

Beneficiary Dental Exception (BDE) Second Quarter of 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 the second quarter of 2020 (April through June), 2019 vs. 2020, and the 2020 annual summary.

Total Requests Received in the Second Quarter of 2020

A total of 551 requests were received during the second quarter of 2020; two (0%) were BDE requests, while 549 (100%) were non-BDE requests (Table 1). Both (100%) BDE requests were completed and closed to date. The average number of total incoming requests is 183 per month. The average number of incoming Non-BDE requests is 183 per month.

**Table 1: Second Quarter 2020
Incoming Totals**

Total Requests	551	100%
BDE	2	0%
Non-BDE	549	100%
Inbound Phone Call Total	192	35%
BDE	1	1%
Non-BDE	191	99%
Mail/Fax/Email Total	359	65%
BDE	1	0%
Non-BDE	358	100%

**Table 2: Second Quarter 2020
Non-BDE Totals**

Non-BDE Categories	549	100%
BDE Info/No Need	97	18%
Benefits	9	2%
Eligibility	18	3%
Plan/Provider Info	266	48%
No Answer/Left Message	126	23%
Other	33	6%

BDE Requests Received in the Second Quarter of 2020

The total number of BDE requests received in the second quarter of 2020 was two (Table 3). The average number of BDE requests was one per month.

Table 3: BDE Requests Received in the Second Quarter of 2020 (April through June)

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	0	0	0	0
Closed	0	1	1	2	0	2
Total BDE	0	1	1	2	0	2

BDE Requests Closed in the Second Quarter of 2020

A total of four BDE requests were closed in the second quarter of 2020 (Table 4).

Of the four closed requests, one (25%) was an emergency appointment and three (75%) were routine appointments (Figure 1). All four (100%) closed requests were for adults.

Of the four closed requests, one (25%) was successfully seen and treated by a dentist. Three requests (75 %) were unsuccessful; two of the appointments were cancelled by the provider due to the COVID-19 pandemic and one was a No Show as the member had a scheduling conflict (Figure 2).

Table 4: BDE Requests Closed in the Second Quarter of 2020 (April through June)

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	2	3	0	3
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	2	3	0	3
Successful	0	1	0	1	0	1
Total	1	1	2	4	0	4

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 the Second Quarter of 2020: Organized by Type

