

Beneficiary Dental Exception (BDE) January 2023

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.

The following report includes a summary for January 2023, comparison of December 2022 to January 2023, 2022 vs. 2023, and 2023 annual summary.

Total Requests Received in January 2023

A total of 135 requests were received during January; 134 (99%) were non-BDE requests, while one (1%) was a BDE request (Table 1).

Table 1: January 2023 Incoming Totals

Total Requests	135	100%
BDE	1	1%
Non-BDE	134	99%
Inbound Phone Call Total	70	52%
BDE	1	1%
Non-BDE	69	99%
Mail/Fax/Email Total	65	48%
BDE	0	0%
Non-BDE	65	100%

Table 2: January 2023 Non-BDE Totals

Non-BDE Categories	134	100%
BDE Info/No Need	20	14%
Benefits	3	2%
Eligibility	2	2%
Plan/Provider Info	47	36%
No Answer/Left Message	41	30%
Other	21	16%

BDE Requests Received from December 2022 to January 2023

There were seven BDE requests received from December 2022 to January 2023. Seven requests remain open due to appointments scheduled in a future month.

Table 3: BDE Requests Received in December 2022

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	0	0	0	0	0	0
Urgent	0	0	0	0	0	0
Routine	2	2	0	4	0	4
Specialist	1	1	0	2	0	2
In Progress	3	3	0	6	0	6
Closed	0	0	0	0	0	0
Total BDE	3	3	0	6	0	6

Table 4: BDE Requests Received in January 2023

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	0	1	1
Specialist	0	0	0	0	0	0
In Progress	0	1	0	0	1	1
Closed	0	0	0	0	0	0
Total BDE	0	1	0	0	1	1

Table 5: BDE Requests Received from December 2022 to January 2023

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	0	0	0	0	0	0
Urgent	0	0	0	0	0	0
Routine	2	3	0	4	1	5
Specialist	1	1	0	2	0	2
In Progress	3	4	0	6	1	7
Closed	0	0	0	0	0	0
Total BDE	3	4	0	6	1	7

BDE Requests Closed in January 2023

Two BDE requests were closed in January. One request was received in October and one request was received in December. Both requests were successfully seen and treated by a dentist (Figure 2)

Table 6: BDE Requests Closed in January 2023

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Specialist	Adult	Specialist exam for root canal	30 days	Health Net	Successful
Routine	Adult	Routine – new patient exam + cleaning	17 days	Health Net	Successful

