CDN Los Angeles Community Advisory Committee (CAC) Meeting Minutes

Q2 2026

Meeting Information	Details
Contractor	California Dental Network (CDN)
Meeting	Los Angeles Community Advisory Committee (CAC) Q2
Date	July 28, 2026
Scheduled Time	12:30 PM - 2:00 PM PT
Location	Microsoft Teams Meeting: Microsoft Teams Link Meeting ID: 226 479 237 093 160 Passcode: kd7nv66F

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 feedback and recommendations that support program planning, quality improvement, member engagement, and equitable access to oral health services. This meeting included discussion of member benefits, clinical and program updates, Population Needs Assessment (PNA) findings for Los Angeles County, community outreach activities, and follow-up action items from the previous CAC meeting. Committee members were invited to ask questions and provide input on benefits, access to care, and barriers to dental treatment.

Agenda

Agenda Item	Presenter
Call to Order and Introductions	Anne Peres / Dr. Santosh Sundaresan
Member Benefit Spotlight	Dr. Santosh Sundaresan
Clinical Updates	Dr. Santosh Sundaresan
Oral Health Population Needs Assessment Update	Dr. Santosh Sundaresan
Community Events and Outreach	Dr. Santosh Sundaresan
Review of Previous Action Items	Dr. Santosh Sundaresan

Agenda Item	Presenter
Open Forum / Questions	Group
Adjournment	Anne Peres

Call to Order

Anne Peres welcomed attendees, provided the recording notice, and invited questions after each section. She introduced Dr. Santosh Sundaresan, who led the presentation. Anne called the meeting to order at 12:33 PM.

Introductions

Anne Peres introduced Dr. Santosh Sundaresan as DentaQuest Senior Clinical Advisor and California Dental Director. Dr. Sundaresan then began the Los Angeles County presentation.

- **Anne Peres: CAC Coordinator and meeting organizer**
- **Dr. Santosh Sundaresan: Senior Clinical Advisor, California Dental Director, and presenter**
- **Community Advisory Committee member: Participated in the open forum and asked questions**
- **One member attended and introduced himself and we will call him John Smith for PHI reasons.**

Member Benefit Spotlight

Dr. Sundaresan reviewed member benefits and support services, including transportation, interpreter services, and care coordination or case management.

Transportation Services

- Transportation to dental appointments is available at no cost to members.
- Transportation may be scheduled by the member or by a provider on the member's behalf. Advance scheduling is encouraged when possible.

Interpreter Services

- Interpreter services are available at no cost to members and providers.
- Most interpreter services are provided virtually by telephone.
- In-person interpreters may be available in special circumstances.

Care Coordination and Case Management

- Care coordination and case management support is available to help members navigate services.
- Members may be identified through the Oral Health Information Form (OHIF) or by contacting Customer Service.
- Support may include medical-dental integration and assistance identifying an appropriate pathway for dental treatment.

Clinical Updates

Dental Home Member Assignments

- Dr. Sundaresan explained that members may receive services from any participating DentaQuest network dentist and may change their Dental Home assignment.
- Participating providers may treat members from the network.
- Members may call to change their Dental Home assignment or visit another in-network provider.
- When a participating provider performs a preventive service, such as an examination, radiographs, or cleaning, and submits the claim, the member may be automatically assigned to that office.
- The process is intended to make access and assignment easier for both members and providers.

Indian Health Care Facility Access

- DentaQuest is working to credential additional Indian Health Care Facility clinics.
- The presentation stated that members may receive care at these clinics, and that covered services may be reimbursed.

Additional Cleaning Frequency Guidance

- Providers may request additional cleanings when a member's condition supports the need.
- The provider should submit documentation and clinical reasons supporting the request for authorization.

Unsatisfactory Immigration Status Population Update

- The committee reviewed the previously proposed coverage change for adults age 19 and older with Unsatisfactory Immigration Status.
- The presentation stated that full-scope Medi-Cal coverage was extended through June 30, 2027.

Oral Health Population Needs Assessment - Los Angeles County

The committee reviewed Los Angeles County population information and dental utilization findings presented during the meeting.

Member Demographics

- Total Los Angeles County membership was reported as 11,487.
- The largest age group was ages 19 to 44, followed by ages 45 to 64 and ages 0 to 18.
- The population was reported as 43% Hispanic, with White, Pacific Islander, and African American populations each reported at approximately 11%.
- Approximately 60% of members were reported as understanding English and 33% as Spanish-speaking, with smaller Armenian, Mandarin, Korean, and other language populations.

Dental Utilization Findings

- Age groups 0 to 1 and 19 to 20 were identified as having the lowest annual dental visit values; the 19-to-20 age group was reported at 10.3%.
- Children without a dental visit were reported at 86.5%. The presentation also stated that 28% of adults were without a dental visit.
- Adults without preventive care were reported at 87%.

Discussion Focus

- The committee discussed focusing on resources on increasing dental visits for children and improving preventive care utilization among adults.
- The presenter emphasized introducing children to dental care early and connecting members to dental offices through outreach.

Community Events and Outreach

The committee reviewed Los Angeles County outreach activities intended to promote oral health awareness and connect members to dental care.

- The presentation referenced Los Angeles County farmers' market events completed in July, and additional events planned from August through October.
- A March 16 community event was reported to have approximately 1,500 community members and 800 visitors to the DentaQuest booth, with more than 20 health care organizations represented.
- The presentation recognized Carmen for receiving recognition from the City of Los Angeles for commitment to community outreach and improving access to care.

Review of Previous Action Items

Proposition 56 Supplemental Payments

The committee reviewed prior efforts to support continuation of Proposition 56 supplemental payments to dental providers. The presentation stated that the payments would continue.

Member Coverage and Benefits

In response to a question, Dr. Sundaresan stated that no essential services discussed, including crowns and dentures, had been cut.

Access to In-Network Dental Care

The presentation confirmed that members may receive care from any participating network dentist and may change their Dental Home assignment.

Open Forum

A committee member well call this member John Smith, asked whether benefits had been added or removed, what to do if treatment is denied, and whether Proposition 56 improves access to dental care. Dr. Sundaresan explained that providers should submit adequate clinical documentation, including required radiographs, to support authorization requests. He also stated that approvals are generally completed within three to five business days and that Proposition 56 supplemental payments help providers continue serving members.

Action Items

Action Item - Los Angeles County	Responsible Party	Status / Follow-Up
PNA Review: Use the updated Los Angeles County findings to inform outreach, access, and quality improvement discussions, with emphasis on children without dental visits and adults without preventive care.	CDN / CAC	Q3

Adjournment

- The meeting concluded following the review of member benefits, clinical updates, Los Angeles County Population Needs Assessment findings, community outreach activities, prior action items, and member questions. Attendees were thanked for their participation. The meeting adjourned at 12:52 PM PT.