



Provider Bulletin

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THIS ISSUE

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Dental Managed Care Request for Proposal is Now Released

On August 3, the Department of Health Care Services (DHCS) released [the Medi-Cal Dental Managed Care \(DMC\) Request for Proposal \(RFP\)](#) for Sacramento and Los Angeles counties, with responses due no later than 4 p.m. on October 6, 2023. This contract will provide positive changes to DMC in the Medi-Cal program.

Recognizing the historical shortcomings of DMC plan performance, DHCS has worked diligently to ensure there is a revised and comprehensive reform of California's DMC contracts. DHCS is committed to improving Medi-Cal members' oral health care delivery and experience. A top priority is ensuring they have access to person-centered, equity-focused, and data-driven dental care. As a result, Medi-Cal's DMC contracts will include:

- The **Quality Improvement and Oral Health Equity Transformation Program** to assess and evaluate DMC plan performance and practices and develop recommendations and implement best practices under a continuous quality improvement methodology. There is engagement at multiple

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PROVIDER ENROLLMENT

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levels of the plan, including Medi-Cal members, plan governing board members, local oral health programs, and others. The program will also engage oral health community advisory committees to develop and implement best practices for the DMC plans' activities.

- **Accountability and commitment to compliance**, including monitoring and overseeing delegated entities. The goal is to ensure that members receive high-quality care and have equitable access to services through robust compliance, monitoring, and oversight of all delegated entities. DMC plans will be held accountable for quality of care at all levels of delegation. This will include justifying the use of delegated entities and subcontractors to ensure that the member's experience and outcomes are front and center.
- **Increased focus on integrating medical and dental care.** Providers are empowered to educate members about preventive services for oral health, using data-driven metrics to monitor the efficacy of the DMC plan's and medical plan's efforts. Members will benefit from medical-dental care coordination of focused member outreach from a plan to a member when the plan receives data that an emergency room visit related to oral health has occurred. Members will also receive more information to help them choose the best plan for their families and/or individual needs. Plans will be required to regularly report publicly on access, quality improvement, and oral health equity activities, including performance and consumer satisfaction.

DHCS currently contracts with three DMC plans in Los Angeles County under a Prepaid Health Plan (PHP) program and in Sacramento County under a Geographic Managed Care (GMC) program. The RFP is for DMC plans to continue operating GMC in Sacramento County and PHP in Los Angeles County. The anticipated contract execution date for the RFP is January 2024, followed immediately by the start of the contract readiness period. DHCS will set a capitated rate for the contract operations period of 54 months that is anticipated to begin on August 1, 2024.