

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

Total Requests Received in September 2020

A total of 149 requests were received during September; there were two (1%) BDE requests, while 147 (99%) were non-BDE requests (Table 1).

Table 1: September 2020 Incoming Totals

Total Requests	149	100%
BDE	2	1%
Non-BDE	147	99%
Inbound Phone Call Total	73	49%
BDE	1	1%
Non-BDE	72	99%
Mail/Fax/Email Total	76	51%
BDE	1	1%
Non-BDE	75	99%

Table 2: September 2020 Non-BDE Totals

Non-BDE Categories	147	100%
BDE Info/No Need	27	18%
Benefits	11	8%
Eligibility	8	5%
Plan/Provider Info	38	26%
No Answer/Left Message	52	35%
Other	11	8%

BDE Requests Received from August 2020 to September 2020

From August 2020 to September 2020, there were three BDE requests received.

Table 3: BDE Request 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	1	0	0	1	0	1
Closed	1	0	0	1	0	1
Total BDE	2	0	0	2	0	2

Table 4: BDE Requests Received in August 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	1	0	1	0	1
Specialist	0	0	0	0	0	0
In Progress	0	0	0	0	0	0
Closed	0	1	0	1	0	1
Total BDE	0	1	0	1	0	1

Table 5: BDE Requests Received from August 2020 to 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	1	0	1	0	1
Specialist	0	0	0	0	0	0
In Progress	1	0	0	1	0	1
Closed	1	1	0	2	0	2
Total BDE	2	1	0	3	0	3

BDE Requests Closed in September 2020

Two BDE requests were closed in September 2020. One request was received in August but closed in the following month due to appointments being scheduled in September. One request was a routine appointment and the other was an emergency appointment (Table 6). Both of the requests were for adults. One of the requests was 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 September 2020

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Routine	Adult	Exam & X-Rays	3	Health Net	Successful
Emergency	Adult	N/A; No Show	1	Access	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 September: Organized by Type

