

Beneficiary Dental Exception (BDE) First Quarter of 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 the first quarter of 2021 (January through March), 2020 vs. 2021, and the 2021 annual summary.

Total Requests Received in the First Quarter of 2021

A total of 334 requests were received during the first quarter of 2021; one (0%) was a BDE request, while 333 (100%) were non-BDE requests (Table 1). The one (100%) BDE request was completed and closed to date. The average number of total incoming requests was 111 per month. The average number of incoming non-BDE requests was 111 per month.

**Table 1: First Quarter 2021
Incoming Totals**

Total Requests	334	100%
BDE	1	0%
Non-BDE	333	100%
Inbound Phone Call Total	139	42%
BDE	0	0%
Non-BDE	139	100%
Mail/Fax/Email Total	195	58%
BDE	1	1%
Non-BDE	194	99%

**Table 2: First Quarter 2021
Non-BDE Totals**

Non-BDE Categories	333	100%
BDE Info/No Need	56	17%
Benefits	15	5%
Eligibility	8	2%
Plan/Provider Info	68	20%
No Answer/Left Message	137	41%
Other	49	15%

BDE Requests Received in the First Quarter of 2021

The total number of BDE requests received in the first quarter of 2021 was one (Table 3). The average number of BDE requests was 0.33 per month.

Table 3: BDE Requests Received in the First Quarter of 2021 (January through March)

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 the First Quarter of 2021

One BDE request was closed in the first quarter of 2021 (Table 4). The request was a routine appointment for an adult Health Net Dental Plan member (Figure 1). The request was successfully seen and treated by a dentist (Figure 2).

Table 4: BDE Requests Closed in the First Quarter of 2021 (January through March)

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

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 the First Quarter of 2021: Organized by Type

