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

Total Requests Received in July 2022
A total of 130 requests were received during July; 123 (95%) were non-BDE requests, while seven (5%) were BDE requests (Table 1).

Table 1: July 2022 Incoming Totals

Total Requests	130	100%
BDE	7	5%
Non-BDE	123	95%
Inbound Phone Call Total	**51**	**39%**
BDE	4	8%
Non-BDE	47	92%
Mail/Fax/Email Total	**79**	**61%**
BDE	3	4%
Non-BDE	76	96%

Table 2: July 2022 Non-BDE Totals

Non-BDE Categories	123	100%
BDE Info/No Need	18	14%
Benefits	1	1%
Eligibility	4	4%
Plan/Provider Info	53	43%
No Answer/Left Message	31	25%
Other	16	13%

BDE Requests Received from June 2022 to July 2022

There were nine BDE requests received from June 2022 to July 2022. Three requests remained open due to appointments scheduled in a future month.

Table 3: BDE Requests Received in June 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	1	0	1	0	1
Specialist	1	0	0	1	0	1
In Progress	**1**	**1**	**0**	**2**	**0**	**2**
Closed	**0**	**0**	**0**	**0**	**0**	**0**
Total BDE	**1**	**1**	**0**	**2**	**0**	**2**

Table 4: BDE Requests Received in July 2022

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	0	0	1	1	0	1
Urgent	0	0	1	1	0	1
Routine	0	2	2	4	0	4
Specialist	0	1	0	1	0	1
In Progress	**0**	**2**	**1**	**3**	**0**	**3**
Closed	**0**	**1**	**3**	**4**	**0**	**4**
Total BDE	**0**	**3**	**4**	**7**	**0**	**7**

Table 5: BDE Requests Received from June 2022 to July 2022

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	0	0	1	1	0	1
Urgent	0	0	1	1	0	1
Routine	0	3	2	5	0	5
Specialist	1	1	0	2	0	2
In Progress	**0**	**2**	**1**	**3**	**0**	**3**
Closed	**1**	**2**	**3**	**6**	**0**	**6**
Total BDE	**1**	**4**	**4**	**9**	**0**	**9**

BDE Requests Closed in July 2022

Six BDE requests closed in July. Two requests were received in June and four requests were received in July. Of the closed requests, one request was an urgent exam for an adult Liberty Dental Plan member; one request was for a dental ER exam for an adult Liberty Dental Plan member; one request was for a routine exam for an adult Liberty Dental Plan member; one request was for a routine exam for an adult Health Net Dental Plan member; one request was for a specialist exam for an adult Health Net Dental Plan member; and one request was for a routine exam for an adult Access Dental plan member (Table 6). The five requests that closed were successfully seen and treated by a dentist, while one member was a no show for the appointment, which closed as unsuccessfully seen. (Figure 2).

Table 6: BDE Requests Closed in July 2022

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Routine	Adult	Exam+ x-rays+ cleaning	11	Health Net	Successful
Routine	Adult	Exam + referral to OS for extraction	12	Access	Successful
Routine	Adult	Exam + referral to OS for extractions	10	LIBERTY	Successful
Specialist	Adult	Exam + referral to Endo	9	Health Net	Successful
Urgent	Adult	Exam + referral to Endo and OS	5	LIBERTY	Successful
ER	Adult	N/A – No show	3	LIBERTY	Unsuccessful

Appointment Timeframes (as required by contract)
- Emergency – 24 hours
- Urgent – 72 hours (3 days)
- Routine – 4 weeks
- Specialist – 30 days from authorized request

