

Beneficiary Dental Exception (BDE) January 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 monthly summary for January 2022, a comparison of December to January 2022, 2021 vs. 2022, and 2022 annual summary.

Total Requests Received in January 2022

A total of 166 requests were received during January; all 166 (100%) were non-BDE requests (Table 1).

Table 1: January 2022 Incoming Totals

Total Requests	166	100%
BDE	0	0%
Non-BDE	166	100%
Inbound Phone Call Total	50	30%
BDE	0	0%
Non-BDE	50	100%
Mail/Fax/Email Total	116	70%
BDE	0	0%
Non-BDE	116	100%

Table 2: January 2022 Non-BDE Totals

Non-BDE Categories	166	100%
BDE Info/No Need	28	17%
Benefits	4	3%
Eligibility	3	1%
Plan/Provider Info	82	50%
No Answer/Left Message	35	21%
Other	14	8%

BDE Requests Received from December 2021 to January 2022

From December 2021 to January 2022, there were no BDE requests received; therefore, no tables or figures are included.

BDE Requests Closed in January 2022

No BDE requests were closed in January 2022.

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 increased in January 2022 when compared to January 2021.

Figure 1: 2021 vs. 2022 Total Monthly Incoming Requests

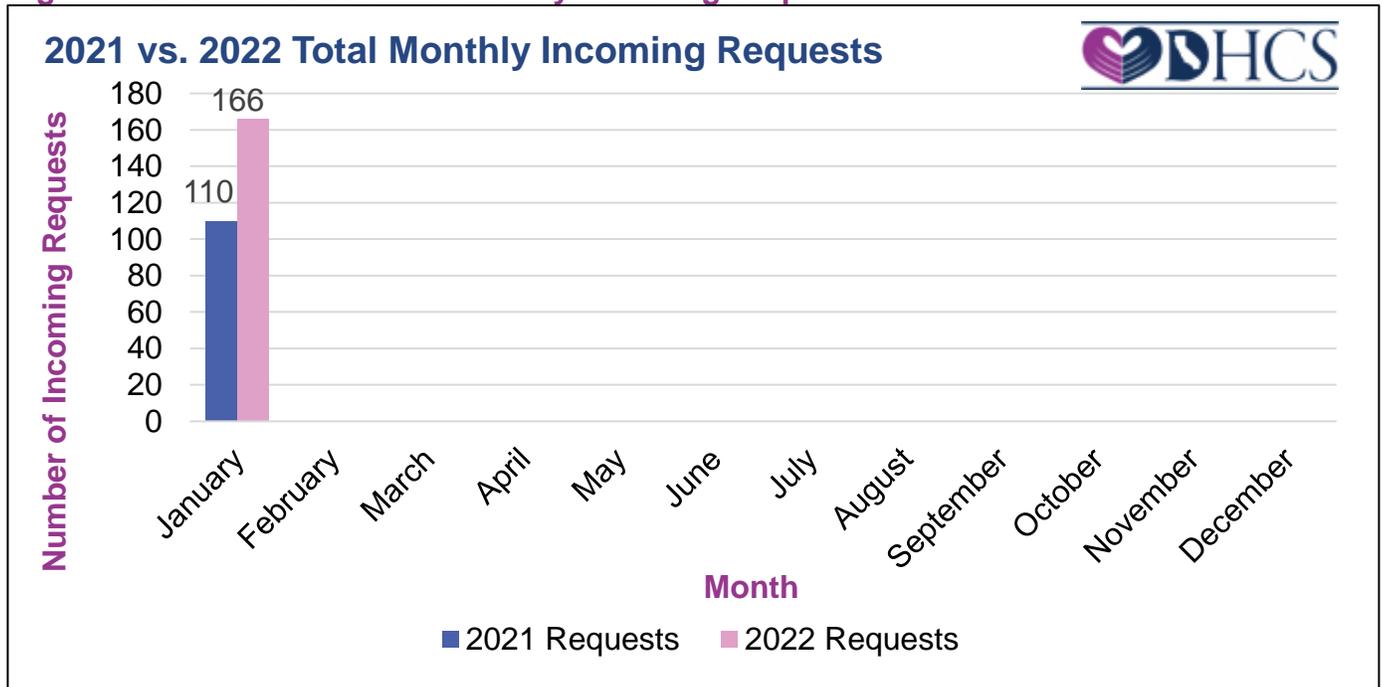


Figure 2: 2021 vs. 2022 BDE Monthly Incoming Requests

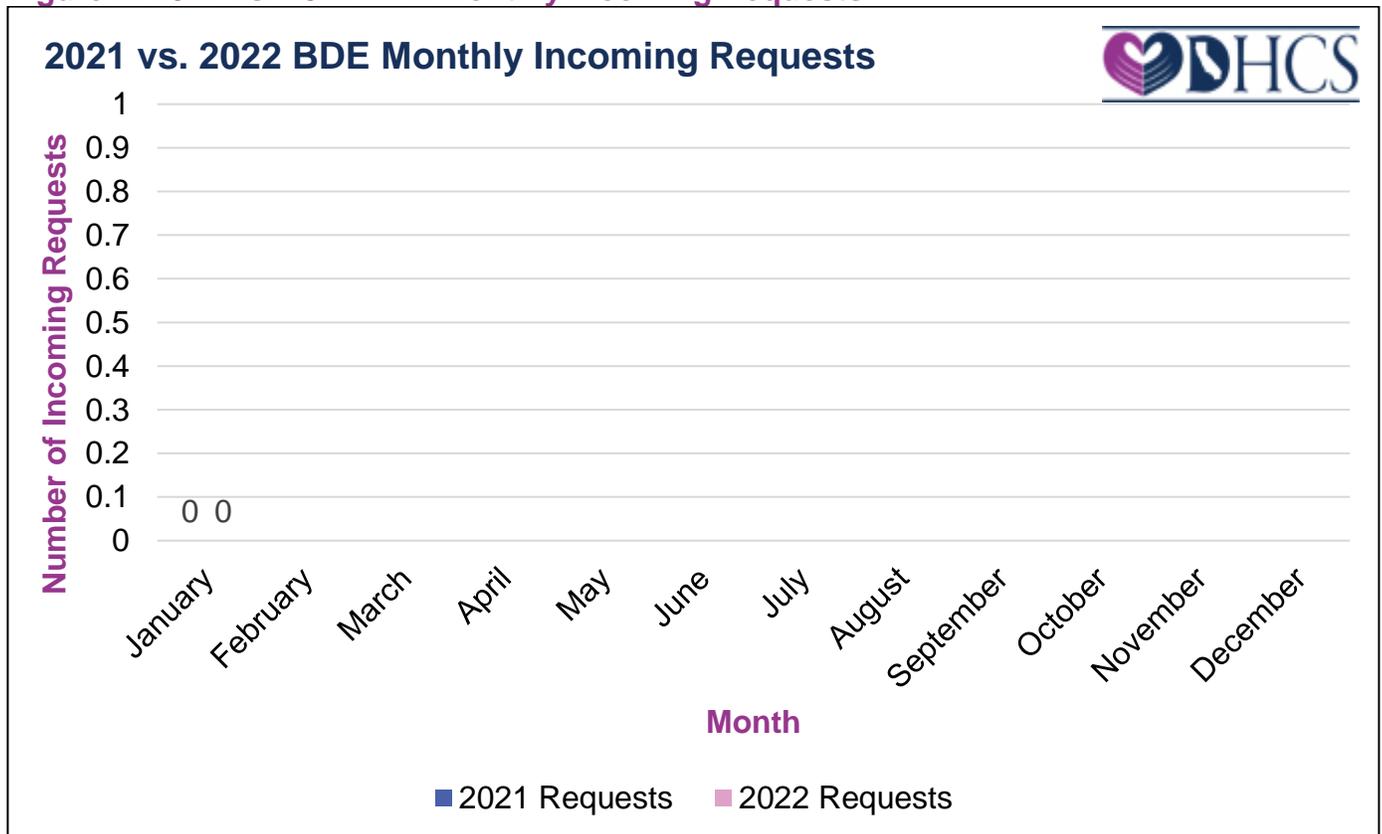
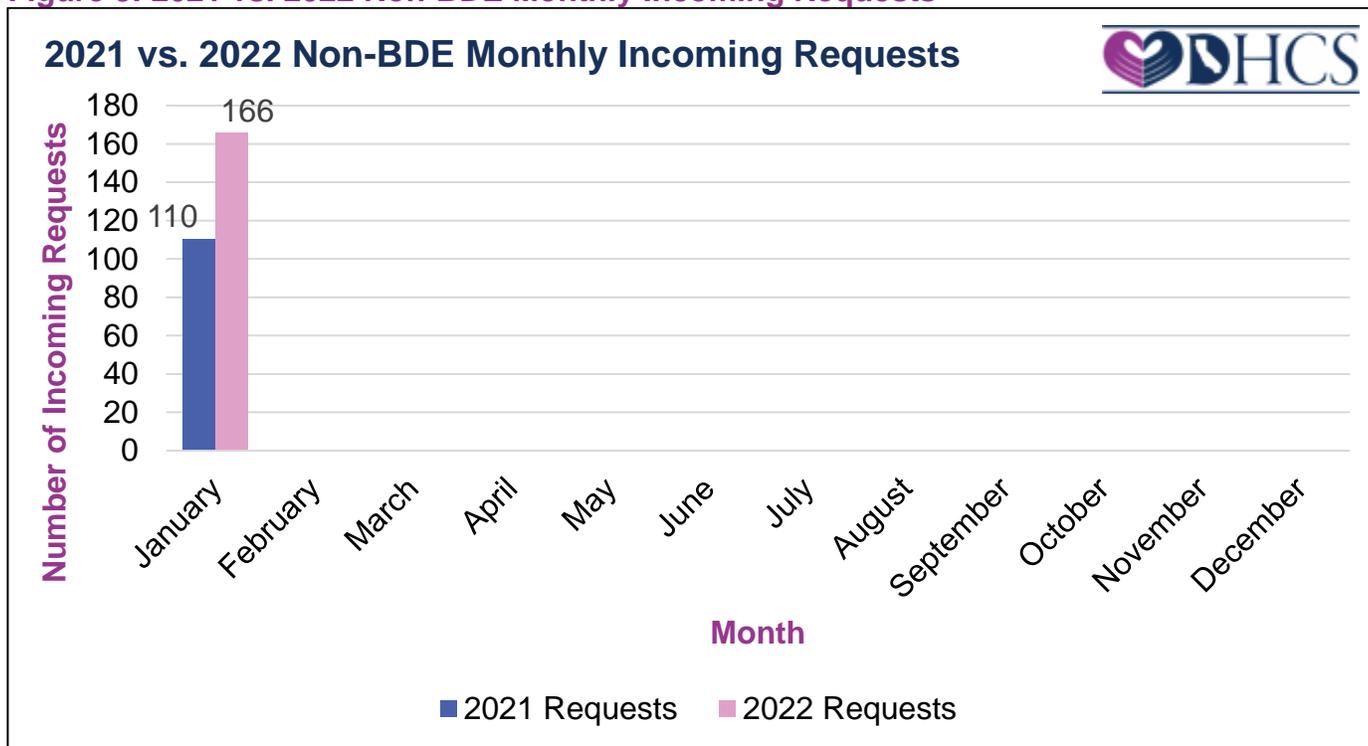


Figure 3: 2021 vs. 2022 Non-BDE Monthly Incoming Requests



2022 Summary

Figure 4: 2022 Total Monthly Requests by Type

