

Beneficiary Dental Exception (BDE) August 2021

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 August 2021, comparison of July 2021 to August 2021, 2020 vs. 2021, and 2021 annual summary.

Total Requests Received in August 2021

A total of 150 requests were received during August; all 150 (100%) were non-BDE (Table 1).

Table 1: August 2021 Incoming Totals

Total Requests	150	100%
BDE	0	0%
Non-BDE	150	100%
Inbound Phone Call Total	77	51%
BDE	0	0%
Non-BDE	77	100%
Mail/Fax/Email Total	73	49%
BDE	0	0%
Non-BDE	73	100%

Table 2: August 2021 Non-BDE Totals

Non-BDE Categories	150	100%
BDE Info/No Need	21	14%
Benefits	5	3%
Eligibility	2	1%
Plan/Provider Info	42	28%
No Answer/Left Message	67	45%
Other	13	9%

BDE Requests Received from July 2021 to August 2021

From July 2021 to August 2021, there were no BDE requests received; therefore, no tables or figures are included.

BDE Requests Closed in August 2021

No BDE requests were closed in August 2021.

Appointment Timeframes (as required by contract)

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

2020 vs. 2021 Comparison

As shown below (Figure 1), the total incoming monthly requests increased in August 2021 when compared to August 2020.

Figure 1: 2020 vs. 2021 Total Monthly Incoming Requests

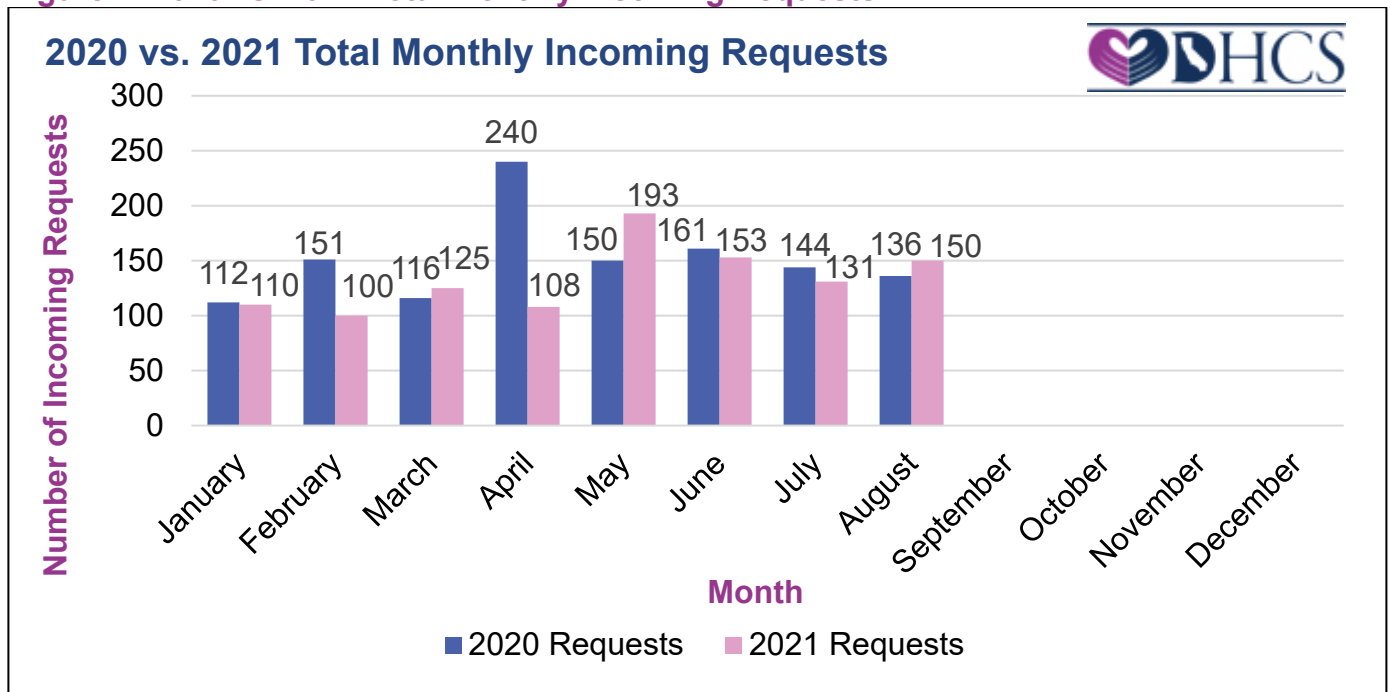


Figure 2: 2020 vs. 2021 BDE Monthly Incoming Requests

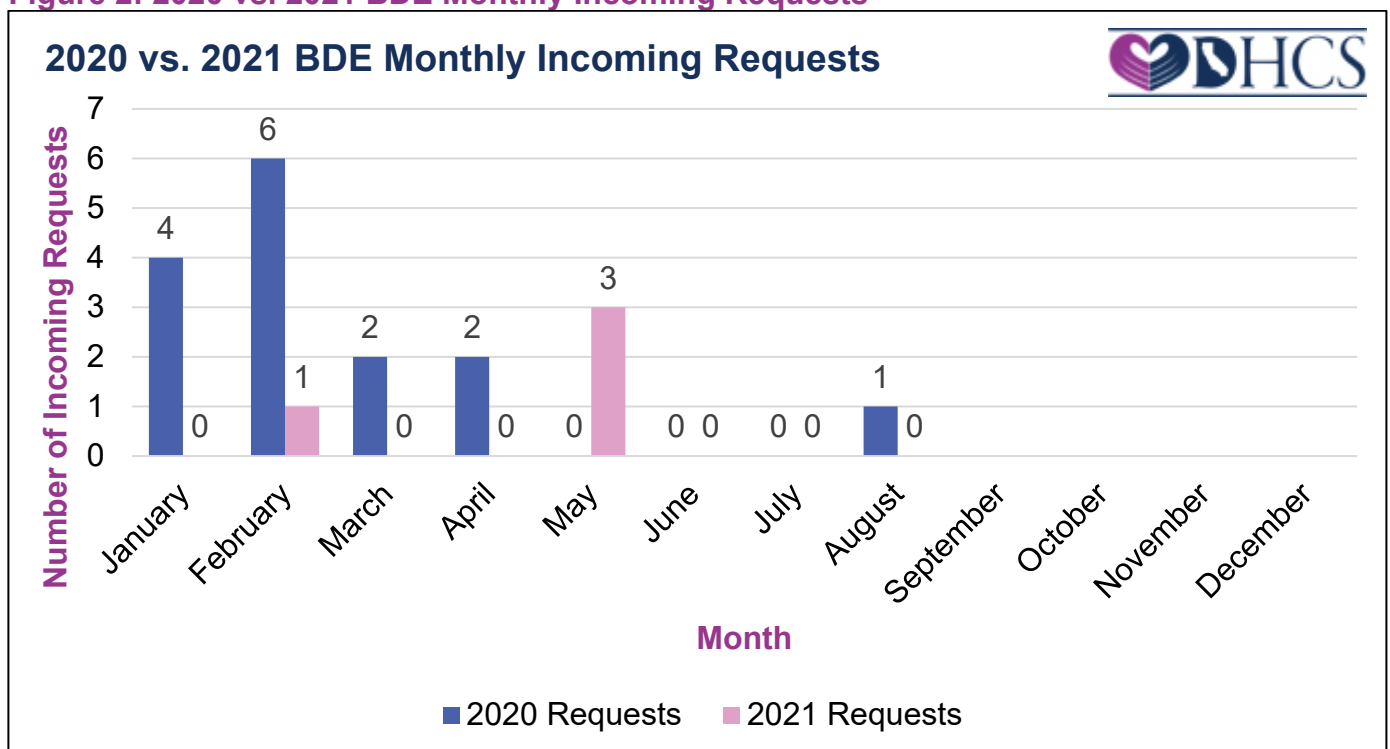
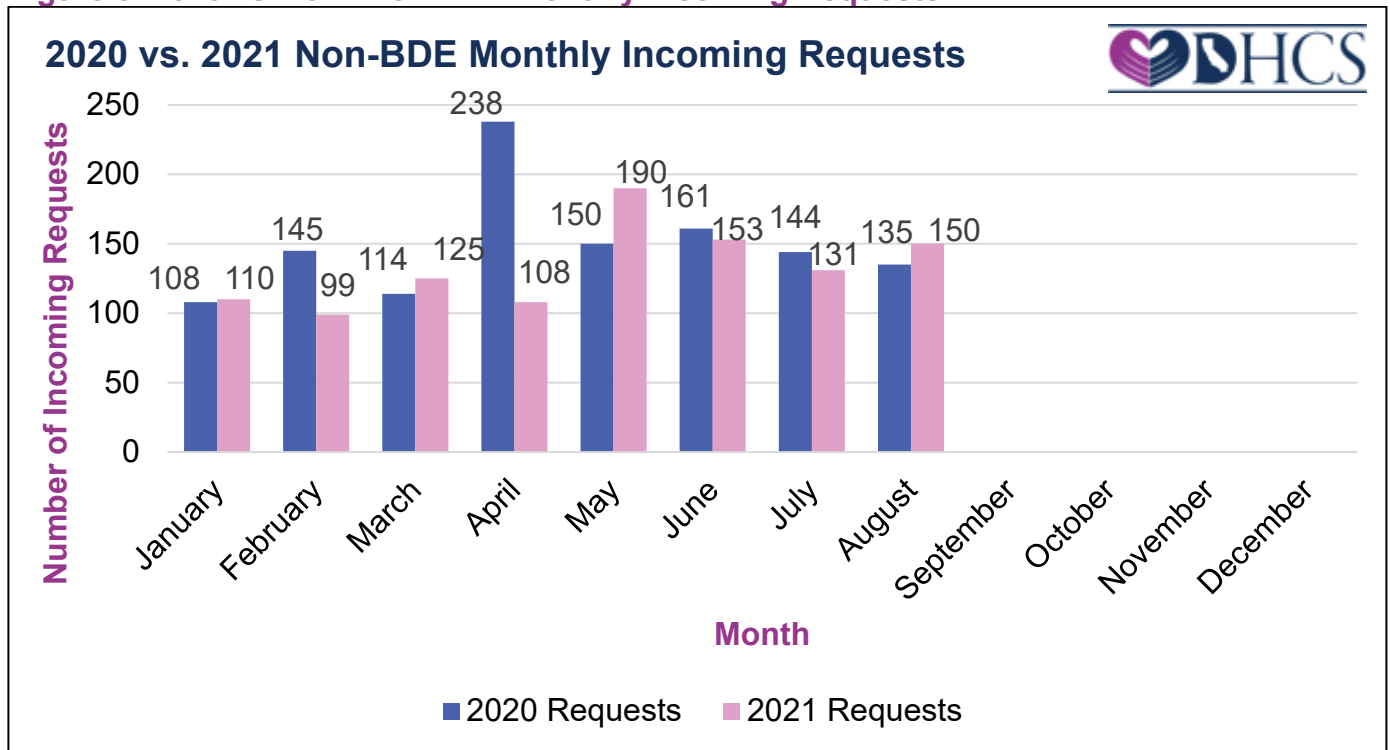


Figure 3: 2020 vs. 2021 Non-BDE Monthly Incoming Requests



2021 Summary

Figure 4: 2021 Total Monthly Requests by Type

