

**DATE:** April 7, 2025

**TO:** ALL MEDI-CAL DENTAL MANAGED CARE PLANS

**SUBJECT: All Plan Letter (APL) 25-004: 2024-2025 Medi-Cal Dental Managed Care Plan MEDS/834 Cutoff and Processing Schedule**

**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 the 2024-2025 Medi-Cal Eligibility Data System (MEDS)/834 cutoff and processing schedule.

**REQUIREMENTS:**

The enclosed MEDS/834 cutoff and processing schedule covers the period of December 2024 through January 2026. These cutoff dates and timelines are established by the Department of Health Care Services (DHCS), Enterprise Technology Services Division and are critical to ensuring timely processing of eligibility files and data. When applicable, it is important for DHCS to receive all enrollments and disenrollments on a daily basis. DMC plans must adhere to the enclosed cutoff dates and timelines to allow adequate processing time and to ensure timely payments.

In addition to the MEDS/834 cutoff and processing schedule, enclosed is the updated outline of MCP 834 responsibilities and the Health Care Options (HCO) Secure Data Exchange Services (SDES) file posting schedule for 2025.

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](mailto: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](mailto: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. These requirements must be communicated by each DMC Plan to all Subcontractors and Network Providers.

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

For questions regarding the HCO schedule, please contact HCO at 1-866-710-4522.

Sincerely,

*Original signed by:*

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

Enclosures

## **DENTAL MANAGED CARE PLAN/MEDS/834 RESPONSIBILITIES**

### **April 2025**

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All Medi-Cal Dental Managed Care Plans (DMC) are reminded of the importance of keeping the California Department of Health Care Services (DHCS) Medi-Cal Dental Services Division (MDSD) informed of any Plan changes as described below.

#### **NOTIFICATION/REQUEST PROCESS**

DMC Plans are reminded of the extreme importance of notifying MDSD by sending an email to [dmcdeliverables@dhcs.ca.gov](mailto:dmcdeliverables@dhcs.ca.gov) and the Managed Care Operations Division (MCOD) Systems Support Unit (SSU) of any MCP/MEDS/834 changes prior to the 15<sup>th</sup> of any given month by sending an email to [ssuhelpdesk@dhcs.ca.gov](mailto:ssuhelpdesk@dhcs.ca.gov). This receipt deadline is necessary to meet DHCS Enterprise Technology Services (ETS) processing timelines and make the changes effective within 45-60 days. It is requested that DMC Plan send the original copy of their notification (which includes the original signature of person authorized to submit the change) to their assigned MDSD Contract Manager. Examples of DMC/MEDS/834 changes for which notification must be given are, but not limited to: DMC/MEDS/834 MIS Coordinator name change, address and phone number changes, or distribution changes, etc.

- Please include the following DMC Plan information in the email notification:
  - Plan Name
  - Plan Code(s) (Specify all “Active” Plan Codes)
  - Plan Mailing Address
  - MEDS/834 MIS Contact  
(Name, Phone/Page/Fax Numbers, and E-mail Address)
  - MEDS/834 MIS Backup Contact  
(Name, Phone/Page/Fax Numbers, and E-mail Address)
  - The nature of the DMC/MEDS/834 change
  
- Medi-Cal 834 files are available via the 834 SFTP site. Please contact your Contract Manager should you have any questions.
  
- Month-End 834 files will be available by 5:00 p.m., two days after MEDS renewal. DMC Plans are asked to wait until 5:00 p.m. and then, if the HCP file is not available, please contact ETS @ (916) 440-7000 and request that the ticket is sent to HCP Services - CAPMAN 820/834.

<b>Process Month</b>	<b>Month of Eligibility</b>	<b>MCP file input due</b> (MCP to EITS by 2:30 PM)	<b>MEDS Renewal</b>	<b>834 file available</b> (SFTP site no later than 5:00 PM)
<b>Dec-2024</b>	<b>Jan-2025</b>	(Wed) Dec 18, 2024	(Mon) Dec 23, 2024	(Thu) Dec 26, 2024
<b>Jan-2025</b>	<b>Feb-2025</b>	(Wed) Jan 22, 2025	(Mon) Jan 27, 2025	(Wed) Jan 29, 2025
<b>Feb-2025</b>	<b>Mar-2025</b>	(Wed) Feb 19, 2025	(Mon) Feb 24, 2025	(Wed) Feb 26, 2025
<b>Mar-2025</b>	<b>Apr-2025</b>	(Wed) Mar 19, 2025	(Mon) Mar 24, 2025	(Wed) Mar 26, 2025
<b>Apr-2025</b>	<b>May-2025</b>	(Fri) Apr 18, 2025	(Wed) Apr 23, 2025	(Fri) Apr 25, 2025
<b>May-2025</b>	<b>Jun-2025</b>	(Mon) May 19, 2025	(Thu) May 22, 2025	(Tue) May 27, 2025
<b>Jun-2025</b>	<b>Jul-2025</b>	(Thu) Jun 19, 2025	(Tue) Jun 24, 2025	(Thu) Jun 26, 2025
<b>Jul-2025</b>	<b>Aug-2025</b>	(Mon) Jul 21, 2025	(Thu) Jul 24, 2025	(Mon) Jul 28, 2025
<b>Aug-2025</b>	<b>Sep-2025</b>	(Wed) Aug 20, 2025	(Mon) Aug 25, 2025	(Wed) Aug 27, 2025
<b>Sep-2025</b>	<b>Oct-2025</b>	(Thu) Sep 18, 2025	(Tue) Sep 23, 2025	(Thu) Sep 25, 2025
<b>Oct-2025</b>	<b>Nov-2025</b>	(Wed) Oct 22, 2025	(Mon) Oct 27, 2025	(Wed) Oct 29, 2025
<b>Nov-2025</b>	<b>Dec-2025</b>	(Wed) Nov 19, 2025	(Mon) Nov 24, 2025	(Wed) Nov 26, 2025
<b>Dec-2025</b>	<b>Jan-2026</b>	(Thu) Dec 18, 2025	(Tue) Dec 23, 2025	(Fri) Dec 26, 2025
<b>Jan-2026</b>	<b>Feb-2026</b>	(Wed) Jan 21, 2026	(Mon) Jan 26, 2026	(Wed) Jan 28, 2026

