

Beneficiary Dental Exception (BDE) November 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. No one has utilized the BDE to transfer to FFS since its inception.

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

Total Requests Received in November 2022

A total of 90 requests were received during November; 86 (96%) were non-BDE requests, while four (4%) were BDE requests (Table 1).

Table 1: November 2022 Incoming Totals

Total Requests	90	100%
BDE	4	4%
Non-BDE	86	96%
Inbound Phone Call Total	36	40%
BDE	2	6%
Non-BDE	34	94%
Mail/Fax/Email Total	54	60%
BDE	2	4%
Non-BDE	52	96%

Table 2: November 2022 Non-BDE Totals

Non-BDE Categories	86	100%
BDE Info/No Need	7	8%
Benefits	3	4%
Eligibility	1	2%
Plan/Provider Info	40	45%
No Answer/Left Message	22	26%
Other	13	15%

BDE Requests Received from October 2022 to November 2022

There were six BDE requests received from October 2022 to November 2022. Four requests remain open due to appointments scheduled in a future month.

Table 3: BDE Requests Received in October 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	0	0	0	0	0
Specialist	0	1	1	2	0	2
In Progress	0	1	1	2	0	2
Closed	1	0	0	1	0	1
Total BDE	1	1	1	3	0	3

Table 4: 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 5: BDE Requests Received from October 2022 to November 2022

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	2	0	0	2	0	2
Urgent	0	0	0	0	0	0
Routine	0	2	0	1	1	2
Specialist	0	2	1	3	0	3
In Progress	0	3	1	4	0	4
Closed	2	1	0	2	1	3
Total BDE	2	4	1	6	1	7

BDE Requests Closed in November 2022

Two BDE requests were closed in November. Both requests were received in November. Of the two requests that closed, one was successfully seen and treated by a dentist while one unsuccessfully closed as the member was a no-show. (Figure 2)

Table 6: BDE Requests Closed in November 2022

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Routine	Child	Routine consultation	7	Health Net	Successful
Emergency	Adult	No-show (ER walk-in)	N/A	Access	Unsuccessful

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 November: Organized by Type

