

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

### **Total Requests Received in June 2021**

A total of 153 requests were received during June; all 153 (100%) were non-BDE (Table 1).

**Table 1: June 2021 Incoming Totals**

<b>Total Requests</b>	<b>153</b>	<b>100%</b>
BDE	0	0%
Non-BDE	153	100%
<b>Inbound Phone Call Total</b>	<b>61</b>	<b>40%</b>
BDE	0	0%
Non-BDE	61	100%
<b>Mail/Fax/Email Total</b>	<b>92</b>	<b>60%</b>
BDE	0	0%
Non-BDE	92	100%

**Table 2: June 2021 Non-BDE Totals**

<b>Non-BDE Categories</b>	<b>153</b>	<b>100%</b>
BDE Info/No Need	22	14%
Benefits	10	7%
Eligibility	6	4%
Plan/Provider Info	31	20%
No Answer/Left Message	66	43%
Other	18	12%

### **BDE Requests Received from May 2021 to June 2021**

From May 2021 to June 2021, there were three BDE requests received.

**Table 3: BDE Requests Received in May 2021**

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

**Table 4: BDE Requests Received in June 2021**

<b>BDE Categories</b>	<b>Access</b>	<b>Health Net</b>	<b>LIBERTY</b>	<b>Adults</b>	<b>Children</b>	<b>Total</b>
Emergency	0	0	0	0	0	<b>0</b>
Urgent	0	0	0	0	0	<b>0</b>
Routine	0	0	0	0	0	<b>0</b>
Specialist	0	0	0	0	0	<b>0</b>
<b>In Progress</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Closed</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total BDE</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Table 5: BDE Requests Received from May 2021 to June 2021**

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

**BDE Requests Closed in June 2021**

Three BDE requests were closed in June 2021. The requests were received in May and closed in June due to appointments being scheduled in the following month.

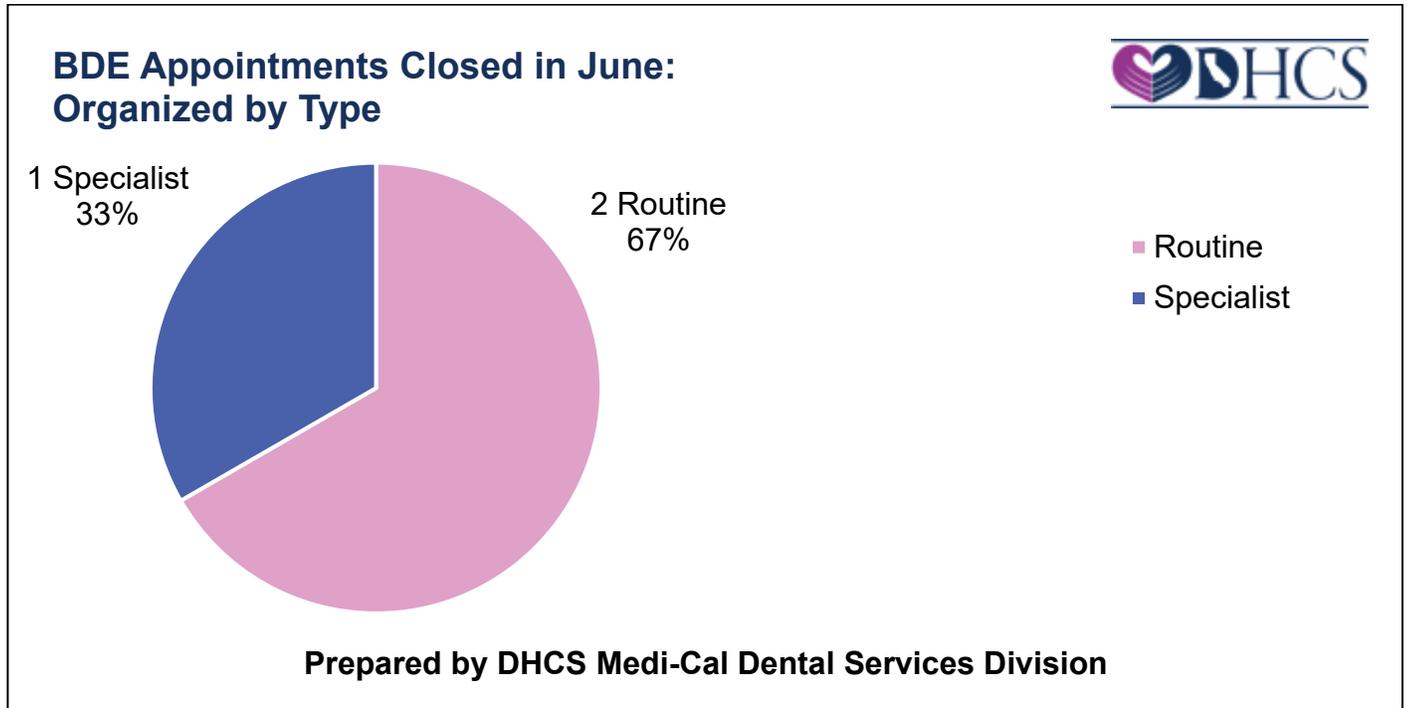
**Table 6: BDE Requests Closed in June 2021**

