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DIRECTOR

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



GAVIN NEWSOM
GOVERNOR

DATE: December 31, 2021
TO: ALL MEDI-CAL DENTAL MANAGED CARE PLANS

SUBJECT: APL 21-006: 2022 Deliverables Schedule

The purpose of this Dental All Plan Letter (APL) is to notify all Medi-Cal Dental Managed Care (DMC) plans of the 2022 deliverables schedule for both the Geographic Managed Care (GMC) and Pre-Paid Health Plan (PHP) contracts.

Please note this schedule includes the following changes or additional deliverables, in accordance with recent federal Medicaid managed care regulations. Contractor shall use the templates developed by the Department of Health Care Services (DHCS) for specific deliverables per Exhibit A, Attachment 20. DHCS Dental Managed Care Unit (DMCU) will notify Plans of the modified templates by email.

- **COVID-19 Office Closure Report:** The report expired May 2021.
- **Domain 2 Outreach:** The Dental Transformation Initiative (DTI) concludes December 31, 2021.
- **274 File & Provider Data Submission Reconciliation Form (PDSRF):** Pursuant to APL 19-004 the plans are to continue to submit the 274 File & PDSRF files *in addition to* the Provider Network Report. The 274 File & PDSRF will continue to be due between the 1st and 10th day of the following month. This will continue for the foreseeable future to ensure Department-wide provider data quality improvement.

If you have any questions, please contact the Department of Health Care Services, Medi-Cal Dental Services Division, at dmcdeliverables@dhcs.ca.gov.
Sincerely,

Original signed by

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

Enclosure

Dental Managed Care Deliverables – Due Calendar Year (CY) 2022

Deliverable	Reference	Submission Guideline	Reporting Period	Due Date
ANNUAL (16)				
Annual Financial Statement (CPA Audited)	Exhibit A, Attachment 3.B	120 calendar days after the end of the Calendar/Fiscal Year	Access/Health Net: 01/01/21 - 12/31/21 Liberty: 07/01/21 - 06/30/22	04/30/22 10/28/22
Annual Financial Statement (DMHC)	Exhibit A, Attachment 3.B.3	120 calendar days after the end of the Calendar/Fiscal Year	Access/Health Net: 01/01/21– 12/31/21 Liberty: 07/01/21 – 06/30/22	04/30/22 10/28/22
Annual Financial Statement (Medi-Cal Only)	Exhibit A, Attachment 3.B.4	120 calendar days after the end of the Calendar/Fiscal Year	Access/Health Net: 01/01/21– 12/31/21 Liberty: 07/01/21 – 06/30/22	04/30/22 10/28/22
Annual Member Reminder	Exhibit A, Attachment 14.D.6	30 calendar days after the beginning of the CY	01/01/21 – 12/31/21	01/31/22
Consumer Satisfaction Survey	Exhibit A, Attachment 5.J.2	30 calendar days after the end of the CY	01/01/21 – 12/31/21	01/30/22
EPSDT Policy & Procedure	APL 19-001	30 calendar days after the beginning of the CY	01/01/22 – 12/31/22	01/31/22
EQRO Performance Measure Audit (GMC & PHP)	Exhibit A, Attachment 5.J.1	120 calendar days after the end of the CY	01/01/21 – 12/31/21	04/30/22
Health Education Programs	Exhibit A, Attachment 12.D.1	30 calendar days after the beginning of the CY	01/01/22 – 12/31/22 (prospective)	01/31/22

