



JENNIFER KENT  
DIRECTOR

State of California—Health and Human Services Agency  
Department of Health Care Services



EDMUND G. BROWN JR.  
GOVERNOR

October 17, 2018

Ms. Martha Cisneros-Campos  
Director, California Government Programs  
Access Dental Plan  
8890 Cal Center Drive  
Sacramento, CA 95826

**TIME AND DISTANCE – CORRECTIVE ACTION PLAN CLOSURE AND  
RESPONSE TO ALTERNATE ACCESS STANDARD REQUEST**

Dear Ms. Cisneros-Campos:

On July 3, 2018, the Department of Health Care Services (DHCS) imposed a Corrective Action Plan (CAP) on Access for failing to ensure that all members have access to a primary care dentist (PCD) within the required time and distance standard (30 minutes or 10 miles) in accordance with DHCS Contract, Exhibit A, Attachment 8.E. The plan was found deficient in meeting the time and distance standards for both adult and pediatric PCDs in the following zip codes: 95641, 90704, and 93536.

Since June 4, 2018, the Access has been providing DHCS with bi-weekly updates on the status of contracting efforts with additional PCDs within these zip codes. On August 21, 2018, the plan submitted the following alternate access standard (AAS) requests which have been **approved**.

Zipcode	City	PCD Type	AAS Request
95641	Isleton	Adult; Pediatric	41 minutes or 31 miles
90704	Avalon	Adult; Pediatric	74 minutes or 32 miles

In addition, the plan submitted documentation substantiating that the required time and distance standard for zip code 93536 (Lancaster) has been met through additional provider contract(s) secured.

All items have been reviewed and this CAP is hereby closed.

Ms. Cisneros-Campos  
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If you have any questions please contact [dmcdeliverables@dhcs.ca.gov](mailto:dmcdeliverables@dhcs.ca.gov).

Sincerely,

*Original signed by:*

Alani Jackson, MPA  
Chief Medi-Cal Dental Services Division  
Department of Health Care Services