

February 11, 2026

THIS LETTER SENT VIA EMAIL

Richard Callery
AVP, CA Dental Operations
California Dental Network DBA DentaQuest
23291 Mill Creek Dr. Ste. 100
Laguna Hills, CA 92653

CAP RESPONSE REGARDING PROVIDER SCREENING, ENROLLMENT AND
CREDENTIALING, AND INTEROPERABILITY REQUIREMENTS, WITH IMPACTS TO
PROVIDER DIRECTORY

Dear Mr. Callery,

On December 12, 2025, the Department of Health Care Services (DHCS) sent California Dental Network (CDN), dba DentaQuest a Notice of Deficiency (NOD) pursuant to Dental Managed Care plan (Dental MCP) Boilerplate Contract Exhibit A8 Section 9, Dental MCP Boilerplate Contract Exhibit A14.4 Subsection 5.d, All Plan Letter (APL) 25-010, 22-013, and 18-004.

CDN submitted a Corrective Action Plan (CAP) to DHCS on January 12, 2026. DHCS has reviewed and has determined that CDN has not yet satisfactorily resolved the CAP findings as required by APL 25-010, 22-013, and 18-004 as required by the NOD.

On the enclosed CAP Response Form, DHCS has reviewed and responded to the findings. All CAP findings remain Open. Please complete the CAP Response Form and submit supporting documentation.

DHCS is requesting that CDN provide an updated CAP with documentation within thirty (30) days of this letter, pursuant to APL 22-009. Should you have any questions regarding this response, please email dmcdeliverables@dhcs.ca.gov.



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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 right pursuant to APL 22-009: Enforcement Actions: Administrative and Monetary Sanctions, Provision 3, Termination, Provision 18, Sanctions or Provision 19, Liquid Damages Provision in Exhibit E, Additional Provisions, of the contract.

Sincerely,

Original signed by:

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

Enclosure: CAP Response Form

Corrective Action Plan Response Form

Dental Managed Care Plan: California Dental Network dba DentaQuest

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 Department of Health Care Services (DHCS) 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
<p>CDN did not comply with Exhibit A14.4 Subsection 5.d.</p> <p>ADA status was not displayed in either the electronic or hard copy</p>	<p>System Updates</p> <ul style="list-style-type: none"> » The API was updated to pull ADA details from the source system into the online directory (Attachment A). 	<p>System Updates:</p> <ul style="list-style-type: none"> » Attachment A – CDN API Screenshots » Attachment B – CDN Online Provider Directory » Attachment C – CA DHCS LA – Dec 22 2025 Full Provider Directory 	<p>System Updates:</p> <ul style="list-style-type: none"> » ADA API: 12/10/25 » Online Directories: 12/19/25 » PDF of the paper Directory: 12/22/25 » New Policy: effective 1/1/2026 	<p>2/11/26: DHCS accepts the submitted documentation. DHCS finds that the Provider Directory is missing requirements consistent with</p>

Finding and Summary	Action Taken	Supporting Documentation	Implementation Date	DHCS Comments
<p>provider directories. This was due to the absence of ADA information in the source system and API's inability to transmit this data to the electronic/hard copy directories.</p>	<ul style="list-style-type: none"> » ADA data was collected from 502 provider locations, entered into the source system, and reflected in both online and paper directories (Attachments B, C, E). <p>Controls Implemented</p> <ul style="list-style-type: none"> » An ADA verification process was added to onsite onboarding visits effective 1/1/2026 (Attachment D). » Contracts are no longer accepted as complete and final without ADA 	<p>20251222 and CA DHCS SAC – Dec 22 2025 Full Provider Directory 20251222</p> <ul style="list-style-type: none"> » Attachment E – GOV CA Network GID Query 12.18.2025 <p>Controls:</p> <ul style="list-style-type: none"> » Attachment D – New Provider Checklist 12.2026 » Attachment D – New Provider Policy Timeline Training » Attachment D – CA_PE.001_Provider Engagement New Provider Credentialing Process <p>Next Steps:</p> <ul style="list-style-type: none"> » Paper Directories to be provided. 	<p>Controls:</p> <ul style="list-style-type: none"> » Provider Checklist and Policy 1/1/2026 » Provider Engagement Training Attestation 1/5/26 » Verification audits performed weekly 1/5/2026 <p>Next Steps:</p> <ul style="list-style-type: none"> » Corrections will be made by 2/28/2026 	<p>APL 25-010 and inaccuracies with pregnant women and cultural competency. This CAP remains Open.</p>

Finding and Summary	Action Taken	Supporting Documentation	Implementation Date	DHCS Comments
	<p>verification; only complete contracts may be accepted effective 1/1/2026 (Attachment D).</p> <p>» Weekly ADA indicator reports will be reviewed for quality control effective 12/19/2025 (Attachment D).</p> <p>Next Steps</p> <p>» CDN/DQ to address the additional missing fields (pregnancy/cultural competency)</p>			
<p>CDN did not comply with APL 22-013.</p>	<p>» API Update: The API was modified to pull ADA details into the</p>	<p>» Attachment A – CDN API Screenshots</p>	<p>» Online Directories: 12/19/2025</p>	<p>2/11/26: DHCS accepts the submitted documentation.</p>