Deliverable	Reference	Submission Guideline	Reporting Period	Due Date
Key Personnel Disclosure Form	Exhibit A, Attachment 2.B	30 calendar days after the beginning of the CY	01/01/21 – 12/31/21	01/31/22
Marketing Plan	Exhibit A, Attachment 17.C.1; APL 13-010	30 calendar days after the beginning of the CY	01/01/22 – 12/31/22 (prospective)	01/31/22
Member Handbook (EOC)	Exhibit A, Attachment 14.D.4	30 calendar days after the beginning of the CY	01/01/22 – 12/31/22 (prospective)	01/31/22
Overpayment Recoveries	Exhibit E, Additional Provisions, 28.B.3	30 calendar days after the end of the CY	01/01/21 – 12/31/21	01/30/22
Quality Improvement Annual Report + Plan Accreditation	Exhibit A, Attachment 5.I; APL 18-002	30 calendar days after the beginning of the CY	01/01/21 – 12/31/21	01/31/22
Time and Distance	Exhibit A, Attachment 8.E; APL 17-008	30 calendar days after the beginning of the CY	As of 01/01/22	01/31/22
Transition of Care Policy	Exhibit A, Attachment 13.A; APL 17-011E	30 calendar days after the beginning of the CY	01/01/22 – 12/31/22 (prospective)	01/31/22
Utilization Data Report	Exhibit A, Attachment 7.D	30 calendar days after the beginning of the CY	01/01/21 – 12/31/21	01/31/22
QUARTERLY (14)				
Call Center Report	Exhibit A, Attachment 14.C	30 calendar days after the end of the CY quarter	Q1: 01/01/22– 03/31/22 Q2: 04/01/22 – 06/30/22 Q3: 07/01/22 – 09/30/22 Q4: 10/01/22 – 12/31/22	04/30/22 07/30/22 10/30/22 01/30/23
Case Management	Ad hoc report requested via email (08/26/20)	30 calendar days after the end of the CY quarter	Q1: 01/01/22 – 03/31/22 Q2: 04/01/22 – 06/30/22 Q3: 07/01/22 – 09/30/22 Q4: 10/01/22 – 12/31/22	04/30/22 07/30/22 10/30/22 01/30/23

Deliverable	Reference	Submission Guideline	Reporting Period	Due Date
Grievance & Appeal Report	APL 18-001	45 calendar days after the end of the CY quarter	Q1: 01/01/22 – 03/31/22 Q2: 04/01/22 – 06/30/22 Q3: 07/01/22 – 09/30/22 Q4: 10/01/22 – 12/31/22	05/15/22 08/14/22 11/14/22 02/14/23
Linguistic Services Report	Exhibit A, Attachment 11.H	30 calendar days after the end of the CY quarter	Q1: 01/01/22 – 03/31/22 Q2: 4/01/22 – 06/30/22 Q3: 07/01/22 – 09/30/22 Q4: 10/01/22 – 12/31/22	04/30/22 07/30/22 10/30/22 01/30/23
Performance Measures	APL 18-006	60 calendar days after the end of the CY quarter	Q1: 01/01/22 – 03/31/22 Q2: 4/01/22 – 06/30/22 Q3: 07/01/22 – 09/30/22 Q4: 10/01/22 – 12/31/22	05/30/22 08/29/22 11/29/22 03/01/23
Prop 56 Directed Payments	APL 18-010	45 calendar days after the end of the CY quarter	Q1: 01/01/22 – 03/31/22 Q2: 04/01/22 – 06/30/22 Q3: 07/01/22 – 09/30/22 Q4: 10/01/22 – 12/31/22	05/15/22 08/14/22 11/14/22 02/14/23
Provider Monitoring Report	Exhibit A, Attachment 5.K.4	30 calendar days after the end of the CY quarter	Q1: 01/01/22 – 03/31/22 Q2: 04/01/22 – 06/30/22 Q3: 07/01/22 – 09/30/22 Q4: 10/01/22 – 12/31/22	04/30/22 07/30/22 10/30/22 01/30/23
Provider Training	Exhibit A, Attachment 9.E	30 calendar days after the end of the CY quarter	Q1: 01/01/22 – 03/31/22 Q2: 04/01/22 – 06/30/22 Q3: 07/01/22 – 09/30/22 Q4: 10/01/22 – 12/31/22	04/30/22 07/30/22 10/30/22 01/30/23
QIP Reports	Exhibit A, Attachment 5.H; APL 18-002	30 calendar days after the end of the CY quarter	Q1: 01/01/22 – 03/31/22 Q2: 04/01/22 – 06/30/22 Q3: 07/01/22 – 09/30/22 Q4: 0/01/22 – 12/31/22	04/30/22 07/30/22 10/30/22 01/30/23

