

Beneficiary Dental Exception (BDE) August 2022

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 August 2022, comparison of July 2022 to August 2022, 2021 vs. 2022, and 2022 annual summary.

Total Requests Received in August 2022

A total of 111 requests were received during August; 108 (97%) were non-BDE requests, while three (3%) were BDE requests (Table 1).

Table 1: August 2022 Incoming Totals Totals

Total Requests	111	100%
BDE	3	3%
Non-BDE	108	97%
Inbound Phone Call Total	62	56%
BDE	3	5%
Non-BDE	59	95%
Mail/Fax/Email Total	49	44%
BDE	0	0%
Non-BDE	49	100%

Table 2: August 2022 Non-BDE

Non-BDE Categories	108	100%
BDE Info/No Need	16	15%
Benefits	3	3%
Eligibility	2	2%
Plan/Provider Info	47	44%
No Answer/Left Message	23	22%
Other	17	14%

BDE Requests Received from July 2022 to August 2022

There were 10 BDE requests received from July 2022 to August 2022. One request remains open due to an appointment scheduled in a future month.

Table 3: BDE Requests Received in July 2022

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

Table 4: BDE Requests Received in August 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	1	0	1	2	0	2
Specialist	0	0	1	1	0	1
In Progress	1	0	0	1	0	1
Closed	0	0	2	2	0	2
Total BDE	1	0	2	3	0	3

Table 5: BDE Requests Received from July 2022 to August 2022

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	0	0	1	1	0	1
Urgent	0	0	1	1	0	1
Routine	1	2	3	6	0	6
Specialist	0	1	1	2	0	2
In Progress	1	0	0	1	0	1
Closed	0	3	6	9	0	9
Total BDE	1	3	6	10	0	10

BDE Requests Closed in August 2022

Five BDE requests closed in August. Two requests were received in July, and three requests were received in August (Figure 2).

Table 6: BDE Requests Closed in August 2022

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Specialist	Adult	Exam + extraction	4 days	LIBERTY	Successful
Routine	Adult	Exam	1 day	LIBERTY	Successful
Routine	Adult	Exam + referral to Endo	1 day	Health Net	Successful
Routine	Adult	N/A – no show	15 days	Health Net	Unsuccessful
Routine	Adult	Exam + x-rays	15 days	LIBERTY	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 August: Organized by Type

