

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

Total Requests Received in June 2022

A total of 181 requests were received during June; 179 (99%) were non-BDE requests, while two (1%) were BDE requests (Table 1).

Table 1: June 2022 Incoming Totals

Total Requests	181	100%
BDE	2	1%
Non-BDE	179	99%
Inbound Phone Call Total	88	49%
BDE	2	2%
Non-BDE	86	98%
Mail/Fax/Email Total	93	51%
BDE	0	0%
Non-BDE	93	100%

Table 2: June 2022 Non-BDE Totals

Non-BDE Categories	179	100%
BDE Info/No Need	27	15%
Benefits	1	1%
Eligibility	3	2%
Plan/Provider Info	87	48%
No Answer/Left Message	36	21%
Other	25	13%

BDE Requests Received from May 2022 to June 2022

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

Table 3: BDE Requests Received in May 2022

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

Table 4: 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 5: BDE Requests Received from May 2022 to June 2022

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

BDE Requests Closed in June 2022

Three BDE requests closed in June. One request was received in May and two requests were received in April. Of the closed requests, one request was a routine exam for a child Access Dental Plan member and two requests were routine exams for child LIBERTY Dental Plan members. (Table 6). The three requests that closed were successfully seen and treated by a dentist (Figure 2).

Table 6: BDE Requests Closed in June 2022

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Routine	Child	Exam	25	Access	Successful
Routine	Child	Exam, x-ray cleaning, fluoride and sealant.	30+	LIBERTY	Successful
Routine	Child	Exam, x-ray cleaning, fluoride and sealant.	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 June: Organized by Type