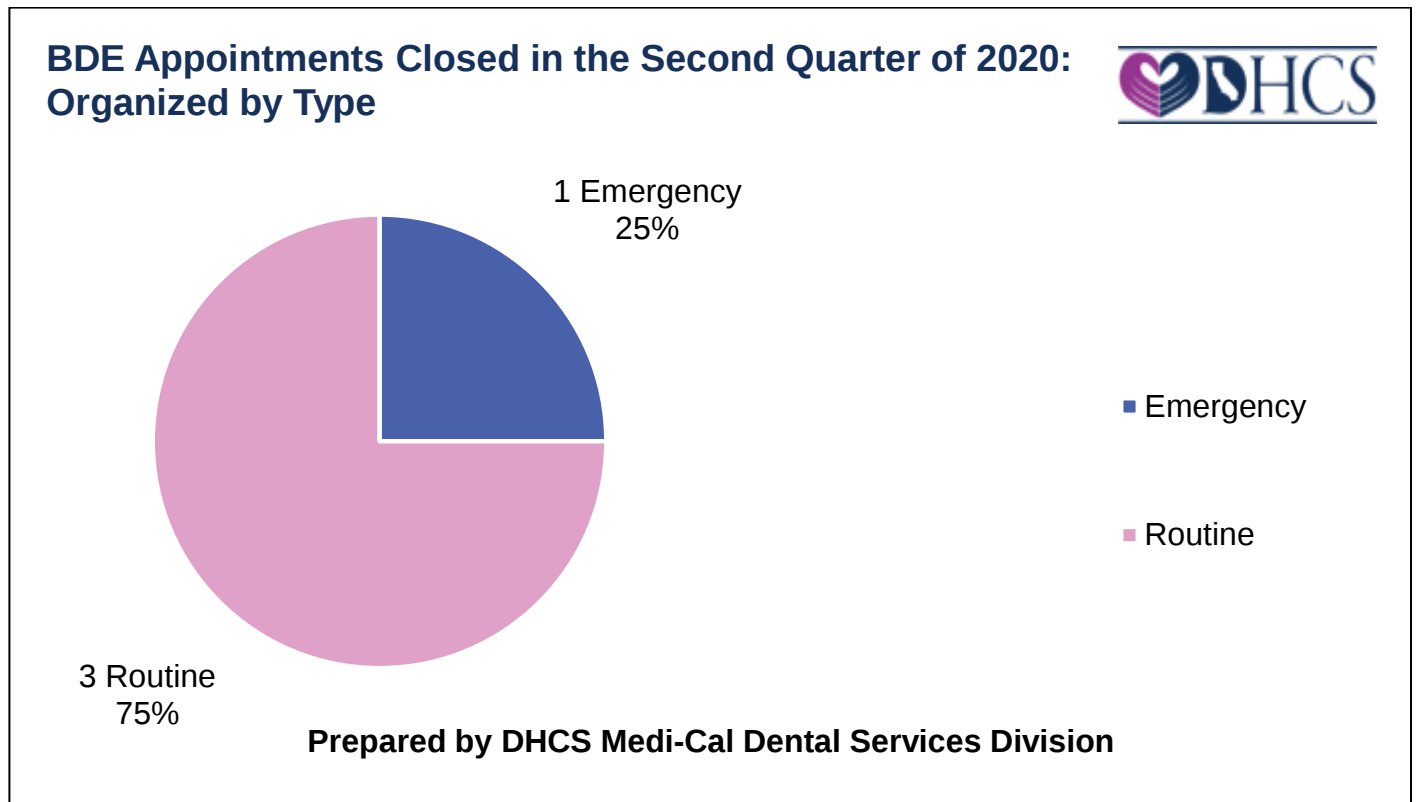


Table 5: BDE Appointments Closed in the Second Quarter of 2020: Organized by Type

Type of Appointment	Adults	Children	Total	Percentage
Emergency	1	0	1	25%
Urgent	0	0	0	0%
Routine	3	0	3	75%
Specialist	0	0	0	0%

Figure 2: BDE Appointments Closed in the Second Quarter of 2020: Successful vs. Unsuccessful

