

Beneficiary Dental Exception (BDE) April 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' (DHCS) 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.

Starting with the April 2023 reporting period, and in accordance with reporting requirements in Welfare and Institutions Code Section 14048.09, DHCS will report actual requests from members to be exempted from receiving services through the dental managed care delivery system. Non-BDE requests received through the BDE phone line and on the BDE form but not actually requesting the BDE process will no longer be reported. In addition, BDE reports will be posted on a monthly basis only.

The following report includes a summary for April 2023, comparison of March 2023 to April 2023, 2022 vs. 2023, and 2023 annual summary.

Total Requests Received in April 2023

A total of 3 requests were received during April (100%) (Table 1).

Table 1: April 2023 Incoming Totals

Count of BDE Requests		
Submission Method	Counts	Percentage
By Phone Call	3	100%
By Mail/Fax/Email	0	0%
Total	3	100%

BDE Requests Received from March 2023 to April 2023

There were four BDE requests received from March 2023 to April 2023. Two request remains open due to an appointment scheduled in a future month.

Table 2: BDE Requests Received in March 2023

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

Table 3: BDE Requests Received in April 2023

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

Table 4: BDE Requests Received from March 2023 to April 2023

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

BDE Requests Closed in April 2023

Two BDE requests were closed in April. One request was received in March and one request was received in April. Both requests were successfully seen and treated by a dentist (Figure 2).

Table 5: BDE Requests Closed in April 2023

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective (Secure Appointment Outcome)
Routine	Adult	Routine exam	22 days	Access	Successful
Urgent	Adult	ER exam	3 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 April: Organized by Type

