

## Beneficiary Dental Exception (BDE) March 2023

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 March 2023, comparison of February 2023 to March 2023, 2022 vs. 2023, and 2023 annual summary.

### **Total Requests Received in March 2023**

A total of 197 requests were received during March; 196 (99%) were non-BDE requests, while one (1%) was a BDE request (Table 1).

**Table 1: March 2023 Incoming Totals**

<b>Total Requests</b>	<b>197</b>	<b>100%</b>
BDE	1	1%
Non-BDE	196	99%
<b>Inbound Phone Call Total</b>	<b>78</b>	<b>40%</b>
BDE	0	0%
Non-BDE	78	100%
<b>Mail/Fax/Email Total</b>	<b>119</b>	<b>60%</b>
BDE	1	1%
Non-BDE	118	99%

**Table 2: March 2023 Non-BDE Totals**

<b>Non-BDE Categories</b>	<b>196</b>	<b>100%</b>
BDE Info/No Need	25	13%
Benefits	1	1%
Eligibility	1	1%
Plan/Provider Info	51	25%
No Answer/Left Message	78	40%
Other	40	20%

**BDE Requests Received from February 2023 to March 2023**

There was one BDE request received from February 2023 to March 2023. One request remains open due to an appointment scheduled in a future month.

**Table 3: BDE Requests Received in February 2023**

<b>BDE Categories</b>	<b>Access</b>	<b>Health Net</b>	<b>LIBERTY</b>	<b>Adults</b>	<b>Children</b>	<b>Total</b>
Emergency	0	0	0	0	0	<b>0</b>
Urgent	0	0	0	0	0	<b>0</b>
Routine	0	0	0	0	0	<b>0</b>
Specialist	0	0	0	0	0	<b>0</b>
<b>In Progress</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Closed</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total BDE</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Table 4: BDE Requests Received in March 2023**

<b>BDE Categories</b>	<b>Access</b>	<b>Health Net</b>	<b>LIBERTY</b>	<b>Adults</b>	<b>Children</b>	<b>Total</b>
Emergency	0	0	0	0	0	<b>0</b>
Urgent	0	0	0	0	0	<b>0</b>
Routine	1	0	0	1	0	<b>1</b>
Specialist	0	0	0	0	0	<b>0</b>
<b>In Progress</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Closed</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total BDE</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>

**Table 5: BDE Requests Received from February 2023 to March 2023**

<b>BDE Categories</b>	<b>Access</b>	<b>Health Net</b>	<b>LIBERTY</b>	<b>Adults</b>	<b>Children</b>	<b>Total</b>
Emergency	0	0	0	0	0	<b>0</b>
Urgent	0	0	0	0	0	<b>0</b>
Routine	1	0	0	1	0	<b>1</b>
Specialist	0	0	0	0	0	<b>0</b>
<b>In Progress</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Closed</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total BDE</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>

### **BDE Requests Closed in March 2023**

Four BDE requests were closed in March. Three requests were received in December and one request was received in January. All four requests were successfully seen and treated by a dentist (Figure 2).

**Table 6: BDE Requests Closed in March 2023**

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Routine	Adult	Routine exam (new patient exam)	25 days	Access	Successful
Specialist	Adult	Specialist - consult for extraction	31 days	Health Net	Successful
Routine	Adult	Routine (new patient exam)	30 days	Health Net	Successful
Routine	Child	Routine	34 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 March: Organized by Type

