

## Beneficiary Dental Exception (BDE) Third 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 third quarter of 2020 (July through September), 2019 vs. 2020, and the 2020 annual summary.

### **Total Requests Received in the Third Quarter of 2020**

A total of 429 requests were received during the third quarter of 2020; three (1%) were BDE requests, while 426 (99%) were non-BDE requests (Table 1). Two (67%) of the three BDE requests were completed and closed to date. One (33%) BDE request received in September remained open due to appointments scheduled in the following month. The average number of total incoming requests was 143 per month. The average number of incoming non-BDE requests was 142 per month.

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

<b>Total Requests</b>	<b>429</b>	<b>100%</b>
BDE	3	1%
Non-BDE	426	99%
<b>Inbound Phone Call Total</b>	<b>188</b>	<b>44%</b>
BDE	2	1%
Non-BDE	186	99%
<b>Mail/Fax/Email Total</b>	<b>241</b>	<b>56%</b>
BDE	1	0%
Non-BDE	240	100%

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

<b>Non-BDE Categories</b>	<b>426</b>	<b>100%</b>
BDE Info/No Need	92	22%
Benefits	43	10%
Eligibility	22	5%
Plan/Provider Info	106	25%
No Answer/Left Message	134	31%
Other	29	7%

### **BDE Requests Received in the Third Quarter of 2020**

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

**Table 3: BDE Requests Received in the Third Quarter of 2020 (July through September)**

<b>BDE Categories</b>	<b>Access</b>	<b>Health Net</b>	<b>LIBERTY</b>	<b>Adults</b>	<b>Children</b>	<b>Total</b>
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
<b>In Progress</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Closed</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>
<b>Total BDE</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>3</b>

### **BDE Requests Closed in the Third Quarter of 2020**

Two BDE requests were closed in the third quarter of 2020 (Table 4).

Of the two closed requests, one (50%) was an emergency appointment and one (50%) was a routine appointment (Figure 1). Both closed requests were for adults.

Of the two closed requests, one (50%) was successfully seen and treated by a dentist. The other one (50%) was unsuccessful; the member did not show to the appointment and has yet to reschedule (Figure 2).

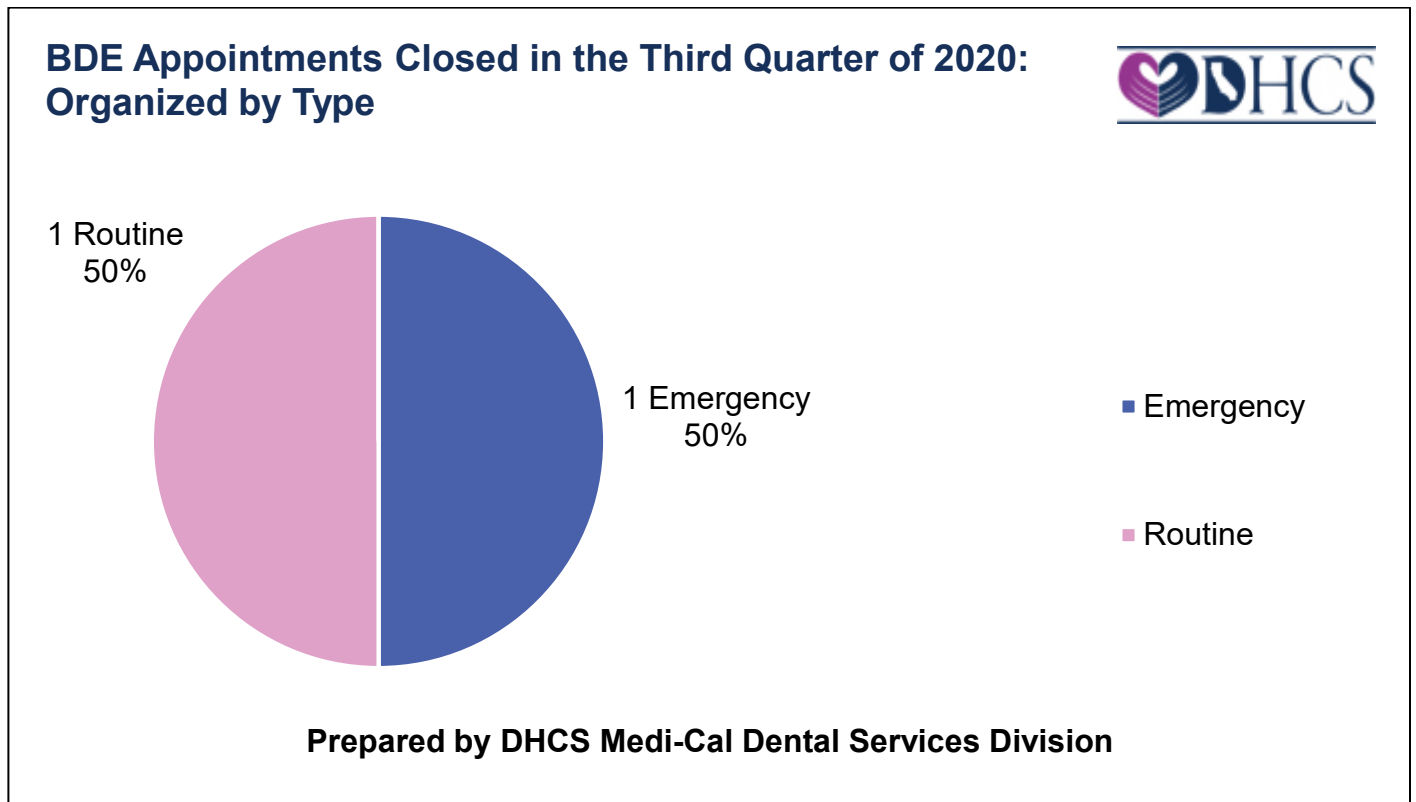
**Table 4: BDE Requests Closed in the Third Quarter of 2020 (July through September)**

