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

Total Requests Received in April 2022

A total of 88 requests were received during April and 86 (98%) were non-BDE requests, while two (2%) were BDE requests (Table 1).

Table 1: April 2022 Incoming Totals

Total Requests	88	100%
BDE	2	2%
Non-BDE	86	98%
Inbound Phone Call Total	**46**	**52%**
BDE	0	0%
Non-BDE	46	100%
Mail/Fax/Email Total	**42**	**48%**
BDE	2	5%
Non-BDE	40	95%

Table 2: April 2022 Non-BDE Totals

Non-BDE Categories	86	100%
BDE Info/No Need	13	15%
Benefits	6	7%
Eligibility	4	5%
Plan/Provider Info	40	48%
No Answer/Left Message	14	16%
Other	9	9%

<u>BDE Requests Received from March 2022 to April 2022</u>
There were five BDE requests received from March 2022 to April 2022.

Table 3: BDE Requests Received in March 2022

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

Table 4: 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 5: BDE Requests Received from March 2022 to April 2022

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	0	0	0	0	0	**0**
Urgent	0	1	0	0	1	**1**
Routine	1	0	2	0	3	**3**
Specialist	1	0	0	1	0	**1**
In Progress	**1**	**0**	**2**	**0**	**3**	**3**
Closed	**1**	**1**	**0**	**1**	**1**	**2**
Total BDE	**2**	**1**	**2**	**1**	**4**	**5**

BDE Requests Closed in April 2022

Two BDE request were closed in April 2022. One request was received in February and closed in April, while the other request was received in March and closed in April due to appointments being scheduled in future months. One request was for a specialist appointment for an adult Access Dental Plan member, while the other was for a specialist appointment for an adult LIBERTY Dental Plan member (Table 6). The requests were successfully seen and treated by a dentist (Figure 2).

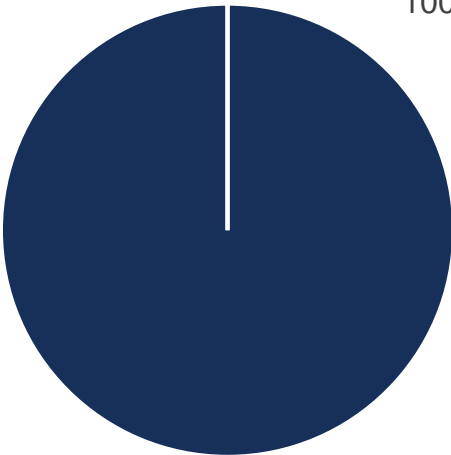**Table 6: BDE Requests Closed in April 2022**

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Specialist	Adult	Exam and Extraction	30	Access	Successful
Specialist	Adult	Exam	30+	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 April: Organized by Type

BDE Appointments Closed in April:
Organized by Type

2 Specialist
100%

■ Specialist

Prepared by DHCS Medi-Cal Dental Services Division

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

Type of Appointment	Adults	Children	Total	Percentage
Emergency	0	0	0	0%
Urgent	0	0	0	0%
Routine	0	0	0	0%
Specialist	2	0	2	100%

