



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



EDMUND G. BROWN JR.
GOVERNOR

DATE: January 24, 2017

TO: ALL MEDI-CAL DENTAL MANAGED CARE PLANS

SUBJECT: **APL 17-001: 2017 Deliverables Schedule**


The purpose of this All Plan Letter (APL) is to notify all Medi-Cal Dental Managed Care Plans of the 2017 deliverables schedule for both the General Managed Care (GMC) Contracts and the Pre-Paid Health Plan (PHP).

Medi-Cal Dental Services Division (MDSD) is currently amending the contracts to have both GMC and PHP on fiscal year for operations. This change in contract operations term will result in a change in the deliverables schedule. MDSD instructs all Dental Managed Care Plans to comply with the attached deliverables schedule in the interim. A revised deliverables schedule will be sent out once the contract amendments have been approved by CMS and fully executed.

If you have any questions, please contact Mari Johnson at dmcdeliverables@dhcs.ca.gov.

Sincerely,



 Alani C. Jackson, MPA
Chief, Medi-Cal Dental Services Division

Dental Managed Care Contract Deliverable Due Dates for Calendar Year 2017

Deliverable	Provision	Frequency	Submission Date Guideline	Submission Due Date for CY 2017
Key Personnel (Disclosure Form)	Exhibit A, Att. 2, Provision B	Annually	No later than thirty (30) calendar days after the beginning of every calendar year	February 1, 2017
Annual Certified Financial Statement (audited by a Certified Public Accountant)	Exhibit A, Att. 3, Provision B	Annually	No later than one-hundred and twenty (120) calendar days after the close of Contractor's Fiscal Year	Access/Health Net: May 1, 2017* LIBERTY November 1, 2017*
Annual Financial Statements (DMC financial reporting forms)	Exhibit A, Att. 3, Provision B	Annually	No later than one-hundred and twenty (120) calendar days after the close of Contractor's Fiscal Year	Access/Health Net: May 1, 2017* LIBERTY November 1, 2017*
Quarterly Financial Statements	Exhibit A, Att. 3, Provision B	Quarterly	No later than forty-five (45) calendar days after the close of Contractor's Fiscal Quarter	Access/Health Net: May 15, 2017 (1 st qtr.) August 15, 2017 (2 nd qtr.) November 15, 2017 (3 rd qtr.) LIBERTY: February 15, 2017 (2 nd qtr.) May 15, 2017 (3 rd qtr.) August 15, 2017 (4 th qtr.)
Monthly Financial Statements	Exhibit A, Att. 3, Provision C	Monthly, if required by DMHC	No later than thirty (30) calendar days after each reporting month	March 1, 2017 (January) March 30, 2017 (February) May 1, 2017 (March) June 1, 2017 (April) June 30, 2017 (May) July 31, 2017 (June) August 30, 2017 (July)

*Data submission is for the prior calendar year.

				<p>October 2, 2017 (August) October 30, 2017 (September) November 30, 2017 (October) December 30, 2017 (November) January 30, 2018 (December)</p>
<p>Medi-Cal Only Financial Statements</p>	<p>Exhibit A, Att. 3, Provision B, Sub provision 4 (annual) and Provision B, Sub provision 9 (quarterly)</p>	<p>Annually and Quarterly</p>	<p>No later than one-hundred and twenty (120) calendar days after the close of Contractor’s Fiscal Year/no later than forty-five (45) calendar days after the close of Contractor’s Fiscal Quarter</p>	<p>Access/Health Net May 15, 2017 (1st qtr.) August 14, 2017 (2nd qtr.) November 14, 2017 (3rd qtr.)</p> <p>LIBERTY February 15, 2017 (2nd qtr.) May 16, 2017 (3rd qtr.) August 15, 2017 (4th qtr.)</p>
<p>Encounter Data</p>	<p>Exhibit A, Att. 4, Provision B</p>	<p>Monthly</p>	<p>Every second Wednesday of the month</p>	<p>January 11, 2017 February 8, 2017 March 8, 2017 April 12, 2017 May 10, 2017 June 14, 2017 July 12, 2017 August 9, 2017 September 13, 2017 October 11, 2017 November 8, 2017 December 13, 2017</p>
<p>Quality Improvement Committee Meeting Minutes</p>	<p>Exhibit A, Att. 5, Provision D</p>	<p>Quarterly</p>	<p>No later than thirty (30) calendar days after the end of the reporting quarter</p>	<p>May 1, 2017 (1st qtr.) July 31, 2017 (2nd qtr.) October 30, 2017 (3rd qtr.) January 31, 2018 (4th qtr.)</p>

