

Beneficiary Dental Exception (BDE) December 2022

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.

The following report includes a summary for December 2022, comparison of November 2022 to December 2022, 2021 vs. 2022, and 2022 annual summary.

Total Requests Received in December 2022

A total of 92 requests were received during December; 86 (93%) were non-BDE requests, while six (7%) were BDE requests (Table 1).

Table 1: December 2022 Incoming Totals

Total Requests	92	100%
BDE	6	7%
Non-BDE	86	93%
Inbound Phone Call Total	48	52%
BDE	6	13%
Non-BDE	42	88%
Mail/Fax/Email Total	44	48%
BDE	0	0%
Non-BDE	44	100%

Table 2: December 2022 Non-BDE Totals

Non-BDE Categories	86	100%
BDE Info/No Need	17	19%
Benefits	5	5%
Eligibility	3	4%
Plan/Provider Info	33	39%
No Answer/Left Message	17	20%
Other	11	13%

BDE Requests Received from November 2022 to December 2022

There were 10 BDE requests received from November 2022 to December 2022. Six requests remain open due to appointments scheduled in a future month.

Table 3: BDE Requests Received in November 2022

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	1	0	0	1	0	1
Urgent	0	0	0	0	0	0
Routine	0	2	0	1	1	2
Specialist	0	1	0	1	0	1
In Progress	0	2	0	2	0	2
Closed	1	1	0	1	1	2
Total BDE	1	3	0	3	1	4

Table 4: BDE Requests Received in December 2022

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	0	0	0	0	0	0
Urgent	0	0	0	0	0	0
Routine	2	2	0	4	0	4
Specialist	1	1	0	2	0	2
In Progress	3	3	0	6	0	6
Closed	0	0	0	0	0	0
Total BDE	3	3	0	6	0	6

Table 5: BDE Requests Received from November 2022 to December 2022

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	1	0	0	1	0	1
Urgent	0	0	0	0	0	0
Routine	2	4	0	5	1	6
Specialist	1	2	0	3	0	3
In Progress	3	3	0	6	0	6
Closed	1	3	0	3	1	4
Total BDE	4	0	0	9	1	10

BDE Requests Closed in December 2022

Three BDE requests were closed in December. One request was received in October while two requests were received in November. All three requests were successfully seen and treated by a dentist (Figure 2)

Table 6: BDE Requests Closed in December 2022

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Specialist	Adult	Consultation – N/A; member received a sooner appointment and had extractions completed prior to the scheduled appointment	32 days	LIBERTY	Successful
Routine	Adult	Exam w/two referrals for oral surgery consult	9 days	Health Net	Successful
Routine	Adult	Exam with referral to OS for extractions	22 days	Health Net	Successful

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 December: Organized by Type

