

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

Total Requests Received in May 2022

A total of 96 requests were received during May; 94 (98%) were non-BDE requests, while two (2%) were BDE requests (Table 1).

Table 1: May 2022 Incoming Totals

Total Requests	96	100%
BDE	2	2%
Non-BDE	94	98%
Inbound Phone Call Total	39	41%
BDE	2	5%
Non-BDE	37	95%
Mail/Fax/Email Total	57	59%
BDE	0	0%
Non-BDE	57	100%

Table 2: May 2022 Non-BDE Totals

Non-BDE Categories	94	100%
BDE Info/No Need	10	10%
Benefits	1	1%
Eligibility	2	2%
Plan/Provider Info	54	58%
No Answer/Left Message	15	16%
Other	12	13%

BDE Requests Received from April 2022 to May 2022

There were four BDE requests received from April 2022 to May 2022. The requests remained open due to appointments scheduled in a future month.

Table 3: BDE Requests Received in April 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	2	0	2	2
Specialist	0	0	0	0	0	0
In Progress	0	0	2	0	2	2
Closed	0	0	0	0	0	0
Total BDE	0	0	2	0	2	2

Table 4: BDE Requests Received in May 2022

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

Table 5: BDE Requests Received from April 2022 to May 2022

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

BDE Requests Closed in May 2022

Three BDE requests closed in May. One request was received in February, one request was received in March, and one request was received in May. Of the closed requests, one request was a specialist exam for an adult LIBERTY Dental Plan member; one request was a routine exam for a child Access Dental Plan member; and one request was an emergency exam for a LIBERTY Dental Plan member; (Table 6). The three requests that closed were successfully seen and treated by a dentist (Figure 2).

Table 6: BDE Requests Closed in May 2022

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Specialist	Adult	Exam	30+	LIBERTY	Successful
Routine	Child	Exam	30+	Access	Successful
Emergency	Adult	Exam + Rx	1	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 May: Organized by Type