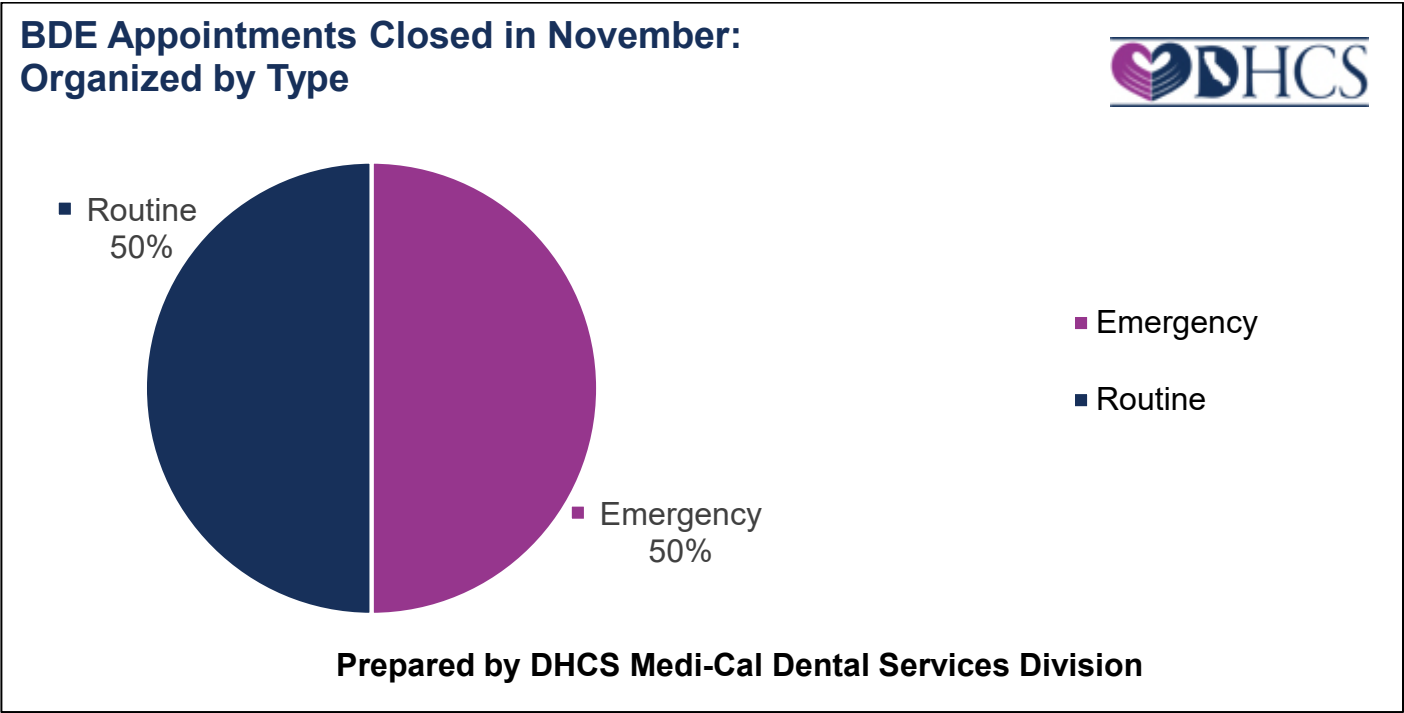


Table 7: BDE Appointments Closed in November: Organized by Type

Type of Appointment	Adults	Children	Total	Percentage
Emergency	1	0	1	50%
Routine	0	1	1	50%