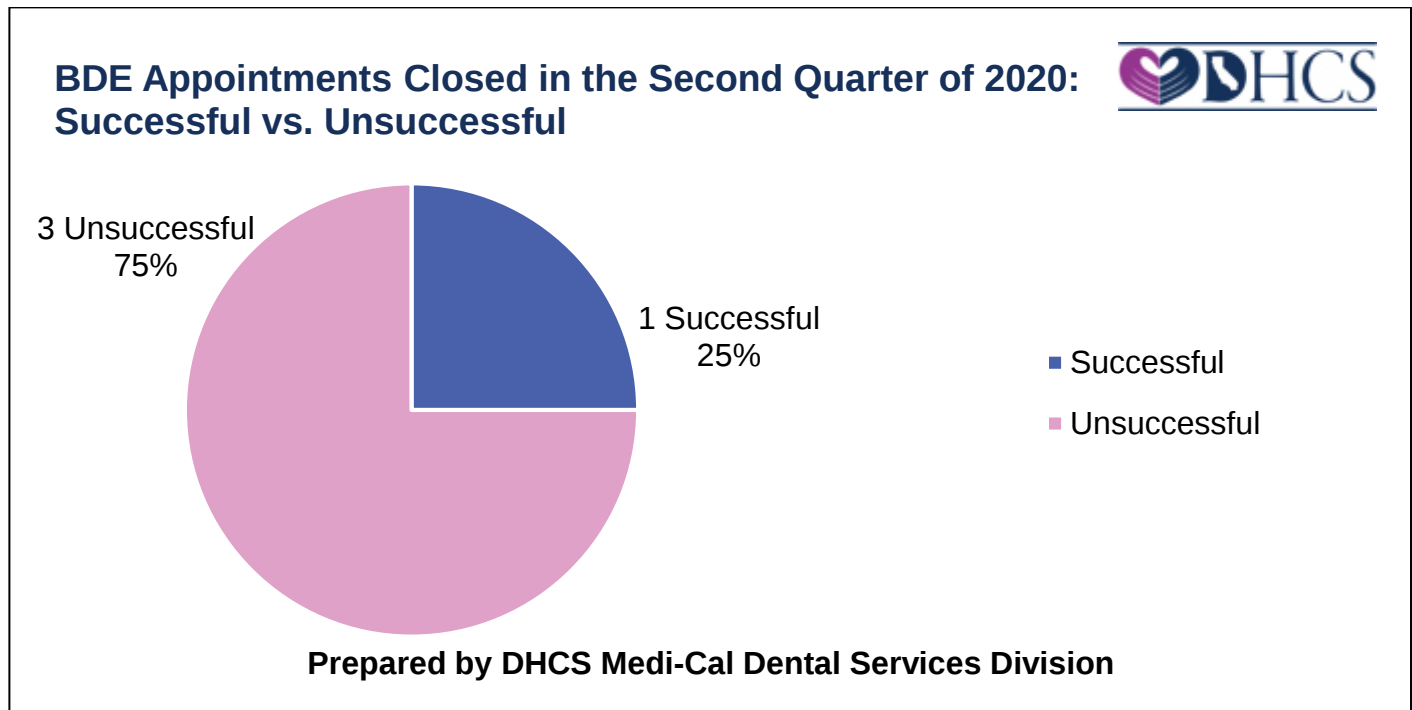


Table 6: BDE Appointments Closed in the Second Quarter of 2020: Successful vs. Unsuccessful

Department Perspective	Adults	Children	Total	Percentage
Successful	1	0	1	25%
Unsuccessful	3	0	3	75%

2019 vs. 2020 Comparison

As shown below (Figure 3) the total monthly incoming requests decreased in the second quarter of 2020 when compared to the second quarter of 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

