CDN Sacramento CAC Q3 Meeting Minutes

August 26, 2026

California Dental Network | Sacramento County Community Advisory Committee

Meeting Information	Details
Contractor	California Dental Network (CDN)
Meeting	Sacramento Community Advisory Committee (CAC) Q3
Date	August 26, 2026
Scheduled Time	12:00 PM - 1:30 PM PT
Location	Microsoft Teams

Purpose of the Community Advisory Committee

The Sacramento 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, Sacramento County Population Needs Assessment findings, community outreach activities, and a member success story.

Agenda

Agenda Item	Presenter
Call to Order and Welcome	Anne Peres
CAC Purpose and Discussion Areas	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
Member Success Story	Dr. Santosh Sundaresan
Open Forum / Questions	Group
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 12:02pm PST and opened the Sacramento County CAC meeting on August 26, 2026, and introduced Dr. Santosh. Dr. Santosh 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. Santosh 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 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 to support availability.

Interpreter Services

- Interpreter services are available at no cost to members and providers.
- Telephonic and virtual interpreter options are available.
- In-person interpreters may be available for special situations and circumstances.
- Advance arrangements are required; the presentation identified a 10-day notice period for in-person interpreter support.

Care Coordination and Case Management

- Members may be identified through the Oral Health Information Form (OHIF) or by contacting Customer Service.
- Care coordination and case management may assist members with medical issues or needs who require support locating and accessing specific offices.

Clinical Updates

Dental Home and Primary Care Dentist Assignments

- Members are automatically assigned to a dental home based on geography and other considerations.
- A member may make an appointment with any in-network provider.
- 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 and should submit the applicable preventive claim.

Indian Health Care Facility Access

- DentaQuest is working to credential Indian Health Care Facilities, particularly those near the counties served.
- The presentation stated that DentaQuest members may receive services at an Indian Health Care Facility even if the clinic is not yet credentialed, and that claims will be processed.

Periodontal Treatment Guidance

- DentaQuest follows the Manual of Criteria guidelines for periodontal treatment frequencies.
- When additional cleanings are medically necessary, providers should submit documentation supporting the member's medical condition or medical necessity.
- Providers were advised not to charge the member based on an assumption that the service would not be covered.

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.
- Providers and members were encouraged to be aware of the extension.

Oral Health Population Needs Assessment - Sacramento County

Member Demographics

- Members ages 0 to 20: approximately 29%.
- Members ages 21 to 64: approximately 66%.
- Members ages 65 and older: approximately 5.3%.
- Hispanic/Latino members: approximately 27%.
- White members: approximately 22.1%.
- Black/African American members: approximately 14.7%.
- Asian members: approximately 13.9%.
- Other or not disclosed/reported: approximately 22.4%.
- English preferred language: approximately 81.6%.
- Spanish preferred language: approximately 11.3%; Russian, Vietnamese, and other languages represented smaller shares.

Dental Utilization Findings

- Annual dental visit rate for ages 0 to 20: approximately 31.5%.
- Annual dental visit rate for ages 65 and older: approximately 23.5%.
- Annual dental visit rate for ages 21 to 64: approximately 21.8%.

- Members ages 19 and 20 were identified as a low-utilization transition group, at approximately 20%.
- Children without a dental visit: approximately 68.5%.
- Adults without a dental visit: approximately 78.1%.
- Adults without preventive care: approximately 90%.
- Sealant utilization: approximately 10.5%.

Discussion Focus

The presentation emphasized the need to continue encouraging children, adults, seniors, and members transitioning from pediatric to adult care to obtain dental visits and preventive services. Increasing preventive care and sealant utilization were identified as opportunities for improvement.

Community Events and Outreach

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

- September 11, 2026
- September 12, 2026
- October 9, 2026

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

Member Success Story

Dr. Santosh shared a member experience involving a mother who changed her daughter's dental plan effective September 1 so the child could be seen by a preferred woman dentist participating with DentaQuest. Before the coverage became effective, the mother contacted the call center and reported receiving helpful information and a positive service experience. The presentation recognized the efforts of the call center, community outreach, and Provider Engagement teams in supporting members and provider offices.

Open Forum

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

Action Items

Action Item - Sacramento County	Responsible Party	Status / Follow-Up
Retrieve true process for Transportation services.	Anne	Q4

Adjournment

Anne Peres thanked Dr. Santosh and concluded the meeting at 12:18 PM. The meeting transcript indicates that the session was transcribed.