

DATE: October 10, 2025

ALL PLAN LETTER 25-009

TO: ALL MEDI-CAL DENTAL MANAGED CARE PLANS

SUBJECT: ORAL HEALTH PERFORMANCE MEASURES FOR DENTAL MANAGED CARE CONTRACTS EFFECTIVE JULY 1, 2025

PURPOSE:

The purpose of this Dental All Plan Letter (APL) is for the Department of Health Care Services (DHCS) to provide the Medi-Cal Dental Managed Care (DMC) plans with information and guidance regarding the Performance Measures in the new DMC contracts¹ that is effective July 1, 2025.

BACKGROUND:

The performance measures are intended to focus the Medi-Cal program on ensuring that Californians receive the preventative and proactive care they need to lead healthier lives. As part of this broader effort, DHCS is implementing changes to the DMC Performance Measures. Through strengthened partnerships with DMC plans, DHCS aims to improve access to timely and high-quality dental services, particularly for underserved populations. The updated requirements will enhance accountability, transparency, and performance among DMC plans, ultimately driving improved oral health outcomes across the state.

POLICY:

DHCS is updating the following performance measures:

- Children: Caries Risk Documentation and Education Bundle
- Children: Dental Office Visit Following Annual Physical or Medical Fluoride Application
- Children: Emergency Visits Follow Up Services
- Adult: Emergency Visits Follow Up Services
- Children: Emergency Visits (Under Threshold)
- Adult: Emergency Visits (Under Threshold)
- Children: Care Continuity for two or more consecutive years
- Adult: Care Continuity for two or more consecutive years

¹ The Dental Managed Care boilerplate contract can be found here:
<https://www.dhcs.ca.gov/services/Pages/DMCContractsAllPlanLetters.aspx>

Please refer to Attachment A for all Performance Measures and associated withhold percentages, which are effective July 1, 2025.

REQUIREMENTS:

If the requirements contained in this APL, including any updates or revisions to this APL, necessitate a change in a DMC plan's contractually required policies and procedures (P&Ps), the plan must submit its updated P&Ps with and without Track Changes to DHCS' Medi-Cal Dental Services Division (MDSD) at dmcdeliverables@dhcs.ca.gov within 90 days of the release of this APL.

If a DMC plan determines that no P&P changes are necessary, the DMC plan must submit an email confirmation to dmcdeliverables@dhcs.ca.gov within 10 days of the release of this APL, stating that the DMC plan's P&Ps have been reviewed and no changes are necessary. The email confirmation must include the title of this APL as well as the applicable APL release date in the subject line.

DMC plans are responsible for ensuring that their Subcontractors and Network Providers comply with all applicable state and federal laws and regulations, contract requirements, and other DHCS guidance, including APLs and Policy Letters.

These requirements must be communicated by each DMC Plan to all Subcontractors and Network Providers. DHCS may impose Corrective Action Plans (CAPs), as well as administrative and/or monetary sanctions for non-compliance. DMC plans should review their Network Provider, Subcontractor, and/or Downstream Subcontractor Agreements, to ensure compliance with this APL. For additional information regarding administrative and monetary sanctions, see APL 22-009², and any subsequent iterations on this topic. Any failure to meet the requirements of this APL may result in a CAP and subsequent sanctions.

If you have any questions regarding this APL, please contact the Medi-Cal Dental Services Division, at dmcdeliverables@dhcs.ca.gov.

Sincerely,

Original signed by:

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

Enclosure: Attachment A: Performance Measures and Benchmarks

² [APL 22-009: Enforcement Actions: Administrative and Monetary Sanctions](#)