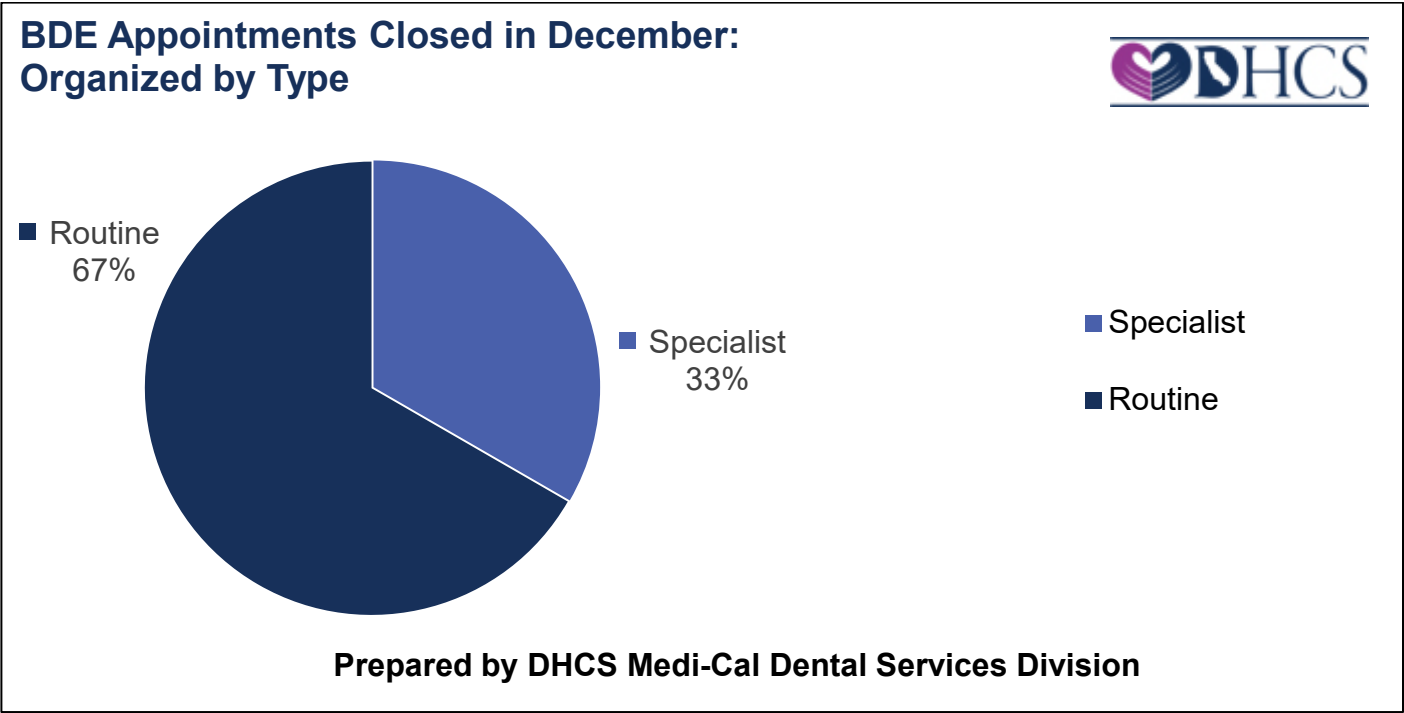


Table 7: BDE Appointments Closed in December: Organized by Type

Type of Appointment	Adults	Children	Total	Percentage
Specialist	1	0	1	33%
Routine	2	1	2	67%

