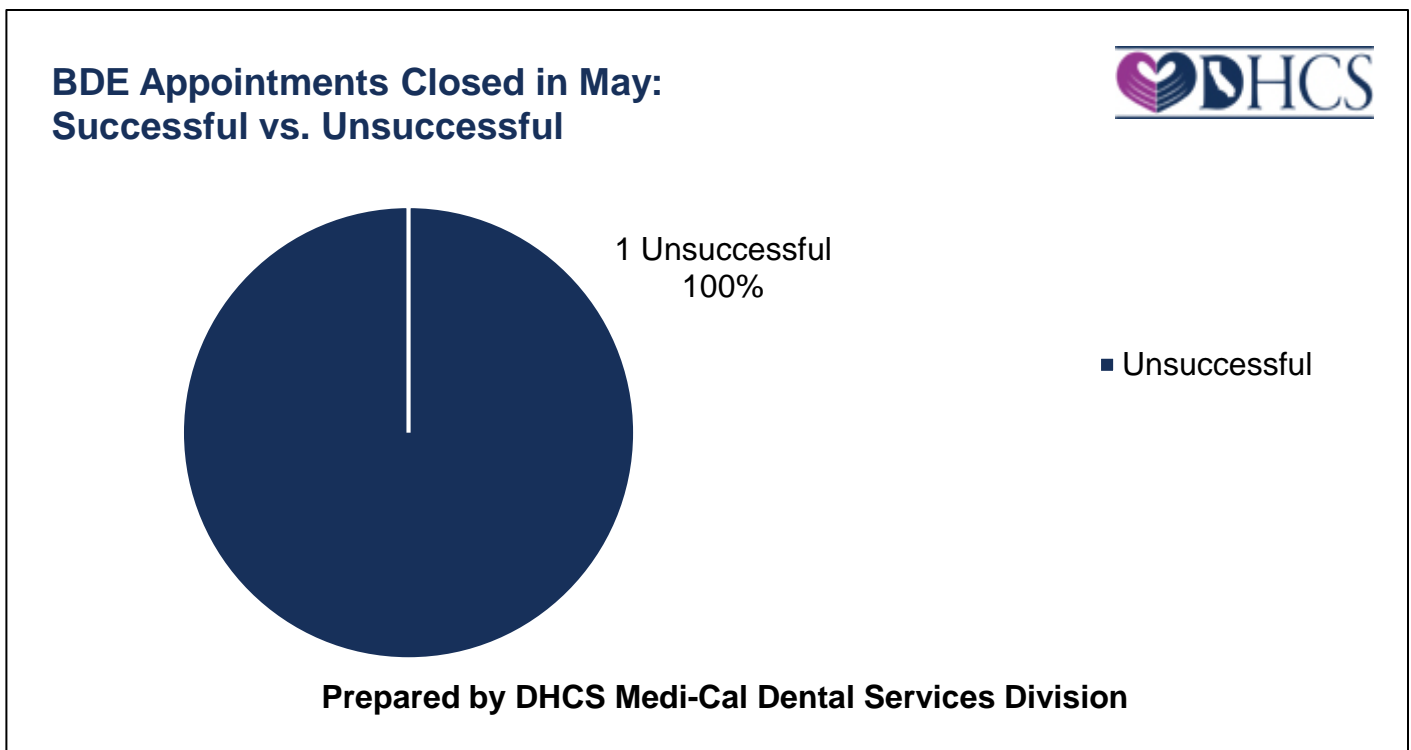


Table 8: BDE Appointments Closed in May: Successful vs. Unsuccessful

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

BDE Requests Closed from April 2020 to May 2020

Four BDE requests were closed from April 2020 to May 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 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

Table 10: 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

2019 vs. 2020 Comparison

As shown below (Figure 3), there was a decrease in total monthly requests in May 2020 when compared to May 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

