

Denti-Cal California Medi-Cal Dental Bulletin

July 2014
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This Issue:

p1 Save Time and Use the Interactive Voice Response (IVR) System!

Training Seminars

Reserve an available spot for one of our open training seminars.

Webinar

Basic & EDI/D491 - July 11, 2014

Roseville

Basic & EDI/D492 - July 17, 2014

Advanced/D493 - July 18, 2014

Webinar

Basic & EDI/D494 - July 23, 2014

Susanville

Basic & EDI/D495 - July 30, 2014

Advanced/D496 - July 31, 2014

Provider Enrollment Assistance Line

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

Wednesday, July 16, 8 am - 4 pm.

Save Time and Use the Interactive Voice Response (IVR) System!

Take advantage of the Denti-Cal Interactive Voice Response (IVR) system! Denti-Cal providers can use the IVR system to access general program information. It is available to Denti-Cal providers seven (7) days a week at any time, except between the hours of 12 a.m.-2 a.m., while the system undergoes daily updating.

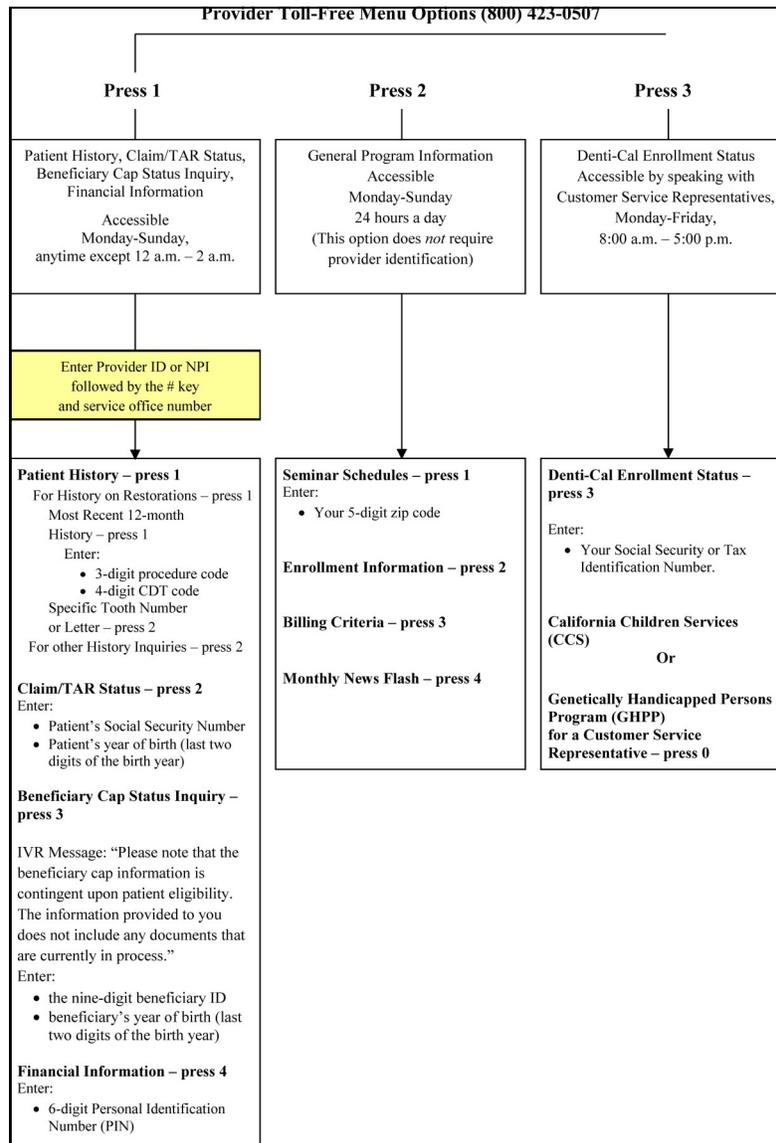
The IVR system can be used to verify the following:

- Patient history
- Claim/TAR status
- Beneficiary dental cap information
- Financial information

The IVR System is a touch-tone only system. If using the IVR to check beneficiary history, please enter only the numeric portion of the Current Dental Terminology (CDT) 13 or CDT 11-12 procedure code followed by the pound (#) sign. When confirming patient information with the benefits identification card number, please refer to the following chart when entering an alphabetic character:

Letter	2-Digit Code	Letter	2-Digit Code
A	*21	N	*62
B	*22	O	*63
C	*23	P	*71
D	*31	Q	*11
E	*32	R	*72
F	*33	S	*73
G	*41	T	*81
H	*42	U	*82
I	*43	V	*83
J	*51	W	*91
K	*52	X	*92
L	*53	Y	*93
M	*61	Z	*12

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NEED MORE INFORMATION?

Provider Enrollment Workshops



Are you a dental provider who is interested in joining the Denti-Cal program but don't know where to start? Do you have questions about the Denti-Cal enrollment process? Then please drop-in anytime during the hours scheduled below to attend one of our enrollment workshops! Registration is preferred, but not required.

Date/Time:	Location:	County:
Thursday, July 10, 2014 8:00 AM- 4:00 PM	Residence Inn 1930 Taylor Rd Roseville, CA 95661 916-772-5500	Placer County
Register Now!		
Thursday, July 24, 2014 8:00 AM- 4:00 PM	Hampton Inn and Suites 4500 East Mills Circle Ontario, CA 95661 909-980-9888	Riverside County
Register Now!		