CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES
Michelle Baass | Director

November 10, 2026

THIS LETTER SENT VIA EMAIL

Richard Callery
CEO and President, CA Dental Operations
California Dental Network dba DentaQuest
2151 Michelson Drive, Suite 165
Irvine, CA 92612

CAP RESPONSE REGARDING UNTIMELY & INACCURATE DELIVERABLE REPORTING

Dear Mr. Callery,

On September 9, 2026, the Department of Health Care Services (DHCS) sent California Dental Network dba DentaQuest (CDN), a Warning Letter (WL) regarding untimely and inaccurate deliverables, as outlined in the Medi-Cal Dental Managed Care ("Dental MC" or "DMC") Contract[1].

CDN submitted a Corrective Action Plan (CAP) to DHCS on October 9, 2026, and a revised CAP on October 15, 2026. DHCS has reviewed and has determined that CDN has not yet satisfactorily resolved all components of the CAP. Specifically, the Timely Access and Specialty Referral Report lacks the required details. This deliverable must be submitted appropriately within five (5) working days.

Further, DHCS is requesting that CDN provide an updated CAP with documentation within thirty (30) days of this letter, signed by your Compliance Officer. The documentation shall include how CDN will ensure that submissions are accurate and timely in the future.

Please note, if you are unable to correct the noted deficiencies and/or complete the CAP within six (6) months of receiving notice of violation from DHCS, DHCS may exercise its

[1] Dental MC Contract can be found here: https://www.dhcs.ca.gov/wp-content/uploads/2025/10/DMC-Boilerplate-Contract-2025.pdf

right to retain withheld funds, enforce Liquidated Damages, or Sanctions pursuant to the Dental MC Contract and All Plan Letter (APL) 22-009[2].

If you have any questions regarding this notice, please contact DHCS at dmcdeliverables@dhcs.ca.gov.

Sincerely,

Original Signed by:

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

Enclosure: CAP Response Form

[2] APLs can be found here: https://www.dhcs.ca.gov/services/dental-managed-care-all-plan-letters/

Corrective Action Plan Response Form

Dental Managed Care Plan: **DentaQuest dba California Dental Network**

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

Finding and Summary	Action Taken	Supporting Documentation	Implementation Date	DHCS Comments
Timely Access & Specialty Referral Report: CDN did not comply with Exhibit A11, Sections 3, and APL 18-003E	1. Technical calls were held on 7/7/2026 and 8/28/2026. 2. Internal calls held- 6/30; 7/14; 7/27; 7/29; 8/10; 8/12; 9/1 3. Reprograming was completed on 8/7 and revised reports submitted on 8/10 to DHCS.	1. Meeting schedule and attendees 2. Meeting schedule and attendees 3. Report submission emails 4. SOP completed/implemented 9/1/2026	1&2. See word document with dates and details 3. Reports resubmitted 9/23/2026 and pending with DHCS for approval. 4. SOP-9/1/2026	11/10/26: The most recent deliverable submission is deficient. This CAP remains open.

Finding and Summary	Action Taken	Supporting Documentation	Implementation Date	DHCS Comments
	4. SOP completed			
Provider Monitoring Report: CDN did not comply with Exhibit A4, Section 2; Exhibit A7, Section 4	1. Technical call was held on 6/30/2026. 2. Internal calls held- 8/21/2026; 8/24/2026; 8/31/2026; and 9/2/2026. 3. Decision was made that CDN will conduct office audits and not the vendor on April 1, 2026. 4. CDN agreed on 6/30/2026 to only use existing providers (not new providers for audits) to ensure files and utilization are listed within the reports. 5. SOP created 08/04/2026	1. Meeting schedule and attendees 2. Meeting schedule and attendees 3. Policy to the decision 4. Policy to the decision 5. SOP and rollout email 6. Report resubmission emails	3. CDN took over completing the Audits- April 1, 2026 4. CDN will use existing providers – 6/30/2026 5. SOP communicated – 08/17/2026 6. Reports Submitted prior to CAP – a DHCS has accepted but denied the reports for Q3 and Q4 2025; Q1 and Q2 2026	11/10/26: DHCS accepts the submitted documentation. This CAP is closed effective 10/15/26.

Finding and Summary	Action Taken	Supporting Documentation	Implementation Date	DHCS Comments
	6. Reports resubmitted to DHCS			
Initial Oral Health Assessment Report: CDN did not comply with Exhibit A13, Section 4	1. Internal Meetings- 7/27; 7/28; 7/30/2026 2. The report was reprogrammed to only count the new members within that quarter. 3. SOP 4. Quarterly Report approvals (Q1 and Q2 2026)	1. Meeting schedule and attendees 2. n/a 3. SOP drafted – 9/25/2026 4. Q1 and Q2 2026 Report approvals from DHCS	2. Updated programming was completed on 9/16/2026. 3. SOP communicated – 9/25/2026 4. DHCS report approval (Q1 and Q2 2026)	11/10/26: The submitted documentation is satisfactory. This CAP is closed effective 10/15/26.