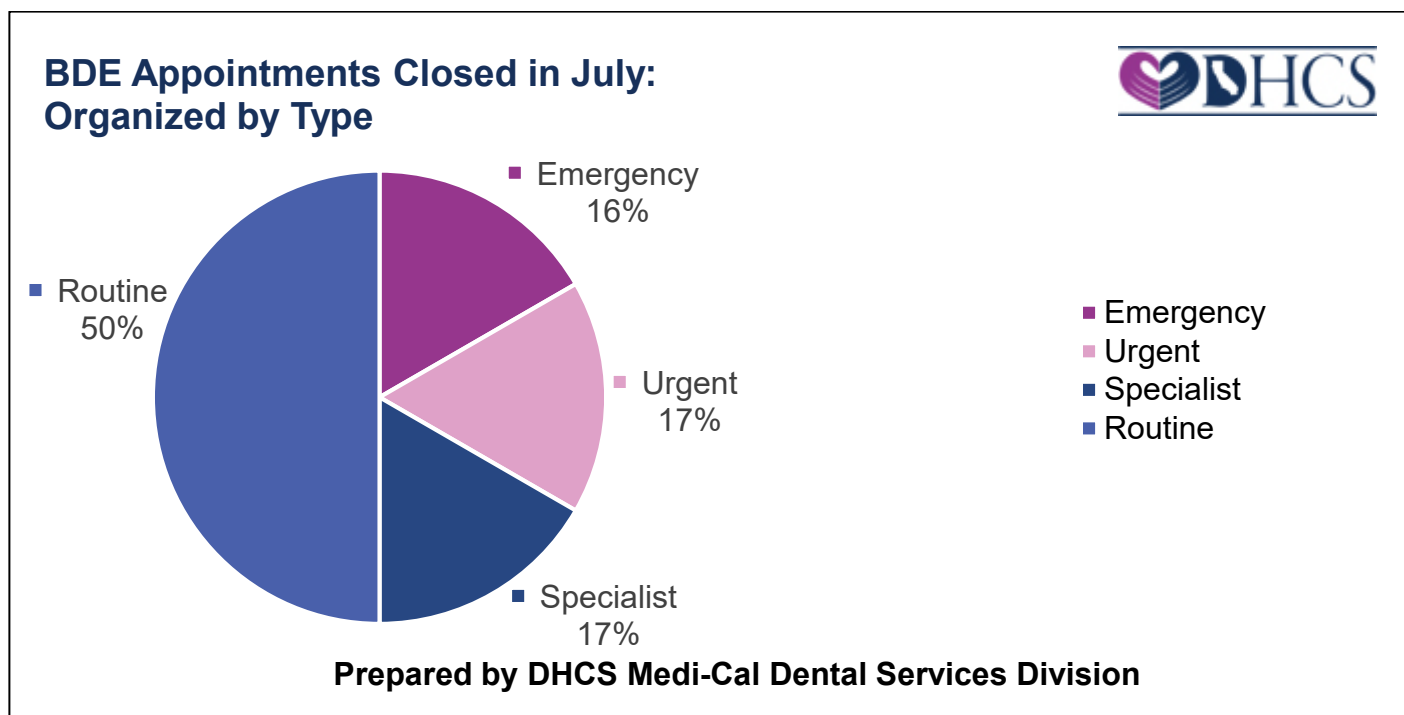**Figure 1: BDE Appointments Closed in July: Organized by Type**

BDE Appointments Closed in July:
Organized by Type

DHCS

- Emergency 16%
- Urgent 17%
- Specialist 17%
- Routine 50%

Legend:
- Emergency
- Urgent
- Specialist
- Routine

Prepared by DHCS Medi-Cal Dental Services Division

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

Type of Appointment	Adults	Children	Total	Percentage
Emergency	1	0	1	16%
Urgent	1	0	1	17%
Routine	3	0	3	50%
Specialist	1	0	1	17%

