Beneficiary Dental Exception (BDE)
May 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' (DHCS) 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.

Starting with the May 2023 reporting period, and in accordance with reporting requirements in Welfare and Institutions Code Section 14048.09, DHCS will report actual requests from members to be exempted from receiving services through the dental managed care delivery system. Non-BDE requests received through the BDE phone line and on the BDE form but not actually requesting the BDE process will no longer be reported. In addition, BDE reports will be posted on a monthly basis only.

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

Total Requests Received in May 2023
A total of 10 requests were received during May (100%) (Table 1).

Table 1: May 2023 Incoming Totals

Count of BDE Requests		
Submission Method	Counts	Percentage
By Phone Call	7	70%
By Mail/Fax/Email	3	30%
Total	**10**	**100%**

BDE Requests Received from April 2023 to May 2023

There were 13 BDE requests received from April 2023 to May 2023. 11 requests remain open due to an appointment scheduled in a future month.

Table 2: BDE Requests Received in April 2023

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

Table 3: BDE Requests Received in May 2023

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	0	0	0	0	0	0
Urgent	0	1	0	1	0	**1**
Routine	4	1	0	5	0	**5**
Specialist	2	2	0	4	0	**4**
In Progress	**6**	**4**	0	**10**	0	10
Closed	0	**0**	0	0	0	0
Total BDE	6	4	0	10	0	**10**

Table 4: BDE Requests Received from April 2023 to May 2023

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	0	0	0	0	0	0
Urgent	1	1	0	2	0	**2**
Routine	4	2	0	6	0	**6**
Specialist	2	3	0	4	1	**5**
In Progress	**6**	**5**	0	**11**	**0**	11
Closed	1	1	0	1	1	2
Total BDE	7	6	0	12	1	13

BDE Requests Closed in May 2023

One BDE request was closed in May. That request was received in April and was closed in May, as the member was non-responsive to the plan's attempts to schedule a routine appointment (Figure 2).

Table 5: BDE Requests Closed in May 2023

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective (Secure Appointment Outcome)
Routine	Adult	Routine Appointment	N/A	Health Net	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 May Organized by Type**

BDE Appointments Closed in May: Organized by Type

Routine 100%

Routine

Prepared by DHCS Medi-Cal Dental Services Division
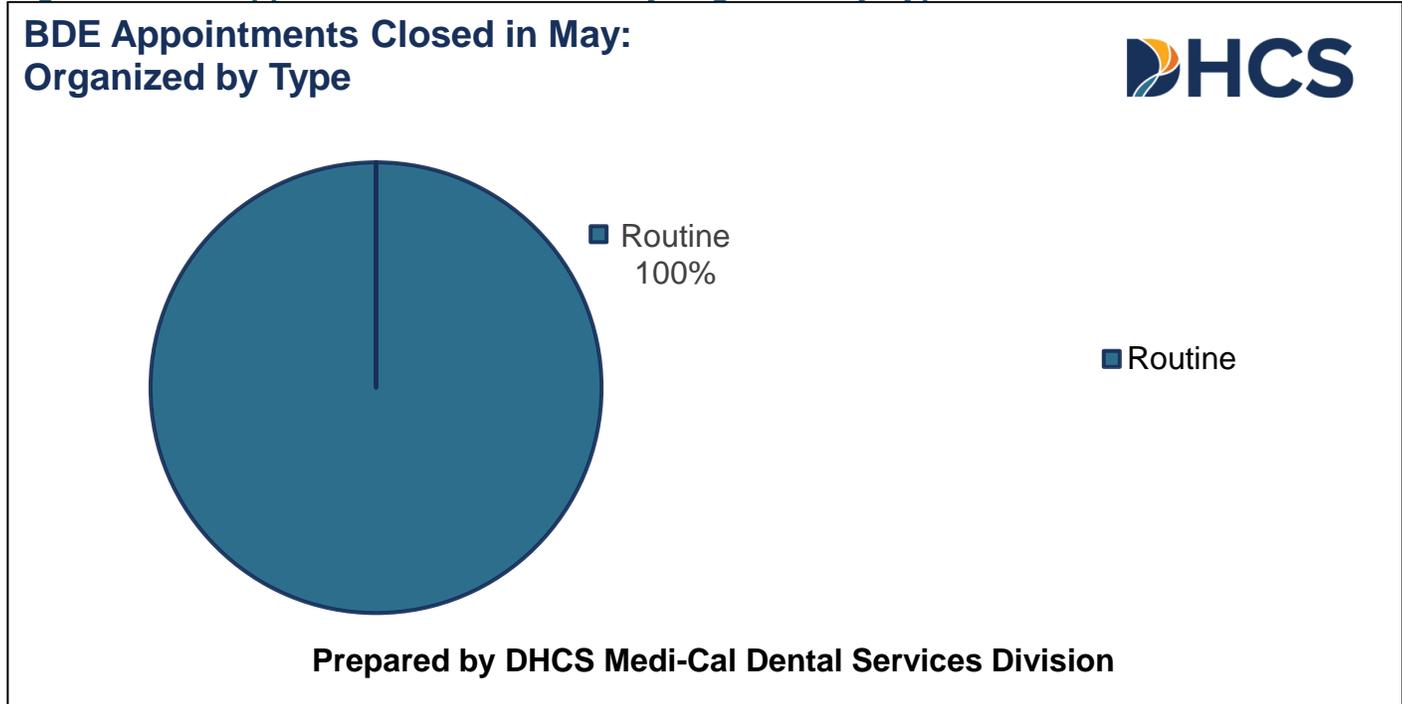
Table 6: BDE Appointments Closed in May: Organized by Type

