

Corrective Action Plan Response Form

Dental Managed Care Plan: California Dental Network DBA DentaQuest

The Medi-Cal Dental Managed Care plan (Dental MCP) is required to submit a corrective action plan (CAP) within 30 calendar days. The CAP response must include completion of the prescribed columns below to include a description of the corrective action, a list of all supporting documentation submitted, and the CAP implementation date. For systemic deficiencies that may be reasonably determined to require long-term corrective action for a period longer than 30 days to fully remediate or operationalize, the Dental MCP must demonstrate that sufficient progress has been made toward implementation of the CAP. In those instances, the Dental MCP is required to include the dates for key milestones as well as when full compliance will be achieved. CAP reporting on the deficiency(ies) will continue through demonstrative compliance.

The Dental Managed Care Unit of the Department of Health Care Services will maintain close communication with the Dental MCP throughout the CAP review process and provide technical assistance as needed.

Finding and Summary	Action Taken	Supporting Documentation	Implementation Date	DHCS Comments
<p>CDN did not comply with Exhibit A14.4 Subsection 5.d.</p> <ul style="list-style-type: none"> » ADA status was not displayed in either the electronic or hard copy provider directories. This was due to the absence of ADA information in the source system and API's inability to transmit this 	<p>System Updates:</p> <ul style="list-style-type: none"> » 12/10/2025 – API updated to pull ADA details from the source system into the online directory (Attachment A). 	<p>System Updates:</p> <ul style="list-style-type: none"> » API- Attachment A » Electronic Directories » Attachment B 	<p>System Updates:</p> <ul style="list-style-type: none"> » ADA- API- 12/10/25 » Online Directories- 12/19/25 » PDF of the paper Directory- 	

Finding and Summary	Action Taken	Supporting Documentation	Implementation Date	DHCS Comments
<p>data to the electronic/hard copy directories.</p>	<ul style="list-style-type: none"> » 12/19/2025 – ADA data collected from 502 provider locations, entered into the source system, and reflected in both online and paper directories (Attachments B, C, E). <p>Controls Implemented:</p> <ul style="list-style-type: none"> » ADA verification added to onsite onboarding visits effective 1/1/2026 (Attachment D). » Contracts are no longer accepted as complete and final without ADA verification; only complete contracts may be accepted effective 1/1/2026 (Attachment D). 	<ul style="list-style-type: none"> » Paper Directories- Attachment C <p>Controls Implemented:</p> <ul style="list-style-type: none"> » New Policy, New Provider Checklist and Training for DQ-CDN staff Attestation - Attachment D <p>System Updates</p> <ul style="list-style-type: none"> » Provider Handicap Access Data Indicator in source system- 	<p>12/22/25- New Policy effective 1/1/2026</p> <p>Control Implemented:</p> <ul style="list-style-type: none"> » New Policy training attestation email 1/5/2026 » Verification audits performed weekly - 1/5/2026 » Next Steps Corrections will be made by 2/28/2026 	

Finding and Summary	Action Taken	Supporting Documentation	Implementation Date	DHCS Comments
	<ul style="list-style-type: none"> » Weekly ADA indicator reports reviewed for quality control effective 12/19/2025 (Attachment D). <p>Next Steps:</p> <ul style="list-style-type: none"> » DQ-CDN to address the additional missing fields (pregnancy/cultural competency) 	<p>Attachment E</p> <p>Next Steps</p> <ul style="list-style-type: none"> » Paper Directories- to be provided 		
<p>CDN did not comply with APL 22-013.</p> <ul style="list-style-type: none"> » The provider directory did not include ADA information because the API failed to transmit the data, and the source system did not consistently capture or maintain it. 	<p>Actions Taken to Address Missing ADA Data:</p> <ul style="list-style-type: none"> » API Update – On 12/10/2025, the API was modified to pull ADA details into the provider directory (Attachment A). » Source System Update – ADA data 	<p>API Updates:</p> <ul style="list-style-type: none"> » API- Attachment A <p>Source System:</p> <ul style="list-style-type: none"> » Electronic Directories- Attachment B 	<ul style="list-style-type: none"> » Online Directories- 12/19/25 » PDF provider directory with ADA indicator- 12/22/25 	

