

## Beneficiary Dental Exception (BDE) Fourth 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.

The following report includes a summary for the fourth quarter of 2022 (October through December), 2021 vs. 2022, and the 2022 annual summary.

### **Total Requests Received in the Fourth Quarter of 2022**

A total of 316 requests were received during the fourth quarter of 2022; 13 (4%) were BDE requests, while 303 (96%) were non-BDE requests (Table 1). Six (47%) BDE requests were completed and closed to date. The average number of total incoming requests was 105 per month. The average number of incoming non-BDE requests was 101 per month.

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

<b>Total Requests</b>	<b>316</b>	<b>100%</b>
BDE	13	4%
Non-BDE	303	96%
<b>Inbound Phone Call Total</b>	<b>132</b>	<b>42%</b>
BDE	10	8%
Non-BDE	122	92%
<b>Mail/Fax/Email Total</b>	<b>184</b>	<b>58%</b>
BDE	3	2%
Non-BDE	181	98%

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

<b>Non-BDE Categories</b>	<b>303</b>	<b>100%</b>
BDE Info/No Need	52	17%
Benefits	11	4%
Eligibility	5	2%
Plan/Provider Info	117	40%
No Answer/Left Message	76	25%
Other	42	12%

### **BDE Requests Received in the Fourth Quarter of 2022**

In total, 13 BDE requests were received in the fourth quarter of 2022. Seven 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 Fourth Quarter of 2022 (October through December)**

<b>BDE Categories</b>	<b>Access</b>	<b>Health Net</b>	<b>LIBERTY</b>	<b>Adults</b>	<b>Children</b>	<b>Total</b>
Emergency	2	0	0	2	0	2
Urgent	0	0	0	0	0	0
Routine	2	5	0	6	1	7
Specialist	1	2	1	4	0	4
<b>In Progress</b>	<b>3</b>	<b>4</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>7</b>
<b>Closed</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>6</b>
<b>Total BDE</b>	<b>5</b>	<b>7</b>	<b>1</b>	<b>12</b>	<b>1</b>	<b>13</b>

### **BDE Requests Closed in the Fourth Quarter of 2022**

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

Of the nine closed requests, four (44%) were routine appointments, three (33%) were specialist appointments, and two (22%) were emergency appointments (Figure 1). Eight requests were for adults and one was for a child.

Of the nine closed requests, five (56%) were successfully seen and treated by a dentist. Four requests (44%) were unsuccessful, as two members were no shows and two members declined to attend the appointment (Figure 2). Of the nine closed requests, three were from the previous quarter.