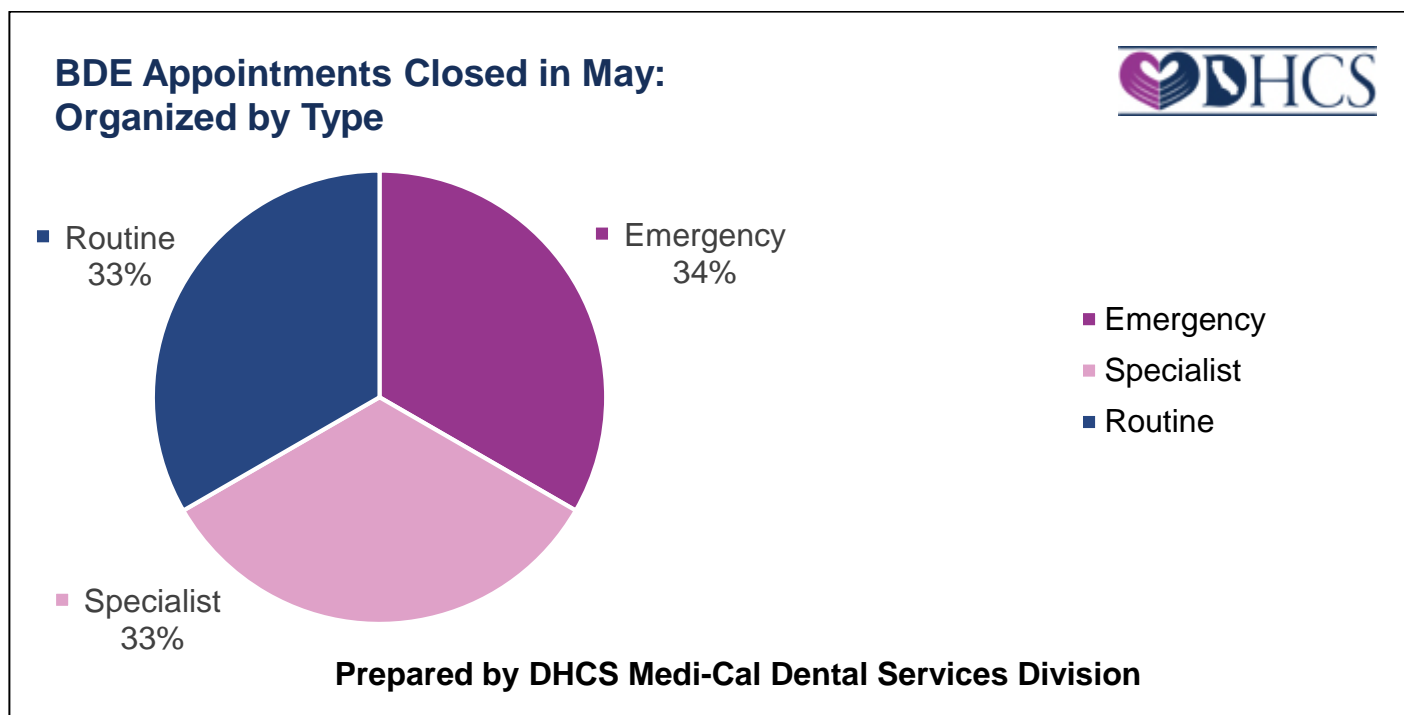


Table 7: BDE Appointments Closed in May: Organized by Type

Type of Appointment	Adults	Children	Total	Percentage
Emergency	1	0	1	34%
Urgent	0	0	0	0%
Routine	0	1	1	33%
Specialist	1	0	1	33%