<b>Closed BDE Categories</b>	<b>Access</b>	<b>Health Net</b>	<b>LIBERTY</b>	<b>Adults</b>	<b>Children</b>	<b>Total</b>
Unsuccessful Emergency	1	0	0	1	0	1
Unsuccessful Urgent	0	0	0	0	0	0
Unsuccessful Routine	1	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
<b>Unsuccessful</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Successful</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Total</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>

Appointment Timeframes (as required by contract)

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

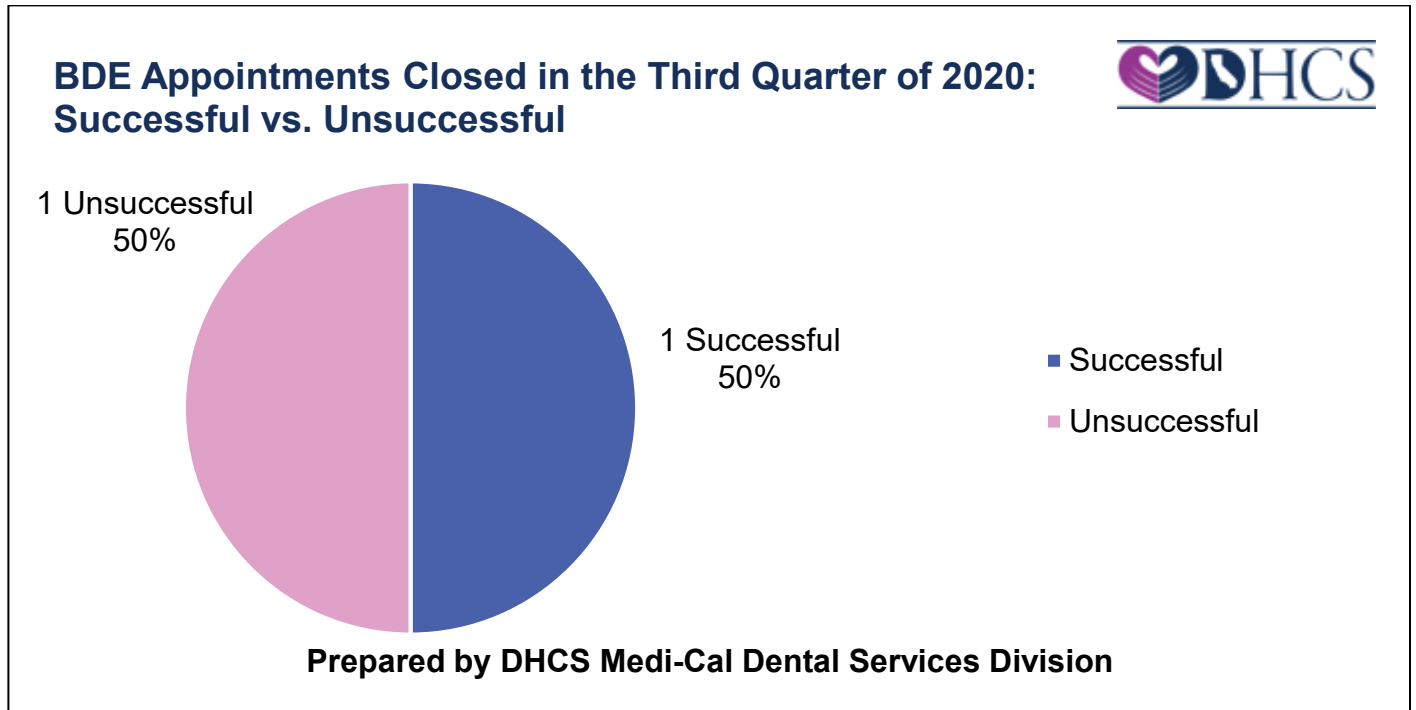
**Figure 1: BDE Appointments Closed in the Third Quarter of 2020: Organized by Type**