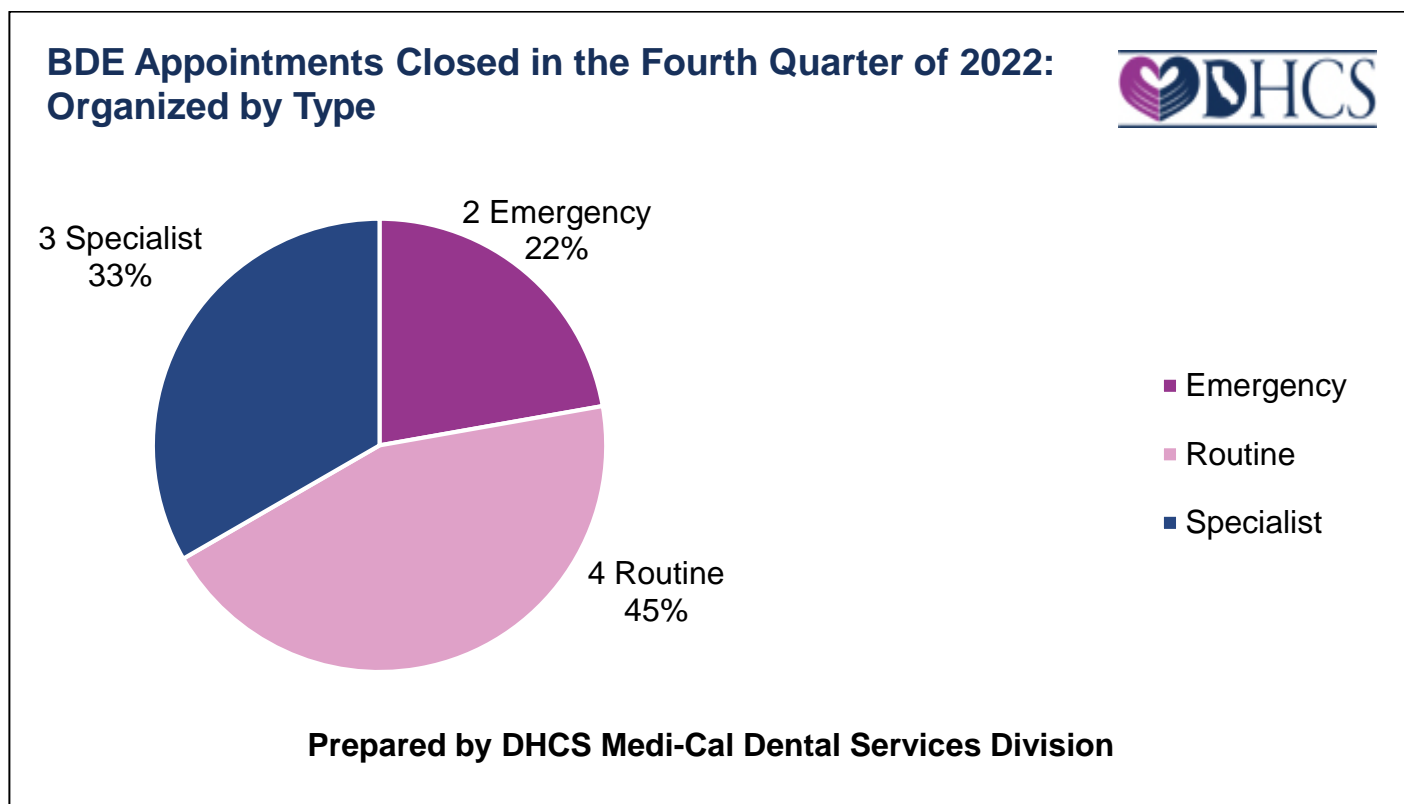
**Table 4: BDE Requests Closed in the Fourth Quarter of 2022 (October through December)**

<b>Closed BDE Categories</b>	<b>Access</b>	<b>Health Net</b>	<b>LIBERTY</b>	<b>Adults</b>	<b>Children</b>	<b>Total</b>
Unsuccessful Emergency	2	0	0	2	0	2
Unsuccessful Urgent	0	0	0	0	0	0
Unsuccessful Routine	1	0	0	1	0	1
Unsuccessful Specialist	0	0	1	1	0	1
Successful Emergency	0	0	0	0	0	0
Successful Urgent	0	0	0	0	0	0
Successful Routine	0	3	0	2	1	3
Successful Specialist	0	1	1	2	0	2
<b>Unsuccessful</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>4</b>
<b>Successful</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>5</b>
<b>Total</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>8</b>	<b>1</b>	<b>9</b>

Appointment Timeframes (as required by contract)

- Emergency – 24 hours
- Urgent – 72 hours (3 days)
- Routine – 4 weeks
- Specialist – 30 days from authorized request