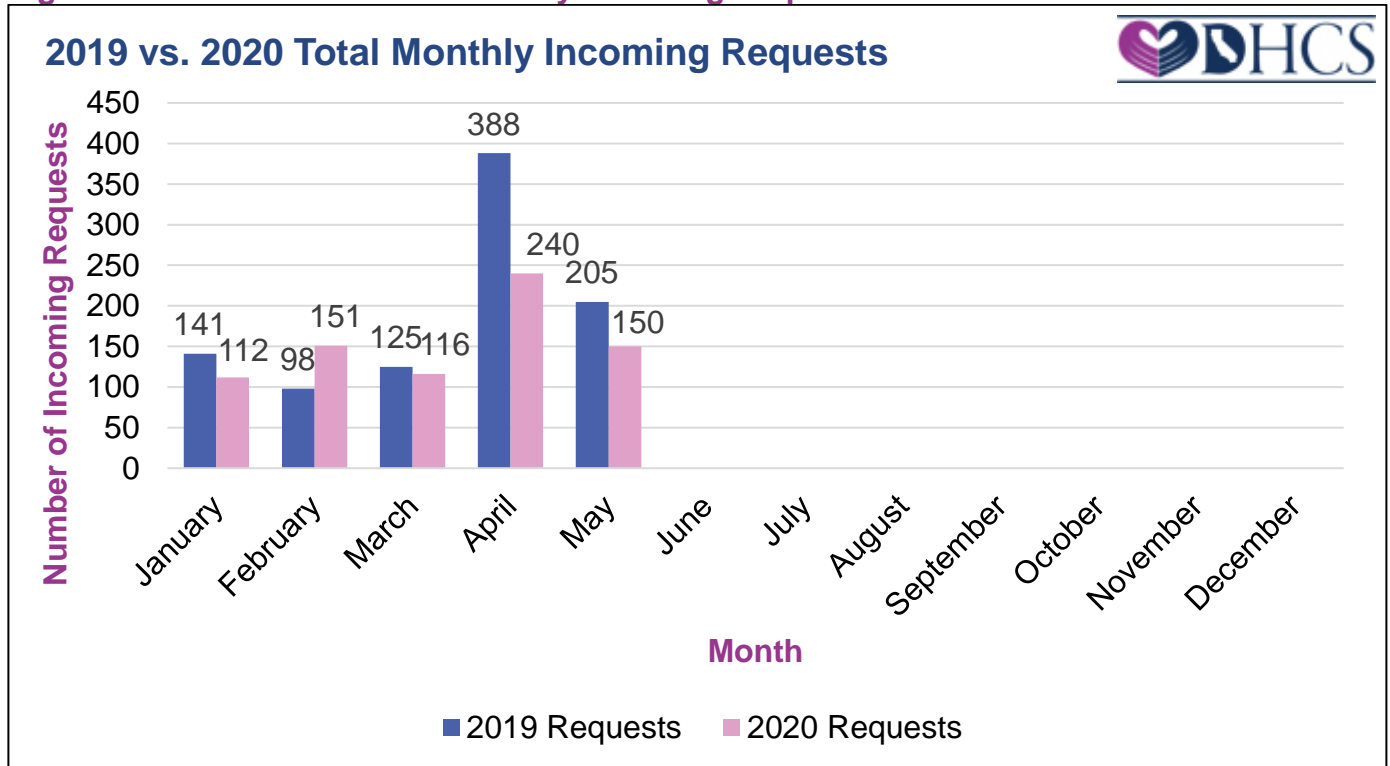


Figure 4: 2019 vs. 2020 BDE Monthly Incoming Requests

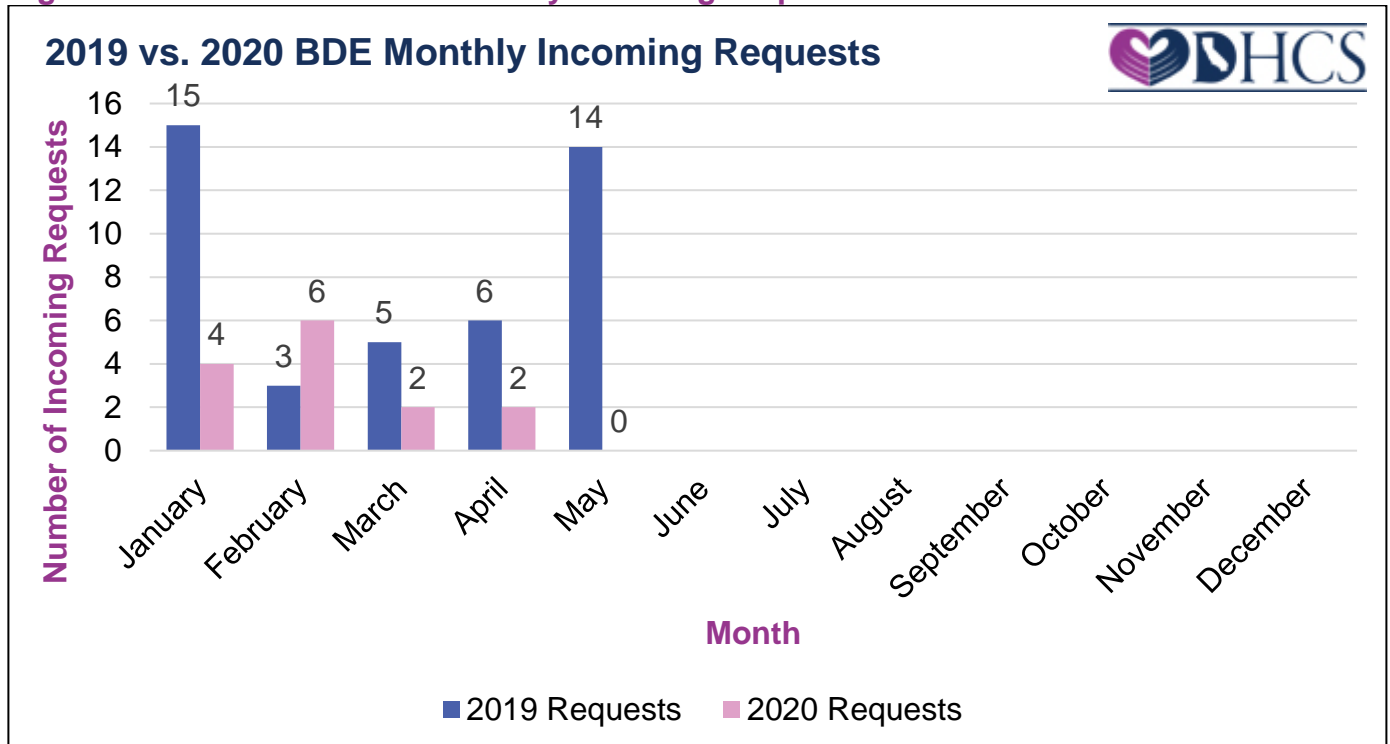
