

## Beneficiary Dental Exception (BDE) Fourth 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 fourth quarter of 2020 (October through December), 2019 vs. 2020, and the 2020 annual summary.

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

A total of 330 requests were received during the fourth quarter of 2020; three (1%) were BDE requests, while 327 (99%) were non-BDE requests (Table 1). All three (100%) of the three BDE requests were completed and closed to date. The average number of total incoming requests was 110 per month. The average number of incoming non-BDE requests was 109 per month.

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

<b>Total Requests</b>	<b>330</b>	<b>100%</b>
BDE	3	1%
Non-BDE	327	99%
<b>Inbound Phone Call Total</b>	<b>171</b>	<b>52%</b>
BDE	3	2%
Non-BDE	168	98%
<b>Mail/Fax/Email Total</b>	<b>159</b>	<b>48%</b>
BDE	0	0%
Non-BDE	159	100%

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

<b>Non-BDE Categories</b>	<b>327</b>	<b>100%</b>
BDE Info/No Need	60	19%
Benefits	14	4%
Eligibility	7	2%
Plan/Provider Info	86	26%
No Answer/Left Message	140	43%
Other	20	6%

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

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

**Table 3: BDE Requests Received in the Fourth Quarter of 2020 (October through December)**

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

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

Four BDE requests were closed in the fourth quarter of 2020 (Table 4). One of the requests was received in the third quarter (September) and closed in the fourth quarter (October) due to appointments being scheduled in future months.

Of the four closed requests, one (25%) was an emergency appointment, one (25%) was an urgent appointment, and two (50%) were specialist appointments (Figure 1). The emergency request was for a child. The urgent and specialist requests were for adults.

All four requests (100%) were successfully seen and treated by a dentist (Figure 2).

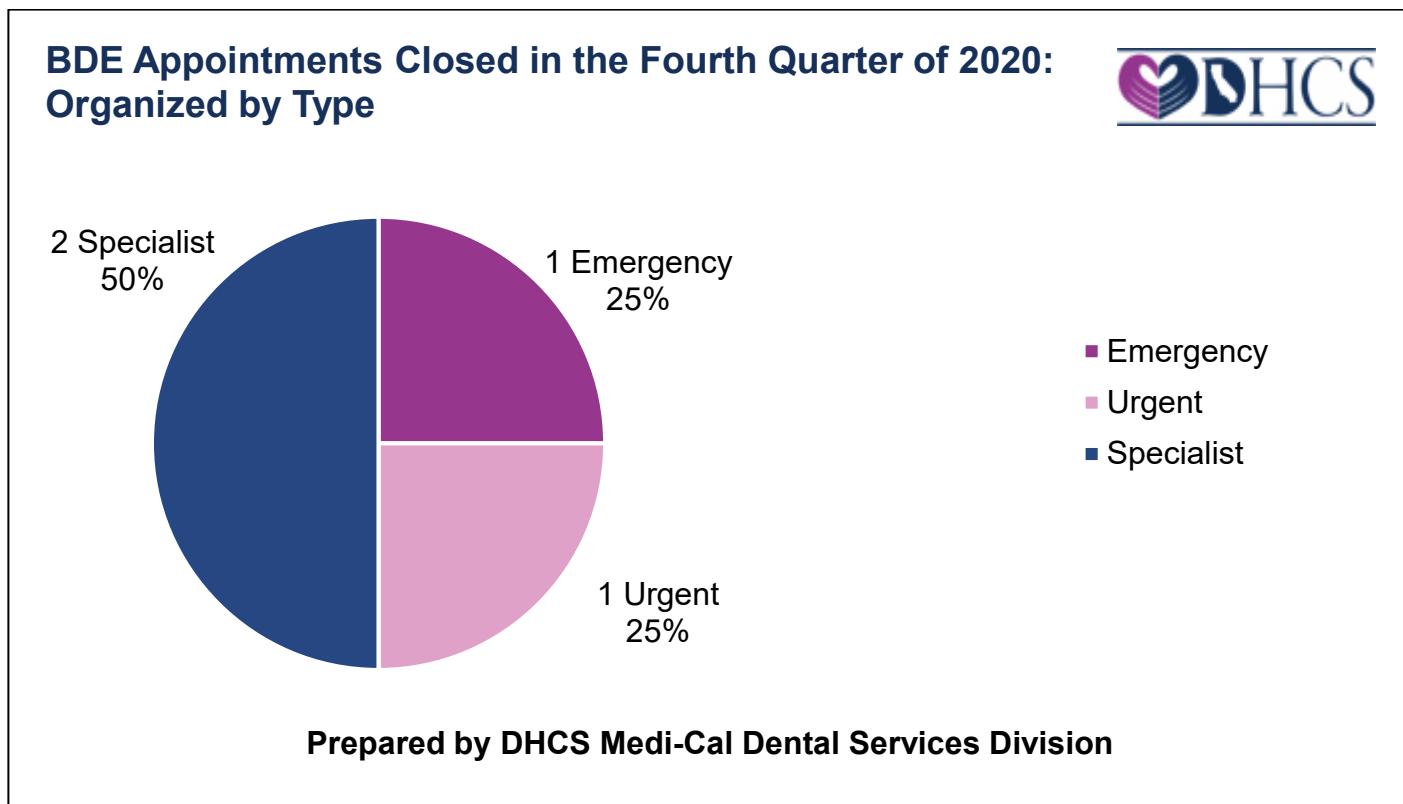
**Table 4: BDE Requests Closed in the Fourth Quarter of 2020 (October through December)**