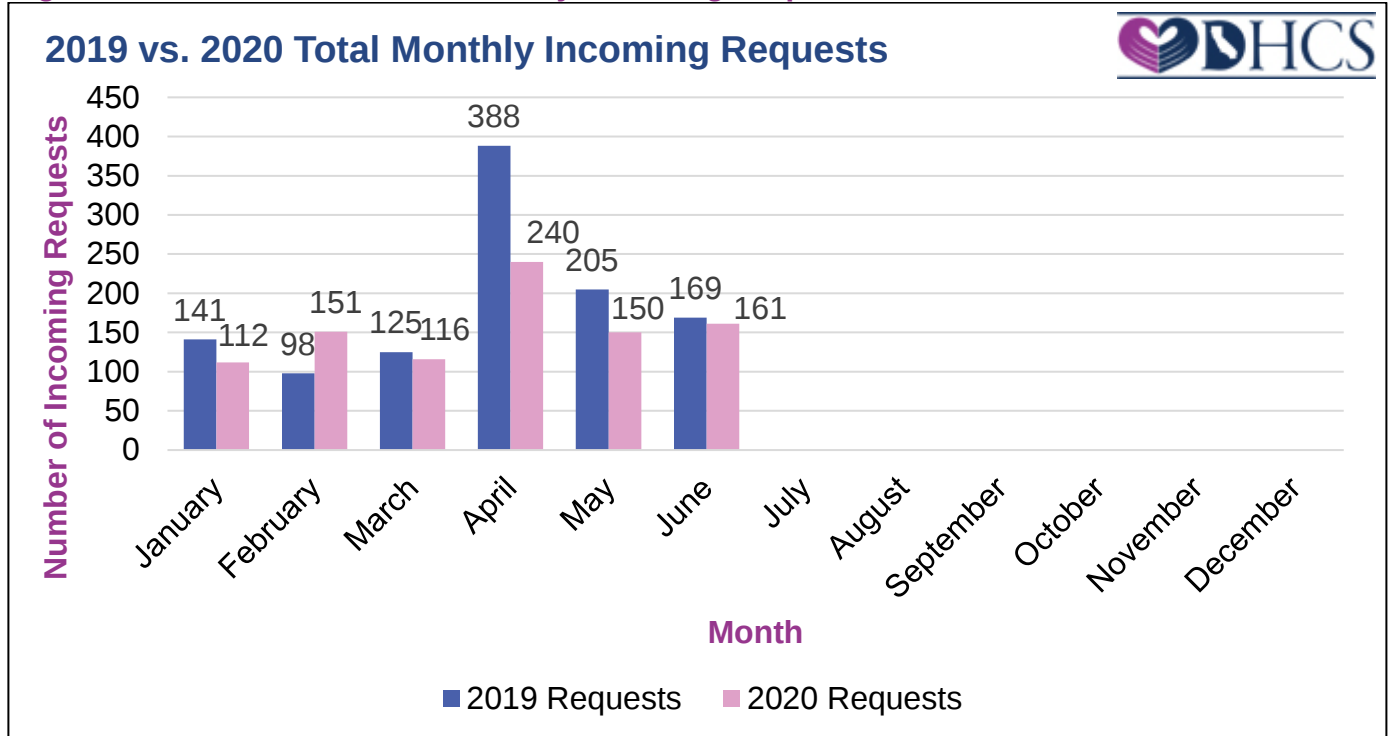


Figure 4: 2019 vs. 2020 BDE Monthly Incoming Requests

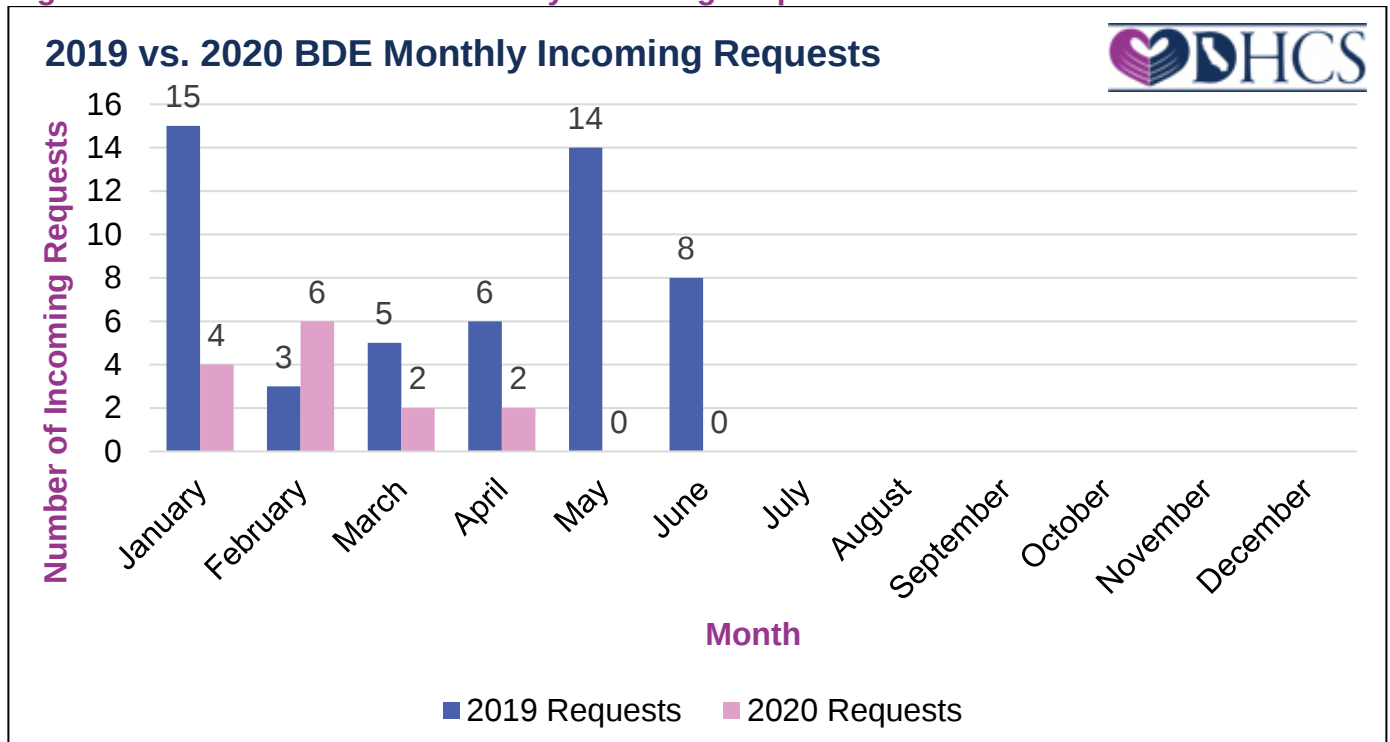
