

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

Total Requests Received in October 2020

A total of 121 requests were received during October; there was one BDE request (1%), while 120 (99%) were non-BDE requests (Table 1).

Table 1: October 2020 Incoming Totals

Total Requests	121	100%
BDE	1	1%
Non-BDE	120	99%
Inbound Phone Call Total	71	59%
BDE	1	1%
Non-BDE	70	99%
Mail/Fax/Email Total	50	41%
BDE	0	0%
Non-BDE	50	100%

Table 2: October 2020 Non-BDE Totals

Non-BDE Categories	120	100%
BDE Info/No Need	14	11%
Benefits	7	6%
Eligibility	2	2%
Plan/Provider Info	38	32%
No Answer/Left Message	52	43%
Other	7	6%

BDE Requests Received from September 2020 to October 2020

From September 2020 to October 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 September 2020

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

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

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

BDE Requests Closed in October 2020

Two BDE requests were closed in October 2020. One request was received in September but closed in the following month due to appointments being scheduled in October. One request was an emergency appointment and the other was an urgent appointment (Table 6). The emergency appointment was for a child and the urgent request was for an adult. Both of the requests were successfully seen and treated by a dentist (Figure 2).

Table 6: BDE Requests Closed in October 2020

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Emergency	Child	Deep sedation, extractions, fillings, distal shoe spacer, fabricated stainless steel crown, baby root canals	1	LIBERTY	Successful
Urgent	Adult	Full Exam	3	Access	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 October: Organized by Type