Figure 2: BDE Appointments Closed in December: Successful vs. Unsuccessful

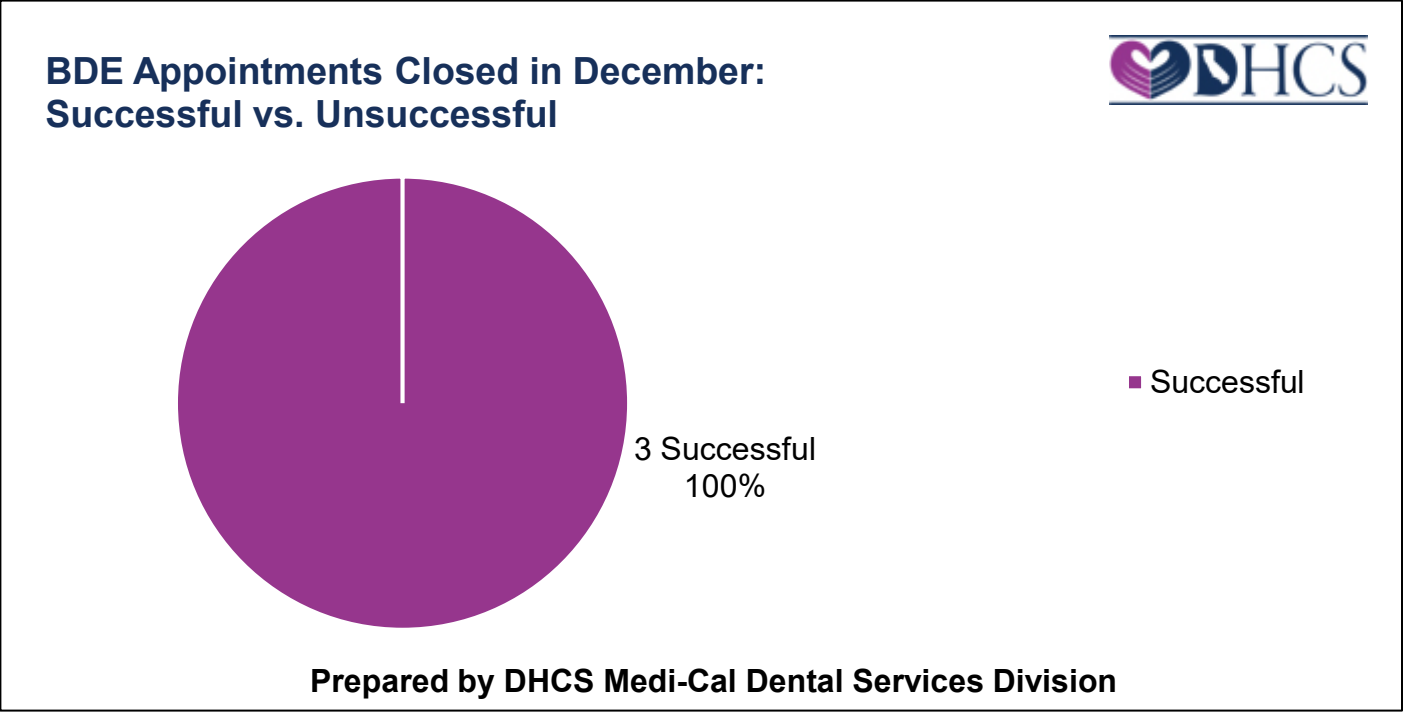


Table 8: BDE Appointments Closed in December: Successful vs. Unsuccessful

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

BDE Requests Closed from November 2022 to December 2022

Five BDE requests were closed from November 2022 to December 2022 (Tables 9 and 10). Please note: the tables include requests received from prior months when a member requires multiple appointments or when the request is near the end of the month.

Table 9: BDE Requests Closed in November 2022

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	1	0	0	1	0	1
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	0	0	0	0
Successful Urgent	0	0	0	0	0	0
Successful Routine	0	1	0	0	1	1
Successful Specialist	0	0	0	0	0	0
Unsuccessful	1	0	0	0	0	1
Successful	0	1	0	0	1	1
Total	1	1	0	0	0	2

Table 10: BDE Requests Closed in December 2022

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
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	0	0	0	0
Successful Urgent	0	0	0	0	0	0
Successful Routine	0	2	0	2	0	2
Successful Specialist	0	0	1	1	0	1
Unsuccessful	0	0	0	0	0	0
Successful	0	2	1	3	0	3
Total	0	2	1	3	0	3

2021 vs. 2022 Comparison

As shown below (Figure 3), the total incoming monthly requests decreased by 25 in December 2022 when compared to December 2021.