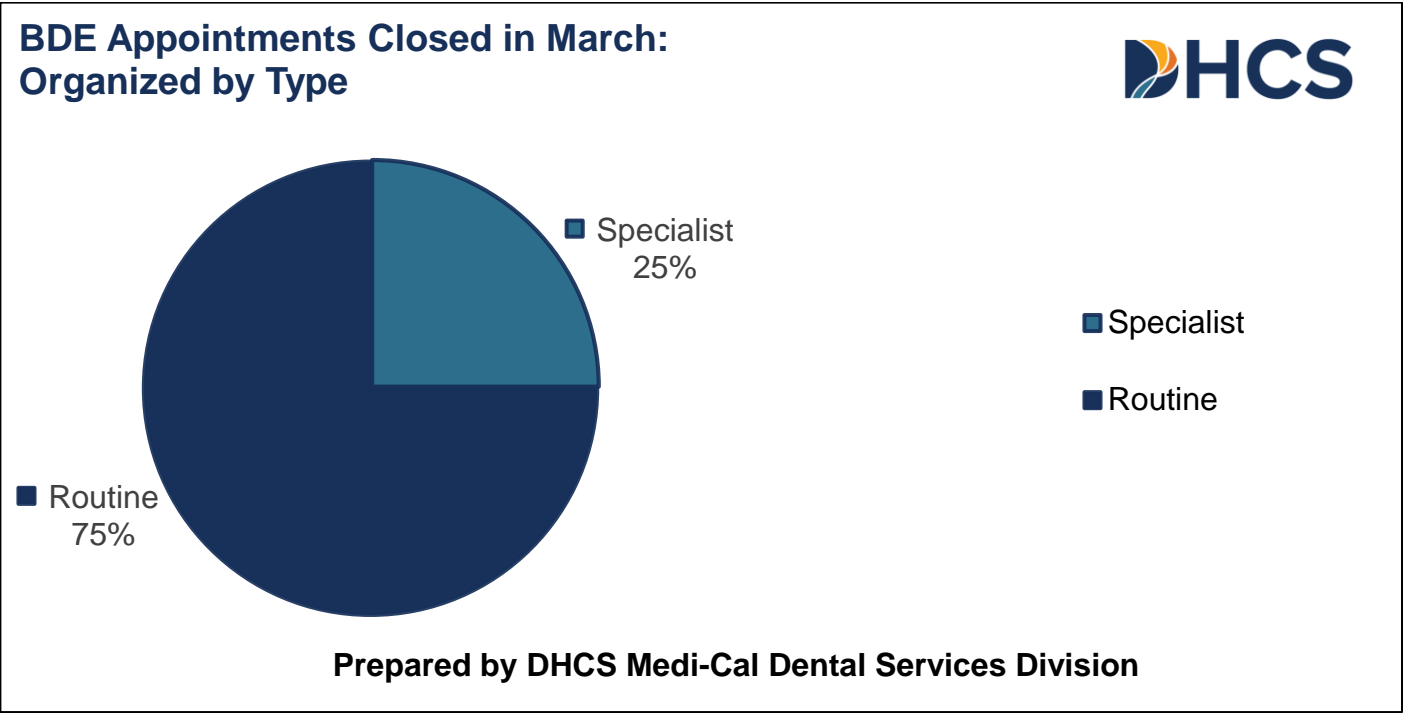


Table 7: BDE Appointments Closed in March: Organized by Type

Type of Appointment	Adults	Children	Total	Percentage
Specialist	1	0	1	25%
Routine	2	1	3	75%

