

Plan Name: Health Net of California, Inc.
Reporting Year: 2021

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-Q4 2021
Q12	Overall care provided by regular dentist	Develop and disseminate provider education materials related to child member examinations	Q3-Q4 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-Q4 2023
Q16	Explain what they were doing while treating your child	Develop and disseminate provider education materials related to child member examinations	Q3-Q4 2024
Q23	Plan covered all the services you thought were covered	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.	Annually
Q24	Child's dental plan meet all dental needs	Monitor complaint/ grievance metrics to identify opportunities for improvement related to benefit complaints	Quarterly