

Beneficiary Dental Exception (BDE) November 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 November 2021, comparison of October 2021 to November 2021, 2020 vs. 2021, and 2021 annual summary.

Total Requests Received in November 2021

A total of 121 requests were received during November; 113 (93%) were non-BDE requests and 8 (7%) were BDE requests (Table 1).

Table 1: October 2021 Incoming Totals

Total Requests	121	100%
BDE	8	7%
Non-BDE	113	93%
Inbound Phone Call Total	56	46%
BDE	3	5%
Non-BDE	53	95%
Mail/Fax/Email Total	65	54%
BDE	5	8%
Non-BDE	60	92%

Table 2: October 2021 Non-BDE Totals

Non-BDE Categories	113	100%
BDE Info/No Need	14	12%
Benefits	3	3%
Eligibility	4	3%
Plan/Provider Info	47	42%
No Answer/Left Message	33	29%
Other	12	11%

BDE Requests Received from October 2021 to November 2021

From October 2021 to November 2021, there were 8 BDE requests received. Two requests were closed in November and 6 remained open due to appointments scheduled in a future month.

Table 3: BDE Requests Received in October 2021

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	0	0	0	0	0
In Progress	0	0	0	0	0	0
Closed	0	0	0	0	0	0
Total BDE	0	0	0	0	0	0

Table 4: BDE Requests Received in November 2021

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	0	0	0	0	0	0
Urgent	0	0	0	0	0	0
Routine	4	4	0	4	4	8
Specialist	0	0	0	0	0	0
In Progress	2	4	0	2	4	6
Closed	2	0	0	2	0	2
Total BDE	4	4	0	4	4	8

Table 5: BDE Requests Received from October 2021 to November 2021

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	0	0	0	0	0	0
Urgent	0	0	0	0	0	0
Routine	4	4	0	4	4	8
Specialist	0	0	0	0	0	0
In Progress	2	4	0	2	4	6
Closed	2	0	0	2	0	2
Total BDE	4	4	0	4	4	8

BDE Requests Closed in November 2021

Two BDE requests were closed in November 2021. The requests were received in November and closed the in the same month.

Table 6: BDE Requests Closed in November 2021

Type of Visit	Adult/Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Routine	Adult	Extraction of #18	13	Access	Successful
Routine	Adult	N/A – No Show	10	Access	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 November: Organized by Type

