

## Beneficiary Dental Exception (BDE) February 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 February 2023, comparison of January 2023 to February 2023, 2022 vs. 2023, and 2023 annual summary.

### **Total Requests Received in February 2023**

A total of 139 requests were received during February; 139 (100%) were non-BDE requests, while zero (0%) were BDE requests (Table 1).

**Table 1: February 2023 Incoming Totals**

<b>Total Requests</b>	<b>139</b>	<b>100%</b>
BDE	0	0%
Non-BDE	139	100%
<b>Inbound Phone Call Total</b>	<b>69</b>	<b>50%</b>
BDE	0	0%
Non-BDE	69	100%
<b>Mail/Fax/Email Total</b>	<b>70</b>	<b>50%</b>
BDE	0	0%
Non-BDE	70	100%

**Table 2: February 2023 Non-BDE Totals**

<b>Non-BDE Categories</b>	<b>139</b>	<b>100%</b>
BDE Info/No Need	21	16%
Benefits	2	1%
Eligibility	3	3%
Plan/Provider Info	31	22%
No Answer/Left Message	55	39%
Other	27	19%

### **BDE Requests Received from January 2023 to February 2023**

There was one BDE request received from January 2023 to February 2023. One request remains open due to an appointment scheduled in a future month.

**Table 3: BDE Requests Received in January 2023**

<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	1	0	0	1	<b>1</b>
Specialist	0	0	0	0	0	<b>0</b>
<b>In Progress</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</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>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>

**Table 4: BDE Requests Received in February 2023**

<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 January 2023 to February 2023**

<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	1	0	0	1	<b>1</b>
Specialist	0	0	0	0	0	<b>0</b>
<b>In Progress</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</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>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>

**BDE Requests Closed in February 2023**

Two BDE requests were closed in February. The two requests were received in December. Both requests were successfully seen and treated by a dentist (Figure 2).

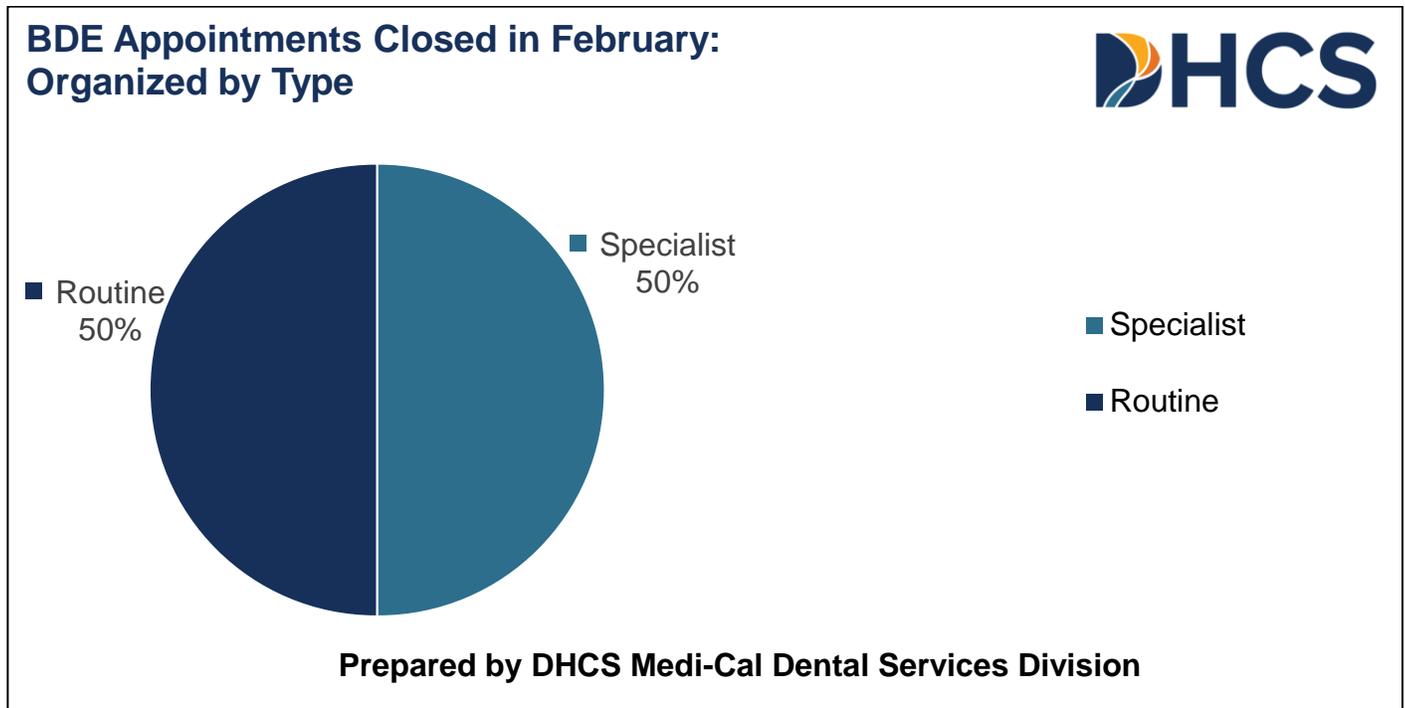
**Table 6: BDE Requests Closed in February 2023**

