

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

Total Requests Received in May 2021

A total of 193 requests were received during May; 190 (90%) were non-BDE requests and 3 (2%) were BDE requests (Table 1).

Table 1: May 2021 Incoming Totals

Total Requests	193	100%
BDE	3	2%
Non-BDE	190	98%
Inbound Phone Call Total	68	35%
BDE	3	4%
Non-BDE	65	96%
Mail/Fax/Email Total	125	65%
BDE	0	0%
Non-BDE	125	100%

Table 2: May 2021 Non-BDE Totals

Non-BDE Categories	190	100%
BDE Info/No Need	47	25%
Benefits	8	4%
Eligibility	5	3%
Plan/Provider Info	50	26%
No Answer/Left Message	69	36%
Other	11	6%

BDE Requests Received from April 2021 to May 2021

Three BDE requests were received from April 2021 to May 2021. The requests remained open due to appointments scheduled in a future month.

Table 3: BDE Requests Received in April 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 May 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	1	1	0	2	0	2
Specialist	1	0	0	0	1	1
In Progress	2	1	0	2	1	3
Closed	0	0	0	0	0	0
Total BDE	2	1	0	2	1	3

Table 5: BDE Requests Received from April 2021 to May 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	1	1	0	2	0	2
Specialist	1	0	0	0	1	1
In Progress	2	1	0	2	1	3
Closed	0	0	0	0	0	0
Total BDE	2	1	0	2	1	3

BDE Requests Closed in May 2021

No BDE requests were closed in May 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 increased in May 2021 when compared to May 2020.