Deliverable	Reference	Submission Guideline	Reporting Period	Due Date
Quarterly Financial Statement (DMHC)	Exhibit A, Attachment 3.B.5	45 calendar days after the end of the CY quarter	Q1: 01/01/22 – 03/31/22 Q2: 04/01/22 – 06/30/22 Q3: 07/01/22 – 09/30/22 Q4: 10/01/22 – 12/31/22	05/15/22 08/14/22 11/14/22 02/14/23
Quarterly Financial Statement (Medi-Cal Only)	Exhibit A, Attachment 3.B.9	45 calendar days after the end of the CY quarter	Q1: 01/01/22 – 03/31/22 Q2: 04/01/22 – 06/30/22 Q3: 07/01/22 – 09/30/22 Q4: 10/01/22 – 12/31/22	05/15/22 08/14/22 11/14/22 02/14/23
Quality Improvement Committee Meeting Minutes	Exhibit A, Attachment 5.D	120 days after the end of the CY quarter	Q1:01/01/22 – 03/31/22 Q2:04/01/22 – 06/30/22 Q3:07/01/22 – 09/30/22 Q4:10/01/22 – 12/31/22	07/29/22 10/28/22 01/28/23 04/30/23
Timely Access and Specialty Referral Report	Exhibit A, Attachment 11.B.2, 11.B.3,11.B.5; APL 18-003	120 days after the end of the CY quarter	Q1:01/01/22 – 03/31/22 Q2:04/01/22 – 06/30/22 Q3:07/01/22 – 09/30/22 Q4: 10/01/22 – 12/31/22	07/29/22 10/28/22 01/28/23 04/30/23
MONTHLY (7)				
274 File (and PDSRF)	APL 19-004	Between the 1 st and 10 th day of the following month	January February March April May June July August September October November December	02/10/22 03/10/22 04/10/22 05/10/22 06/10/22 07/10/22 08/10/22 09/10/22 10/10/22 11/10/22 12/10/22 01/10/23

Deliverable	Reference	Submission Guideline	Reporting Period	Due Date
Encounter Data (and EDSRF)	Exhibit A, Attachment 4.B; APL 18-011	15 calendar days after the end of the month	January February March April May June July August September October November December	02/15/22 03/15/22 04/15/22 05/15/22 06/15/22 07/15/22 08/15/22 09/15/22 10/15/22 11/15/22 12/15/22 01/15/23
Member Phone Call Report	Exhibit A, Attachment 14.B.5	30 calendar days after the end of the month	January February March April May June July August September October November December	03/02/22 03/30/22 04/30/22 05/30/22 06/30/22 07/30/22 08/29/22 09/30/22 10/30/22 11/30/22 12/30/22 01/30/23
[PNR] Plan Provider Network Report	Exhibit A, Attachment 8.G; Exhibit A, Attachment 8.H; Exhibit A, Attachment 10.F; APL 13-008; APL 17-010	15 calendar days after the end of the month	January February March April May June July August September October	02/15/22 03/15/22 04/15/22 05/15/22 06/15/22 07/15/22 08/15/22 09/15/22 10/15/22 11/15/22

Deliverable	Reference	Submission Guideline	Reporting Period	Due Date
			November December	12/15/22 01/15/23
Self-Reported Monthly Utilization Data (PCD)	Exhibit A, Attachment 7.D	60 calendar days after the end of the month	January February March April May June July August September October November December	04/01/22 04/29/22 05/30/22 06/29/22 07/30/22 08/29/22 09/28/22 10/30/22 11/29/22 12/30/22 01/29/23 03/01/23
[TAR] Treatment Authorization Request Submission	<i>Ad hoc</i> report requested via email (03/08/19; revised 08/24/20)	30 calendar days after the end of the month	January February March April May June July August September October November December	03/02/22 03/30/22 04/30/22 05/30/22 06/30/22 07/30/22 08/29/22 09/30/22 10/30/22 11/30/22 12/30/22 01/30/23