

Beneficiary Dental Exception (BDE) February 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 February 2022, comparison of January 2022 to February 2022, 2021 vs. 2022, and 2022 annual summary.

Total Requests Received in February 2022

A total of 99 requests were received during February; one (1%) was a BDE request (Table 1), while 98 (99%) were non-BDE requests (Table 2).

Table 1: February 2022 Incoming Totals

Total Requests	99	100%
BDE	1	1%
Non-BDE	98	99%
Inbound Phone Call Total	40	40%
BDE	0	0%
Non-BDE	40	100%
Mail/Fax/Email Total	59	60%
BDE	1	2%
Non-BDE	58	98%

Table 2: February 2022 Non-BDE Totals

Non-BDE Categories	98	100%
BDE Info/No Need	17	18%
Benefits	0	0%
Eligibility	2	2%
Plan/Provider Info	55	55%
No Answer/Left Message	14	15%
Other	10	10%

BDE Requests Received from January 2022 to February 2022

There was one BDE request received from January 2022 to February 2022. The request remained open due to appointments scheduled in a future month.

Table 3: BDE Requests Received in January 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	0	0	0	0	0	0
Specialist	0	0	0	0	0	0
In Progress	0	0	0	0	0	0
Closed	0	0	0	0	0	0
Total BDE	0	0	0	0	0	0

Table 4: BDE Requests Received in February 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	0	0	0	0	0	0
Specialist	0	0	0	1	0	1
In Progress	0	0	1	1	0	1
Closed	0	0	0	0	0	0
Total BDE	0	0	1	1	0	1

Table 5: BDE Requests Received from January 2022 to February 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	0	0	0	0	0	0
Specialist	0	0	0	1	0	1
In Progress	0	0	1	1	0	1
Closed	0	0	0	0	0	0
Total BDE	0	0	1	1	0	1

BDE Requests Closed in February 2022

No BDE requests were closed in February 2022; therefore, no tables or figures were included.

Appointment Timeframes (as required by contract)

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

2021 vs. 2022 Comparison

As shown below (Figure 1), the total incoming monthly requests decreased in February 2022 when compared to February 2021. The decrease may be attributed to the COVID-19 pandemic.