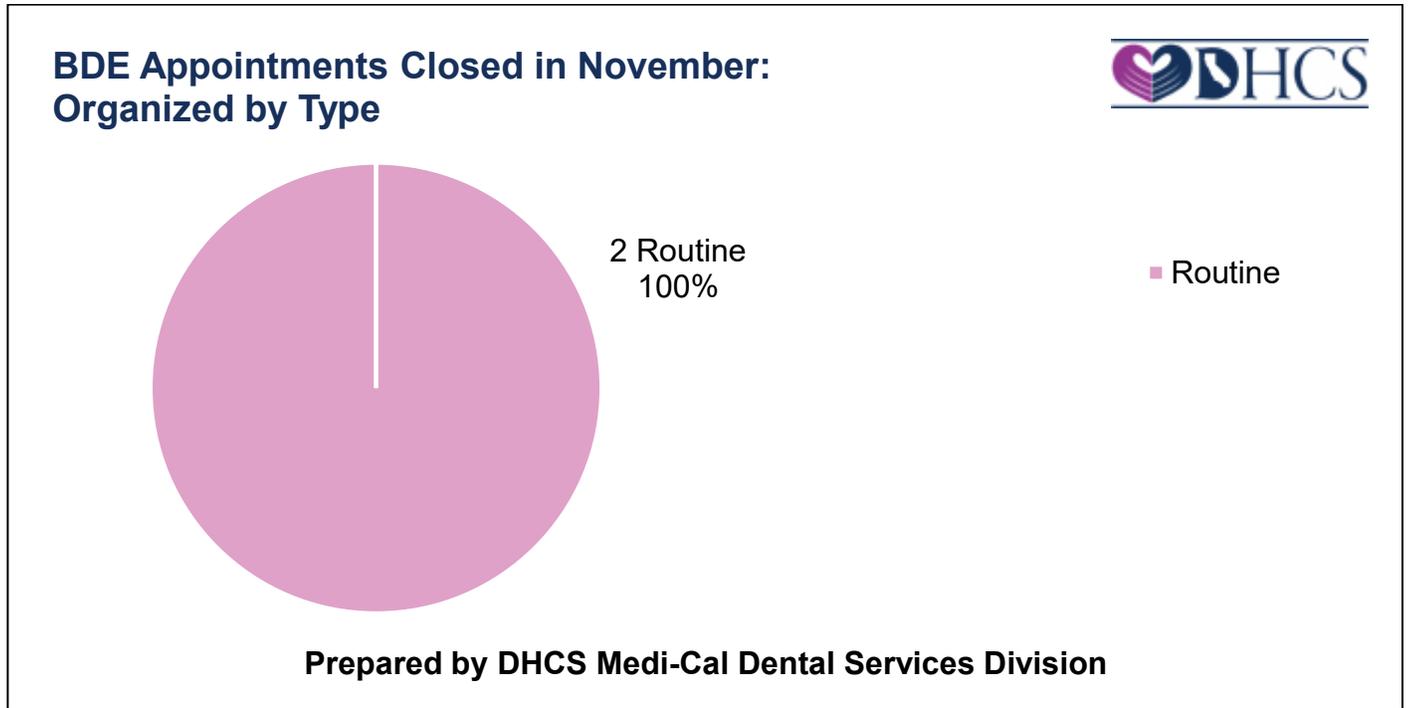


Table 7: BDE Appointments Closed in November: Organized by Type

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

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

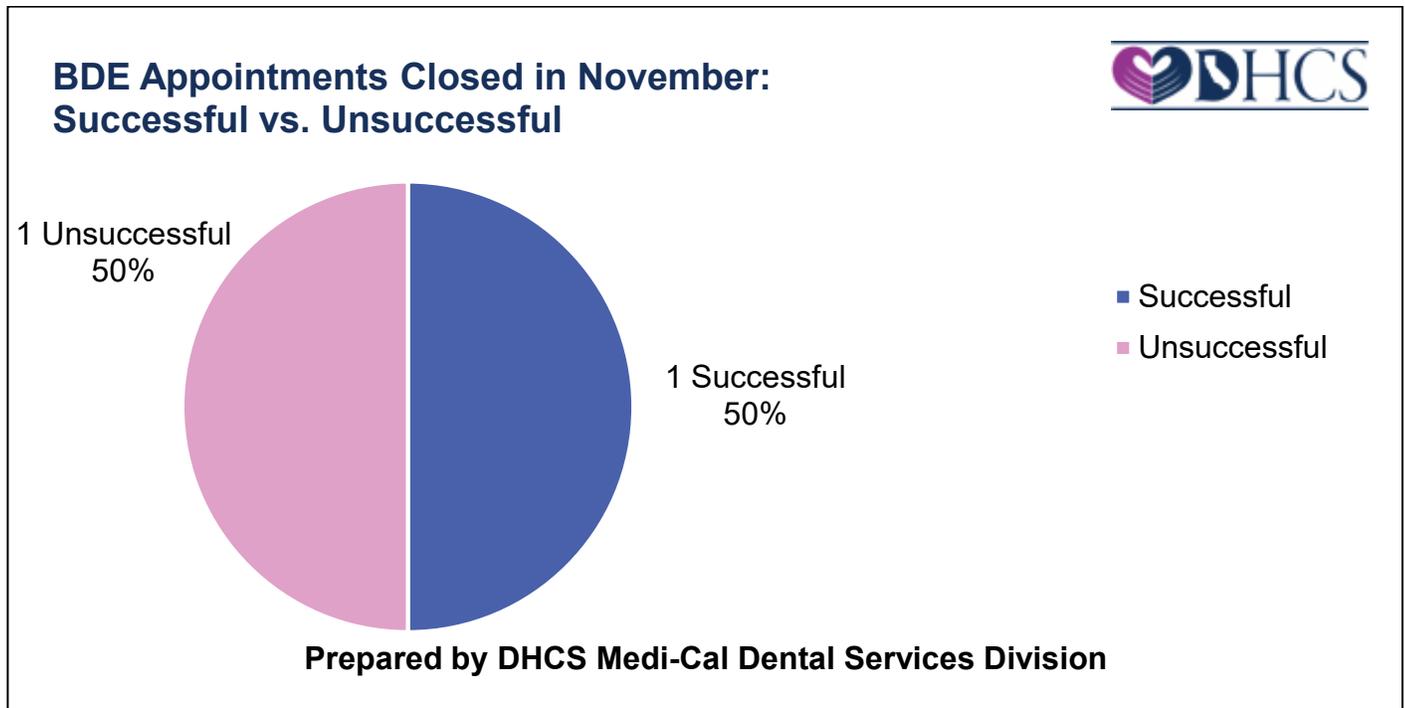


Table 8: BDE Appointments Closed in November: Successful vs. Unsuccessful

Department Perspective	Adults	Children	Total	Percentage
Successful	1	0	1	50%
Unsuccessful	1	0	1	50%

BDE Requests Closed from October 2021 to November 2021

Two BDE requests were closed from October 2021 to November 2021 (Tables 9 and 10). Please note, these 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 October 2021

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 November 2021

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	1	0	0	1	0	1
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	0	1	0	1
Successful Specialist	0	0	0	0	0	0
Unsuccessful	1	0	0	1	0	1
Successful	1	0	0	1	0	1
Total	2	0	0	2	0	2

2020 vs. 2021 Comparison

As shown below (Figure 3), the total incoming monthly requests increased in November 2021 when compared to November 2020.