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

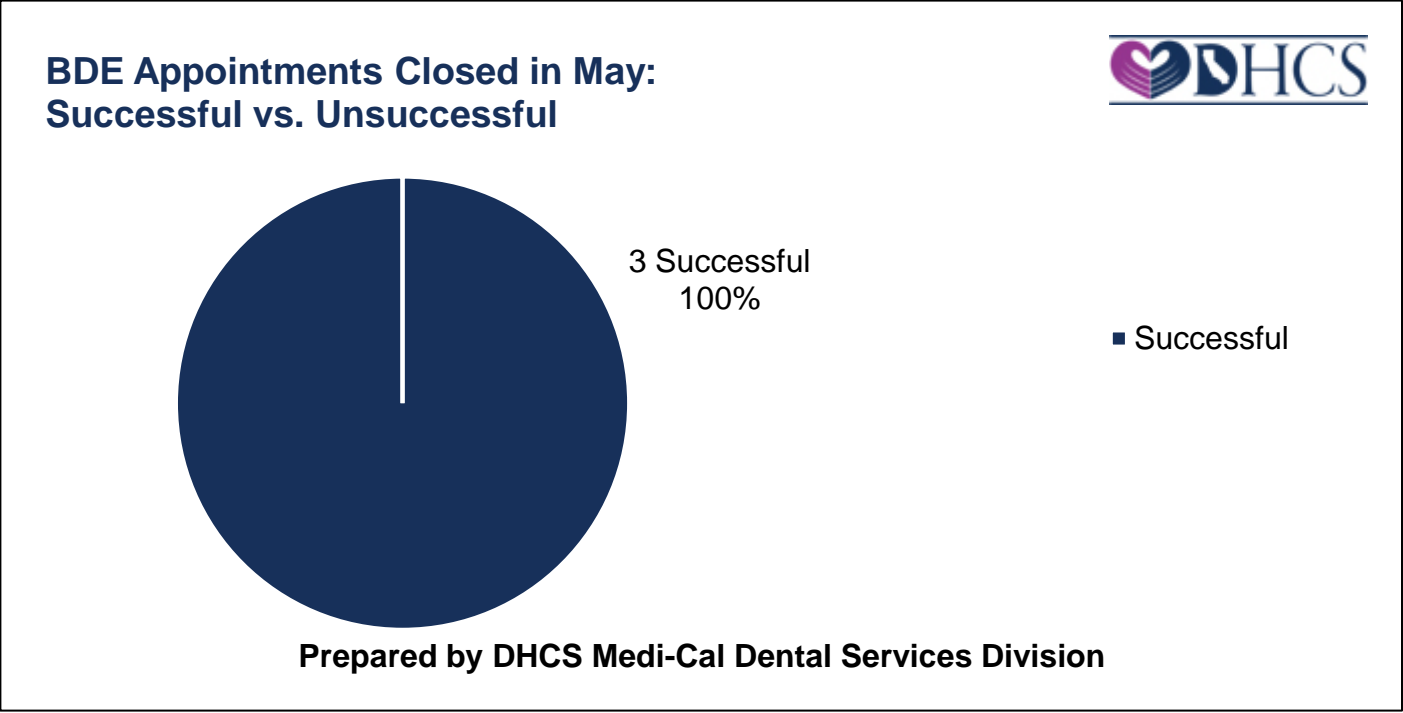


Table 8: BDE Appointments Closed in May: Successful vs. Unsuccessful

Department Perspective	Adults	Children	Total	Percentage
Successful	2	1	3	100%
Unsuccessful	0	0	0	0%

BDE Requests Closed from April 2022 to May 2022

Five BDE requests were closed from April 2022 to May 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 April 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	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	0	0	0	0
Successful Routine	0	0	0	0	0	0
Successful Specialist	1	0	1	2	0	2
Unsuccessful	0	0	0	0	0	0
Successful	1	0	1	2	0	2
Total	1	0	1	2	0	2

Table 10: BDE Requests Closed in May 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	0	0	0	0	0
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	0	0	1	1	0	1
Successful Urgent	0	0	0	0	0	0
Successful Routine	1	0	0	0	1	1
Successful Specialist	0	0	1	1	0	1
Unsuccessful	0	0	0	0	0	0
Successful	1	0	2	2	1	3
Total	1	0	2	2	1	3

