

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

Total Requests Received in August 2020

A total of 136 requests were received during August; there was one BDE request (1%), while 135 (99%) were non-BDE requests (Table 1).

Table 1: August 2020 Incoming Totals

Total Requests	136	100%
BDE	1	1%
Non-BDE	135	100%
Inbound Phone Call Total	88	65%
BDE	1	1%
Non-BDE	87	99%
Mail/Fax/Email Total	48	35%
BDE	0	0%
Non-BDE	48	100%

Table 2: August 2020 Non-BDE Totals

Non-BDE Categories	135	100%
BDE Info/No Need	33	24%
Benefits	18	13%
Eligibility	4	3%
Plan/Provider Info	28	21%
No Answer/Left Message	43	32%
Other	9	7%

BDE Requests Received from July 2020 to August 2020

From July 2020 to August 2020, there was one BDE request received. The request was received in August and remains open due to an appointment scheduled in the following month.

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

Table 4: BDE Requests Received in July 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 5: BDE Requests Received from July 2020 to 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	1	0	1	0	1
Closed	0	0	0	0	0	0
Total BDE	0	1	0	1	0	1

BDE Requests Closed in August 2020

No BDE requests were closed in August 2020; therefore, no tables or figures were included.

Appointment Timeframes (as required by contract)

- Emergency – 24 hours
- Urgent – 72 hours (3 days)
- Routine – 4 weeks
- Specialist – 30 days from authorized request

BDE Requests Closed from July 2020 to August 2020

There were no BDE requests closed from July 2020 to August 2020; therefore, no tables or figures were included.

2019 vs. 2020 Comparison

As shown below (Figure 1), there was a decrease in total monthly requests in August 2020 when compared to August 2019. The decrease may be attributed to the COVID-19 pandemic.