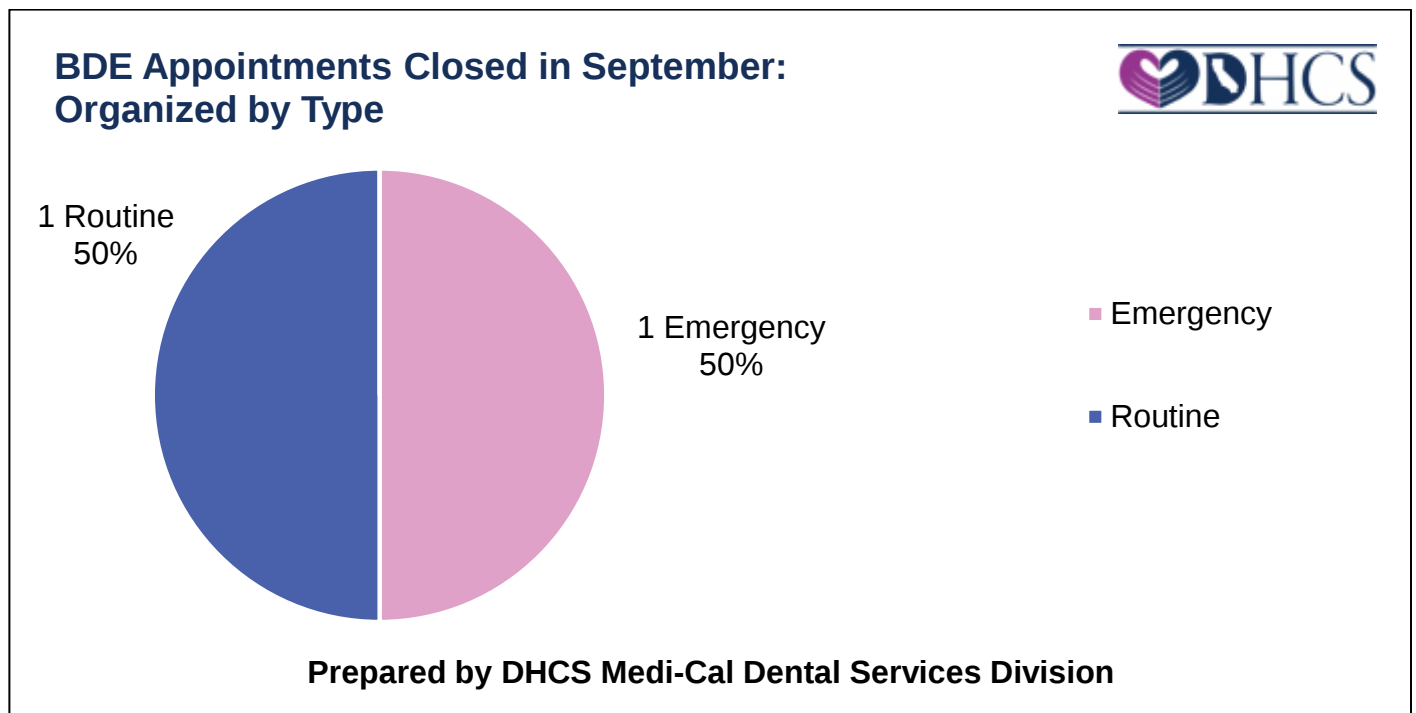


Table 7: BDE Appointments Closed in September: Organized by Type

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

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

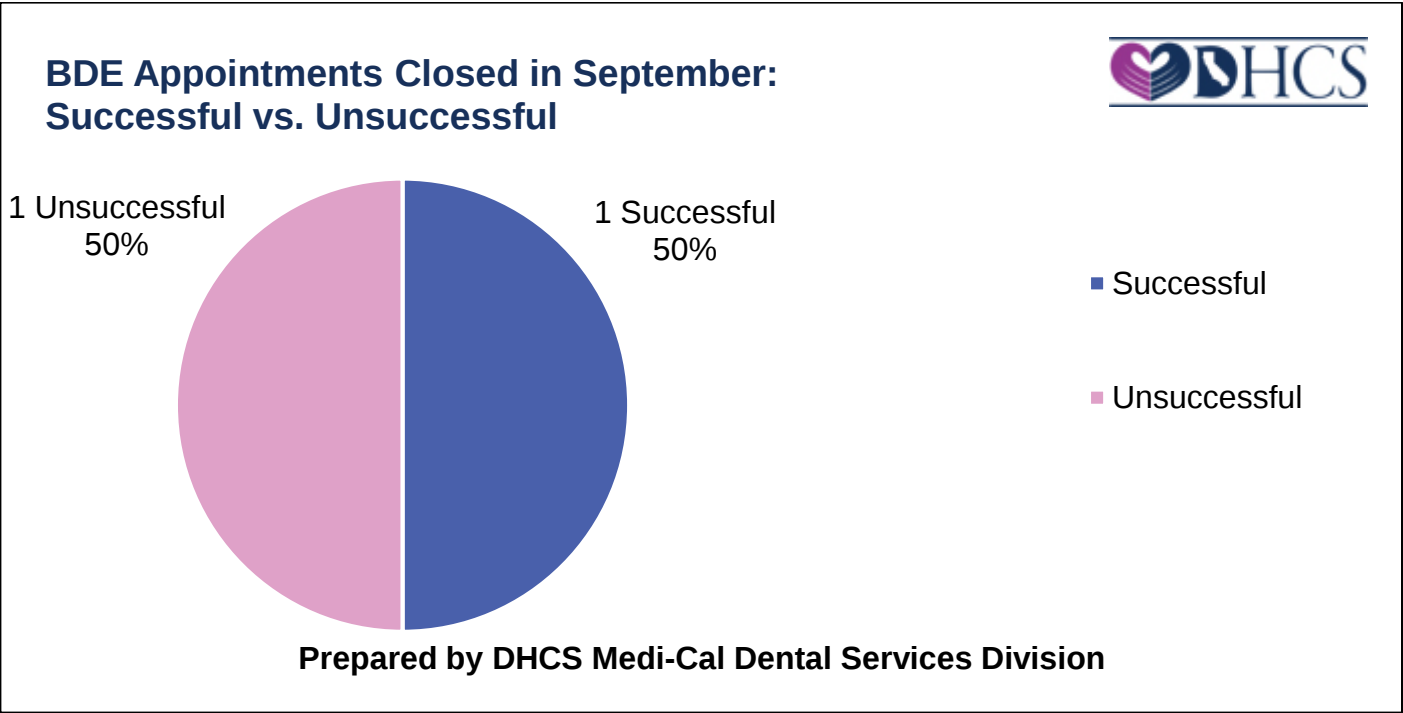


Table 8: BDE Appointments Closed in September: Successful vs. Unsuccessful

Department Perspective	Adults	Children	Total	Percentage
Successful	1	0	1	50%
Unsuccessful	1	0	1	50%

BDE Requests Closed from August 2020 to September 2020

Two BDE requests were closed from August 2020 to September 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 August 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	0	0	0	0
Unsuccessful	0	0	0	0	0	0
Successful	0	0	0	0	0	0
Total	0	0	0	0	0	0

