



State of California-Health and Human Services Agency  
**Department of Health Care Services**



**EDMUND G. BROWN JR.**  
Governor

Dear Parent or Guardian:

In Sacramento County, most Medi-Cal dental patients under the age of 21 are required to receive dental services through a managed care dental plan.

To ensure dental patients, under the age of 21 are able to see a dentist in a *timely manner*, Medi-Cal managed care dental plan members can request to be placed into the regular Medi-Cal fee-for-service dental program, also known as Denti-Cal. This new process will be called the *Beneficiary Dental Exception (BDE)*. The request form and instructions are enclosed.

### **Do I qualify for BDE?**

If you are experiencing any of the following situations, you may qualify to be placed in Denti-Cal for your dental services if you are not able to get:

- an "emergency" (pain, swelling, and/or bleeding) appointment within 24 hours,
- an "urgent" appointment within 72 hours,
- a "routine" (non-emergency) appointment within four (4) weeks, or
- a "specialist" appointment within 30 days from authorized request.

### **What do I need to do?**

1. If you are having difficulty scheduling an appointment, as noted above, please fill out the BDE form and mail, fax, or email it in to the address listed on the form, or call Dental Managed Care Toll-Free at 1 (855) 347-3310.
2. If you mail, fax, or email your BDE form, someone from the Medi-Cal Dental program will call you about your child's needs. They will also contact your dental plan and try to schedule an appointment right away.
3. After five (5) business days, if your dental plan is not able to schedule an appointment for you based on the dental needs of your child, Medi-Cal will approve your request to be moved to Denti-Cal, send you a confirmation letter, and call you about the change.
4. After you are on Denti-Cal, you can find a dentist by calling 1-800-322-6384. Denti-Cal will give you the names, phone numbers, and addresses of three (3) dentists in your area.
5. You will need to call the dentist yourself to schedule an appointment.

If you have any questions or concerns, please call Dental Managed Care Toll-Free at 1-855-347-3310. Say you are calling about the Sacramento Beneficiary Dental Exception process.

You may also send an email to: [dentalmanagedcare@dhcs.ca.gov](mailto:dentalmanagedcare@dhcs.ca.gov)  
The subject line should be: Dental Managed Care BDE.