



21281 Burbank Blvd.  
Woodland Hills, CA 91367

May 5, 2025

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

*Delivered via email*

Re: Department of Health Care Services 2024 Health Net of California, Inc., Dental Plan Audit –  
Corrective Action Plan Response

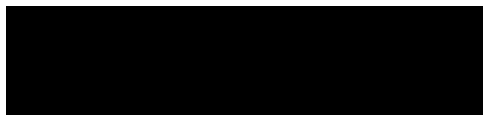
Dear Ms. Durham,

Health Net of California, Inc. ("Health Net" or "the Plan") is responding to the Corrective Action  
Plan Response on 5/2/2025 for the final audit finding report dated February 7, 2025.

Attached is the Plan's updated written response to the audit finding report as requested  
by the Department.

Please feel free to contact me via email at [Christy.k.bosse@healthnet.com](mailto:Christy.k.bosse@healthnet.com) with any questions.  
Thank you.

Sincerely,



Christy K. Bosse  
Senior Vice President & CA Compliance Officer

## Corrective Action Plan Response Form

DMC Plan: Health Net of California, Inc.

Review Period: 4/1/2023 – 3/31/2024

Audit Type: Department of Health Care Services Dental Audit

On-Site Review: 7/22/2024 – 8/2/2024

The Medi-Cal Dental Managed Care (DMC) 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 DMC plan must demonstrate that sufficient progress has been made toward implementation of the CAP. In those instances, the DMC 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 Department of Health Care Services will maintain close communication with the DMC plan throughout the CAP review process and provide technical assistance as needed.

Finding / Summary	Action Taken	Supporting Documentation	Implementation Date	DHCS Comments
» 4.1.1 Written Explanations in Grievance Resolution Letters – The Plan did not provide clear and concise explanations of the decisions for	» Developed training for Medical Directors to provide language that can be inserted into the resolution letters that include	» Training Material	» 6/1/2025	» 5/2/25: DHCS has reviewed and denies the CAP provided from Health Net submitted on April 3, 2025. The CAP submitted is missing supporting

members' complaints regarding QOC resolution letters.	reasons for the decision of QOC case reviews.			documentation and does not satisfactorily demonstrate Health Net's resolution on providing clear and concise explanations of the decisions for members' complaints regarding QOC grievance resolution letters.
» 4.1.1 Written Explanations in Grievance Resolution Letters – The Plan did not provide clear and concise explanations of the decisions for members' complaints	» Implementing a focused letter audit for 30 days post training to ensure language in the resolution letter reflects reason for the decision.	» Regulatory BKB audit tool	» 8/1/2025	» 5/2/25: DHCS has reviewed and denies the CAP provided from Health Net submitted on April 3, 2025. The CAP submitted is missing supporting documentation and does not

regarding QOC resolution letters.				satisfactorily demonstrate Health Net's resolution on providing clear and concise explanations of the decisions for members' complaints regarding QOC grievance resolution letters.
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