Figure 1: 2019 vs. 2020 Total Monthly Incoming Requests

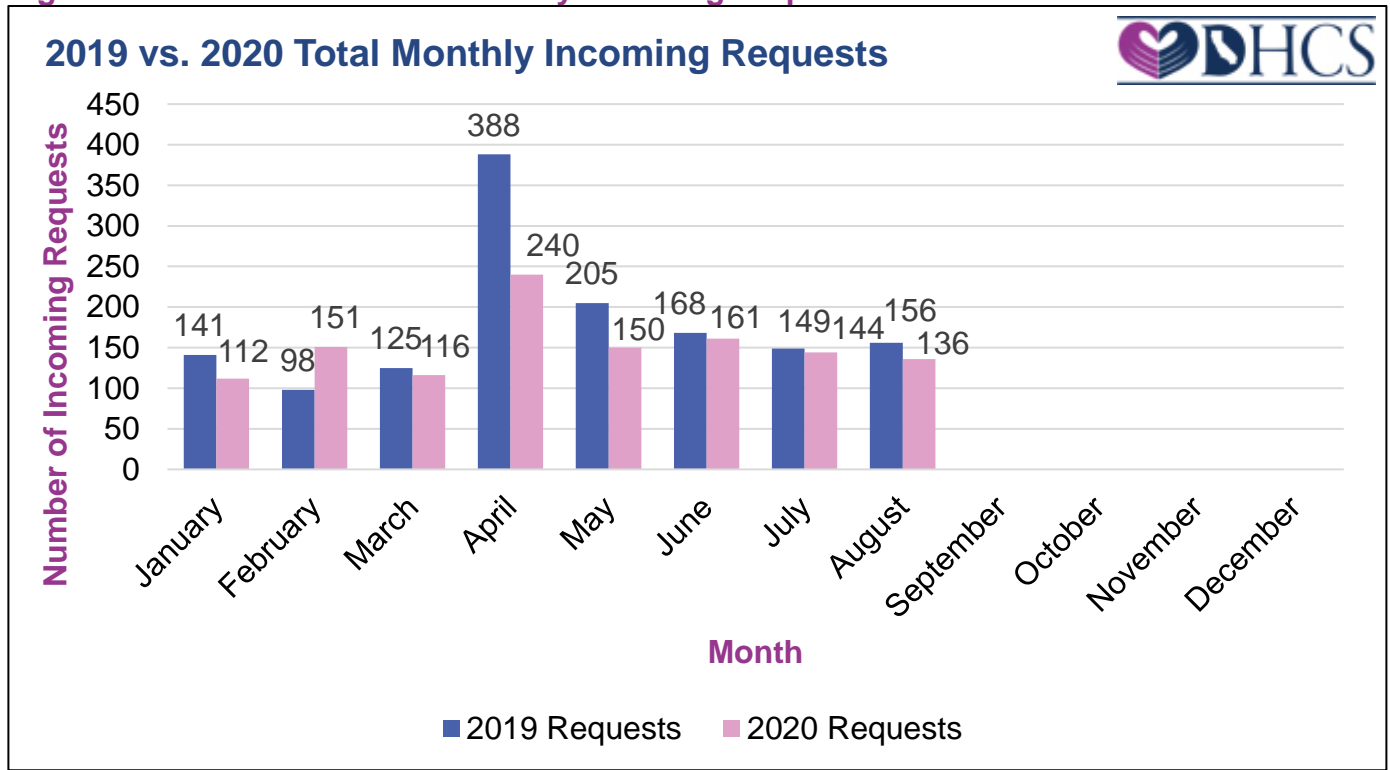


Figure 2: 2019 vs. 2020 BDE Monthly Incoming Requests

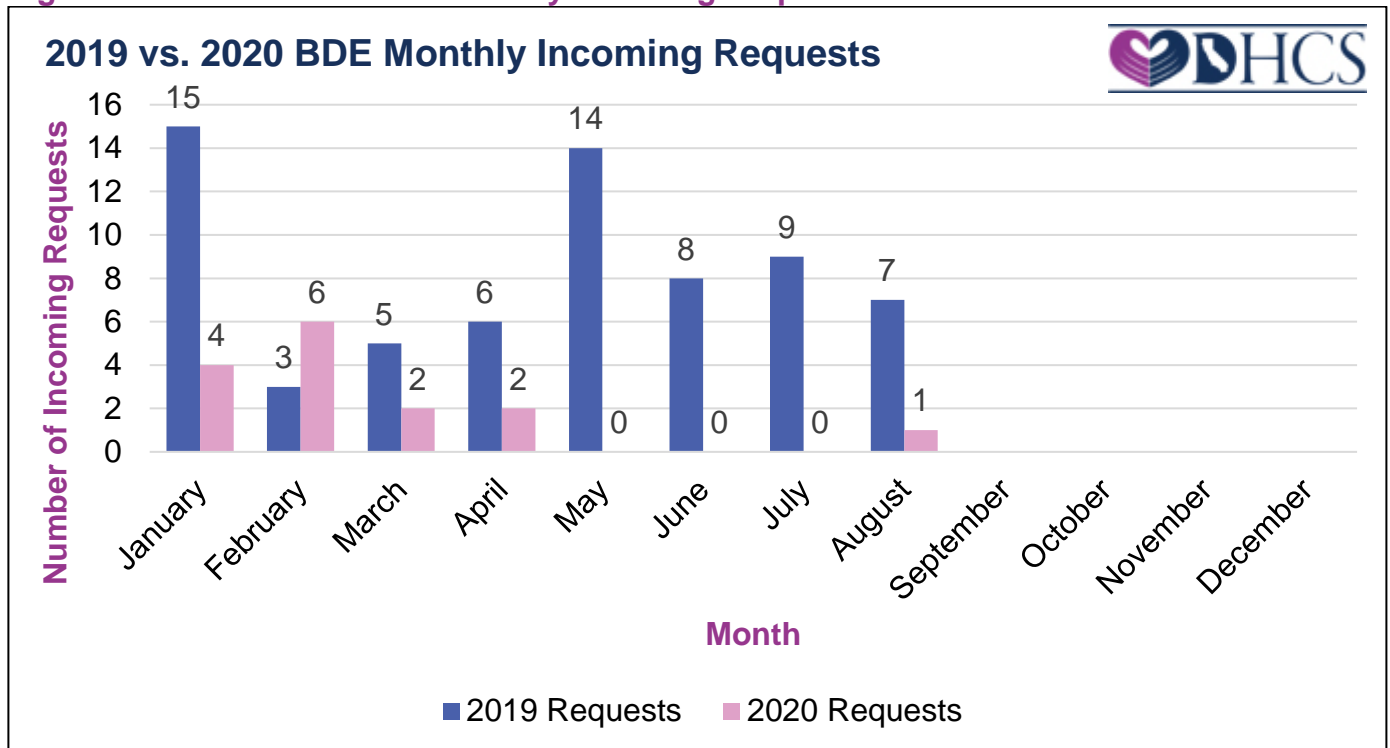