Table 10: 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

2019 vs. 2020 Comparison

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

Figure 3: 2019 vs. 2020 Total Monthly Incoming Requests

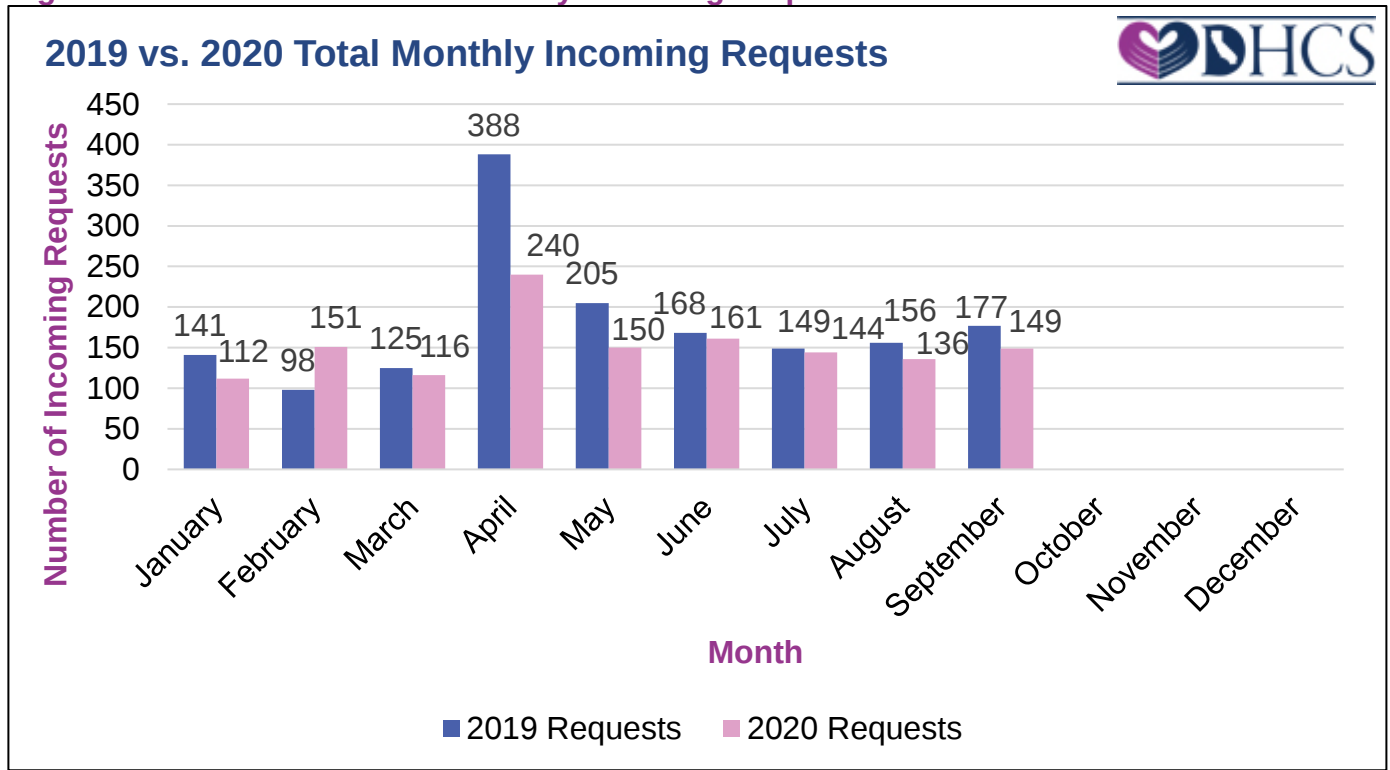


