

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

Total Requests Received in March 2022

A total of 115 requests were received during March; three (3%) were BDE requests (Table 1), while 112 (97%) were non-BDE requests (Table 2).

Table 1: March 2022 Incoming Totals

Total Requests	115	100%
BDE	3	3%
Non-BDE	112	97%
Inbound Phone Call Total	58	50%
BDE	2	3%
Non-BDE	56	97%
Mail/Fax/Email Total	57	50%
BDE	1	2%
Non-BDE	56	98%

Table 2: March 2022 Non-BDE Totals

Non-BDE Categories	112	100%
BDE Info/No Need	9	8%
Benefits	5	4%
Eligibility	3	3%
Plan/Provider Info	55	49%
No Answer/Left Message	31	28%
Other	9	8%

BDE Requests Received from February 2022 to March 2022

There were four BDE requests received from February 2022 to March 2022. The requests remained open due to appointments scheduled in a future month.

Table 3: BDE Requests Received in February 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	0	1	1	0	1
In Progress	0	0	1	1	0	1
Closed	0	0	0	0	0	0
Total BDE	0	0	1	1	0	1

Table 4: BDE Requests Received in March 2022

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

Table 5: BDE Requests Received from February 2022 to March 2022

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

BDE Requests Closed in March 2022

No BDE requests were closed in March 2022; therefore, no tables or figures were included.

Appointment Timeframes (as required by contract)

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

2021 vs. 2022 Comparison

As shown below (Figure 1), the total incoming monthly requests decreased in March 2022 when compared to March 2021.

