

Beneficiary Dental Exception (BDE) Third Quarter of 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 the third quarter of 2022 (July through September), 2021 vs. 2022, and the 2022 annual summary.

Total Requests Received in the Third Quarter of 2022

A total of 374 requests were received during the third quarter of 2022; 12 (3%) were BDE requests, while 362 (97%) were non-BDE requests (Table 1). Eleven (91%) BDE requests were completed and closed to date. The average number of total incoming requests was 125 per month. The average number of incoming non-BDE requests was 121 per month.

**Table 1: Third Quarter 2022
Incoming Totals**

Total Requests	374	100%
BDE	12	3%
Non-BDE	362	97%
Inbound Phone Call Total	179	48%
BDE	8	4%
Non-BDE	171	96%
Mail/Fax/Email Total	195	52%
BDE	4	2%
Non-BDE	191	98%

**Table 2: Third Quarter 2022
Non-BDE Totals**

Non-BDE Categories	362	100%
BDE Info/No Need	55	15%
Benefits	6	2%
Eligibility	6	2%
Plan/Provider Info	153	41%
No Answer/Left Message	90	25%
Other	52	15%

BDE Requests Received in the Third Quarter of 2022

In total, 12 BDE requests were received in the third quarter of 2022. Three requests remain open due to appointments scheduled in a future month. (Table 3). The average number of BDE requests was four per month.

Table 3: BDE Requests Received in the Third Quarter of 2022 (July through September)

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	0	0	1	1	0	1
Urgent	0	0	1	1	0	1
Routine	1	2	3	6	0	6
Specialist	0	2	2	4	0	4
In Progress	1	1	1	3	0	3
Closed	1	4	6	11	0	11
Total BDE	2	5	7	14	0	14

BDE Requests Closed in the Third Quarter of 2022

A total of 11 BDE requests were closed in the third quarter of 2022 (Table 4).

Of the 11 closed requests, seven (64%) were routine appointments, two (18%) were specialist appointments, one (9%) was an urgent appointment, and one (9%) was an emergency appointment (Figure 1). All requests were for adults.

Of the 11 closed requests, nine (81%) were successfully seen and treated by a dentist. Two requests (19%) were unsuccessful, as two members were no shows (Figure 2). Of the 11 closed requests, two were from the previous quarter.

Table 4: BDE Requests Closed in the Third Quarter of 2022 (July through September)

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	0	0	1	1	0	1
Unsuccessful Urgent	0	0	0	0	0	0
Unsuccessful Routine	0	1	0	1	0	1
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	0	0	0	0	0	0
Successful Urgent	0	0	1	1	0	1
Successful Routine	1	2	3	6	0	6
Successful Specialist	0	1	1	2	0	2
Unsuccessful	0	1	1	2	0	2
Successful	1	3	5	9	0	9
Total	1	4	6	11	0	11

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 the Third Quarter of 2022: Organized by Type