Type of Appointment	Adults	Children	Total	Percentage
Routine	1	0	1	100%

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

BDE Appointments Closed in May: Successful vs. Unsuccessful

1 Unsuccessful
100%

■ Unsuccessful

Prepared by DHCS Medi-Cal Dental Services Division
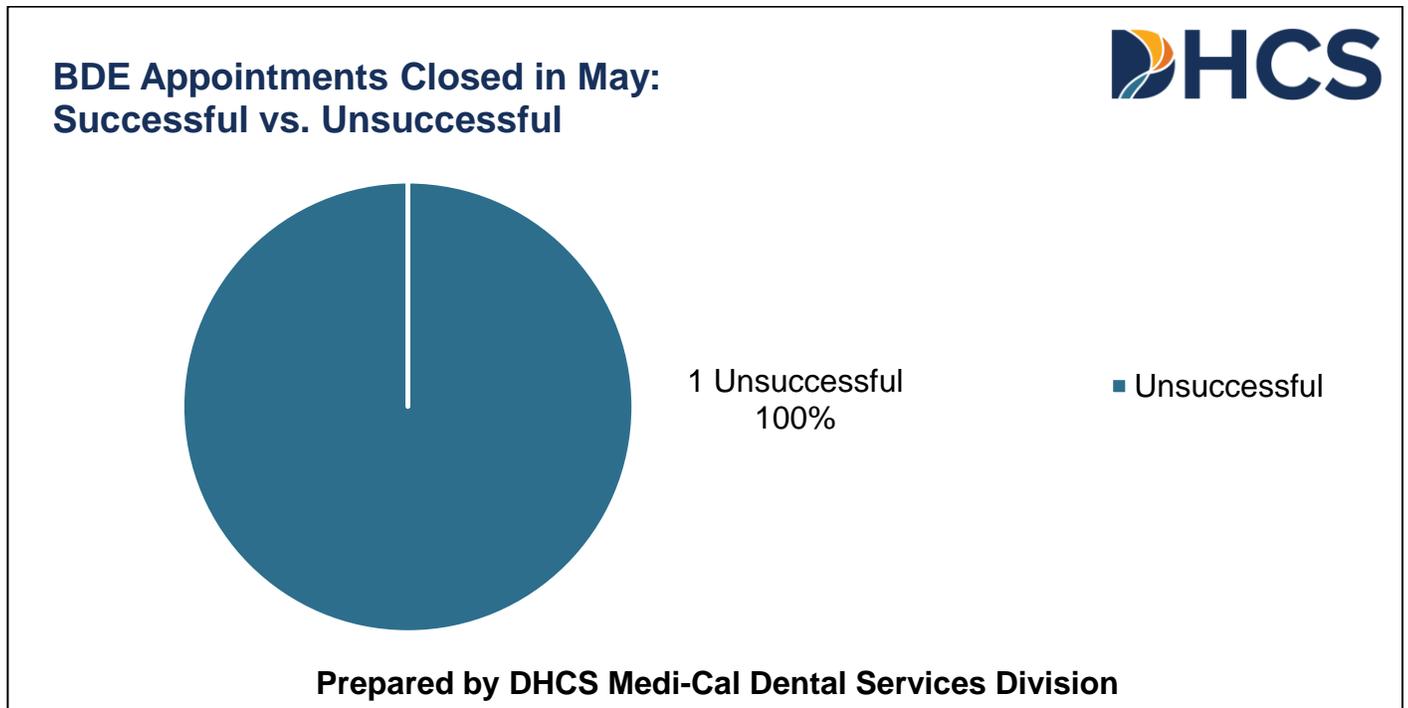
Table 7: BDE Appointments Closed in May: Successful vs. Unsuccessful