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

BDE Appointments Closed in July: Successful vs. Unsuccessful

DHCS

1
Unsuccessful
17%

5 Successful
83%

- Successful
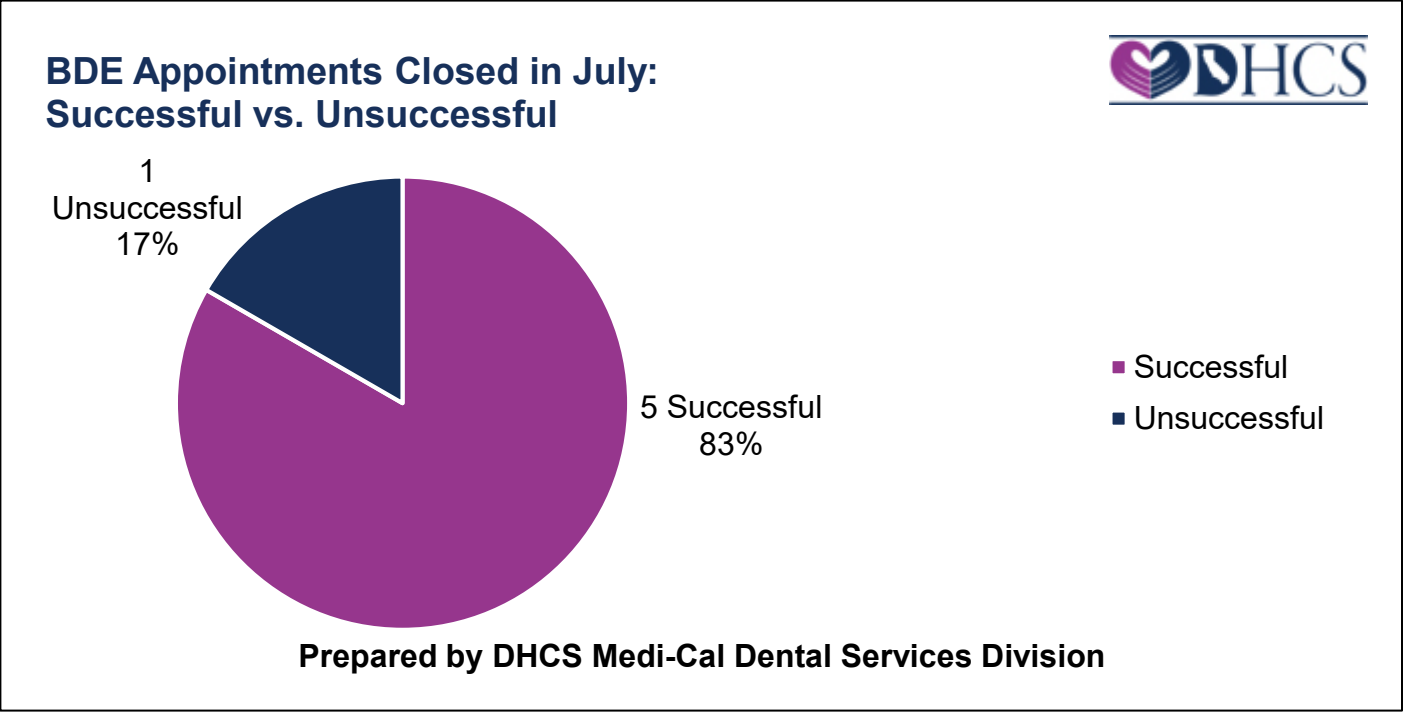- Unsuccessful

Prepared by DHCS Medi-Cal Dental Services Division

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

Department Perspective	Adults	Children	Total	Percentage
Successful	5	0	5	83%
Unsuccessful	1	0	1	17%

BDE Requests Closed from June 2022 to July 2022

Nine BDE requests were closed from June 2022 to July 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 June 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	1	0	2	0	3	3
Successful Specialist	0	0	0	0	0	0
Unsuccessful	**0**	**0**	**0**	**0**	**0**	**0**
Successful	**1**	**0**	**2**	**0**	**3**	**3**
Total	**1**	**0**	**2**	**0**	**3**	**3**

Table 10: BDE Requests Closed in July 2022

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	0	0	1	1	0	1
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	1	1	0	1
Successful Routine	1	1	1	3	0	3
Successful Specialist	0	1	0	1	0	1
Unsuccessful	**0**	**0**	**1**	**1**	**0**	**1**
Successful	**1**	**2**	**2**	**5**	**0**	**5**
Total	**1**	**2**	**3**	**6**	**0**	**6**

