

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

### **Total Requests Received in October 2021**

A total of 118 requests were received during October; all 118 (100%) were non-BDE (Table 1).

**Table 1: October 2021 Incoming Totals**

Total Requests	118	100%
BDE	0	0%
Non-BDE	118	100%
<b>Inbound Phone Call Total</b>	<b>65</b>	<b>55%</b>
BDE	0	0%
Non-BDE	65	100%
<b>Mail/Fax/Email Total</b>	<b>53</b>	<b>45%</b>
BDE	0	0%
Non-BDE	53	100%

**Table 2: October 2021 Non-BDE Totals**

Non-BDE Categories	118	100%
BDE Info/No Need	17	14%
Benefits	3	3%
Eligibility	4	3%
Plan/Provider Info	49	42%
No Answer/Left Message	38	32%
Other	7	6%

### **BDE Requests Received from September 2021 to October 2021**

From September 2021 to October 2021, there were no BDE requests received; therefore, no tables or figures are included.

### **BDE Requests Closed in October 2021**

No BDE requests were closed in October 2021.

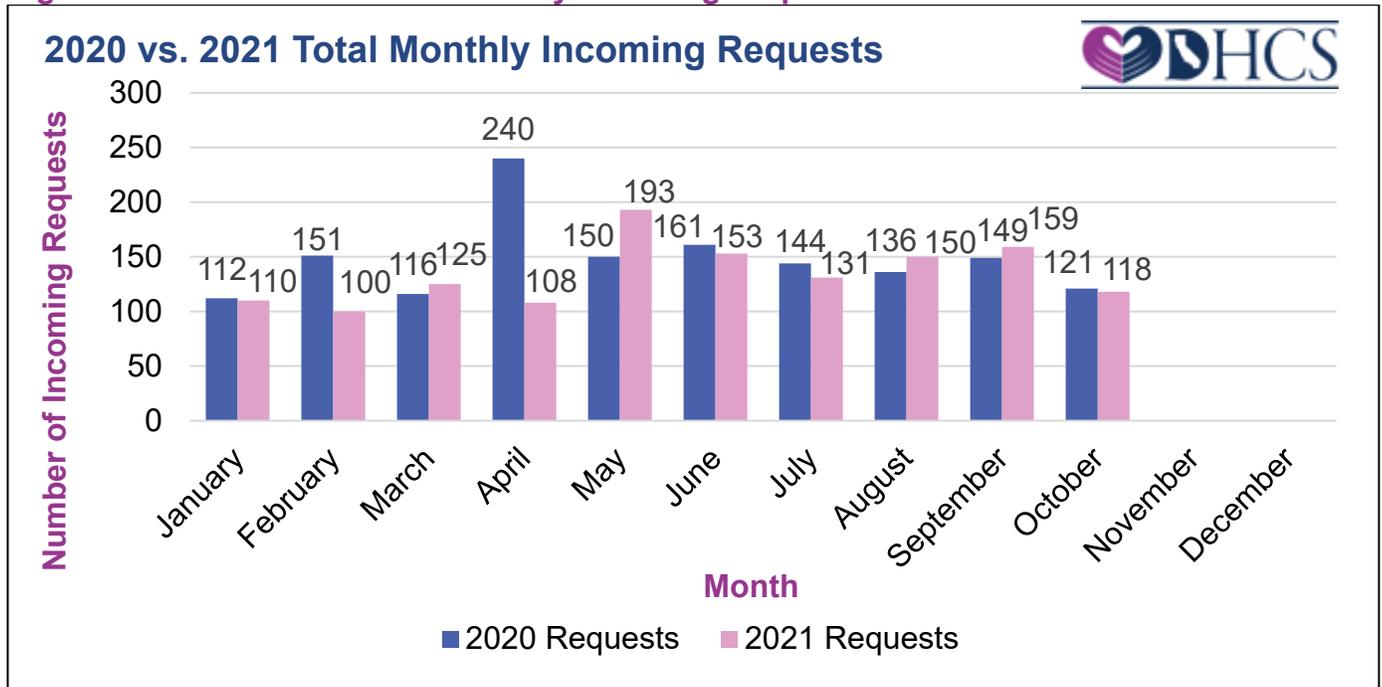
Appointment Timeframes (as required by contract)