Figure 3: 2021 vs. 2022 Total Monthly Incoming Requests

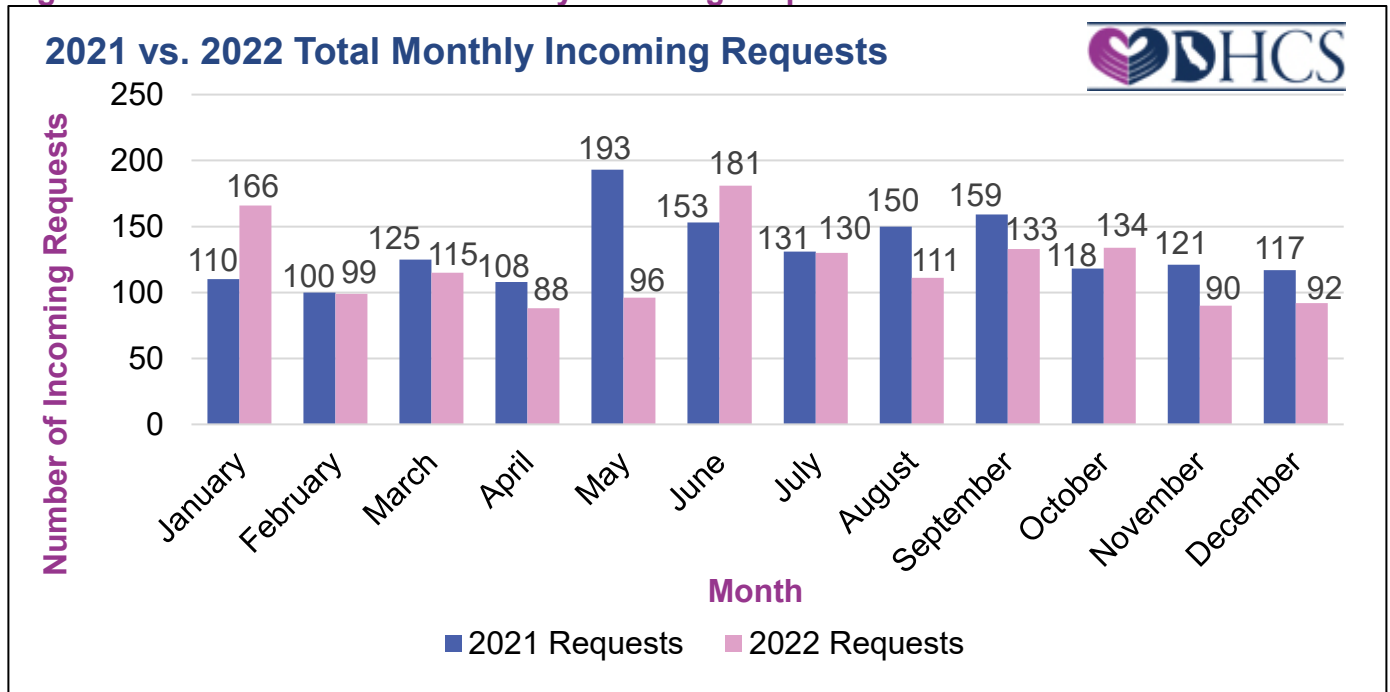


Figure 4: 2021 vs. 2022 BDE Monthly Incoming Requests

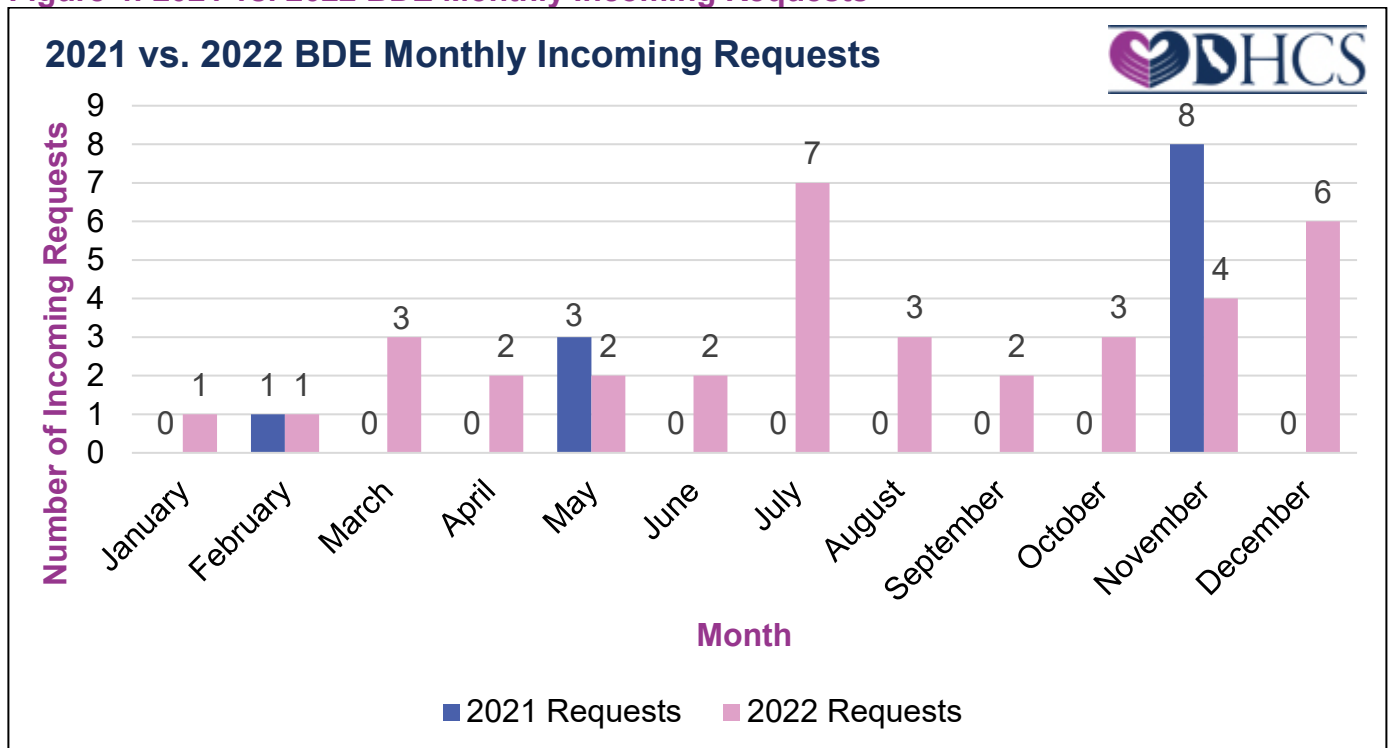
