

Denti-Cal California Medi-Cal Dental Bulletin

April 2013
Volume 29, Number 6

This Issue:

- p1** Beneficiary Eligibility
Visit Denti-Cal at the CDA
Scientific Session in Anaheim
-
- p2** Tips for Claims Processing
April Webinar: Basic and EDI
Seminar
-
- p3** Verify Your Tax Identification
Number (TIN)
Provider Enrollment Forms
Registering and Using the
National Provider Identifier
(NPI)

Training Seminars:

Want to learn more about the Denti-Cal program? Come to one of our training seminars. Go to our website to [Reserve Your Spot](#).

Rancho Cucamonga
Workshop/D422 - Apr. 4, 2013

Webinar
Basic and EDI/D423 - Apr. 25, 2013

Provider Enrollment Assistance Line

Speak with an Enrollment Specialist regarding questions on your Denti-Cal Enrollment Application Package. [Go here for more information!](#)

Next available date:

Wednesday, April 17, 8 am - 4 pm.

Beneficiary Eligibility

Denti-Cal providers have many ways of verifying Medi-Cal eligibility. The Automated Eligibility Verification System at 1-800-456-2387, the [Medi-Cal website](#), and the Point of Service device all may assist providers in determining what services are covered by Medi-Cal for any particular Medi-Cal beneficiary. Please note that verifying eligibility on the Internet or the Point of Service device does require providers to complete and mail the [Medi-Cal Point of Service \(POS\) Network/Internet Agreement](#) to the POS/Internet Help Desk.

If a provider receives an Eligibility Verification Confirmation, the beneficiary is eligible to receive certain Medi-Cal services. Types of covered services are determined based on [aid codes](#), though some aid codes do not include dental services. Please remember that if a beneficiary is eligible for services, it is not a guarantee that Denti-Cal will reimburse the provider for rendered procedures. For further information on treating, and billing for services provided to, beneficiaries in the Denti-Cal program please refer to the [Medi-Cal Dental Program Provider Handbook](#) on the Denti-Cal website.

In light of the Healthy Families Program (HFP) transition and the subsequent changes in eligibility for many California children, Denti-Cal urges dental offices to verify eligibility and accept Denti-Cal patients once an aid code appears in the eligibility response. Beneficiaries can be seen once the beneficiary's eligibility has been verified regardless of scheduled county transition dates. For more information in the HFP Transition, please review [Denti-Cal's Healthy Families Transition Provider Bulletin](#).

For more information, please contact the Provider Customer Service line at 1-800-423-0507.

Visit Denti-Cal at the CDA Scientific Session in Anaheim

Be sure to visit the Denti-Cal booths at the CDA Scientific Session in Anaheim, Thursday, April 11 through Saturday April 13. Representatives from Denti-Cal will be on hand in Booth 754, Hall B, of the Anaheim Convention Center to provide information and answer questions regarding enrollment, EDI, provider trainings, and more!



Tips for Claims Processing

Denti-Cal continually strives to decrease claims processing time, improve responsiveness to provider and beneficiary inquiries, and increase adjudication accuracy. To aid in this, providers are reminded to follow these guidelines to ensure optimum results and avoid denials.

