

Beneficiary Dental Exception (BDE) Second Quarter of 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 the second quarter of 2022 (April through June), 2021 vs. 2022, and the 2022 annual summary.

Total Requests Received in the Second Quarter of 2022

A total of 365 requests were received during the second quarter of 2022; Six (2%) were BDE requests, while 359 (98%) were non-BDE requests (Table 1). Four (100%) BDE requests were completed and closed to date. The average number of total incoming requests was 122 per month. The average number of incoming non-BDE requests was 120 per month.

**Table 1: Second Quarter 2022
Incoming Totals**

Total Requests	365	100%
BDE	6	2%
Non-BDE	359	98%
Inbound Phone Call Total	173	47%
BDE	4	2%
Non-BDE	169	98%
Mail/Fax/Email Total	192	53%
BDE	2	1%
Non-BDE	190	99%

**Table 2: Second Quarter 2022
Non-BDE Totals**

Non-BDE Categories	359	100%
BDE Info/No Need	51	15%
Benefits	8	1%
Eligibility	11	3%
Plan/Provider Info	181	51%
No Answer/Left Message	65	19%
Other	43	11%

BDE Requests Received in the Second Quarter of 2022

In total, six BDE requests were received in the second quarter of 2022. Two requests remain open due to appointments scheduled in a future month. (Table 3). The average number of BDE requests was two per month.

Table 3: BDE Requests Received in the Second Quarter of 2022 (April through June)

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

BDE Requests Closed in the Second Quarter of 2022

A total of nine BDE requests were closed in the second quarter of 2022 (Table 4).

Of the nine closed requests, five (56%) were routine appointments, two (22%) were specialist appointments, one (11%) was an urgent appointment, and one (11%) was an emergency appointment (Figure 1). One routine, two specialist, and one emergency requests were for adults. Four routine and one urgent requests were for children.

Of the nine closed requests, eight (89%) were successfully seen and treated by a dentist. One request (11%) was unsuccessful; the member arrived to the appointment but left without being seen and treated by a dentist (Figure 2). Of the nine closed requests, five were from the previous quarter.

Table 4: BDE Requests Closed in the Second Quarter of 2022 (April through June)

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	0	0	0	0	0	0
Unsuccessful Urgent	0	1	0	0	1	1
Unsuccessful Routine	0	0	0	0	0	0
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	0	0	1	1	0	1
Successful Urgent	0	0	0	0	0	0
Successful Routine	2	0	3	1	4	5
Successful Specialist	1	0	1	2	0	2
Unsuccessful	0	1	0	0	1	1
Successful	3	0	5	4	4	8
Total	3	1	5	4	5	9

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 the Second Quarter of 2022: Organized by Type

