



TOBY DOUGLAS
DIRECTOR

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



EDMUND G. BROWN JR.
GOVERNOR

DATE: January 1, 2013

TO: ALL MEDI-CAL DENTAL MANAGED CARE PLANS

SUBJECT: **APL 13-007: Clarification on Exhibit A, Attachment 9; Provision B – Provider Grievances**

This All Plan Letter (APL) is effective January 1, 2013 for the Geographic Managed Care Contract and July 1, 2013 for the Prepaid Health Plan Contract. The purpose of this APL is to clarify to the contracted Medi-Cal Dental Managed Care (DMC) Plans the responsibilities regarding Provider Grievances. These contractual responsibilities are explained in Exhibit A, Attachment 9; Provision B under “Provider Relations” of the contract.

The contract states that DMC Plans shall have a formal process to accept, acknowledge, and resolve provider grievances. A provider of dental services may submit to DMC Plans a grievance concerning the authorization or denial of a service, denial, deferral, or modification of a prior authorization request on behalf of a member and DMC Plans shall resolve the grievance within thirty (30) calendar days or document reasonable efforts to resolve the grievance, or the processing of a payment or non-payment of a claim by the DMC Plans. This process shall be communicated to contracting, subcontracting and non-contracting providers. A sample template has been included, to be used when reporting provider grievances. Please submit a report to DHCS in the format provided, 30 days after the end of each reporting quarter.

If you have questions, comments, or issues concerning this letter please contact the DHCS staff listed for this section in the DHCS Contact Spreadsheet located in APL 13-011.

Sincerely,



Alisha Sipin, Chief
Dental Managed Care Contracts & Analysis Unit
Medi-Cal Dental Services Division

Summary of Reported GMC Provider Grievances	
# Quarter 2013	
<i>Category</i>	
Authorization/Denial of Services	
Denial of a prior Authorization	
Deferral of a prior Authorization	
Modification of a prior Authorization	
Other	
Total Grievances Reported:	00