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

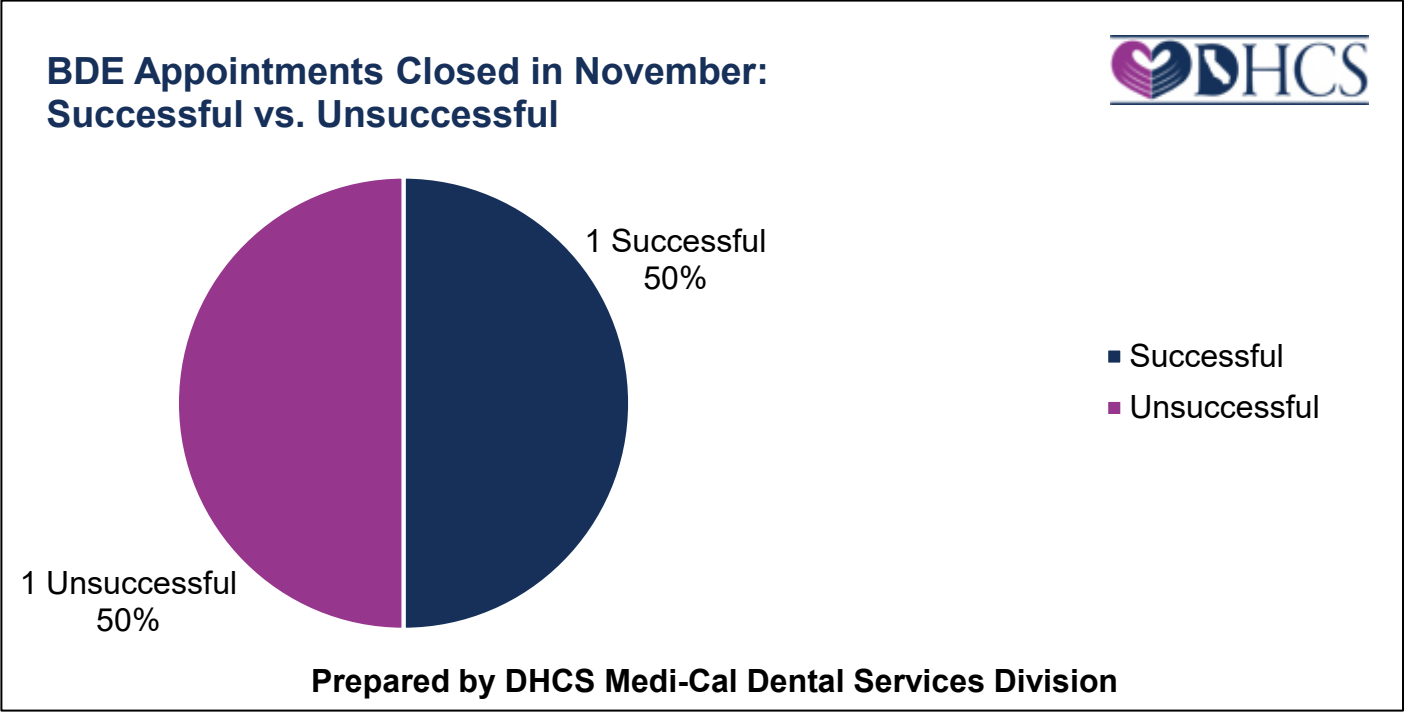


Table 8: BDE Appointments Closed in November: Successful vs. Unsuccessful

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

BDE Requests Closed from October 2022 to November 2022

Six BDE requests were closed from October 2022 to November 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 October 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	1	0	0	1	0	1
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	0	0	0	0	0
Successful Specialist	0	1	1	2	0	2
Unsuccessful	2	0	0	2	0	2
Successful	0	1	1	2	0	2
Total	2	1	1	4	0	4

Table 10: 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	1	0	1
Successful	0	1	0	0	1	1
Total	1	1	0	1	1	2

2021 vs. 2022 Comparison

As shown below (Figure 3), the total incoming monthly requests decreased by 31 in November 2022 when compared to November 2021.

