

Beneficiary Dental Exception (BDE) Second 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 second quarter of 2021 (April through June), 2020 vs. 2021, and the 2021 annual summary.

Total Requests Received in the Second Quarter of 2021

A total of 454 requests were received during the second quarter of 2021; three (1%) were BDE requests, while 451 (99%) were non-BDE requests (Table 1). The three (100%) BDE requests were completed and closed to date. The average number of total incoming requests was 151 per month. The average number of incoming non-BDE requests was 150 per month.

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

Total Requests	454	100%
BDE	3	1%
Non-BDE	451	99%
Inbound Phone Call Total	177	39%
BDE	3	2%
Non-BDE	174	98%
Mail/Fax/Email Total	277	61%
BDE	0	0%
Non-BDE	277	100%

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

Non-BDE Categories	451	100%
BDE Info/No Need	83	18%
Benefits	26	6%
Eligibility	13	3%
Plan/Provider Info	110	24%
No Answer/Left Message	187	42%
Other	32	7%

BDE Requests Received in the Second Quarter of 2021

In total, three BDE requests were received in second quarter of 2021. (Table 3). The average number of BDE requests was one per month.

Table 3: BDE Requests Received in the Second Quarter of 2021 (April through June)

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	0	0	0	0	0	0
Closed	2	1	0	2	1	3
Total BDE	2	1	0	2	1	3

BDE Requests Closed in the Second Quarter of 2021

Three BDE requests were closed in the second quarter of 2021 (Table 4).

Table 4: BDE Requests Closed in the Second Quarter of 2021 (April through June)

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	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
Unsuccessful	2	0	0	1	1	2
Successful	0	1	0	1	0	1
Total	2	1	0	2	1	3

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 Second Quarter of 2021: Organized by Type