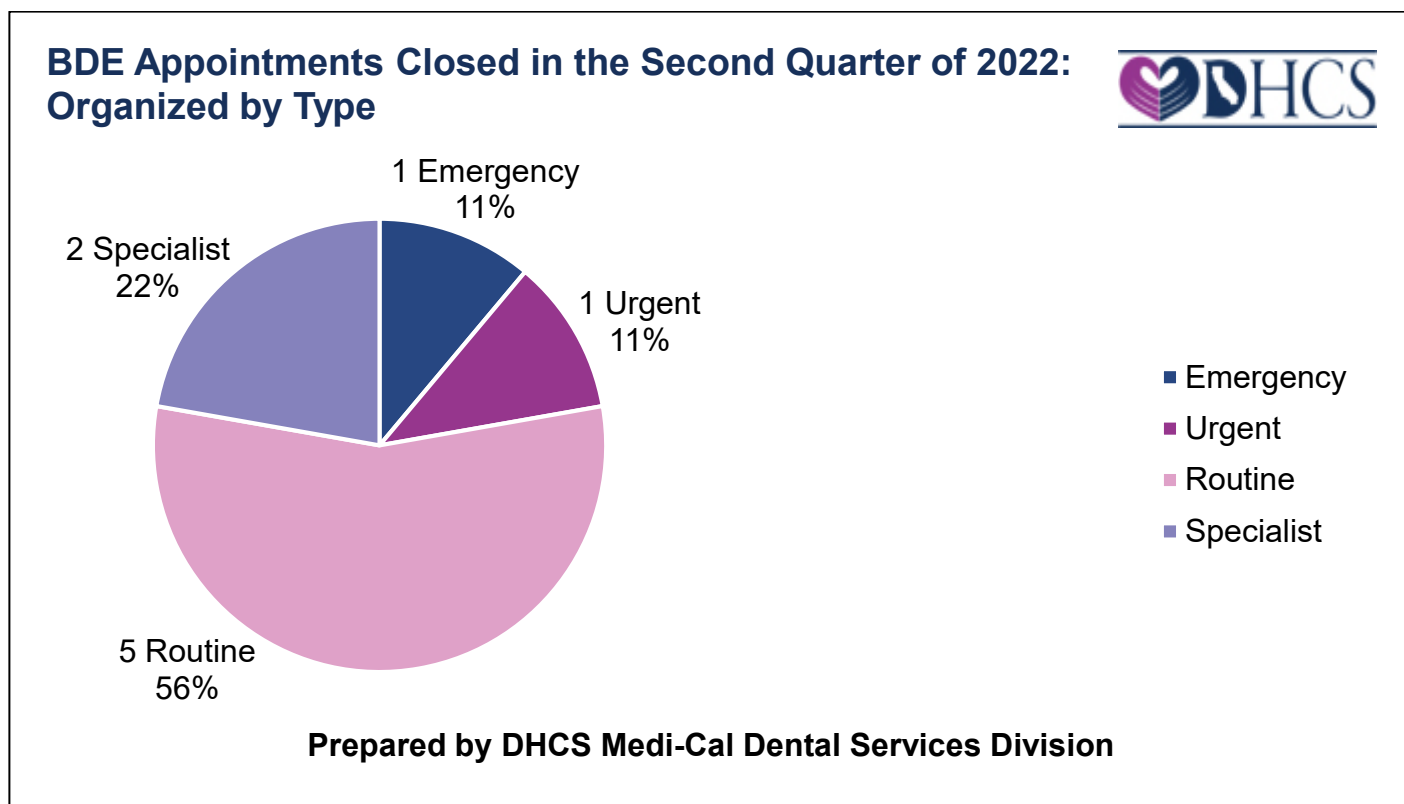


Table 5: BDE Appointments Closed in the Second Quarter of 2022: Organized by Type

Type of Appointment	Adults	Children	Total	Percentage
Emergency	1	0	1	11%
Urgent	0	1	1	11%
Routine	1	4	5	56%
Specialist	2	0	2	22%

Figure 2: BDE Appointments Closed in the Second Quarter of 2022: Successful vs. Unsuccessful