Figure 1: 2021 vs. 2022 Total Monthly Incoming Requests

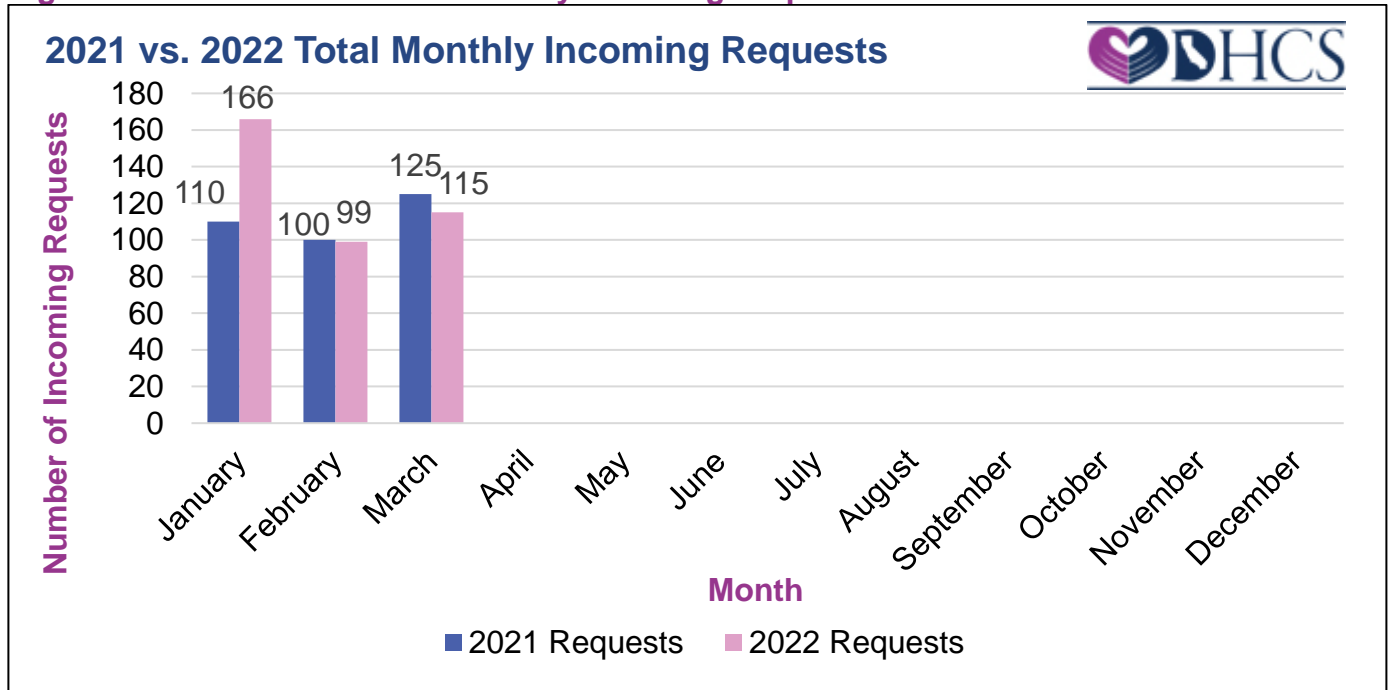


Figure 2: 2021 vs. 2022 BDE Monthly Incoming Requests

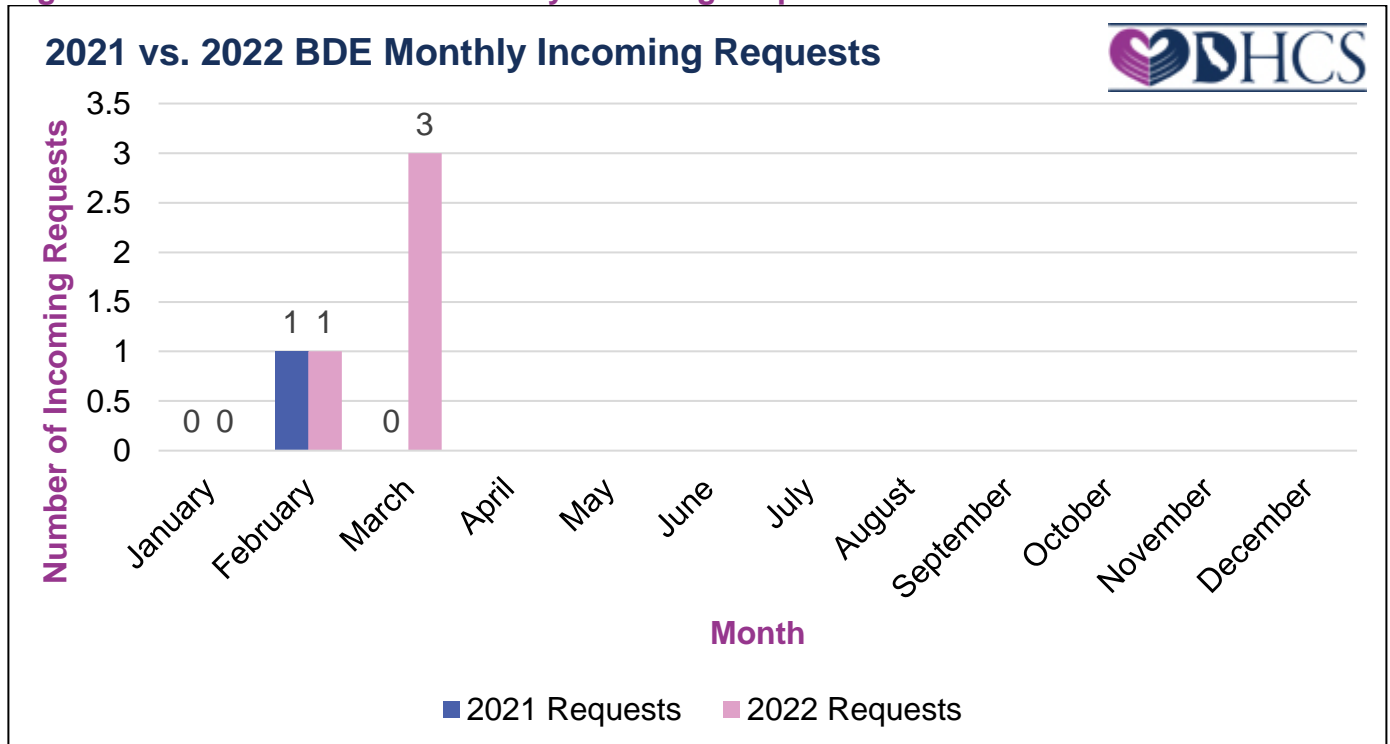