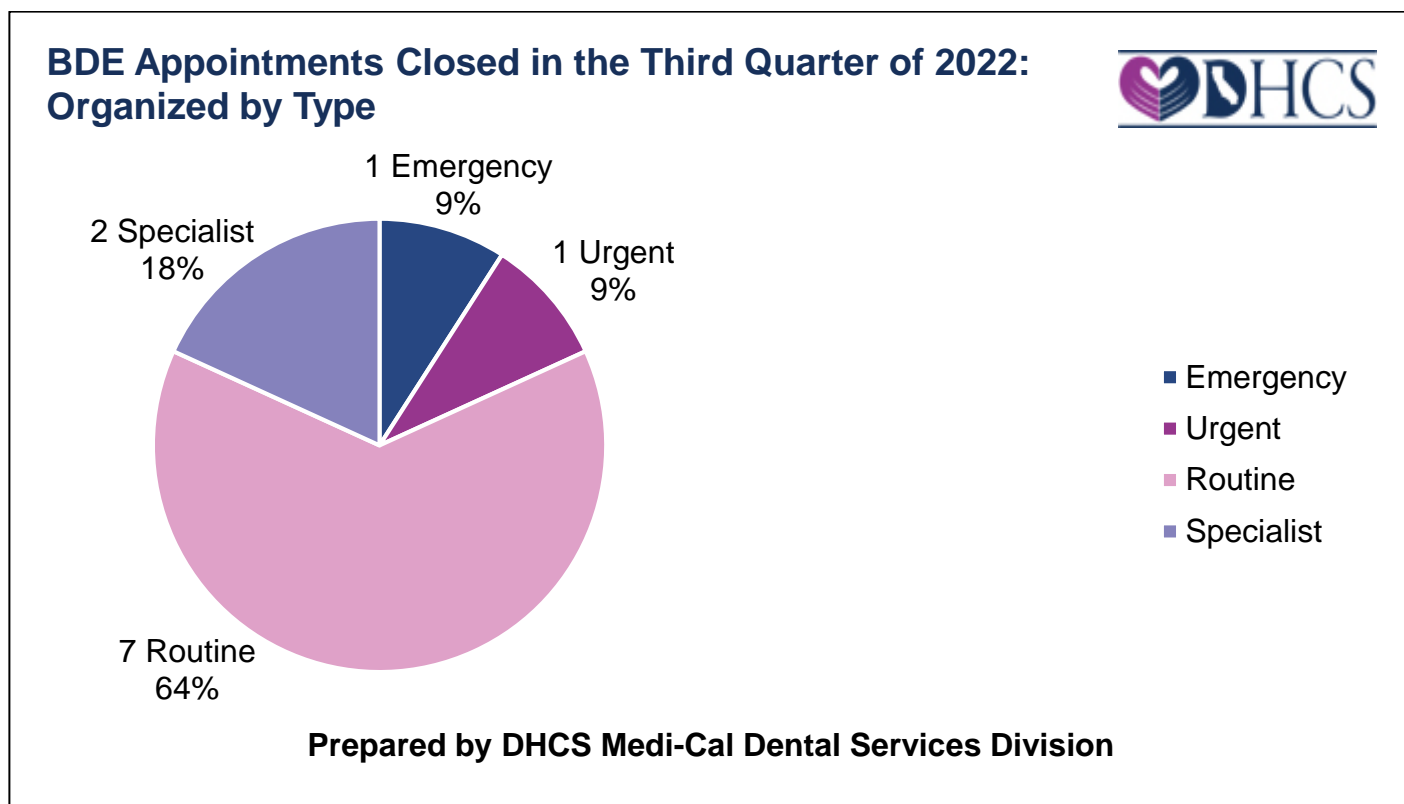


Table 5: BDE Appointments Closed in the Third Quarter of 2022: Organized by Type

Type of Appointment	Adults	Children	Total	Percentage
Emergency	1	0	1	9%
Urgent	1	0	1	9%
Routine	7	0	7	64%
Specialist	2	0	2	18%

Figure 2: BDE Appointments Closed in the Third Quarter of 2022: Successful vs. Unsuccessful

