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

Total Requests Received in September 2021
A total of 159 requests were received during September; all 159 (100%) were non-BDE (Table 1).

Table 1: September 2021 Incoming Totals

Total Requests	159	100%
BDE	0	0%
Non-BDE	159	100%
Inbound Phone Call Total	**71**	**45%**
BDE	0	0%
Non-BDE	71	100%
Mail/Fax/Email Total	**88**	**55%**
BDE	0	0%
Non-BDE	88	100%

Table 2: September 2021 Non-BDE Totals

Non-BDE Categories	159	100%
BDE Info/No Need	19	12%
Benefits	6	4%
Eligibility	2	1%
Plan/Provider Info	41	26%
No Answer/Left Message	67	42%
Other	24	15%

BDE Requests Received from August 2021 to September 2021
From August 2021 to September 2021, there were no BDE requests received; therefore, no tables or figures are included.

BDE Requests Closed in September 2021
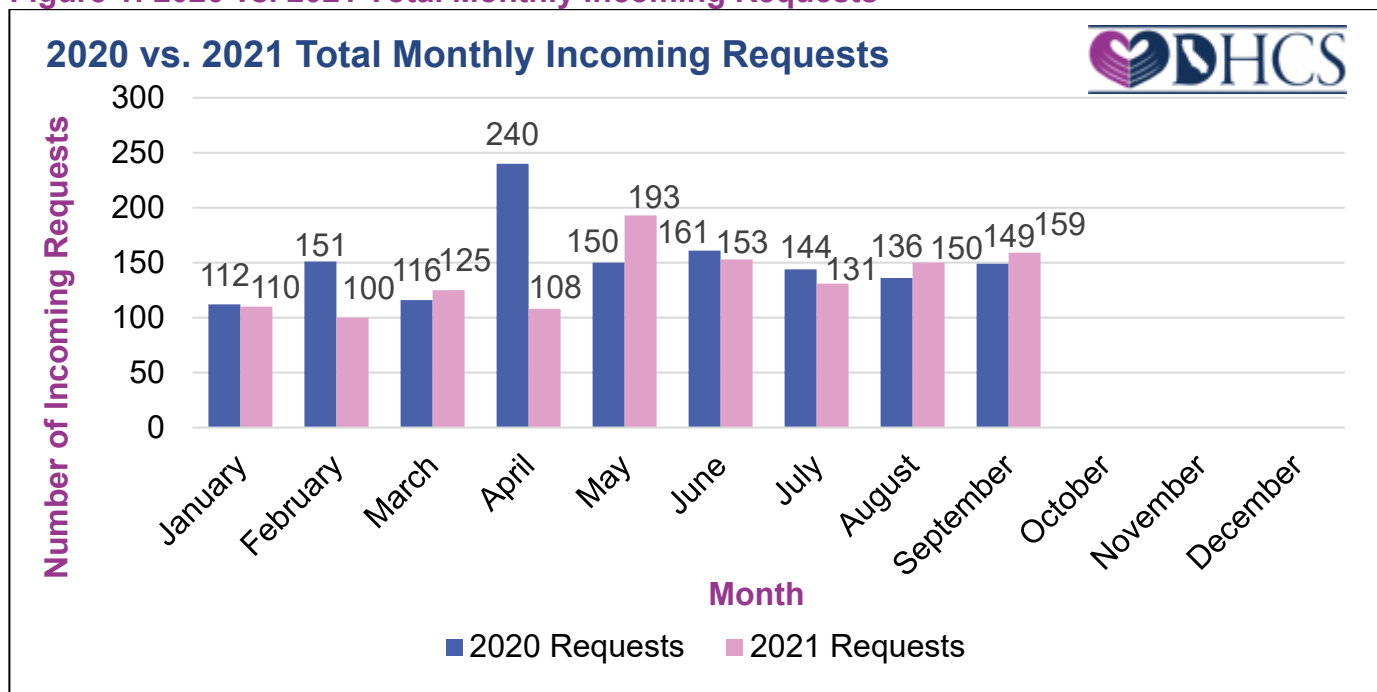No BDE requests were closed in September 2021.

