

CORRECTIVE ACTION PLAN RESPONSE FORM



DMC Plan: Access Dental Plan

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 Dental Managed Care Unit of 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.

1. Management Information System (MIS)

Finding Number and Summary	Action Taken	Supporting Documentation	Implementation Date	DHCS Comments
Missing Urgent / Expedited TAT	As part of the MIS NOD, most recently dated November 18, 2024, ADP provided a corrective action plan including detail of our systematic plan to improve TAR delays on urgent cases by end of November. Delays resulted from lack of method to designate, as applicable,	Next page shows expedited/urgent cases by daily average turnaround time. As the implementation as 11/20/24, the November TAR data reflected a	11/20/24	

Finding Number and Summary	Action Taken	Supporting Documentation	Implementation Date	DHCS Comments
	<p>cases as "urgent" up front. While a solution was being implemented, ADP deployed strategies such as mandatory overtime hours for all staff and a manual review of all cases within the expediated timeframe. As of 11/20/24, ADP completed phase one of the CAP with an automated report allowing urgent case identification timely. The enhanced report automatically flags cases with specific keywords that qualify as urgent, triggering the Utilization Management (UM) team daily for immediate processing. The below data reflects urgent/expedited turnaround times for December and January.</p>	<p>partial period of compliance for GMC and full compliance for PHP. As you'll see for December and January, the solution is deployed and allowing stability in turnaround times.</p>		

Submitted by: Deborah Gephart

Title: Utilization Management Director

Date: 2/12/25

Months:	LAPHP standard	LAPHP urgent	GMC standard	GMC urgent
December	3.28 Business Days	57.74 Hours	2.80 Business Days	48.70 Hours
January	3.07 Business Days	33.3 Hours	2.88 Business Days	19.6 Hours