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Routine	Adult	Exam & X-Rays	7	Health Net	Successful
Routine	Adult	Exam & X-Rays (initial appointment); No-Show for Treatment (second appointment)	11	Access	Unsuccessful
Specialist	Child	None; No-Show	21	Access	Unsuccessful

Appointment Timeframes (as required by contract)

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

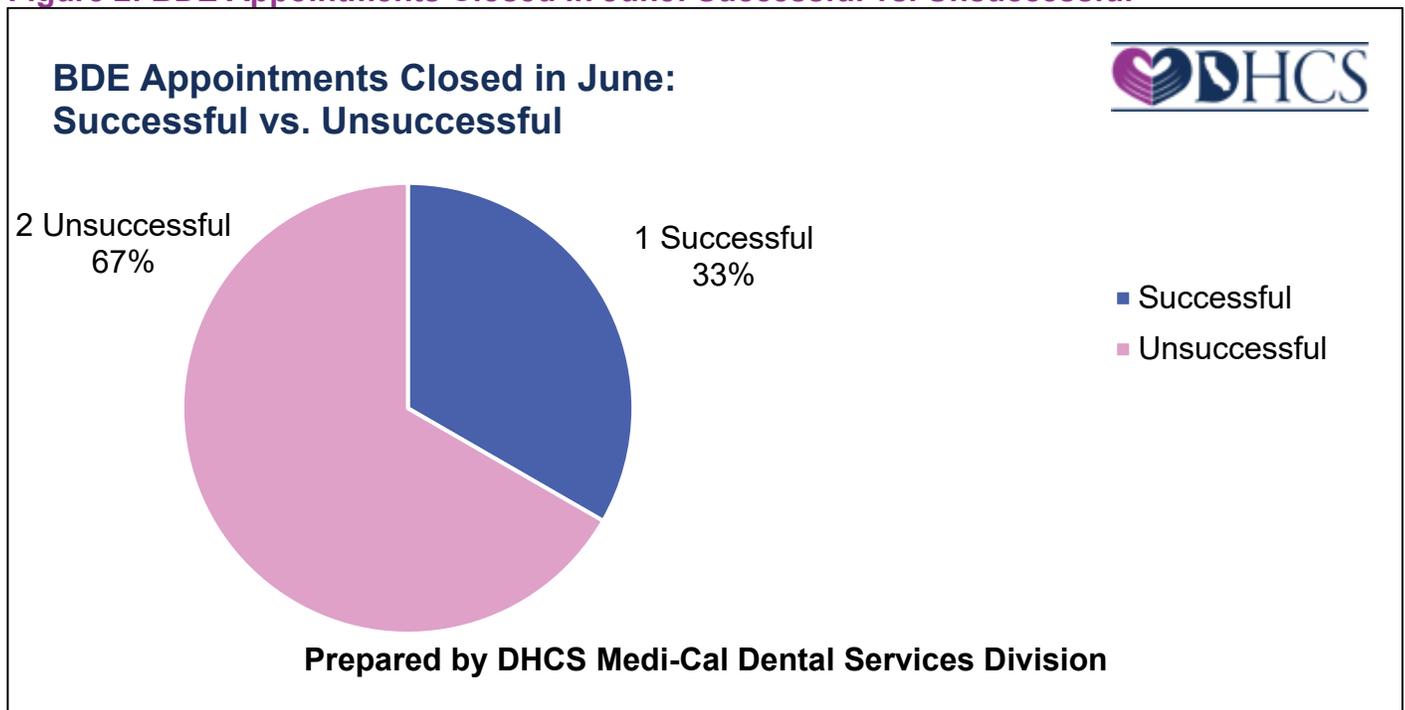
**Figure 1: BDE Appointments Closed in June: Organized by Type**