Figure 1: 2020 vs. 2021 Total Monthly Incoming Requests

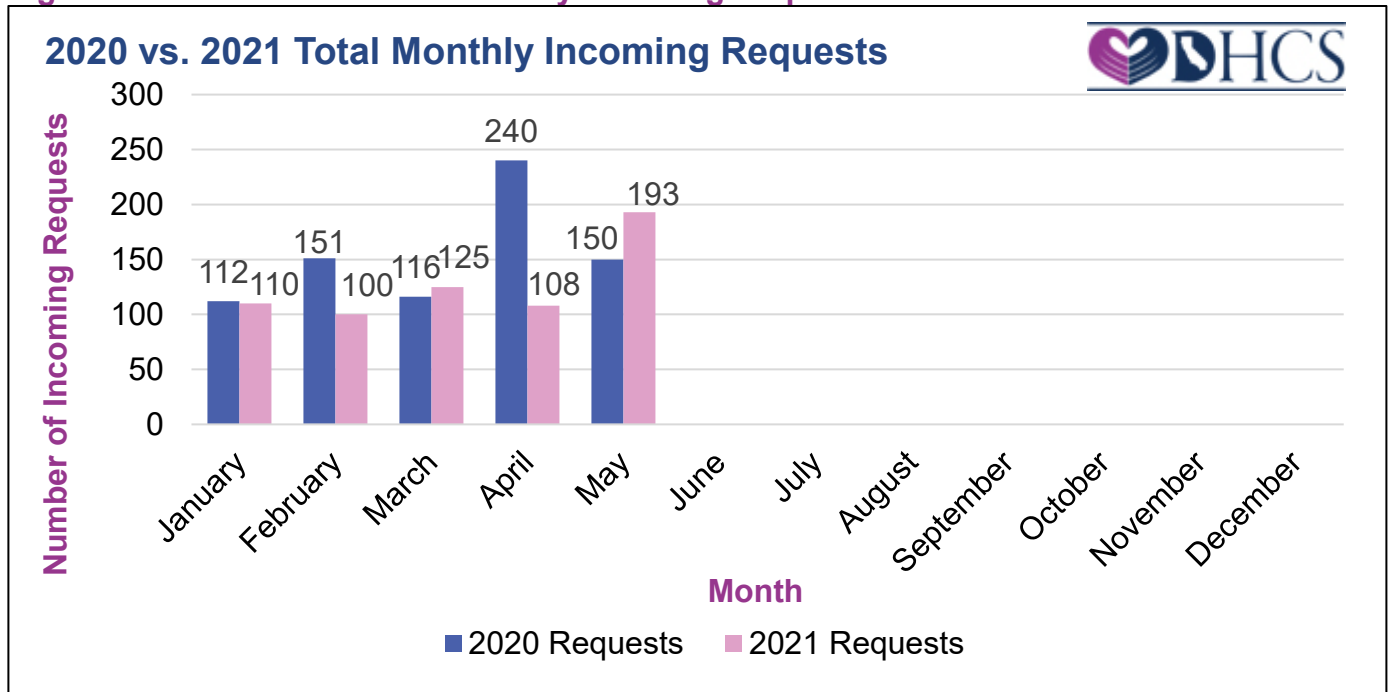


Figure 2: 2020 vs. 2021 BDE Monthly Incoming Requests

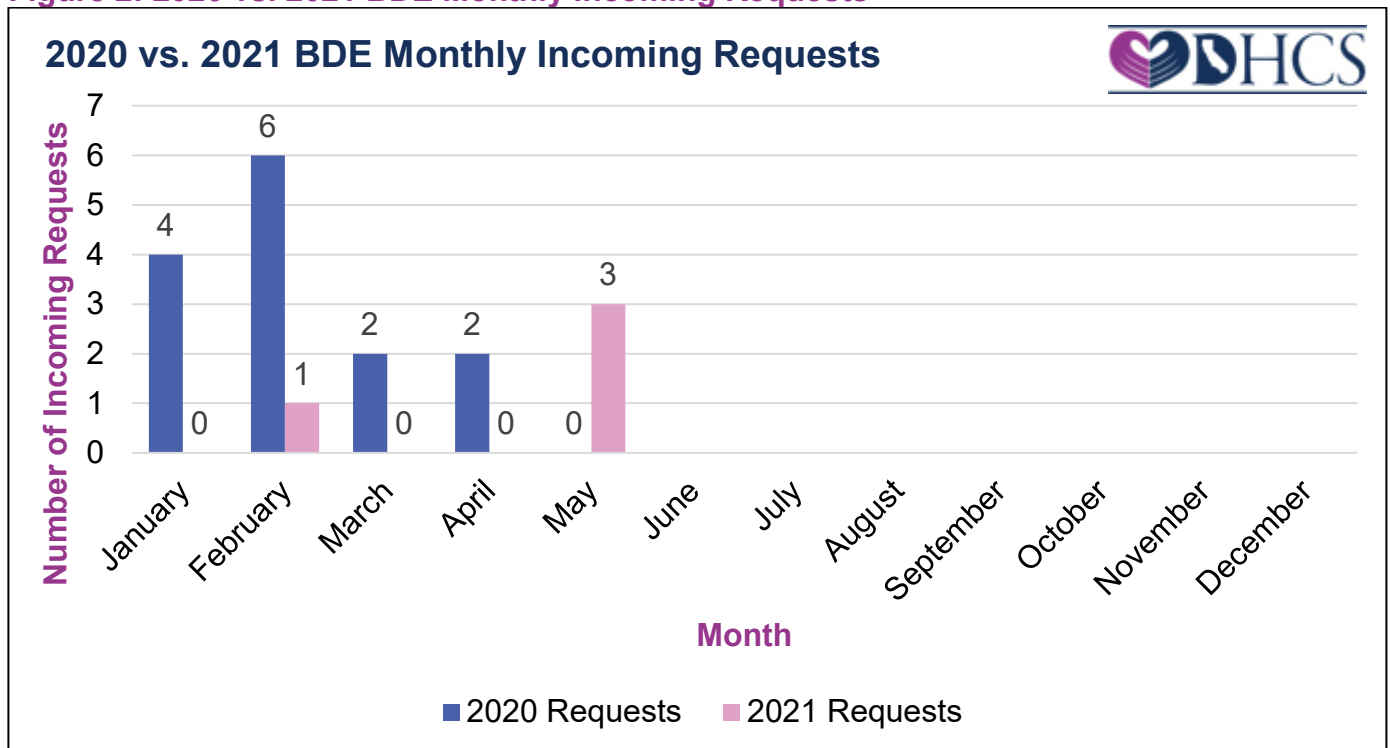