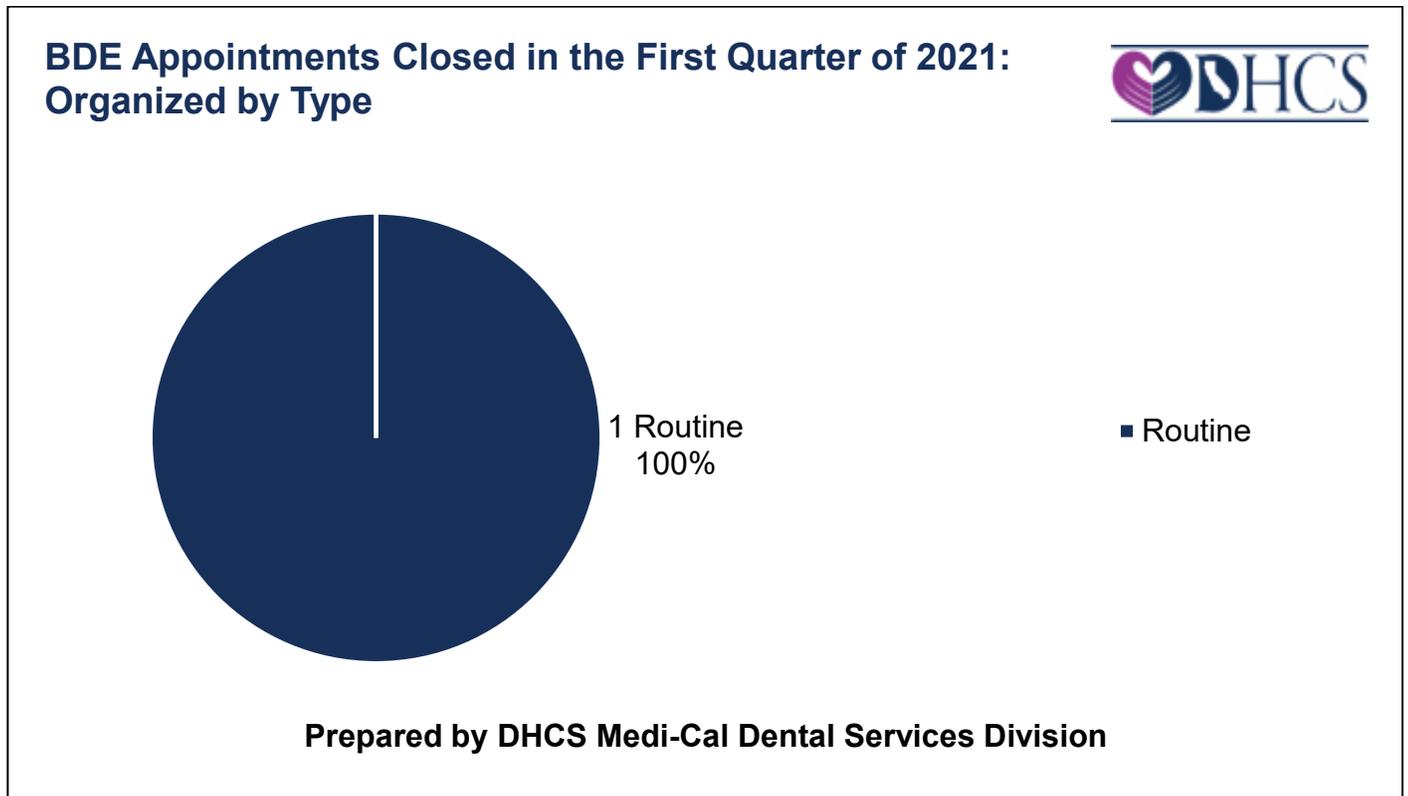


Table 5: BDE Appointments Closed in the First Quarter of 2021: Organized by Type

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 the First Quarter of 2021: Successful vs. Unsuccessful

