



TOBY DOUGLAS
DIRECTOR

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 13-014: Clarification on Exhibit A, Attachment 9; Provision E – Provider Training

This All Plan Letter (APL) is effective immediately for the Geographic Managed Care (GMC) Contract and July 1, 2013 for the Prepaid Health Plan (PHP) Contract. The purpose of this All Plan Letter is to clarify to dental plans the contractual responsibilities regarding Provider Training. These responsibilities are explained in Exhibit A, Attachment 9; Provision E under “Provider Relations” of the GMC and PHP contract.

The contract states that the Contractor shall ensure that all providers receive training regarding the Medi-Cal Dental Managed Care program in order to operate in full compliance with the contract and all applicable Federal and State statutes and regulations. Contractor shall ensure that provider training relates to Medi-Cal Dental Managed Care services, policies, procedures and any modifications to existing services, policies or procedures. Training shall include methods for sharing information between Contractor, provider, Member and/or other healthcare professionals. Contractor shall conduct training for all providers within ten (10) business days after the Contractor places a newly contracted provider on active status.

Contractor shall also ensure that provider training includes, but is not limited to, information on all Member rights specified in Exhibit A, Attachment 14, Member Services, including the right to full disclosure of dental care information and the right to actively participate in dental care decisions. Contractor shall ensure that ongoing training is conducted when deemed necessary by either the Contractor or DHCS. A sample template is attached for use in reporting provider training.

Please submit a report to DHCS in the format provided, thirty (30) days after the end of each reporting quarter.

If you have questions, comments, or issues please contact Lenatte Blouin at (916) 464-0379.

Sincerely,

[Original Signed]

Jon Chin, Acting Chief
Medi-Cal Dental Services Division

Provider Training

Plan Name	Quarter 1 2013
# of Providers Educated:	65
Provider Concerns:	<i>Member no shows; No response to provider outreach efforts; Loss of membership</i>
Educational Materials:	<i>Healthy Families Program transition; Language Assistance Program; Utilization Expectations; Western Dental exiting GMC program as a dental plan</i>
Education Strategy:	<i>Site visit and conference calls</i>