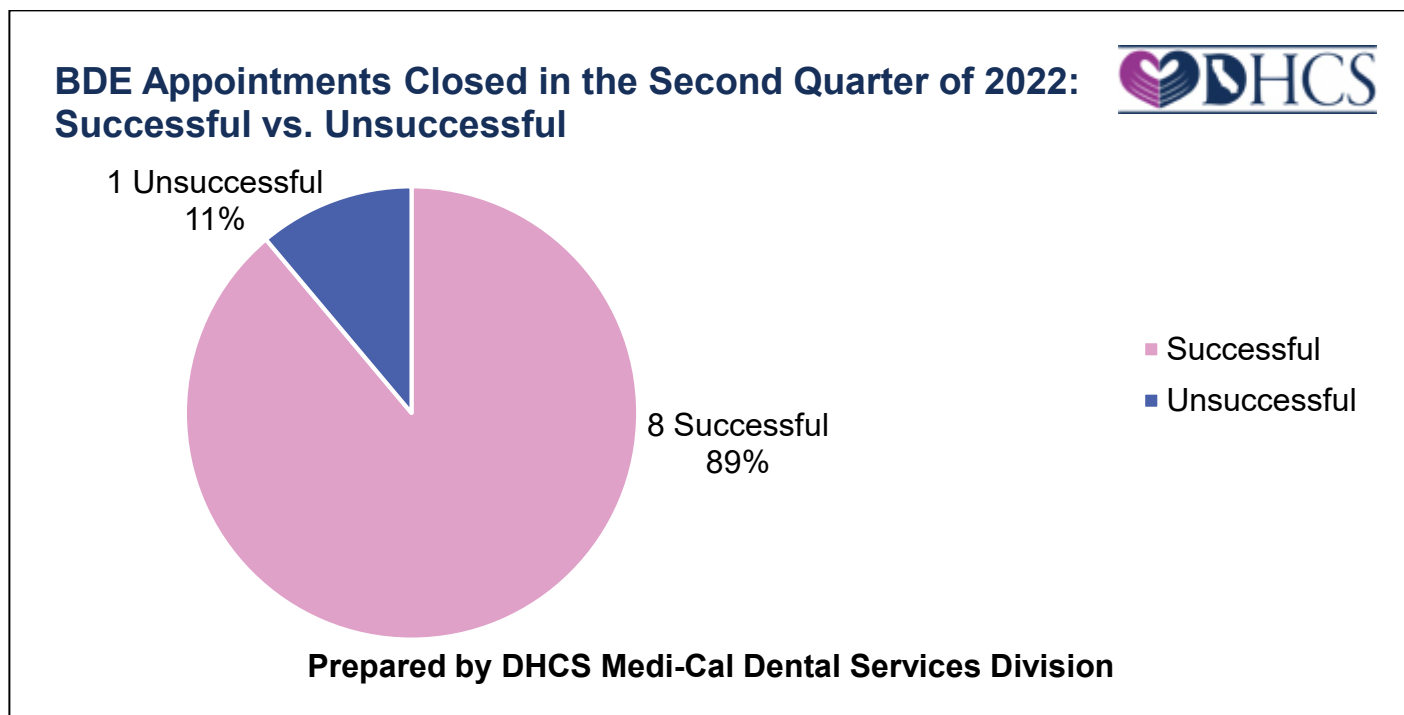


Table 6: BDE Appointments Closed in the Second Quarter of 2022: Successful vs. Unsuccessful

Department Perspective	Adults	Children	Total	Percentage
Successful	4	4	8	89%
Unsuccessful	0	1	1	11%

2021 vs. 2022 Comparison

As shown below (Figure 3) the total monthly incoming requests decreased by 89 in the second quarter of 2022 when compared to the second quarter of 2021.