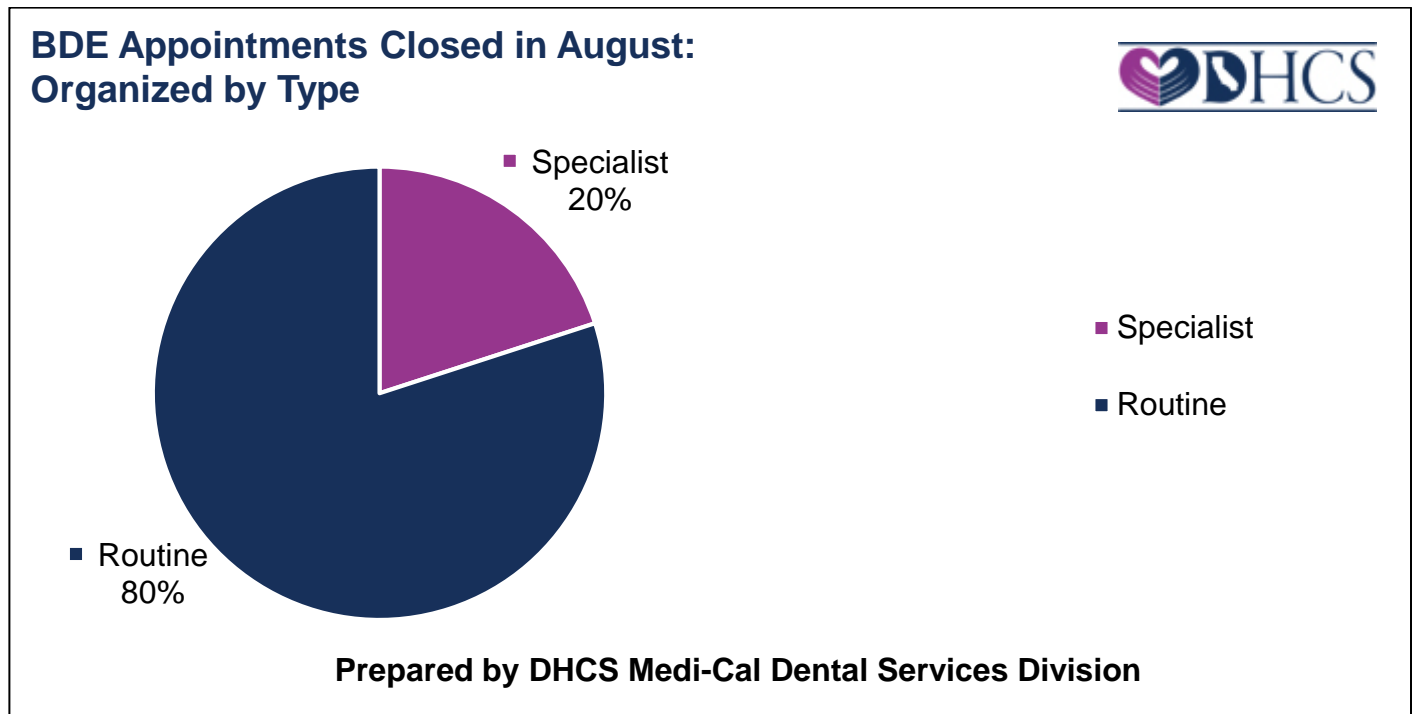


Table 7: BDE Appointments Closed in August: Organized by Type

Type of Appointment	Adults	Children	Total	Percentage
Emergency	0	0	0	0%
Urgent	0	0	0	0%
Routine	4	0	4	80%
Specialist	1	0	1	20%