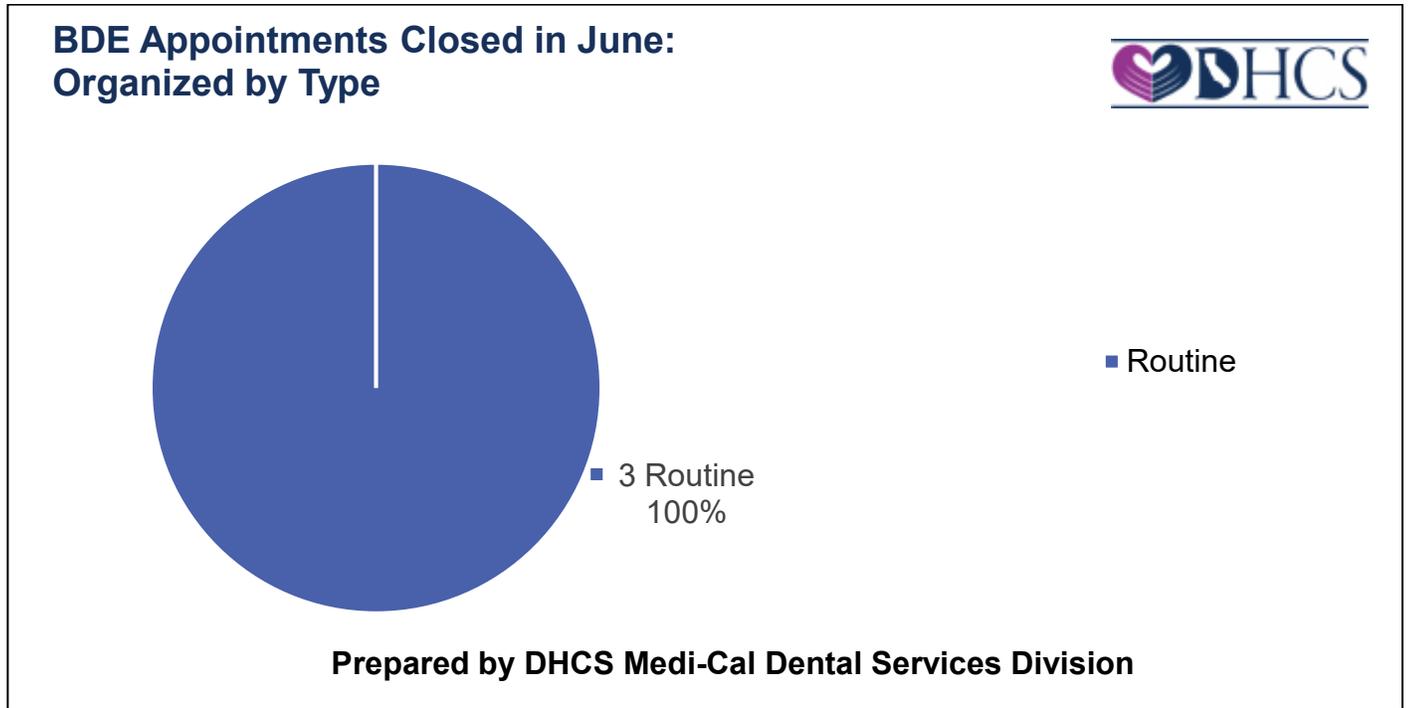


Table 7: BDE Appointments Closed in June: Organized by Type

Type of Appointment	Adults	Children	Total	Percentage
Emergency	0	0	0	0%
Urgent	0	0	0	0%
Routine	0	3	3	100%
Specialist	0	0	0	0%