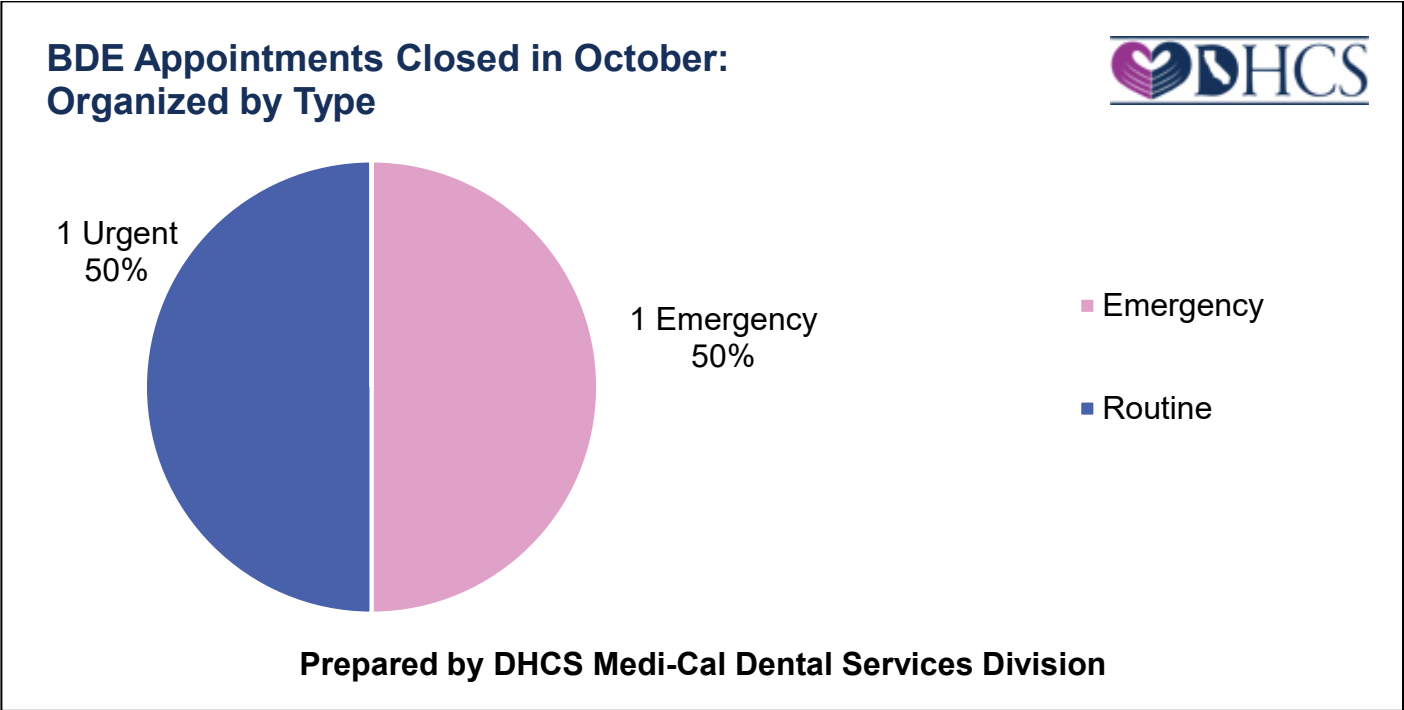


Table 7: BDE Appointments Closed in October: Organized by Type

Type of Appointment	Adults	Children	Total	Percentage
Emergency	0	1	1	50%
Urgent	1	0	1	50%
Routine	0	0	0	0%
Specialist	0	0	0	0%