<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	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	1	1	2	0	2
<b>Unsuccessful</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Successful</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>4</b>
<b>Total</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>4</b>

Appointment Timeframes (as required by contract)

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

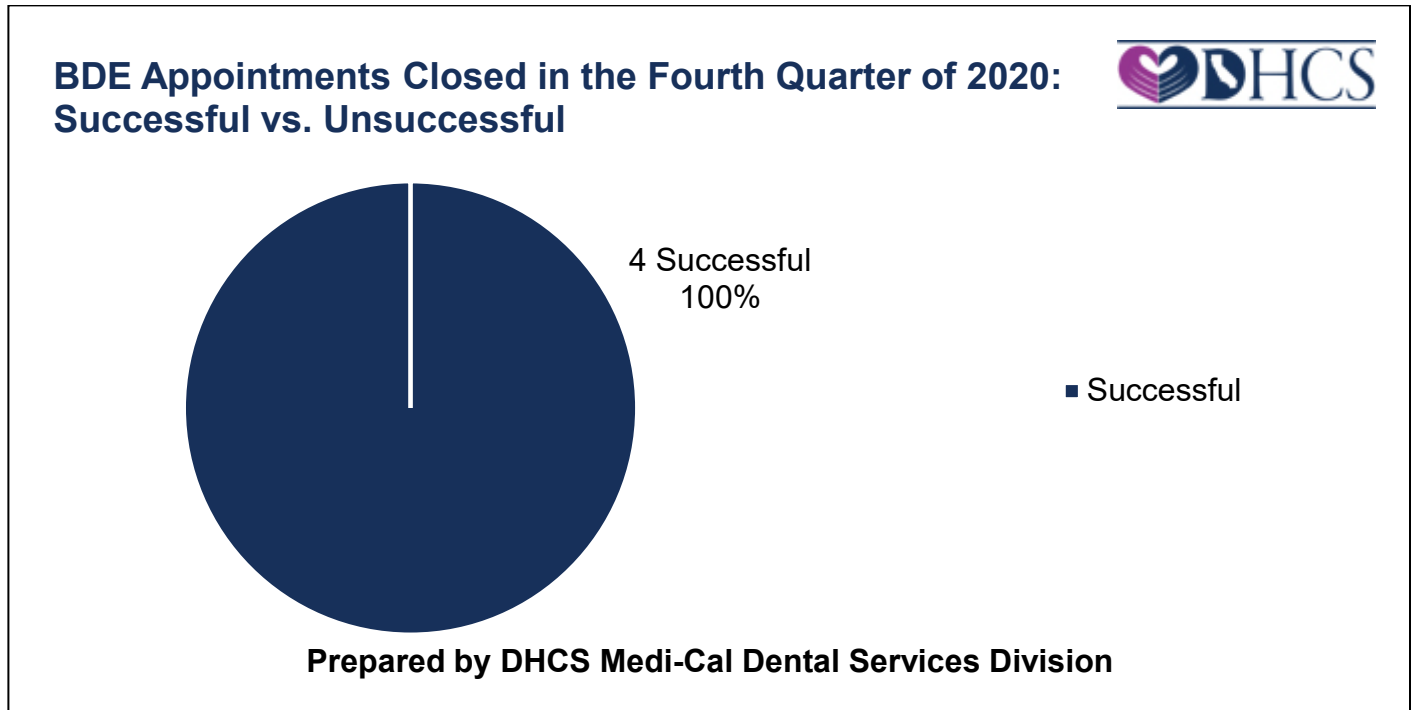
**Figure 1: BDE Appointments Closed in the Fourth Quarter of 2020: Organized by Type**