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 January: Organized by Type

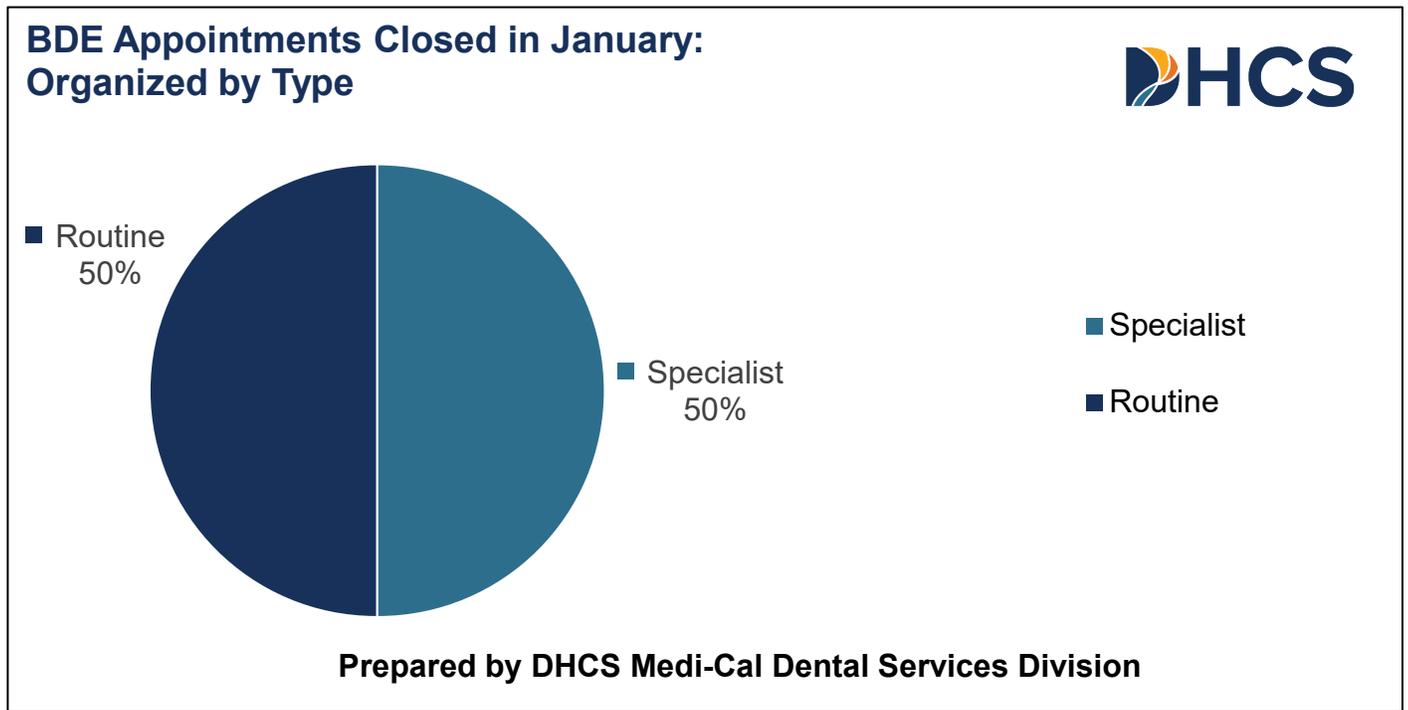


Table 7: BDE Appointments Closed in January: Organized by Type

Type of Appointment	Adults	Children	Total	Percentage
Specialist	1	0	1	50%
Routine	1	0	1	50%

