

Beneficiary Dental Exception (BDE) First 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 first quarter of 2022 (January through March), 2021 vs. 2022, and the 2022 annual summary.

Total Requests Received in the First Quarter of 2022

A total of 380 requests were received during the first quarter of 2022; four (1%) were BDE requests, while 376 (99%) were non-BDE requests (Table 1). All four (100%) BDE requests remain open to date. The average number of total incoming requests was 127 per month. The average number of incoming non-BDE requests was 125 per month.

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

Total Requests	380	100%
BDE	4	1%
Non-BDE	376	99%
Inbound Phone Call Total	148	39%
BDE	2	1%
Non-BDE	146	99%
Mail/Fax/Email Total	232	61%
BDE	2	1%
Non-BDE	230	99%

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

Non-BDE Categories	380	100%
BDE Info/No Need	53	14%
Benefits	10	2%
Eligibility	8	2%
Plan/Provider Info	194	51%
No Answer/Left Message	78	21%
Other	37	10%

BDE Requests Received in the First Quarter of 2022

A total of four BDE requests were received during the first quarter of 2022 (Table 3). The average number of BDE requests was 0.33 per month.

Table 3: BDE Requests Received in the First Quarter of 2022 (January through March)

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

BDE Requests Closed in the First Quarter of 2022

No BDE requests were closed in the first quarter of 2022

Appointment Timeframes (as required by contract)