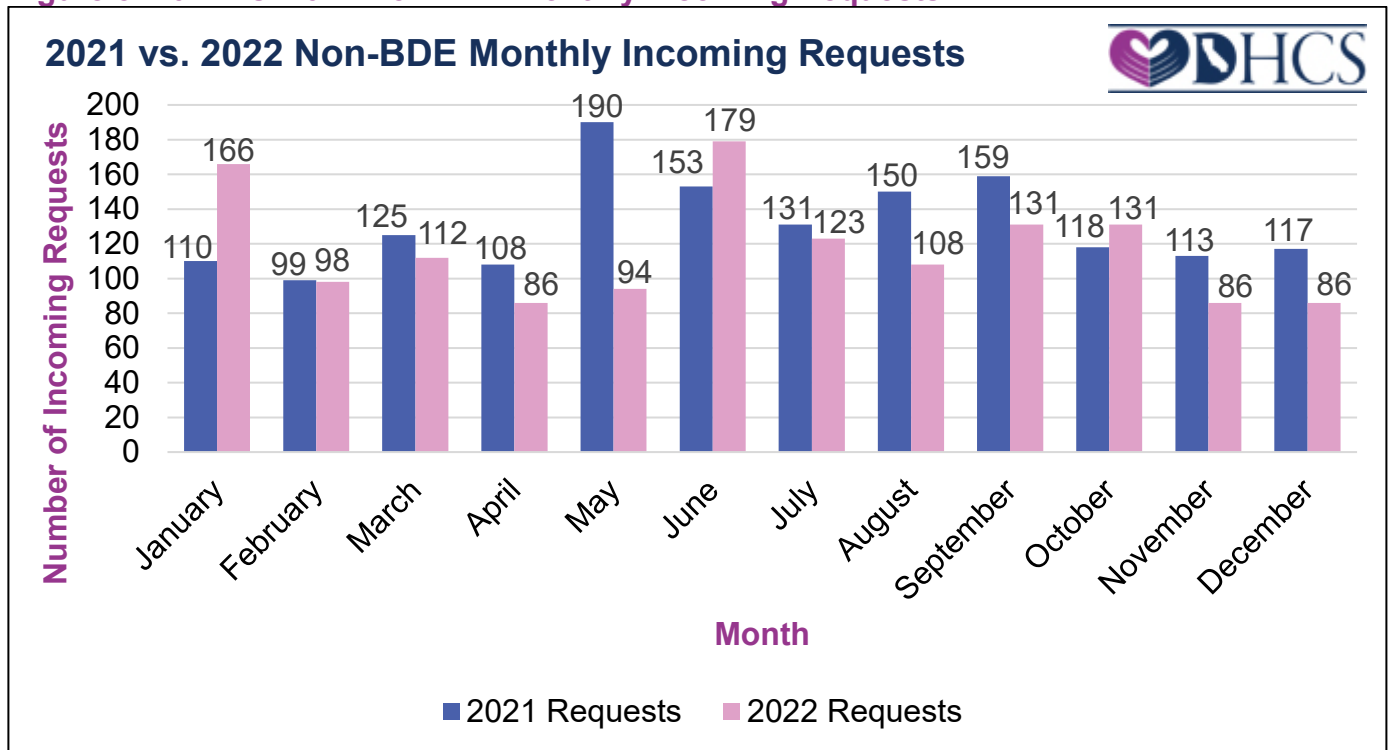


Figure 5: 2021 vs. 2022 Non-BDE Monthly Incoming Requests



2022 Summary

Figure 6: 2022 Total Monthly Requests by Type