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Specialist	Adult	Consult for Endo (root canal retreat)	16 days	Access	Successful
Routine	Adult	Routine exam w/ referral for endo	22 days	Access	Successful

Appointment Timeframes (as required by contract)

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

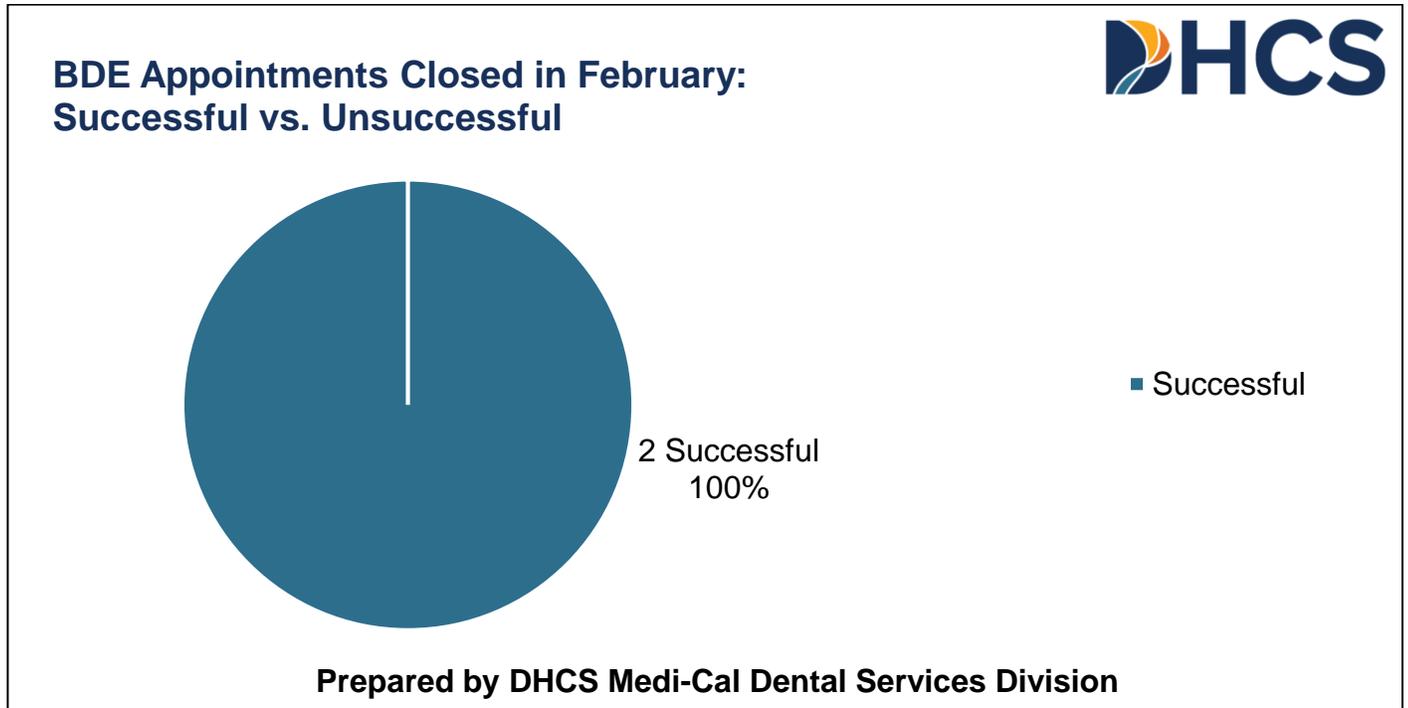
**Figure 1: BDE Appointments Closed in February: Organized by Type**