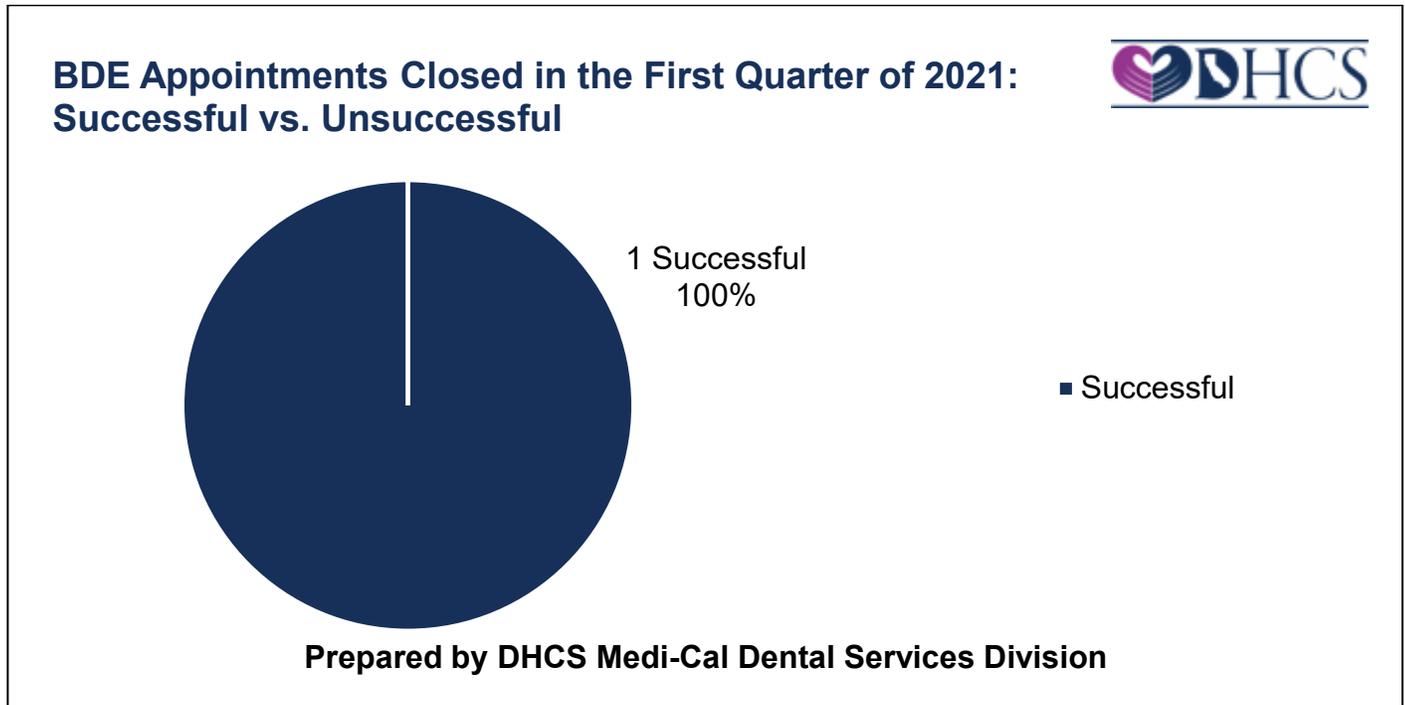


Table 6: BDE Appointments Closed in the First Quarter of 2021: Successful vs. Unsuccessful

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

2020 vs. 2021 Comparison

As shown below (Figure 3) the total monthly incoming requests decreased in the first quarter of 2021 when compared to the first quarter of 2020. Causes for the decrease is unknown.