2021 vs. 2022 Comparison

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

Figure 3: 2021 vs. 2022 Total Monthly Incoming Requests

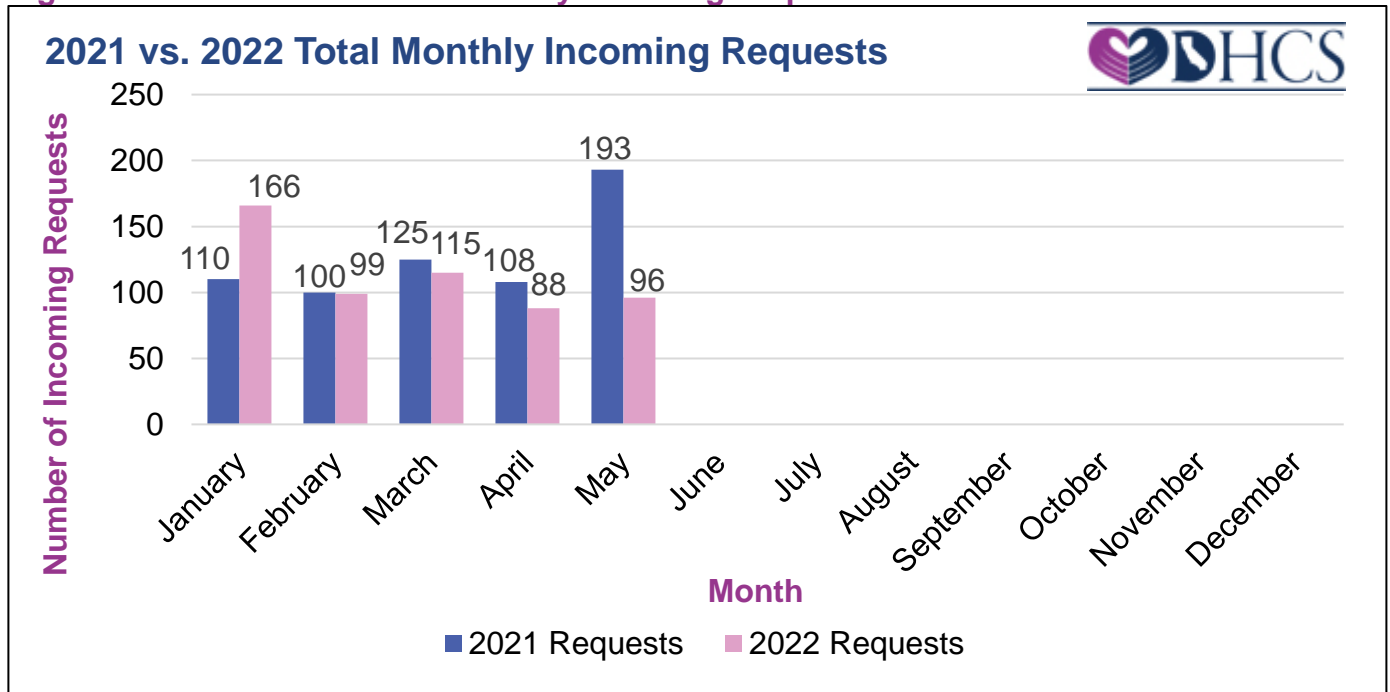


Figure 4: 2021 vs. 2022 BDE Monthly Incoming Requests