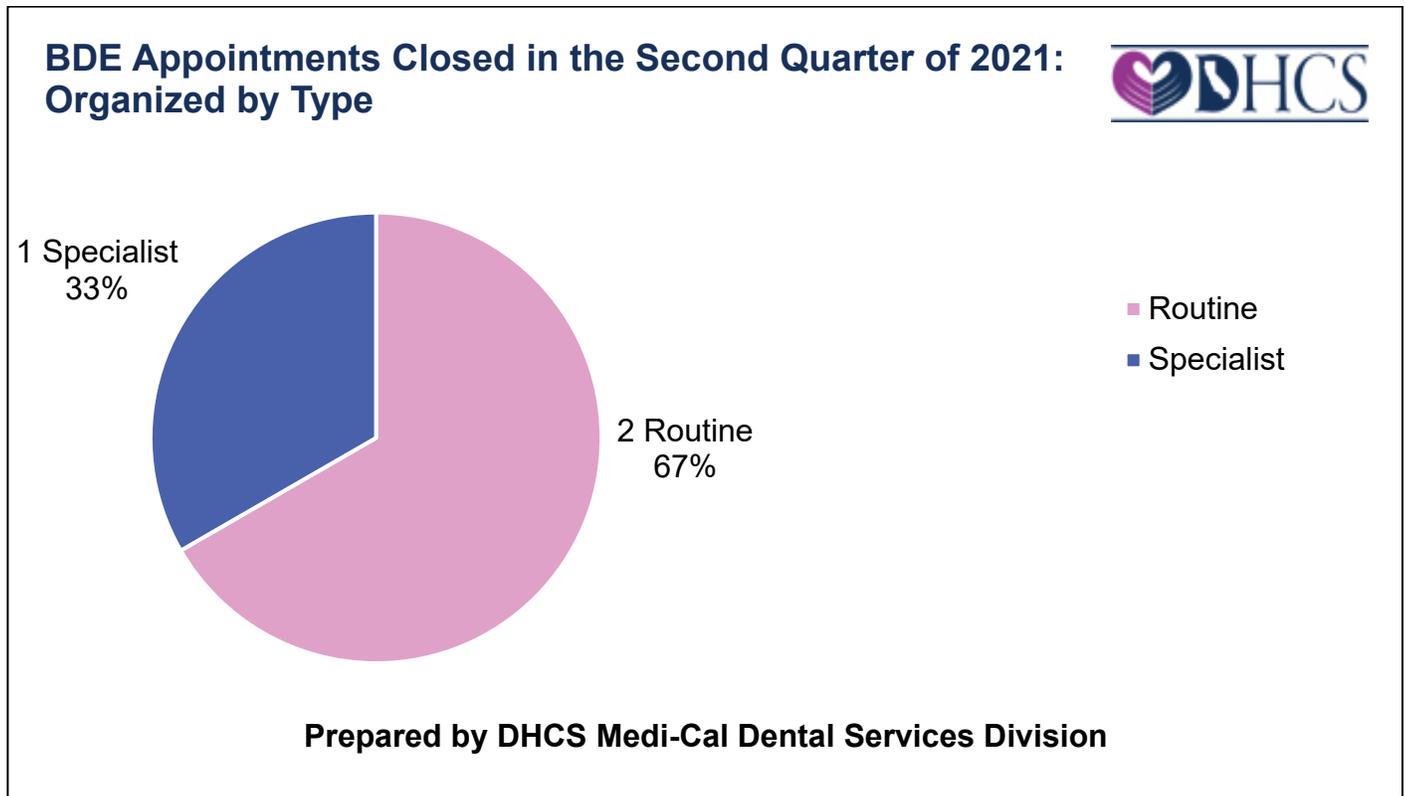


Table 5: BDE Appointments Closed in the Second Quarter of 2021: Organized by Type

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 the Second Quarter of 2021: Successful vs. Unsuccessful

