

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 Department of Health Care Services (DHCS) 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> <p>ADA status was not displayed in either the electronic or hard copy</p>	<p>System Updates</p> <ul style="list-style-type: none"> » The API was 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"> » Attachment A – CDN API Screenshots » Attachment B – CDN Online Provider Directory » Attachment C – CA DHCS LA – Dec 22 2025 Full Provider Directory 	<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: 12/22/25 » New Policy: effective 1/1/2026 	<p>2/11/26: DHCS accepts the submitted documentation. DHCS finds that the Provider Directory is missing requirements consistent with</p>

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<p>provider directories. This was due to the absence of ADA information in the source system and API's inability to transmit this data to the electronic/hard copy directories.</p>	<p>» ADA data was collected from 502 provider locations, entered into the source system, and reflected in both online and paper directories (Attachments B, C, E).</p> <p>Controls Implemented</p> <p>» An ADA verification process was added to onsite onboarding visits effective 1/1/2026 (Attachment D).</p> <p>» Contracts are no longer accepted as complete and final without ADA</p>	<p>20251222 and CA DHCS SAC – Dec 22 2025 Full Provider Directory 20251222</p> <p>» Attachment E – GOV CA Network GID Query 12.18.2025</p> <p>Controls:</p> <p>» Attachment D – New Provider Checklist 12.2026</p> <p>» Attachment D – New Provider Policy Timeline Training</p> <p>» Attachment D – CA_ PE.001_Provider Engagement New Provider Credentialing Process</p> <p>Next Steps:</p> <p>» Paper Directories are to be provided</p>	<p>Controls:</p> <p>» Provider Checklist and Policy 1/1/2026</p> <p>» Provider Engagement Training Attestation 1/5/26</p> <p>» Verification audits performed weekly 1/5/2026</p> <p>Next Steps:</p> <p>» Corrections will be made by 2/28/2026</p> <p>Follow-up Response:</p> <p>» Corrections were made Online- 2/9/2026 Paper- 2/26/2026 and 3/12/2026</p> <p>» Updated Provider Directory P&P</p> <p>» Sample email and sample report attached</p>	<p>APL 25-010 and inaccuracies with pregnant women and cultural competency. This CAP remains Open.</p>

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	<p>verification; only complete contracts may be accepted effective 1/1/2026 (Attachment D).</p> <ul style="list-style-type: none"> » Weekly ADA indicator reports will be reviewed for quality control effective 12/19/2025 (Attachment D). <p>Next Steps</p> <ul style="list-style-type: none"> » CDN/DQ to address the additional missing fields (pregnancy/cultural competency) <p>Follow-up Response:</p> <ul style="list-style-type: none"> » CDN/DQ addressed the additional 	<p>Follow-up Response:</p> <ul style="list-style-type: none"> » Attachment B.1 – CDN Online Provider Directory » Updated Policy and Procedure » Data extract from file to vendor » Sample email for audit process <p>Next steps:</p> <ul style="list-style-type: none"> » Paper Directories will be provided by COB 3/20/2026 	<p>to support for controls-verification audits</p>	

Finding and Summary	Action Taken	Supporting Documentation	Implementation Date	DHCS Comments
	<p>missing fields for compliance with exhibit A14.4 Subsection 5.d. (pregnancy/cultural competency teledentistry)</p>			
<p>CDN did not comply with APL 22-013.</p> <p>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>	<ul style="list-style-type: none"> » API Update: The API was modified to pull ADA details into the online Provider Directory (Attachment A) » Source System Update: ADA data was collected from 502 provider locations and entered into the source system. » On 12/19/2025, the updated data flowed into both 	<ul style="list-style-type: none"> » Attachment A – CDN API Screenshots » Attachment B – CDN Online Provider Directory » Attachment C – CA DHCS LA – Dec 22 2025 Full Provider Directory 20251222 and CA DHCS SAC – Dec 22 2025 Full Provider Directory 20251222 » Indicator in source system Attachment E – GOV CA Network GID Query 12.18.2025 	<ul style="list-style-type: none"> » Online Directories: 12/19/2025 » PDF Provider Directory with ADA indicator- 12/22/25 » New Policy effective 1/1/2026 » New Policy training attestation email 1/5/2026 » Verification audits performed weekly – effective 1/5/2026 <p>Next Steps:</p> <ul style="list-style-type: none"> » Corrections will be made by 2/28/2026 	<p>2/11/26: DHCS accepts the submitted documentation. DHCS finds that the Provider Directory is missing requirements consistent with APL 25-010 and APL 22-013. This CAP remains Open.</p>

Finding and Summary	Action Taken	Supporting Documentation	Implementation Date	DHCS Comments
	<p>the online and paper directories (Attachments B, C, E).</p> <p>» Policy & Training: A new policy requiring ADA data collection during enrollment became effective 1/1/2026, and staff were trained on 1/5/2026 (Attachment D)</p> <p>Next Steps:</p> <p>» DQ-CDN to address the additional missing fields (pregnancy and/or cultural competency).</p>	<p>» Attachment D – New Provider Checklist 12.2026</p> <p>» Attachment D – New Provider Policy Timeline. Training</p> <p>» Attachment D – CA_PE.001_Provider Engagement New Provider Credentialing Process</p> <p>Next Steps:</p> <p>» Paper directories to be provided.</p> <p>Follow-up Response:</p> <p>» Attachment B.1 – CDN Online Provider Directory</p> <p>» Updated Policy and Procedure</p>	<p>Follow-up Response:</p> <p>» Corrections were made Online- 2/9/2026 Paper- 2/26/2026 and 3/12/2026</p> <p>» Updated Policy and Procedure</p> <p>» Sample email and sample report attached to support for controls-verification audits</p>	