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

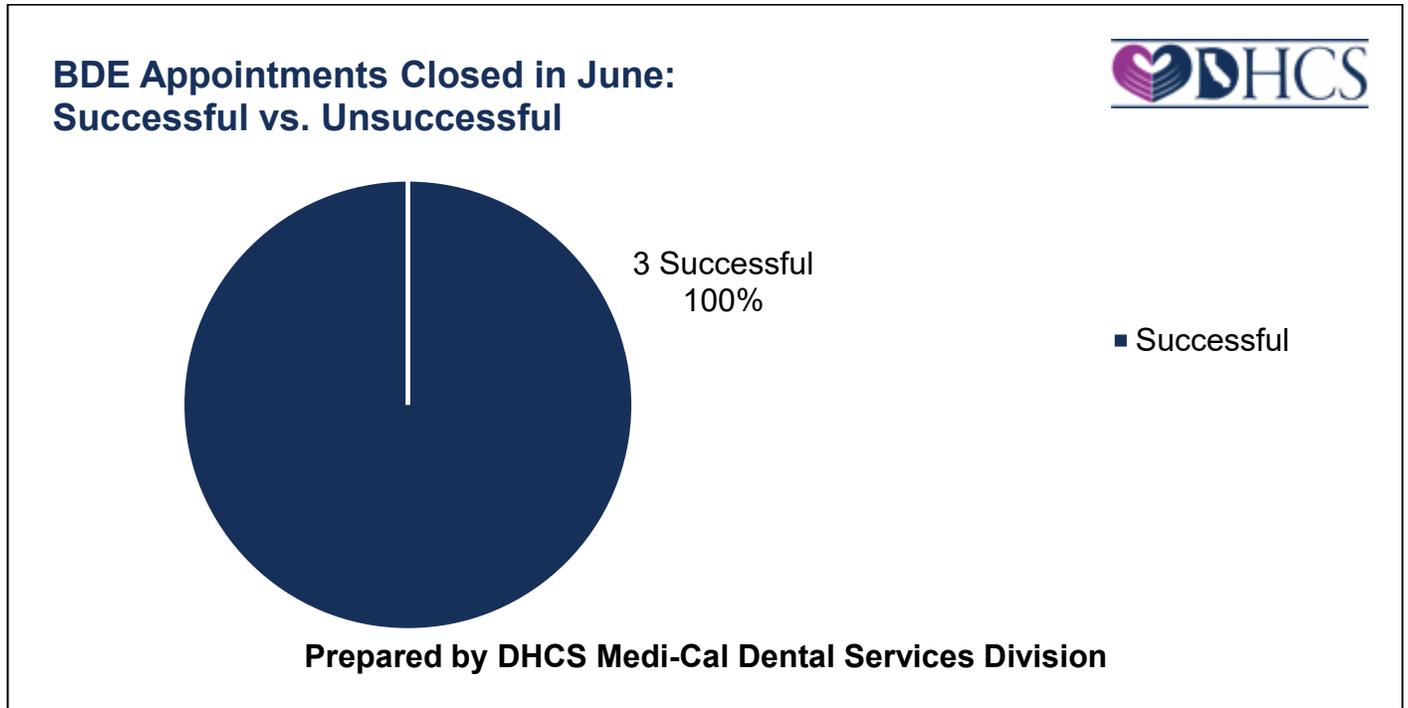


Table 8: BDE Appointments Closed in June: Successful vs. Unsuccessful

Department Perspective	Adults	Children	Total	Percentage
Successful	0	3	3	100%
Unsuccessful	0	0	0	0%

BDE Requests Closed from May 2022 to June 2022

Six BDE requests were closed from May 2022 to June 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 May 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	1	1	0	1
Successful Urgent	0	0	0	0	0	0
Successful Routine	1	0	0	0	1	1
Successful Specialist	0	0	1	1	0	1
Unsuccessful	0	0	0	0	0	0
Successful	1	0	2	2	1	3
Total	1	0	2	2	1	3