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

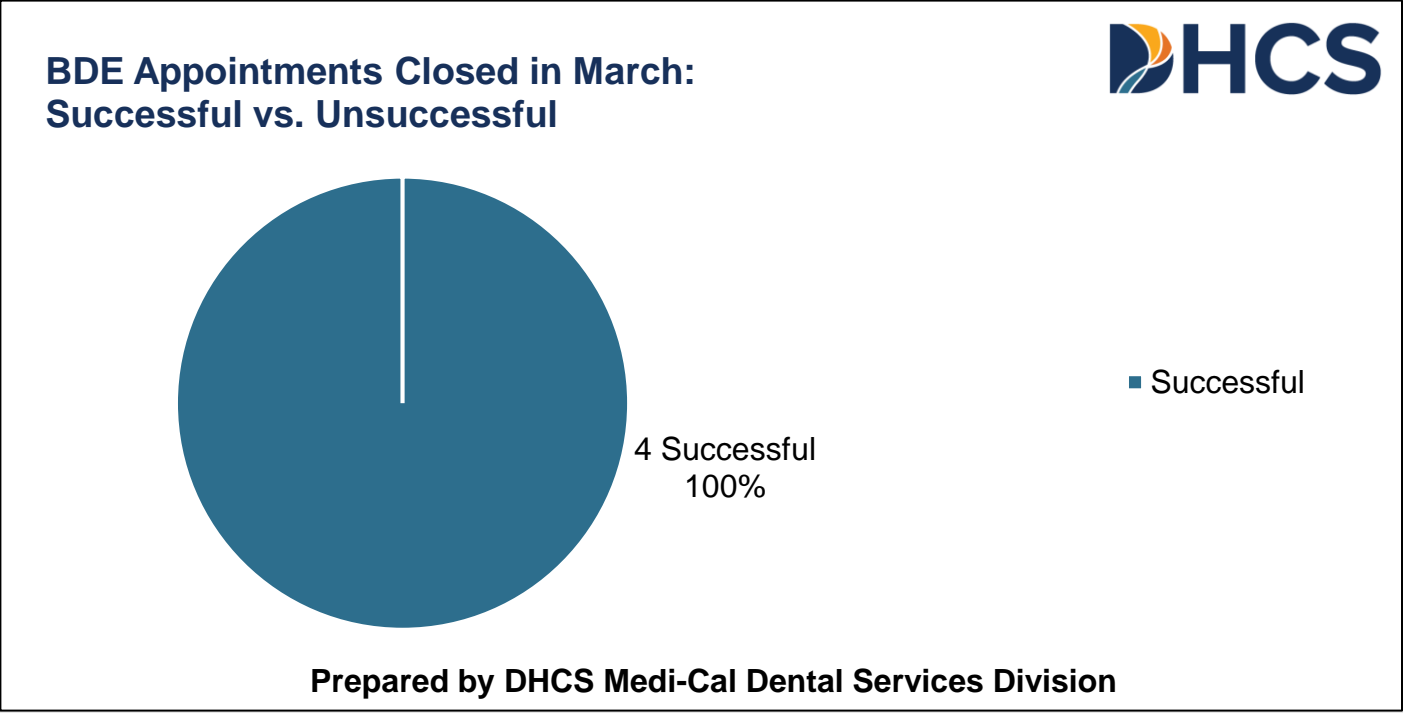


Table 8: BDE Appointments Closed in March: Successful vs. Unsuccessful

Department Perspective	Adults	Children	Total	Percentage
Successful	3	1	4	100%
Unsuccessful	0	0	0	0%

**BDE Requests Closed from February 2023 to March 2023**

Six BDE requests were closed from February 2023 to March 2023 (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 February 2023**

<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	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	1	0	0	1	0	1
Successful Specialist	1	0	0	1	0	1
<b>Unsuccessful</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Successful</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>
<b>Total</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>

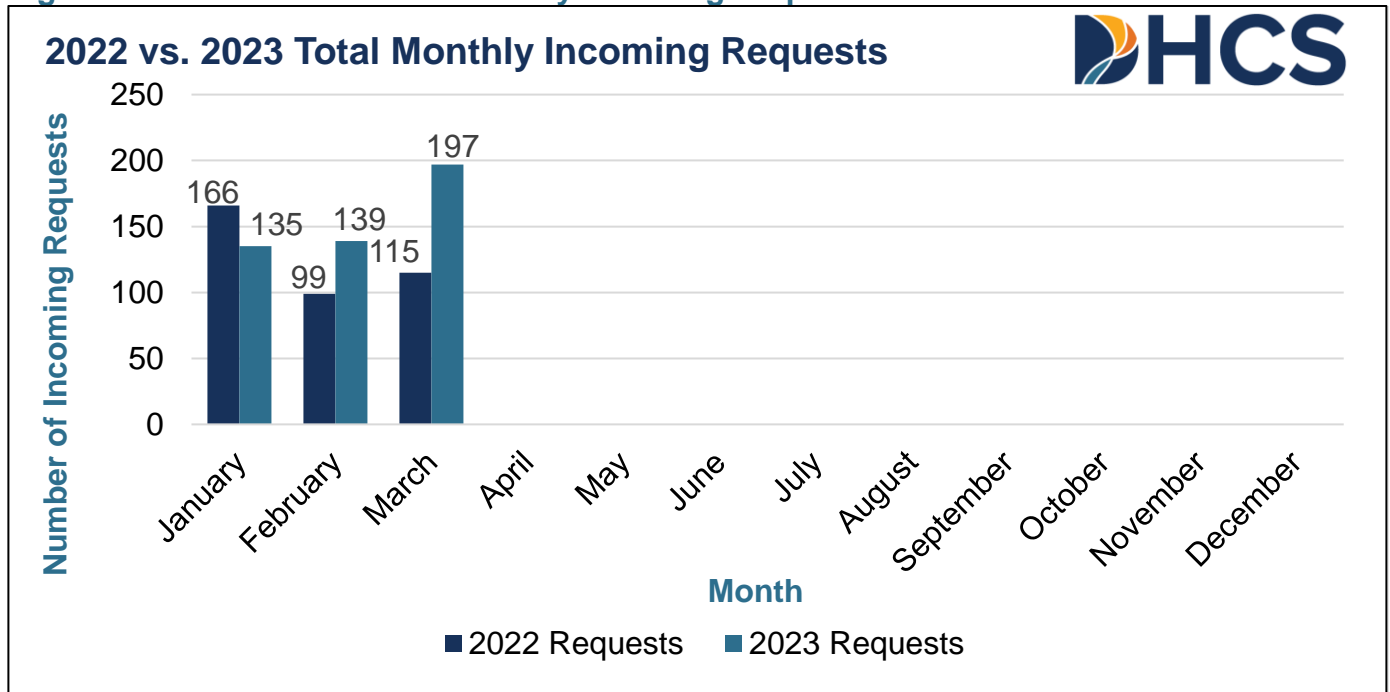
**Table 10: BDE Requests Closed in March 2023**