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

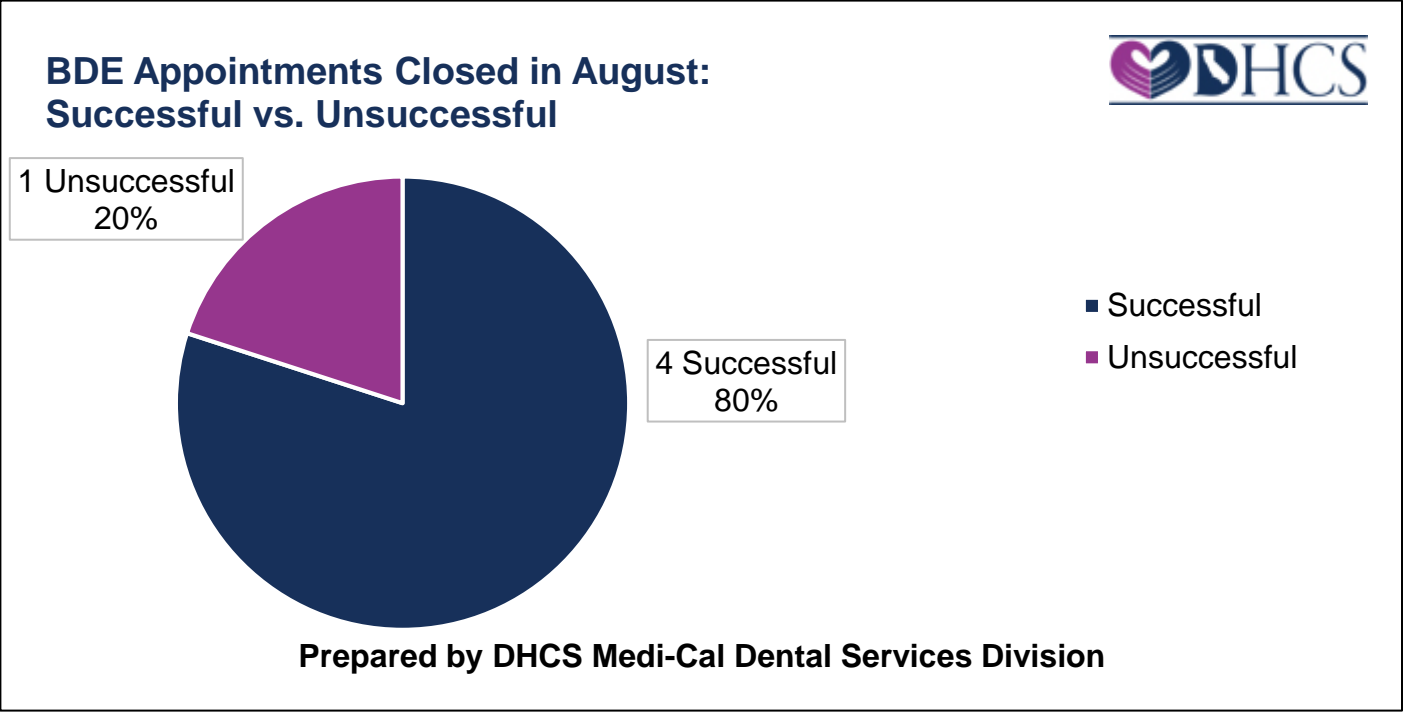


Table 8: BDE Appointments Closed in August: Successful vs. Unsuccessful

Department Perspective	Adults	Children	Total	Percentage
Successful	4	0	4	80%
Unsuccessful	1	0	1	20%

BDE Requests Closed from July 2022 to August 2022

Eleven BDE requests were closed from July 2022 to August 2022 (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 July 2022

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	0	0	1	1	0	1
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	1	1	0	1
Successful Routine	1	1	1	3	0	3
Successful Specialist	0	1	0	1	0	1
Unsuccessful	0	0	1	1	0	1
Successful	1	2	2	5	0	5
Total	1	2	3	6	0	6

Table 10: BDE Requests Closed in August 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	2	2	4	0	4
Unsuccessful Specialist	0	0	1	1	0	1
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	1	3	4	0	4
Total	0	2	3	5	0	5

2021 vs. 2022 Comparison

As shown below (Figure 3), the total incoming monthly requests decreased by 39 in August 2022 when compared to August 2021.