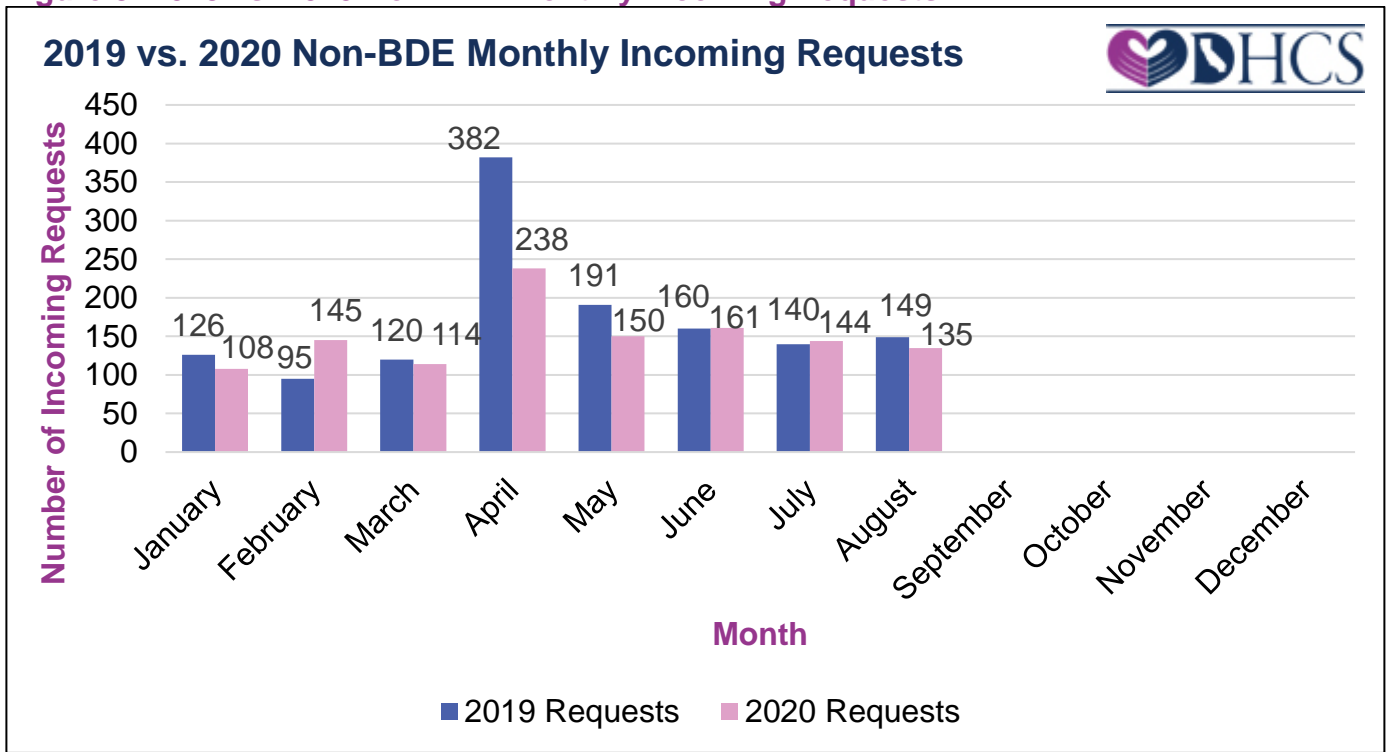


Figure 3: 2019 vs. 2020 Non-BDE Monthly Incoming Requests



2020 Summary

Figure 4: 2020 Total Monthly Requests by Type