**Table 5: BDE Appointments Closed in the Third Quarter of 2020: 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 the Third Quarter of 2020: Successful vs. Unsuccessful**



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

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

### 2019 vs. 2020 Comparison

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

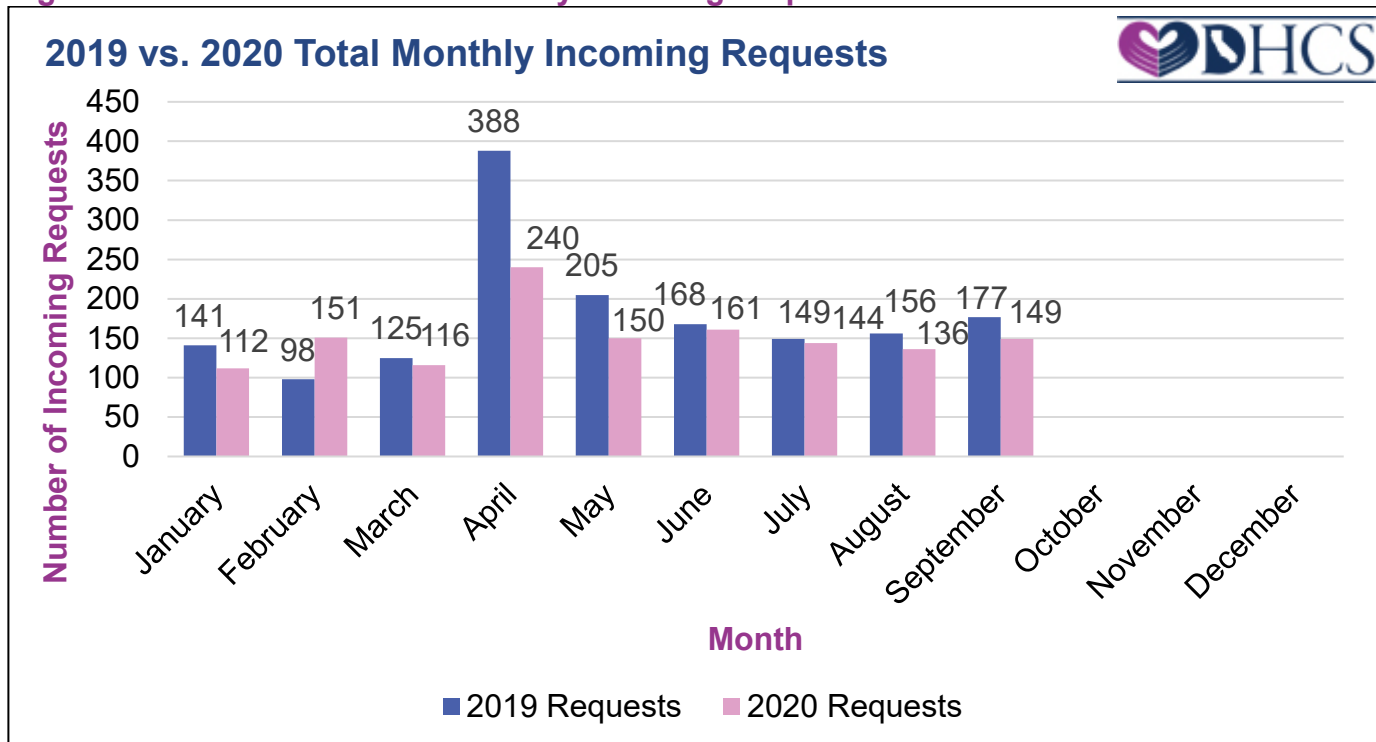


Figure 4: 2019 vs. 2020 BDE Monthly Incoming Requests

