



WILL LIGHTBOURNE
DIRECTOR

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



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GOVERNOR

September 24, 2020

Ms. Christy Bosse
VP, Compliance
Health Net of California, Inc.
21281 Burbank Blvd
Woodland Hills, CA 91367

**2020 DEPARTMENT OF HEALTH CARE SERVICES DENTAL AUDIT –
CORRECTIVE ACTION PLAN CLOSE-OUT LETTER**

Dear Ms. Bosse:

The Department of Health Care Services (DHCS) Audits and Investigations Division (A&I) conducted an on-site audit of Health Net of California, Inc., a Medi-Cal Dental Managed Care (DMC) plan, from March 16, 2020 through March 19, 2020. The audit covered the review period of March 1, 2019 through February 29, 2020.

On September 1, 2020, the DMC plan provided DHCS with additional information regarding its Corrective Action Plan (CAP) in response to the report originally issued on June 29, 2020.

All items have been reviewed and DHCS accepts the DMC plan's submitted CAP. The CAP is hereby closed. Full implementation of the CAP and effectiveness of the interventions will be evaluated in the subsequent audit.

If you have any questions regarding this notice, please contact Xai Yang at (916) 345-8614 or dmcdeliverables@dhcs.ca.gov.

Sincerely,

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

Enclosure: 2020 Health Net of California, Inc., CAP Response Form