



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



GAVIN NEWSOM  
GOVERNOR

**DATE:** December 23, 2020

**TO:** ALL MEDI-CAL DENTAL MANAGED CARE PLANS

**SUBJECT: APL 20-004: 2021 Deliverables Schedule**

The purpose of this Dental All Plan Letter (APL) is to notify all Medi-Cal Dental Managed Care (DMC) plans of the 2021 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:

- **Call Center Report:** As of Quarter 3 of 2020, the biannual report is due on a **quarterly** basis, which will be due 30 calendar days after the end of the calendar year (CY) quarter. The new reports are due pursuant to the following schedule: Quarter 1 is due on April 30<sup>th</sup>, 2021; Quarter 2 is due on July 31<sup>st</sup>, 2021; Quarter 3 is due on October 31<sup>st</sup>, 2021; and Quarter 4 is due on January 31<sup>st</sup>, 2022.
- **Linguistic Services Report:** As of Quarter 3 of 2020, the biannual report is due on a **quarterly** basis, which will be due 30 calendar days after the end of the CY quarter. The new reports are due pursuant to the following schedule: Quarter 1 is due on April 30<sup>th</sup>, 2021; Quarter 2 is due on July 31<sup>st</sup>, 2021; Quarter 3 is due on October 31<sup>st</sup>, 2021; and Quarter 4 is due on January 31<sup>st</sup>, 2022.
- **COVID-19 Office Closure Report:** Due to the recent COVID-19 pandemic, DHCS has created this **new** deliverable that is due 15 calendar days after the end of the month. The new/continuing reports are due pursuant to the following schedule: February 15<sup>th</sup>, 2021; March 15<sup>th</sup>, 2021; April 15<sup>th</sup>, 2021; May 15<sup>th</sup>, 2021; June 15<sup>th</sup>, 2021; July 15<sup>th</sup>, 2021; August 15<sup>th</sup>, 2021; September 15<sup>th</sup>, 2021; October 15<sup>th</sup>, 2021; November 15<sup>th</sup>, 2021; December 15<sup>th</sup>, 2021; and January 15<sup>th</sup>, 2022.

This report will include the prior months' data. For example, on February 15<sup>th</sup>, 2021, the plan will report COVID-19 closures for the period of January 1<sup>st</sup> through January 31<sup>st</sup> and will include all unique offices (including, but not limited to, specialist and general practice providers).

- **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 1<sup>st</sup> and 10<sup>th</sup> day of the following month. This will continue for the foreseeable future to ensure Department-wide provider data quality improvement.
- **[TAR] Treatment Authorization Request Template & Report:** Pursuant to direction from DHCS to the plans on August 24<sup>th</sup>, 2020, the monthly TAR template was revised to include the top 10 utilized CDT codes and denial reasons for the reported month. The TAR Reports will continue to include this information on all TAR reports moving forward. A request for the updated TAR template shall be sent to [dmcdeliverables@dhcs.ca.gov](mailto:dmcdeliverables@dhcs.ca.gov).

If you have any questions, please contact the Department of Health Care Services, Medi-Cal Dental Services Division, at [dmcdeliverables@dhcs.ca.gov](mailto:dmcdeliverables@dhcs.ca.gov).

Sincerely,

*Original signed by*

May Saeturn  
Section Chief, Contract Management & Administration  
Medi-Cal Dental Services Division  
Department of Health Care Services

Enclosure

## Dental Managed Care Deliverables – Due Calendar Year (CY) 2021

### Annual Deliverables

<b>Deliverable</b>	<b>Reference</b>	<b>Submission Guideline</b>	<b>Reporting Period</b>	<b>Due Date</b>
Annual Financial Statement (CPA Audited)	Exhibit A, Attachment 3.B	120 days after the end of the CY	Access/Health Net: 01/01/20 – 12/31/20  Liberty: 07/01/20 – 06/30/21	04/30/21  10/31/21
Annual Financial Statement (DMHC)	Exhibit A, Attachment 3.B.3	120 days after the end of the CY	Access/Health Net: 01/01/20 – 12/31/20  Liberty: 07/01/20 – 06/30/21	04/30/21  10/31/21
Annual Financial Statement (Medi-Cal Only)	Exhibit A, Attachment 3.B.4	120 days after the end of the CY	Access/Health Net: 01/01/20 – 12/31/20  Liberty: 07/01/20 – 06/30/21	04/30/21  10/31/21
Annual Member Reminder	Exhibit A, Attachment 14.D.6	30 days after the end of the CY	N/A	01/31/21
Consumer Satisfaction Survey	Exhibit A, Attachment 5.J.2	30 days after the end of the CY	01/01/20 – 12/31/20	01/31/21
EPSDT Policy & Procedure	APL 19-001	30 days after the beginning of the CY	01/01/21 – 12/31/21	01/31/21
EQRO Performance Measure Audit (GMC & PHP)	Exhibit A, Attachment 5.J.1	120 days after the end of the CY	01/01/20 – 12/31/20	04/30/21
Health Education Programs	Exhibit A, Attachment 12.D.1	30 days after the beginning of the CY	01/01/21 – 12/31/21 (prospective)	01/31/21
Key Personnel Disclosure Form	Exhibit A, Attachment 2.B	30 days after the beginning of the CY	01/01/20 – 12/31/20	01/31/21

