

October 26, 2023

VIA ELECTRONIC MAIL

Mr. Bary Bailey, Interim CFO
Access Dental Plan
8890 Cal Center Drive
Sacramento, CA 95826

**2023 DEPARTMENT OF HEALTH CARE SERVICES CORRECTIVE ACTION PLAN
FOR CALL CENTER “P” FACTOR CLOSE-OUT LETTER**

Dear Mr. Bailey:

The Department of Health Care Services (DHCS) issued a Notice of Deficiency (NOD) to Access Dental Plan (ADP) on June 30, 2023.

On July 24, 2023, ADP submitted a Corrective Action Plan (CAP) to DHCS in response to the NOD. On August 18, 2023, DHCS sent ADP a response letter that identified several deficiencies and denied the CAP. DHCS directed ADP to submit a revised CAP by August 28, 2023.

On August 25, 2023, ADP submitted a revised CAP to DHCS. On September 25, DHCS sent ADP a response letter that identified several unaddressed deficiencies and again denied the CAP. DHCS directed ADP to submit a revised CAP by October 4, 2023.

On October 4, 2023, ADP submitted a revised CAP to DHCS again. DHCS has reviewed and confirmed all items were addressed and accepts ADP’s CAP. The data submitted supports that ADP is compliant with the “P” Factor requirements. The CAP is hereby closed.

DHCS will continue to monitor ADP compliance with the DMC contract, federal and state regulations, and Dental All Plan Letters. DHCS reserves the right to implement sanctions or other enforcement actions should ADP resume non-compliance with the terms of the contract. Should there be future enforcement actions, prior history can and will be factored into the enforcement actions.

If you have any questions regarding this notice, please contact DHCS at dmcdeliverables@dhcs.ca.gov.



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CAP Close-Out Letter
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Sincerely,

Original signed by:

Adrianna Alcala-Beshara, JD, MBA
Chief, Medi-Cal Dental Services Division
Department of Health Care Services