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

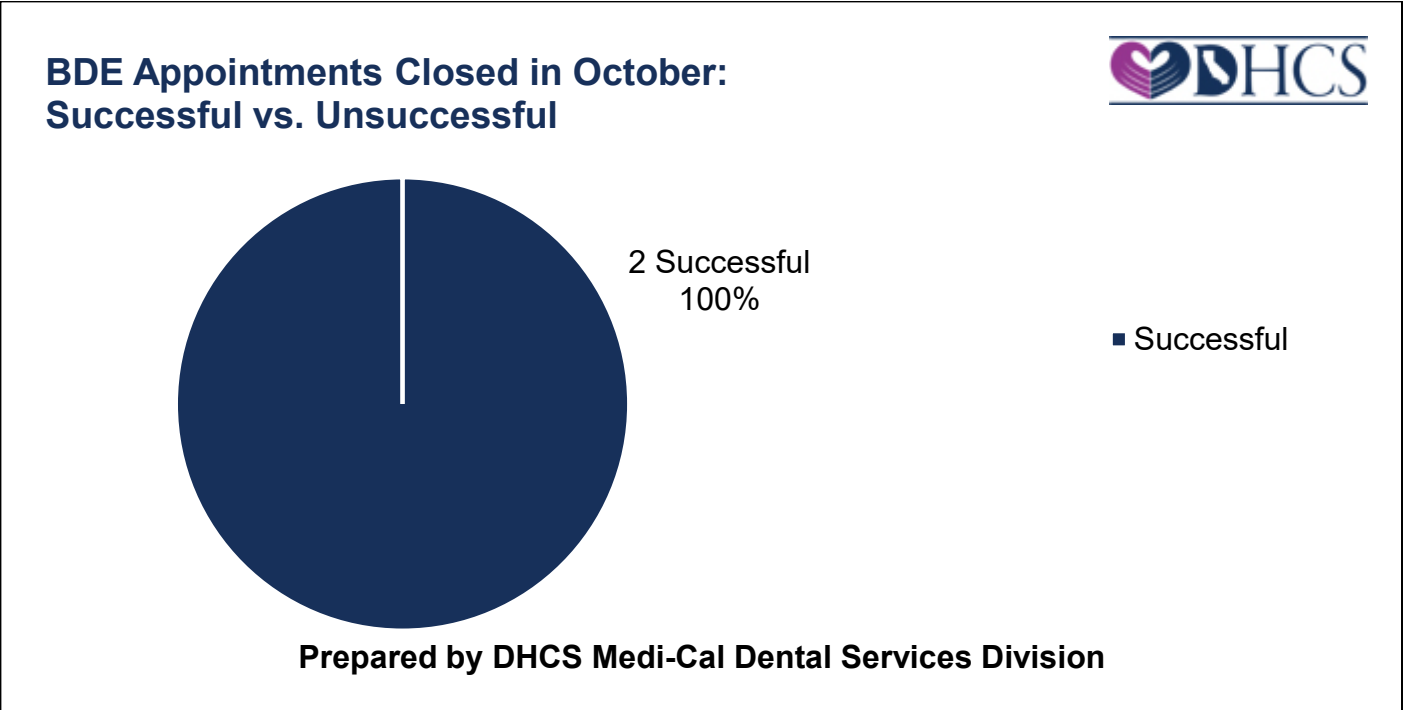


Table 8: BDE Appointments Closed in October: Successful vs. Unsuccessful

Department Perspective	Adults	Children	Total	Percentage
Successful	1	1	2	100%
Unsuccessful	0	0	0	0%

BDE Requests Closed from September 2020 to October 2020

Four BDE requests were closed from September 2020 to October 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 September 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 October 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	1	0	1	1
Successful Urgent	1	0	0	1	0	1
Successful Routine	0	0	0	0	0	0
Successful Specialist	0	0	0	0	0	0
Unsuccessful	0	0	0	0	0	0
Successful	1	0	1	1	1	2
Total	1	0	1	1	1	2