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

Type of Appointment	Adults	Children	Total	Percentage
Emergency	0	1	1	25%
Urgent	1	0	1	25%
Routine	0	0	0	0%
Specialist	2	0	2	50%

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



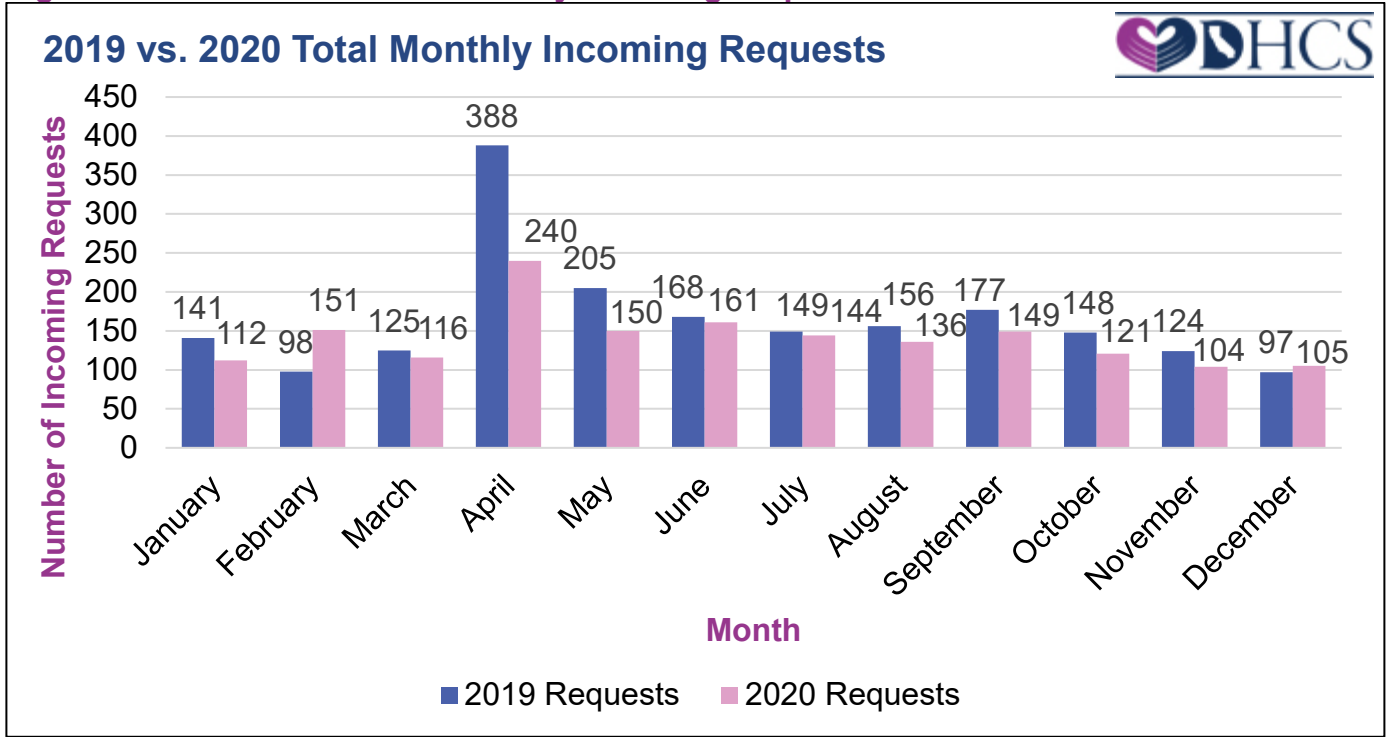
**Table 6: BDE Appointments Closed in the Fourth Quarter of 2020: Successful vs. Unsuccessful**

