BENEFICIARY DENTAL EXCEPTION (BDE)

August 2026

DHCS
CALIFORNIA DEPARTMENT OF
HEALTH CARE SERVICES

TABLE OF CONTENTS

Beneficiary Dental Exception (BDE) 1
BDE Requests received 3
BDE Requests Closed 6
BDE Requests Received in the Previous Month 9

INTRODUCTION

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, and 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, Dental MCP representative will contact the member within three (3) business days to assist the member. Dental MCPs works closely with members to schedule an appropriate appointment within specified time frames and based on the member's identified 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 14048.09, 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 will no longer be reported. In addition, BDE reports will be posted monthly only. This report includes BDE requests received in the reporting month, updates to BDE requests received in the previous month, and 2025 vs. 2026 summary. Please note, there is no BDE reporting from December 2023 through June 2025 due to the Department's parity evaluation of DMC plans. During this time, members were able to request to transition from DMC to FFS and were not required to submit a Beneficiary Dental Exception request until the start of the new contracts with DMC plans, which were implemented on July 1, 2025.

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.
- *Member Non-Responsive* - 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

A total of twenty-four (24) requests were received during August 2026. Figure 1 shows a breakdown of the requests by method of submission.

Figure 1: August 2026 – Counts of BDE Requests by Submission Method

Count of BDE Requests		
Submission Method	**Counts**	**Percentage**
By Phone Call	8	33
By Mail/Fax/Email	16	67
Total	**24**	**100%**

Figure 2 shows BDE requests received in August 2026 by type of visit and delivery system. Twenty (20) requests were closed, and four (4) requests are in progress with an appointment scheduled with a DMC provider in the future month.

Figure 2: BDE Requests Received in August 2026 by Type of Visit

BDE Type of Visit	DMC Plan			Age Group		Total
	CDN	Health Net	Liberty	Adults	Children	
Emergency	0	0	0	0	0	**0**
Urgent	1	1	6	8	0	**8**
Routine	1	2	8	8	3	**11**
Specialist	0	1	4	5	0	**5**
In Progress	0	0	4	4	0	**4**
Closed	2	4	14	17	3	**20**
Total BDE	**2**	**4**	**18**	**21**	**3**	**24**

BDE Requests Closed

Figure 3 breaks down each closed case by the service provided to the members, timely access (by business day), and outcomes. Thirty-eight (38) BDE requests were closed in August. Eighteen (18) of those requests were received in July, and twenty (20) were received in August. Seventeen (17) cases were successfully seen and treated by a dentist. Twenty-one (21) cases were non-responsive to the plan's attempts to schedule the appointments and were closed as Member Non-Responsive.

Figure 3: BDE Requests Closed in August 2026

Type of Visit	Adult/ Child	Service Provided	Timely Access	DMC Plan	Outcome
Specialist	Adult	N/A	9 Days	Health Net	Member non-responsive
Urgent	Adult	N/A	9 Days	Liberty	Member non-responsive
Routine	Child	N/A	11 Days	Liberty	Member non-responsive
Routine	Adult	N/A	N/A	Liberty	Member non-responsive
Routine	Adult	N/A	N/A	Liberty	Member non-responsive
Routine	Adult	N/A	N/A	Health Net	Member non-responsive
Routine	Adult	N/A	N/A	Health Net	Member non-responsive
Routine	Adult	N/A	10 Days	Liberty	Member non-responsive
Urgent	Adult	N/A	8 Days	CDN	Member non-responsive
Routine	Child	N/A	N/A	Liberty	Member non-responsive
Routine	Adult	N/A	N/A	Liberty	Member non-responsive

Type of Visit	Adult/ Child	Service Provided	Timely Access	DMC Plan	Outcome
Specialist	Adult	N/A	N/A	Health Net	Member non-responsive
Routine	Adult	N/A	N/A	Health Net	Member non-responsive
Routine	Adult	N/A	15 Days	Liberty	Member non-responsive
Specialist	Adult	N/A	N/A	Liberty	Member non-responsive
Routine	Adult	N/A	N/A	Health Net	Member non-responsive
Urgent	Adult	N/A	N/A	Liberty	Member non-responsive
Urgent	Adult	N/A	N/A	Liberty	Member non-responsive
Specialist	Adult	N/A	N/A	Liberty	Member non-responsive
Urgent	Adult	N/A	4 Days	Health Net	Member non-responsive
Routine	Child	N/A	N/A	CDN	Member non-responsive
Specialist	Adult	Exam	16 Days	Liberty	Successful
Routine	Adult	SRP	12 Days	Liberty	Successful
Specialist	Adult	Exam, Xray, Cleaning	19 Days	Liberty	Successful
Specialist	Child	Exam, Xray	14 Days	Liberty	Successful
Specialist	Adult	Exam, Xray	19 Days	Liberty	Successful
Urgent	Adult	Exam, Xray	18 Days	Liberty	Successful
Routine	Adult	Exam, Xray, Cleaning	22 Days	Liberty	Successful

Type of Visit	Adult/ Child	Service Provided	Timely Access	DMC Plan	Outcome
Routine	Child	Exam, Xray, Cleaning	32 Days	Liberty	Successful
Routine	Adult	Exam, Xray, Cleaning	13 Days	Liberty	Successful
Urgent	Adult	Xray	3 Days	Liberty	Successful
Urgent	Adult	Exam, Xray	8 Days	Liberty	Successful
Urgent	Adult	Exam, Xray	4 Days	Liberty	Successful
Routine	Adult	Exam, Xray	9 Days	Liberty	Successful
Routine	Adult	Exam, Xray, Cleaning and Floride	6 Days	Liberty	Successful
Routine	Child	Exam, Xray, Cleaning and Floride	4 Days	Liberty	Successful
Routine	Adult	Exam, Xray, Cleaning and Floride	5 Days	Liberty	Successful
Routine	Adult	Exam, Xray	3 Days	Liberty	Successful

BDE REQUESTS RECEIVED IN THE PREVIOUS MONTH

Figure 4 shows an update on the BDE requests received in July 2026. A total of twenty-nine (29) requests were received during July 2026. Twenty-six (26) of those requests are now closed. Three (3) requests are in progress, with an appointment scheduled with a DMC provider in the future month.

Figure 4: Updated BDE Requests Received in the Previous Reporting Month

BDE Type of Visit	DMC Plan			Age Group		Total
	CDN	Health Net	Liberty	Adults	Children	
Emergency	0	0	0	0	0	**0**
Urgent	0	1	4	5	0	**5**
Routine	0	3	12	13	2	**15**
Specialist	0	4	5	8	1	**9**
In Progress	0	1	2	3	0	**3**
Closed	0	7	19	23	3	**26**
Total BDE	**0**	**8**	**21**	**26**	**3**	**29**

2025 vs. 2026 Comparison

Figure 5 shows comparison of BDE requests received monthly in 2025 verses 2026.

The total BDE requests received in August 2026 increased by nineteen (19) when compared to August 2025.

Figure 5: 2025 vs. 2026 Total BDE Monthly Incoming Requests