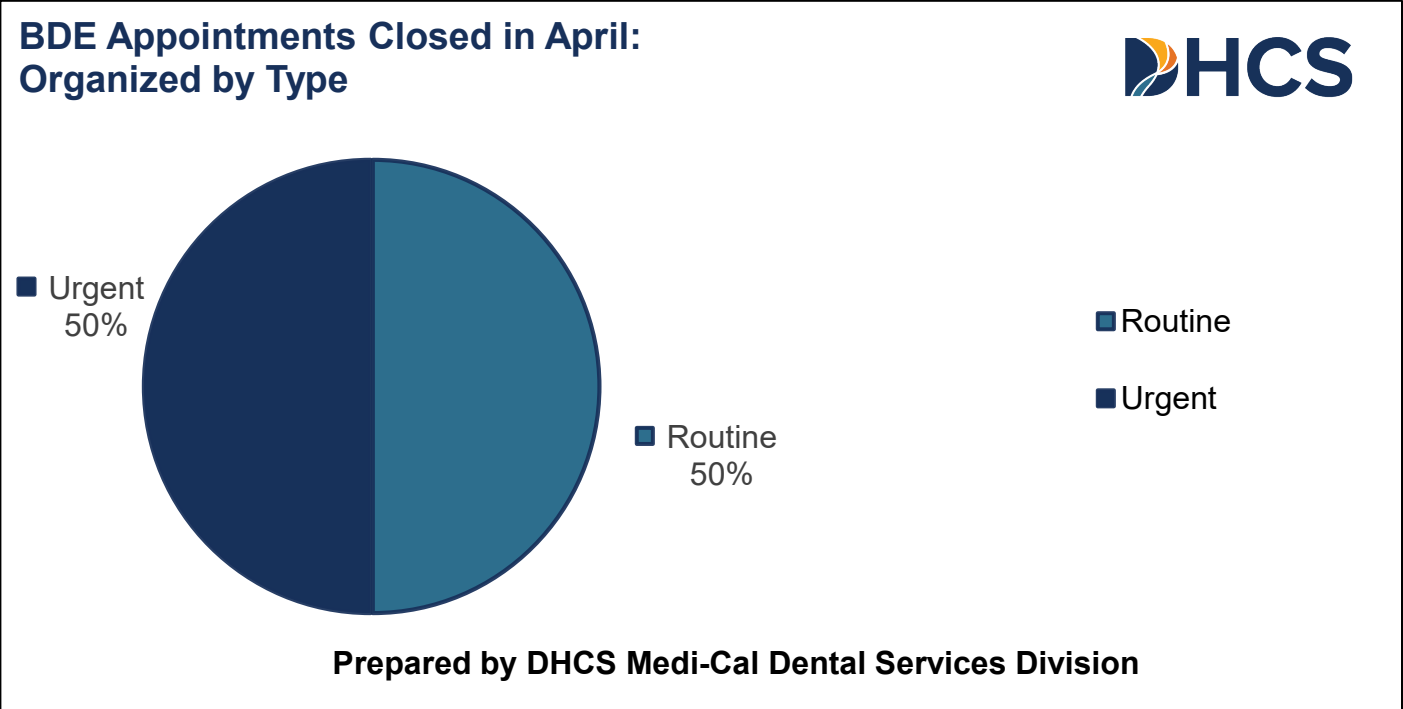


Table 6: BDE Appointments Closed in April: Organized by Type

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

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

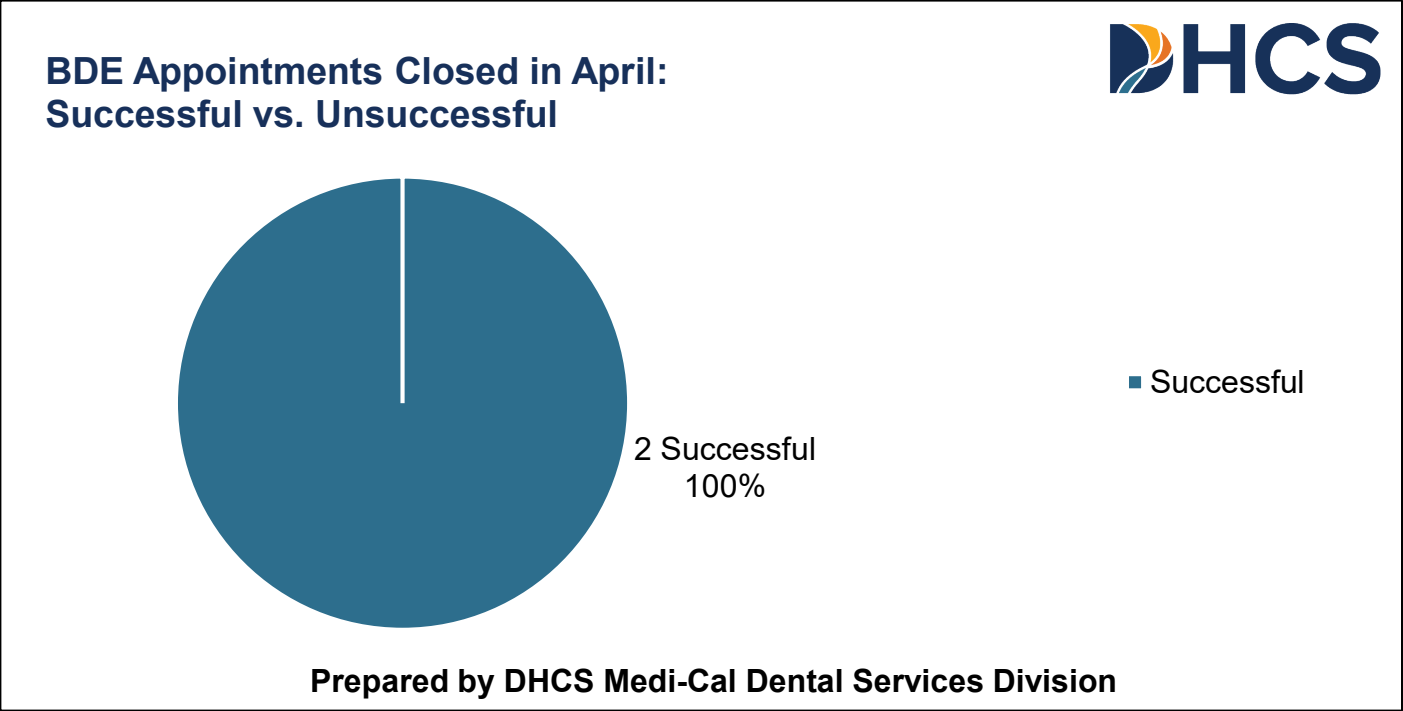


Table 7: BDE Appointments Closed in April: Successful vs. Unsuccessful

Department Perspective	Adults	Children	Total	Percentage
Successful	2	0	2	100%
Unsuccessful	0	0	0	0%

