

# CDN Los Angeles Community Advisory Committee (CAC) Meeting Minutes

**Contractor:** California Dental Network (CDN)

**Meeting:** Los Angeles County Community Advisory Committee (CAC) Meeting

**Date:** March 19, 2026

**Time:** 12:00 PM – 1:30 PM PT

**Location:** Microsoft Teams (Recorded and Transcribed)

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## Purpose of the Community Advisory Committee

The Los Angeles County Community Advisory Committee (CAC) serves as a forum for community members, providers, and stakeholders to provide input to inform program planning and oversight and to support equitable access to oral health services across the service area. The Community Advisory Committee (CAC), discusses member benefits and support services, provides clinical and program updates, reviews oral health population needs assessment findings, and gathers feedback from providers and community stakeholders.

## Agenda

Time	Agenda Item	Presenter
12:00 – 12:10 PM	Call to Order	Dr. Katrina Eagilen, Chief Oral Health Access Officer
12:10 – 12:20 PM	Introduction of Attendees (CDN and Community)	Anne Peres, CAC Coordinator
12:20 – 12:30 PM	Member Benefit Spotlight	Dr. Katrina Eagilen
12:30 – 12:40 PM	Clinical Updates	Dr. Santosh Sundaresan, Dental Director
12:40 – 12:55 PM	Oral Health Population Needs Assessment Update	Dr. Katrina Eagilen
12:55 – 1:10 PM	Open Forum: Member Concerns, Navigation, Community Events	Dr. Katrina Eagilen
1:10 PM	Next Meeting / Adjournment	Dr. Katrina Eagilen

## Attendees

Name
Peres, Anne- DentaQuest
Eagilen, Dr. Katrina-DentaQuest
818-437-1098 Dr. Ghisela Bravo
Sundaresan, Santosh-DentaQuest
Anthony Ly- City of Long Beach
Andriy Beba -(Member)
Spanish Interpreter, Zulay Herrera

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## Introductions

Participants introduced themselves and their roles. Attendees represent community dental centers, private dental practices, dental plan community relations, and language access services.

- Dr. Katrina Eagilen, Anne Peres, and Santosh Sundaresan introduced the Community Advisory Committee, outlining its role in gathering input from members, providers, and community stakeholders to inform CDN efforts in reducing disparities and improving oral health access.
- Stakeholder Introductions: Anne Peres led introductions, with Anthony Ly representing the City of Long Beach Department of Health and Human Services, Andriy joining as a member from Los Angeles, and Dr. Bravo Cushing ( DQ Provider) from Saint John's Community Health. Santosh Sundaresan introduced himself as the California Dental Director, highlighting his experience with community programs and university affiliations.

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## Member Benefit Spotlight

Dr. Eagilen presented 3 key member benefits including free transportation to appointments, interpreter services, and care coordination and case management for members with complex needs, emphasizing accessibility for members and providers.

- Transportation Services – Free transportation is available for members and may be scheduled by members or providers by calling customer service.
- Interpreter Services – Interpreter services are available at no cost (virtual, telephonic, and in-person for special situations). Providers may request interpreter services for patients, including assistance identifying language needs.
- Care Coordination and Case Management – Eligible members may receive care coordination or case management and are identified through the Oral Health Information Form (OHIF) or by contacting Customer Service at (855) 388-6257 or (TTY: 1-800-466-7566).

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## Clinical Updates

Clinical updates included information regarding Dental Home assignments, Indian Health Care Facility access, periodontal treatment guidance for Members with special-needs, and Medi-Cal eligibility considerations for Members with Unsatisfactory Immigration Status.

Member Assignment – Although Members are assigned to a Participating Provider, Members may select and received care from any participating in-network primary care dentist. Once services are provided and claims submitted, the change in assignment will be updated automatically.