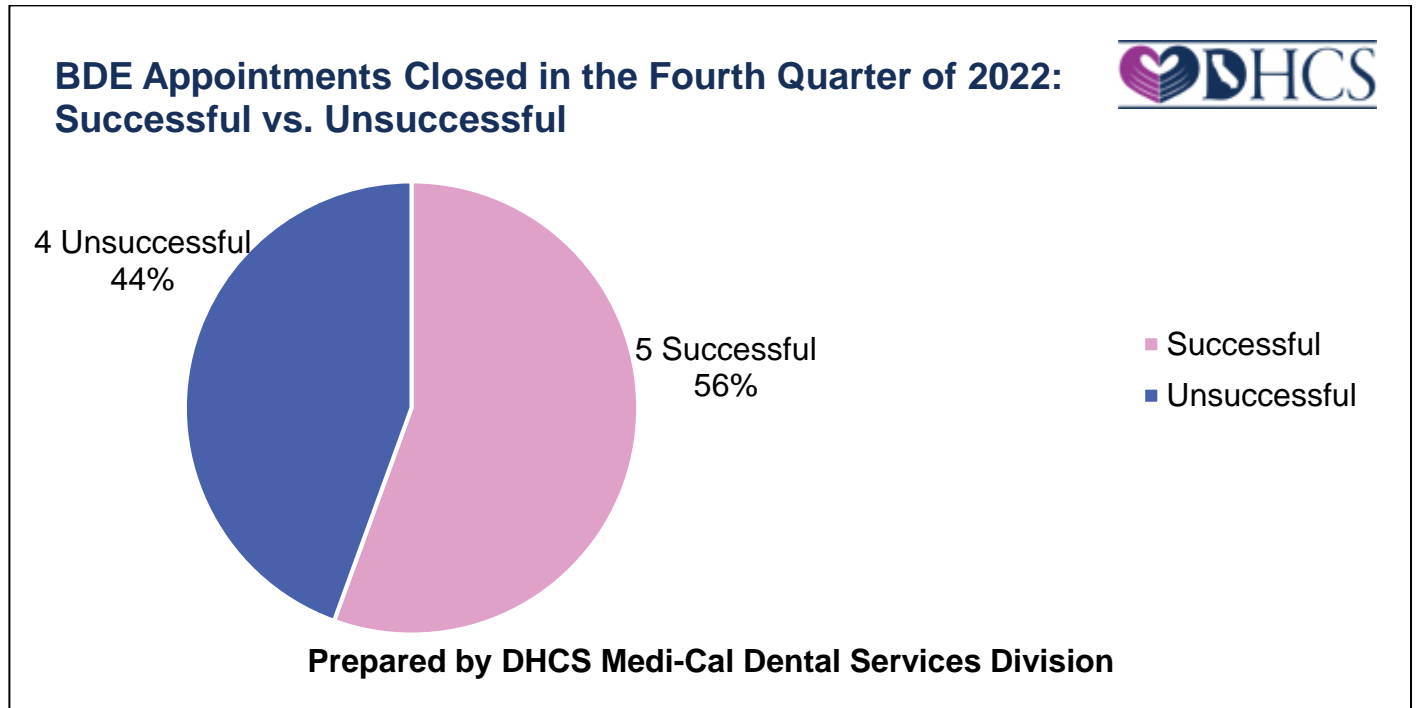
**Figure 1: BDE Appointments Closed in the Fourth Quarter of 2022: Organized by Type**



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

Type of Appointment	Adults	Children	Total	Percentage
Emergency	2	0	2	22%
Urgent	0	0	0	0%
Routine	3	1	4	45%
Specialist	3	0	3	33%

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



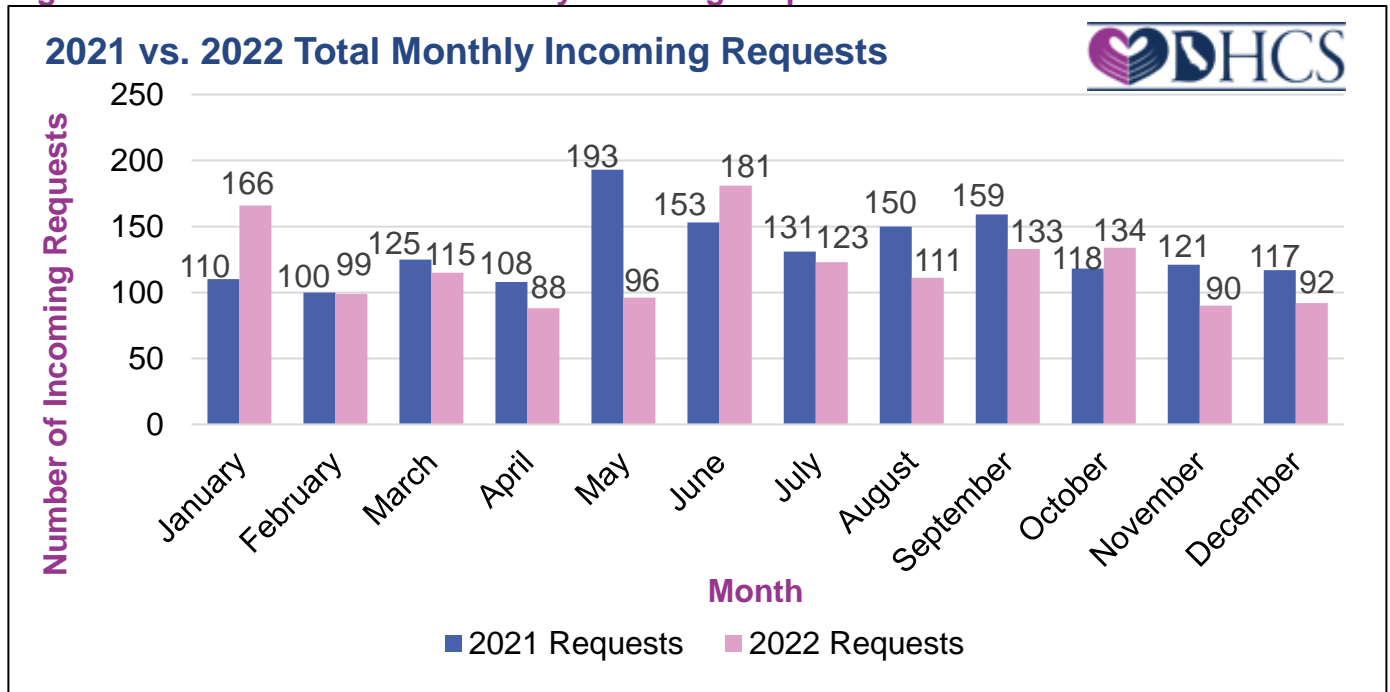
**Table 6: BDE Appointments Closed in the Fourth Quarter of 2022: Successful vs. Unsuccessful**