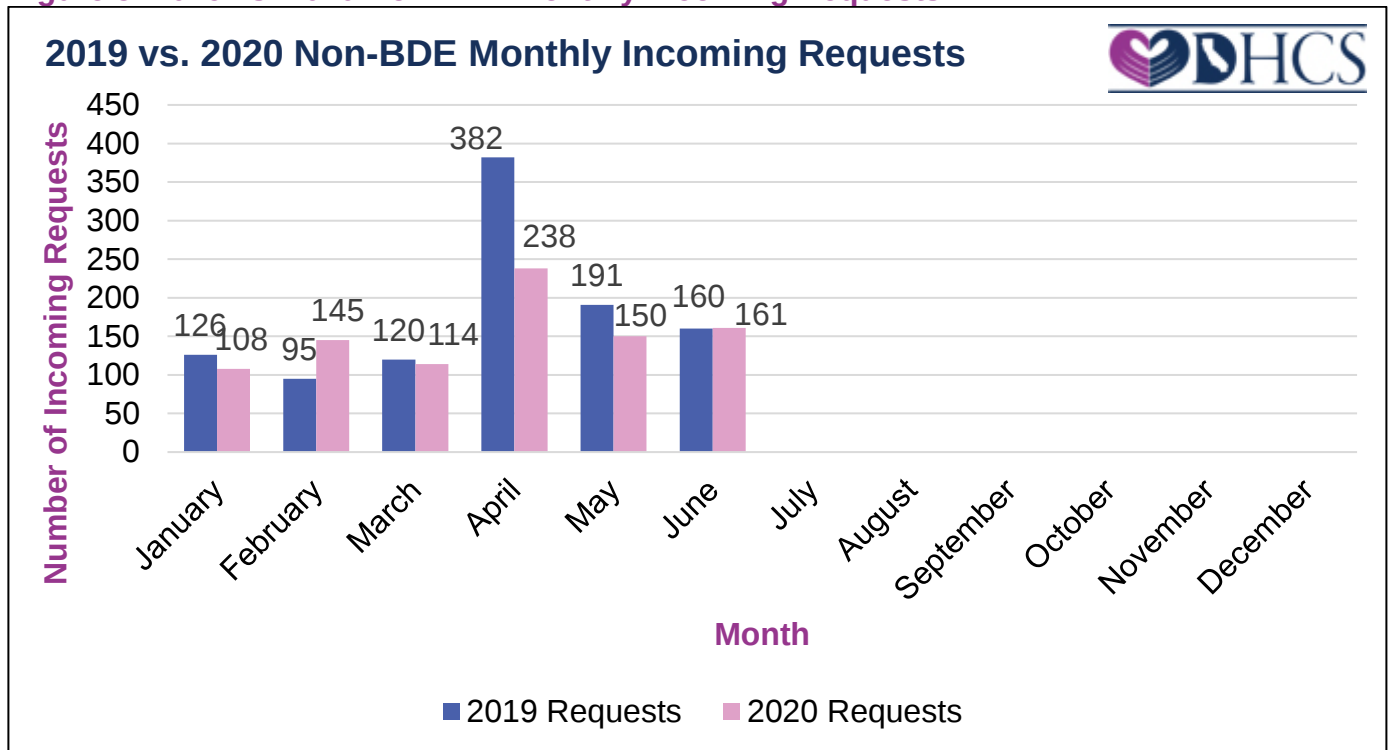


Figure 5: 2019 vs. 2020 Non-BDE Monthly Incoming Requests



2020 Summary

Figure 6: 2020 Total Monthly Requests by Type