**Table 7: BDE Appointments Closed in February: 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 February: Successful vs. Unsuccessful**



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

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

### **BDE Requests Closed from January 2023 to February 2023**

Four BDE requests were closed from January 2023 to February 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 January 2023**

<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	1	0	1	0	1
Successful Specialist	0	1	0	1	0	1
<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>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>
<b>Total</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>

**Table 10: BDE Requests Closed in February 2023**

<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	1	0	0	1	0	1
Successful Specialist	1	0	0	1	0	1
<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>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>
<b>Total</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>

### 2022 vs. 2023 Comparison

As shown below (Figure 3), the total incoming monthly requests increased by 40 in February 2023 when compared to February 2022.

Figure 3: 2022 vs. 2023 Total Monthly Incoming Requests

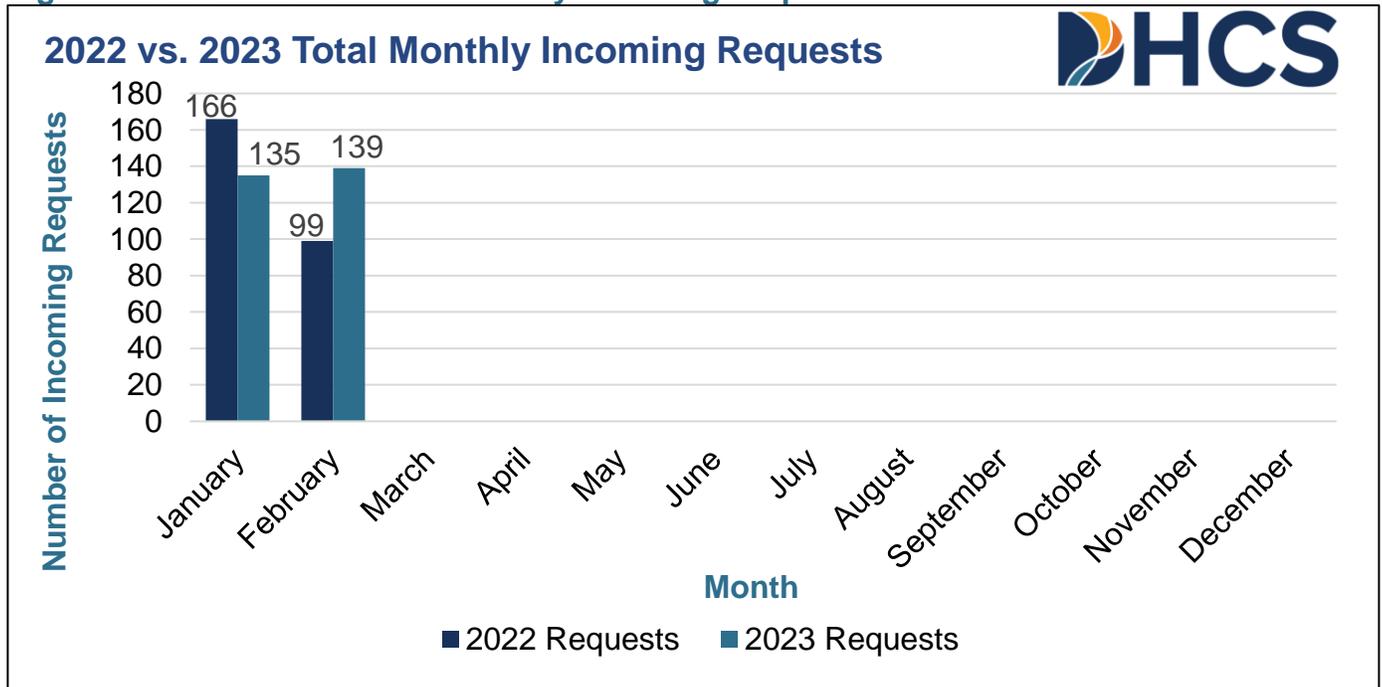


Figure 4: 2022 vs. 2023 BDE Monthly Incoming Requests

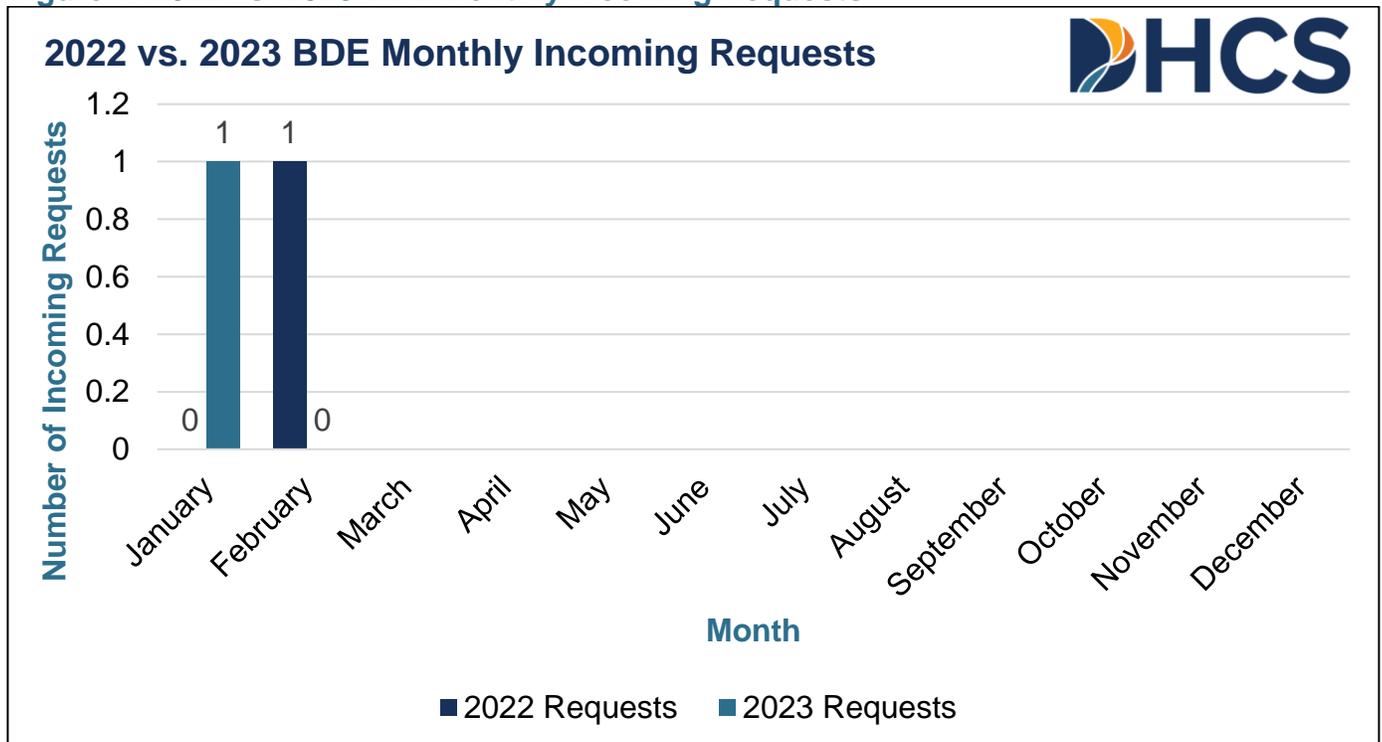
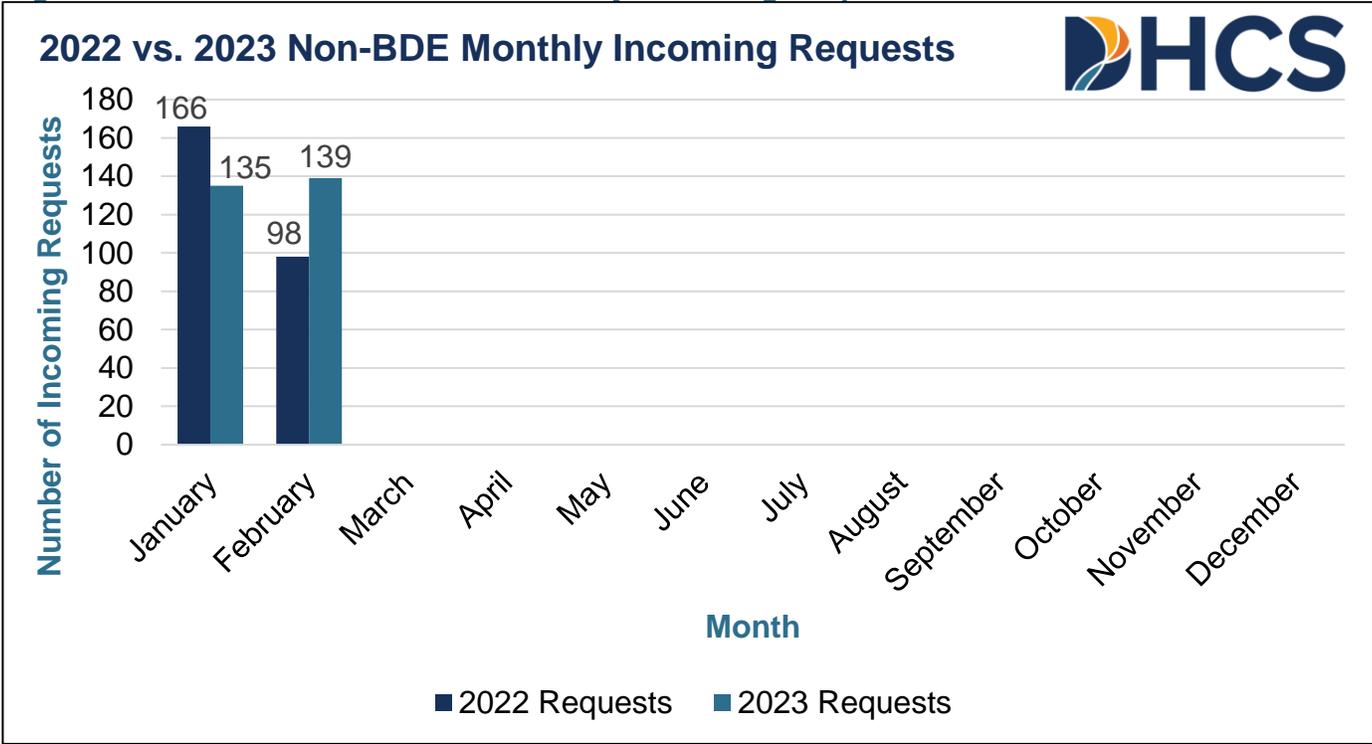


Figure 5: 2022 vs. 2023 Non-BDE Monthly Incoming Requests



**2023 Summary**

Figure 6: 2023 Total Monthly Requests by Type

