

Beneficiary Dental Exception (BDE) March 2021

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 2021, comparison of February 2021 to March 2021, 2020 vs. 2021, and 2021 annual summary.

Total Requests Received in March 2021

A total of 125 requests were received during March and all (100%) were non-BDE requests (Table 1).

Table 1: March 2021 Incoming Totals

Total Requests	125	100%
BDE	0	0%
Non-BDE	125	100%
Inbound Phone Call Total	69	55%
BDE	0	0%
Non-BDE	69	100%
Mail/Fax/Email Total	56	45%
BDE	0	0%
Non-BDE	56	100%

Table 2: March 2021 Non-BDE Totals

Non-BDE Categories	125	100%
BDE Info/No Need	19	15%
Benefits	2	2%
Eligibility	2	2%
Plan/Provider Info	27	21%
No Answer/Left Message	55	44%
Other	20	16%

BDE Requests Received from February 2021 to March 2021

There was one BDE request received from February 2021 to March 2021.

Table 3: BDE Requests Received in February 2021

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	1	0	1	0	1
Specialist	0	0	0	0	0	0
In Progress	0	0	0	0	0	0
Closed	0	1	0	1	0	1
Total BDE	0	1	0	1	0	1

Table 4: BDE Requests Received in March 2021

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	0	0	0	0
In Progress	0	0	0	0	0	0
Closed	0	0	0	0	0	0
Total BDE	0	0	0	0	0	0

Table 5: BDE Requests Received from February 2021 to March 2021

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	1	0	1	0	1
Specialist	0	0	0	0	0	0
In Progress	0	0	0	0	0	0
Closed	0	1	0	1	0	1
Total BDE	0	1	0	1	0	1

BDE Requests Closed in March 2021

One BDE request was closed in March 2021. The request was received in February and closed in March due to appointments being scheduled in the following month. The request was a routine appointment for an adult Health Net Dental Plan member (Table 6). The request was successfully seen and treated by a dentist (Figure 2).

Table 6: BDE Requests Closed in March 2021

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Routine	Adult	Exam and X-Rays	15	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