Appointment Timeframes (as required by contract)
- Emergency – 24 hours
- Urgent – 72 hours (3 days)
- Routine – 4 weeks
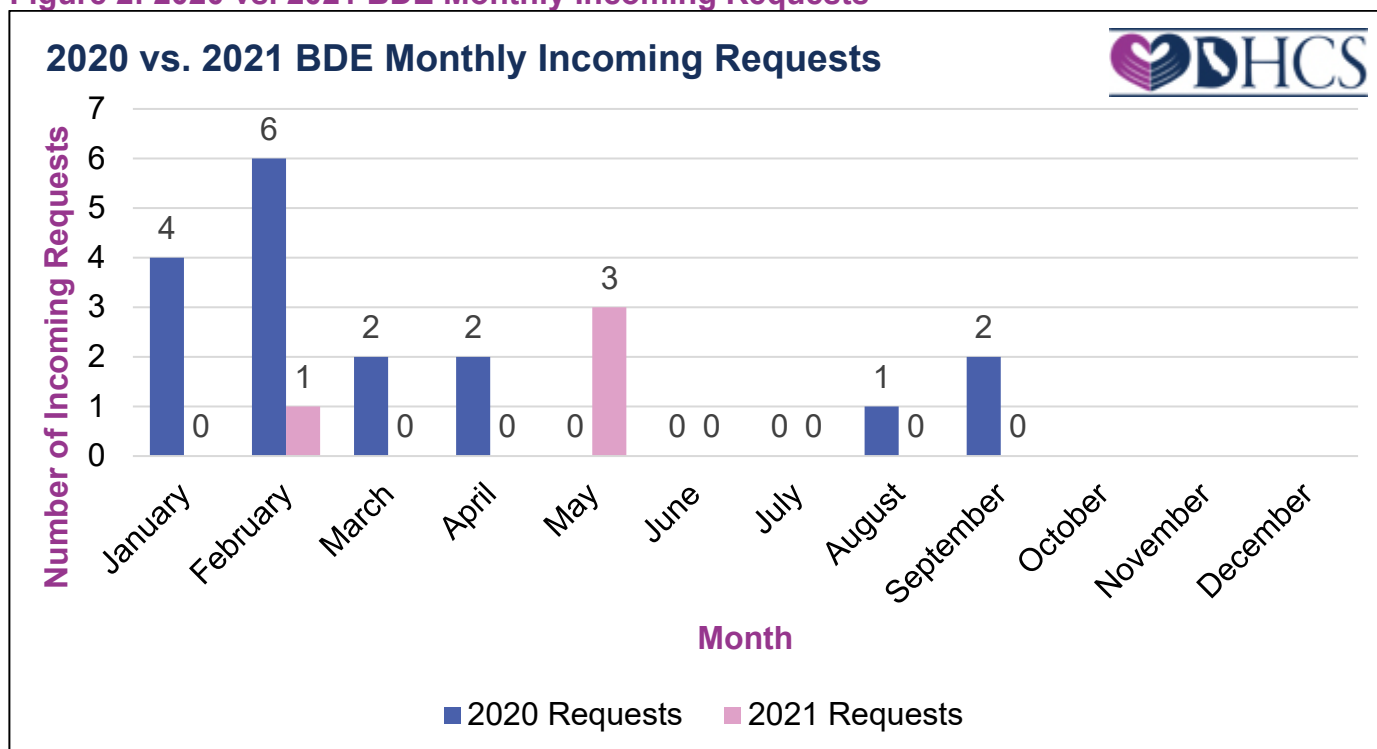- Specialist – 30 days from authorized request

2020 vs. 2021 Comparison

As shown below (Figure 1), the total incoming monthly requests increased in September 2021 when compared to September 2020.
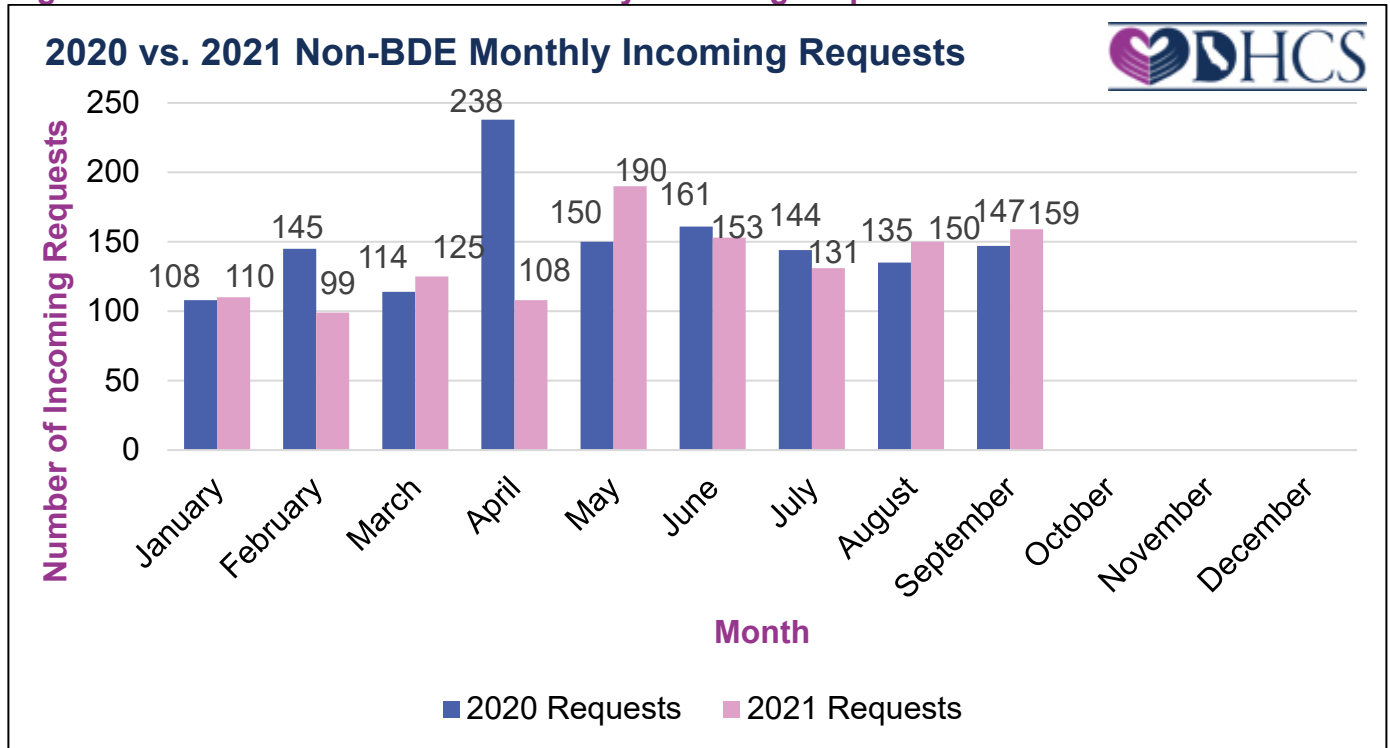
Figure 1: 2020 vs. 2021 Total Monthly Incoming Requests

Figure 2: 2020 vs. 2021 BDE Monthly Incoming Requests

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

2020 vs. 2021 Non-BDE Monthly Incoming Requests

2021 Summary

Figure 4: 2021 Total Monthly Requests by Type

2021 Total Monthly Requests by Type