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Quality Improvement Annual Report	Exhibit A, Att. 5, Provision I	Annually	No later than thirty (30) calendar days after the beginning of every calendar year	February 1, 2017*
External Quality Review Compliance Audit	Exhibit A, Att. 5, Provision J	Annually	No later than December 15 th of every calendar year	July 15, 2017 (GMC)* December 15, 2017 (PHP)*
Provider Monitoring Report	Exhibit A, Att. 5, Provision K, Sub provision 4	Quarterly	No later than thirty (30) days after the end of the reporting quarter	May 1, 2017 (1 st qtr.) July 31, 2017 (2 nd qtr.) October 30, 2017 (3 rd qtr.) January 31, 2018 (4 th qtr.)
Review of Utilization Data	Exhibit A, Att. 7, Provision D	Annually	No later than thirty (30) calendar days after the beginning of every calendar year	February 1, 2017*
Self-Reported Monthly Utilization Data (Pay for Performance)	Exhibit A, Att. 7, Provision D	Monthly	No later than thirty (30) calendar days after the end of the reporting month (Due to Run-Out, Plans were allowed an additional 20 days for Submission.)	March 1, 2017 (January) March 30, 2017 (February) May 1, 2017 (March) June 1, 2017 (April) June 30, 2017 (May) July 31, 2017 (June) August 30, 2017 (July) October 2, 2017 (August) October 30, 2017 (September) November 30, 2017 (October) December 30, 2017 (November) January 30, 2018 (December)
Self-Reported Monthly Utilization Data (Performance Measures & Benchmarks)	Exhibit A, Att. 7, Provision D	Quarterly	No later than thirty (30) calendar days after the end of the reporting quarter (Due to Run-Out, Plans were allowed an additional 20 days for Submission.)	May 1, 2017 (1 st qtr.) July 31, 2017 (2 nd qtr.) October 30, 2017 (3 rd qtr.) January 30 2018 (4 th qtr.)

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Changes to Provider Network Report	Exhibit A, Att. 8, Provision G	Monthly	Within fifteen (15) calendar days following the end of the reporting month	February 15, 2017 (January) March 15, 2017 (February) April 17, 2017 (March) May 15, 2017 (April) June 15, 2017 (May) July 17, 2017 (June) August 15, 2017 (July) September 15, 2017 (August) October 16, 2017 (September) November 15, 2017 (October) December 15, 2017 (November)
Plan Provider Network Report	Exhibit A, Att. 8, Provision H	Monthly	No later than fifteen (15) calendar days following the end of the reporting month or within ten (10) calendar days of DHCS request.	February 15, 2017 (January) March 15, 2017 (February) April 17, 2017 (March) May 15, 2017 (April) June 15, 2017 (May) July 17, 2017 (June) August 15, 2017 (July) September 15, 2017 (August) October 16, 2017 (September) November 15, 2017 (October) December 15, 2017 (November)
Provider Education	Exhibit A, Att. 9, Provision E	Quarterly	No later than thirty (30) calendar days after the end of the reporting quarter	May 1, 2017 (1 st qtr.) August 1, 2017 (2 nd qtr.) October 30, 2017 (3 rd ptr.) January 31, 2018 (4 th qtr.)
Federally Qualified Health Center (FQHC) Reporting	Exhibit A, Att. 10, Provision F	Monthly	No later than thirty (30) calendar days from the beginning of the reporting month	February 6, 2017 (January) March 6, 2017 (February) April 5, 2017 (March) May 5, 2017 (April) June 5, 2017 (May) July 5, 2017 (June)

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				August 7, 2017 (July) September 5, 2017 (August) October 5, 2017 (September) November 6, 2017 (October) December 5, 2017 (November)
Timely Access Report	Exhibit A, Att. 11, Provision B, Sub provision 3	Quarterly	No later than thirty (30) calendar days after the end of the reporting quarter	May 1, 2017 (1 st qtr.) August 1, 2016 (2 nd qtr.) October 30, 2017 (3 rd ptr.) January 31, 2018 (4 th qtr.)
Specialty Referral Report	Exhibit A, Att. 11, Provision B, Sub provision 5	Biannually	No later than January 31 st and July 31 st	January 31, 2017
Linguistic Services Report	Exhibit A, Att. 11, Provision B, Sub provision 5 Provision H	Biannually	No later than January 31 st and July 31 st	July 31, 2017
Health Education Programs	Exhibit A, Att. 12, Provision D, Sub provision 1	Annually	No later than thirty (30) calendar days after the beginning of every calendar year	February 1, 2017*
Member Phone Call Report	Exhibit A, Att. 14, Provision B	Monthly	No later than thirty (30) calendar days after the end of the reporting month	March 1, 2017 (January) March 30, 2017 (February) May 1, 2017 (March) June 1, 2017 (April) June 30, 2017 (May) July 31, 2017 (June) August 30, 2017 (July) October 2, 2017 (August) October 30, 2017 (September) November 30, 2017 (October) December 30, 2017 (November) January 30, 2018 (December)
Call Center Reports	Exhibit A, Att. 14, Provision C	Biannually	No later than January 31 st and July 31 st	January 31, 2017 July 31, 2017

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Member Services Guide (Evidence of Coverage)	Exhibit A, Att. 14, Provision D, Sub provision 4	Annually	No later than thirty (30) calendar days after the beginning of every calendar year	February 1, 2017
Member Reminder Template	Exhibit A, Att. 14, Provision D, Sub provision 6	Annually	No later than thirty (30) calendar days after the beginning of every calendar year	February 1, 2017
Grievance Report	Exhibit A, Att. 15, Provision C, Sub provision 2	Quarterly	No later than thirty (30) calendar days after the end of the reporting quarter	May 1, 2017 (1 st qtr.) August 1, 2017 (2 nd qtr.) October 30, 2017 (3 rd qtr.) January 31, 2018 (4 th qtr.)
Marketing Plan	Exhibit A, Att. 17, Provision C. Sub provision 1.	Annually	No later than thirty (30) calendar days after the beginning of every calendar year	February 1, 2017

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