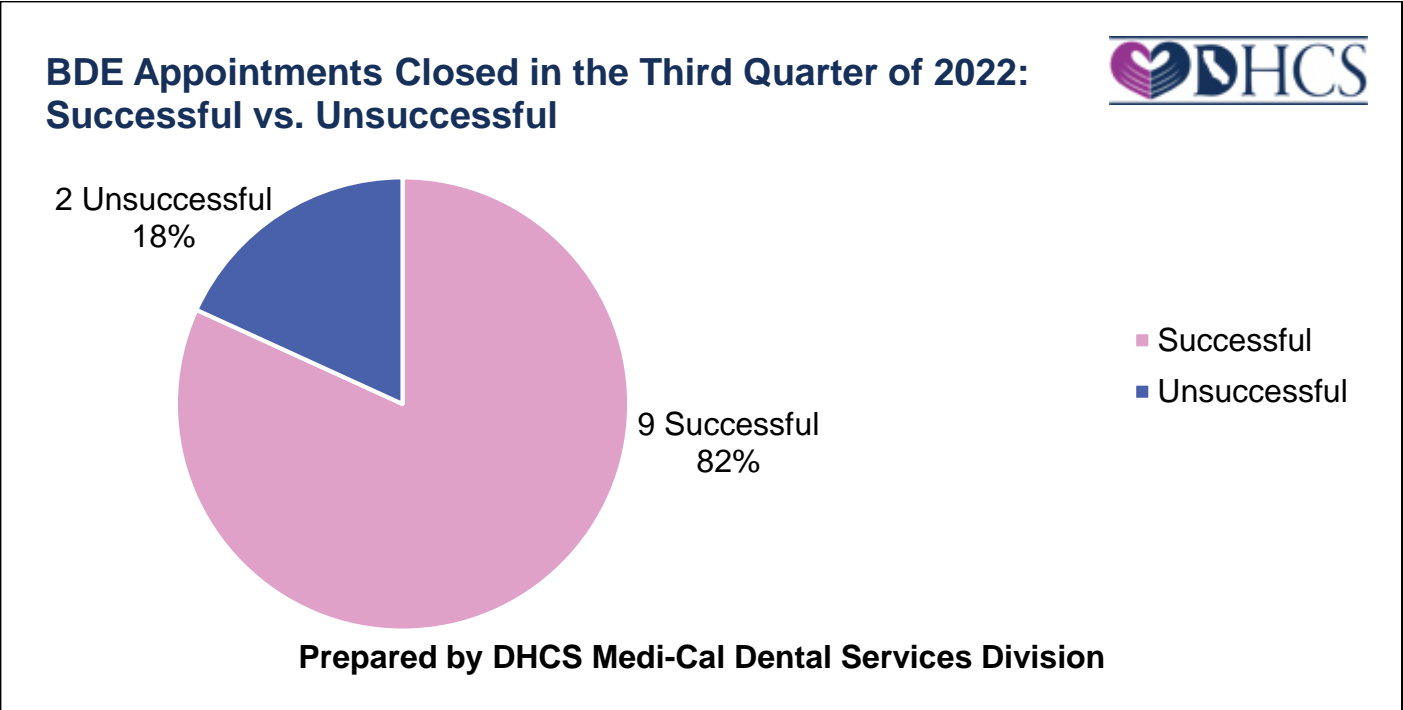


Table 6: BDE Appointments Closed in the Third Quarter of 2022: Successful vs. Unsuccessful

Department Perspective	Adults	Children	Total	Percentage
Successful	9	0	9	82%
Unsuccessful	2	0	2	18%

2021 vs. 2022 Comparison

As shown below (Figure 3) the total monthly incoming requests decreased by 73 in the third quarter of 2022 when compared to the third quarter of 2021.

