

Beneficiary Dental Exception (BDE) January 2021

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 January 2021, comparison of December 2020 to January 2021, 2020 vs. 2021, and 2021 annual summary.

Total Requests Received in January 2021

A total of 110 requests were received during January and all (100%) were non-BDE requests (Table 1).

Table 1: January 2021 Incoming Totals

Total Requests	110	100%
BDE	0	0%
Non-BDE	110	100%
Inbound Phone Call Total	38	35%
BDE	0	0%
Non-BDE	38	100%
Mail/Fax/Email Total	72	65%
BDE	0	0%
Non-BDE	72	100%

Table 2: January 2021 Non-BDE Totals

Non-BDE Categories	110	100%
BDE Info/No Need	20	18%
Benefits	6	6%
Eligibility	3	3%
Plan/Provider Info	19	17%
No Answer/Left Message	44	40%
Other	18	16%

BDE Requests Received from December 2020 to January 2021

From December 2020 to January 2021, there were no BDE requests received; therefore, no tables or figures are included.

BDE Requests Closed in January 2021

No BDE requests were closed in January 2021.

Appointment Timeframes (as required by contract)

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

2020 vs. 2021 Comparison

As shown below (Figure 1), the total incoming monthly requests decreased in January 2021 when compared to January 2020. The decrease may be attributed to the COVID-19 pandemic.