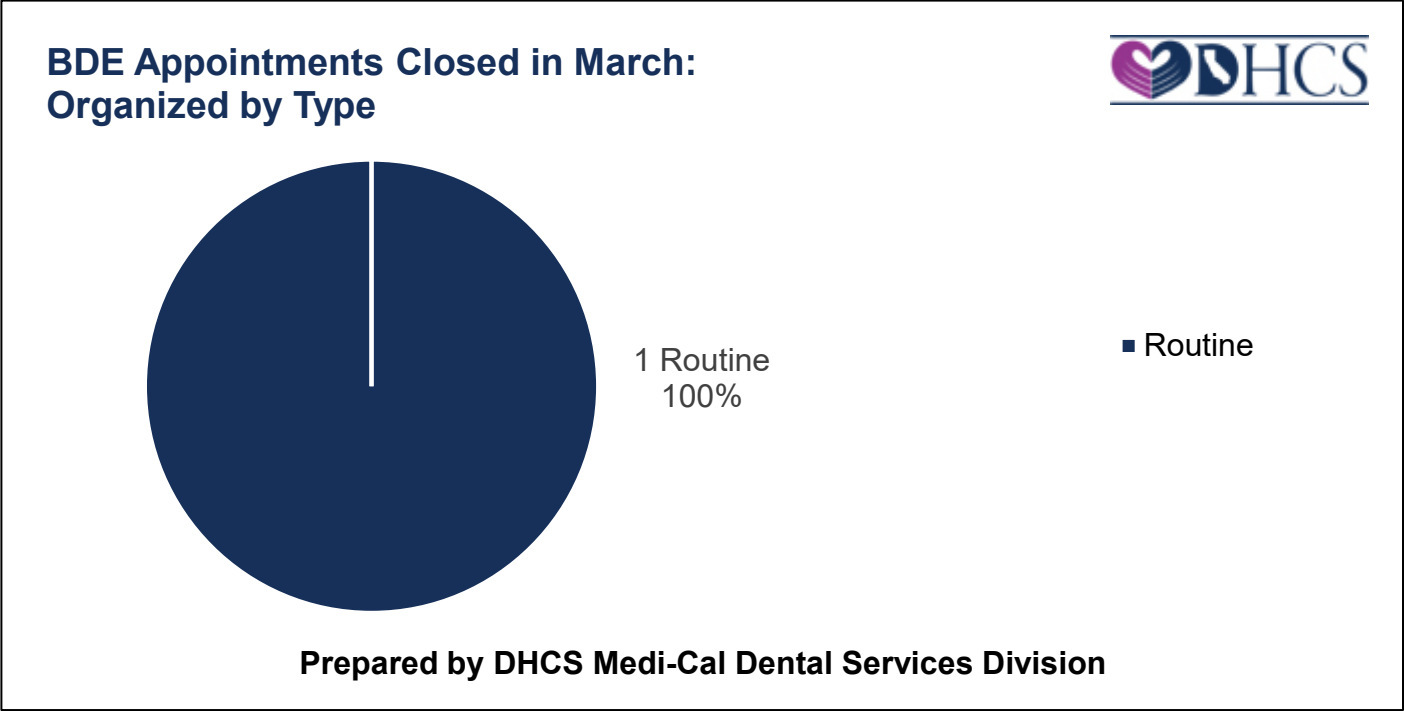


Table 7: BDE Appointments Closed in March: Organized by Type

Type of Appointment	Adults	Children	Total	Percentage
Emergency	0	0	0	0%
Urgent	0	0	0	0%
Routine	1	0	1	100%
Specialist	0	0	0	0%