| Please DO | Please DO NOT |
|---|---|
| <ul style="list-style-type: none"> • Use only Denti-Cal provided forms • On the TAR/Claim form, leave boxes 11 through 18 blank, unless indicating “yes.” OCR reads any mark in boxes 11 through 18 as a “yes”, even if the answer is “no.” • Use a laser printer for best results. If handwritten documents must be submitted, use neat block letters, black ink, and stay within the field boundaries. • Use a 10 point, non-proportional, plain font (such as Arial), and use all capital letters. • Use a 6-digit date format without dashes or slashes, e.g., mmddyy (123109) • Print within the lines of the appropriate field • Submit notes and attachments on 8 ½” by 11” paper. Small attachments must be taped to standard paper in order to go through the scanner. • Submit notes and attachments on one side of the paper only. Double-sided attachments require copying and additional preparation for the scanners which will cause delays in adjudication. • Enter quantity information in the quantity field. OCR does not read the description of service field to pick up the quantity. • On the TAR/Claim form, complete boxes 19 and 20. Enter the complete Billing Provider Name and NPI Number to ensure appropriate payment to the correct billing number. • Remember that the following TAR/Claim forms are no longer available and should not be used: DC-002A, DC-002B, DC-009A, DC-009B, DC-017A, and DC-017B • Apply a handwritten signature in blue or black ink | <ul style="list-style-type: none"> • Use correction fluid or tape • Use Italics or script fonts • Mix fonts on the same form • Use arrows or quote/ditto marks to indicate duplicate dates of service, National Provider Identifier (NPI), etc. • Use dashes or slashes in the date fields • Print slashed zeros • Use photocopies of any Denti-Cal forms • Use highlighters or highlight field information (this causes field data to turn black and become unreadable) • Enter quantity information in the description of service field • Put notes on the top or bottom of forms • Fold any forms • Use labels, stickers, or stamps on any Denti-Cal forms • Use rubber signature or “signature on file” stamps • Place additional forms, attachments, or documentation inside the X-ray envelope. This will cause a delay in adjudication and processing. |

For questions, please contact the Denti-Cal Telephone Service Center at (800) 423-0507.

JOIN US ONLINE!

April Webinar: Basic and EDI Seminar

Join Denti-Cal online for a webinar presentation of the Basic and EDI Seminar! The webinar will be held on Thursday, April 25 from 8:30 am until 12:00 pm and will be capped at 25 registrants. Visit the Denti-Cal [Provider Seminar Schedule page](#) on the Denti-Cal website (www.denti-cal.ca.gov) for a description of the seminar and a link for registration. [Sign-up now](#): space is very limited!

For more information about Denti-Cal seminars or webinars, please call the Provider Customer Service line at (800) 423-0507.

HIGHLIGHT

Verify Your Tax Identification Number (TIN)

The California Medi-Cal Dental Program (Denti-Cal) reports annually to the Internal Revenue Service (IRS) the amount paid to each enrolled billing provider. The business name and TIN must match exactly with the name and TIN on file with the IRS. If the business name and TIN do not match, the IRS requires Denti-Cal to withhold 28% of future payments.

Tax Identification Number

The TIN may either be a Social Security Number (SSN) or an Employer Identification Number (EIN). Denti-Cal uses the TIN to report earnings to the IRS, which are printed on the front of the check and on the Explanation of Benefits (EOB) you receive from Denti-Cal. Please verify that the business name and TIN on the next check/EOB you receive from Denti-Cal are correct. If the business name and TIN appearing on your Denti-Cal check/EOB are correct, you do not need to notify Denti-Cal.

Updating Your Tax Identification Number

Updating your TIN is necessary only if:

- Your legal name and/or TIN are incorrect, a [Medi-Cal Supplemental Changes - DHS 6209 \(Rev. 2/08\)](#) form may be used to make changes if the entity itself has not changed. Please attach a valid, legible copy of a legal document for the name change and/or an official document from the IRS (Form 147-C, SS-4 Confirmation Notification, 2363 or 8109C).
- Your business type has changed (for example: sole proprietorship, corporation or partnership) you will be required to complete a new [Medi-Cal Provider Group Application - DHS 6203 \(Rev. 2/08\)](#) or a [Medi-Cal Provider Application - DHS 6204 \(Rev. 2/08\)](#), [Medi-Cal Disclosure Statement - DHS 6207 \(Rev. 11/11\)](#), and [Medi-Cal Provider Agreement - DHS 6208 \(Rev 11/11\)](#).
- You have incorporated, attach a valid, legible copy of the Articles of Incorporation showing the name of your corporation and a legible copy of an official document from the IRS (Form 147-C, SS-4 Confirmation Notification, 2363 or 8109-C).
- Your corporation is doing business under a fictitious name, attach a valid, legible copy of the fictitious name permit issued by the Dental Board of California.

A copy of the Tax Identification Change Information form has been attached to this bulletin. To obtain the other forms mentioned above, please contact the Denti-Cal Telephone Service Center at (800) 423-0507 or visit the Denti-Cal website: www.denti-cal.ca.gov. Failure to submit the appropriate forms and supporting documents will delay the processing of your application and will be returned as incomplete.

