

Beneficiary Dental Exception (BDE) October 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 October 2022, comparison of September 2022 to October 2022, 2021 vs. 2022, and 2022 annual summary.

Total Requests Received in October 2022

A total of 134 requests were received during October; 131 (98%) were non-BDE requests, while three (2%) were BDE requests (Table 1).

Table 1: October 2022 Incoming Totals

| Total Requests | 134 | 100% |
|---------------------------------|------------|-------------|
| BDE | 3 | 2% |
| Non-BDE | 131 | 98% |
| Inbound Phone Call Total | 48 | 36% |
| BDE | 2 | 4% |
| Non-BDE | 46 | 96% |
| Mail/Fax/Email Total | 86 | 64% |
| BDE | 1 | 1% |
| Non-BDE | 85 | 99% |

Table 2: October 2022 Non-BDE Totals

| Non-BDE Categories | 131 | 100% |
|---------------------------|------------|-------------|
| BDE Info/No Need | 28 | 22% |
| Benefits | 3 | 3% |
| Eligibility | 1 | 1% |
| Plan/Provider Info | 44 | 34% |
| No Answer/Left Message | 37 | 28% |
| Other | 18 | 12% |

BDE Requests Received from September 2022 to October 2022

There were five BDE requests received from September 2022 to October 2022. Four requests remained open due to appointments scheduled in a future month.

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

Table 4: 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 5: BDE Requests Received from September 2022 to 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 | 2 | 2 | 4 | 0 | 4 |
| In Progress | 0 | 1 | 1 | 2 | 0 | 2 |
| Closed | 1 | 1 | 1 | 3 | 0 | 3 |
| Total BDE | 1 | 2 | 2 | 5 | 0 | 5 |

BDE Requests Closed in October 2022

Four BDE requests were closed in October. One request was received in August, two requests were received in September, and one request was received in October. Of the four requests that closed, two were successfully seen and treated by a dentist while two unsuccessfully closed as the members were no-shows. (Figure 2)

Table 6: BDE Requests Closed in October 2022

| Type of Visit | Adult/ Child | Service Provided | Timely Access (Business Days) | Dental Plan | Department Perspective |
|---------------|-----------------|------------------|----------------------------------------|----------------|---------------------------|
| Routine | Adult | No-show | 34 | Access | Unsuccessful |
| Specialist | Adult | Exam + x-rays | 27 | Health Net | Successful |
| Specialist | Adult | Exam | 10 | LIBERTY | Successful |
| Emergency | Adult | No-show | 2 | 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 October: Organized by Type