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

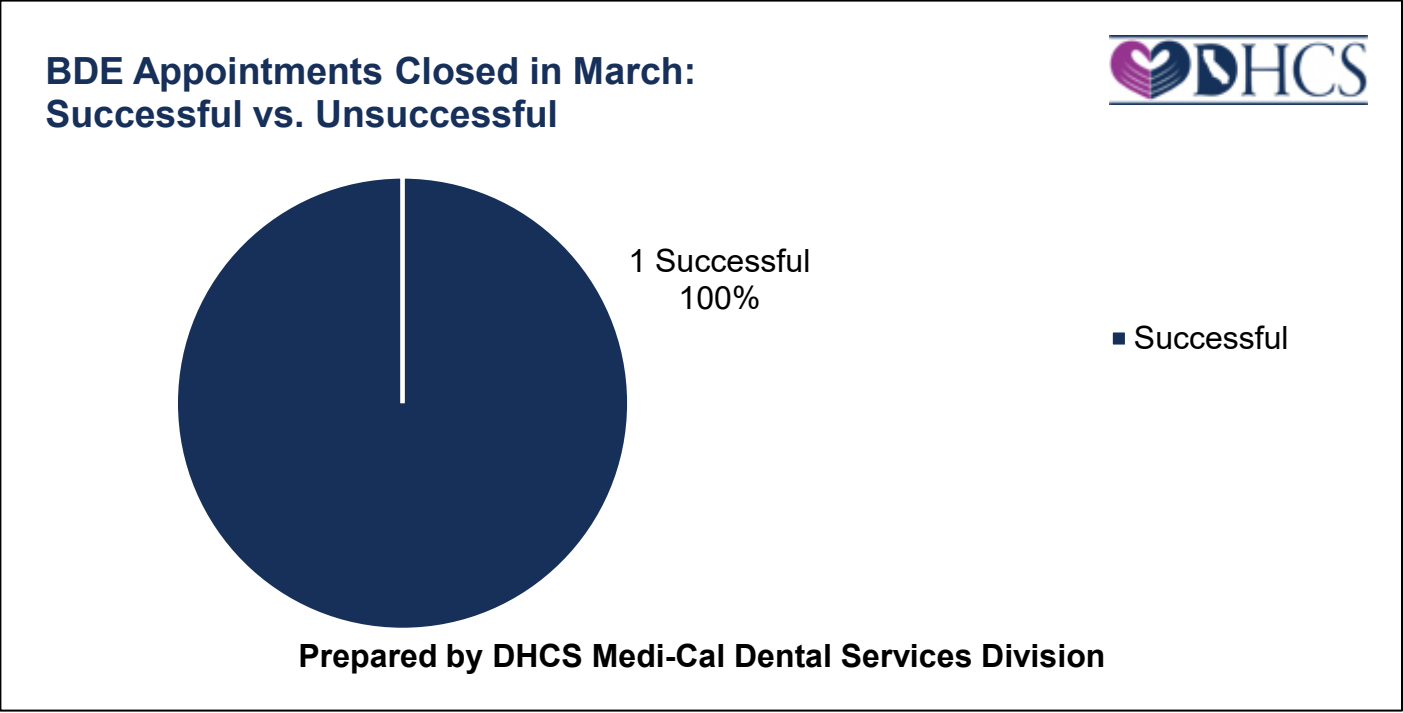


Table 8: BDE Appointments Closed in March: Successful vs. Unsuccessful

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

BDE Requests Closed from February 2021 to March 2021

One BDE request was closed from February 2021 to March 2021 (Tables 9 and 10). Please note, these 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 2021

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	0	0	0	0	0
Successful Specialist	0	0	0	0	0	0
Unsuccessful	0	0	0	0	0	0
Successful	0	0	0	0	0	0
Total	0	0	0	0	0	0

Table 10: BDE Requests Closed in March 2021

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

2020 vs. 2021 Comparison

As shown below (Figure 3), the total incoming monthly requests increased in March 2021 when compared to March 2020.