**Table 7: BDE Appointments Closed in June: Organized by Type**

Type of Appointment	Adults	Children	Total	Percentage
Emergency	0	0	0	0%
Urgent	0	0	0	0%
Routine	2	0	2	67%
Specialist	0	1	1	33%

**Figure 2: BDE Appointments Closed in June: Successful vs. Unsuccessful**



**Table 8: BDE Appointments Closed in June: Successful vs. Unsuccessful**

Department Perspective	Adults	Children	Total	Percentage
Successful	1	0	1	33%
Unsuccessful	1	1	2	67%

### **BDE Requests Closed from May 2021 to June 2021**

Three BDE requests were closed from May 2021 to June 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 June 2021**

<b>Closed BDE Categories</b>	<b>Access</b>	<b>Health Net</b>	<b>LIBERTY</b>	<b>Adults</b>	<b>Children</b>	<b>Total</b>
Unsuccessful Emergency	0	0	0	0	0	0
Unsuccessful Urgent	0	0	0	0	0	0
Unsuccessful Routine	1	0	0	1	0	1
Unsuccessful Specialist	1	0	0	0	1	1
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
<b>Unsuccessful</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>
<b>Successful</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Total</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>3</b>

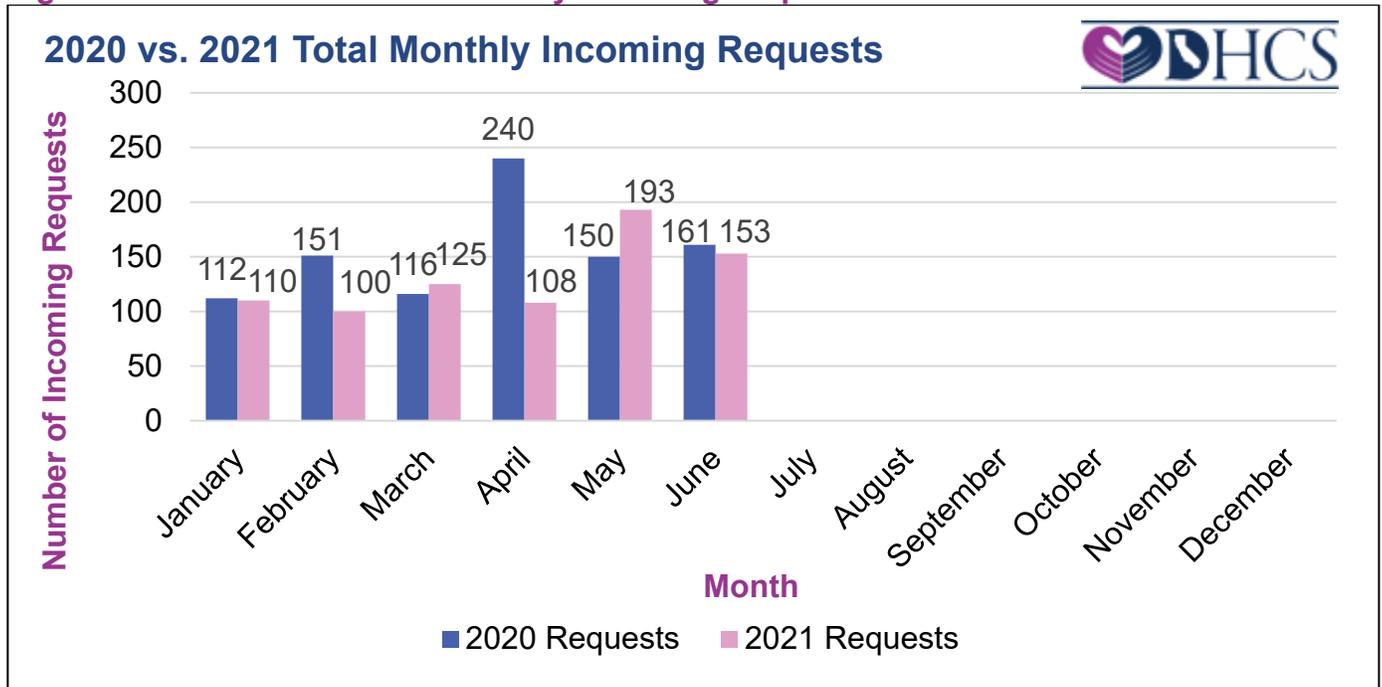
**Table 10: BDE Requests Closed in May 2021**

