

2024 DENTAL MANAGED CARE ANNUAL NETWORK CERTIFICATION (DMC-ANC) EXECUTIVE SUMMARY

August 29, 2025

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2024 ANNUAL NETWORK CERTIFICATION – Executive Summary

DHCS conducted the review of the Annual Network Certification (ANC) of Medi-Cal Dental Managed Care (DMC) plans for the 2024 contract year. The contract year is on a calendar year basis. DHCS assesses network adequacy standards compliance in accordance with Part 438 of the Code of Federal Regulations (CFR) sections 438.68, 438.206, and 438.207, and corresponding state law and policy guidance. During the ANC process, DHCS evaluates each DMC plan's compliance with contractual, State, and Federal requirements related to network adequacy standards. This evaluation includes reviewing DMC submissions for compliance with the following standards:

- » Provider to Member Ratios
- » Mandatory Provider Types
- » Time or Distance; and
- » Timely Access

Description of Sacramento County¹

Sacramento County is located in the Northern California Central Valley at the base of the Sierra Nevada. Sacramento County has a total area of 965.3 square miles and borders Sutter County to the north, El Dorado County to the northeast, Amador County to the southeast, San Joaquin County to the south, Contra Costa County to the southwest, Solano County to the west and Yolo County to the northwest. As of August 19, 2025, the United States Census Bureau estimates that Sacramento County has a population of 1,585,055.

Description of Los Angeles County²

Los Angeles County is located in Southern California and is comprised of 88 incorporated cities and many unincorporated areas. The county is home to more than one-quarter of California residents and is one of the most ethnically diverse counties in the United States. The county is bordered by Kern County to the north, San Bernardino County to the east, Orange County to the south, Ventura County to the west, and the Pacific Ocean to the south and west. As of August 19, 2025, Los Angeles County is the most populous county in the United States. The United States Census Bureau estimates

¹ <https://www.census.gov/quickfacts/fact/table/sacramentocountycalifornia,CA/PST045222>

² [U.S. Census Bureau QuickFacts: California; Los Angeles County, California](#)

that Los Angeles County has a population of 10,014,009. Its population is larger than that of 41 individual states.

2024 ANC Results

All plans were analyzed and found to meet network adequacy standards and received a Pass. DMC plans that are unable to meet time or distance standards and have exhausted all reasonable contracting efforts with closer providers, must submit a request for an Alternative Access Standard (AAS) to DHCS for review and approval. All DMC plans have remedied their deficiencies by providing an AAS request to DHCS. DHCS has reviewed and approved the AAS requests received from each DMC plan.

Overall, DHCS observed a slight decline in the number of DMC AAS requests in the 2024 reporting year compared to 2023. In total, DHCS has seven (7) active DMC AAS requests across all DMC plans, representing a decrease of two (2) less requests from the prior year. This indicates ongoing improvements in access to care for most Sacramento County DMC plans. In Sacramento County, an AAS request was submitted for LIBERTY Dental Plan (LIBERTY) for two (2) zip codes, Rio Vista (94571) and Isleton (95641), and zero (0) for Access Dental Plan (Access) and Health Net of California (Health Net). LIBERTY identified the reason for the AAS requests are due to providers not accepting new payors, providers not wanting to participate in Medi-Cal, or the plan rates being too low. In Los Angeles County, all three plans reported reductions in AAS requests, while two plans maintained a single AAS request. This trend suggests a stronger provider network and improved accessibility for members. Health Net requested AAS for Lancaster (93536) and Lebec (93243) and all three Plan requested an AAS for Avalon (90704). The AAS requests for Los Angeles County are limited to geographically remote or rural ZIP codes, where meeting the time or distance standards are an ongoing challenge due to a limited number of providers in the area.

Timely Access

DHCS uses Timely Access Survey (Secret Shopper) calls but are not including the results in the NAAAR. DHCS has found the plans compliant with timely access requirements. DMC plans are required to ensure network providers comply with contractual requirements concerning timely access. All plans were found to be in compliance.

Calendar Year	ANC 2023	ANC 2024	Comparative Analysis	
DMC PLAN AND COUNTY	Approved 2023 AAS Requests	Approved 2024 AAS Requests	% Change	Notable Differences
Access Dental Plan GMC (Sacramento)	0	0	No value	The plan met the time and distance standard in 2024.
Health Net GMC (Sacramento)	0	0	No value	The plan met the time and distance standard in 2024.
Liberty Dental Plan GMC (Sacramento)	0	2	No value	The plan increased two AAS requests from 2023.
Access Dental Plan PHP (Los Angeles)	2	1	-50%	The plan decreased one AAS request from 2023.
Health Net PHP (Los Angeles)	5	3	-40%	The plan decreased two AAS requests from 2023 indicating a more robust provider network and accessibility to the members.
Liberty Dental Plan PHP (Los Angeles)	2	1	-50%	The plan decreased one AAS request from 2023.
Total:	9	7	-22%	The plans cumulatively decreased two AAS request from 2023, indicating improvement in network accessibility.