Department Perspective	Adults	Children	Total	Percentage
Successful	0	0	0	0%
Unsuccessful	1	0	1	100%

BDE Requests Closed from April 2023 to May 2023

Three BDE requests were closed from April 2023 to May 2023 (Tables 8 and 9). 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 8: BDE Requests Closed in April 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	1	0	0	1	0	1
Successful Routine	1	0	0	1	0	1
Successful Specialist	0	0	0	0	0	0
Unsuccessful	**0**	**0**	**0**	**0**	**0**	**0**
Successful	**2**	**0**	**0**	**2**	**0**	**2**
Total	**2**	**0**	**0**	**2**	**0**	**2**

Table 9: BDE Requests Closed in May 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	1	0	1	0	1
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
Unsuccessful	**0**	**1**	**0**	**1**	**0**	**1**
Successful	**0**	**0**	**0**	**0**	**0**	**0**
Total	**0**	**1**	**0**	**1**	**0**	**1**

2022 vs. 2023 Comparison

As shown below (Figure 3), the total BDE incoming monthly requests increased by 8 in May 2023 when compared to May 2022.

Figure 3: 2022 vs. 2023 Total BDE Monthly Incoming Requests
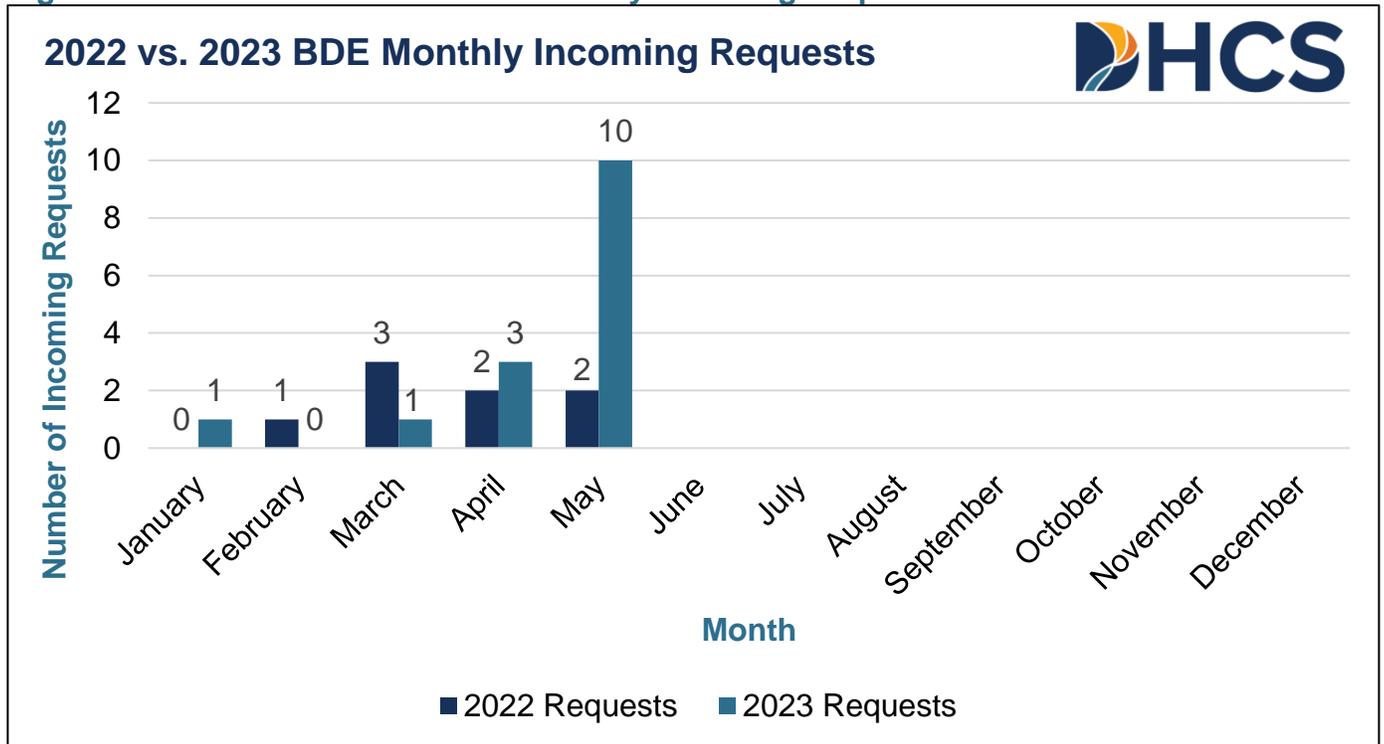
2023 Summary

Figure 4: 2023 Total BDE Monthly Requests by Type

2023 Total Monthly Requests by Type