

DATE: October 20, 2023

ALL PLAN LETTER 23-004

TO: ALL MEDI-CAL DENTAL MANAGED CARE PLANS

SUBJECT: MODIFICATIONS TO THE GRIEVANCE AND APPEALS
SUBMISSION TIMELINE FOR THE MEDI-CAL DENTAL MANAGED
CARE PROGRAM

PURPOSE:

This update is to revise the deliverable due date of the Dental Managed Care (DMC) plans to ensure timely submission of the Grievance and Appeals data by the Department of Health Care Services (DHCS) to the Centers of Medicare and Medicaid Services (CMS) in accordance with the federal requirements set forth in the California Advancing and Innovating Medi-Cal (CalAIM) [1915\(b\) Waiver Special Terms and Conditions \(STCs\)](#) A13 and A14.

BACKGROUND:

On December 29, 2021, CMS approved the CalAIM 1915(b) STCs. In accordance with the STCs, DHCS must report the Grievance and Appeals data submitted by the DMC plans to CMS no later than 60 days after of the end of each quarter beginning State Fiscal Year 2023-24. As such, DHCS is required to submit the first report to CMS by November 30, 2023.

POLICY AND REQUIREMENTS:

To comply with CMS requirements for CalAIM 1915(b) STCs A13 and A14, DHCS must amend the submission guidelines from 45 days after the end of the Calendar Year (CY) quarter to 15 days after the end of the CY quarter. Consistent with prior communications, the 2023 Quarter 3 Grievance and Appeals report must be submitted no later than October 19, 2023, and Quarter 4 must be submitted no later than January 15, 2024.

The annual Deliverable Schedule APL will be distributed later this year which will contain submission dates for Calendar Year 2024 Quarters 1 through 4, based on the new submission guidelines referenced above.

If you have any questions regarding this APL, please contact the Medi-Cal Dental Services Division, at dmcdeliverables@dhcs.ca.gov.

Medi-Cal Dental Services Division

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State of California 
Gavin Newsom, Governor

California Health and Human Services Agency

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Sincerely,

Original signed by:

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