Figure 3: 2020 vs. 2021 Total Monthly Incoming Requests

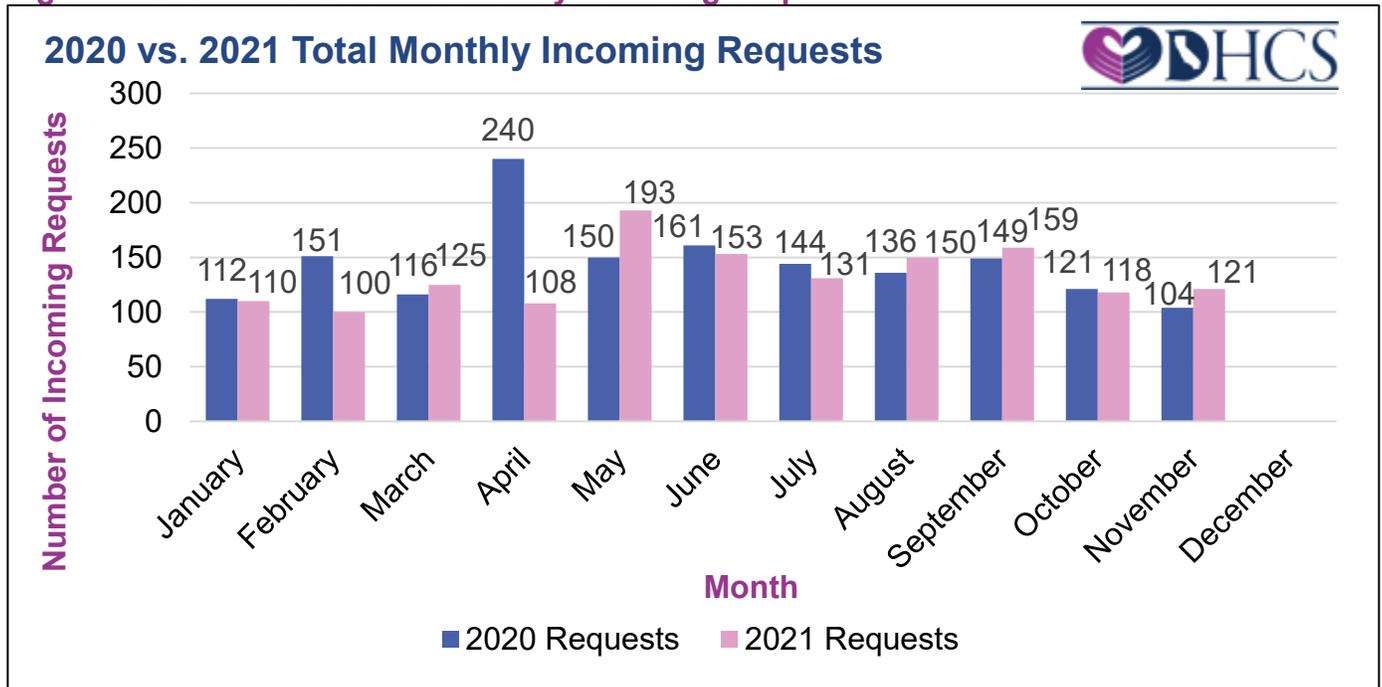


Figure 4: 2020 vs. 2021 BDE Monthly Incoming Requests

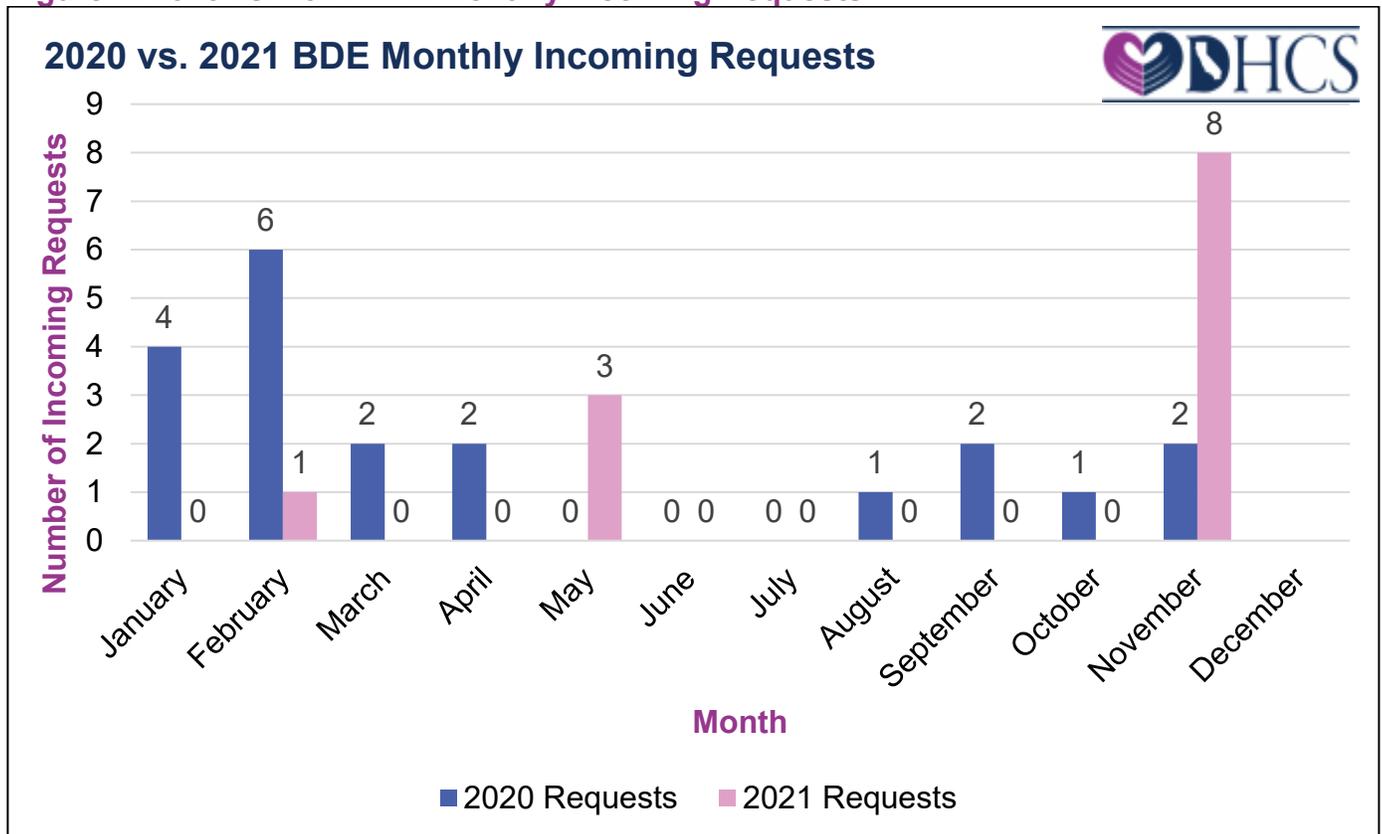