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

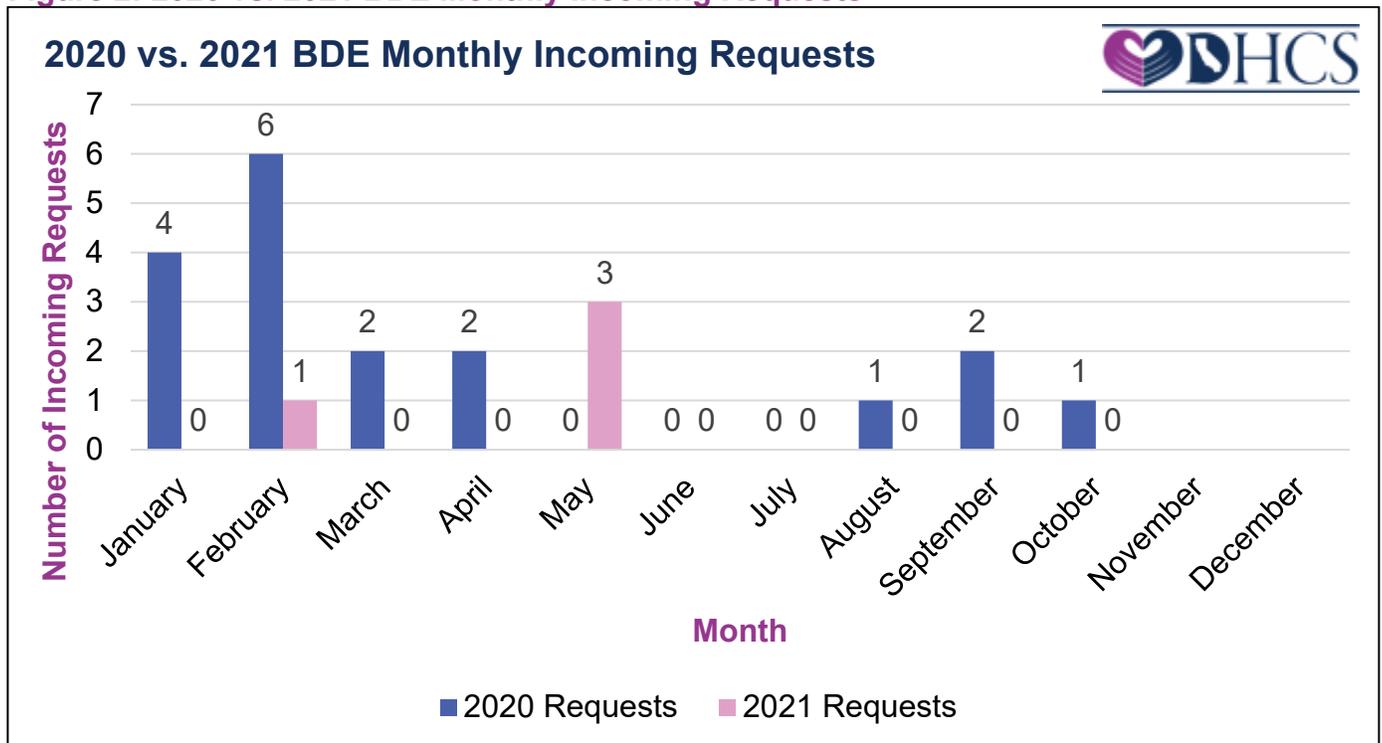
**2020 vs. 2021 Comparison**

As shown below (Figure 1), the total incoming monthly requests decreased in October 2021 when compared to October 2020.

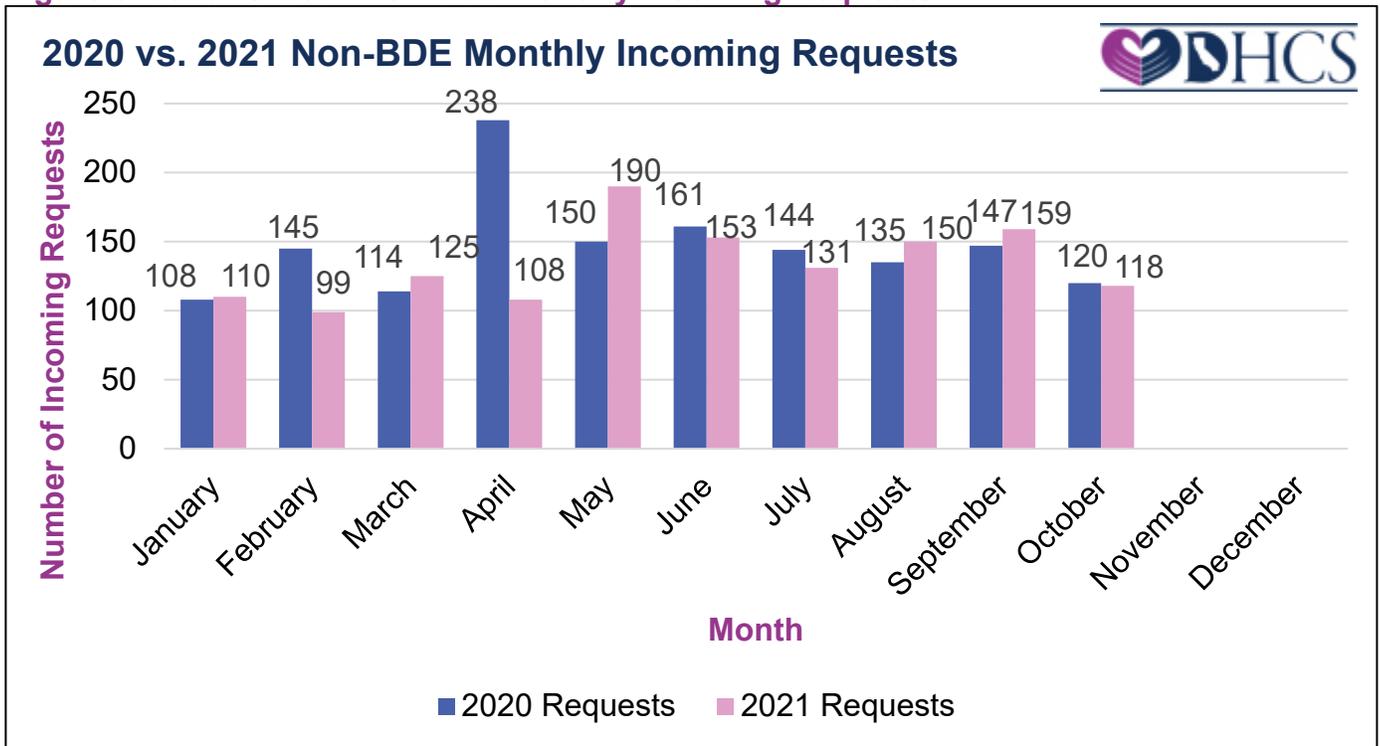
**Figure 1: 2020 vs. 2021 Total Monthly Incoming Requests**



**Figure 2: 2020 vs. 2021 BDE Monthly Incoming Requests**



**Figure 3: 2020 vs. 2021 Non-BDE Monthly Incoming Requests**



**2021 Summary**

**Figure 4: 2021 Total Monthly Requests by Type**