Figure 1: 2021 vs. 2022 Total Monthly Incoming Requests



Figure 2: 2021 vs. 2022 BDE Monthly Incoming Requests

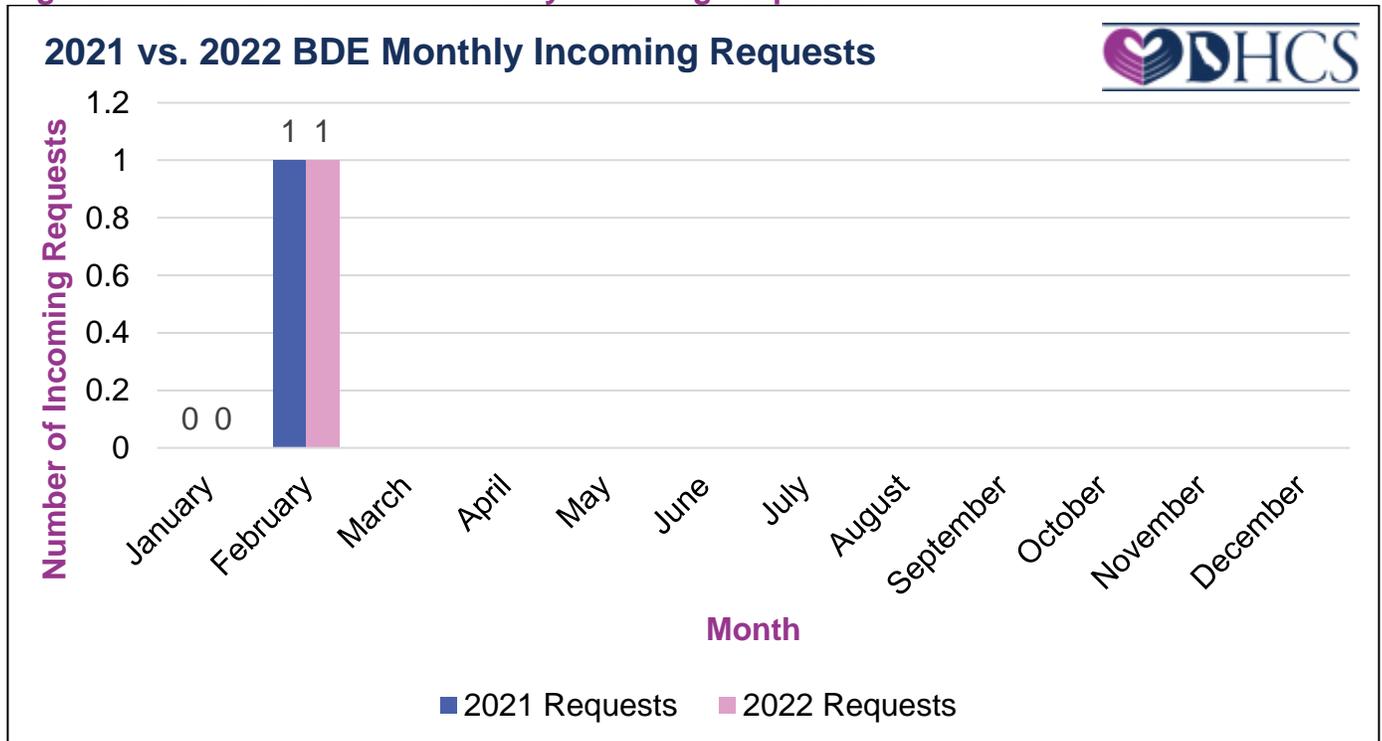
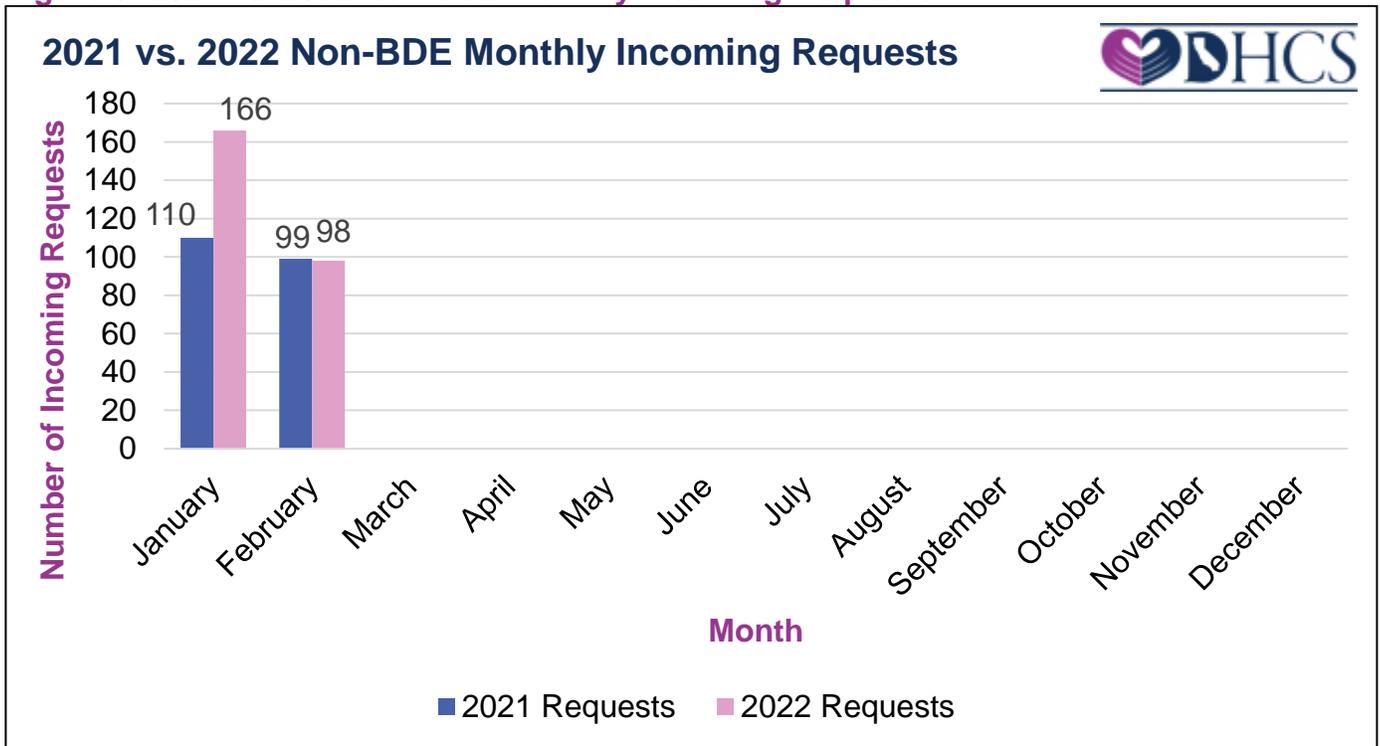


Figure 3: 2021 vs. 2022 Non-BDE Monthly Incoming Requests



2022 Summary

Figure 4: 2022 Total Monthly Requests by Type

