

DATE: March 25, 2025

TO: ALL MEDI-CAL DENTAL MANAGED CARE PLANS

SUBJECT: **All Plan Letter (APL) 25-003: Dental Managed Care Plan Transition Policy Guide**

PURPOSE:

The purpose of this Dental All Plan Letter (APL) is for the Department of Health Care Services (DHCS) to provide Medi-Cal Dental Managed Care (DMC) plans with guidance regarding the 2025 DMC Plan Transition effective July 1, 2025. The 2025 Dental Managed Care Plan Transition Policy Guide (Policy Guide) establishes and details the requirements for the implementation of the 2025 DMC Plan Transition.

BACKGROUND:

The Department of Health Care Services (DHCS) contracts with DMC plans to provide Medi-Cal dental services to its Members. Effective July 1, 2025, DHCS is expanding on relationships with DMC plans to redefine how care is delivered across the state. DHCS' top priority is ensuring managed care Members have access to DMC plans that provide timely and high-quality care, and that DMC plans are focused on delivering on the state's health system transformation goals. Those goals are the focus of the California Advancing and Innovating Medi-Cal (CalAIM) initiative, namely, to drive quality of care improvements, streamline and reduce complexity, and build on access-focused and data-driven approaches. DMC plans will be held to new standards of care and greater accountability, helping to ensure Members have the care and support they need to live healthier, more fulfilling lives.

Effective July 1, 2025, Members in Sacramento County will resume mandatory enrollment into dental managed care. Members that are in dental Fee-for-Service (FFS) or enrolled in the exiting DMC plan will be able to choose to enroll in a new DMC plan. Members in Los Angeles County will have the option to choose a new DMC plan, maintain their enrollment in dental FFS, or maintain their enrollment in a non-exiting DMC plan.

The Policy Guide governs the DMC plan-to-plan transitions, and Dental FFS to DMC plan transitions, prompted by expiring or terminating DMC contracts. The Policy Guide outlines policies and contains DHCS' operational requirements and guidelines for DMC plans in facilitating the transition of Members leading up to and during the July 1, 2025 DMC Plan Transition.

DHCS' guiding principles for the planning, implementation, and oversight of the 2025 DMC Plan Transition include:

- Plan for smooth and effective transition;
- Minimize service interruptions for all Members, especially for vulnerable groups;
- Provide outreach, education, and clear communications to Members, Providers, DMC plans, and other stakeholders; and
- Proactively measure and ensure accountability of DMC plans' transition.

DHCS will confirm DMC plan readiness before the transition to assure achievement of these goals. Furthermore, as outlined in the Policy Guide, DMC plans will be required to engage in continuity of care and Member support activities for incoming Members, and other activities as assigned by DHCS and described in the Policy Guide, in advance of the transition and July 1, 2025, contract effective date.

POLICY:

This APL establishes the Policy Guide as the DHCS authority, along with applicable Contracts and any APLs or guidance documents incorporated in the Policy Guide by reference, regarding the 2025 DMC Plan Transition. The Policy Guide outlines policies and contains DHCS operational requirements and guidelines specific to Member transitions resulting only from the three changes described above. The Policy Guide does not govern Member transitions that result from a Member opting to change DMC plans outside of the context of the changes in DMC plan availability as outlined above.

The Policy Guide will continue to be updated as needed throughout 2025. All updates will be specifically identified in a dedicated section in the Policy Guide and will outline updates from prior versions in order to manage version history.

REQUIREMENTS:

If the requirements contained in this APL, including any updates or revisions to this APL, necessitate a change in a DMC plan's contractually required policies and procedures (P&Ps), the plan must submit its updated P&Ps with and without Track Changes to DHCS' Medi-Cal Dental Services Division (MDSD) at dmcdeliverables@dhcs.ca.gov within 90 days of the release of this APL.

If a DMC plan determines that no P&P changes are necessary, the DMC plan must submit an email confirmation to dmcdeliverables@dhcs.ca.gov within 10 days of the release of this APL, stating that the DMC plan's P&Ps have been reviewed and no changes are necessary. The email confirmation must include the title of this APL as well as the applicable APL release date in the subject line.

DMC plans are responsible for ensuring that their Subcontractors and Network Providers comply with all applicable state and federal laws and regulations, contract requirements, and other DHCS guidance, including APLs and Policy Letters.

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These requirements must be communicated by each DMC plan to all Subcontractors and Network Providers.

If you have any questions regarding this APL, please contact the Medi-Cal Dental Services Division at dmcdeliverables@dhcs.ca.gov.

Sincerely,

Original signed by:

Dana Durham
Chief, Medi-Cal Dental Services Division
Department of Health Care Services