

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

Total Requests Received in September 2022

A total of 133 requests were received during September; 131 (98%) were non-BDE requests, while two (2%) were BDE requests (Table 1).

Table 1: September 2022 Incoming Totals

Total Requests	133	100%
BDE	2	2%
Non-BDE	131	98%
Inbound Phone Call Total	66	50%
BDE	1	2%
Non-BDE	65	98%
Mail/Fax/Email Total	67	50%
BDE	1	1%
Non-BDE	66	99%

Table 2: September 2022 Non-BDE Totals

Non-BDE Categories	131	100%
BDE Info/No Need	21	16%
Benefits	2	2%
Eligibility	0	0%
Plan/Provider Info	53	39%
No Answer/Left Message	36	28%
Other	19	15%

BDE Requests Received from August 2022 to September 2022

There were five BDE requests received from August 2022 to September 2022. Three requests remain open due to appointments scheduled in a future month.

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

Table 5: BDE Requests Received from August 2022 to September 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	1	2	3	0	3
In Progress	1	1	1	3	0	3
Closed	0	0	2	2	0	2
Total BDE	1	1	3	5	0	5

BDE Requests Closed in September 2022

No BDE requests were closed in September 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 3), the total incoming monthly requests decreased by 26 in September 2022 when compared to September 2021.

