



JENNIFER KENT
DIRECTOR

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



EDMUND G. BROWN JR.
GOVERNOR

October 17, 2018

Mr. Edward Bynum
Director, Special Projects
Liberty Dental Plan of California, Inc.
340 Commerce, Suite 100
Irvine, CA 92602

**TIME AND DISTANCE – CORRECTIVE ACTION PLAN CLOSURE AND
RESPONSE TO ALTERNATE ACCESS STANDARD REQUEST**

Dear Mr. Bynum:

On July 3, 2018, the Department of Health Care Services (DHCS) imposed a Corrective Action Plan (CAP) on LIBERTY for failing to ensure that all members have access to a primary care dentist (PCD) within the required time and distance standard (30 minutes or 10 miles) in accordance with DHCS Contract, Exhibit A, Attachment 8.E. The plan was found deficient in meeting the time and distance standards for both adult and pediatric PCDs in the following zip codes: 95641 and 93536.

Since June 4, 2018, LIBERTY has been providing DHCS with bi-weekly updates on the status of contracting efforts with additional PCDs within these zip codes. On August 23, 2018, the plan submitted the following alternate access standard (AAS) requests which have been **approved**.

Zipcode	City	PCD Type	AAS Request
95641	Isleton	Adult; Pediatric	35 minutes or 25 miles

In addition, the plan submitted documentation substantiating that the required time and distance standard for zip code 93536 (Lancaster) has been met through additional provider contract(s) secured.

All items have been reviewed and this CAP is hereby closed.

Mr. Bynum
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If you have any questions please contact dmcdeliverables@dhcs.ca.gov.

Sincerely,

Original signed by:

Alani Jackson, MPA
Chief, Medi-Cal Dental Services Division
Department of Health Care Services