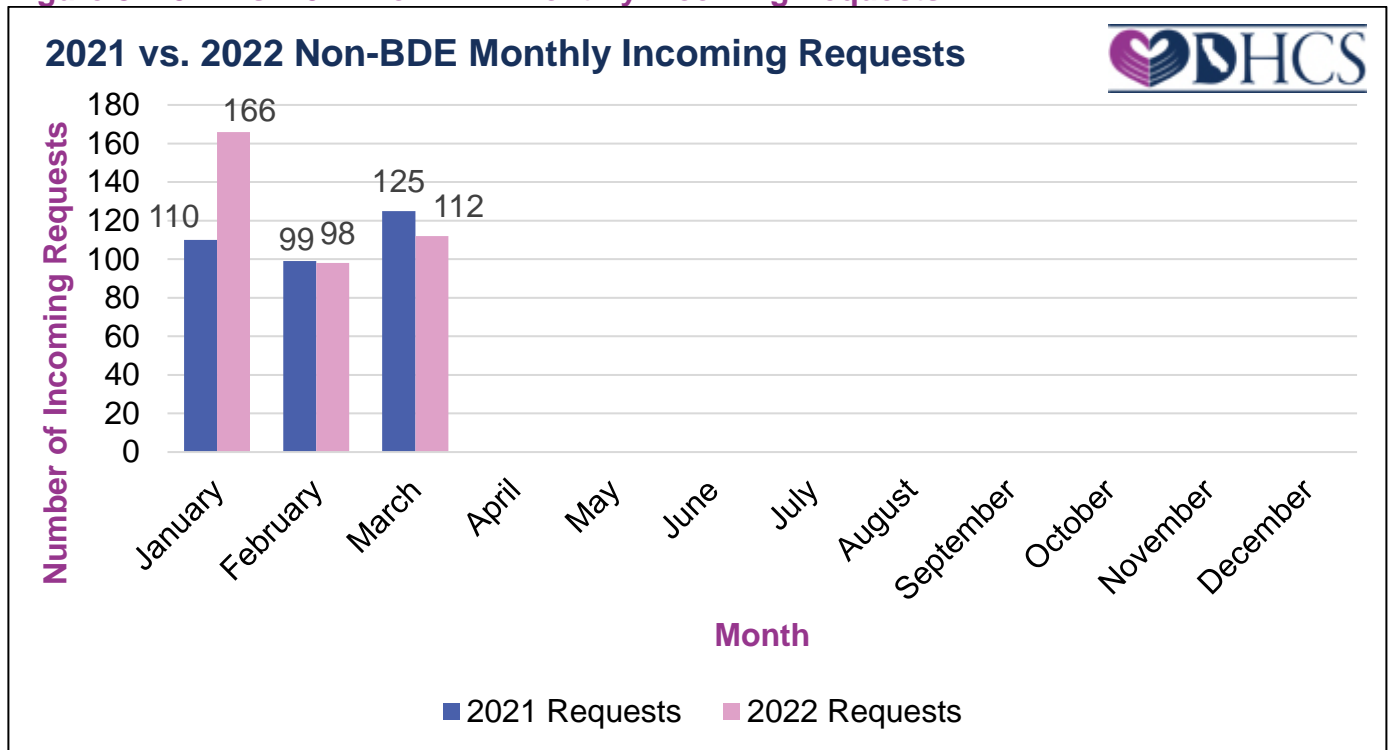


Figure 3: 2021 vs. 2022 Non-BDE Monthly Incoming Requests



2022 Summary

Figure 4: 2022 Total Monthly Requests by Type