Department Perspective	Adults	Children	Total	Percentage
Successful	3	1	4	100%
Unsuccessful	0	0	0	0%

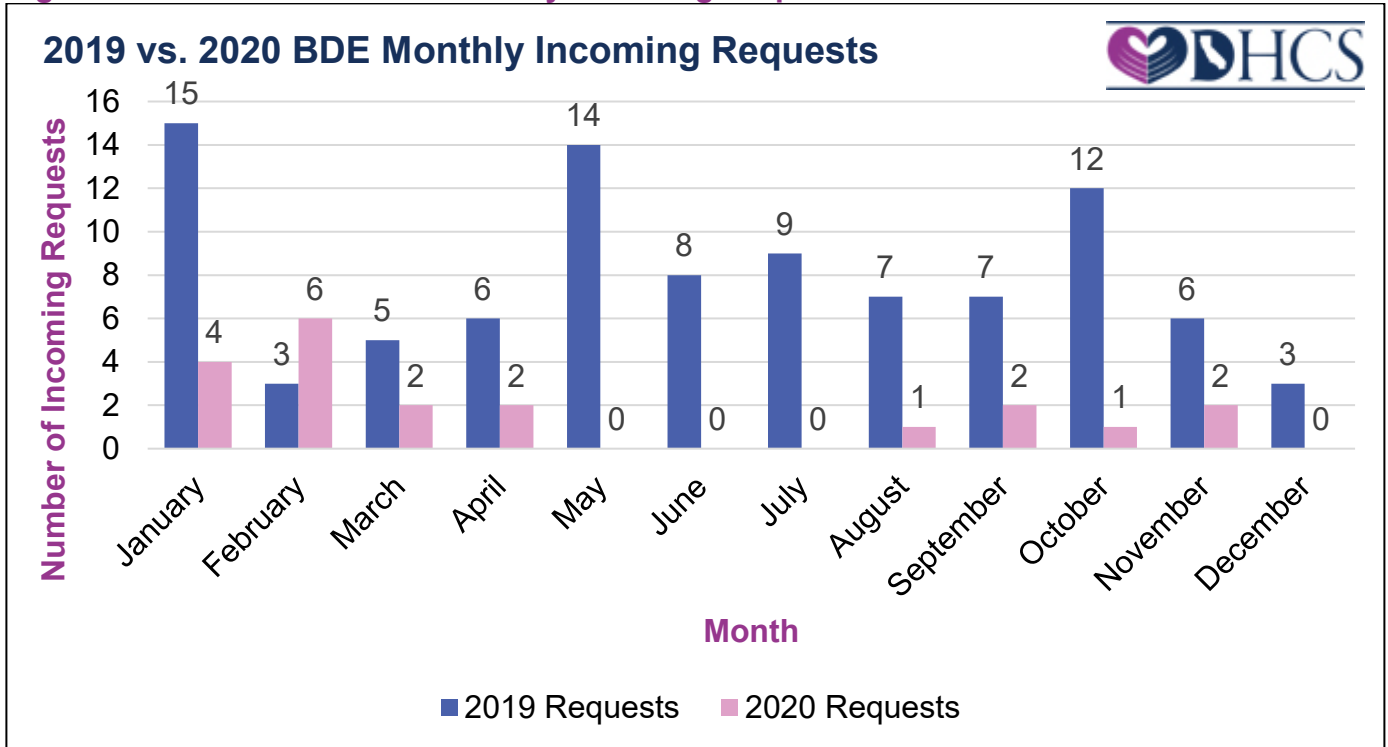
**2019 vs. 2020 Comparison**

As shown below (Figure 3) the total monthly incoming requests decreased in the fourth quarter of 2020 when compared to the fourth quarter of 2019. The decrease may be attributed to the COVID-19 pandemic.

