



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



EDMUND G. BROWN JR.
GOVERNOR

DATE: March 1, 2013

TO: ALL MEDI-CAL DENTAL MANAGED CARE PLANS

SUBJECT: APL 13-013: Deliverables for Exhibit A, Attachment: 12; Provision D Health Education

This All Plan Letter (APL) is effective immediately 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 all Medi-Cal Dental Services Division (MDSD) contracted dental plans of their contractual responsibilities regarding Health Education.

Exhibit A, Attachment 12, Provision D of the contract requires dental plans to implement and maintain a dental health education system that provides the organized programs, services, functions, and resources necessary to deliver health education and patient education to Medi-Cal beneficiaries. Contractors need to clarify processes regarding member education in the following areas:

- The program to be used for educating members specifically on preventive care
- A schedule of material development and distribution
- The processes to evaluate the quality and success of the health education program

Please refer to Exhibit A, Attachment 12, Provision D for complete dental health education requirements. This provision also states that Contractor shall submit a health education plan to the Department of Health Care Services (DHCS) for review and approval on an annual basis no later than thirty (30) calendar days after the beginning of each calendar year. Submit all educational materials distributed to members such as pamphlets, brochures, apps, website links and videos and a list of languages that the materials are translated into. All contracting dental plans will be held accountable for all submissions in the event of any survey or audit.

If you have questions, comments, or issues please contact Jenny Phun at (916)464-0393 or by email Jenny.Phun@dhcs.ca.gov.

Sincerely,

[Original Signed]

Jon Chin, Acting Chief
Medi-Cal Dental Services Division