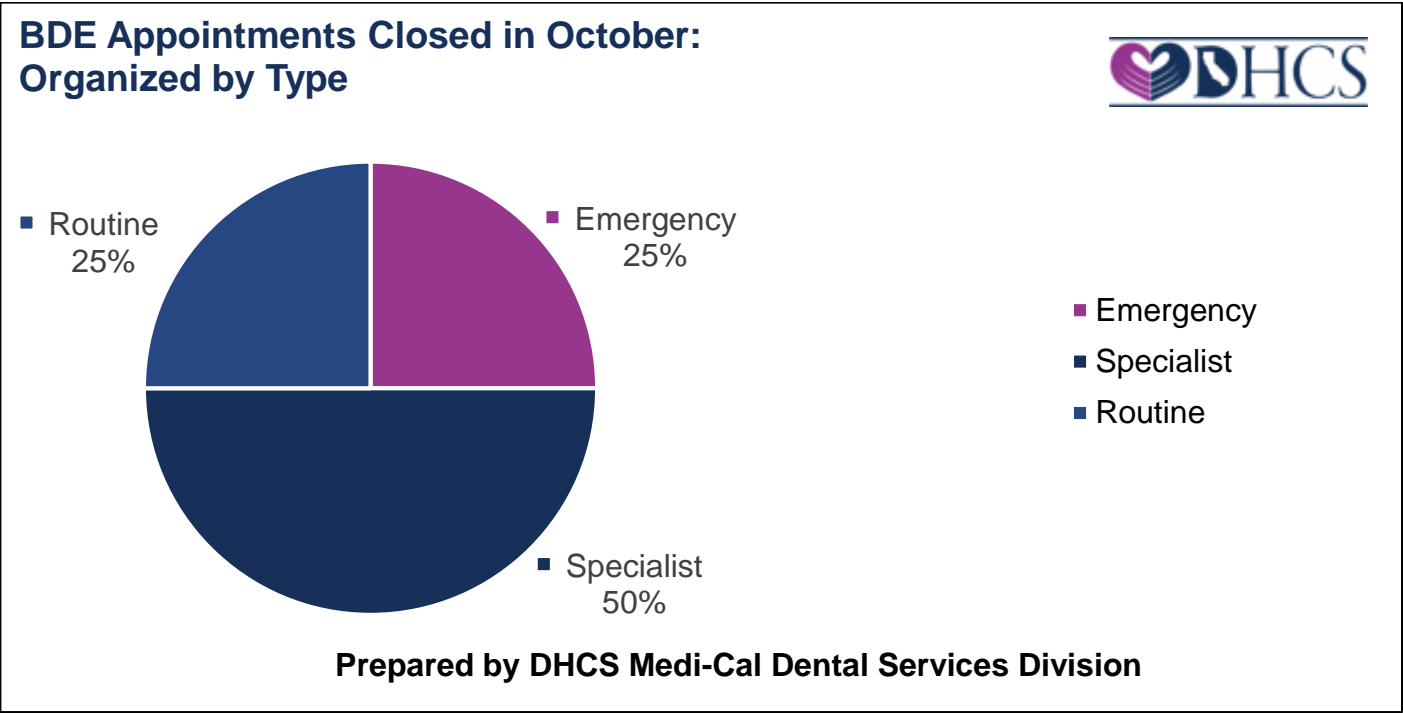


Table 7: BDE Appointments Closed in October: Organized by Type

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

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

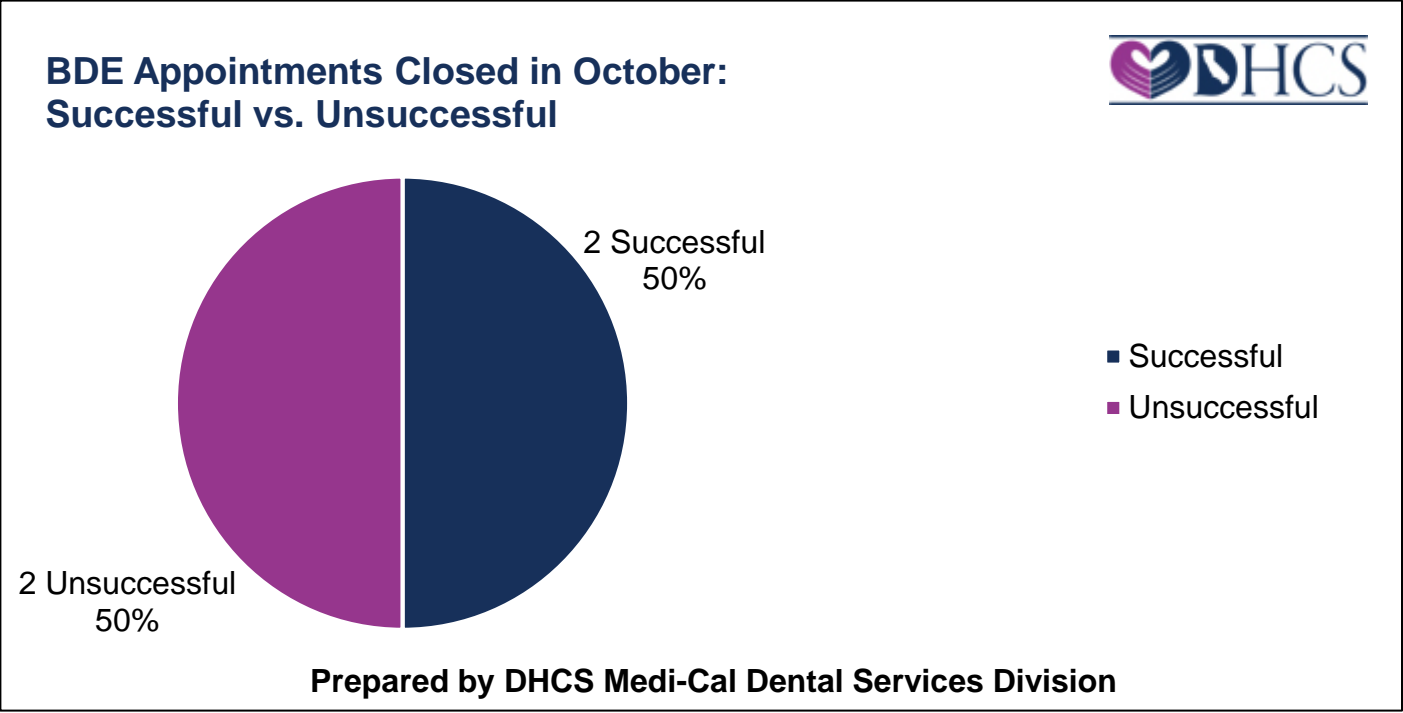


Table 8: BDE Appointments Closed in October: Successful vs. Unsuccessful

| Department Perspective | Adults | Children | Total | Percentage |
|------------------------|--------|----------|-------|------------|
| Successful | 2 | 0 | 2 | 50% |
| Unsuccessful | 2 | 0 | 2 | 50% |

BDE Requests Closed from September 2022 to October 2022

Four BDE requests were closed from September 2022 to October 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 September 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 | 0 | 0 | 0 | 0 | 0 |
| Successful Specialist | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsuccessful | 0 | 0 | 0 | 0 | 0 | 0 |
| Successful | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 | 0 |

Table 10: 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 |

2021 vs. 2022 Comparison

As shown below (Figure 3), the total incoming monthly requests increased by 16 in October 2022 when compared to October 2021.

