

Beneficiary Dental Exception (BDE) February 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 February 2021, comparison of January 2021 to February 2021, 2020 vs. 2021, and 2021 annual summary.

Total Requests Received in February 2021

A total of 100 requests were received during February; one (1%) was a BDE request, while 99 (99%) were non-BDE requests (Table 1).

Table 1: February 2021 Incoming Totals

| Total Requests | 100 | 100% |
|---------------------------------|------------|-------------|
| BDE | 1 | 1% |
| Non-BDE | 99 | 99% |
| Inbound Phone Call Total | 32 | 32% |
| BDE | 0 | 0% |
| Non-BDE | 32 | 100% |
| Mail/Fax/Email Total | 68 | 68% |
| BDE | 1 | 1% |
| Non-BDE | 67 | 99% |

Table 2: February 2021 Non-BDE Totals

| Non-BDE Categories | 99 | 100% |
|---------------------------|-----------|-------------|
| BDE Info/No Need | 17 | 18% |
| Benefits | 8 | 8% |
| Eligibility | 3 | 3% |
| Plan/Provider Info | 22 | 22% |
| No Answer/Left Message | 38 | 38% |
| Other | 11 | 11% |

BDE Requests Received from January 2021 to February 2021

There was one BDE request received from January 2021 to February 2021. The request remained open due to appointments scheduled in a future month.

Table 3: BDE Requests Received in January 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 4: 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 | 1 | 0 | 1 | 0 | 1 |
| Closed | 0 | 0 | 0 | 0 | 0 | 0 |
| Total BDE | 0 | 1 | 0 | 1 | 0 | 1 |

Table 5: BDE Requests Received from January 2021 to 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 | 1 | 0 | 1 | 0 | 1 |
| Closed | 0 | 0 | 0 | 0 | 0 | 0 |
| Total BDE | 0 | 1 | 0 | 1 | 0 | 1 |

BDE Requests Closed in February 2021

No BDE requests were closed in February 2021; 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

2020 vs. 2021 Comparison

As shown below (Figure 1), the total incoming monthly requests decreased in February 2021 when compared to February 2020. The decrease may be attributed to the COVID-19 pandemic.