Figure 3: 2020 vs. 2021 Total Monthly Incoming Requests

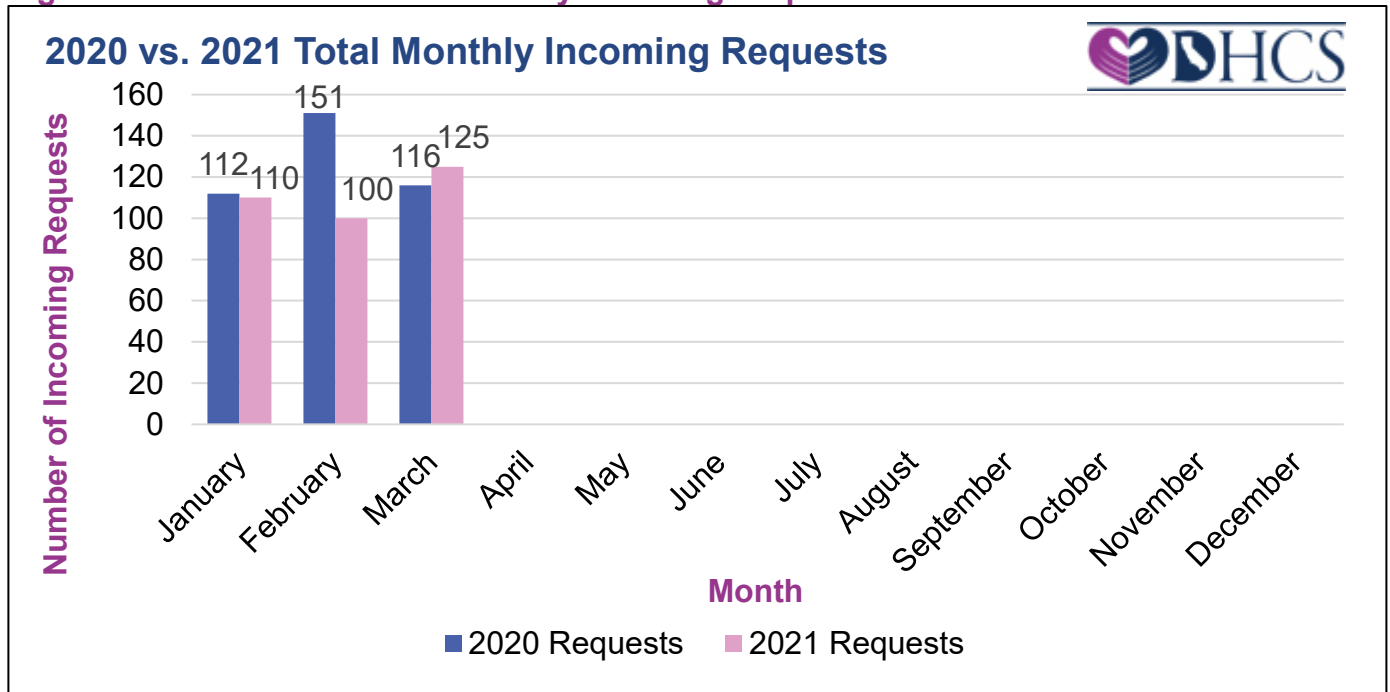


Figure 4: 2020 vs. 2021 BDE Monthly Incoming Requests

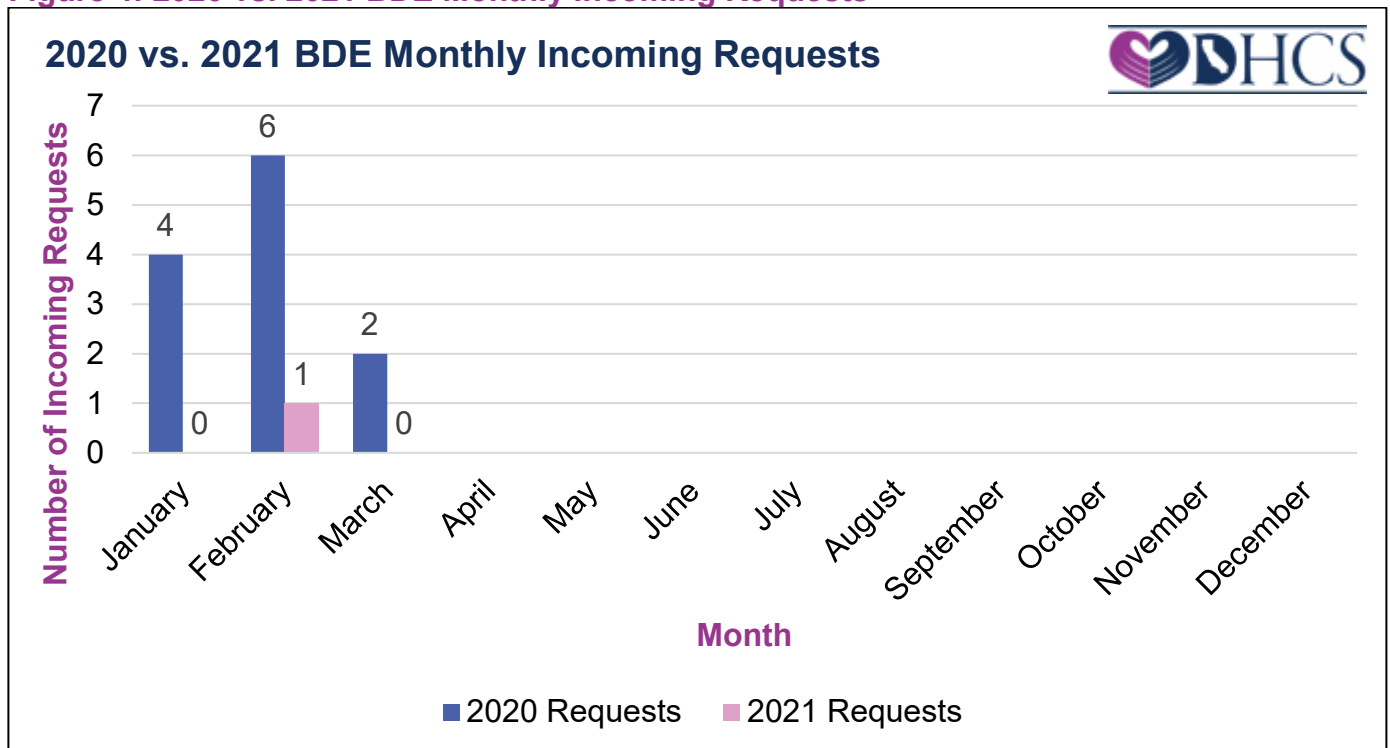