Figure 1: 2020 vs. 2021 Total Monthly Incoming Requests

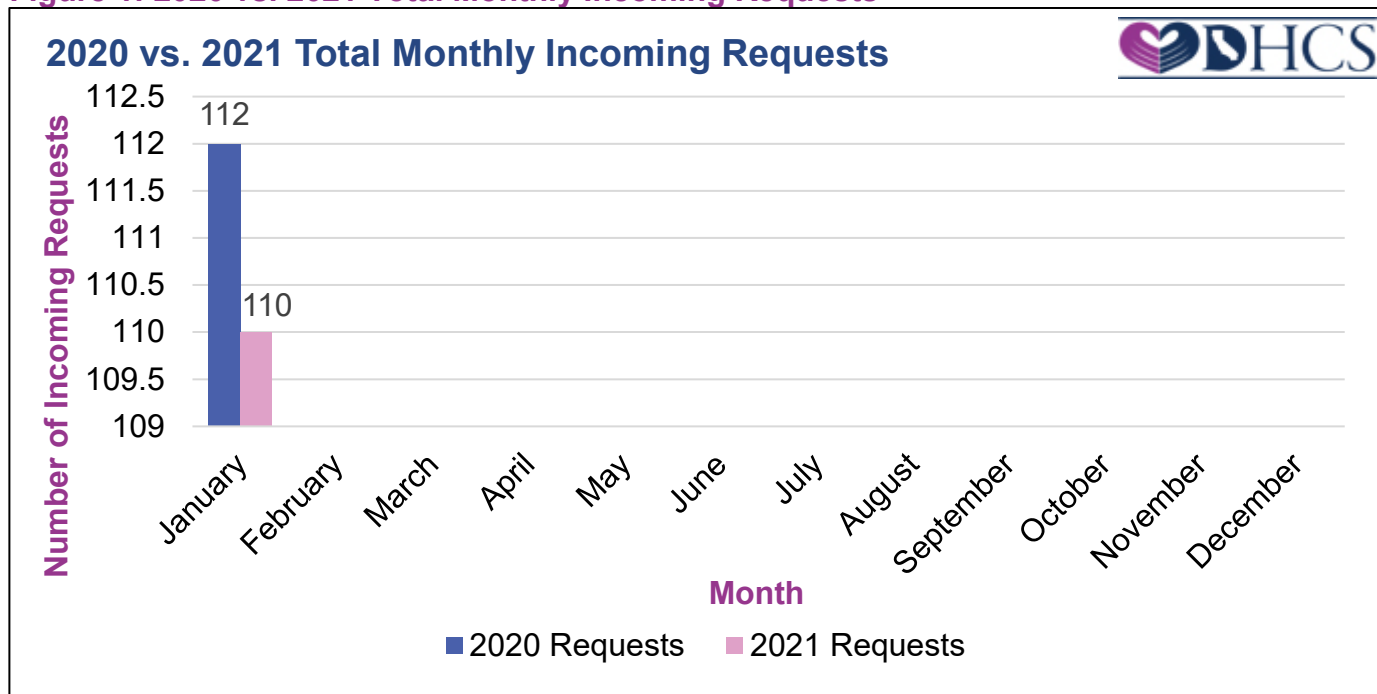


Figure 2: 2020 vs. 2021 BDE Monthly Incoming Requests

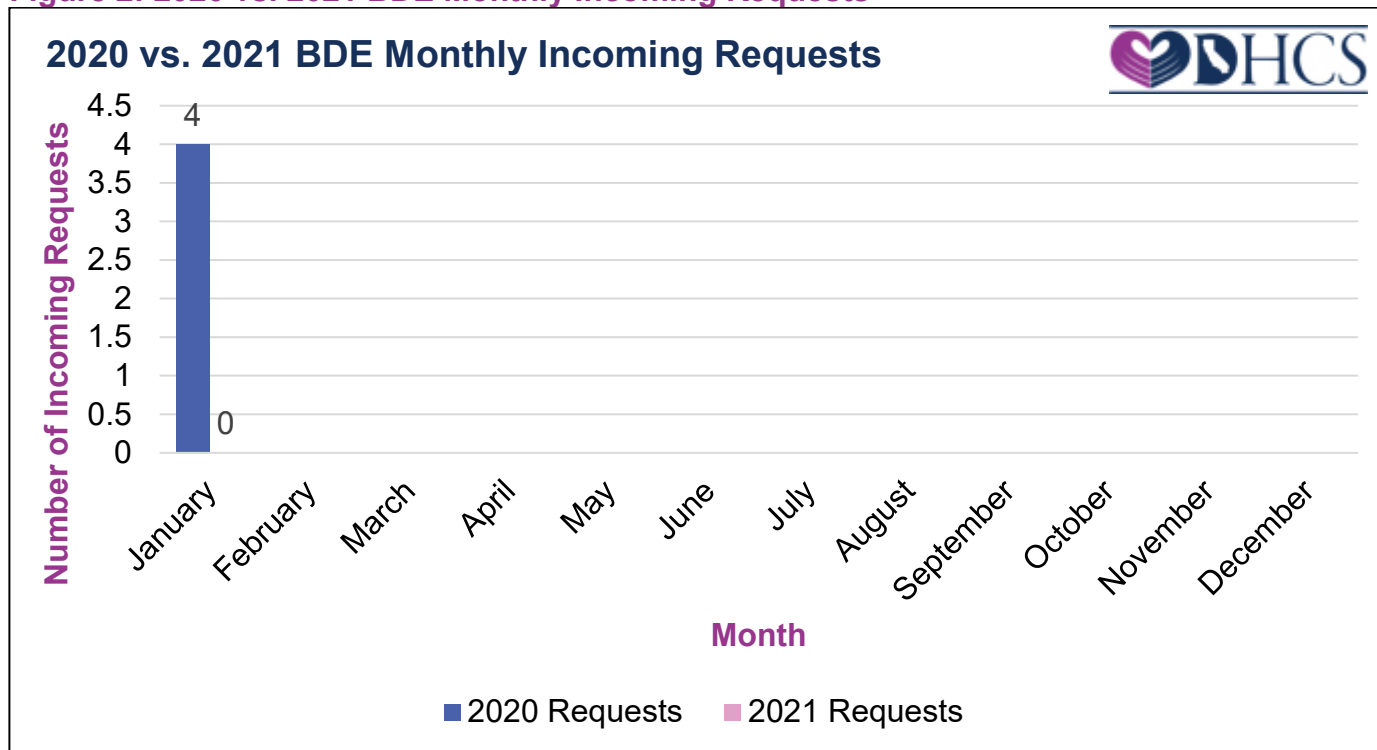