2021 vs. 2022 Comparison

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

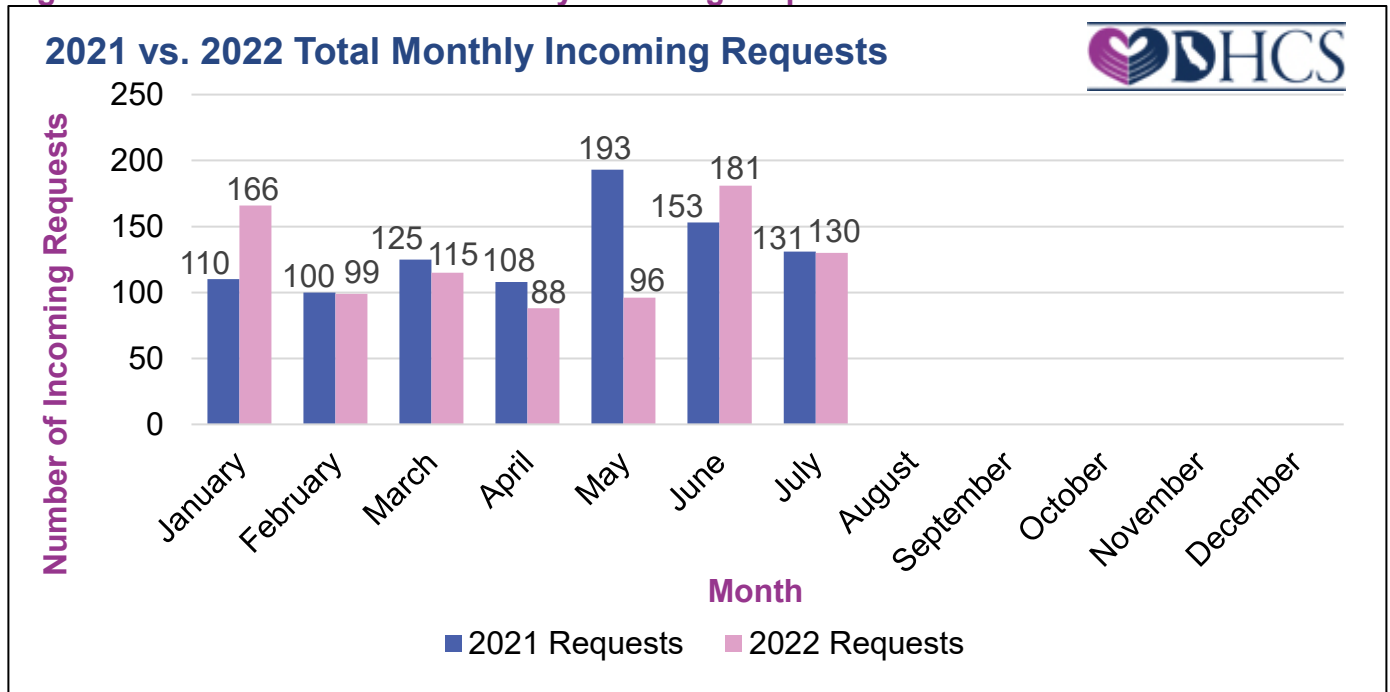**Figure 3: 2021 vs. 2022 Total Monthly Incoming Requests**