Figure 3: 2020 vs. 2021 Total Monthly Incoming Requests

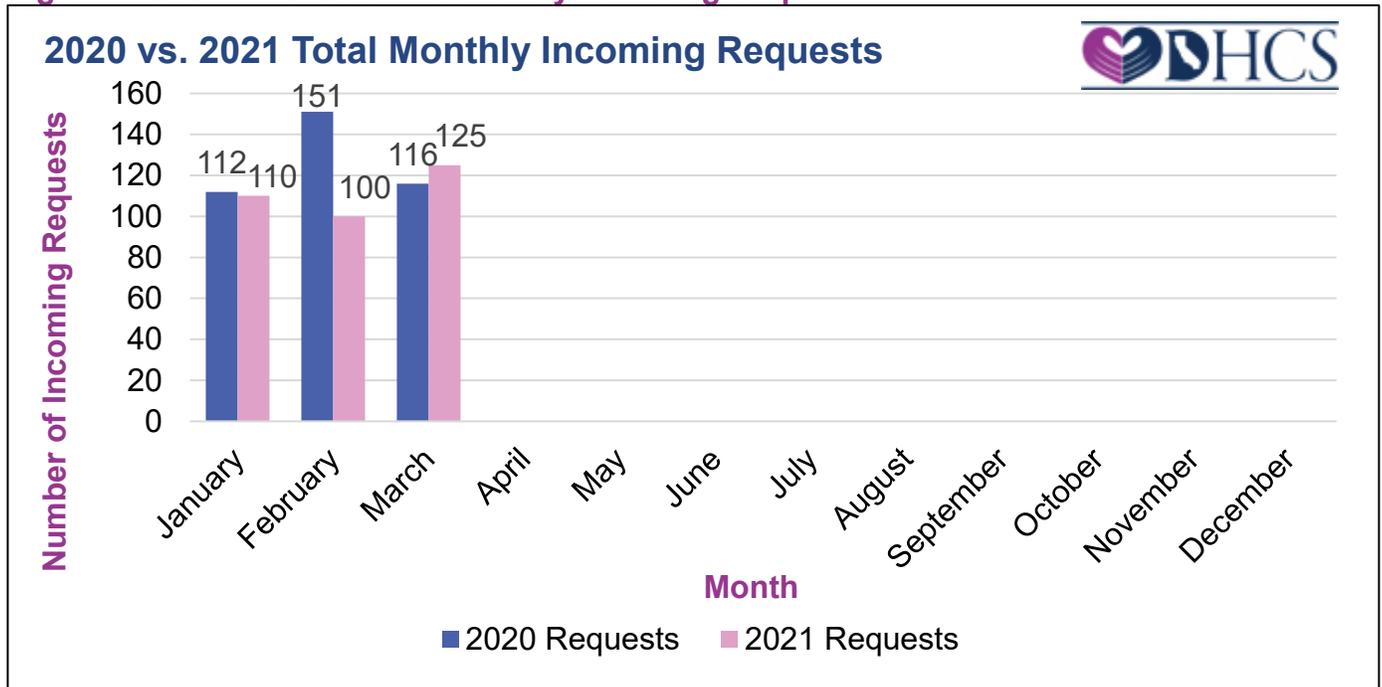


Figure 4: 2020 vs. 2021 BDE Monthly Incoming Requests

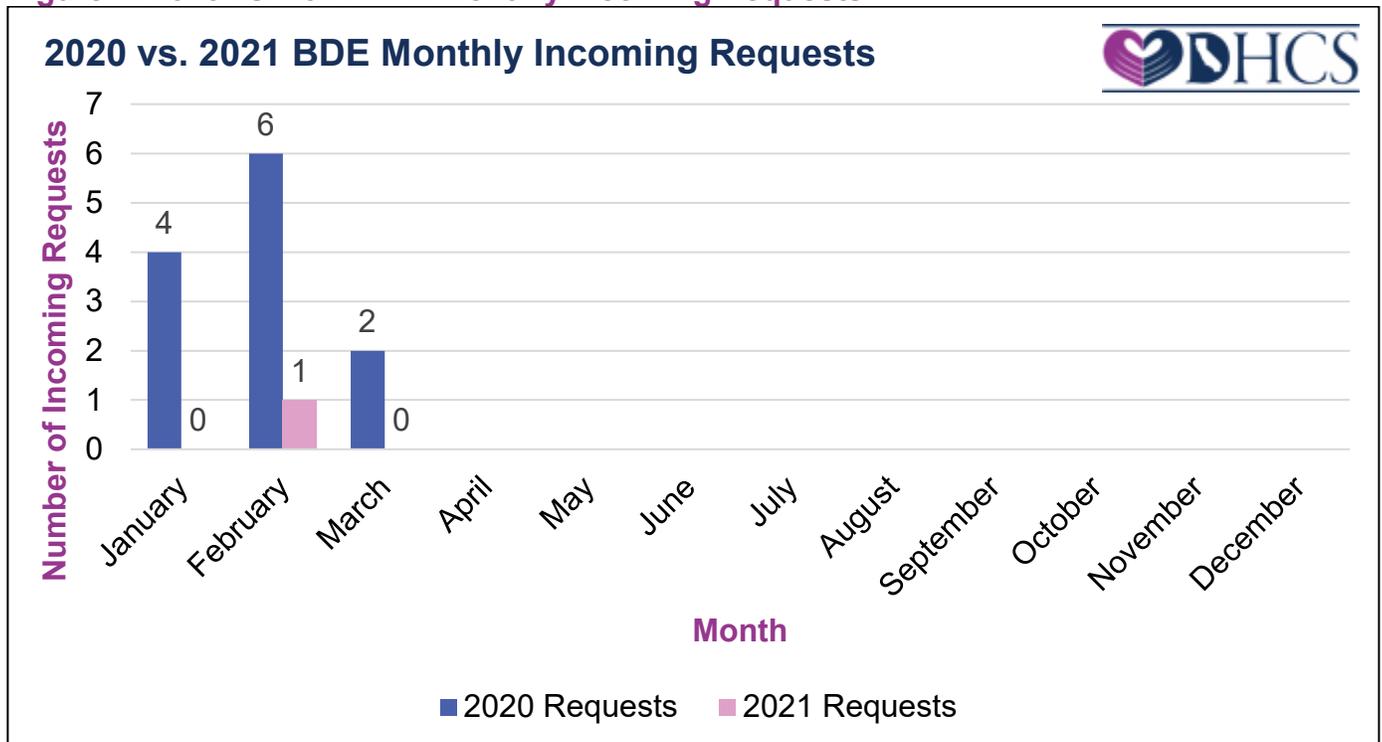
