Corrective Action Plan Response Form

Dental Managed Care Plan: Health Net Community Solutions, Inc.

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.

The Dental Managed Care Unit of the 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: HN did not comply with Exhibit A11, Sections 3, and APL 18-003E	1. Report reprogramming was completed on 8/7/2026 and revised reports submitted to DHCS. 2. Standard Operating Procedure (SOP) implemented 9/1/2026 to document Timely Access & Specialty	1. Timely Access Report SOP. 2. Health Net notification to delegated Dental vendor of intent to issue Corrective Action Plan (CAP) and remediation plan.	1. Report reprogramming completed 8/7/2026. 2. Timely Access Report SOP implemented 9/1/2026. 3. Health Net notified	

Finding and Summary	Action Taken	Supporting Documentation	Implementation Date	DHCS Comments
	Referral Report roles and responsibilities, established quality controls, procedures and report submission timelines. 3. Health Net notified delegated Dental vendor of intent to issue Corrective Action Plan (CAP) and remediation plan on 9/17/2026.		delegated Dental vendor of intent to issue Corrective Action Plan (CAP) and remediation plan on 9/17/2026.	
Provider Monitoring Report: HN did not comply with Exhibit A4, Section 2; Exhibit A7, Section 4	1. Health Net's delegated Dental vendor will no longer utilize its subcontractor to perform office audits. Office audits will be completed by the delegated Dental vendor beginning 4/1/2026. 2. As of 6/30/2026, the random selection utilized for the Provider Monitoring Report will only include existing	1. Net New Provider Intake Site Audits and Credentialing Handoff Procedure Policy. 2. Site Review Provider Monitoring SOP and rollout email. 3. Health Net notification to delegated Dental vendor of intent to issue Corrective Action Plan (CAP) and remediation plan.	1. Audits will be completed by Health Net's delegated Dental vendor beginning 4/1/2026. 2. Only existing providers will be included in Provider Monitoring Report effective 6/30/2026.	

Finding and Summary	Action Taken	Supporting Documentation	Implementation Date	DHCS Comments
	providers (not new providers) for audits to ensure files and utilization are listed within the reports. 3. Standard Operating Procedure (SOP) implemented 8/4/2026 to document Provider Monitoring roles and responsibilities, procedures for office visits, chart reviews and claims/encounter reviews and Provider Monitoring Report requirements. 4. Reports resubmitted to DHCS. 5. Health Net notified delegated Dental vendor of intent to issue Corrective Action Plan (CAP) and remediation plan on 9/17/2026.		3. Site Review Provider Monitoring SOP implemented 8/4/2026 and communicated 8/17/2026. 4. Health Net notified delegated Dental vendor of intent to issue Corrective Action Plan (CAP) and remediation plan on 9/17/2026.	

Finding and Summary	Action Taken	Supporting Documentation	Implementation Date	DHCS Comments
Initial Oral Health Assessment Report: HN did not comply with Exhibit A13, Section 4	1. The Initial Oral Health Assessment Report was reprogrammed on 9/16/2026 to only count the net new members within that quarter. 2. Revised reports were submitted to DHCS. 3. Standard Operating Procedure (SOP) implemented 9/25/2026 to document roles and responsibilities and procedures for the Initial Oral Health Assessment Report. 4. Health Net notified delegated Dental vendor of intent to issue Corrective Action Plan (CAP) and remediation plan on 9/17/2026.	1. Oral Health Assessment Report SOP. 2. Health Net notification to delegated Dental vendor of intent to issue Corrective Action Plan (CAP) and remediation plan.	1. Updated programming completed on 9/16/2026. 2. Oral Health Assessment SOP implemented 9/25/2026. 3. Health Net notified delegated Dental vendor of intent to issue Corrective Action Plan (CAP) and remediation plan on 9/17/2026.	

Submitted by: Sally Chow
Title: Senior Manager, Health Net Compliance

Signed by: Sally Chow
Date: 10/8/2026