BDE Requests Closed from March 2023 to April 2023

Four BDE requests were closed from March 2023 to April 2023 (Tables 8 and 9). 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 8: BDE Requests Closed in March 2023

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	2	0	1	1	2
Successful Specialist	0	0	0	0	0	0
Unsuccessful	0	0	0	0	0	0
Successful	0	2	0	1	1	2
Total	0	2	0	1	1	2

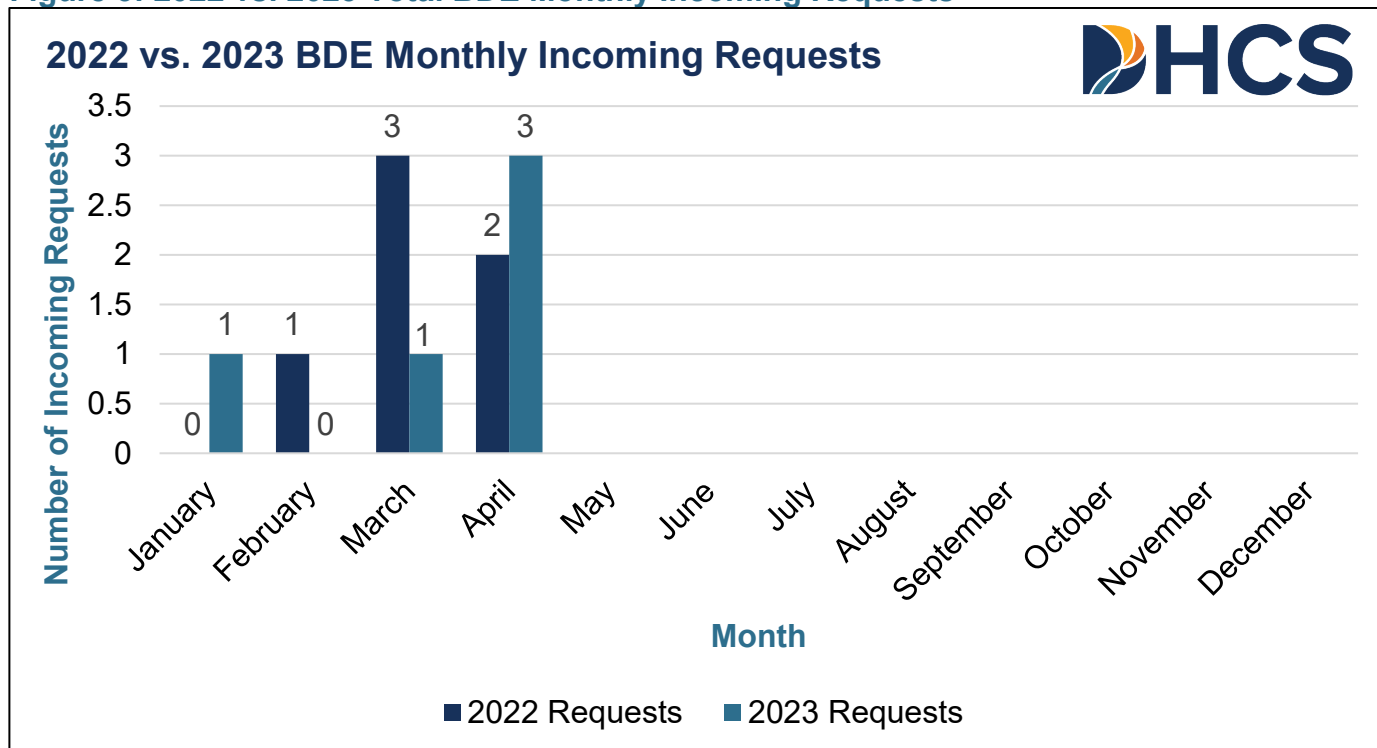
Table 9: BDE Requests Closed in April 2023

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	1	0	0	1	0	1
Successful Routine	1	0	0	1	0	1
Successful Specialist	0	0	0	0	0	0
Unsuccessful	0	0	0	0	0	0
Successful	2	0	0	2	0	2
Total	2	0	0	2	0	2

2022 vs. 2023 Comparison

As shown below (Figure 3), the total BDE incoming monthly requests increased by 1 in April 2023 when compared to April 2022.

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



2023 Summary

Figure 4: 2023 Total BDE Monthly Requests by Type