Department Perspective	Adults	Children	Total	Percentage
Successful	4	1	5	56%
Unsuccessful	4	0	4	44%

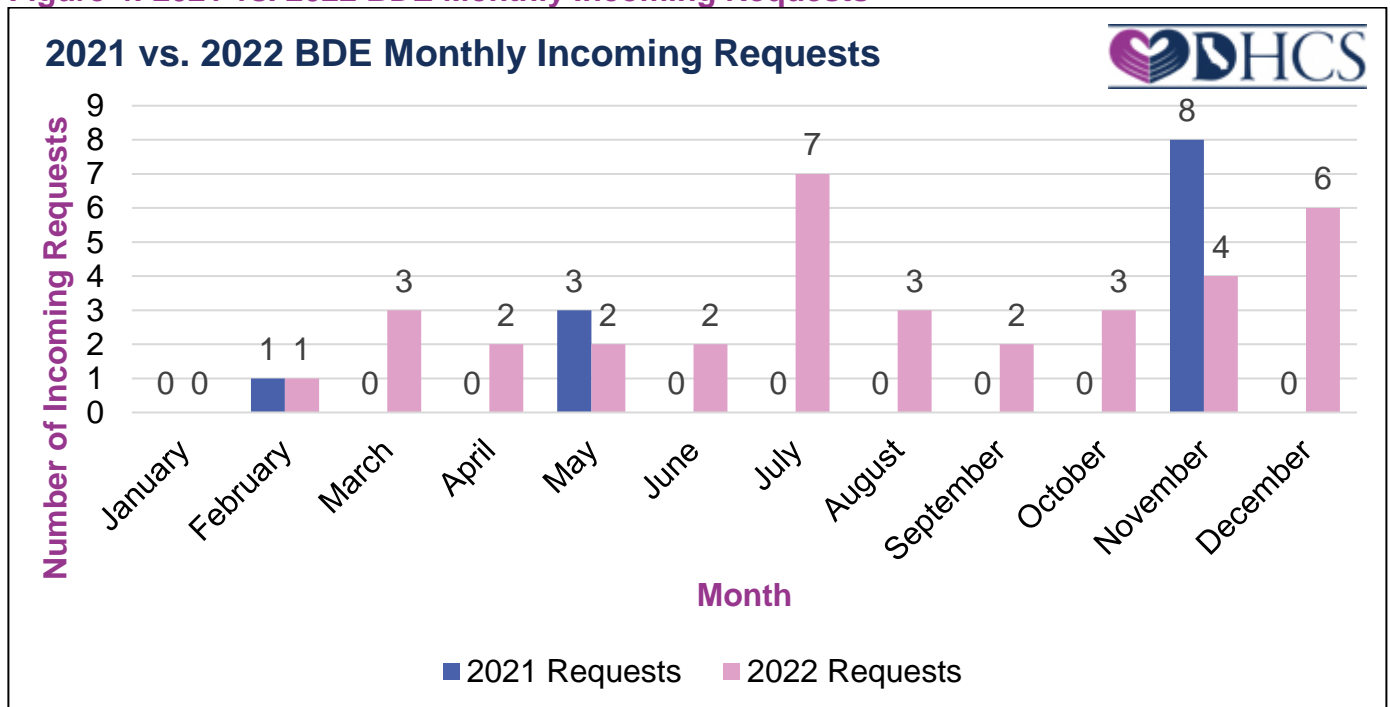
### 2021 vs. 2022 Comparison

As shown below (Figure 3) the total monthly incoming requests decreased