<b>Closed BDE Categories</b>	<b>Access</b>	<b>Health Net</b>	<b>LIBERTY</b>	<b>Adults</b>	<b>Children</b>	<b>Total</b>
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
<b>Unsuccessful</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Successful</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

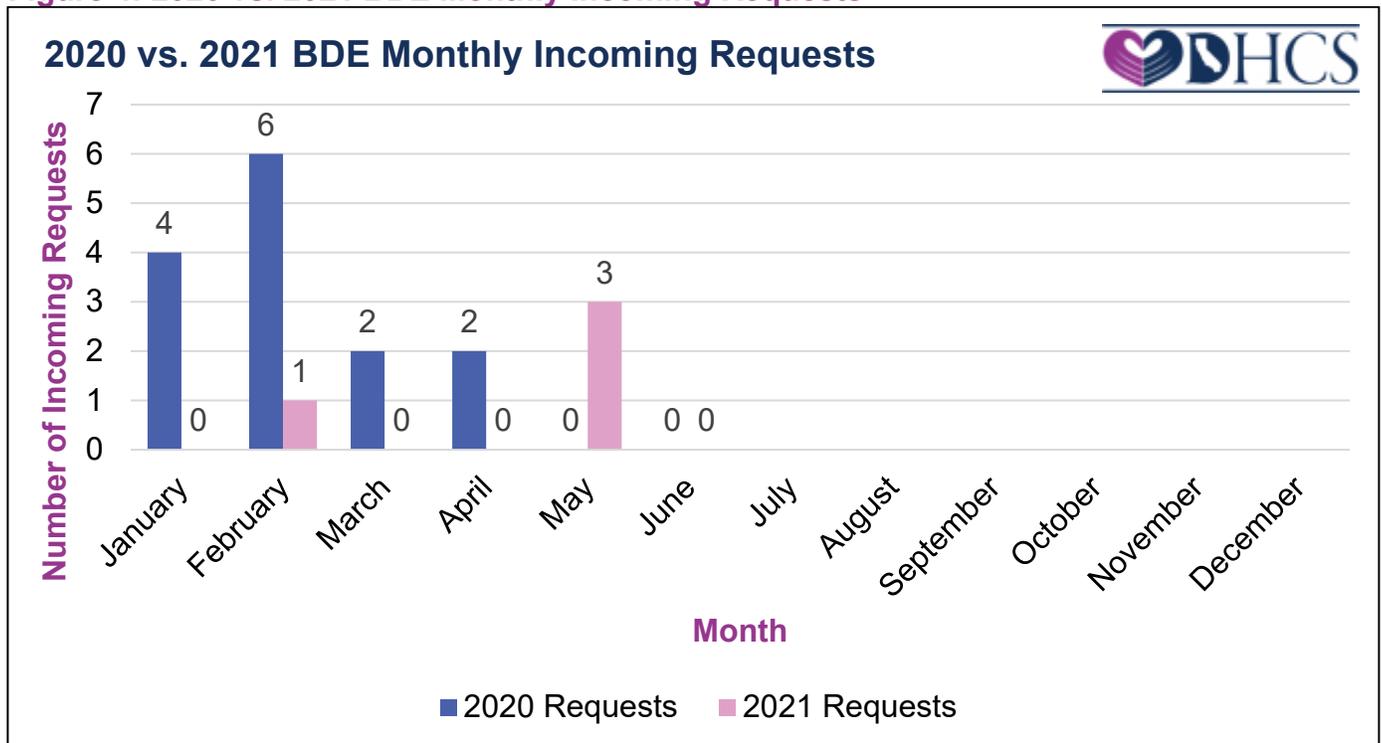
**2020 vs. 2021 Comparison**

As shown below (Figure 1), the total incoming monthly requests decreased in June 2021 when compared to June 2020.

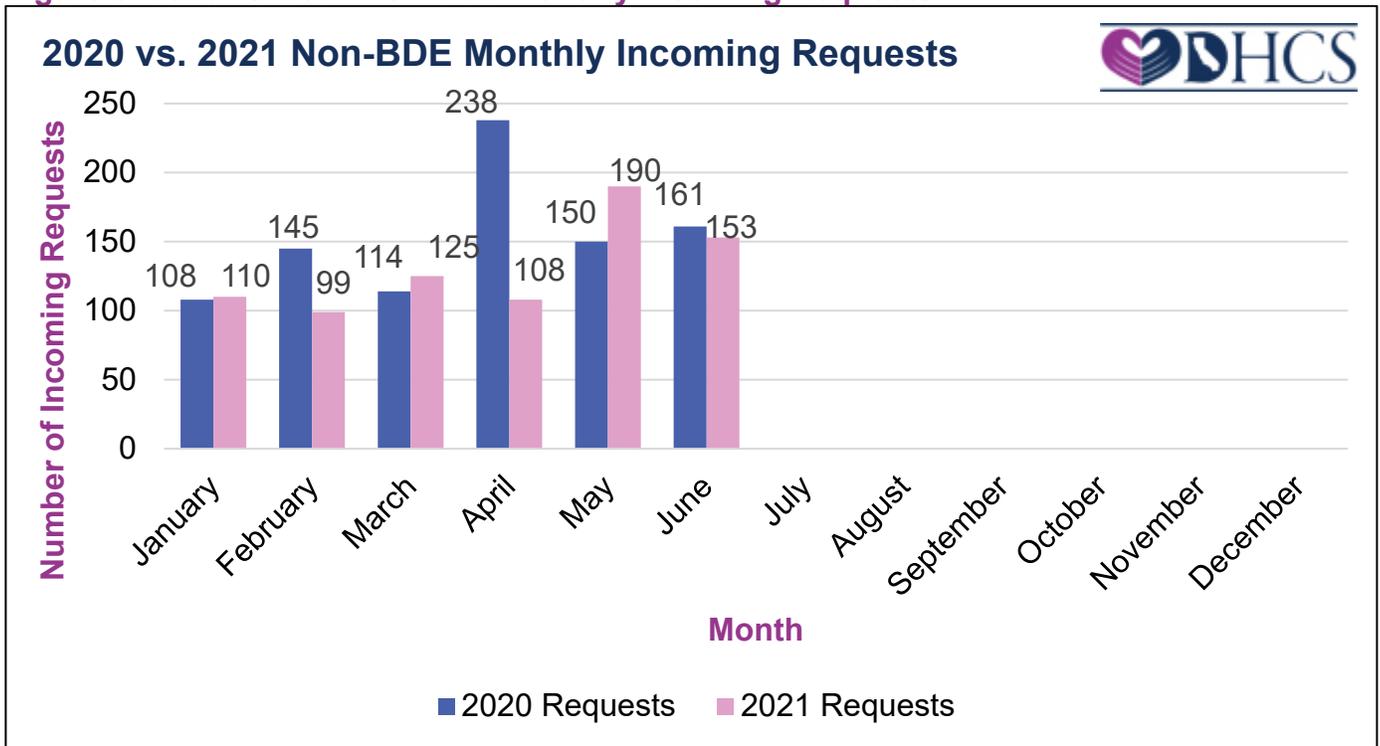
**Figure 3: 2020 vs. 2021 Total Monthly Incoming Requests**



**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**