Figure 3: 2021 vs. 2022 Total Monthly Incoming Requests

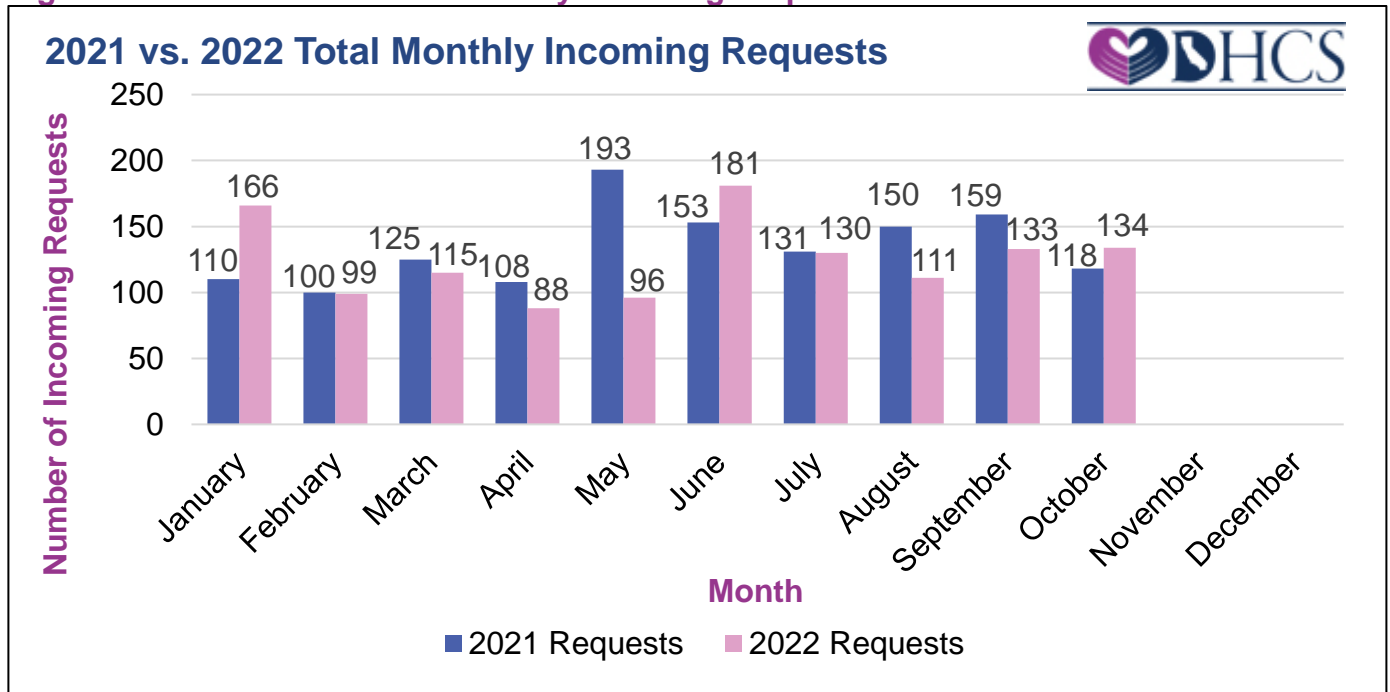


Figure 4: 2021 vs. 2022 BDE Monthly Incoming Requests

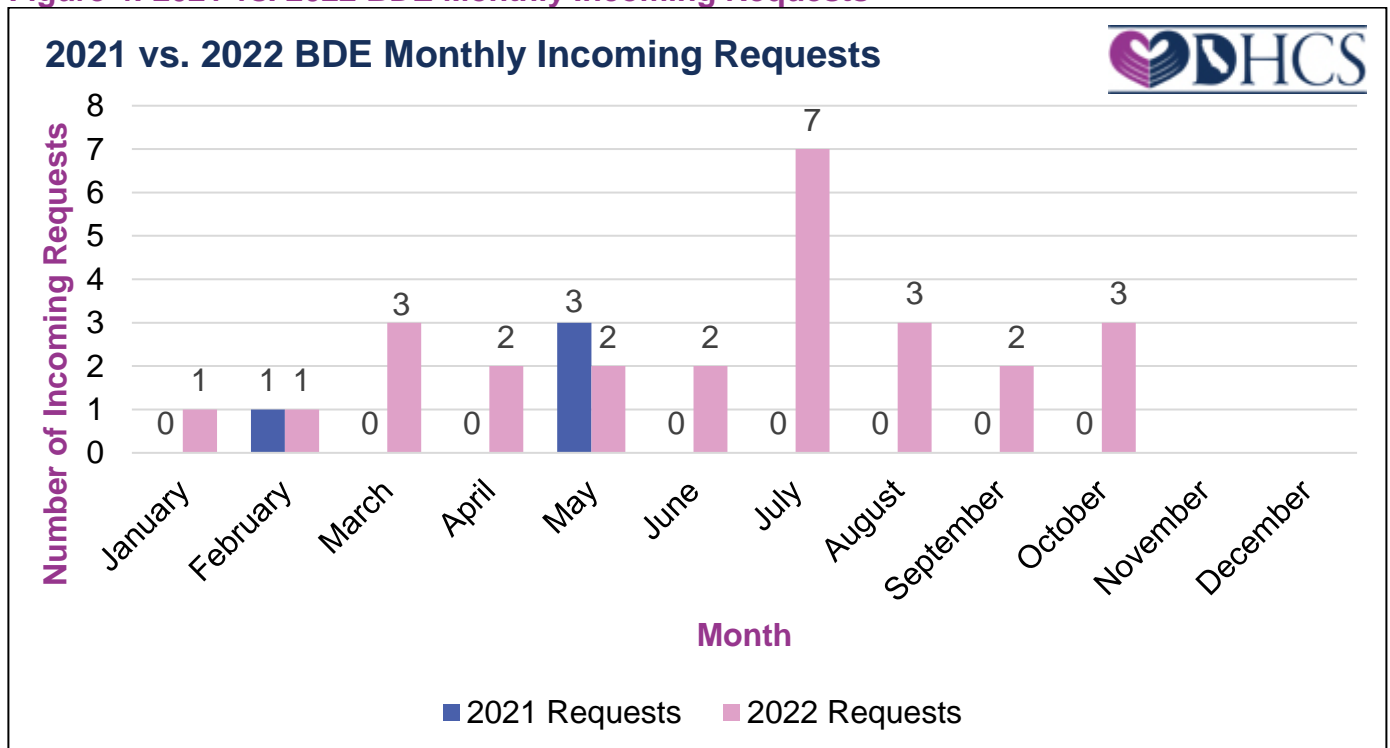