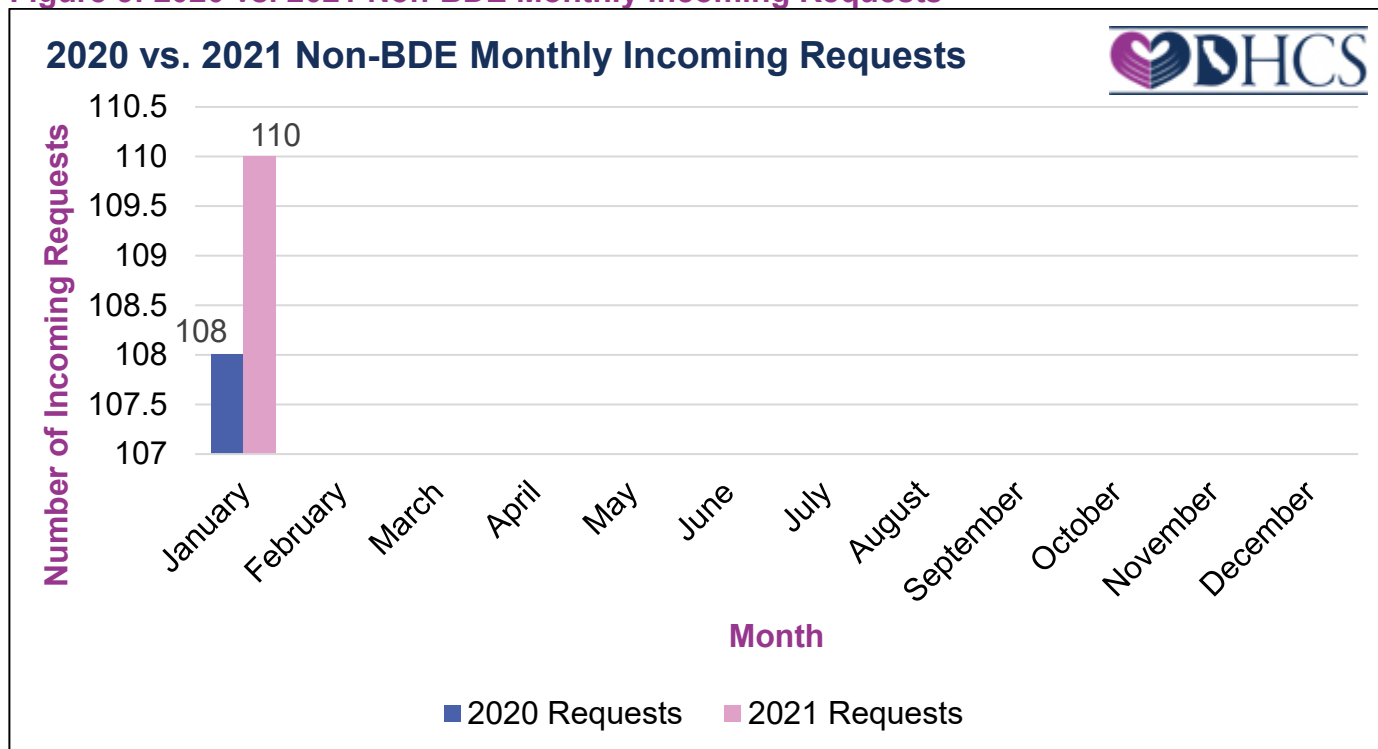


Figure 3: 2020 vs. 2021 Non-BDE Monthly Incoming Requests



2021 Summary

Figure 4: 2021 Total Monthly Requests by Type