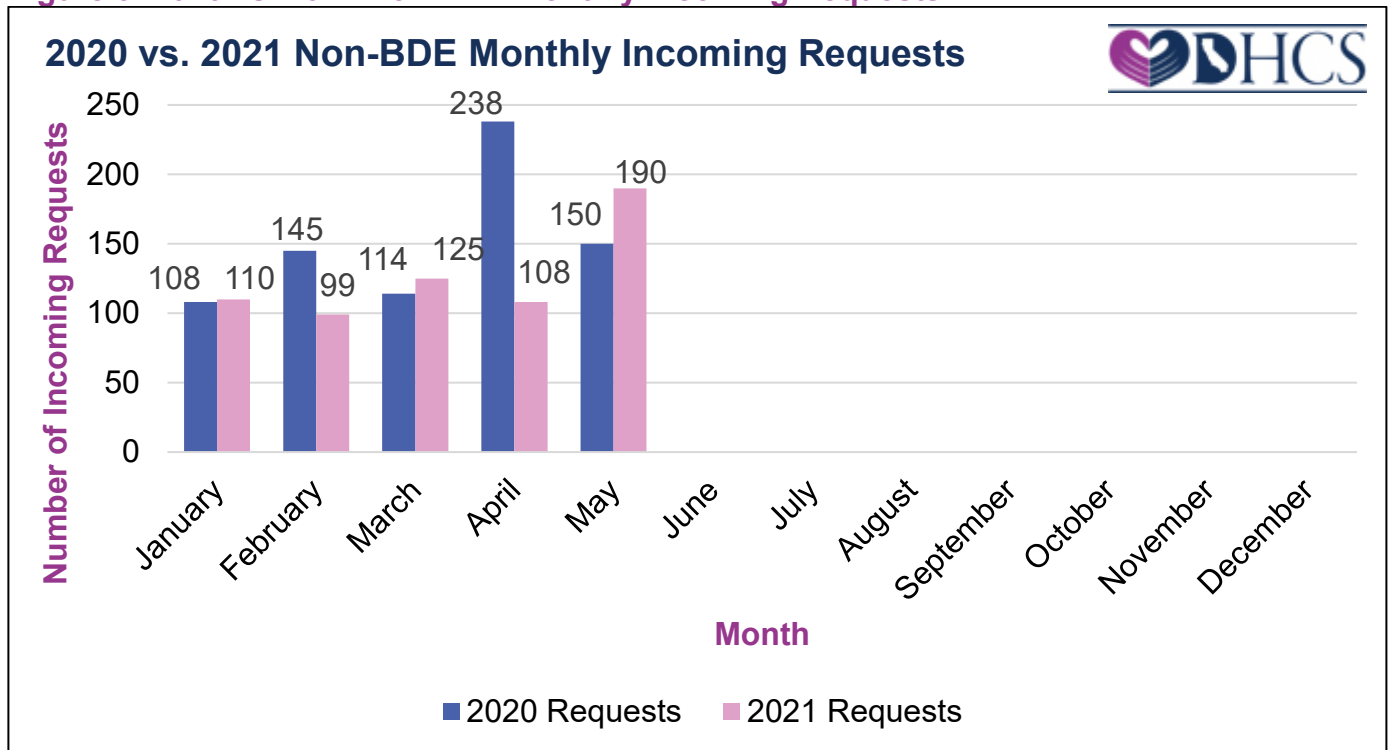


Figure 3: 2020 vs. 2021 Non-BDE Monthly Incoming Requests



2021 Summary

Figure 4: 2021 Total Monthly Requests by Type