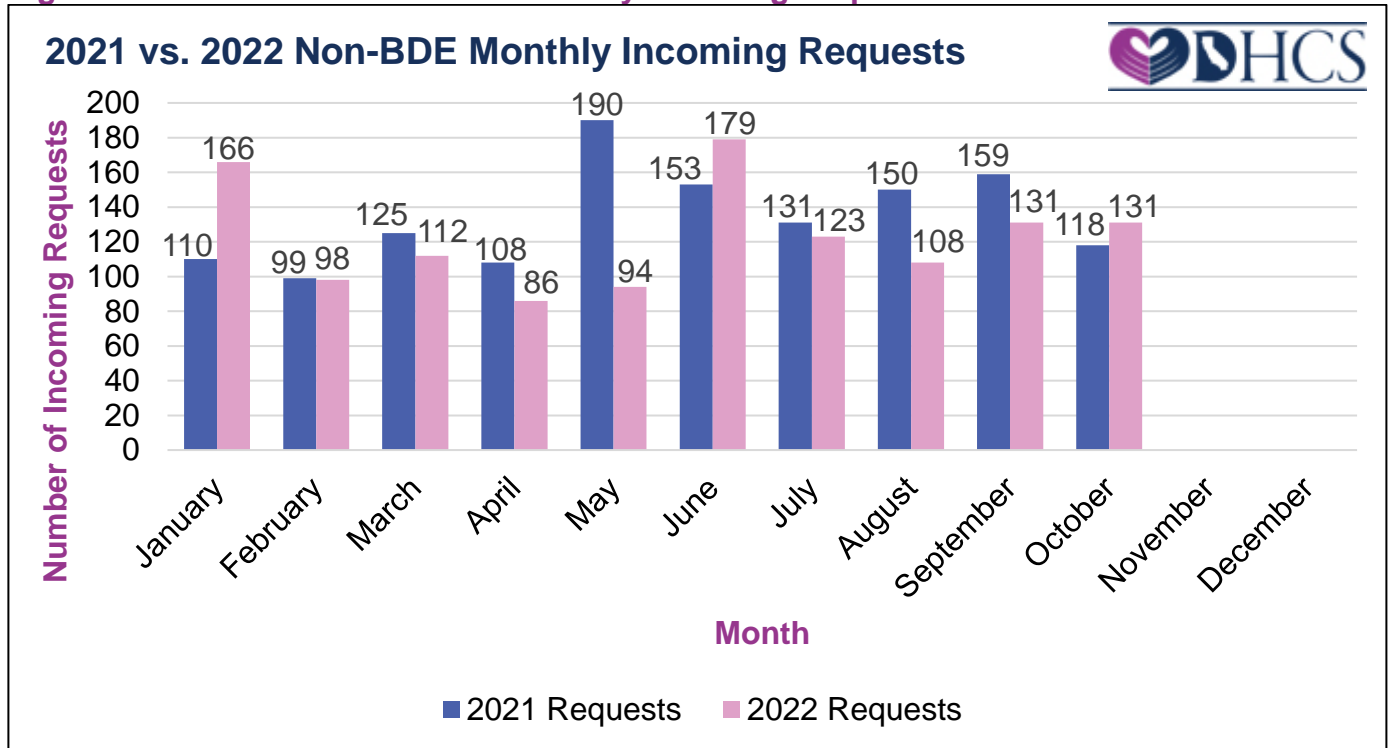


Figure 5: 2021 vs. 2022 Non-BDE Monthly Incoming Requests



2022 Summary

Figure 6: 2022 Total Monthly Requests by Type

