

March 14, 2025

*THIS LETTER SENT VIA EMAIL*

Mr. Bary Bailey  
Chief Financial Officer  
Access Dental Plan  
8890 Cal Center Drive  
Sacramento, CA 95826

**ACCESS DENTAL PLANS' CORRECTIVE ACTION PLAN (CAP) FOR  
TREATMENT AUTHORIZATION REQUEST REPORTING – MARCH 2024 AND  
APRIL 2024**

Dear Mr. Bailey:

The Department of Health Care Services (DHCS) issued a Notice of Deficiency (NOD) to Access Dental Plan (Access) on July 16, 2024.

On August 17, 2024, Access submitted a Corrective Action Plan (CAP) to DHCS in response to the NOD. On September 12, 2024, DHCS sent Access a response letter identifying several deficiencies and denied the CAP. DHCS directed Access to submit a revised CAP by September 12, 2024.

On October 11, 2024, Access submitted a revised CAP to DHCS. On November 18, 2024, DHCS sent Access a response letter identifying outstanding deficiencies and again denied the CAP. DHCS responded to Access on November 19, 2024, and closed the CAP for the MIS Functionality, Member Phone Call Reporting (February 2024), Quality Improvement Project (QIP) Reports (Q1 2024), and the Timely Access and Specialty Reporting (Q4 2024) effective October 11, 2024. DHCS directed Access to submit a revised CAP for the remaining deficiencies.

On December 13, 2024, Access submitted a revised CAP to DHCS. On January 13, 2025, DHCS sent Access a response letter identifying the outstanding deficiencies for noncompliant Turnaround Times (TATs) for Expedited Treatment Authorization Requests (TARs). DHCS directed Access to submit a revised CAP by February 12, 2025.

On February 12, 2025, Access submitted a revised CAP to DHCS. DHCS has reviewed and confirmed that Access has been compliant with Expedited TAR TAT's for December 2024 and January 2025 since implementing the CAP in November 2024. The CAP is hereby closed, effective February 12, 2025.

DHCS will continue to monitor Access's compliance with the DMC contract, federal and state regulations, and Dental All Plan Letters. DHCS reserves the right to implement sanctions or other enforcement actions should Access resume non-compliance with the terms of the contract. Should there be future enforcement actions, prior history can and will be factored into the enforcement actions as well.

If you have any questions regarding this notice, please contact DHCS at [dmcdeliverables@dhcs.ca.gov](mailto:dmcdeliverables@dhcs.ca.gov).

Sincerely,

Original signed by:

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