

Beneficiary Dental Exception (BDE) Reporting Month: August 2023

The Department of Health Care Services (DHCS) has completed this report in compliance with Welfare and Institutions Code (WIC) Section [14089.09](#) (c) regarding Medi-Cal members who have requested the Beneficiary Dental Exception (BDE) process. Information regarding the BDE process can be found on the Medi-Cal dental website: [Beneficiary Dental Exception](#), which is available to Medi-Cal DMC members in Sacramento County to ensure timely access to services through their dental managed care plan. Upon receiving a BDE request, DHCS works with the DMC plans on behalf of the member to schedule an appropriate appointment within specified timeframes, based on the member's needs. If no such appointment is secured, members may request to opt-out of Medi-Cal DMC and move into Medi-Cal Dental FFS where the member may select a dental FFS provider.

In accordance with reporting requirements in Welfare and Institutions Code Section 14089.09, this monthly report reflects actual BDE 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 are not reported.

This report includes BDE requests received in the reporting month, updates to BDE requests received in the previous month, and 2022 vs. 2023 summary. DHCS' outcomes are reported as:

- *Successful* - member was able to get an appointment and seen by a DMC provider.
- *Unsuccessful* - member was not able to get an appointment and was granted exception to FFS.
- *Abandoned by the member* – member was contacted and did not respond, or offered an appointment with a DMC provider but did not accept the offer or attend the appointment.

Timely access requirements for appointment timeframes per the [DMC contract](#) are as follows and reported as type of visit:

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

BDE Requests Received in August 2023

A total of sixteen (16) requests were received during August 2023. Figure 1 shows a breakdown of the requests by method of submission.

Figure 1: August 2023 – Counts of BDE Requests by Submission Method

Count of BDE Requests		
Submission Method	Counts	Percentage
By Phone Call	8	50%
By Mail/Fax/Email	8	50%
Total	16	100%

Figure 2 shows BDE requests received in August 2023 by type of visit and delivery system. Eleven (11) requests are in progress and five (5) request was successfully closed.

Figure 2: BDE Requests Received in August 2023 by Type of Visit

BDE Type of Visit	DMC Plan			Age Group		Total
	Access	Health Net	Liberty	Adults	Children	
Emergency	0	1	0	1	0	1
Urgent	2	1	2	5	0	5
Routine	6	0	1	7	0	7
Specialist	0	3	0	3	0	3
In Progress	4	4	3	11	0	11
Closed	4	1	0	5	0	5
Total BDE	8	5	3	16	0	16

BDE Requests Closed in August 2023

Figure 3 breaks down each closed case by service provided to the member, timely access (by business day), and outcomes. Eleven (11) BDE requests were successfully closed in August 2023, as members were able to get an appointment with a DMC provider and received dental services. One (1) request received in June was closed as Abandoned by Member, as the member did not show up to the scheduled appointment and was non-responsive to the plan’s attempts to schedule an appointment. In all closed cases, members received routine exam or treatment services and within the timely access (by business day) requirements.

Figure 3: BDE Requests Closed in August 2023

Type of Visit	Adult/Child	Service Provided	Timely Access	DMC Plan	Outcome
Routine	Adult	No show - Non-Responsive	39 days	Access	Abandoned by the Member
Routine	Adult	Exam, Cleaning, Denture Referral	15 days	Access	Successful
Routine	Adult	Routine Exam	5 days	Access	Successful
Routine	Adult	Routine Exam	16 days	Health Net	Successful
Routine	Adult	Exam, fillings	11 days	Health Net	Successful
Routine	Adult	Exam, OS referral	11 days	Health Net	Successful
Routine	Adult	Exam, Endo & OS referral	2 days	Access	Successful
Routine	Adult	Routine Exam	13 days	Access	Successful
Urgent	Adult	exam, x-rays, sedation, extraction	11 days	Access	Successful
Specialist	Adult	Exam OS	12 days	Health Net	Successful
Urgent	Adult	Exam and x-rays	4 days	Access	Successful
Routine	Adult	Routine Exam OS referral	4 days	Access	Successful

Update BDE Requests Received in July 2023

Figure 4 shows an update on the BDE requests received in July 2023. There are four (4) requests that remains in progress with an appointment scheduled with a DMC provider in a future month and seven (7) additional requests were successfully closed in August 2023.

Figure 4: Updated BDE Requests Received in July 2023 by Type of Visit

BDE Type of Visit	DMC Plan			Age Group		Total
	Access	Health Net	Liberty	Adults	Children	
Emergency	0	0	0	0	0	0
Urgent	0	0	0	0	0	0
Routine	4	5	1	9	1	10
Specialist	0	0	1	1	0	1
In Progress	1	2	1	3	1	4
Closed	3	3	1	7	0	7
Total BDE	4	5	2	10	1	11

2022 vs. 2023 Comparison

Figure 5 shows comparison of BDE requests received monthly in 2022 versus 2023. The total BDE requests received in August 2023 increased by thirteen (13) when compared to August 2022.

Figure 5: 2022 vs. 2023 Total BDE Monthly Incoming Requests