Figure 3: 2021 vs. 2022 Total Monthly Incoming Requests

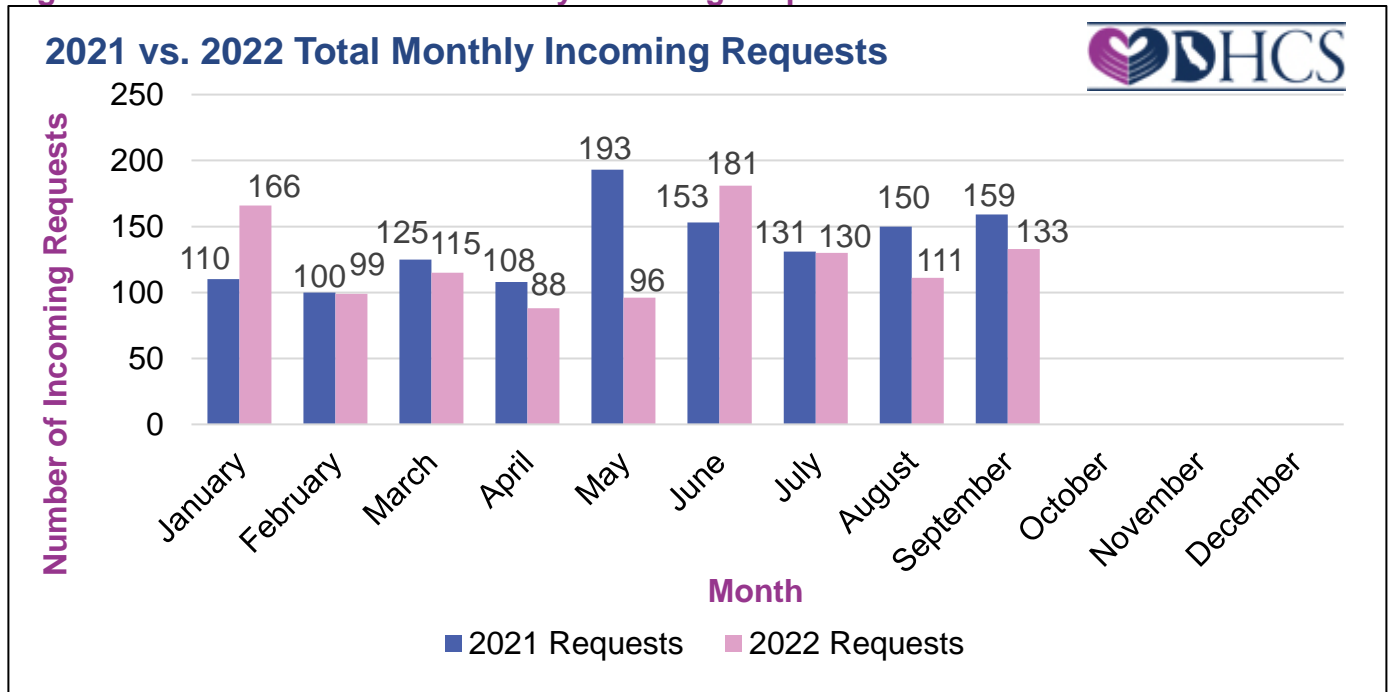


Figure 4: 2021 vs. 2022 BDE Monthly Incoming Requests

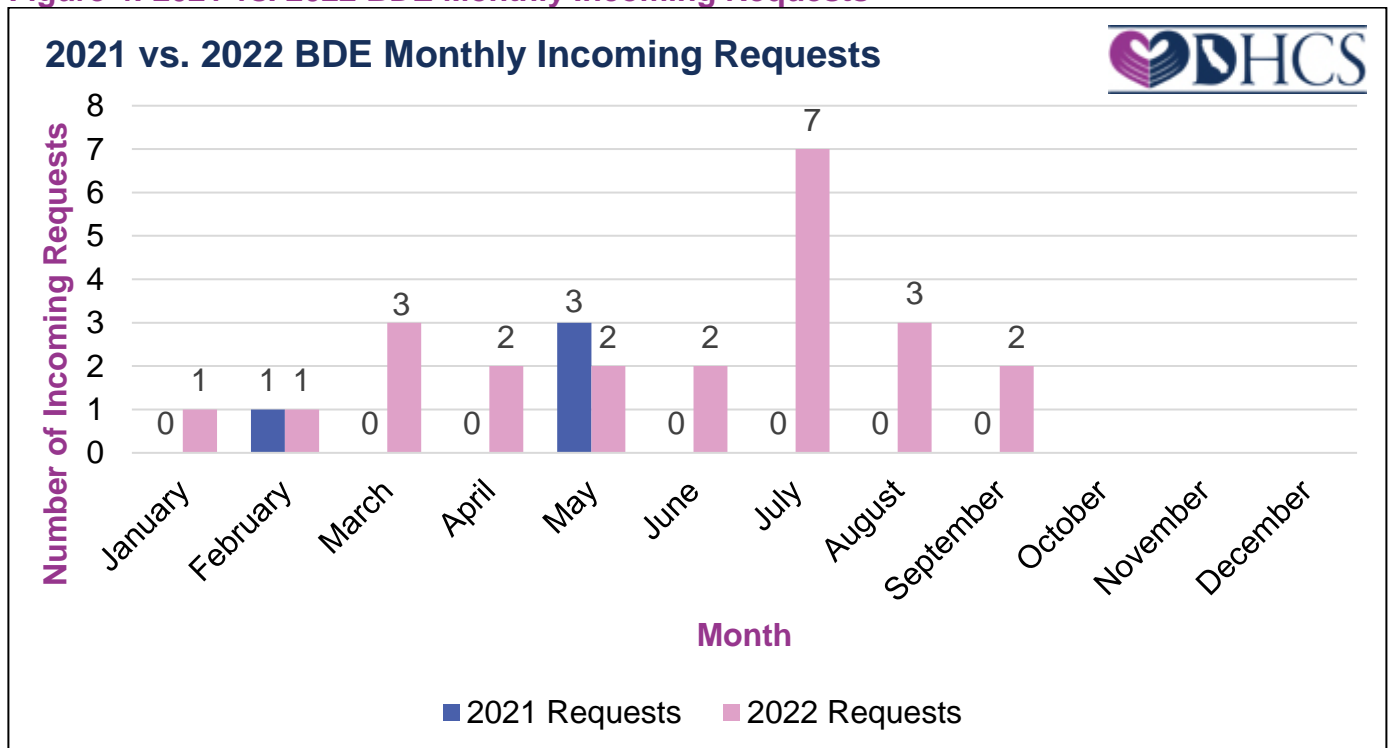
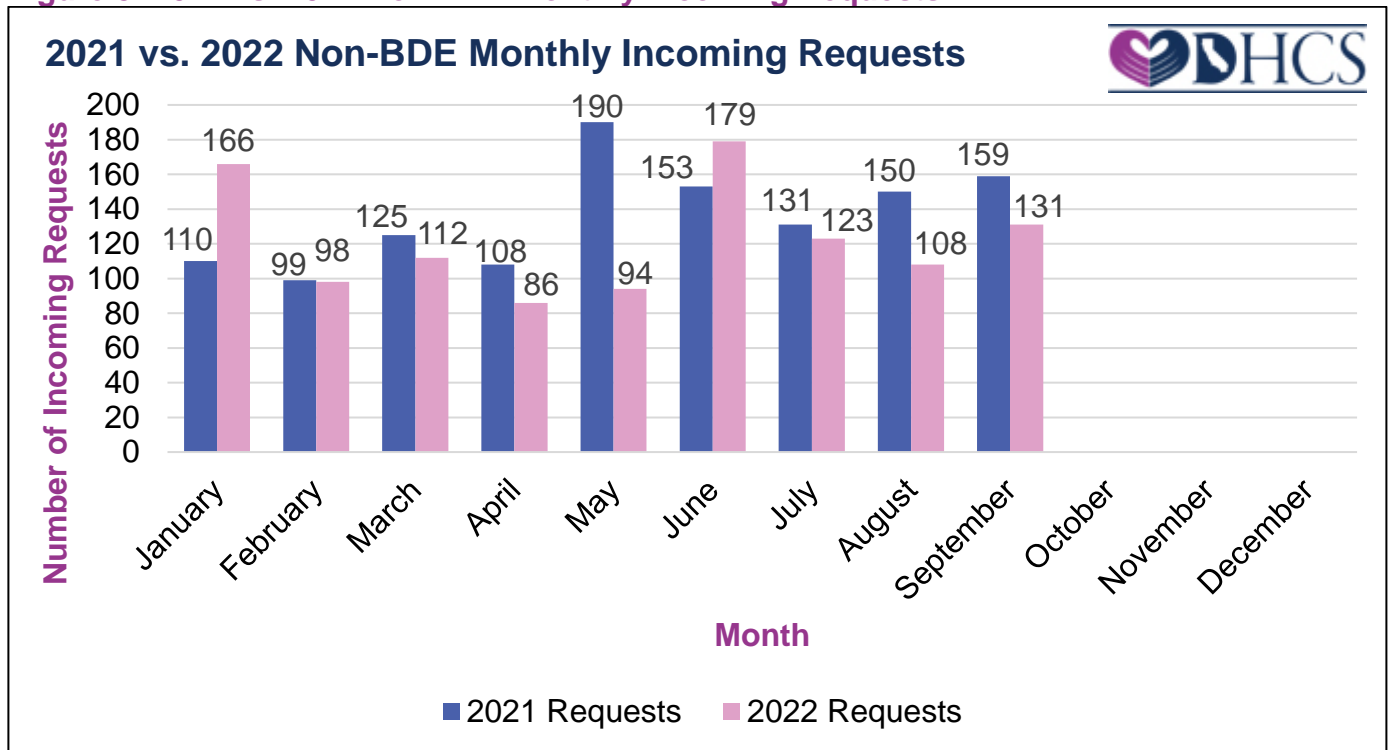


Figure 5: 2021 vs. 2022 Non-BDE Monthly Incoming Requests



2022 Summary

Figure 6: 2022 Total Monthly Requests by Type

