

Beneficiary Dental Exception (BDE) April 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 April 2021, comparison of March 2021 to April 2021, 2020 vs. 2021, and 2021 annual summary.

Total Requests Received in April 2021

A total of 108 requests were received during April and all (100%) were non-BDE requests (Table 1).

Table 1: April 2021 Incoming Totals

Total Requests	108	100%
BDE	0	0%
Non-BDE	108	100%
Inbound Phone Call Total	48	44%
BDE	0	0%
Non-BDE	48	100%
Mail/Fax/Email Total	60	56%
BDE	0	0%
Non-BDE	60	100%

Table 2: April 2021 Non-BDE Totals

Non-BDE Categories	108	100%
BDE Info/No Need	14	13%
Benefits	8	7%
Eligibility	2	2%
Plan/Provider Info	29	27%
No Answer/Left Message	52	48%
Other	3	3%

BDE Requests Received from March 2021 to April 2021

From March 2021 to April 2021, there were no BDE requests received; therefore, no tables or figures are included.

BDE Requests Closed in April 2021

No BDE requests were closed in April 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 3), the total incoming monthly requests decreased in April 2021 when compared to April 2020.

Figure 1: 2020 vs. 2021 Total Monthly Incoming Requests

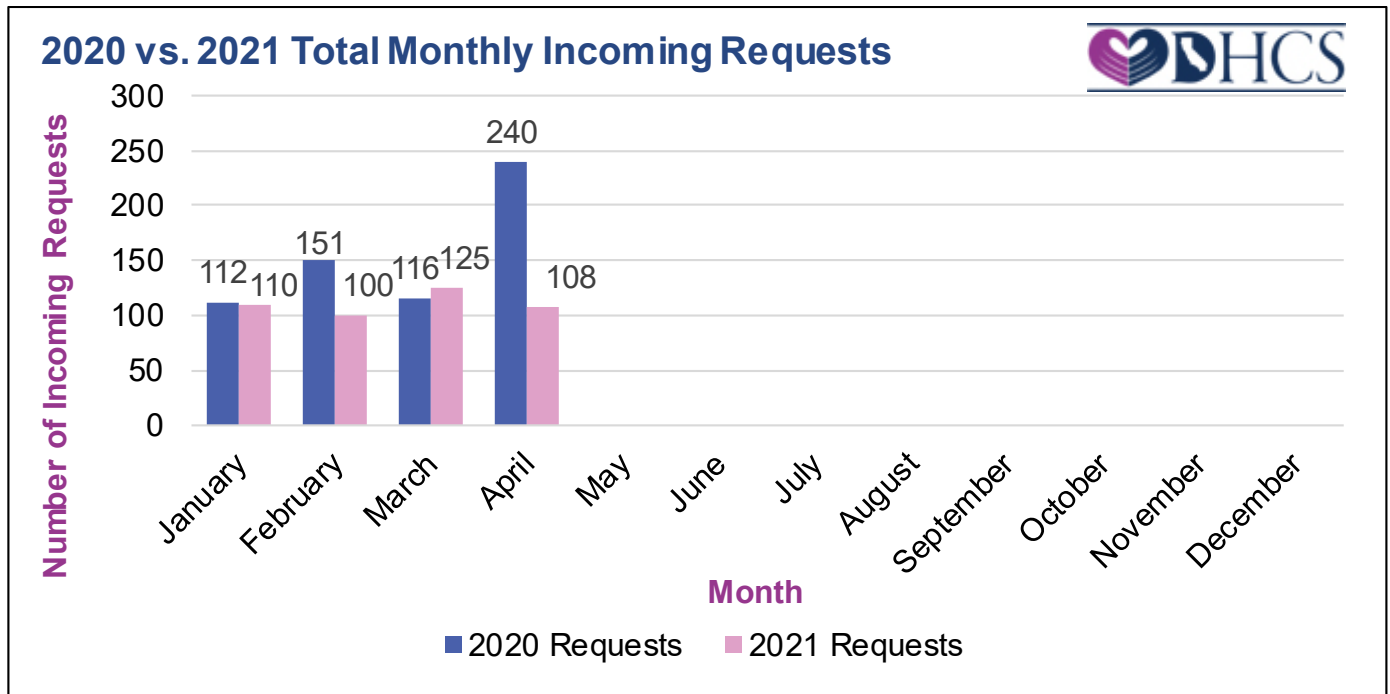


Figure 2: 2020 vs. 2021 BDE Monthly Incoming Requests

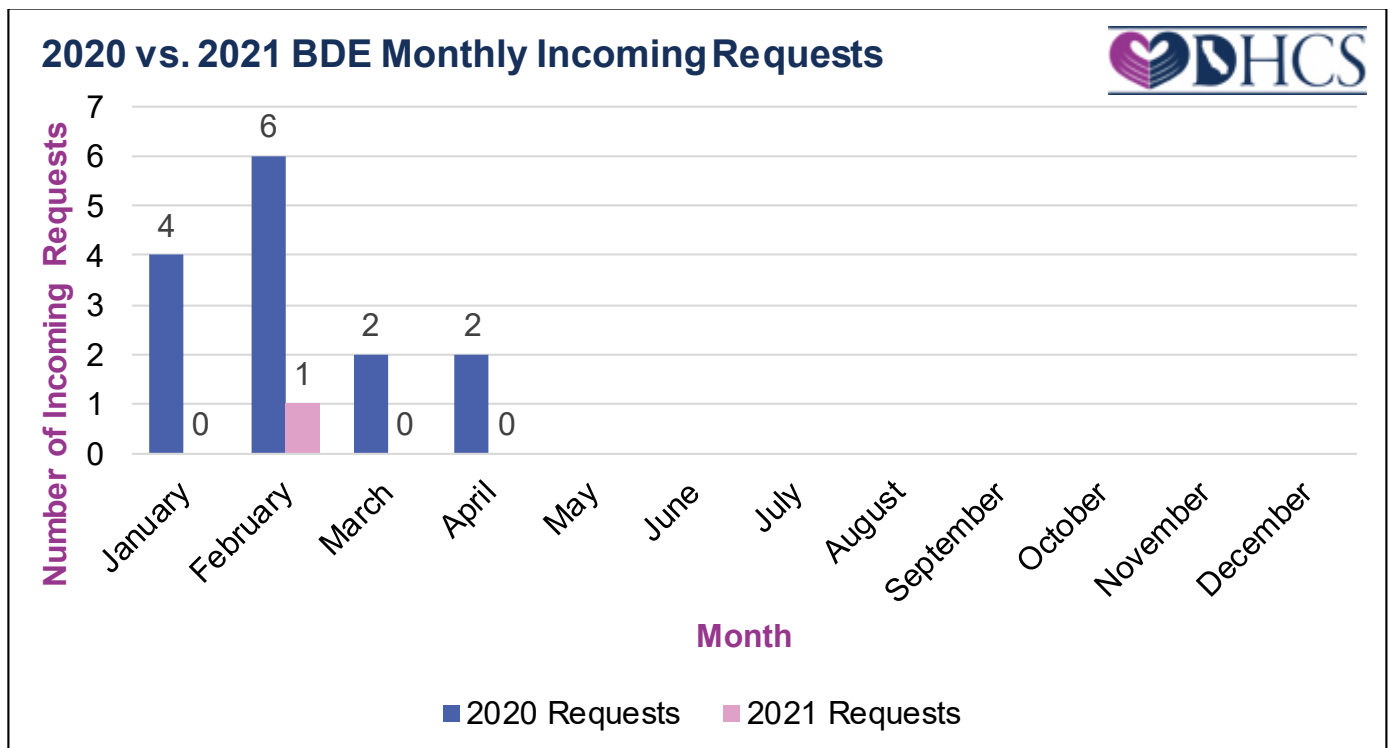
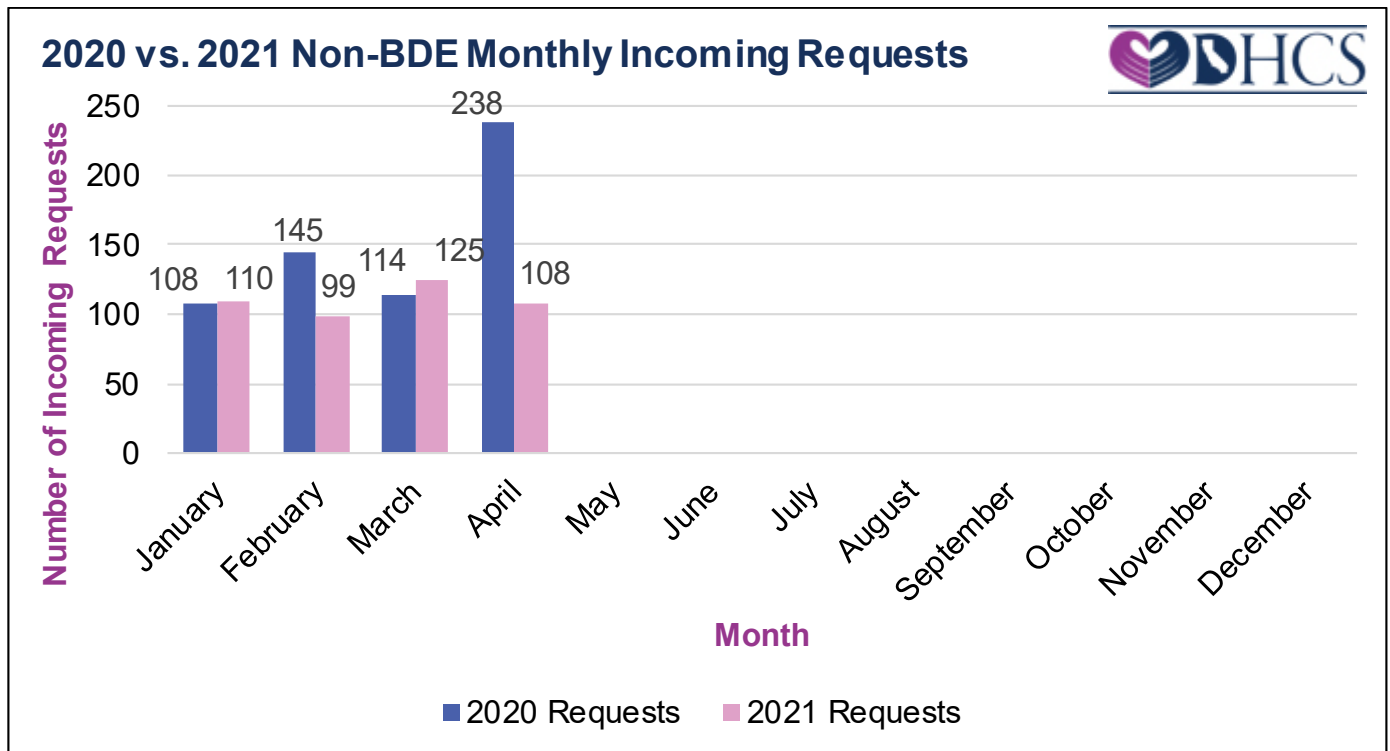


Figure 3: 2020 vs. 2021 Non-BDE Monthly Incoming Requests



2021 Summary

Figure 4: 2021 Total Monthly Requests by Type