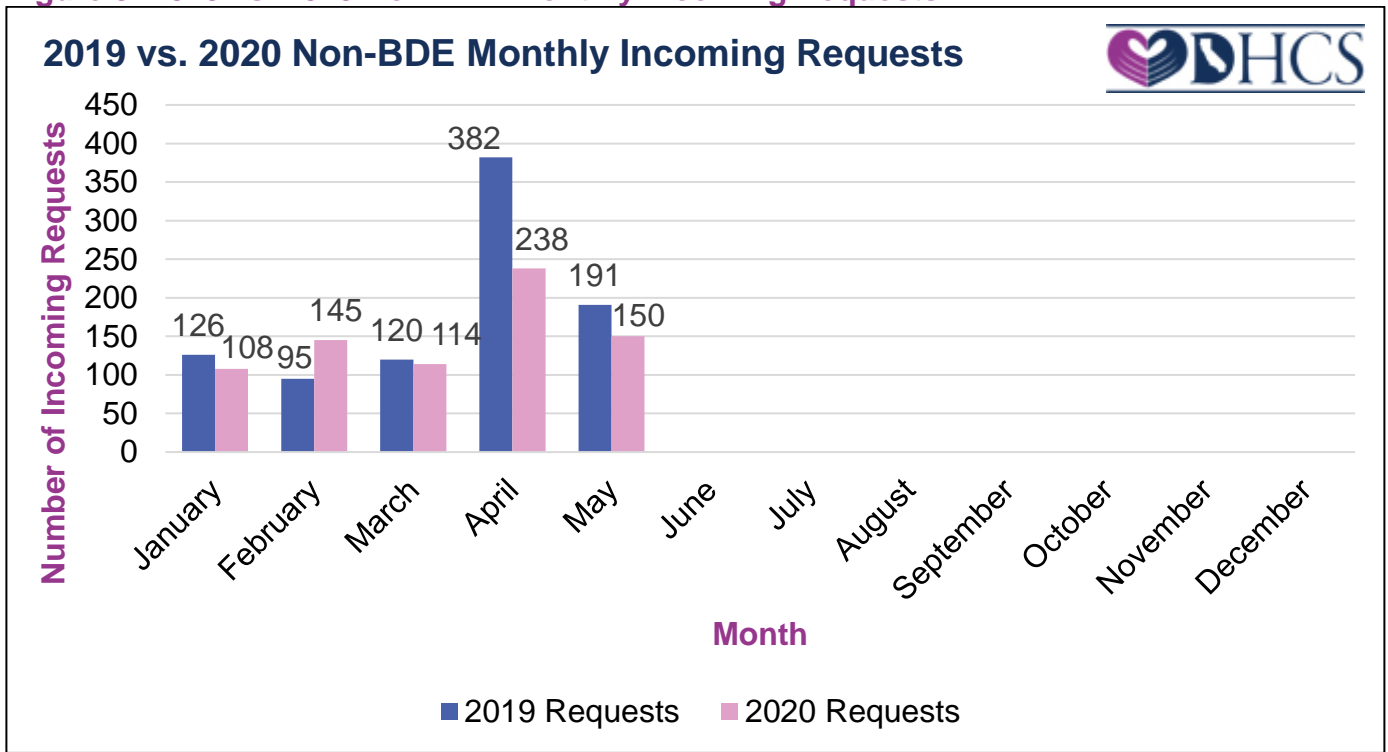


Figure 5: 2019 vs. 2020 Non-BDE Monthly Incoming Requests



2020 Summary

Figure 6: 2020 Total Monthly Requests by Type