Figure 3: 2021 vs. 2022 Total Monthly Incoming Requests

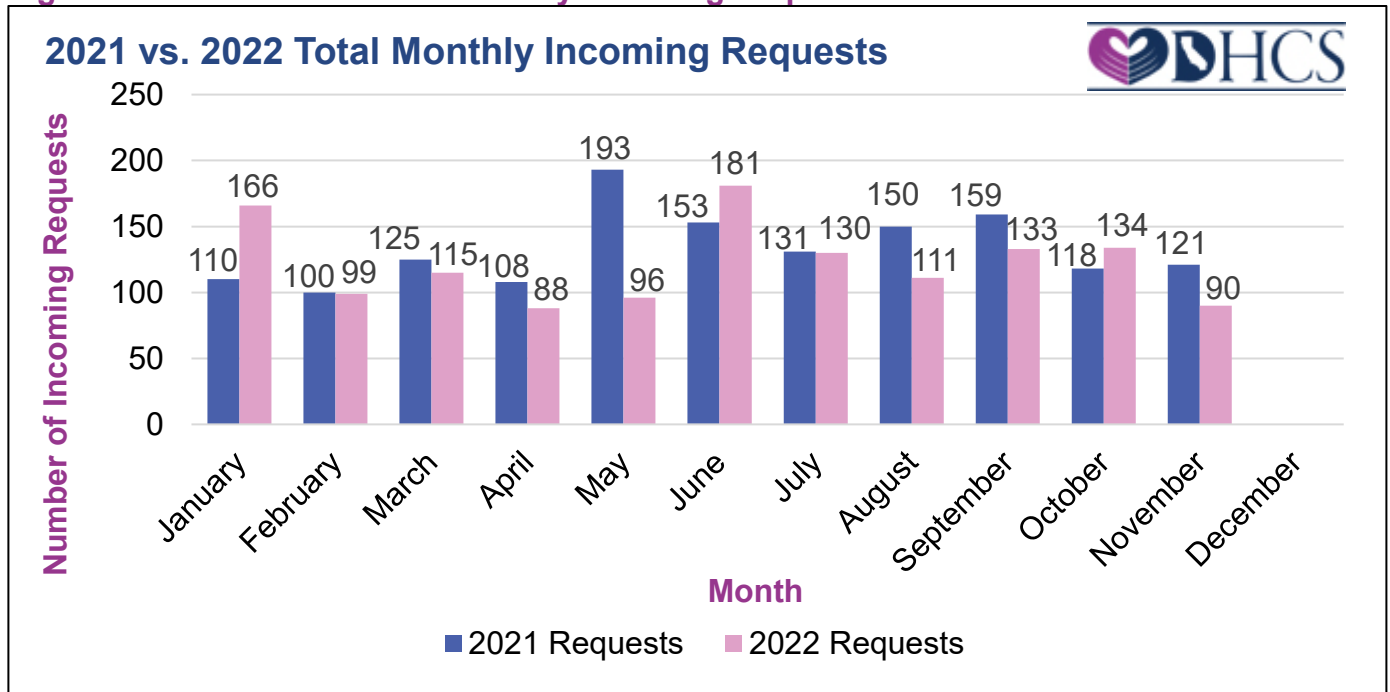


Figure 4: 2021 vs. 2022 BDE Monthly Incoming Requests

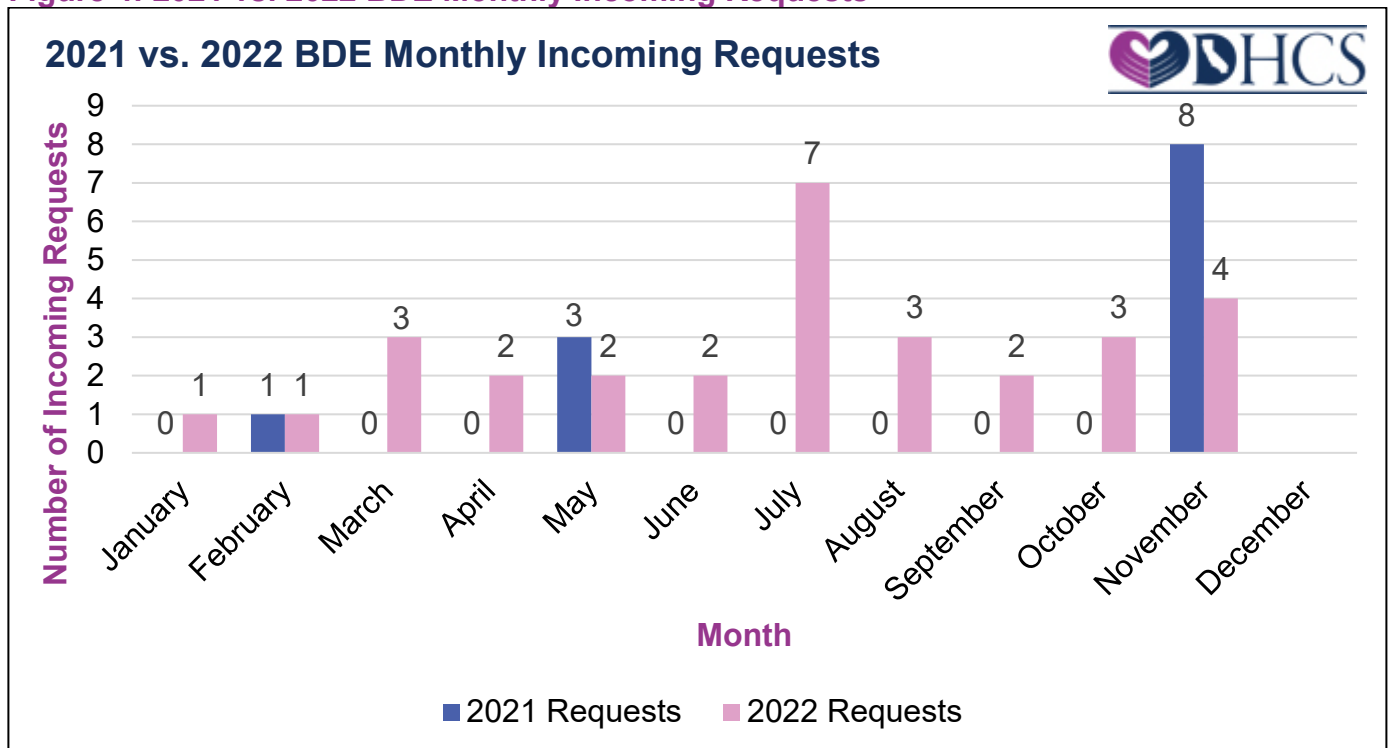