For additional information or questions regarding the verification of TINs, please call the Denti-Cal Telephone Service Center at (800) 423-0507.

Provider Enrollment Forms

Prospective Denti-Cal providers should use the enrollment forms posted on the Denti-Cal website in order to enroll in the Denti-Cal program. Forms posted to the Department of Health Care Services website may include a section for an application fee. The “Application Fee” section does not apply to dental providers.

If you are a dental provider interested in enrolling in the Denti-Cal program, please utilize one of the following enrollment forms:

[Medi-Cal Provider Application DHCS 6204 \(rev. 2/08\)](#)

OR

[Medi-Cal Provider Group Application DHCS 6203 \(rev. 2/08\)](#)

In addition to the above named application forms, dental providers are required to fill out the [Medi-Cal Disclosure Statement DHCS 6207 \(rev. 11/11\)](#) and the [Medi-Cal Provider Agreement DHCS 6208 \(rev.11/11\)](#).

For additional assistance in filling out provider enrollment forms, please:

- Visit the [Denti-Cal Provider Tool Kit](#)
- Watch [tutorials](#) on all application forms
- Read the [Helpful Hints for Completing Denti-Cal Enrollment Application Forms](#) guide
- Register for the monthly [Dental Provider Enrollment Assistance Line](#)
- Register for a [Denti-Cal Provider Enrollment Workshop](#)

If you have any immediate questions, please contact the Provider Customer Service line at 1-800-423-0507.

Registering and Using the National Provider Identifier (NPI)

All providers are required to obtain a National Provider Identifier (NPI) prior to enrolling in the Medi-Cal program. Denti-Cal continues to encourage currently enrolled providers to obtain, register with Denti-Cal, and use their National Provider Identifier (NPI). Providers who do not have an NPI are strongly encouraged to request one from the National Plan and Provider Enumeration System (NPPES) Web site: <https://nppes.cms.hhs.gov>.

Continued on pg 4

Registering Your NPI

Before providers can use their NPI on Denti-Cal forms, both the billing NPI and rendering NPI must be registered with Denti-Cal. Providers can register their NPI in one of two ways:

- **Online via the Denti-Cal NPI Collection System.** To expedite NPI registration, register via the Denti-Cal NPI Collection System found on the Denti-Cal Web site. Go to <http://www.denti-cal.ca.gov> and click on the National Provider Identifier (NPI) tab, and then on the [Register Your NPI link](#). Print the confirmation page from the website as a record of registration. After completing the registration process, please allow three (3) business days prior to submitting documents with the NPI.
- **Using the NPI Registration Form DHS 6218.** To obtain the paper [NPI Registration Form DHS 6218](#) and instructions on how to register your NPI, visit the Denti-Cal Web site at <http://www.denti-cal.ca.gov> and click on the National Provider Identifier (NPI) tab, and then on the Register Your NPI link.

Remember to retain a copy of the letter received from Denti-Cal as a record of registration. *Providers should not use their NPIs when submitting documents for authorization or payment until they have received a confirmation letter from Denti-Cal, which can take up to 15 business days.*

For questions about the Denti-Cal NPI Collection System or registration of the NPI, please call Denti-Cal toll-free at (800) 423-0507.

Using an NPI

Denti-Cal providers are to use their registered NPI on the following forms:

- Treatment Authorization Request/Claim (DC-202, DC-209, DC-217)
- Claim Inquiry Form (DC-003)
- [Forms Reorder Request \(DC-204\)](#)
- Notice of Authorization (DC-301)

Unregistered NPI Can Lead to Denied Claims

Claims with an unregistered NPI will be denied with Adjudication Reason Code 319A, which reads as follows:

- 319A** The submitted rendering provider NPI is not registered with Denti-Cal. Prior to requesting re-adjudication for a dated, denied procedure on a Claim Inquiry Form (CIF), the rendering provider NPI must be registered with Denti-Cal.

To avoid denials on claims due to unregistered NPI, providers should wait for confirmation of registration before using the NPI.