Finding and Summary	Action Taken	Supporting Documentation	Implementation Date	DHCS Comments
	<p>Follow-up Response: CDN/DQ addressed the additional missing fields to comply with APL 22-013.</p> <p>» The additional missing fields were added to be in compliance with APL 22-013 (pregnancy/cultural competency/teledentistry)</p>	<p>» Data extract from the file to the vendor</p> <p>» Email supporting the audit process</p> <p>Next Steps:</p> <p>» Paper Directories to be provided by 3/20/2026 COB</p>		
<p>CDN did not comply with APL 18-004 and Exhibit A8, Section 9 Provider Network screening, enrollment,</p>	<p>» Created a new policy requiring ADA information as a mandatory field for all provider contracts. Provider Engagement will</p>	<p>» Attachment D – New Provider Checklist 12.2026</p> <p>» Attachment D – New Provider Policy Timeline Training</p> <p>» Attachment D – CA_PE.001_Provider</p>	<p>» New Policy effective 1/1/2026</p> <p>» New Policy training attestation email on 1/5/2026</p> <p>Follow-up Response:</p> <p>» Corrections were made Online- 2/9/2026</p>	<p>2/11/26: DHCS accepts the submitted documentation. DHCS requests documentation that provider screening, enrollment, and</p>

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<p>credentialing requirements.</p> <p>The plan did not collect ADA information during network enrollment. As a result, the CDN/DQ team defaulted the ADA indicator in the source system to "No" to maintain data integrity when information was unavailable.</p>	<p>collect this data during enrollment, and incomplete contracts will be returned. Policy effective 1/1/2026 (Attachment D).</p> <ul style="list-style-type: none"> » CDN/DQ staff completed training on 1/5/2026 (Attachment D). <p>Follow-up Response:</p> <ul style="list-style-type: none"> » The additional missing items were addressed for compliance with APL 18-004; exhibit A8, Section 9 (for example pregnancy/cultural 	<p>Engagement New Provider Credentialing Process</p> <p>Follow-up Response:</p> <ul style="list-style-type: none"> » Attachment B.1 – CDN Online Provider Directory » Updated Policy and Procedure » Data extract from the file to the vendor » Email supporting email process <p>Next Steps:</p> <ul style="list-style-type: none"> » Paper Directories are being provided by COB 3/20/2025 	<p>Paper- 2/26/2026 and 3/12/2026</p> <ul style="list-style-type: none"> » Updated Policy and Procedure » Sample email and sample report attached to support for controls-verification audits 	<p>credentialing will be inclusive of all requirements pursuant to APL 25-010, as there are additional fields missing on the provider directory. This CAP remains Open.</p>

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	competency/teledentistry)			
<p>CDN did not comply with APL 25-010.</p> <p>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>	<ul style="list-style-type: none"> » Policy & Process – Created a new policy requiring ADA information as a mandatory field for all provider contracts. CDN/DQ collects this data during enrollment, and incomplete contracts are returned. Policy effective 1/1/2026 » CDN/DQ staff trained 1/5/2026 (Attachment D). » System & Directory Updates: On 12/10/2025, 	<ul style="list-style-type: none"> » Attachment D – New Provider Checklist 12.2026 » Attachment D – New Provider Policy Timeline Training » Attachment D – CA_PE.001 Provider Engagement New Provider Credentialing Process » API Attachment A – CDN API Screenshots » Attachment B – CDN Online Provider Directory » Attachment C – CA DHCS LA – Dec 22 2025 Full Provider Directory 20251222 and CA DHCS 	<ul style="list-style-type: none"> » Provider Checklist and Policy 1/1/2026 » Provider Engagement Staff trained 1/5/26 » ADA- API- 12/10/25 » 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 <p>Follow-up Response:</p> <ul style="list-style-type: none"> » Corrections were made Online- 2/9/2026 Paper- 2/26/2026 & 3/12/2026 	<p>2/11/26: DHCS accepts the submitted documentation. DHCS finds that the Provider Directory is missing requirements consistent with APL 25-010 and inaccuracies with pregnant women and cultural competency. This CAP remains Open.</p>

Finding and Summary	Action Taken	Supporting Documentation	Implementation Date	DHCS Comments
	<p>the API was updated to include ADA status in the online directory. ADA data was collected from 502 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"> » CDN/DQ to address the additional missing fields 	<p>SAC – Dec 22 2025 Full Provider Directory 20251222</p> <ul style="list-style-type: none"> » Indicator in source system Attachment E – GOV CA Network GID Query 12.18.2025 <p>Next Steps</p> <ul style="list-style-type: none"> » Paper directories to be provided. <p>Follow-up Response:</p> <ul style="list-style-type: none"> » Attachment B.1 – CDN Online Provider Directory » Updated Policy and Procedure » Data extract from the file to the vendor » Email supporting the audit process <p>Next Steps:</p>	<ul style="list-style-type: none"> » Updated Policy and Procedure » Sample email and sample report attached to support for controls-verification audits 	

Finding and Summary	Action Taken	Supporting Documentation	Implementation Date	DHCS Comments
	<p>(pregnancy and/or cultural competency).</p> <p>Follow-up Response: CDN/DQ addressed the additional missing fields for compliance with APL 2-010</p> <p>» The additional missing fields (pregnancy/cultural competency/teledentistry)</p>	<p>» Paper Directories to be provided by 3/20/2026 COB</p>		

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Signed by: Heather Castiaux
Date: 3/16/2026