2019 vs. 2020 Comparison

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

Figure 3: 2019 vs. 2020 Total Monthly Incoming Requests

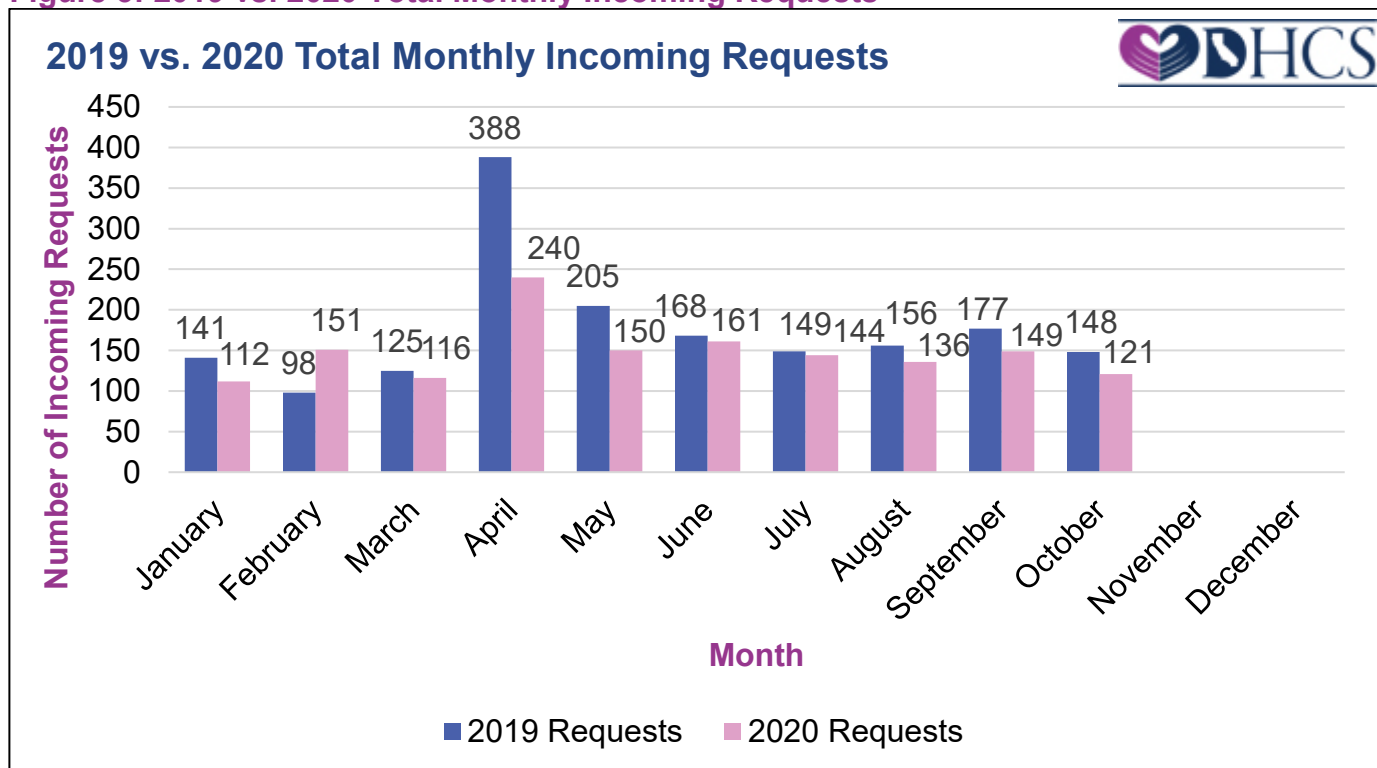


Figure 4: 2019 vs. 2020 BDE Monthly Incoming Requests