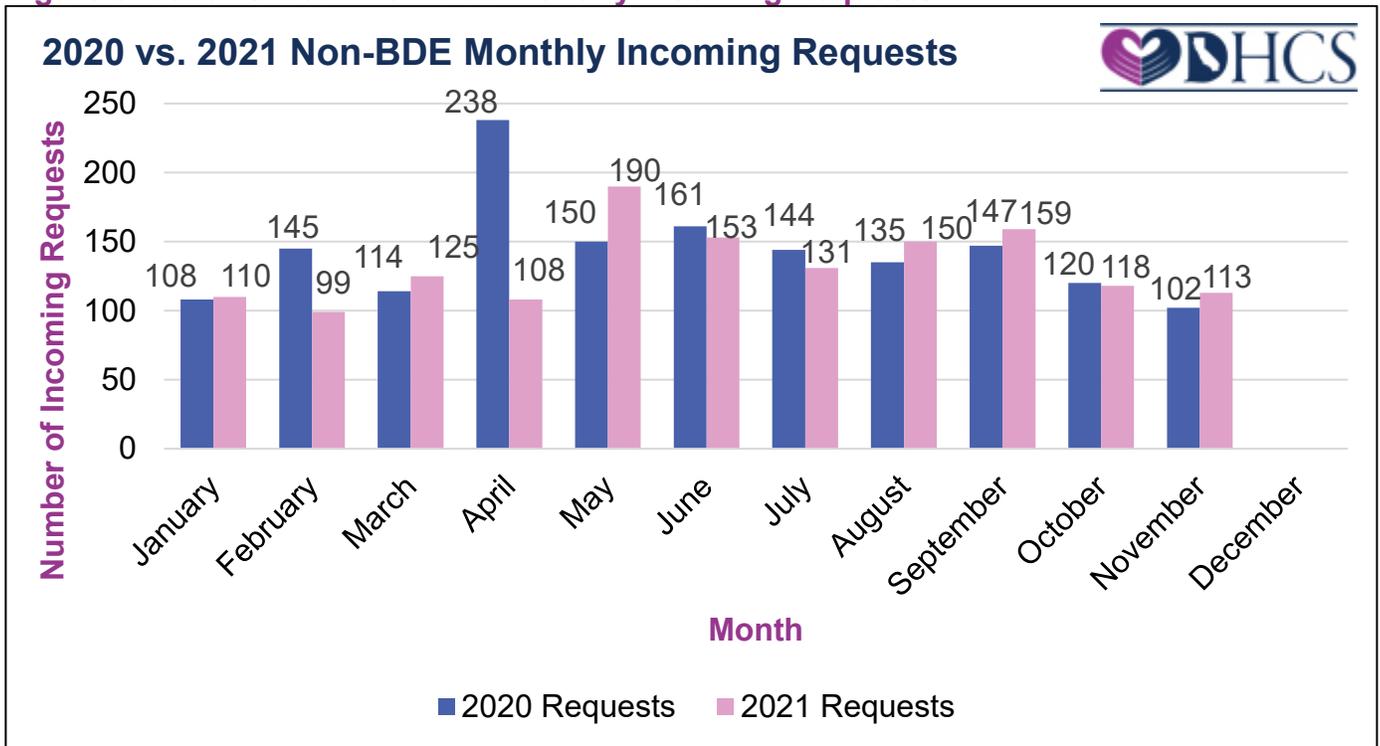


Figure 5: 2020 vs. 2021 Non-BDE Monthly Incoming Requests



2021 Summary

Figure 6: 2021 Total Monthly Requests by Type