<b>Deliverable</b>	<b>Reference</b>	<b>Submission Guideline</b>	<b>Reporting Period</b>	<b>Due Date</b>
Marketing Plan	Exhibit A, Attachment 17.C.1; APL 13-010	30 days after the beginning of the CY	01/01/21 – 12/31/21 (prospective)	01/31/21
Member Handbook (EOC)	Exhibit A, Attachment 14.D.4	30 days after the beginning of the CY	01/01/21 – 12/31/21 (prospective)	01/31/21
Overpayment Recoveries	Exhibit E, Additional Provisions, 28.B.3	30 days after the end of the CY	01/01/20 – 12/31/20	01/31/21
Quality Improvement Annual Report + Plan Accreditation	Exhibit A, Attachment 5.I; APL 18-002	30 days after the end of the CY	01/01/20 – 12/31/20	01/31/21
Time and Distance	Exhibit A, Attachment 8.E; APL 17-008	30 days after the beginning of the CY	As of 01/01/21	01/31/21
Transition of Care Policy	Exhibit A, Attachment 13.A; APL 17-011E	30 days after the beginning of the CY	01/01/21 – 12/31/21 (prospective)	01/31/21
Utilization Data Report	Exhibit A, Attachment 7.D	30 days after the end of the CY	01/01/20 – 12/31/20	01/31/21

## Quarterly Deliverables

<b>Deliverable</b>	<b>Reference</b>	<b>Submission Guideline</b>	<b>Reporting Period</b>	<b>Due Date</b>
Call Center Report	Exhibit A, Attachment 14.C	30 days after the end of the CY quarter	Q1: 01/01/21 – 03/31/21 Q2: 04/01/21 – 06/30/21 Q3: 07/01/21 – 09/30/21 Q4: 10/01/21 – 12/31/21	04/30/21 07/31/21 10/31/21 01/31/22
Case Management	Ad hoc report requested via email (08/26/20)	30 days after the end of the CY quarter	Q1: 01/01/21 – 03/31/21 Q2: 04/01/21 – 06/30/21 Q3: 07/01/21 – 09/30/21 Q4: 10/01/21 – 12/31/21	04/30/21 07/31/21 10/31/21 01/31/22
Domain 2 Outreach	APL 18-005	30 days after the end of the CY quarter	Q1: 01/01/21 – 03/31/21 Q2: 04/01/21 – 06/30/21 Q3: 07/01/21 – 09/30/21 Q4: 10/01/21 – 12/31/21	04/30/21 07/31/21 10/31/21 01/31/22
Grievance & Appeal Report	APL 18-001	45 days after the end of the CY quarter	Q1: 01/01/21 – 03/31/21 Q2: 04/01/21 – 06/30/21 Q3: 07/01/21 – 09/30/21 Q4: 10/01/21 – 12/31/21	05/15/21 08/15/21 11/15/21 02/15/22
Linguistic Services Report	Exhibit A, Attachment 11.H	30 days after the end of the CY quarter	Q1: 01/01/21 – 03/31/21 Q2: 04/01/21 – 06/30/21 Q3: 07/01/21 – 09/30/21 Q4: 10/01/21 – 12/31/21	04/30/21 07/31/21 10/31/21 01/31/22
Performance Measures	APL 18-006	60 days after the end of the CY quarter	Q1: 01/01/21 – 03/31/21 Q2: 04/01/21 – 06/30/21 Q3: 07/01/21 – 09/30/21 Q4: 10/01/21 – 12/31/21	05/31/21 08/31/21 11/30/21 02/29/22
Prop 56 Directed Payments	APL 18-010	45 days after the end of the CY quarter	Q1: 01/01/21 – 03/31/21 Q2: 04/01/21 – 06/30/21 Q3: 07/01/21 – 09/30/21 Q4: 10/01/21 – 12/31/21	05/15/21 08/15/21 11/15/21 02/15/22
Provider Monitoring Report	Exhibit A, Attachment 5.K.4	30 days after the end of the CY quarter	Q1: 01/01/21 – 03/31/21 Q2: 04/01/21 – 06/30/21 Q3: 07/01/21 – 09/30/21 Q4: 10/01/21 – 12/31/21	04/30/21 07/31/21 10/31/21 01/31/22

