

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

Total Requests Received in November 2020

A total of 104 requests were received during November; two were BDE requests (2%), while 102 (98%) were non-BDE requests (Table 1).

Table 1: November 2020 Incoming Totals

Total Requests	104	100%
BDE	2	2%
Non-BDE	102	98%
Inbound Phone Call Total	51	49%
BDE	2	4%
Non-BDE	49	96%
Mail/Fax/Email Total	53	51%
BDE	0	0%
Non-BDE	53	100%

Table 2: November 2020 Non-BDE Totals

Non-BDE Categories	102	100%
BDE Info/No Need	23	22%
Benefits	2	2%
Eligibility	4	4%
Plan/Provider Info	23	23%
No Answer/Left Message	42	41%
Other	8	8%

BDE Requests Received from October 2020 to November 2020

From October 2020 to November 2020, three BDE requests were received.

Table 3: BDE Requests Received in October 2020

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	0	0	1	0	1	1
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	1	0	1	1
Total BDE	0	0	1	0	1	1

Table 4: 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	1	0	1	0	1
Closed	0	0	1	1	0	1
Total BDE	0	1	1	2	0	2

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

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

BDE Requests Closed in November 2020

One BDE request was closed in November 2020. The request was a specialist appointment for an adult LIBERTY Dental Plan member (Table 6). The member was successfully seen and treated by a dentist (Figure 2).

Table 6: BDE Requests Closed in November 2020

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Specialist	Adult	Root Canal Treatment #23	7	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 November: Organized by Type