Figure 3: 2021 vs. 2022 Total Monthly Incoming Requests

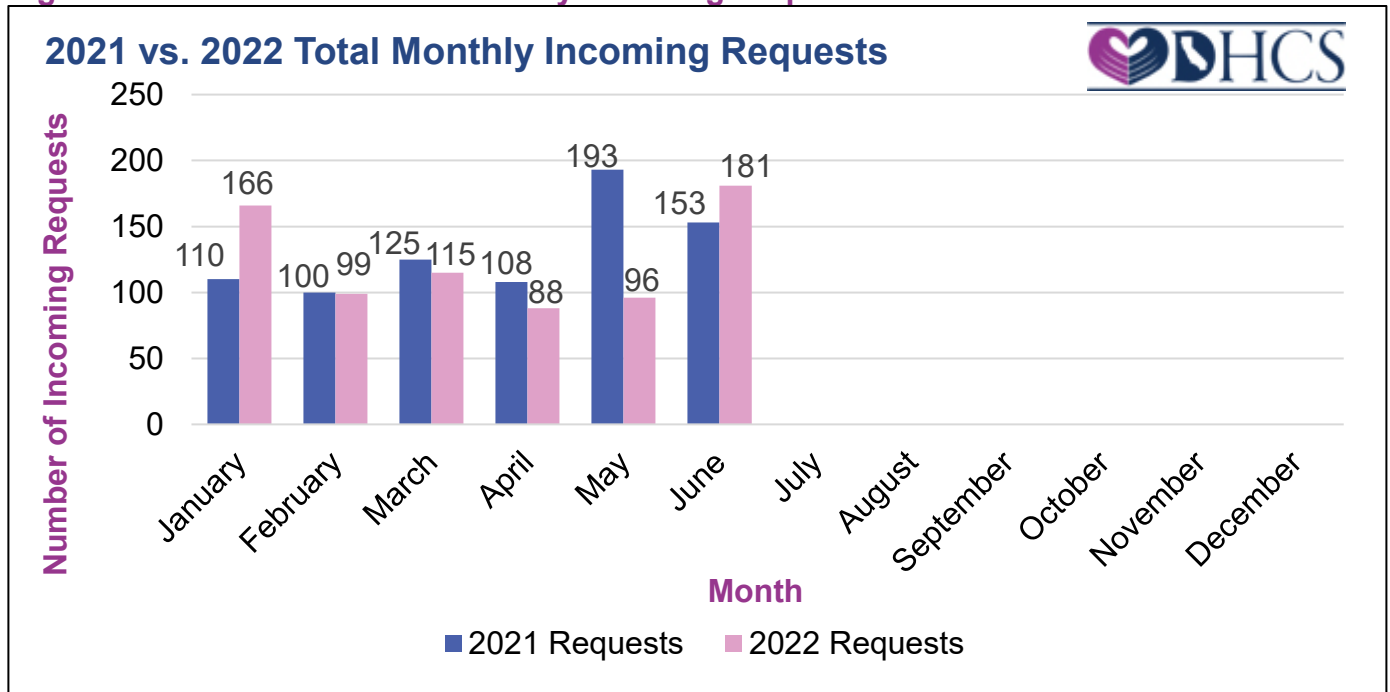


Figure 4: 2021 vs. 2022 BDE Monthly Incoming Requests

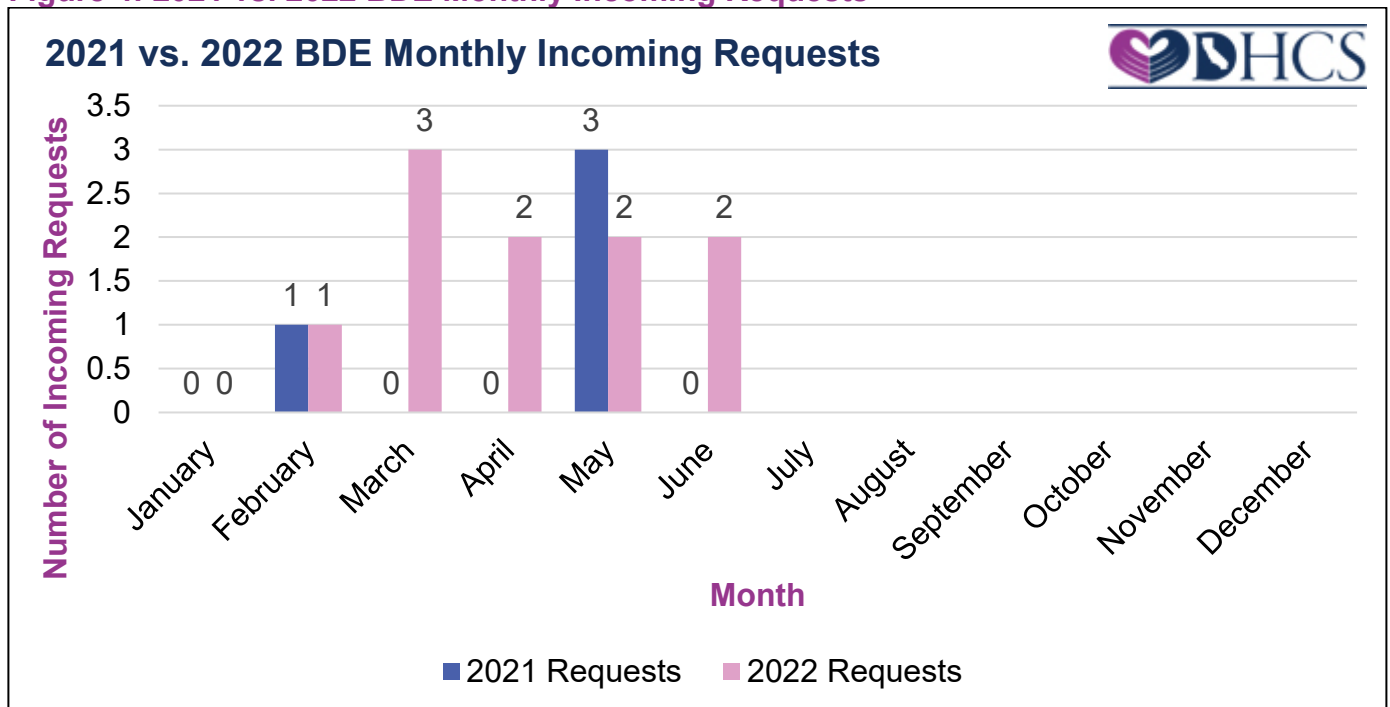