- Indian Health Care Facility (IHCF) Access – Members may access IHCF clinics; clinics may bill for services provided to members even if credentialing is still in progress.
- Periodontal Treatment for Patients with Special Needs – CDN follows Manual of Criteria periodontal frequency guidelines. Providers may request additional periodontal services by submitting appropriate documentation with claims.
- Unsatisfactory Immigration Status (UIS) Coverage – After July 1, 2026, full-scope Medi-Cal coverage will be limited to UIS members under age 19; children under 19, pregnant individuals up to one year postpartum, and foster youth up to age 26 remain eligible regardless of immigration status. UIS was clarified as individuals without legal immigration status.

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## Oral Health Population Needs Assessment – Los Angeles County

Dr. Katrina Eagilen presented a summary of findings from the Los Angeles County Population Needs Assessment, including member demographics, language distribution, utilization gaps, and Oral Health disparities. CAC members were invited to support outreach and access improvement strategies.

- Demographics – Approximately 11,500 members were included. Age distribution: 20% (0–18), 46% (19–44), 23% (45–64), 10% (65+). Ethnicity: 43% Hispanic, 17% White, 11% African American, 17% Asian/Pacific Islander, 12% not stated. Languages: 59% English, 33% Spanish, 2% Armenian, 1% Mandarin, 1% Korean, 4% not stated.
- Dental Visit and Preventive Care Gaps – Under 30% of members across **all** racial groups had an annual dental visit; low-utilization age groups included 0–1 (3.2% visits) and 19–20 (just over 10%). Adults without preventive care were reported at 87%, with less than 1% receiving fluoride treatments during the reviewed period.
- Children’s Preventive Care and Disparities – 80% of children lacked preventive care; 88% lacked sealants; 93% did not receive a caries risk bundle. Untreated decay was cited at 19% for kindergarteners and 21% for third graders, with higher burden among Black and Latino children and Spanish-speaking households. Oral health education gaps and HPV vaccination rate (36%) were also discussed.

- Next Steps – A qualitative follow-up (focus groups, surveys, interviews) with members, stakeholders, and providers was described to better understand barriers; these activities will be implemented at the next CAC meeting.
  - Comparison to Statewide Andriy had member concerns about changes in Medi-Cal reimbursement rates and fees increasing. In response to Andriy's Beba's question, Dr. Katrina Eagilen explained that Los Angeles County figures are lower than statewide averages, with sealant levels in the county at about 30%. The assessment was based on a six-month snapshot, and improvements are expected as members adjust to the new system.
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## Community Events and Outreach

Upcoming outreach events were shared, including

- Spring Jubilee at Leon Washington Park (March 26)
- Farmer's markets at Salesian Family Youth Center (April 1 and April 8)
- Garfield High School Bulldog Jog Run/Health Fair (April 18)
- Celebration of the Young Child with the City of Long Beach Department of Health and Human Services (April 25)

Anthony Ly provided additional context about Celebration of the Young Child, including vendors/organizations supporting school readiness and health promotion, plus vision and oral health screenings and child-focused activities.

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## Open Forum

Key themes raised by CAC participants included transportation scheduling clarification, patient assignment to newly credentialed locations, member communication concerns, and interest in future community outreach partnerships.

- Members raised concerns regarding potential reductions in Medi-Cal dental reimbursement and possible provider participation impacts. Dr. Katrina Eagilen discussed Proposition 56 supplemental payments and noted potential effects on provider participation if those funds are removed.
  - Navigation resources were shared, including customer service support (855-388-6257) and guidance to seek care at federally qualified health centers (FQHCs), including Saint John's Community Health, if a provider stops accepting Medi-Cal.
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## Action Items

Action Item	Responsible Party
<b>If efforts to uphold Prop 56 are unsuccessful:</b> Member Navigation Support Post-Provider Departure: Assist members whose providers stop accepting Medicaid due to funding changes by connecting them with alternative providers such as federally qualified health centers (e.g., St. John's) and provide navigation support as needed.	CDN

## Adjournment

The meeting adjourned at approximately 12:56 PM PT.