

Plan Name: Health Net of California, Inc.
Reporting Year: 2020

Survey Question	Problems/Barriers	Intervention/Action Plan	Estimated Completion Date
Q11	Regular dentist spent enough time with your child	Develop and disseminate provider education materials related to child member examinations	Q3 2022
Q12	Overall care provided by a regular dentist	Develop and disseminate provider education materials related to child member examinations.	Q3 2022
		Provider relations team office visits and clinical outreach calls as needed.	Q3 2022
Q15	Help your child feel as comfortable as possible during dental work	Develop and disseminate provider education materials related to child member examinations	Q3 2022
Q16	Explain what they were doing while treating your child	Develop and disseminate provider education materials related to child member examinations	Q3 2022
Q17	Were dental appointments as soon as you wanted	GeoAccess deficiencies for providers impacting appointment availability.	Quarterly
		Provider Relations will re-assess network compliance based on updated Geo metrics and recruit accordingly. During provider relations visits office demographic information will be updated	Quarterly
Q24	Child dental plan met all dental needs	Monitor complaint/ grievance metrics to identify opportunities for improvement related to benefit complaints	Quarterly
Q25	Member knowledge of covered services- Plan covered what your child needed to get done	Monitor complaint/ grievance metrics to identify opportunities for improvement related to benefit complaints.	Quarterly
		Reminder mailing to inform members that member EOC is available and where the information can be located. Also, indicated that the member can contact member services for support.	Annual