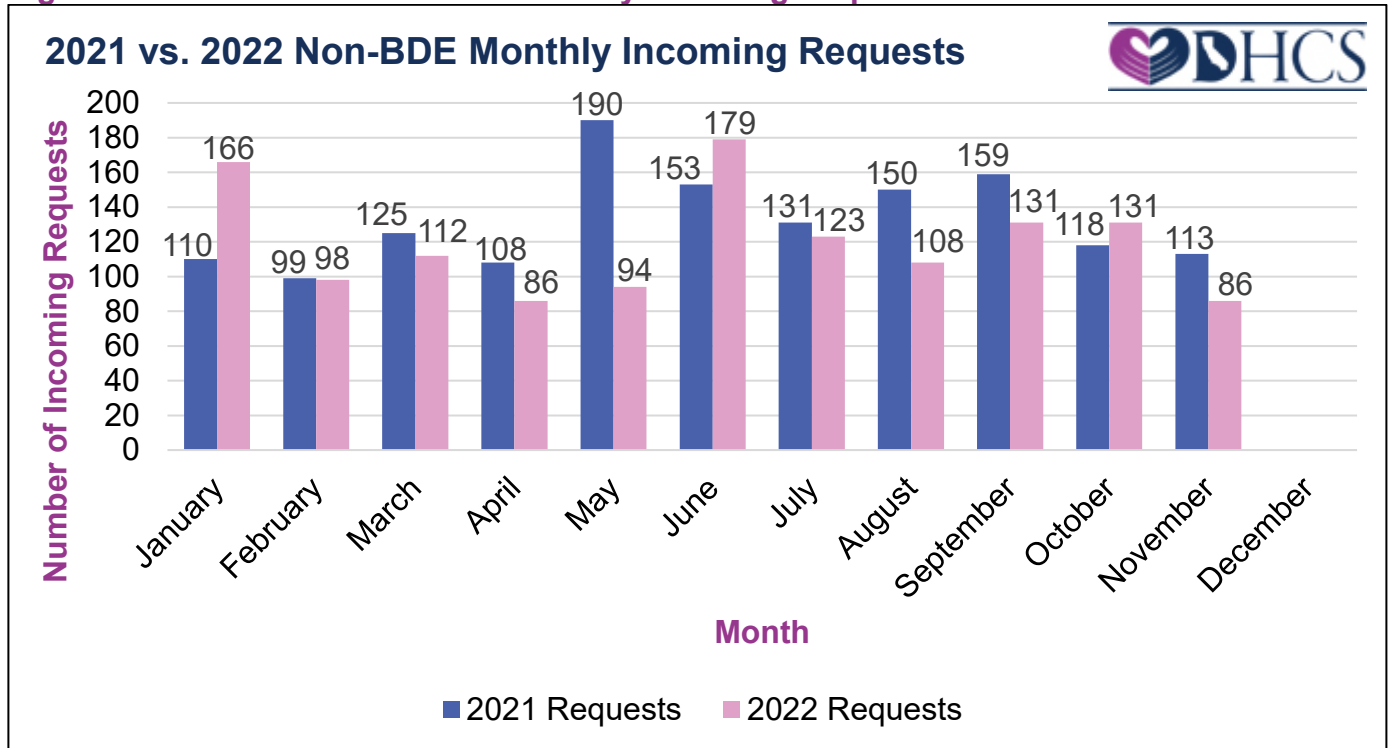


Figure 5: 2021 vs. 2022 Non-BDE Monthly Incoming Requests



2022 Summary

Figure 6: 2022 Total Monthly Requests by Type