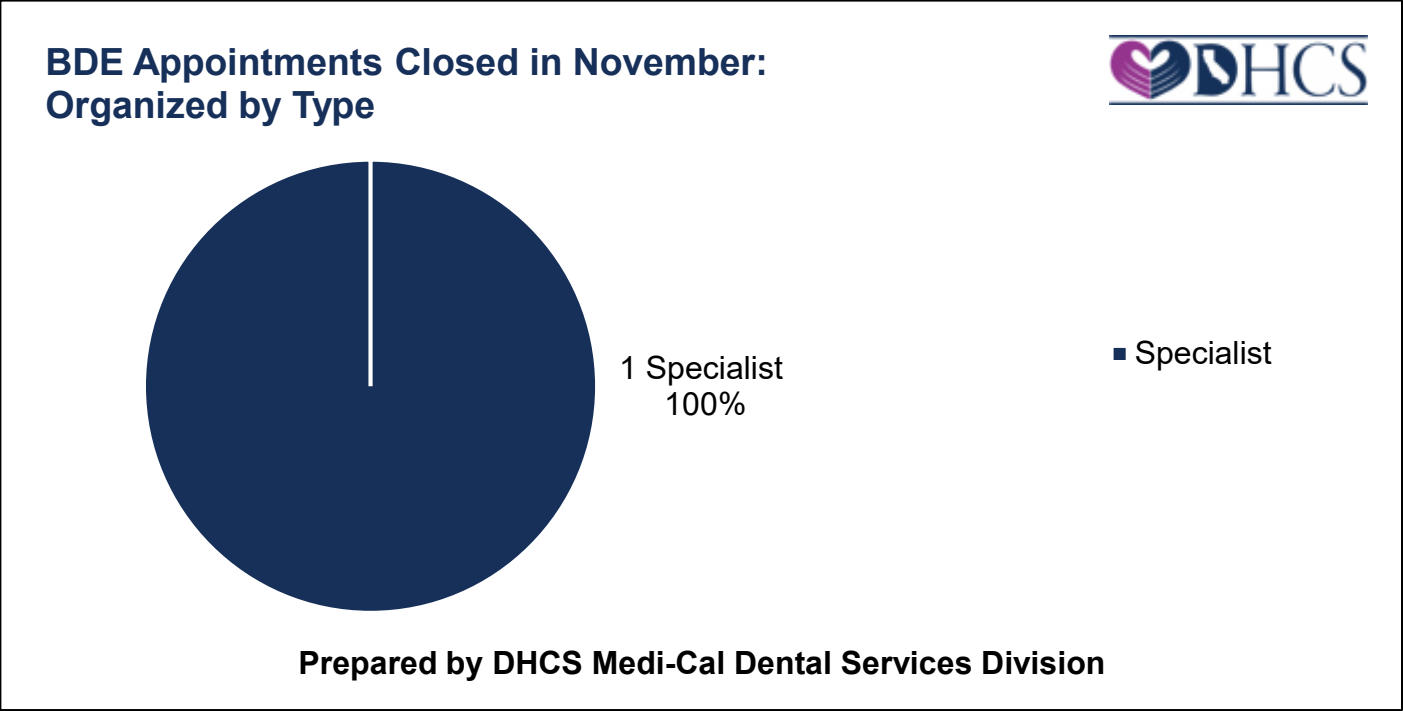


Table 7: BDE Appointments Closed in November: Organized by Type

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 November: Successful vs. Unsuccessful

