

# Denti-Cal California Medi-Cal Dental Bulletin

January 2014  
Volume 30, Number 1

## This Issue:

**p1** Current Dental Terminology  
Procedure Codes

Low Income Health  
Program Transition to  
Medi-Cal

**p2** Registering and Using the  
National Provider Identifier  
(NPI)

**p3** Are You New to the Denti-  
Cal Program? Then Attend a  
Provider Seminar!

Medi-Cal Dental Patient  
Referral Service

**p4** No Claim Activity

### Training Seminars

Reserve your spot for one of our  
training seminars.

Riverside  
Basic & EDI/D462 - Jan. 9, 2014

Stockton  
Workshop/D463 - Jan. 16, 2014

Bakersfield  
Basic & EDI/D464 - Jan. 29, 2014

Bakersfield  
Advanced/D465 - Jan. 30, 2014

### Provider Enrollment Assistance Line

Speak with an Enrollment  
Specialist. [Go here for more  
information!](#)

Next available date:

Wednesday, January 15,  
8 am - 4 pm.

## Current Dental Terminology Procedure Codes

Currently, Denti-Cal accepts Current Dental Terminology (CDT) version 11-12 procedure codes only. Implementation of CDT version 13 codes is underway and will be fully implemented once the required regulation package is reviewed, approved, and filed with the Secretary of State. At this time Denti-Cal is unable to accept new CDT version 13 codes for claim processing and they will be considered invalid. Claim Service Lines submitted with invalid or blank procedure codes will be denied.

If you have any questions about this, please feel free to contact the Denti-Cal Telephone Service Center at (800) 423-0507.

## Low Income Health Program Transition to Medi-Cal

Pursuant to state and federal laws, the Medi-Cal program in California is expanding in January 2014. Most of the approximately 600,000 current Low Income Health Program (LIHP) enrollees will be transitioned to Medi-Cal at that time. This transition is occurring as part of the Affordable Care Act along with other changes to federal, state, and county health care programs.

Most LIHP enrollees (up to 133% of the Federal Poverty Level [FPL]) are in the Medicaid Expansion (MCE) part of LIHP. These MCE enrollees will move to Medi-Cal. Other LIHP enrollees (up to 200% FPL) will move to California's Health Benefit Exchange, Covered California.

Most LIHP enrollees are Medi-Cal eligible age 21 and older. Beneficiaries age 21 and older may be able to receive some restored optional adult dental benefits beginning May 1, 2014. LIHP enrollees under age 21 will be eligible for most dental services on or after January 1, 2014.

For more information on the LIHP transition, please visit the DHCS website at:  
<http://www.dhcs.ca.gov/provgovpart/Pages/LIHPTransitionResource.aspx>

*Continued on pg 2.*

## 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>.

### *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.

*Continued on pg 3.*

## Are You New to the Denti-Cal Program? Then Attend a Provider Seminar!

Denti-Cal provider seminars are a great way to learn about the Denti-Cal program including upcoming changes to the adult dental benefits and earn Continuing Education credits too. The seminars are held year round across California and are conducted by experienced, qualified instructors.

Seminars include:

- ◆ **Basic and EDI Seminars:** These seminars cover the general program purpose, goals, policies and procedures as well as the correct use of standard billing forms. Reference materials and support services available to Denti-Cal providers are also discussed.  
The EDI portion includes an overview of TAR and claim submissions, review of reports, examples of EDI label preparation for mailing of radiographs, photographs and attachments, and the submission of electronic attachments.
- ◆ **Advanced Seminars:** This seminar covers in-depth information on topics such as Medi-Cal dental criteria, radiograph and documentation requirements, processing codes, and other topics of specific concern to Denti-Cal providers.
- ◆ **Ortho Seminars:** This specialized seminar for orthodontists addresses all aspects of the Denti-Cal orthodontic program, including enrollment and certification, completion of billing forms, billing procedures and criteria and policies specific to Denti-Cal orthodontic services.
- ◆ **Workshops:** Workshops provide the inexperienced billing staff a hands-on opportunity to learn about the Medi-Cal Dental Program's policies and procedures.
- ◆ **Webinars:** Join Denti-Cal online for a webinar presentation of the Basic and EDI seminars.

For more information on seminars, go to the Provider Seminars page on the Denti-Cal website:

[http://www.denti-cal.ca.gov/WSI/Prov.jsp?fname=Seminar\\_Schedule](http://www.denti-cal.ca.gov/WSI/Prov.jsp?fname=Seminar_Schedule)

There you can read seminar descriptions, view the current seminar schedule, register for seminars in your area and get driving directions.

---

## Medi-Cal Dental Patient Referral Service

Denti-Cal providers are encouraged to take advantage of a free referral service for accepting Denti-Cal patients. This referral service can be an excellent resource for enrolled Denti-Cal providers to build, maintain, or increase their patient base while making available the highest level of dental service for the state's medically needy.

If you are a provider interested in this service, or need to update the information currently on file, please fill out the newly updated [Medi-Cal Dental Patient Referral Service Form](#) attached to this bulletin. Complete the form in one of the following ways:

- ◆ Access the form and complete on-line at [www.denti-cal.ca.gov](http://www.denti-cal.ca.gov). The form can be completed and submitted online.
- ◆ Fax the completed form to 916-631-0672.
- ◆ Mail the completed form to:  
Denti-Cal  
Attn: Provider Enrollment  
P.O. Box 15609  
Sacramento, CA 95852-0609

Call the Telephone Service Center at 1-800-423-0507 and an agent will assist you in completing the form.

If you have any questions about the form or the referral service, please contact the Denti-Cal Telephone Service Center at 1-800-423-0507.

*Continued on pg 4.*

## No Claim Activity

Providers who have not submitted a claim for reimbursement from the Medi-Cal program for one year shall be deactivated per Welfare and Institutions Code Section 14043.62 (a), which reads as follows:

*The department shall deactivate, immediately and without prior notice, the provider's number, including all business addresses used by a provider to obtain reimbursement from the Medi-Cal program when warrants or documents mailed to a provider's mailing address or its pay to address, if any, or its service or business address, are returned by the United States Postal Service as not deliverable or when a provider has not submitted a claim for reimbursement from the Medi-Cal program for one year. Prior to taking this action the department shall use due diligence in attempting to contact the provider at its last known telephone number and ascertain if the return by the United States Postal Service is by mistake or shall use due diligence in attempting to contact the provider by telephone or in writing to ascertain whether the provider wishes to continue to participate in the Medi-Cal program. If deactivation pursuant to this section occurs, the provider shall meet the requirements for reapplication as specified in this article or the regulations adopted thereunder.*

If you have not had any claim activity within the last 12-month period, and wish to remain an active provider in the Denti-Cal Program, please complete the No Claim Activity form attached to this bulletin and mail it to:

Denti-Cal  
California Medi-Cal Dental Program  
PO Box 15609  
Sacramento, CA 95852-0609

If your provider number is deactivated, you must reapply for enrollment in the Denti-Cal Program. To request an enrollment package contact Denti-Cal toll-free at (800) 423-0507, or download the Denti-Cal application forms from the Denti-Cal website at [www.denti-cal.ca.gov](http://www.denti-cal.ca.gov).



PO Box 15609  
Sacramento, CA  
95852-0509  
(800) 423-0507