Figure 3: 2021 vs. 2022 Total Monthly Incoming Requests

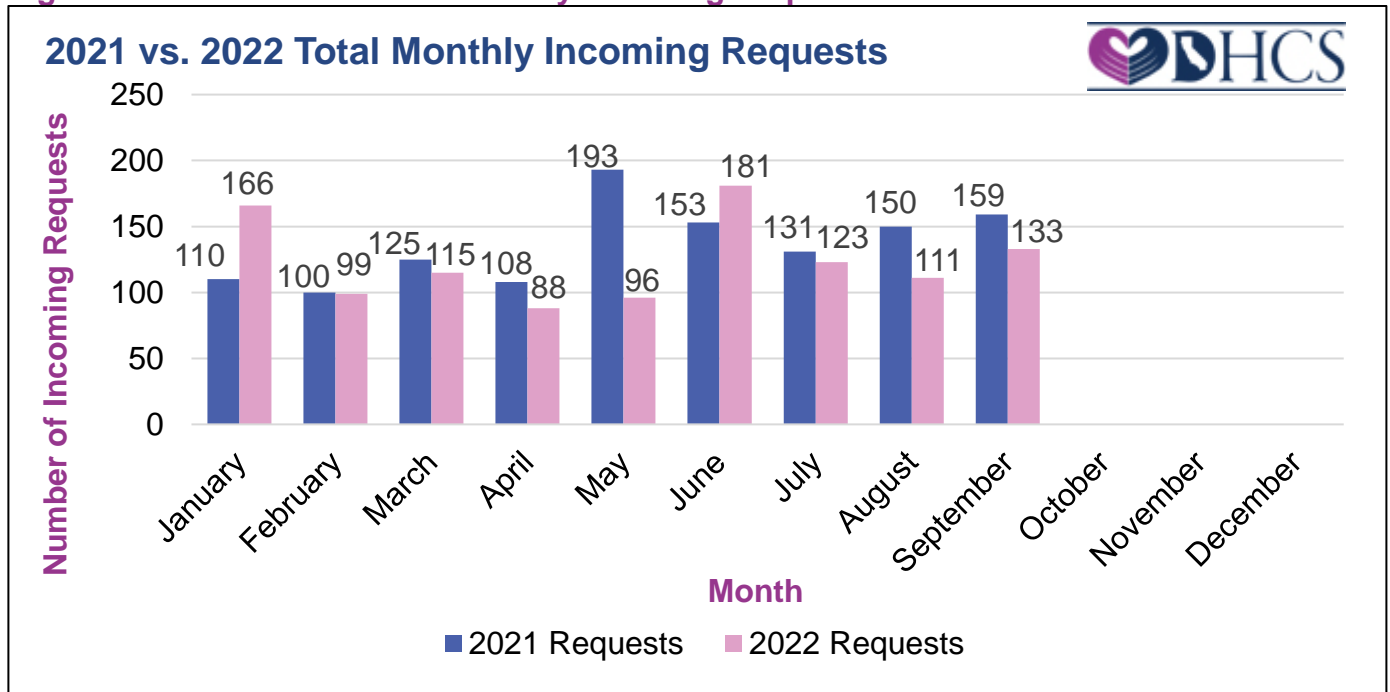


Figure 4: 2021 vs. 2022 BDE Monthly Incoming Requests

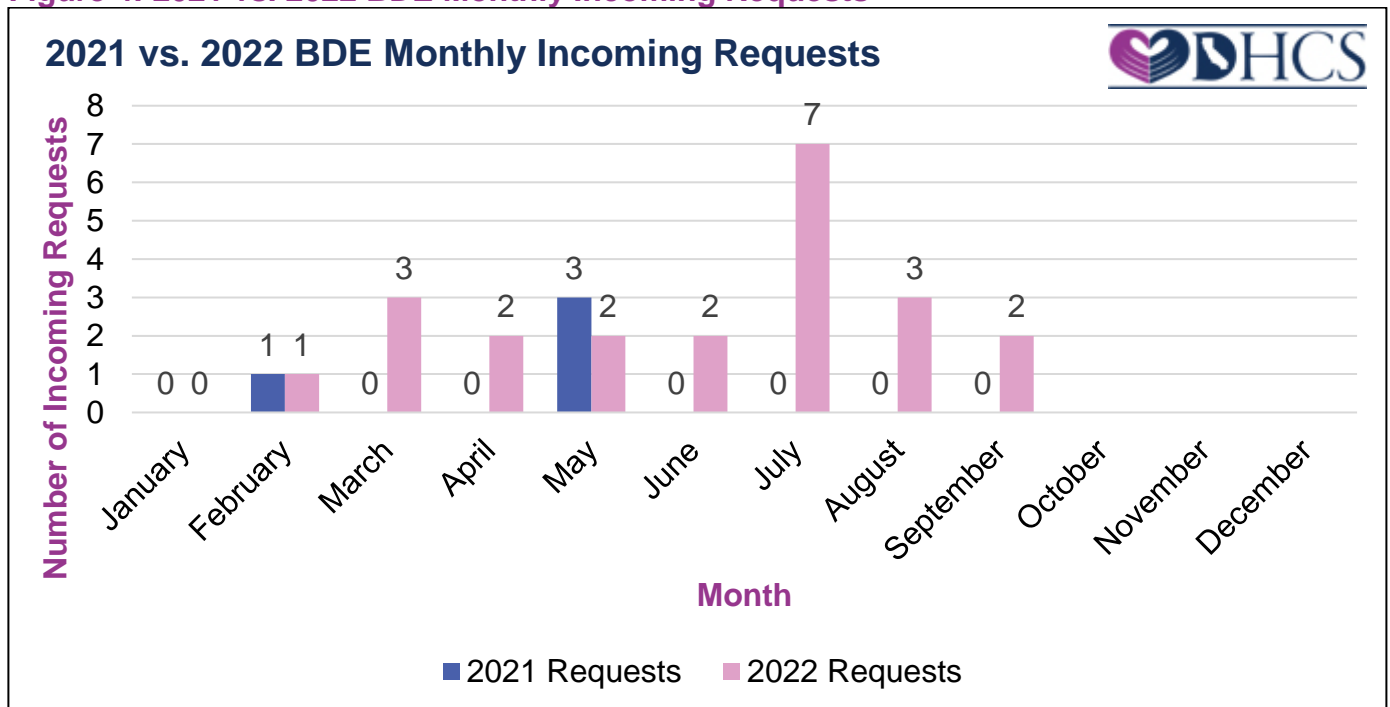