Figure 4: 2019 vs. 2020 BDE Monthly Incoming Requests

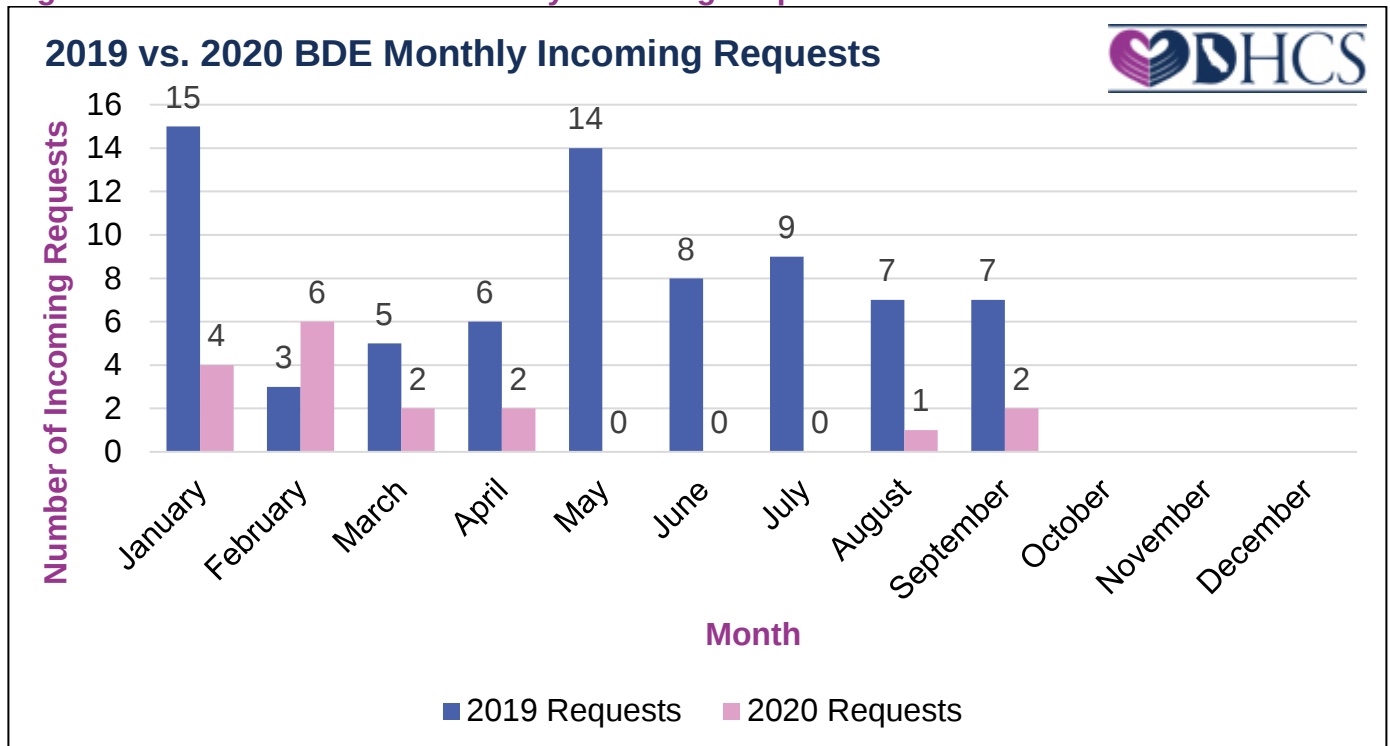
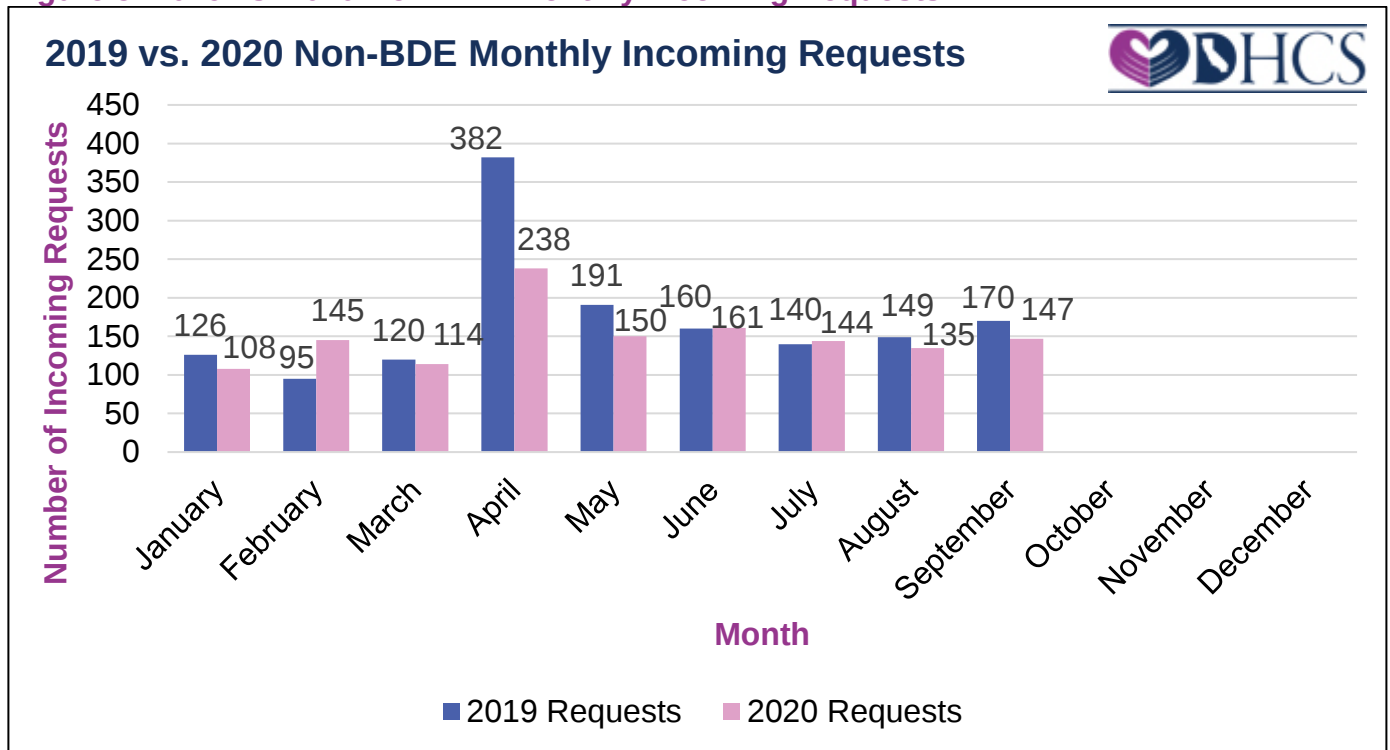


Figure 5: 2019 vs. 2020 Non-BDE Monthly Incoming Requests



2020 Summary

Figure 6: 2020 Total Monthly Requests by Type