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

2021 vs. 2022 Comparison

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

Figure 3: 2021 vs. 2022 Total Monthly Incoming Requests

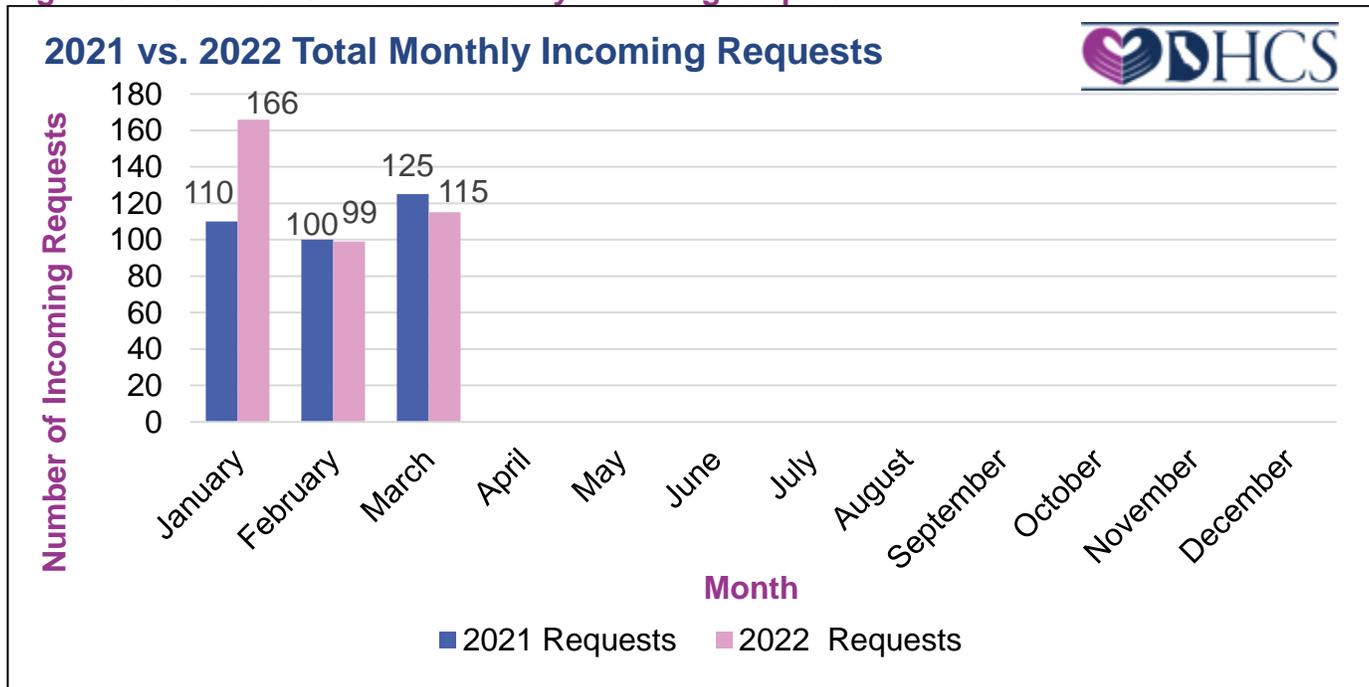


Figure 4: 2021 vs. 2022 BDE Monthly Incoming Requests

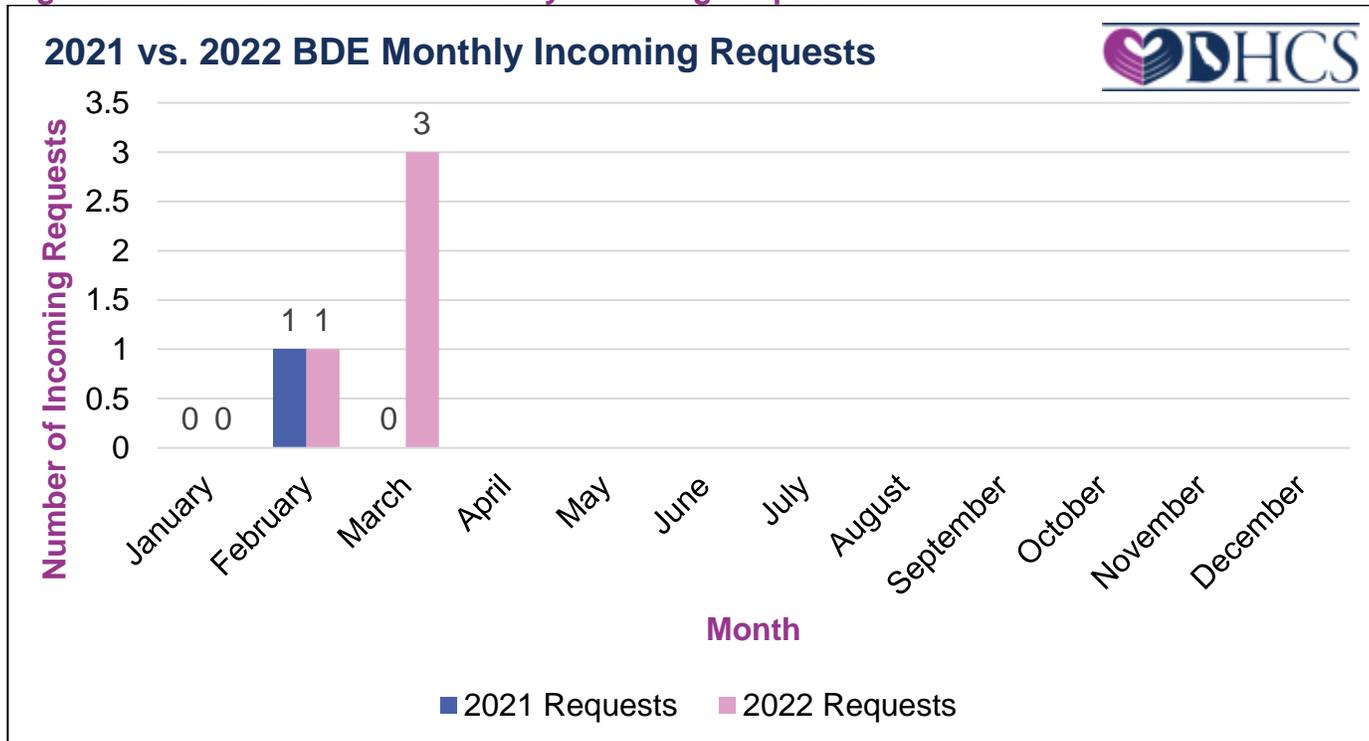
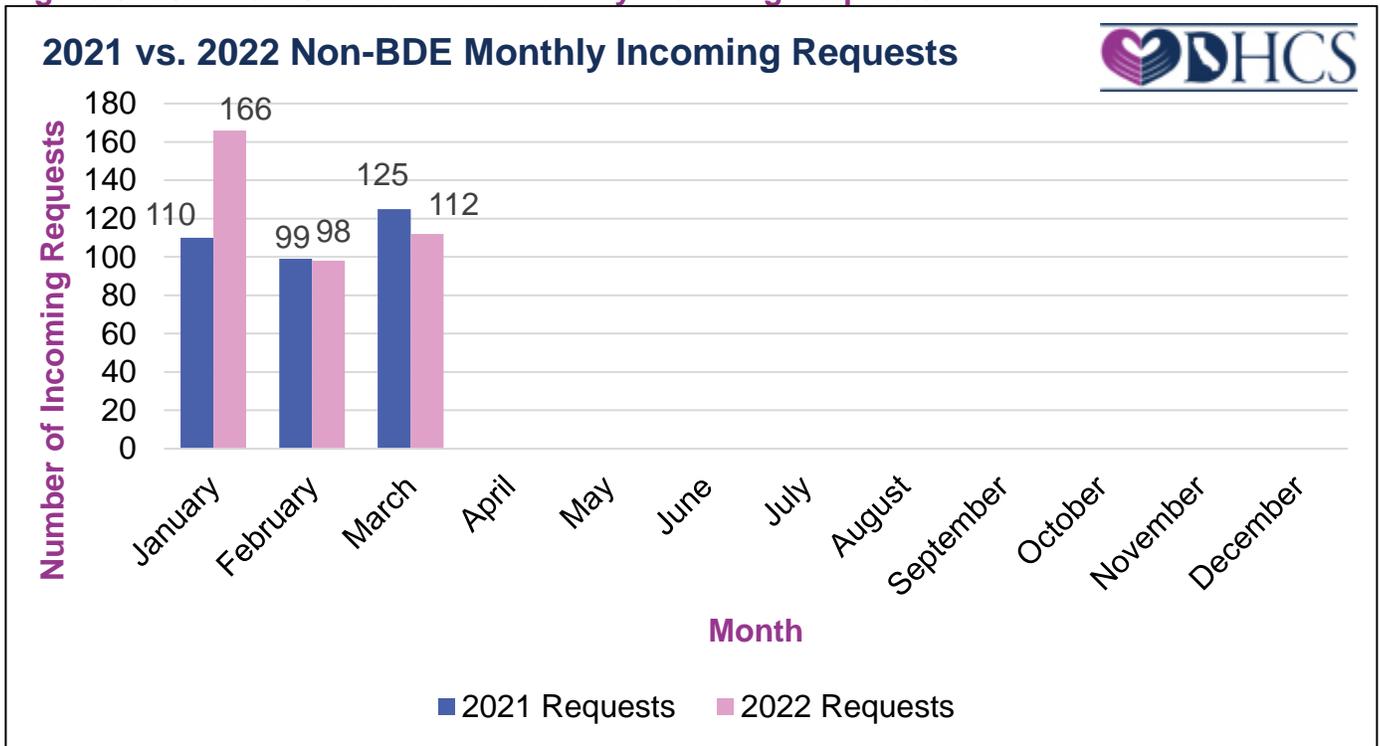


Figure 5: 2021 vs. 2022 Non-BDE Monthly Incoming Requests



2022 Summary

Figure 6: 2022 Total Monthly Requests by Type