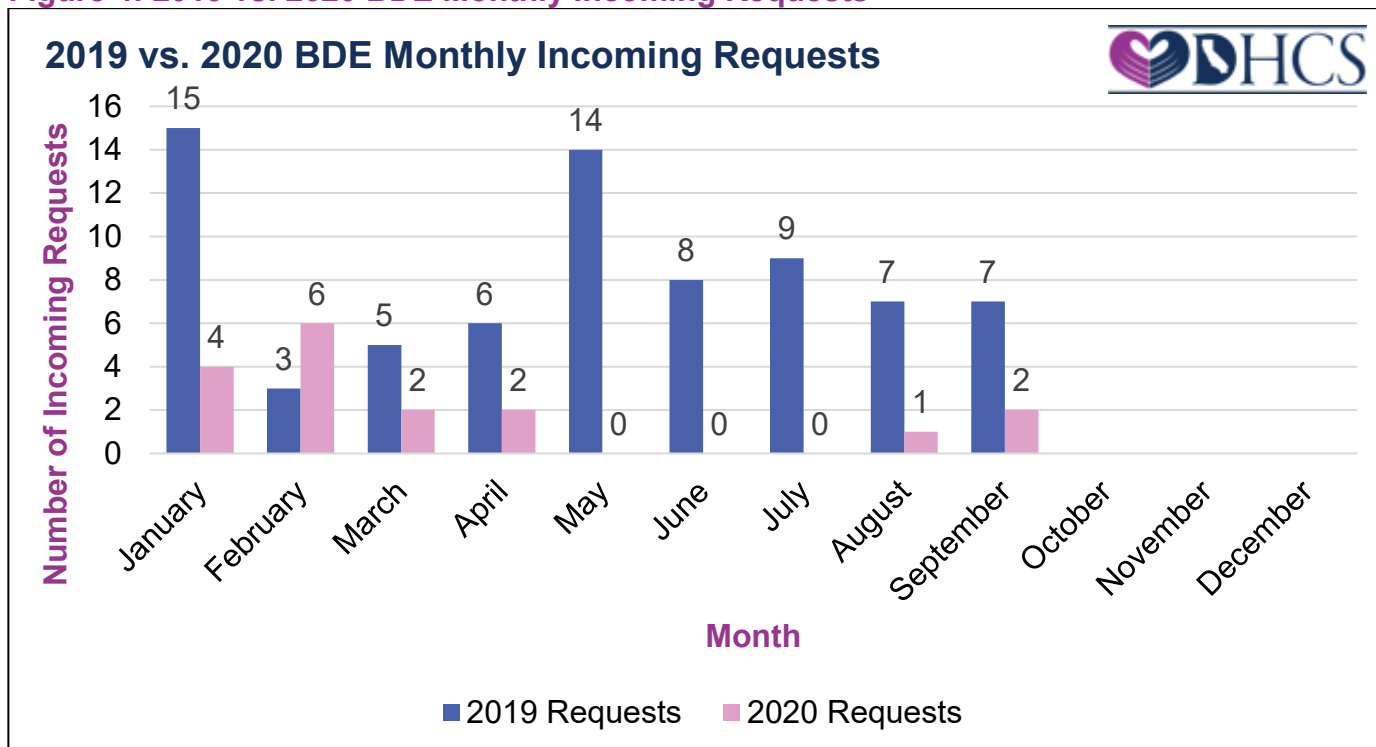
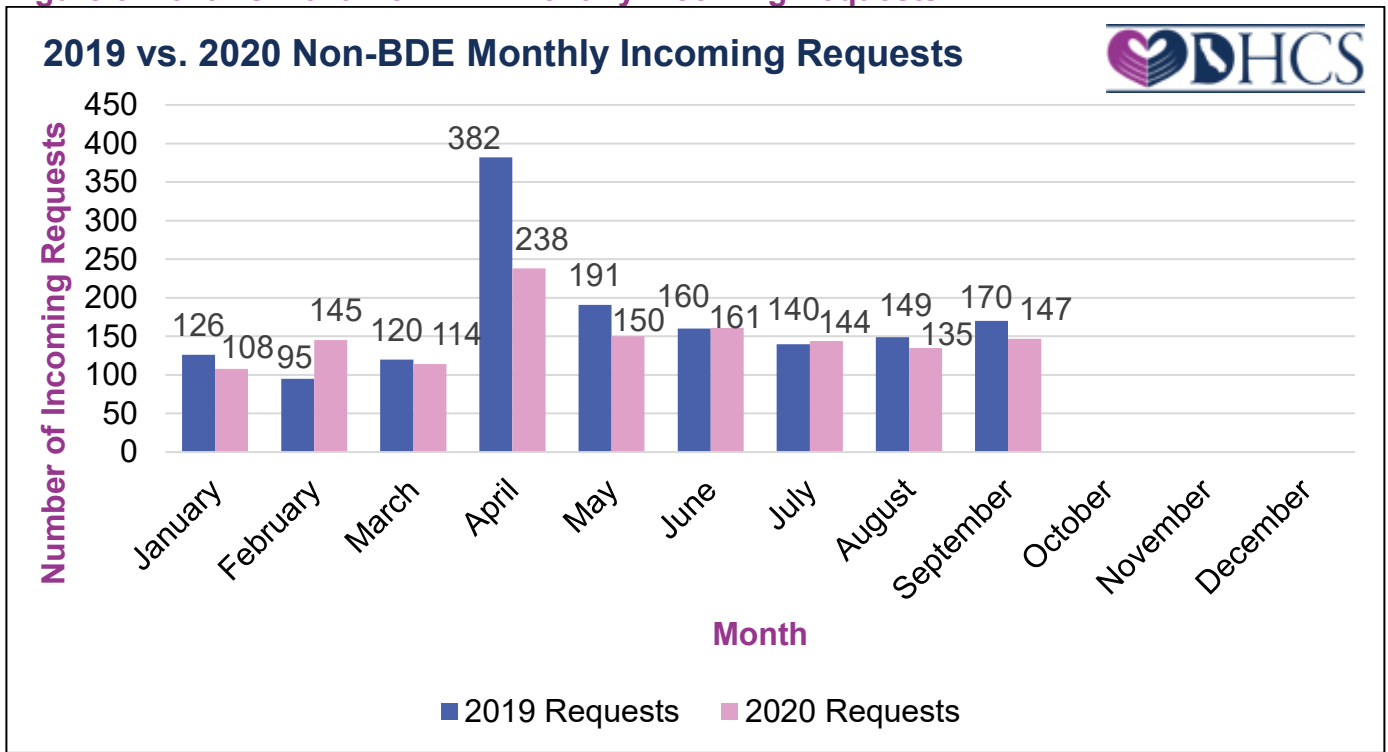


Figure 5: 2019 vs. 2020 Non-BDE Monthly Incoming Requests



**2020 Summary**

Figure 6: 2020 Total Monthly Requests by Type

