



State of California—Health and Human Services Agency
Department of Health Care Services



EDMUND G. BROWN JR.
GOVERNOR

April 24, 2012

Dear Medi-Cal Dental Prepaid Health Plans:

Recently there has been increased scrutiny upon the Dental Managed Care (DMC) program in Sacramento and the access that the plans are providing their members. We are very concerned about the ability of our beneficiaries to receive access to care and high quality treatment in both Sacramento and Los Angeles. As part of our ongoing actions to immediately address this problem, we met with the Sacramento and Los Angeles dental plans on March 21, 2012 during the Dental Managed Care (DMC) All Plan meeting, where we discussed in detail the immediate action expectations for all dental managed care plans.

Each expected action is a solution that will improve your ability to be a high performing plan. Please submit a timeline and implementation plan for each action to the Department within 14 days of the date of this letter. If your dental plan has determined it will not be implementing all of the expected actions, submit to the department an explanation of this decision. We also strongly encourage all plans to develop additional action steps.

In addition to monitoring the dental plan implementation of expected actions, the Department will take several action steps. We will work with the Department of Managed Health Care (DMHC) in a coordinated effort to survey all DMC plans on a regular and ongoing basis to determine additional actions that need to be taken to improve access to care. The Department will also schedule quarterly meetings with Stakeholders and all DMC plans to discuss issues and recommendations that will improve and strengthen the performance of the DMC program.

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The Department is committed to improving the Dental Managed Care program with cooperation from all current dental plans. We look forward to working with you to increase quality, access and utilization.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Toby Douglas', is written over the word 'Sincerely,'.

Toby Douglas
Director

Enclosure