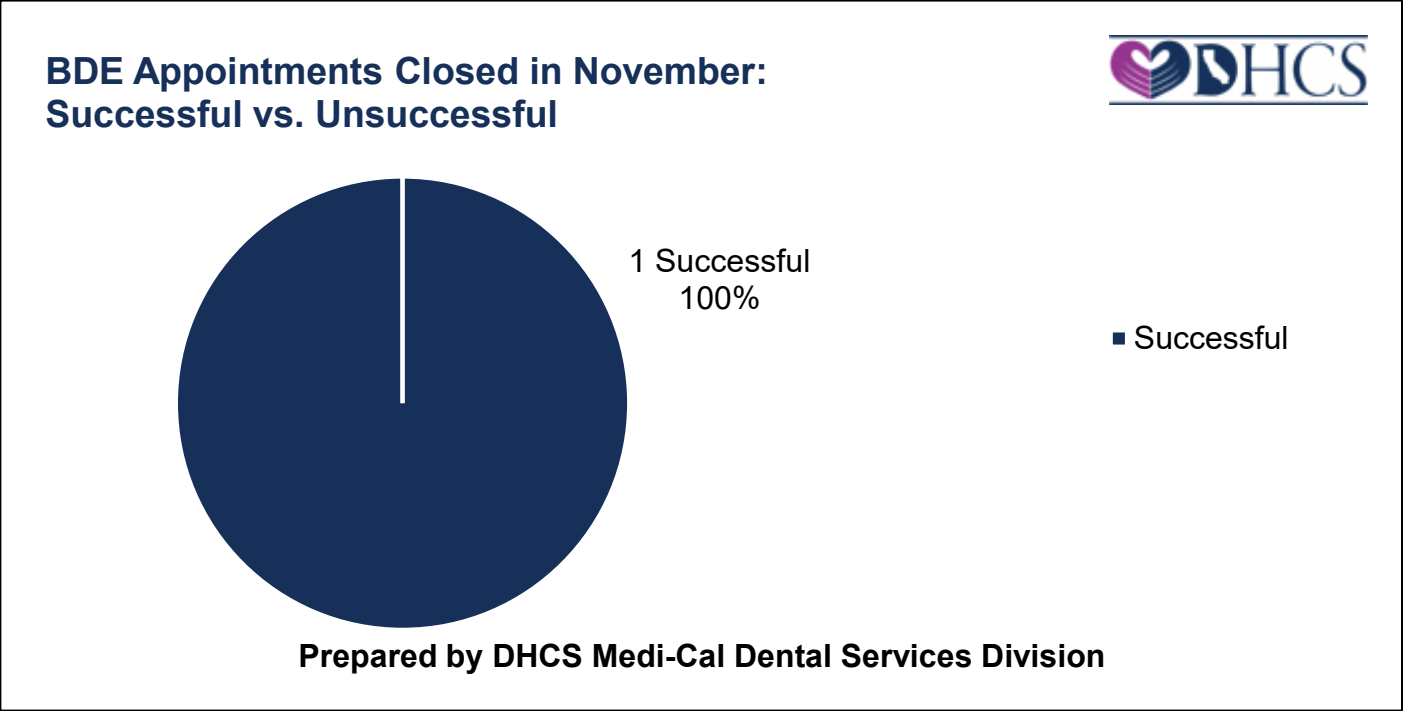


Table 8: BDE Appointments Closed in November: Successful vs. Unsuccessful

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

BDE Requests Closed from October 2020 to November 2020

Three BDE requests were closed from October 2020 to November 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 October 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	1	0	1	0	1
Successful Specialist	0	0	0	0	0	0
Unsuccessful	1	0	0	1	0	1
Successful	0	1	0	1	0	1
Total	1	1	0	2	0	2