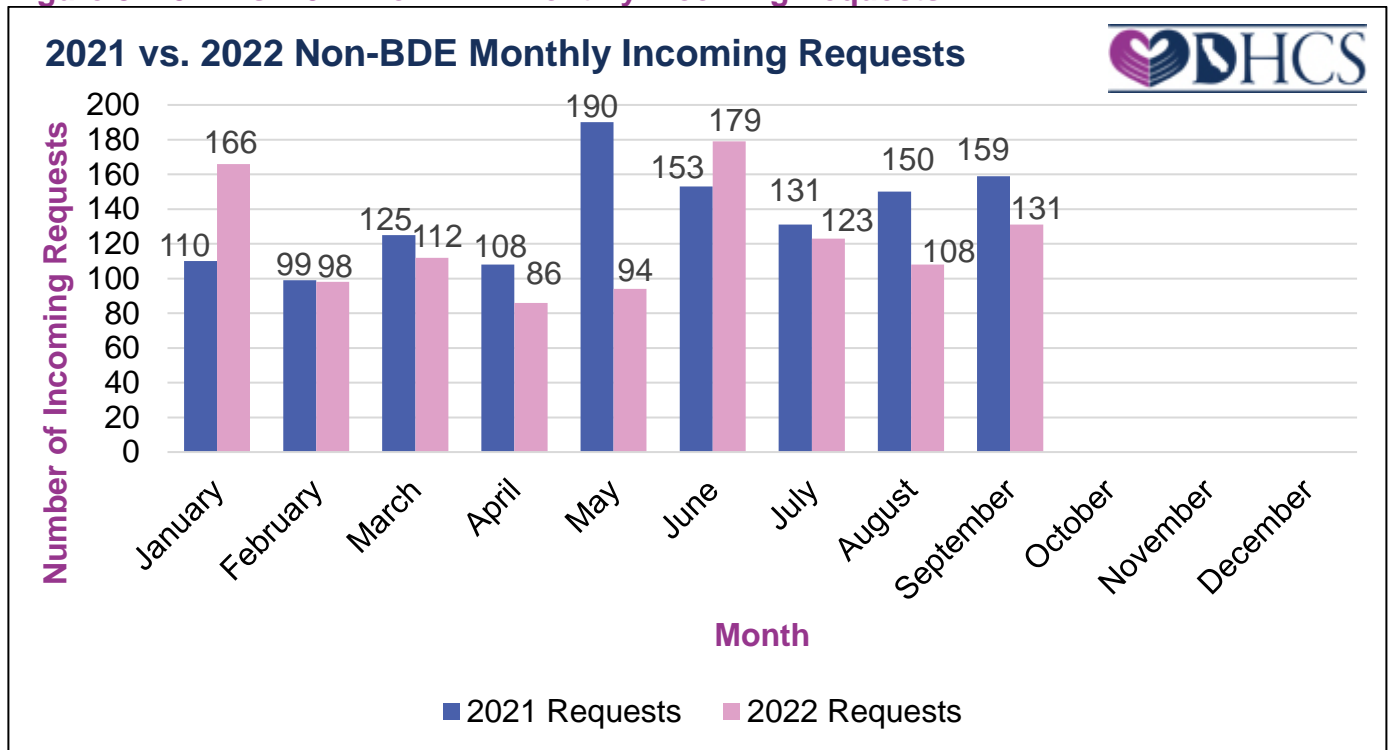


Figure 5: 2021 vs. 2022 Non-BDE Monthly Incoming Requests



2022 Summary

Figure 6: 2022 Total Monthly Requests by Type