Figure 2: BDE Appointments Closed in January: Successful vs. Unsuccessful

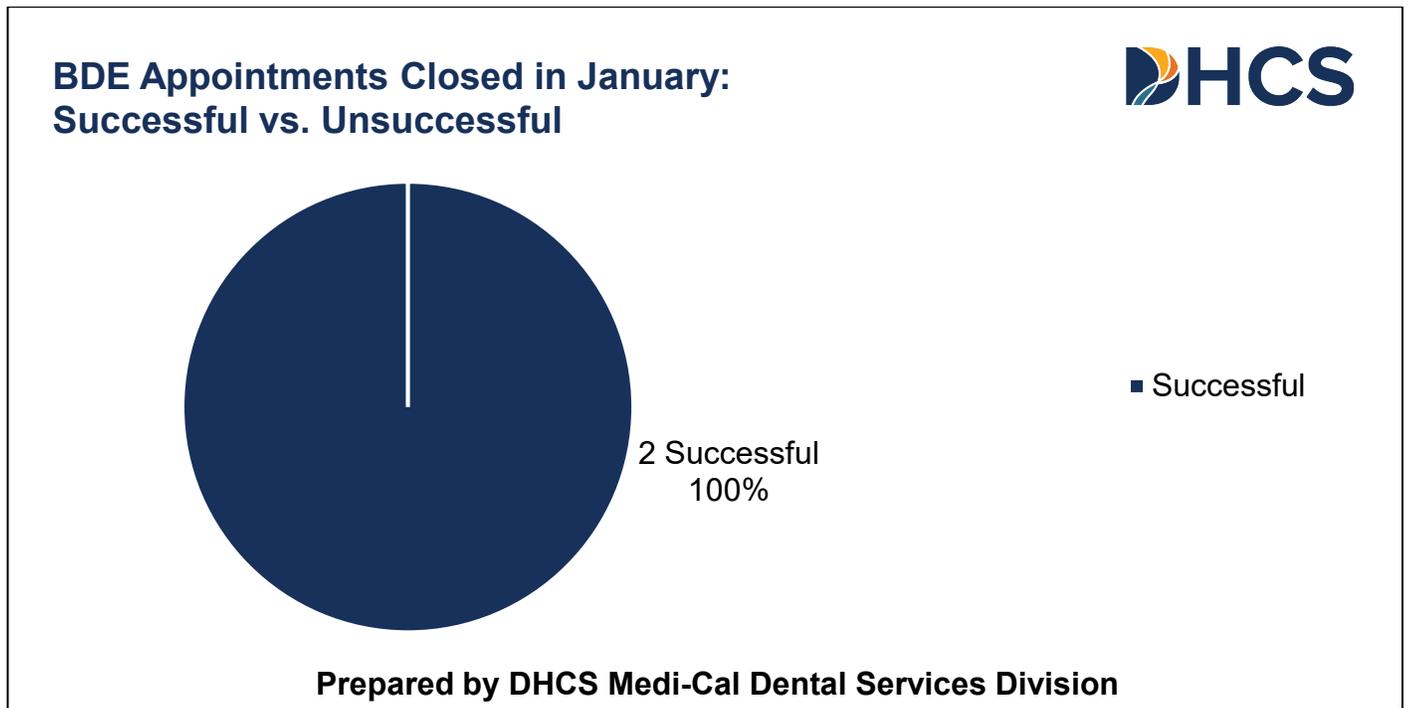


Table 8: BDE Appointments Closed in January: Successful vs. Unsuccessful

Department Perspective	Adults	Children	Total	Percentage
Successful	2	0	2	100%
Unsuccessful	0	0	0	0%

BDE Requests Closed from December 2022 to January 2023

Five BDE requests were closed from December 2022 to January 2023 (Tables 9 and 10). Please note: the 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 December 2022

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

Table 10: BDE Requests Closed in January 2023

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

2022 vs. 2023 Comparison

As shown below (Figure 3), the total incoming monthly requests decreased by 31 in January 2023 when compared to January 2022.