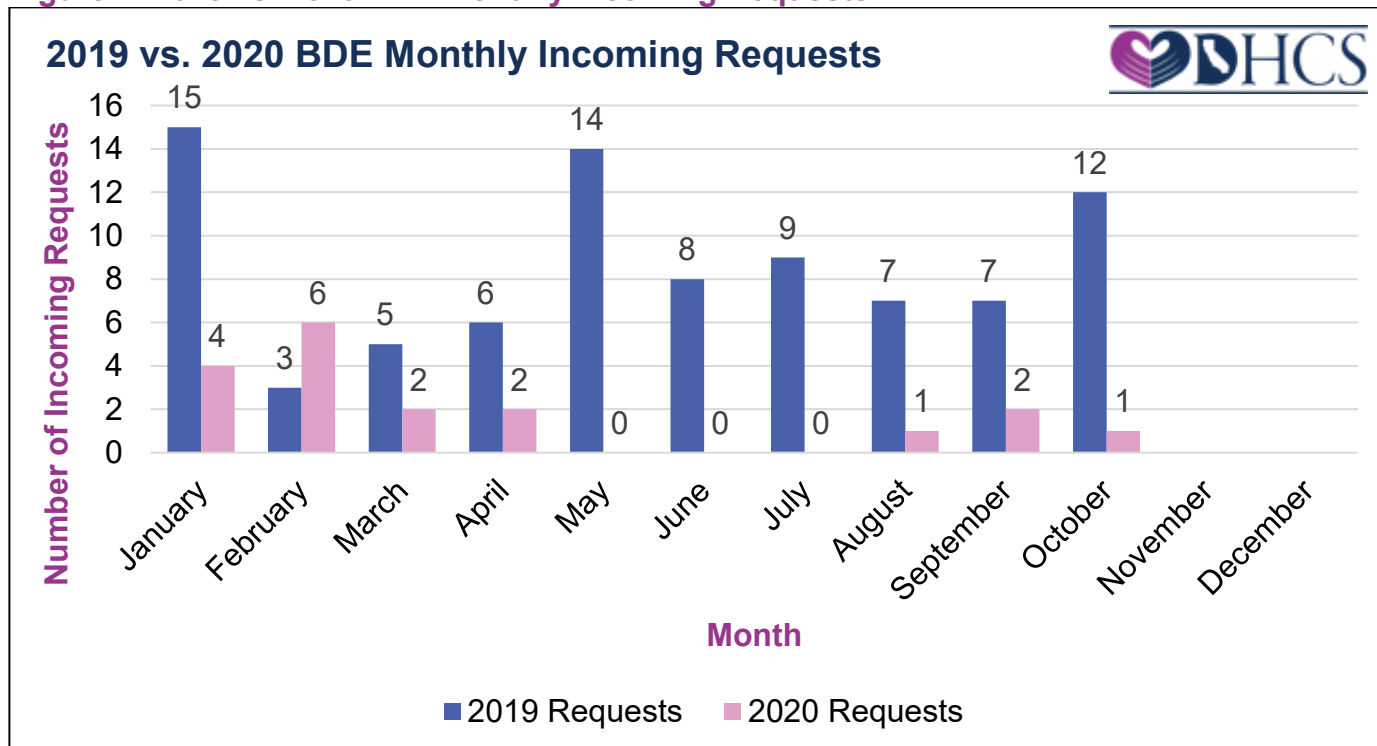
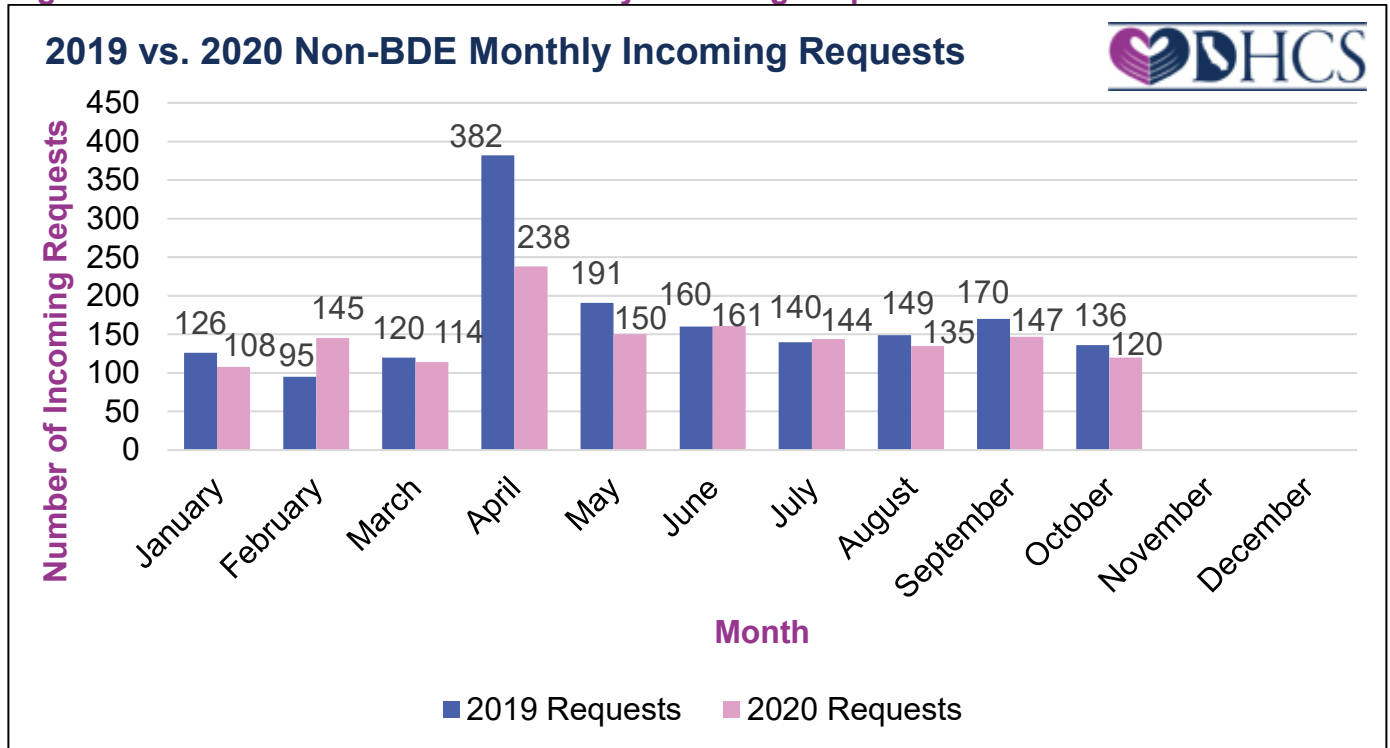


Figure 5: 2019 vs. 2020 Non-BDE Monthly Incoming Requests



2020 Summary

Figure 6: 2020 Total Monthly Requests by Type