Table 10: 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

2019 vs. 2020 Comparison

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

Figure 3: 2019 vs. 2020 Total Monthly Incoming Requests

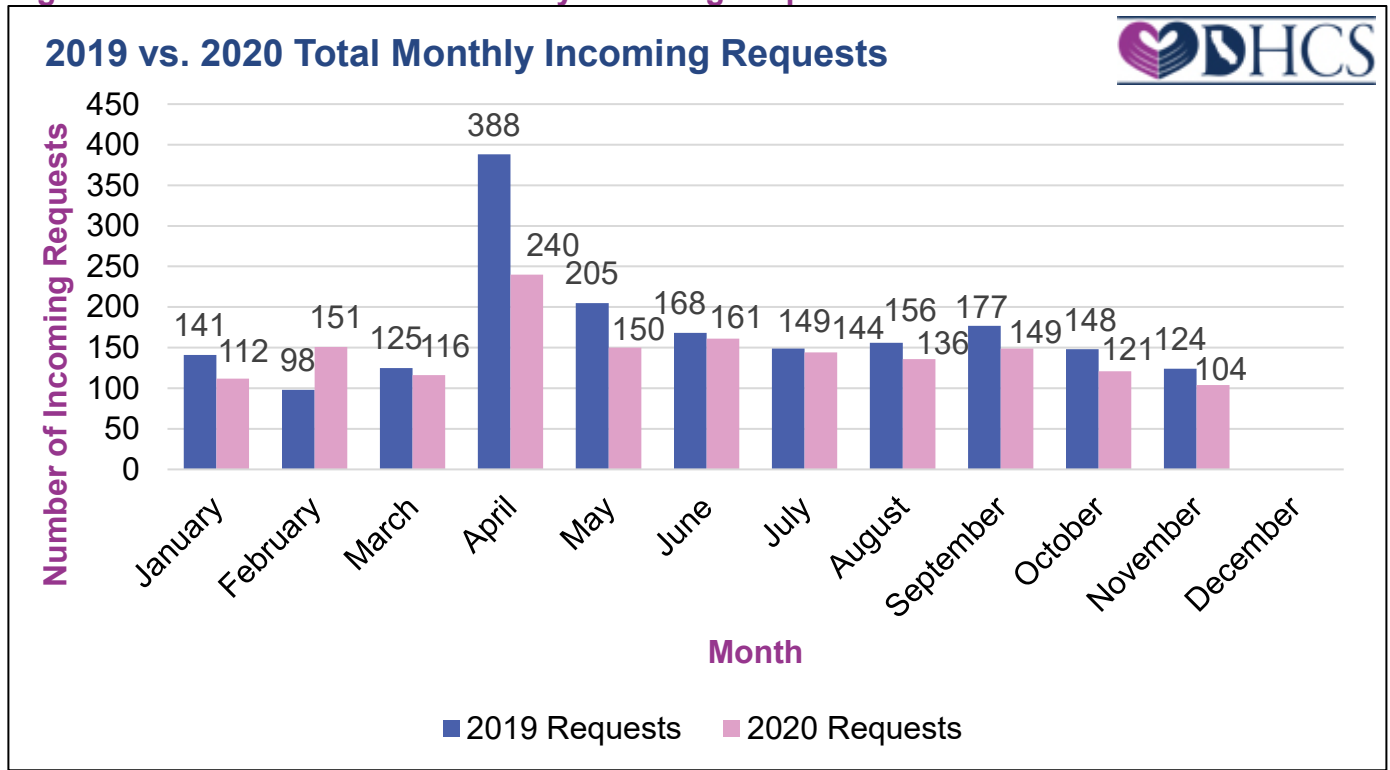