Table 10: 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

2021 vs. 2022 Comparison

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

Figure 3: 2021 vs. 2022 Total Monthly Incoming Requests

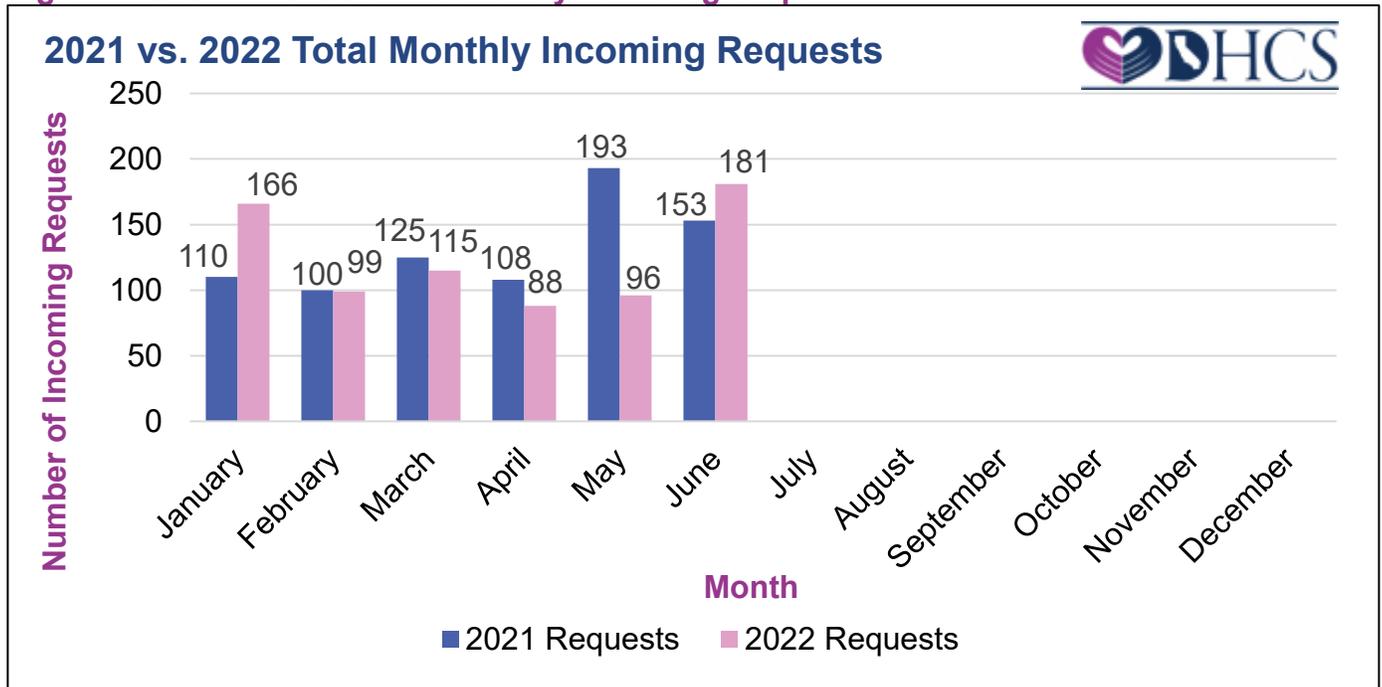