Finding and Summary	Action Taken	Supporting Documentation	Implementation Date	DHCS Comments
<p>The provider directory did not include ADA information because the API failed to transmit the data, and the source system did not consistently capture or maintain it.</p>	<ul style="list-style-type: none"> » online Provider Directory (Attachment A) » Source System Update: ADA data was collected from 502 provider locations and entered into the source system. » On 12/19/2025, the updated data flowed into both the online and paper directories (Attachments B, C, E). » Policy & Training: A new policy requiring ADA data collection during enrollment became effective 1/1/2026, and staff were trained 	<ul style="list-style-type: none"> » Attachment B – CDN Online Provider Directory » Attachment C – CA DHCS LA – Dec 22 2025 Full Provider Directory 20251222 and CA DHCS SAC – Dec 22 2025 Full Provider Directory 20251222 » Indicator in source system Attachment E – GOV CA Network GID Query 12.18.2025 » Attachment D – New Provider Checklist 12.2026 » Attachment D – New Provider Policy Timeline. Training » Attachment D – CA_PE.001_Provider Engagement New 	<ul style="list-style-type: none"> » PDF Provider Directory with ADA indicator- 12/22/25 » New Policy effective 1/1/2026 » New Policy training attestation email 1/5/2026 » Verification audits performed weekly – effective 1/5/22026 <p>Next Steps:</p> <ul style="list-style-type: none"> » Corrections will be made by 2/28/2026 	<p>DHCS finds that the Provider Directory is missing requirements consistent with APL 25-010 and APL 22-013. This CAP remains Open.</p>

Finding and Summary	Action Taken	Supporting Documentation	Implementation Date	DHCS Comments
	<p>on 1/5/2026 (Attachment D)</p> <p>Next Steps</p> <ul style="list-style-type: none"> » DQ-CDN to address the additional missing fields (pregnancy and/or cultural competency). 	<p>Provider Credentialing Process</p> <p>Next Steps:</p> <ul style="list-style-type: none"> » Paper directories to be provided. 		
<p>CDN did not comply with APL 18-004 and Exhibit A8, Section 9 Provider Network screening, enrollment, credentialing requirements.</p> <p>The plan did not collect ADA information during network</p>	<ul style="list-style-type: none"> » Created a new policy requiring ADA information as a mandatory field for all provider contracts. Provider Engagement will collect this data during enrollment, and incomplete contracts will be returned. Policy 	<ul style="list-style-type: none"> » Attachment D – New Provider Checklist 12.2026 » Attachment D – New Provider Policy Timeline Training » Attachment D – CA_PE.001_Provider Engagement New Provider Credentialing Process 	<ul style="list-style-type: none"> » New Policy effective 1/1/2026 » New Policy training attestation email on 1/5/2026 	<p>2/11/26: DHCS accepts the submitted documentation. DHCS requests documentation that provider screening, enrollment, and credentialing will be inclusive of all requirements pursuant to APL 25-010, as there are additional</p>

Finding and Summary	Action Taken	Supporting Documentation	Implementation Date	DHCS Comments
<p>enrollment. As a result, the CDN/DQ team defaulted the ADA indicator in the source system to "No" to maintain data integrity when information was unavailable.</p>	<p>effective 1/1/2026 (Attachment D).</p> <ul style="list-style-type: none"> » CDN/DQ staff completed training on 1/5/2026 (Attachment D). 			<p>fields missing on the provider directory. This CAP remains Open.</p>
<p>CDN did not comply with APL 25-010.</p> <p>ADA status was not shown in either the electronic or paper provider directories because the source system lacked ADA details and the API did not</p>	<ul style="list-style-type: none"> » Policy & Process – Created a new policy requiring ADA information as a mandatory field for all provider contracts. CDN/DQ collects this data during enrollment, and incomplete contracts are returned. Policy effective 1/1/2026 	<ul style="list-style-type: none"> » Attachment D – New Provider Checklist 12.2026 » Attachment D – New Provider Policy Timeline Training » Attachment D – CA_PE.001 Provider Engagement New Provider Credentialing Process » API Attachment A – CDN API Screenshots 	<ul style="list-style-type: none"> » Provider Checklist and Policy 1/1/2026 » Provider Engagement Staff trained 1/5/26 » ADA- API- 12/10/25 » Online Directories- 12/19/25 » PDF of the Paper Directory-12/22/25 <p>Next Steps:</p> <ul style="list-style-type: none"> » Corrections will be made by 2/28/2026 	<p>2/11/26: DHCS accepts the submitted documentation. DHCS finds that the Provider Directory is missing requirements consistent with APL 25-010 and inaccuracies with pregnant women and cultural competency.</p>

Finding and Summary	Action Taken	Supporting Documentation	Implementation Date	DHCS Comments
transmit this data.	<ul style="list-style-type: none"> » CDN/DQ staff trained 1/5/2026 (Attachment D). » System & Directory Updates: On 12/10/2025, the API was updated to include ADA status in the online directory. ADA data was collected from 502 provider locations and entered into the source system on 12/19/2025, enabling updates to online and paper directories. Updated PDFs were provided to the vendor on 12/22/2025 	<ul style="list-style-type: none"> » Attachment B – CDN Online Provider Directory » Attachment C – CA DHCS LA – Dec 22 2025 Full Provider Directory 20251222 and CA DHCS SAC – Dec 22 2025 Full Provider Directory 20251222 » Indicator in source system Attachment E – GOV CA Network GID Query 12.18.2025 <p>Next Steps</p> <ul style="list-style-type: none"> » Paper directories to be provided. 		This CAP remains Open.

Finding and Summary	Action Taken	Supporting Documentation	Implementation Date	DHCS Comments
	<p>(Attachments A, B, C, E).</p> <p>Next Steps</p> <ul style="list-style-type: none"> » CDN/DQ to address the additional missing fields (pregnancy and/or cultural competency). 			