CDN Los Angeles CAC Q3 Meeting Minutes

August 27, 2026

California Dental Network | Los Angeles County Community Advisory Committee

Meeting Information	Details
Contractor	California Dental Network (CDN)
Meeting	Los Angeles Community Advisory Committee (CAC) Q3
Date	August 27, 2026
Scheduled Time	12:00 PM - 1:30 PM PT
Location	Microsoft Teams- Microsoft Teams Link Meeting ID: 239 565 324 357 378 Passcode: 99gE9A6H

Purpose of the Community Advisory Committee

The Los Angeles County Community Advisory Committee (CAC) provides a forum for community members, providers, and stakeholders to offer input and recommendations regarding oral health education and outreach, population needs, community resources, quality of care, culturally appropriate services, member satisfaction, population health management, care coordination, and access to oral health services. The Q3 meeting included member benefit information, clinical updates, Los Angeles County Population Needs Assessment findings, community outreach activities, and community outreach successes.

Agenda

Agenda Item	Presenter
Call to Order and Welcome	Anne Peres
CAC Purpose and Discussion Areas	Dr. Santosh
Member Benefit Spotlight	Dr. Santosh
Clinical Updates	Dr. Santosh
Oral Health Population Needs Assessment Update	Dr. Santosh
Community Events and Outreach	Dr. Santosh
Community Outreach Successes	Dr. Santosh
Open Forum / Questions	Group

Agenda Item	Presenter
Adjournment	Anne Peres

Attendees

Attendee	Role
Anne Peres	CAC Coordinator
Dr. Santosh Sundaresan	Dental Director

Call to Order

Anne Peres called meeting to order at 12:03pm PST and opened the Los Angeles County CAC meeting on August 27, 2026, and introduced Dr. Santosh. Dr. Sundaresan identified himself as Senior Clinical Advisor at DentaQuest and the California Dental Director. He advised participants that the meeting would be recorded and invited questions or concerns at the end of each segment or presentation.

Community Advisory Committee Overview

Dr. Sundaresan reviewed the areas in which the committee may provide input and advice. Participants were encouraged to raise additional topics for discussion or follow-up.

- Oral health education and outreach priorities
- Population Needs Assessment findings
- Marketing materials and campaigns
- Community resources and information
- Quality of the network, services, and quality of care
- Culturally appropriate services and program design
- Member satisfaction surveys
- Population health management
- Health delivery system reforms to improve oral health outcomes
- Coordination of care and oral health access

Member Benefit Spotlight

Transportation Services

- Transportation to dental appointments is available at no cost to members.
- Members or providers may arrange transportation.
- Arrangements should be made in advance because last-minute transportation may be difficult to secure.

Interpreter Services

- Interpreter services are available at no cost to members and providers.
- Virtual and telephonic interpreter options are available.
- In-person interpreters may be available for special situations and circumstances.
- Advance arrangements are required; the presentation recommended approximately one week to 10 days of notice for in-person interpreter support.

Care Coordination and Case Management

- Members with complex cases may be identified through the Oral Health Information Form (OHIF).
- Care coordination and case management may assist in complex cases involving multiple specialties, hospitals, or other medical providers.

Clinical Updates

Dental Home and Primary Care Dentist Assignments

- Members may make an appointment with any in-network provider.
- A member may make an appointment with any in-network provider without first contacting the plan to change the dental home assignment.
- When an in-network provider delivers a preventive service, such as an examination, radiographs, or cleaning, the provider may automatically become the member's primary care dentist.
- Providers were advised that they may see any in-network DentaQuest member, provide seamless treatment, and submit the applicable preventive claim.

Indian Health Care Facility Access

- DentaQuest members may receive services at an Indian Health Care Facility even if the clinic is not credentialed.
- Indian Health Care Facility providers may see DentaQuest members and submit claims for processing even if they are not credentialed.

Periodontal Treatment Guidance

- DentaQuest follows the Manual of Criteria guidelines for periodontal treatment frequencies.
- When an additional cleaning is medically necessary, providers should submit the appropriate narrative and supporting documentation.
- The presentation emphasized that quality of care for the member is the priority and that properly supported services will be considered for payment.

Unsatisfactory Immigration Status Population Update

- The previously proposed benefit expiration was reviewed.
- The presentation stated that full-scope Medi-Cal coverage for the affected UIS population has been extended through June 30, 2027.
- The Proposition 56 payment schedule has also been extended through June 30, 2027. Impacted members will be notified by mail, and efforts are underway to minimize disruption.

Oral Health Population Needs Assessment - Los Angeles County

Member Demographics

- Members ages 0 to 20: approximately 22.3%.
- Members ages 21 to 64: approximately 68%.
- Members ages 65 and older: approximately 10%.
- Hispanic/Latino members: approximately 42.1%.
- White members: approximately 18.8%.
- Black/African American members: approximately 11%.
- Asian members: approximately 16.9%.
- Other or not reported: approximately 11.4%.

- English preferred language: approximately 77%.
- Spanish preferred language: approximately 16.7%; Chinese, Cantonese, and other languages represented smaller shares.

Dental Utilization Findings

- Annual dental visit rate for ages 0 to 20: approximately 26.5%.
- Annual dental visit rate for ages 65 and older: approximately 32%.
- Annual dental visit rate for ages 21 to 64: approximately 25%.
- Members ages 0 to 2 were identified as the lowest-utilization age group, at approximately 25%.
- Children without a dental visit: approximately 73.4%.
- Adults without a dental visit: approximately 74.2%.
- Adults without preventive care: approximately 83.9%.
- Children with sealants: approximately 10.6%.

Discussion Focus

The presentation emphasized the need to improve these results by educating members, children, and vulnerable populations about accessing dental care and supporting a long-term preventive care model.

Community Events and Outreach

The committee reviewed community outreach efforts intended to connect Los Angeles County residents with dental information and timely care. The presentation referenced activities completed in July and August and identified upcoming Los Angeles-area events during the following months:

- September 2026 - approximately four events
- October 2026 - approximately three events
- Community members were encouraged to attend and connect with a dentist.

Participants were encouraged to share information about the upcoming events with community members.

Community Outreach Successes

Dr. Sundaresan reported that approximately 1,500 community members were served through community outreach, more than 800 visitors came to the DentaQuest booth, and more than 20 healthcare organizations participated in providing free screenings and resources. Carmen Rangel received a certificate of recognition for her community outreach efforts.

Open Forum

Dr. Sundaresan opened the floor for questions and concerns. No questions or comments were captured in the meeting transcript before adjournment.

Action Items

Action Item - Los Angeles County	Responsible Party	Status / Follow-Up
Work on expanding CAC meetings for stakeholders and members to join.	Dr. Santosh & Outreach	Q4

Adjournment

Anne Peres thanked Dr. Sundaresan and concluded the meeting at 12:15 PM. The meeting transcript indicates that the session was transcribed.