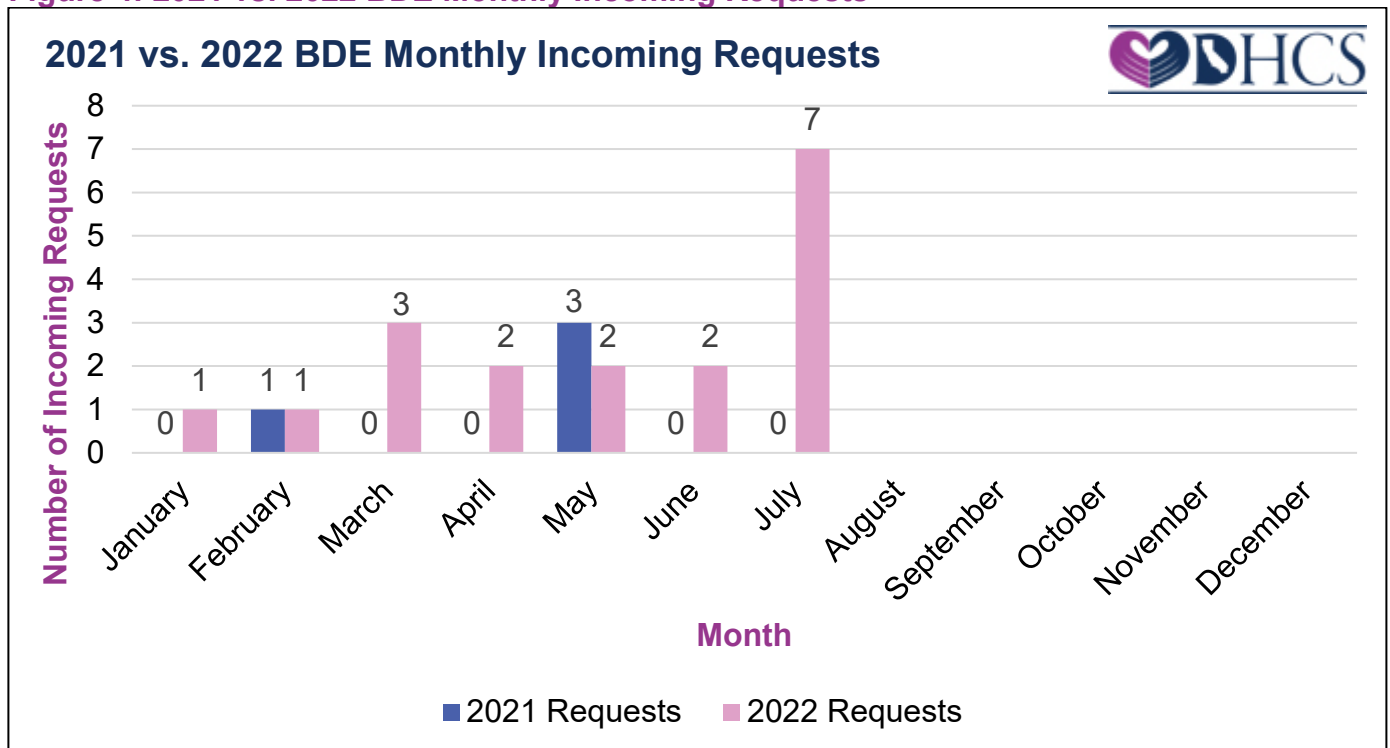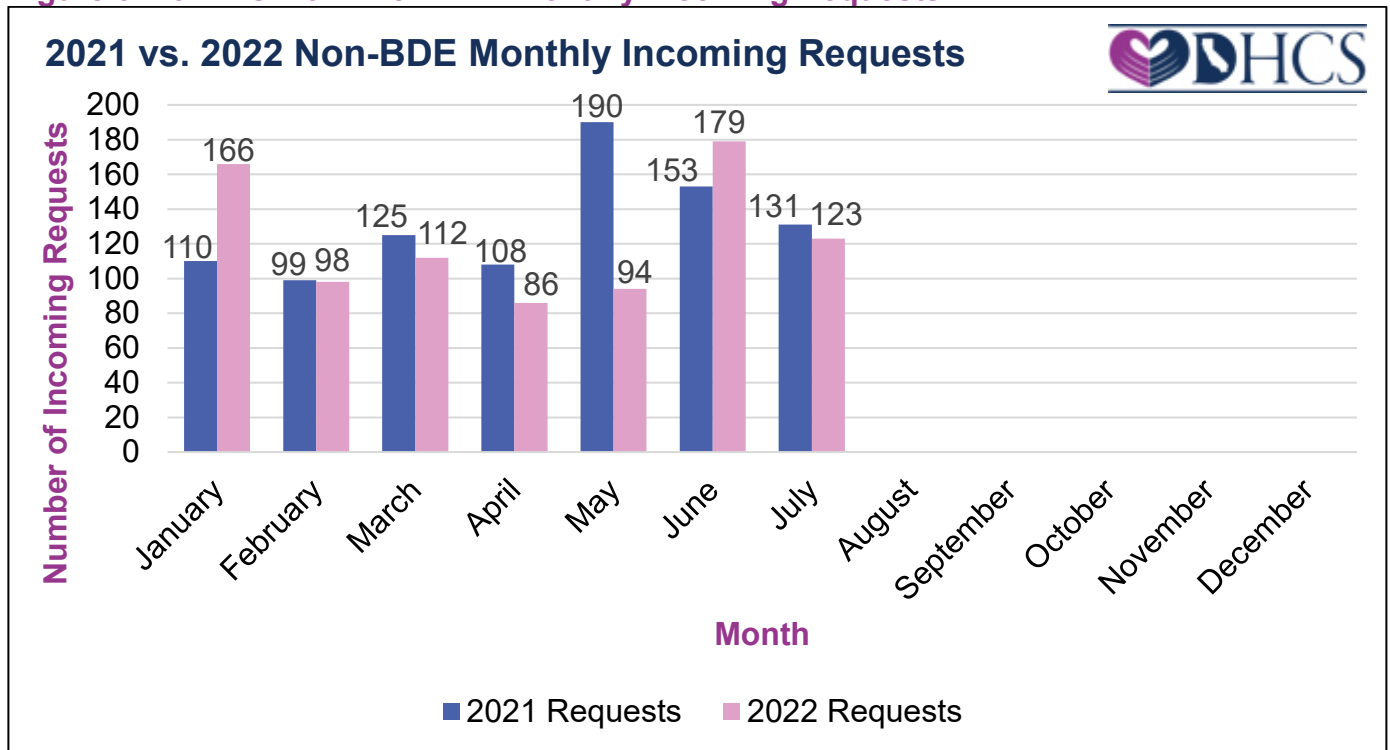**Figure 4: 2021 vs. 2022 BDE Monthly Incoming Requests**

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

2021 vs. 2022 Non-BDE Monthly Incoming Requests

2022 Summary

Figure 6: 2022 Total Monthly Requests by Type

2022 Total Monthly Requests by Type