

## Beneficiary Dental Exception (BDE)

Reporting Month: November 2023

The Department of Health Care Services (DHCS) has completed this report in compliance with Welfare and Institutions Code (WIC) Section [14089.09](#) (c) regarding Medi-Cal members who have requested the Beneficiary Dental Exception (BDE) process. Information regarding the BDE process can be found on the Medi-Cal dental website: [Beneficiary Dental Exception](#), which is available to Medi-Cal DMC members in Sacramento County to ensure timely access to services through their dental plan. Upon receiving a BDE request, DHCS works with the DMC plans on behalf of the member to schedule an appropriate appointment within specified timeframes, based on the member's needs. If no such appointment is secured, members may request to opt-out of Medi-Cal DMC and move into Medi-Cal Dental FFS where the member may select a dental FFS provider.

In accordance with reporting requirements in Welfare and Institutions Code Section 14089.09, this monthly report reflects actual BDE requests from members to be exempted from receiving services through the dental managed care delivery system. Non-BDE requests received through the BDE phone line and on the BDE form but not actually requesting the BDE process are not reported.

This report includes BDE requests received in the reporting month, updates to BDE requests received in the previous month, and 2022 vs. 2023 summary. DHCS' perspective on outcomes is reported as:

- *Successful* - member was able to get an appointment and seen by a DMC provider.
- *Unsuccessful* - member was not able to get an appointment and was granted exception to FFS.
- *Abandoned by the member* – member was contacted and did not respond, or offered an appointment with a DMC provider but did not accept the offer or attend the appointment.

Timely access requirements for appointment timeframes per the [DMC contract](#) are as follows and reported as type of visit:

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

### BDE Requests Received in November 2023

A total of 18 requests were received during November 2023. Figure 1 shows a breakdown of the requests by method of submission.

Figure 1: November 2023 – Counts of BDE Requests by Submission Method

| Count of BDE Requests |           |             |
|-----------------------|-----------|-------------|
| Submission Method     | Counts    | Percentage  |
| By Phone Call         | 13        | 72%         |
| By Mail/Fax/Email     | 5         | 28%         |
| <b>Total</b>          | <b>18</b> | <b>100%</b> |

Figure 2 shows BDE requests received in November 2023 by type of visit and delivery system. Eighteen (18) requests are in progress.

Figure 2: BDE Requests Received in November 2023 by Type of Visit

| BDE Type of Visit  | Access   | Health Net | Liberty  | Adults    | Children | Total     |
|--------------------|----------|------------|----------|-----------|----------|-----------|
| Emergency          | 0        | 0          | 1        | 1         | 0        | <b>1</b>  |
| Urgent             | 3        | 0          | 3        | 5         | 1        | <b>6</b>  |
| Routine            | 3        | 1          | 2        | 3         | 3        | <b>6</b>  |
| Specialist         | 1        | 1          | 3        | 5         | 0        | <b>5</b>  |
| <b>In Progress</b> | <b>2</b> | <b>0</b>   | <b>5</b> | <b>6</b>  | <b>1</b> | <b>7</b>  |
| <b>Closed</b>      | <b>5</b> | <b>2</b>   | <b>4</b> | <b>8</b>  | <b>3</b> | <b>11</b> |
| <b>Total BDE</b>   | <b>7</b> | <b>2</b>   | <b>9</b> | <b>14</b> | <b>4</b> | <b>18</b> |

### BDE Requests Closed in November 2023

Figure 3 breaks down each closed case by service provided to the member, timely access (by business day), and outcomes. Thirty-five (35) BDE requests were closed in November 2023. Eleven (11) of those requests were successfully closed, as the members were able to get an appointment with a DMC provider and received dental services. Twenty-four (24) of those requests were closed as Abandoned by Member, as the members were contacted and did not respond, or offered an appointment with a DMC provider but did not accept the offer or attend the appointment. Six (6) requests were received from August 2023, four (4) requests were received from September 2023, fourteen (14) requests were received from October 2023, and eleven (11) were received from November 2023.