Finding and Summary	Action Taken	Supporting Documentation	Implementation Date	DHCS Comments
	<p>was collected from 502 provider locations and entered into the source system. On 12/19/2025, the updated data flowed into both online and paper directories (Attachments B, C, E).</p> <ul style="list-style-type: none"> » Policy & Training – A new policy requiring ADA data collection during enrollment became effective 1/1/2026, and staff was trained on 1/5/2026 (Attachment D). <p>Next Steps:</p> <ul style="list-style-type: none"> » DQ-CDN to address the additional missing 	<ul style="list-style-type: none"> » Paper Directories- Attachment C » Provider Handicap Access Data Indicator in source system- Attachment E <p>Policy & Training:</p> <ul style="list-style-type: none"> » New Policy, New Provider Checklist, and Training Attestation Email - Attachment D <p>Next Steps</p>	<ul style="list-style-type: none"> » New Policy effective 1/1/2026 » New Policy training attestation email 1/5/2026 » Verification audits performed weekly - 1/5/2026 <p>Next Steps</p> <ul style="list-style-type: none"> » Corrections will be made by 2/28/2026 	

Finding and Summary	Action Taken	Supporting Documentation	Implementation Date	DHCS Comments
	fields (pregnancy/cultural competency)	» Paper Directories-to be provided		
<p>CDN did not comply with APL 18-004 and Exhibit A8, Section 9 Provider Network screening, enrollment, credentialing requirements.</p> <ul style="list-style-type: none"> » The plan did not collect ADA information during network enrollment. As a result, the DQ-CDN team defaulted the ADA indicator in the source system to "No" to maintain data integrity when information was unavailable. 	<p>Actions Taken:</p> <ul style="list-style-type: none"> » A new policy requires ADA information as a mandatory field for all provider contracts. DQ-CDN will collect this data during enrollment, and incomplete contracts will be returned. Policy effective 1/1/2026 (Attachment D). » DQ-CDN staff completed training on 1/5/2026 (Attachment D). 	<ul style="list-style-type: none"> » New Policy, New Provider Checklist, and Training Attestation Email- Attachment D 	<ul style="list-style-type: none"> » Online Directories- 12/19/25- » PDF of the paper Directory- 12/22/25 » New Policy effective 1/1/2026 » New Policy training attestation email 1/5/2026 	

Finding and Summary	Action Taken	Supporting Documentation	Implementation Date	DHCS Comments
<p>CDN did not comply with APL 25-010</p> <ul style="list-style-type: none"> » ADA status was not shown in either the electronic or paper provider directories because the source system lacked ADA details and the API did not transmit this data. 	<p>Actions Taken:</p> <ul style="list-style-type: none"> » Policy & Process – A new policy requires ADA information as a mandatory field for all provider contracts. DQ-CDN collects this data during enrollment, and incomplete contracts are returned. Policy effective 1/1/2026; DQ-CDN staff trained 1/5/2026 (Attachment D). <p>System & Directory Updates:</p> <ul style="list-style-type: none"> » On 12/10/2025, the API was updated to include ADA status in the online directory. ADA data was collected from 502 	<p>System & Directory:</p> <ul style="list-style-type: none"> » API- Attachment A » Electronic Directories- Attachment B » Paper Directories- Attachment C » Provider Handicap Access Data Indicator in source system- Attachment E <p>Policy & Process:</p> <ul style="list-style-type: none"> » New Policy, New 	<p>Policy & Process:</p> <ul style="list-style-type: none"> » ADA- API- 12/10/25 <p>System & Directory:</p> <ul style="list-style-type: none"> » Online Directories- 12/19/25 » PDF of the Paper Directory- 12/22/25 <p>Next Steps:</p> <ul style="list-style-type: none"> » Corrections will be made by 2/28/2026 	

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	<p>provider locations and entered into the source system on 12/19/2025, enabling updates to online and paper directories. Updated PDFs were provided to the vendor on 12/22/2025 (Attachments A, B, C, E).</p> <p>Next Steps:</p> <ul style="list-style-type: none"> » DQ-CDN to address the additional missing fields (pregnancy/cultural competency) 	<p>Provider Checklist, and Training Attestation Email-Attachment D</p> <p>Next Steps:</p> <ul style="list-style-type: none"> » Paper Directories- to be provided 		

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 Date: 1/12/2026