Figure 3: 2021 vs. 2022 Total Monthly Incoming Requests

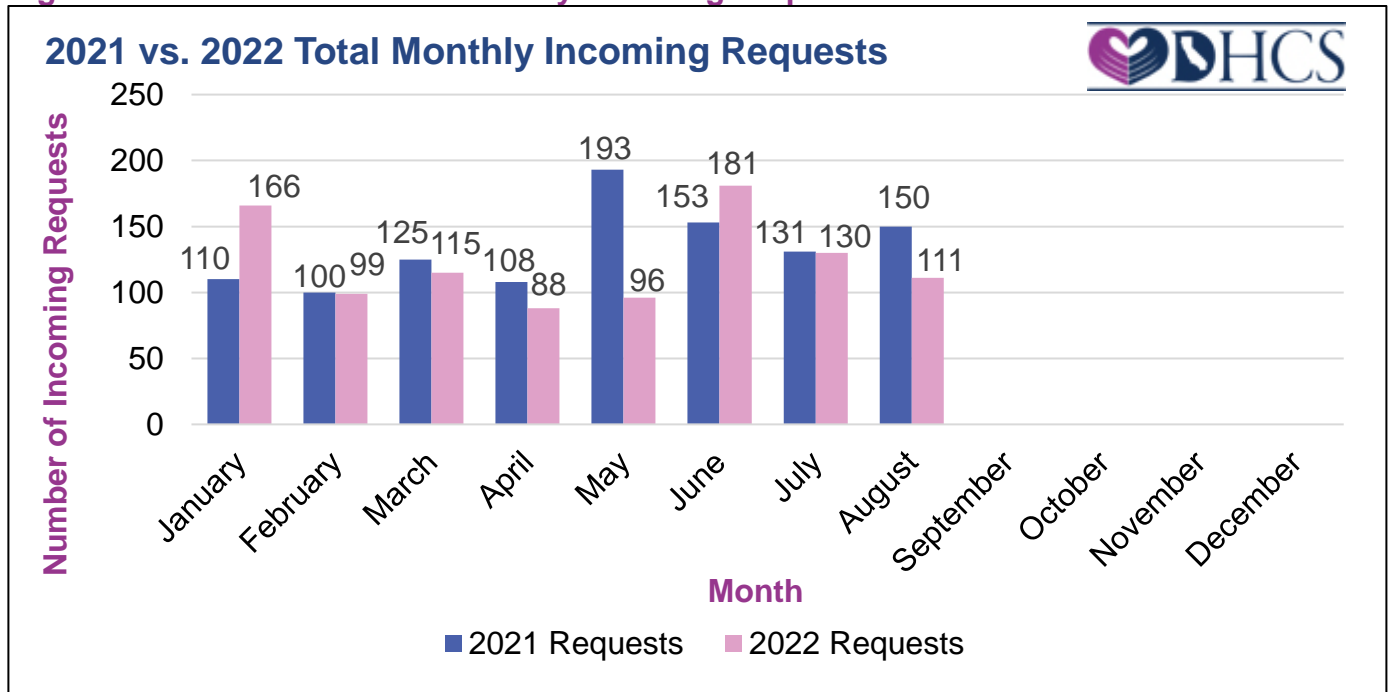


Figure 4: 2021 vs. 2022 BDE Monthly Incoming Requests

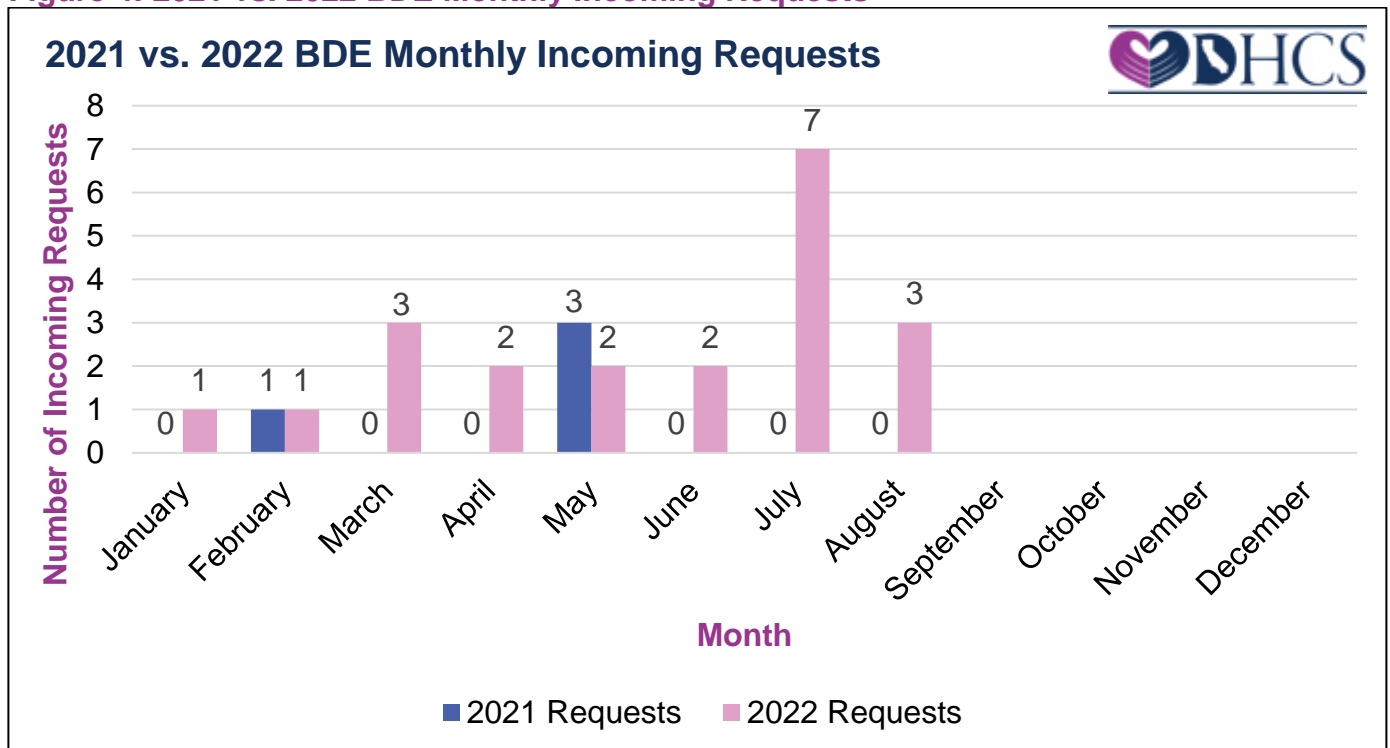