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

BDE Appointments Closed in April: Successful vs. Unsuccessful

2 Successful
100%

■ Successful

Prepared by DHCS Medi-Cal Dental Services Division

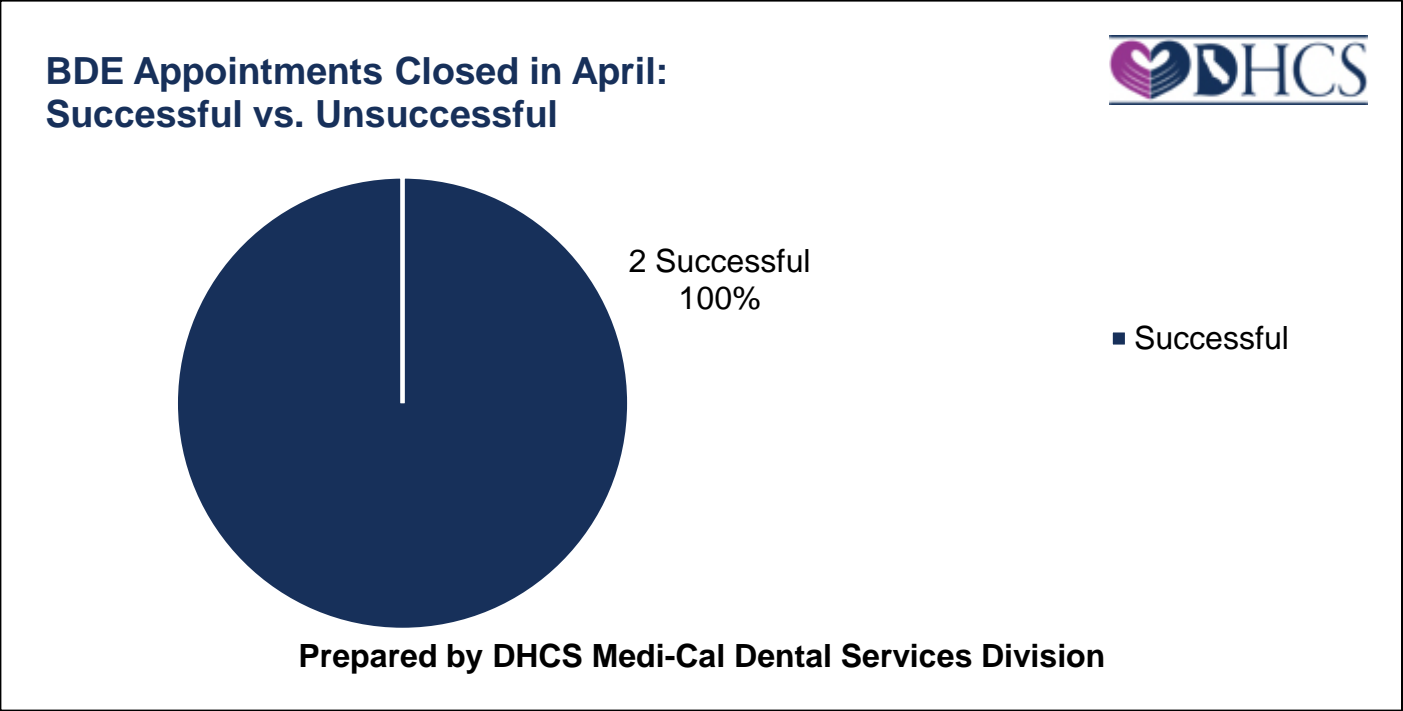**Table 8: BDE Appointments Closed in April: Successful vs. Unsuccessful**

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

BDE Requests Closed from March 2022 to April 2022

Two BDE requests were closed from March 2022 to April 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 March 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	0	0	0	0	0	0
Unsuccessful	**0**	**0**	**0**	**0**	**0**	**0**
Successful	**0**	**0**	**0**	**0**	**0**	**0**
Total	**0**	**0**	**0**	**0**	**0**	**0**