Figure 3: BDE Requests Closed in November 2023

| Type of Visit | Adult/ Child | Service Provided | Timely Access | DMC Plan | Outcome             |
|---------------|--------------|------------------|---------------|----------|---------------------|
| Adult         | Health Net   | Emergency        | 30+ days      | Exam     | Success             |
| Adult         | Access       | Routine          | 30+ days      | N/A      | Abandoned by member |

|       |            |              |          |                 |                     |
|-------|------------|--------------|----------|-----------------|---------------------|
| Adult | Liberty    | Urgent       | N/A      | N/A             | Abandoned by Member |
| Adult | Access     | Routine      | 30+ days | Exam            | Success             |
| Adult | Health Net | Urgent       | N/A      | N/A             | Abandoned by Member |
| Adult | Access     | Routine      | N/A      | N/A             | Abandoned by Member |
| Child | Access     | Specialist   | N/A      | N/A             | Abandoned by Member |
| Adult | Liberty    | Specialist   | 30+ days | Specialist Exam | Success             |
| Adult | Health Net | Emergency    | N/A      | N/A             | Abandoned by Member |
| Adult | Access     | Routine      | 30+ days | N/A             | Abandoned by Member |
| Adult | Access     | Routine      | 22 days  | Exam and X-ray  | Success             |
| Adult | Access     | Routine      | 27 days  | Exam            | Success             |
| Adult | Health Net | Routine      | N/A      | N/A             | Abandoned by Member |
| Adult | Liberty    | Routine      | 19 days  | N/A             | Abandoned by Member |
| Adult | Liberty    | Routine Exam | 18 days  | Exam            | Success             |
| Adult | Liberty    | Specialist   | 30 days  | Specialist Exam | Success             |
| Adult | Liberty    | Routine      | N/A      | N/A             | Abandoned by Member |
| Adult | Liberty    | Emergency    | 13 days  | Exam            | Success             |
| Adult | Health Net | Specialist   | N/A      | N/A             | Abandoned by Member |
| Adult | Access     | Urgent       | N/A      | N/A             | Abandoned by Member |
| Adult | Liberty    | Specialist   | N/A      | N/A             | Abandoned by Member |
| Adult | Access     | Urgent       | N/A      | N/A             | Abandoned by Member |
| Adult | Access     | Urgent       | N/A      | N/A             | Abandoned by Member |
| Child | Access     | Routine      | 4 days   | TBD             | Abandoned by Member |

|       |            |            |         |      |                     |
|-------|------------|------------|---------|------|---------------------|
| Child | Access     | Routine    | 10 days | N/A  | Abandoned by Member |
| Child | Access     | Urgent     | 5 days  | Exam | Success             |
| Adult | Access     | Urgent     | N/A     | N/A  | Abandoned by Member |
| Adult | Access     | Urgent     | N/A     | N/A  | Abandoned by Member |
| Adult | Liberty    | Urgent     | N/A     | N/A  | Abandoned by Member |
| Child | Liberty    | Routine    | N/A     | N/A  | Abandoned by Member |
| Adult | Liberty    | Urgent     | 5 days  | Exam | Success             |
| Adult | Health Net | Routine    | 4 days  | N/A  | Abandoned by Member |
| Adult | Liberty    | Emergency  | 3 days  | Exam | Success             |
| Adult | Access     | Specialist | N/A     | N/A  | Abandoned by Member |
| Adult | Health Net | Specialist | N/A     | N/A  | Abandoned by Member |

### Update BDE Requests Received in October 2023

Figure 4 shows an update on the BDE requests received in October 2023. There are ten (10) requests that remains in progress with an appointment scheduled with a DMC provider in a future month.