Figure 3: 2022 vs. 2023 Total Monthly Incoming Requests

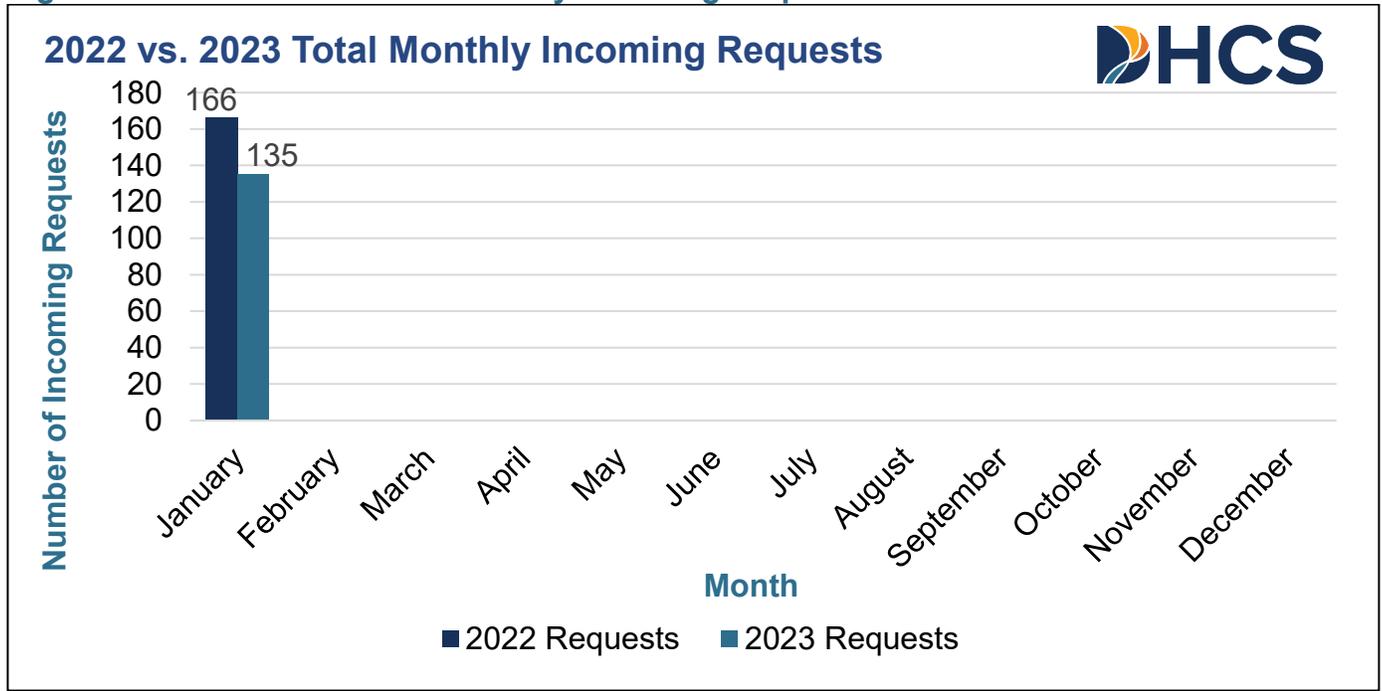


Figure 4: 2022 vs. 2023 BDE Monthly Incoming Requests

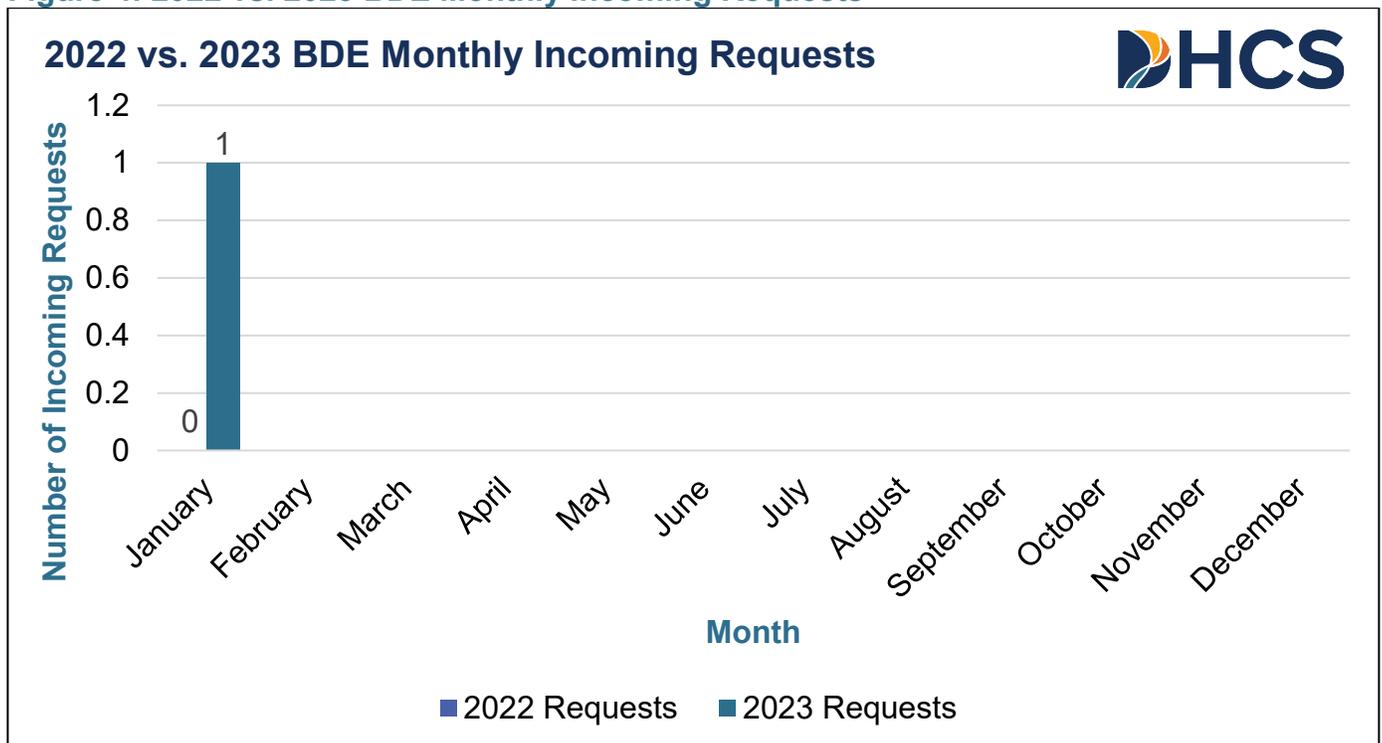
