

December 21, 2023

VIA ELECTRONIC MAIL

Ms. Martha Santana-Chin
Health Net of California, Inc.
11971 Fountain Pl, Bldg. D
Rancho Cordova, CA 95670

**2021 DEPARTMENT OF HEALTH CARE SERVICES DENTAL AUDIT –
CORRECTIVE ACTION PLAN CLOSE-OUT LETTER**

Dear Ms. Santana-Chin:

The Department of Health Care Services (DHCS) Audits and Investigations Division (A&I) conducted a virtual audit of Health Net of California, Inc., a Medi-Cal Dental Managed Care (DMC) plan, from April 26, 2021 through May 7, 2021. The audit covered the review period of March 1, 2020 through February 28, 2021.

On October 15, 2021, the DMC plan provided DHCS with additional information regarding its Corrective Action Plan (CAP) in response to the report originally issued on September 3, 2021.

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 DHCS at (916) 938-4848 or dmcdeliverables@dhcs.ca.gov.

Sincerely,

Original signed by:

Adrianna Alcalá-Beshara, JD, MBA
Chief, Medi-Cal Dental Services Division
Department of Health Care Services