Figure 4: 2019 vs. 2020 BDE Monthly Incoming Requests

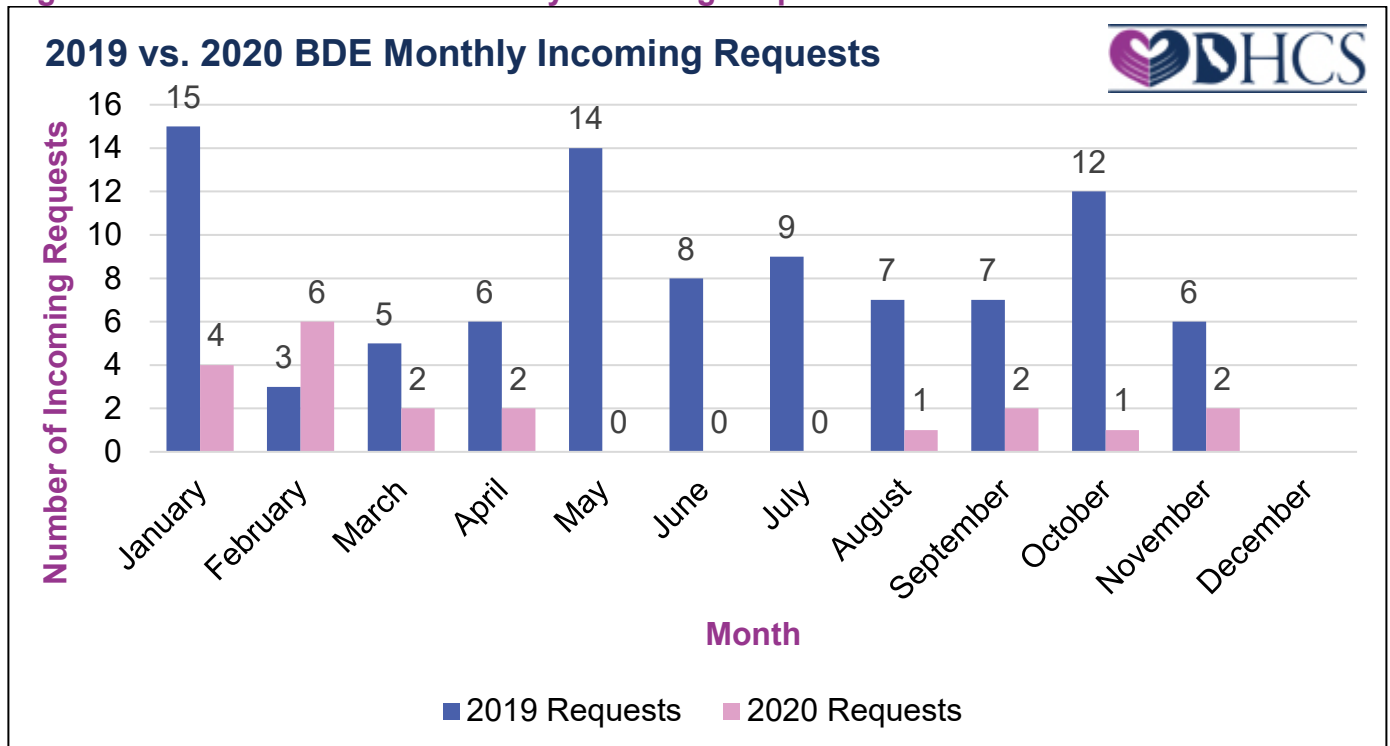
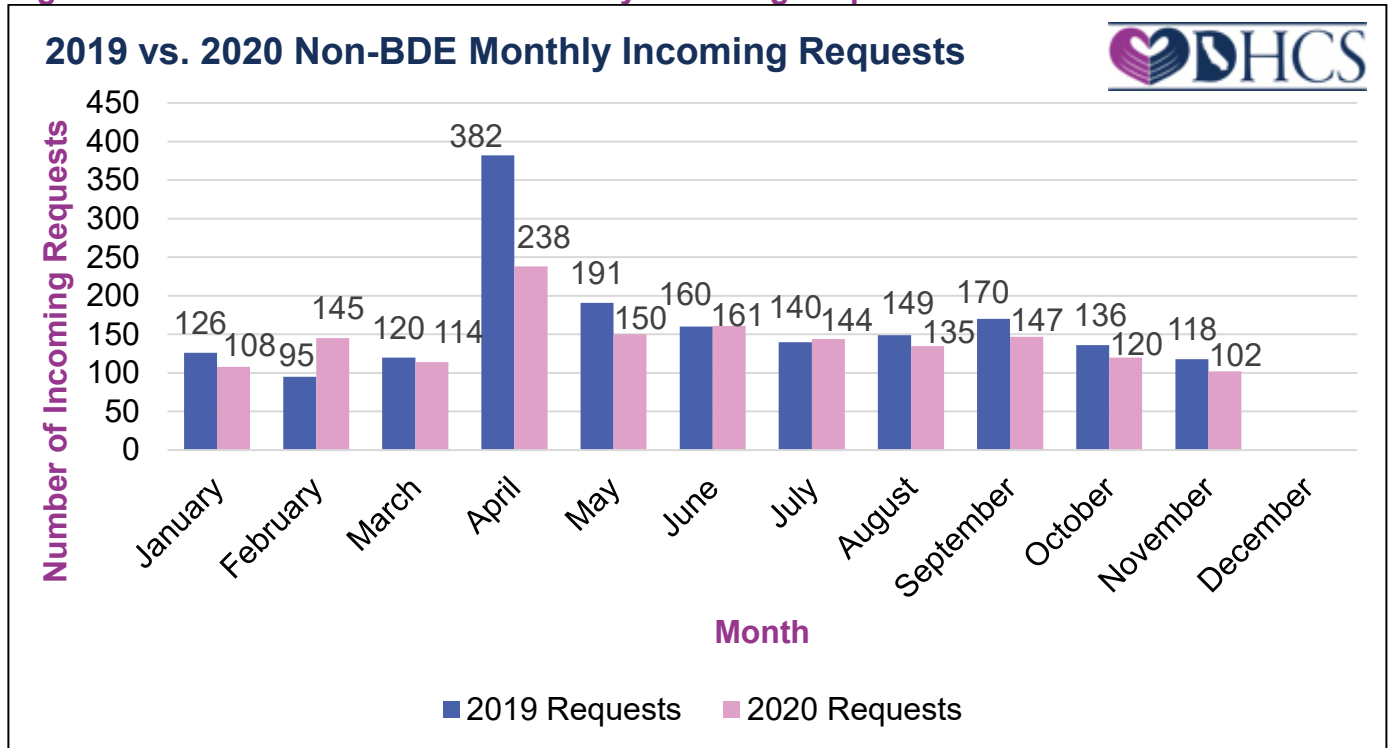


Figure 5: 2019 vs. 2020 Non-BDE Monthly Incoming Requests



2020 Summary

Figure 6: 2020 Total Monthly Requests by Type

