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Title 22@ Social Security

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Division 3@ Health Care Services

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Subdivision 1@ California Medical Assistance Program

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Chapter 4.5@ GEOGRAPHIC MANAGED CARE PROGRAM

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Article 2@ OPERATIONAL REQUIREMENTS

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Section 53913.5@ Medical Director and Dental Director

## **53913.5 Medical Director and Dental Director**

### **(a)**

Each PHP and PCCM plan shall appoint a physician as medical director and each dental plan shall appoint a dentist as dental director, whose responsibilities shall include, but not be limited to, the following: (1) Ensuring that medical or dental decisions are rendered by qualified medical or dental personnel, unhindered by fiscal or administrative management. (2) Ensuring that the medical or dental care provided meets the standards for acceptable medical and dental care. (3) Ensuring that medical or dental protocols and rules of conduct for plan medical or dental personnel are followed. (4) Developing and implementing medical or dental policy. (5) Resolving medical or dental quality of care related grievances. The medical or dental director shall refer non-medical or non-dental related grievances, and other grievances that are determined to be appropriately resolved through the grievance procedure, to the grievance coordinator. (6) Actively participating in the functioning of the plan grievance procedures.

### **(1)**

Ensuring that medical or dental decisions are rendered by qualified medical or dental personnel, unhindered by fiscal or administrative management.

### **(2)**

Ensuring that the medical or dental care provided meets the standards for acceptable medical and dental care.

**(3)**

Ensuring that medical or dental protocols and rules of conduct for plan medical or dental personnel are followed.

**(4)**

Developing and implementing medical or dental policy.

**(5)**

Resolving medical or dental quality of care related grievances. The medical or dental director shall refer non-medical or non-dental related grievances, and other grievances that are determined to be appropriately resolved through the grievance procedure, to the grievance coordinator.

**(6)**

Actively participating in the functioning of the plan grievance procedures.