#### **State Holidays**

January 1, 2025 New Year's Day  
 January 20, 2025 Dr. Martin Luther King Day  
 February 17, 2025 President's Day  
 March 31, 2025 César Chávez Day  
 May 26, 2025 Memorial Day  
 July 4, 2025 Independence Day  
 September 1, 2025 Labor Day  
 November 11, 2025 Veteran's Day  
 November 27, 2025 Thanksgiving Day  
 November 28, 2025 Day After Thanksgiving  
 December 25, 2025 Christmas Day  
 January 1, 2026 New Year's Day  
 January 19, 2026 Dr. Martin Luther King Day

#### **Legend:**

MEDS - Medi-Cal Eligibility Data System  
 MCP - Medi-Cal Managed Care Health Plan  
 SPD - Seniors and Persons with Disabilities  
 SFTP - Secure File Transfer Protocol

# MAXIMUS 2025 CALENDAR

JANUARY • 1 21						
BUSINESS DAYS						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	
JULIAN DATES 1-31						

APRIL • 4 22						
BUSINESS DAYS						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			
JULIAN DATES 91-120						

JULY • 7 22						
BUSINESS DAYS						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		
JULIAN DATES 182-212						

OCTOBER • 10 23						
BUSINESS DAYS						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	
JULIAN DATES 274-304						

FEBRUARY • 2 19						
BUSINESS DAYS						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	
JULIAN DATES 32-59						

MAY • 5 21						
BUSINESS DAYS						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
JULIAN DATES 121-151						

AUGUST • 8 21						
BUSINESS DAYS						
S	M	T	W	T	F	S
				1	2	
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						
JULIAN DATES 213-243						

NOVEMBER • 11 17						
BUSINESS DAYS						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						
JULIAN DATES 305-334						

MARCH • 3 20						
BUSINESS DAYS						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					
JULIAN DATES 60-90						

JUNE • 6 21						
BUSINESS DAYS						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					
JULIAN DATES 152-181						

SEPTEMBER • 9 21						
BUSINESS DAYS						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				
JULIAN DATES 244-273						

DECEMBER • 12 22						
BUSINESS DAYS						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			
JULIAN DATES 335-365						

## CUT-OFF DATES '25

MONTH	CUT-OFF	MOE
JANUARY	01.27.25	02.01.25
FEBRUARY	02.24.25	03.01.25
MARCH	03.24.25	04.01.25
APRIL	04.23.25	05.01.25
MAY	05.22.25	06.01.25
JUNE	06.24.25	07.01.25
JULY	07.24.25	08.01.25
AUGUST	08.25.25	09.01.25
SEPTEMBER	09.23.25	10.01.25
OCTOBER	10.27.25	11.01.25
NOVEMBER	11.24.25	12.01.25
DECEMBER	12.23.25	01.01.26

## MAXIMUS HOLIDAYS '25

NEW YEAR'S DAY	01.01.25
MARTIN LUTHER KING JR. DAY	01.20.25
PRESIDENT'S DAY	02.17.25
CESAR CHAVEZ DAY	03.31.25
MEMORIAL DAY	05.26.25
INDEPENDENCE DAY	07.04.25
LABOR DAY	09.01.25
VETERAN'S DAY	11.11.25
THANKSGIVING	11.27-28.25
CHRISTMAS DAY	12.25.25

## SCHEDULES '25

- MONTHLY RECON
- SYSTEMS MONTHLY SECURITY PATCH
- BI-WEEKLY INTERNAL SECURITY SCAN
- WPF/HIF/MER FOR POSTING THE NEXT BUSINESS DAY
- PRESENTATION SCHEDULE

JANUARY • 2026 BUSINESS DAYS						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
JULIAN DATES 1-31						
JANUARY '26 HOLIDAYS						
NEW YEAR'S DAY 01.01.26						
MARTIN LUTHER KING JR. DAY 01.19.26						
JANUARY '26 CUT-OFF DATE						
MONTH	CUT-OFF	MOE				
JANUARY	01.26.26	02.01.26				