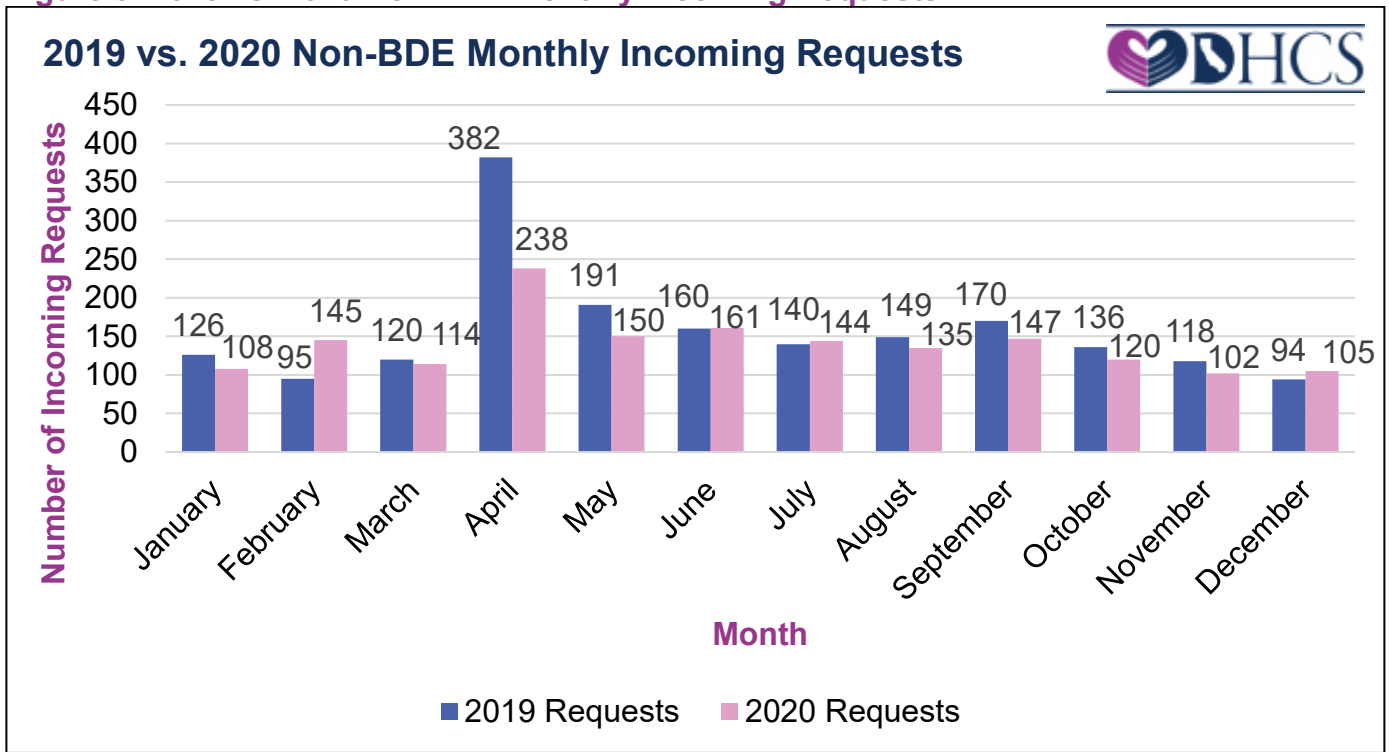
**Figure 3: 2019 vs. 2020 Total Monthly Incoming Requests**



**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**