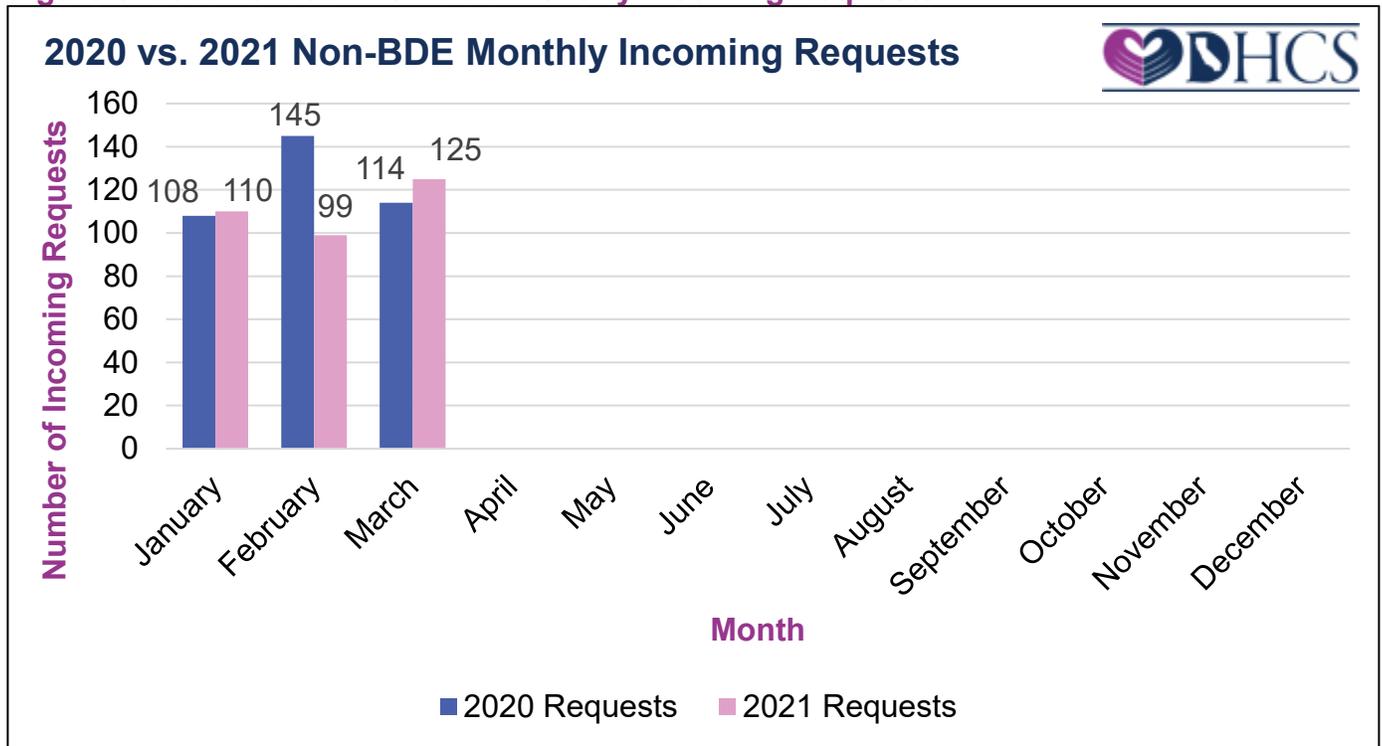


Figure 5: 2020 vs. 2021 Non-BDE Monthly Incoming Requests



2021 Summary

Figure 6: 2020 Total Monthly Requests by Type