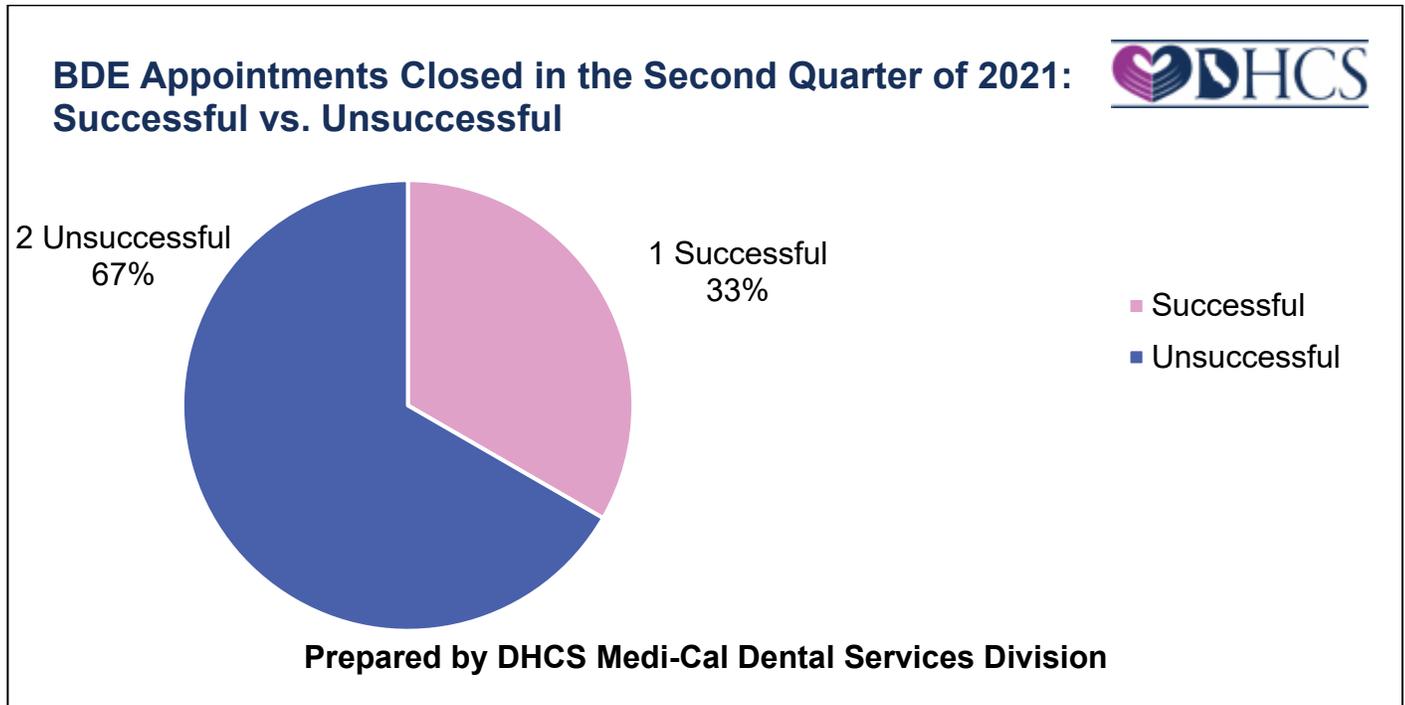


Table 6: BDE Appointments Closed in the Second Quarter of 2021: Successful vs. Unsuccessful

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

2020 vs. 2021 Comparison

As shown below (Figure 3) the total monthly incoming requests decreased in the second quarter of 2021 when compared to the second quarter of 2020.