<b>Deliverable</b>	<b>Reference</b>	<b>Submission Guideline</b>	<b>Reporting Period</b>	<b>Due Date</b>
Provider Training	Exhibit A, Attachment 9.E	30 days after the end of the CY quarter	Q1: 01/01/21 – 03/31/21 Q2: 04/01/21 – 06/30/21 Q3: 07/01/21 – 09/30/21 Q4: 10/01/21 – 12/31/21	04/30/21 07/31/21 10/31/21 01/31/22
QIP Reports	Exhibit A, Attachment 5.H; APL 18-002	30 days after the end of the CY quarter	Q1: 01/01/21 – 03/31/21 Q2: 04/01/21 – 06/30/21 Q3: 07/01/21 – 09/30/21 Q4: 10/01/21 – 12/31/21	04/30/21 07/31/21 10/31/21 01/31/22
Quarterly Financial Statement (DMHC)	Exhibit A, Attachment 3.B.5	45 days after the end of the CY quarter	Q1: 01/01/21 – 03/31/21 Q2: 04/01/21 – 06/30/21 Q3: 07/01/21 – 09/30/21 Q4: 10/01/21 – 12/31/21	05/15/21 08/15/21 11/15/21 02/15/22
Quarterly Financial Statement (Medi-Cal Only)	Exhibit A, Attachment 3.B.9	45 days after the end of the CY quarter	Q1: 01/01/21 – 03/31/21 Q2: 04/01/21 – 06/30/21 Q3: 07/01/21 – 09/30/21 Q4: 10/01/21 – 12/31/21	05/15/21 08/15/21 11/15/21 02/15/22
Quality Improvement Committee Meeting Minutes	Exhibit A, Attachment 5.D	120 days after the end of the CY quarter	Q1: 01/01/21 – 03/31/21 Q2: 04/01/21 – 06/30/21 Q3: 07/01/21 – 09/30/21 Q4: 10/01/21 – 12/31/21	07/31/21 10/31/21 01/31/22 04/30/22
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: 01/01/21 – 03/31/21 Q2: 04/01/21 – 06/30/21 Q3: 07/01/21 – 09/30/21 Q4: 10/01/21 – 12/31/21	07/31/21 10/31/21 01/31/22 04/30/22

## Monthly Deliverables

<b>Deliverable</b>	<b>Reference</b>	<b>Submission Guideline</b>	<b>Reporting Period</b>	<b>Due Date</b>
274 File (and PDSRF)	APL 19-004	Between the 1 <sup>st</sup> and 10 <sup>th</sup> day of the following month	January February March April May June July August September October November December	02/10/21 03/10/21 04/10/21 05/10/21 06/10/21 07/10/21 08/10/21 09/10/21 10/10/21 11/10/21 12/10/21 01/10/22
COVID-19 Office Closure Report	Ad hoc report requested via email (08/11/20)	15 days after the end of the month	January February March April May June July August September October November December	02/15/21 03/15/21 04/15/21 05/15/21 06/15/21 07/15/21 08/15/21 09/15/21 10/15/21 11/15/21 12/15/21 01/15/22

<b>Deliverable</b>	<b>Reference</b>	<b>Submission Guideline</b>	<b>Reporting Period</b>	<b>Due Date</b>
Encounter Data (and EDSRF)	Exhibit A, Attachment 4.B; APL 18-011	15 days after the end of the month	January February March April May June July August September October November December	02/15/21 03/15/21 04/15/21 05/15/21 06/15/21 07/15/21 08/15/21 09/15/21 10/15/21 11/15/21 12/15/21 01/15/22
Member Phone Call Report	Exhibit A, Attachment 14.B.5	30 days after the end of the month	January February March April May June July August September October November December	02/28/21 03/31/21 04/30/21 05/31/21 06/30/21 07/31/21 08/31/21 09/30/21 10/31/21 11/30/21 12/31/21 01/31/22



<b>Deliverable</b>	<b>Reference</b>	<b>Submission Guideline</b>	<b>Reporting Period</b>	<b>Due Date</b>
[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 days after the end of the month	January February March April May June July August September October November December	02/15/21 03/15/21 04/15/21 05/15/21 06/15/21 07/15/21 08/15/21 09/15/21 10/15/21 11/15/21 12/15/21 01/15/22
Self-Reported Monthly Utilization Data (PCD)	Exhibit A, Attachment 7.D	60 days after the end of the month	January February March April May June July August September October November December	03/31/21 04/30/21 05/31/21 06/30/21 07/31/21 08/31/21 09/30/21 10/31/21 11/30/21 12/31/21 01/31/22 02/29/22

<b>Deliverable</b>	<b>Reference</b>	<b>Submission Guideline</b>	<b>Reporting Period</b>	<b>Due Date</b>
[TAR] Treatment Authorization Request Submission	<i>Ad hoc</i> report requested via email (03/08/19; revised 08/24/20)	30 days after the end of the month	January February March April May June July August September October November December	02/28/21 03/31/21 04/30/21 05/31/21 06/30/21 07/31/21 08/31/21 09/30/21 10/31/21 11/30/21 12/31/21 01/31/22