Figure 4: Updated BDE Requests Received in October 2023 by Type of Visit

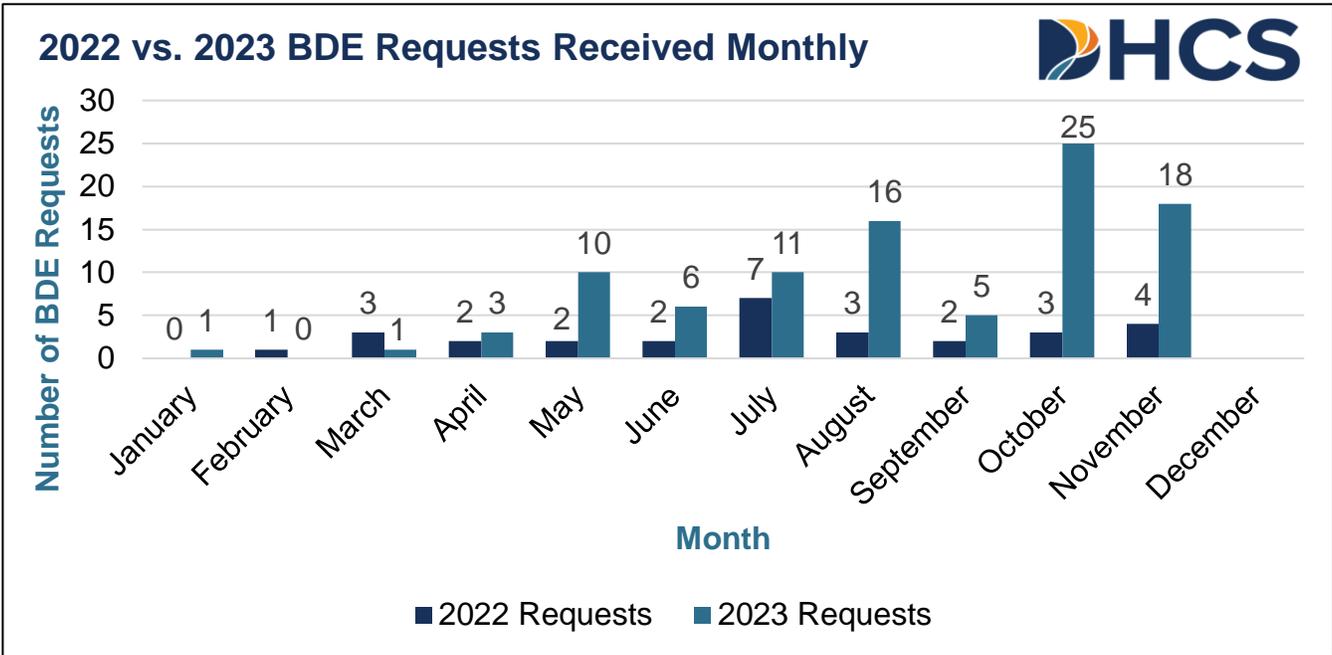
| BDE Type of Visit | Access | Health Net | Liberty | Adults | Children | Total |
|-------------------|--------|------------|---------|--------|----------|-------|
| Emergency         | 0      | 0          | 1       | 1      | 0        | 1     |
| Urgent            | 3      | 1          | 2       | 5      | 1        | 6     |
| Routine           | 6      | 2          | 4       | 11     | 1        | 12    |

|                    |    |   |    |    |   |    |
|--------------------|----|---|----|----|---|----|
| Specialist         | 1  | 2 | 3  | 4  | 2 | 6  |
| <b>In Progress</b> | 4  | 3 | 4  | 8  | 3 | 11 |
| <b>Closed</b>      | 6  | 2 | 6  | 13 | 1 | 14 |
| <b>Total BDE</b>   | 10 | 5 | 10 | 21 | 4 | 25 |

2022 vs. 2023 Comparison

Figure 5 shows comparison of BDE requests received monthly in 2022 versus 2023. The total BDE requests received in November 2023 increased by fourteen (14) when compared to November 2022.

Figure 5: 2022 vs. 2023 Total BDE Monthly Incoming Requests



BDE Updates

As part of the California Advancing and Innovating Medi-Cal (CalAIM) 1915(b) waiver Special Terms and Conditions (STC), the Department of Health Care Services (DHCS) conducted a parity evaluation to assess the performance (utilization) of Sacramento County dental managed care (DMC) plans compared to the statewide dental Fee-For-Service (FFS) delivery system. Based on the evaluations, members currently enrolled in DMC plans have the option to enroll in FFS beginning in December 2023 until the start of the new contract with DMC plans. Consequently, starting December 2023, members are not required to submit a Beneficiary Dental Exception to transition from DMC to FFS, which results in no reporting for BDE until the start of the new contracts with DMC plans. If members no longer want to stay with your DMC plan, they can call Health Care Options (HCO) to choose to receive dental services via the dental FFS delivery system at 1-800-430-4263, TTY: 1-800-430-7077 Monday through Friday, 8 a.m. to 6 p.m., or visit their website at

<https://www.healthcareoptions.dhcs.ca.gov/enroll>. Note, members who choose FFS may not re-enroll into a DMC plan until new contracts with DMC plans are implemented. Please refer to the following member bulletin for additional information: [Medi-Cal Dental Member Bulletin](#). Once new DMC plan contracts are implemented in July 2025, members in Sacramento County will be required to be in a DMC plan. The Beneficiary Dental Exception process will resume, and members can complete and submit the form to DHCS for processing.