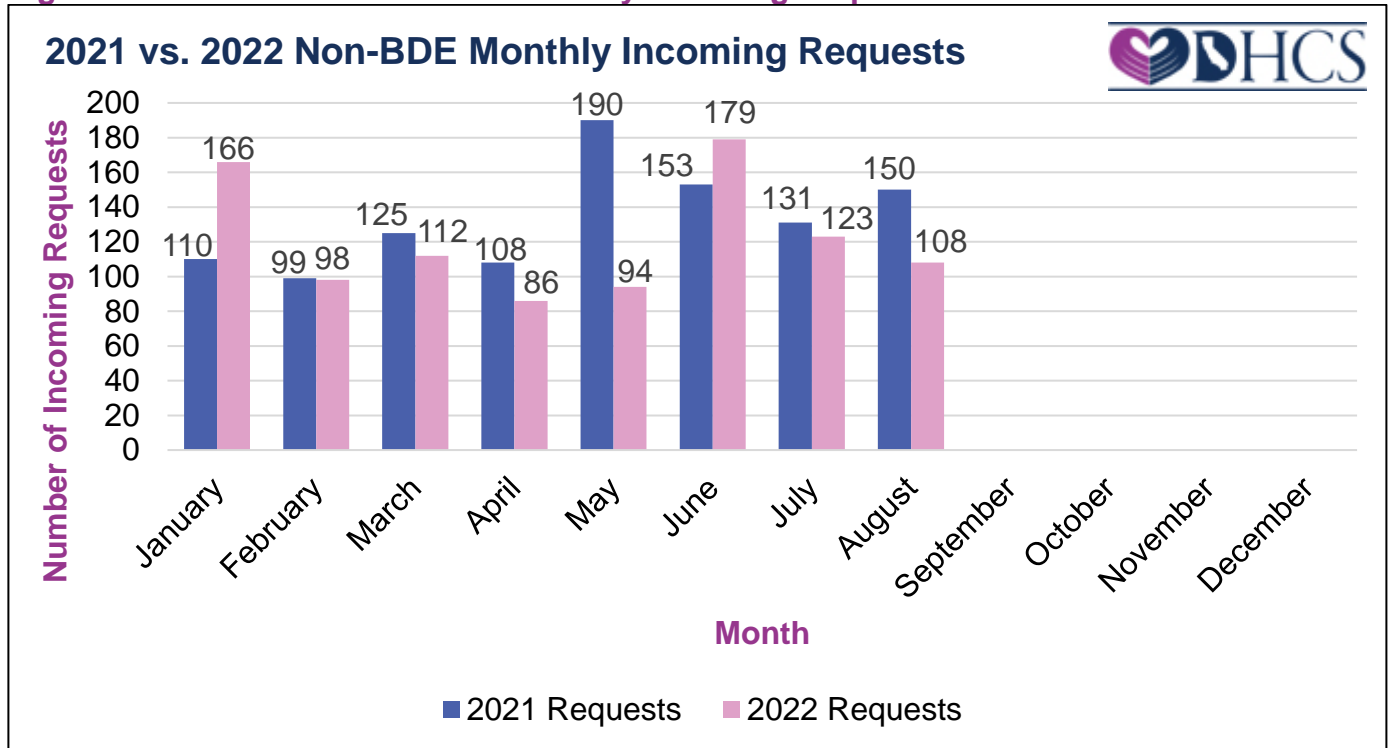


Figure 5: 2021 vs. 2022 Non-BDE Monthly Incoming Requests



2022 Summary

Figure 6: 2022 Total Monthly Requests by Type