Figure 4: 2021 vs. 2022 BDE Monthly Incoming Requests

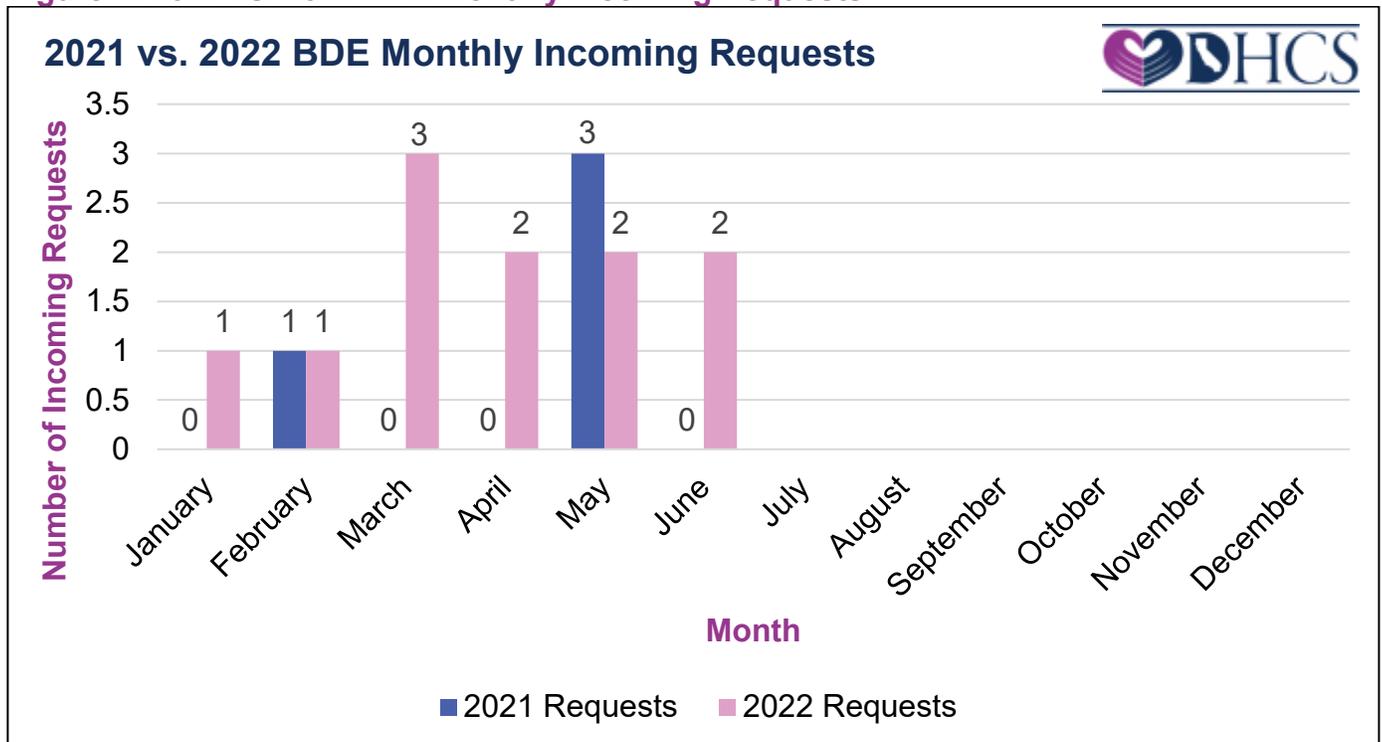
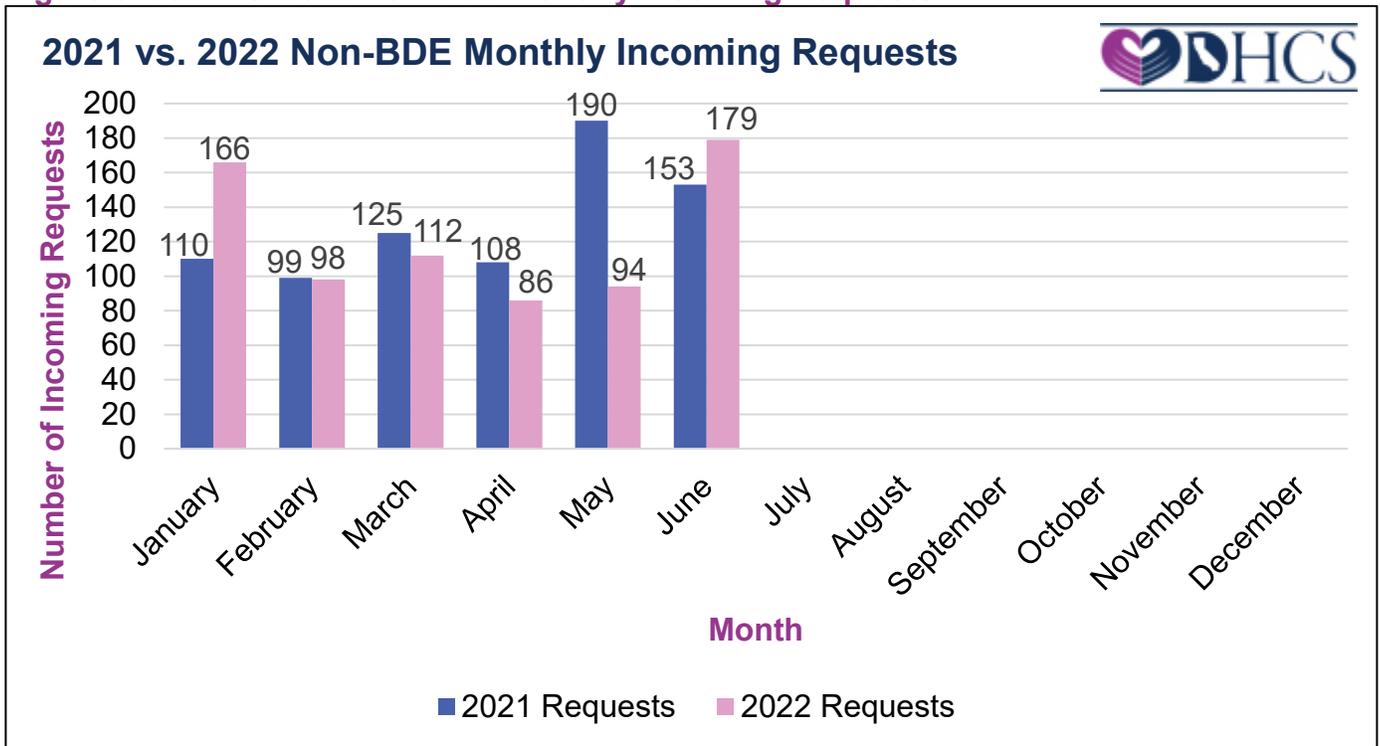


Figure 5: 2021 vs. 2022 Non-BDE Monthly Incoming Requests



2022 Summary

Figure 6: 2022 Total Monthly Requests by Type