Figure 1: 2020 vs. 2021 Total Monthly Incoming Requests

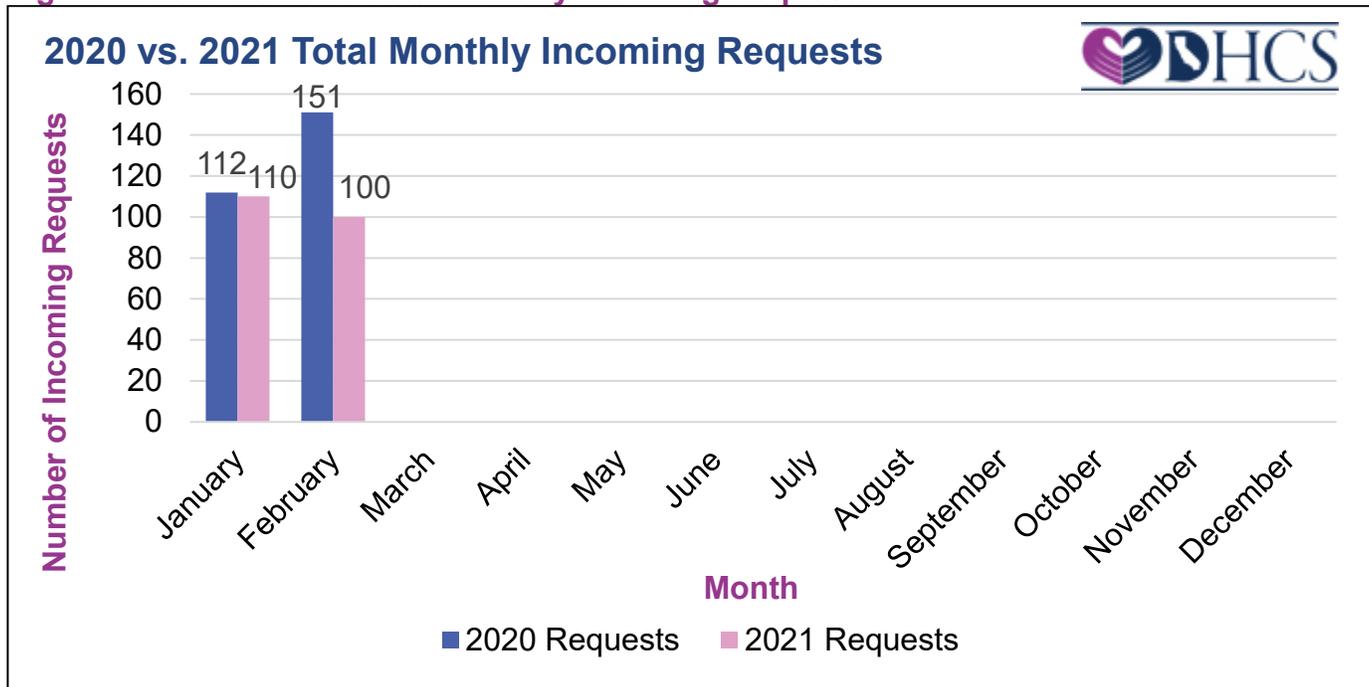


Figure 2: 2020 vs. 2021 BDE Monthly Incoming Requests

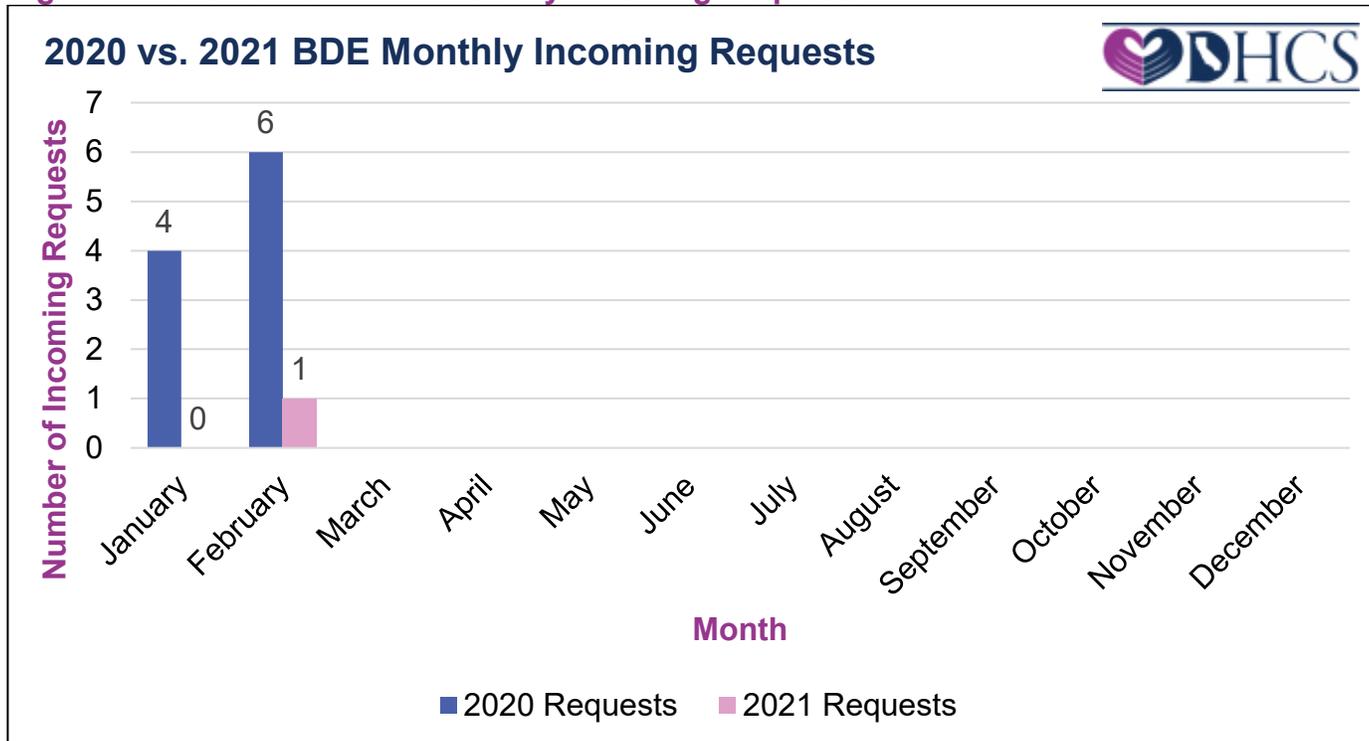