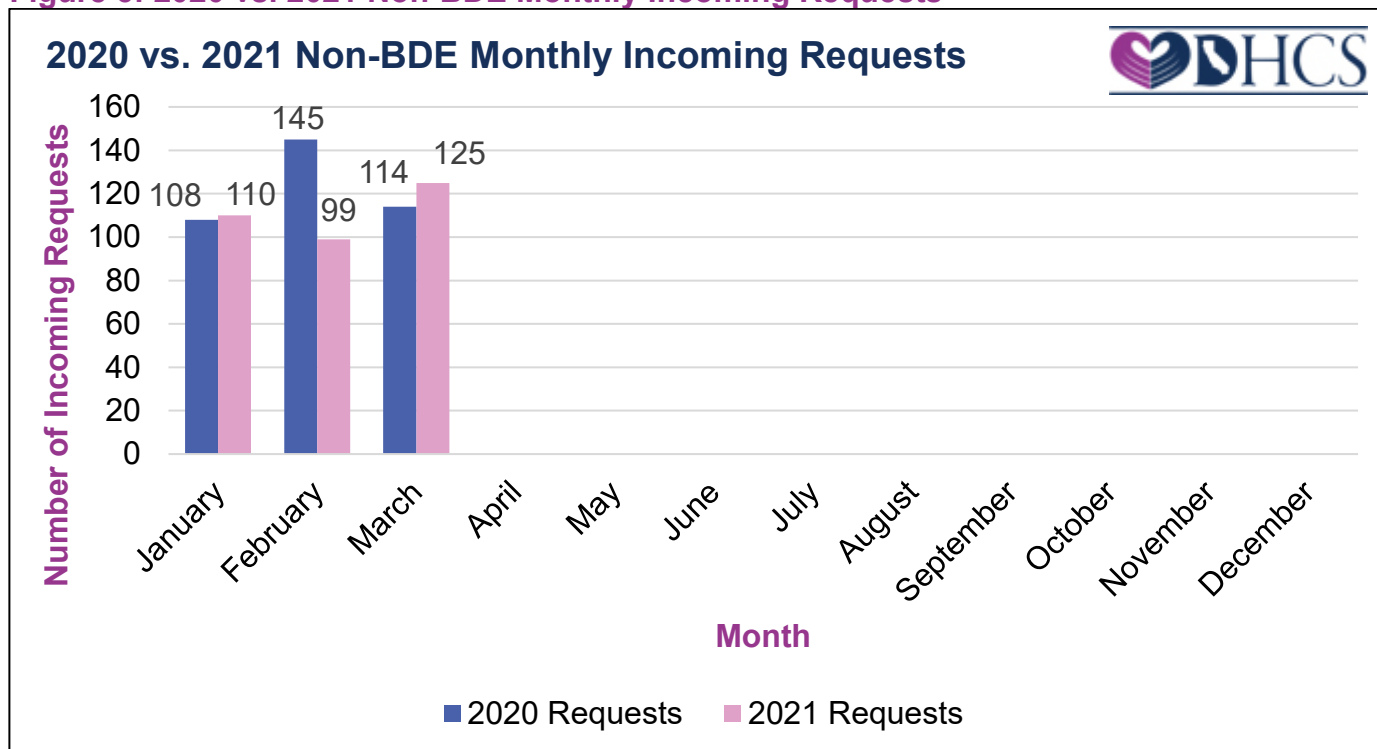


Figure 5: 2020 vs. 2021 Non-BDE Monthly Incoming Requests



2021 Summary

Figure 6: 2021 Total Monthly Requests by Type