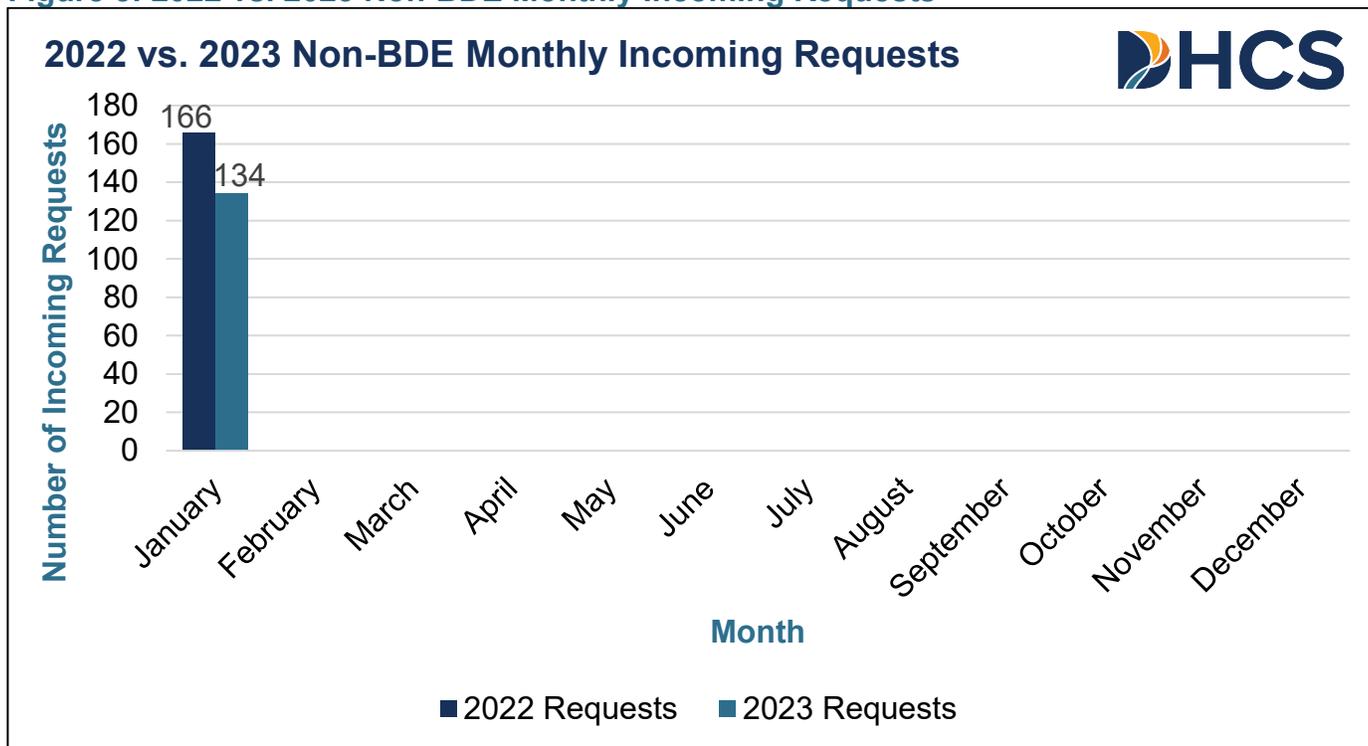


Figure 5: 2022 vs. 2023 Non-BDE Monthly Incoming Requests



2023 Summary

Figure 6: 2023 Total Monthly Requests by Type