Figure 3: 2020 vs. 2021 Total Monthly Incoming Requests

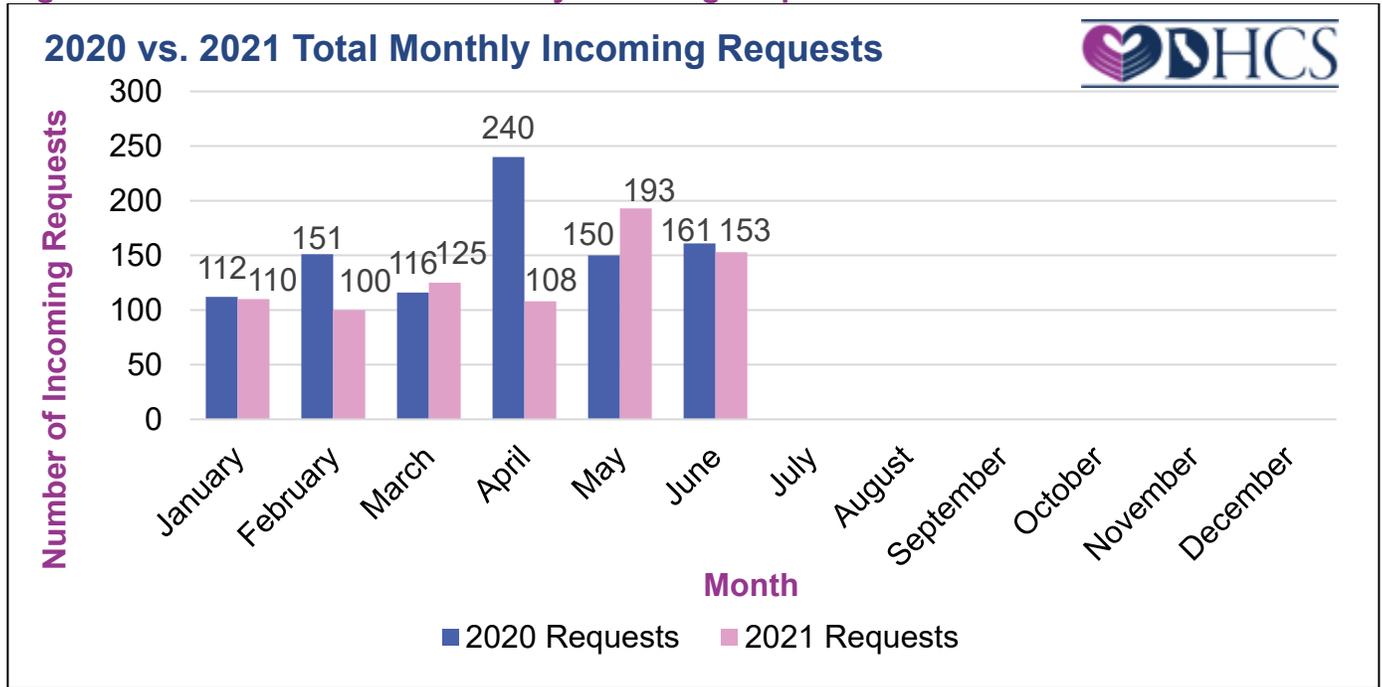


Figure 4: 2020 vs. 2021 BDE Monthly Incoming Requests

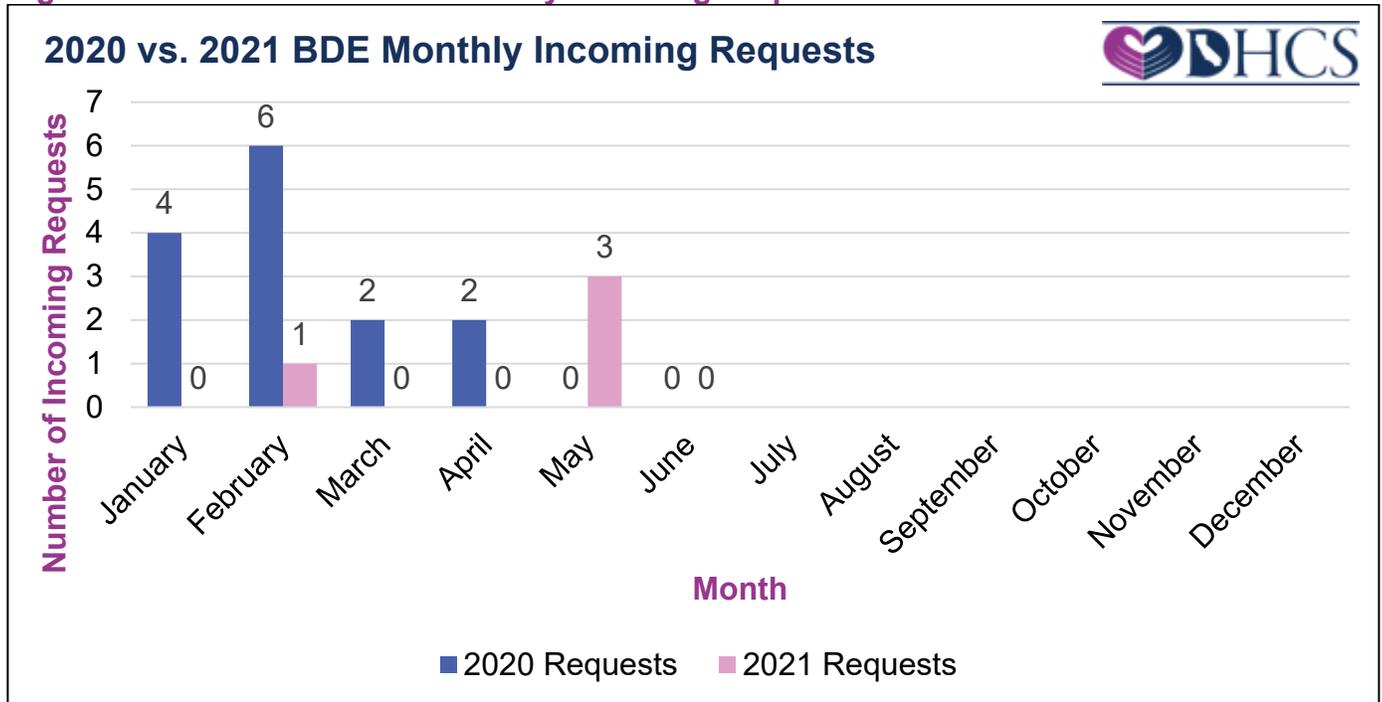