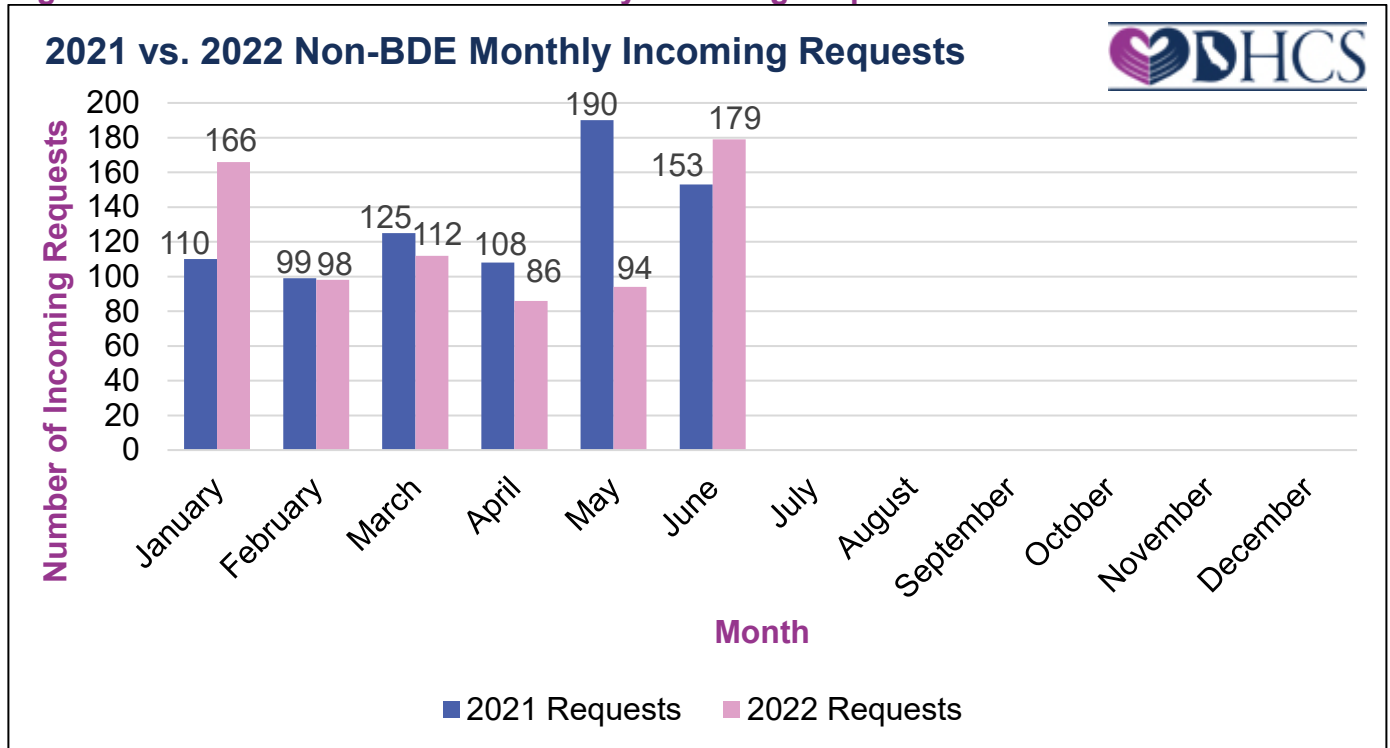


Figure 5: 2021 vs. 2022 Non-BDE Monthly Incoming Requests



2022 Summary

Figure 6: 2022 Total Monthly Requests by Type