by 40 in the fourth quarter of 2022 when compared to the fourth quarter of 2021.

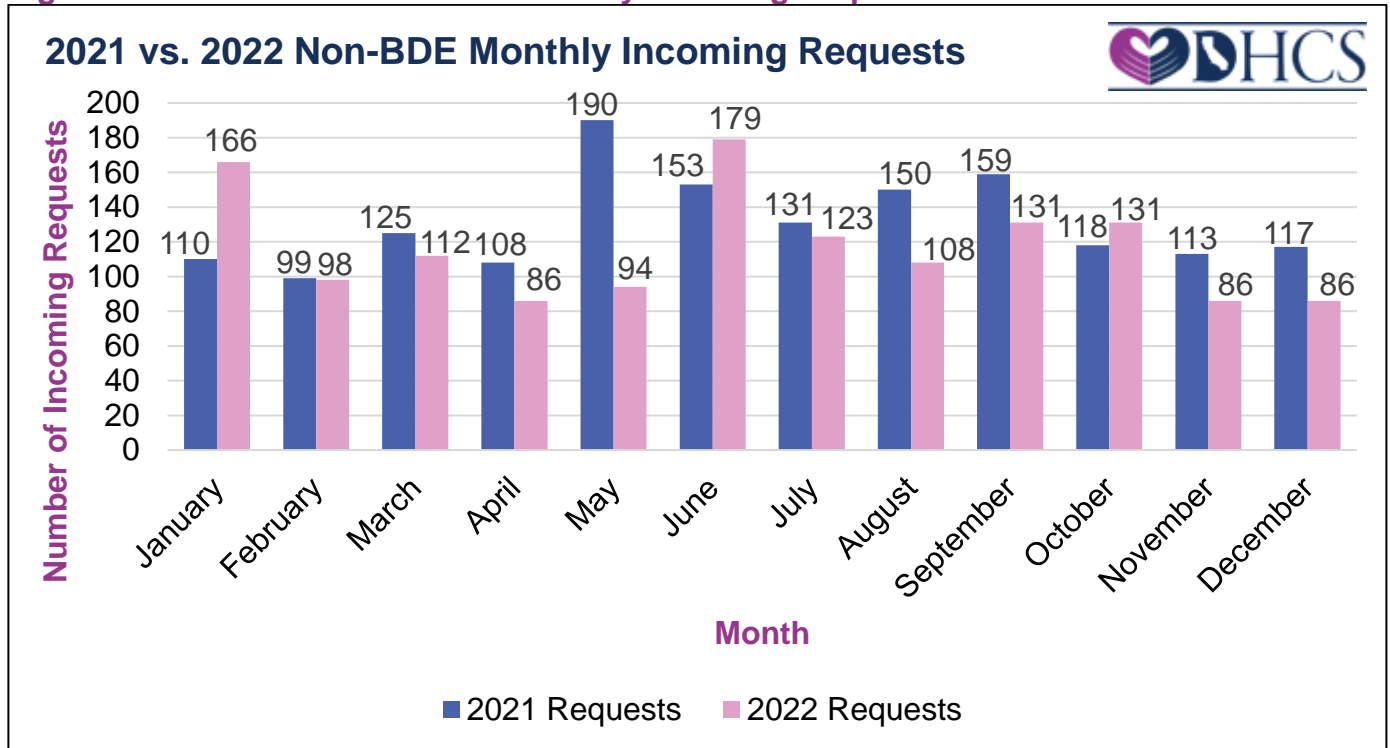
**Figure 3: 2021 vs. 2022 Total Monthly Incoming Requests**



**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**