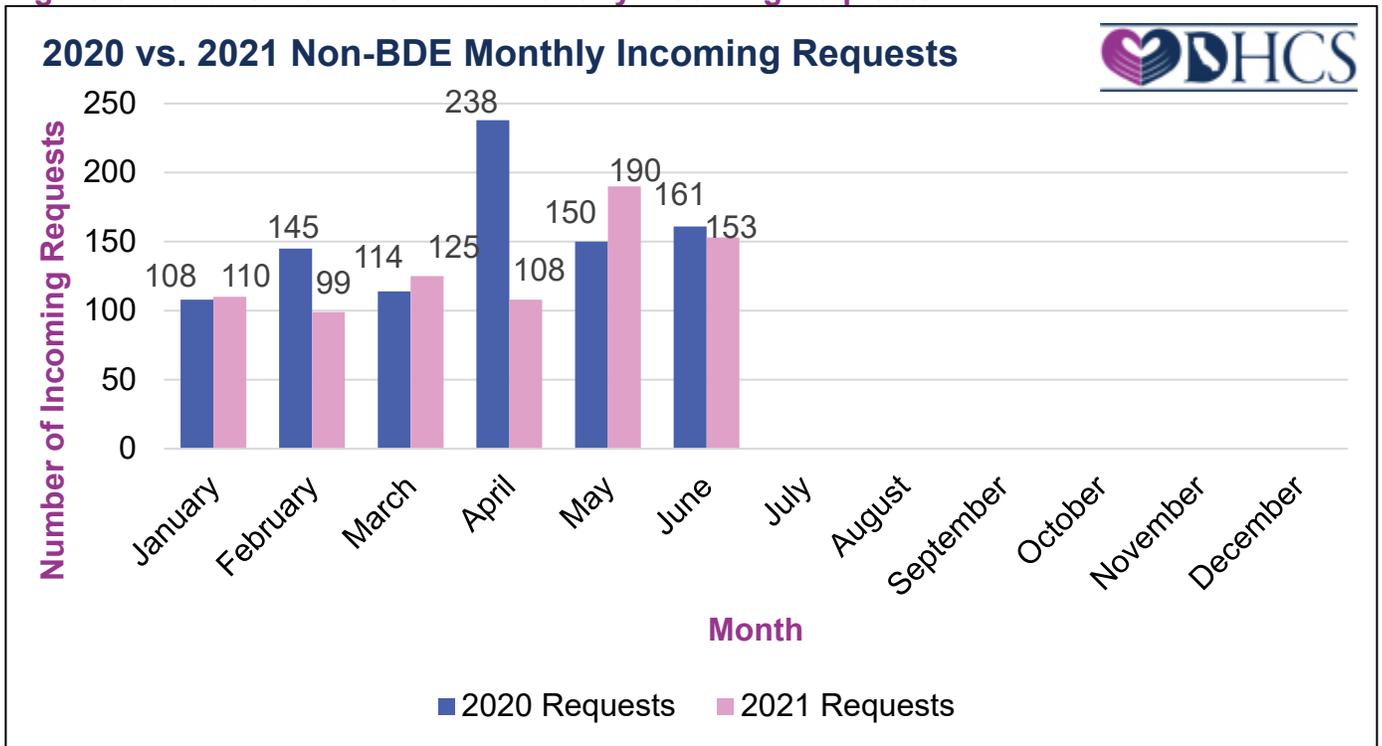


Figure 5: 2020 vs. 2021 Non-BDE Monthly Incoming Requests



2021 Summary

Figure 6: 2021 Total Monthly Requests by Type