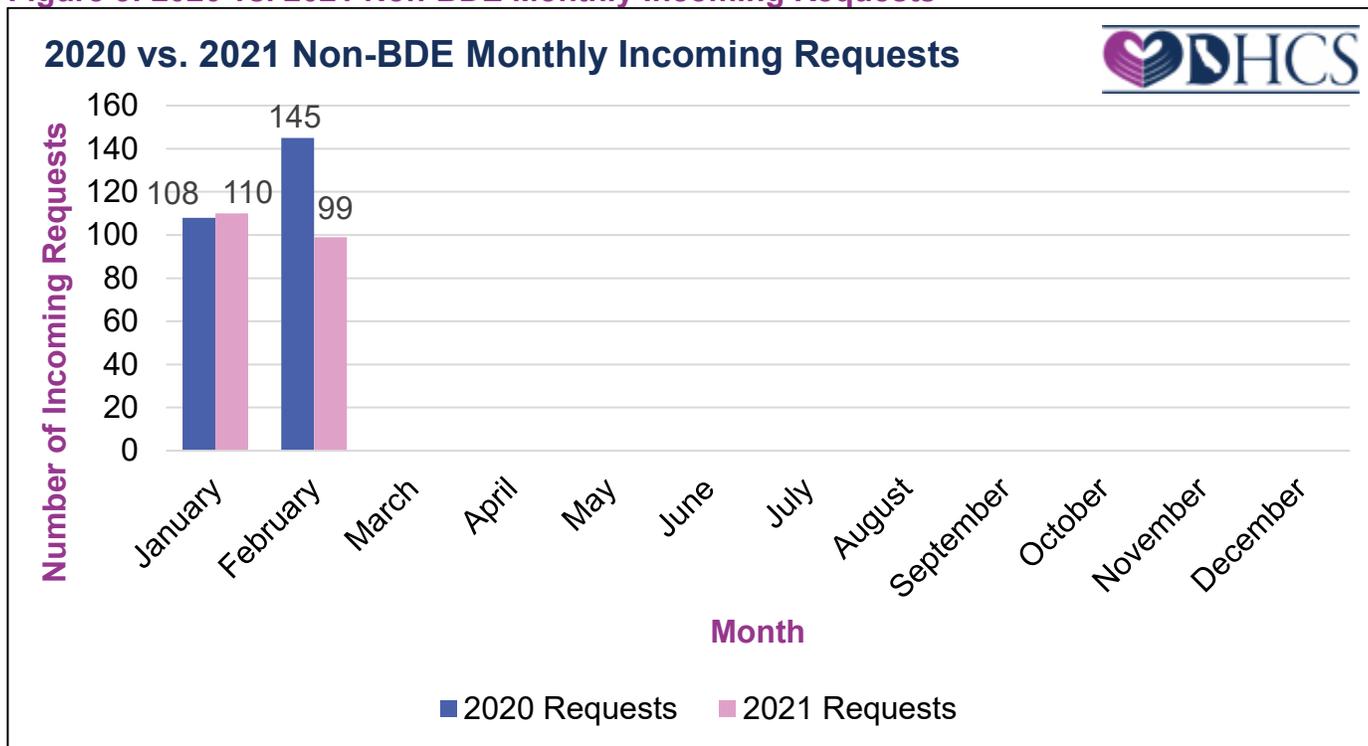


Figure 3: 2020 vs. 2021 Non-BDE Monthly Incoming Requests



2021 Summary

Figure 4: 2021 Total Monthly Requests by Type