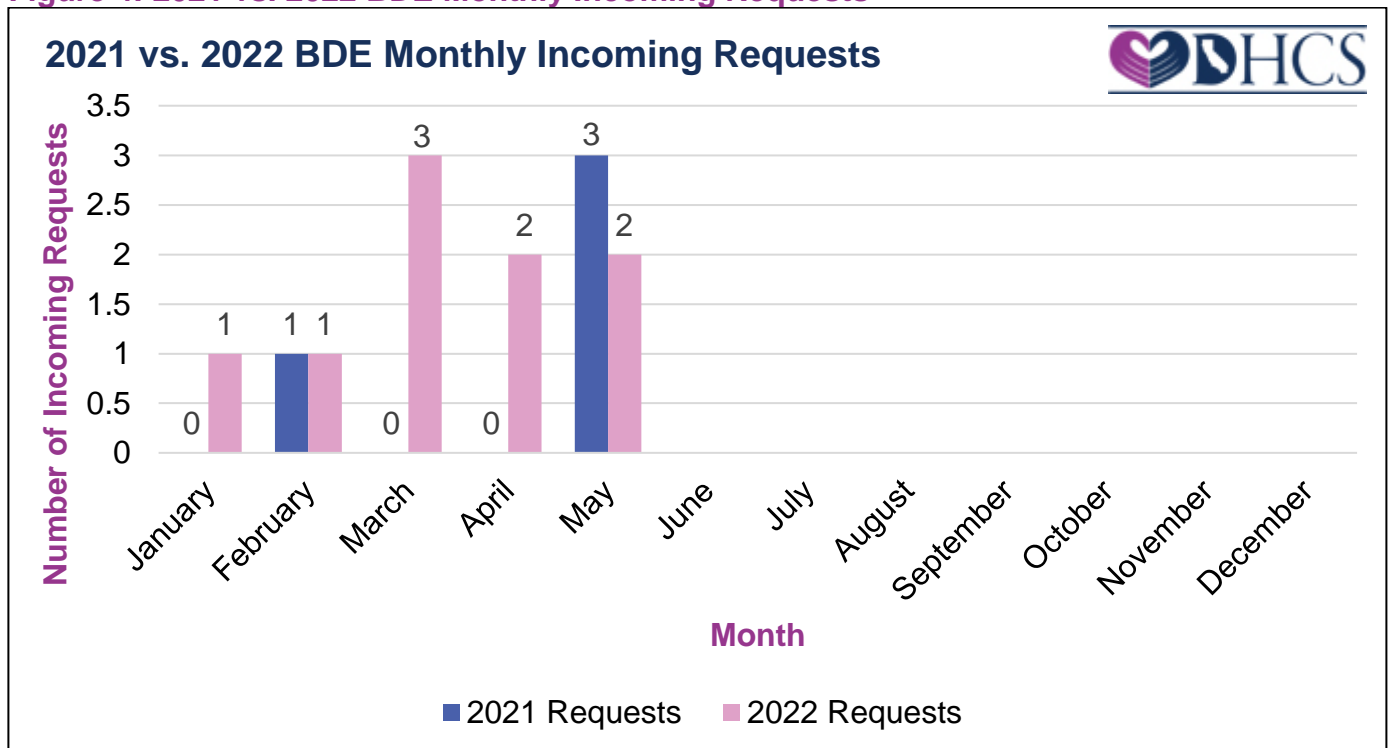
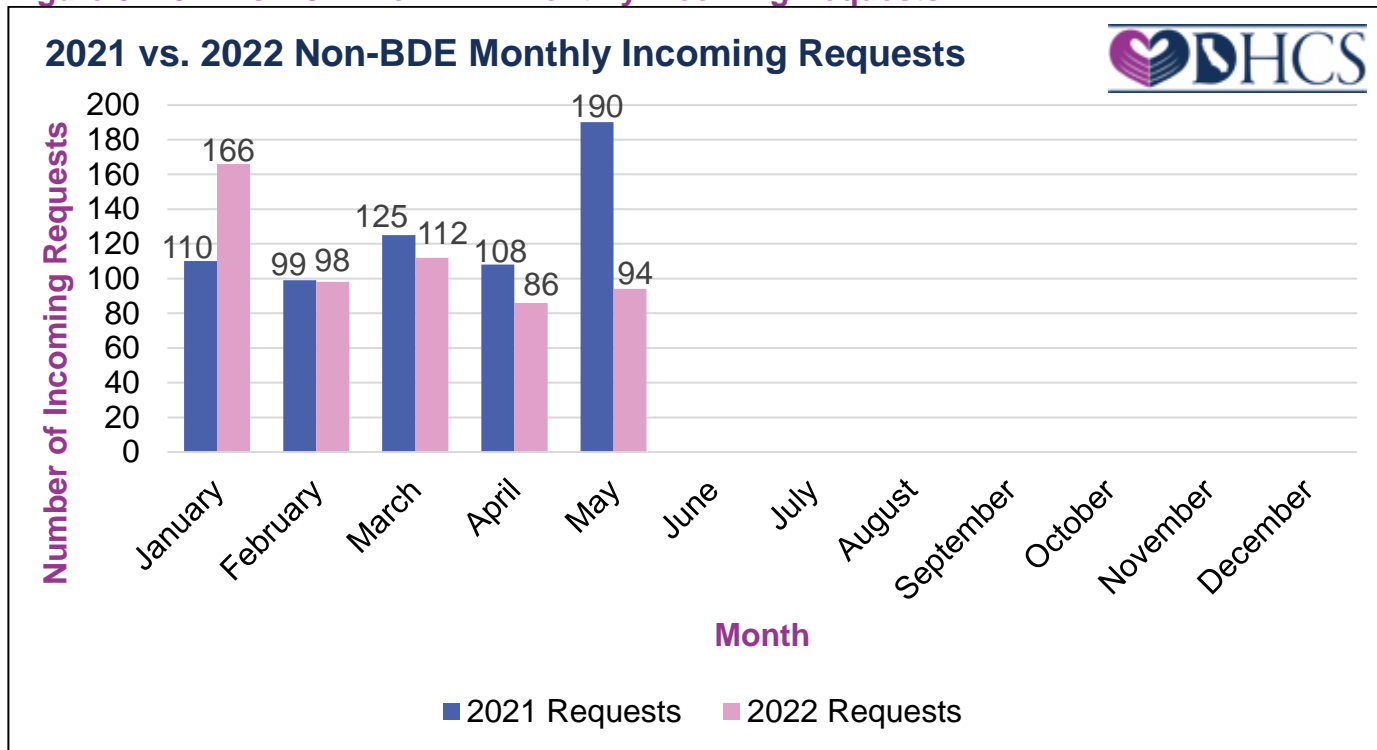


Figure 5: 2021 vs. 2022 Non-BDE Monthly Incoming Requests



2022 Summary

Figure 6: 2022 Total Monthly Requests by Type