Table 10: 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**

2021 vs. 2022 Comparison

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

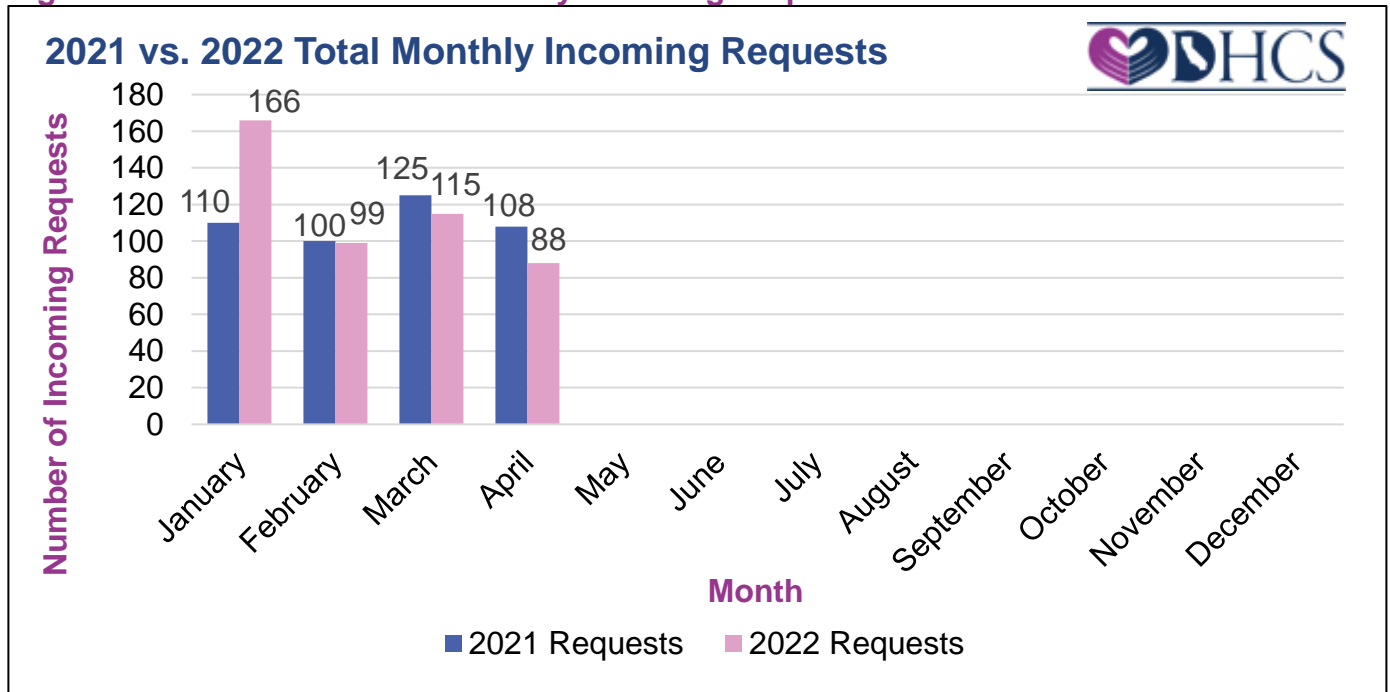**Figure 3: 2021 vs. 2022 Total Monthly Incoming Requests**
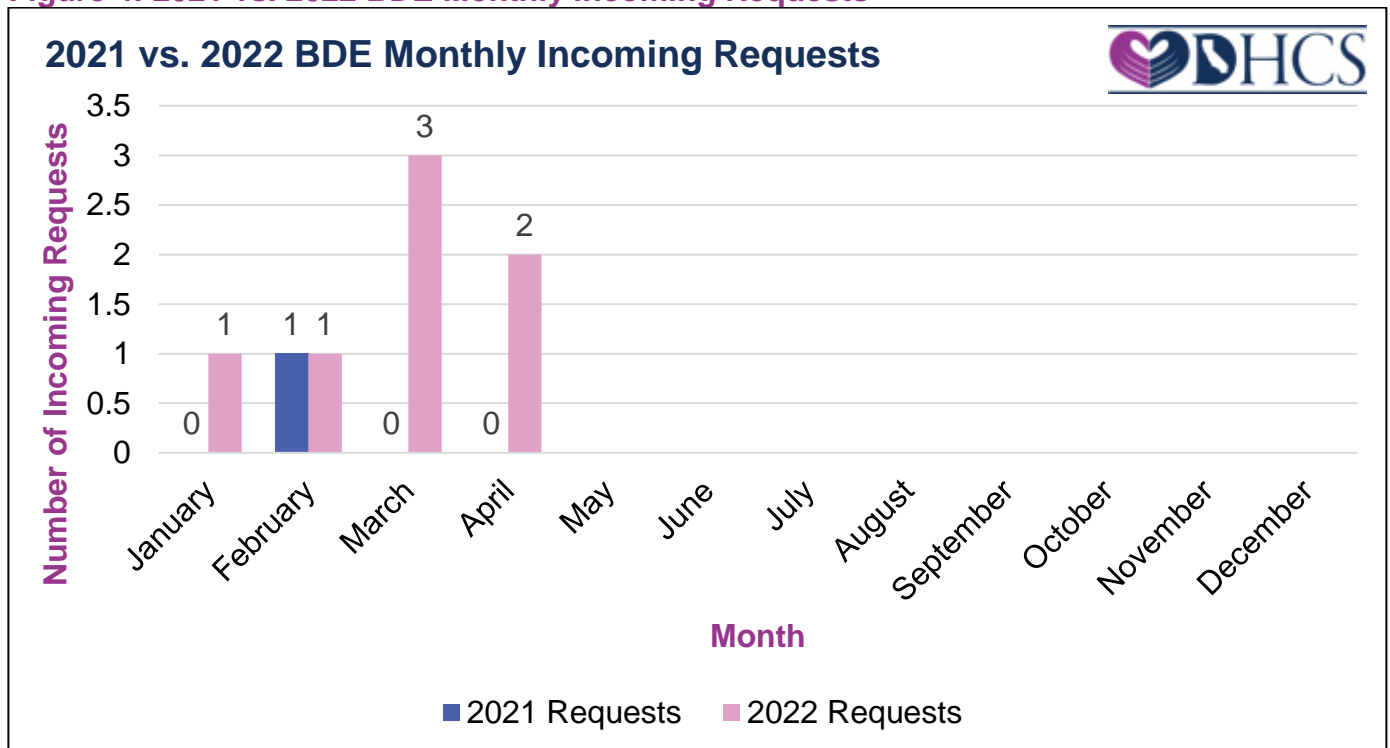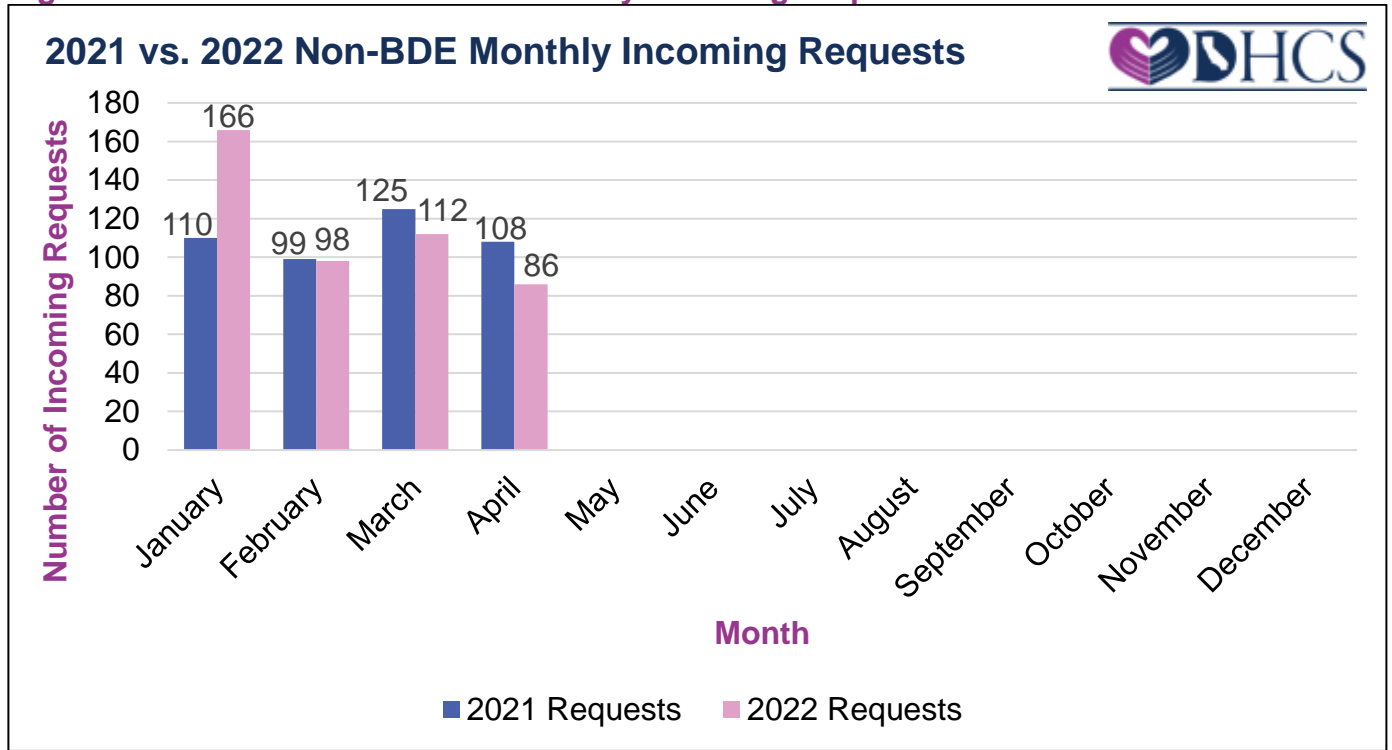

Figure 4: 2021 vs. 2022 BDE Monthly Incoming Requests

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

2021 vs. 2022 Non-BDE Monthly Incoming Requests

Bar chart titled "2021 vs. 2022 Non-BDE Monthly Incoming Requests." Y-axis: Number of Incoming Requests (0 to 180). X-axis: Month. Legend: 2021 Requests (dark blue), 2022 Requests (pink).

- January: 2021 = 110, 2022 = 166
- February: 2021 = 99, 2022 = 98
- March: 2021 = 125, 2022 = 112
- April: 2021 = 108, 2022 = 86

2022 Summary

Figure 6: 2022 Total Monthly Requests by Type

2022 Total Monthly Requests by Type

Bar chart titled "2022 Total Monthly Requests by Type." Y-axis: Number of Incoming Requests (0 to 140). X-axis: Month. Legend: Mail/Fax/Emails (dark blue), Calls (pink).

- January: Mail/Fax/Emails = 116, Calls = 50
- February: Mail/Fax/Emails = 59, Calls = 40
- March: Mail/Fax/Emails = 57, Calls = 58
- April: Mail/Fax/Emails = 42, Calls = 46