

November 25, 2025

*THIS LETTER SENT VIA EMAIL*

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

RE: 2025 ACCESS DENTAL PLAN AUDIT

Dear Mr. Littman,

Enclosed is the Department of Health Care Services (DHCS) dental audit report for Access Dental Plan (Access), a Medi-Cal Dental Managed Care (MC) plan. The report was prepared by the DHCS Audits and Investigations Division (A&I) upon conclusion of its on-site dental audit conducted April 21, 2025, through April 25, 2025. The audit covered the review period of November 1, 2023, through March 31, 2025.

Please note that several findings in this report are repeat findings due to the timing and overlap of the audit periods, and the corrective action plan (CAP) has since been satisfied and closed. These are noted in the attached CAP Response Form as repeat findings and when the CAP was closed.

Since the Dental MC plan contract with Access ended June 30, 2025 and the remaining finding in the report is not an item that can be remediated without active members, there is no open CAP that Access needs to fulfill. However, should Access become a Dental MC plan in the future, DHCS would require Access to provide their remediation plan to prevent these audit findings prior to operations.

Mr. Littman  
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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

Enclosures: Dental Audit Report Cover Letter (September 26, 2025)  
Dental Audit Report (September 26, 2025)  
CAP Response Form

## Corrective Action Plan Response Form

**DMC Plan:** Access Dental Plan

**Review Period:** 11/01/2023-3/31/2025

**Audit Type:** Department of Health Care Services Dental Audit

**On-Site Review:** 4/21/2025-4/25/2025

The Medi-Cal Dental Managed Care (MC) plan is required to submit a corrective action plan (CAP) within 30 calendar days. The CAP response must include completion of the prescribed columns below to include a description of the corrective action, a list of all supporting documentation submitted, and the CAP implementation date. For systemic deficiencies that may be reasonably determined to require long-term corrective action for a period longer than 30 days to fully remediate or operationalize, the Dental MC plan must demonstrate that sufficient progress has been made toward implementation of the CAP. In those instances, the Dental MC plan is required to include the dates for key milestones as well as when full compliance will be achieved. CAP reporting on the deficiency(ies) will continue through demonstrative compliance.

The Dental Managed Care Unit of the Department of Health Care Services will maintain close communication with the Dental MC plan throughout the CAP review process and provide technical assistance as needed.

Finding/Summary	Action Taken	Supporting Documentation	Implementation Date	DHCS Comments
1.2.1. Use of Notice of Action of Letter Templates - The Plan did not utilize the required NOA letter templates and attachments in accordance with D-APL 22-006.	N/A	N/A	N/A	11/25/25: This is a repeat finding due to the overlapping timing of audit periods. This CAP was satisfied and previously closed on February 14, 2025. No further documentation is required.
1.2.2. Prior Authorization	N/A	N/A	N/A	11/25/25: Access' dental managed care

Finding/Summary	Action Taken	Supporting Documentation	Implementation Date	DHCS Comments
Decision and Notification Timeframes - The Plan did not consider all available information received about members' conditions when making decisions to deny or modify Prior Authorizations (PA).				contract ended 6/30/25. There are no items subject to prior authorization at this time as there are no active members in Access. Thus no CAP required at this time.
3.1.1. Call Center "P" Factor - The Plan did not maintain a call abandonment rate of seven percent or less for Q4 2024 and Q1 2025 reporting.	N/A	N/A	N/A	11/25/25: This is a repeat finding from a previous CAP that was closed. The "P" Factor remained within compliance for the rest of the operational contract for Q2 and Q3 2025. Access' dental managed care contract ended 6/30/25 and there are no active

Finding/Summary	Action Taken	Supporting Documentation	Implementation Date	DHCS Comments
				members. Thus no CAP required at this time.
4.1.1. Grievance Resolutions - The Plan did not fully resolve member Quality of Care (QOC) grievances within 30 days of receipt.	N/A	N/A	N/A	11/25/25: This is a repeat finding due to the overlapping timing of audit periods. This CAP was satisfied on June 18, 2025, during the time period. No further documentation needed.