<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	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	1	2	0	2	1	3
Successful Specialist	0	1	0	1	0	1
<b>Unsuccessful</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Successful</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>4</b>
<b>Total</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>4</b>

### 2022 vs. 2023 Comparison

As shown below (Figure 3), the total incoming monthly requests increased by 82 in March 2023 when compared to March 2022.

**Figure 3: 2022 vs. 2023 Total Monthly Incoming Requests**



**Figure 4: 2022 vs. 2023 BDE Monthly Incoming Requests**

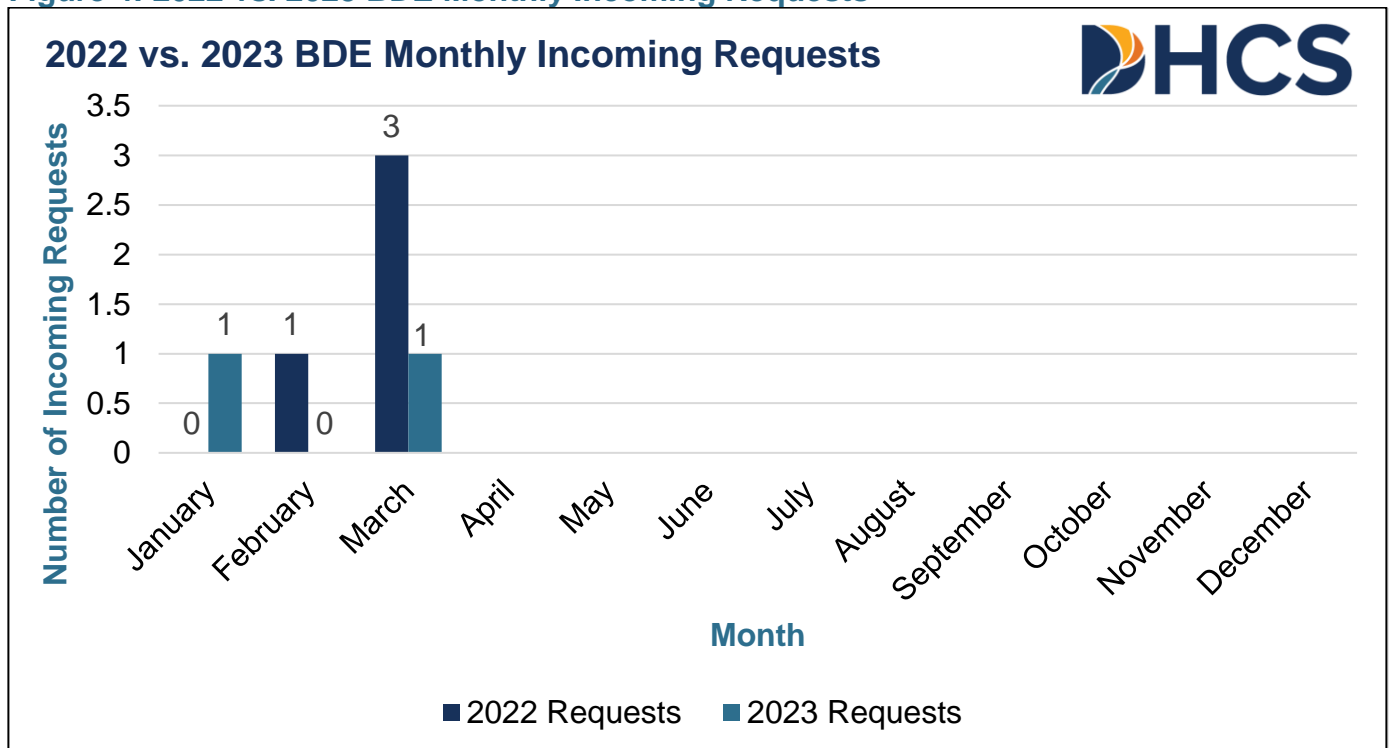
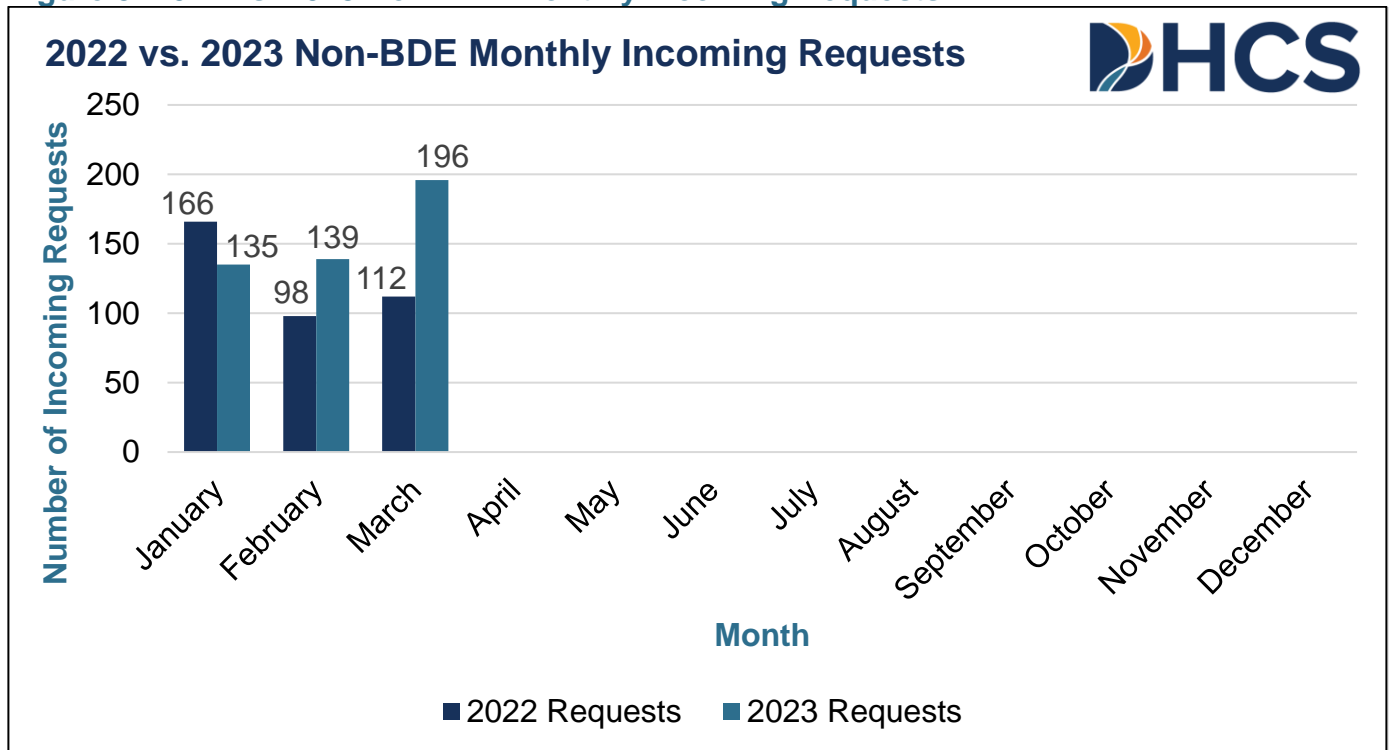


Figure 5: 2022 vs. 2023 Non-BDE Monthly Incoming Requests



### 2023 Summary

Figure 6: 2023 Total Monthly Requests by Type

