

# Denti-Cal California Medi-Cal Dental Bulletin

April 2014  
Volume 30, Number 6

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### Training Seminars

Reserve your spot for one of our  
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Orange  
Basic & EDI/D476 - Apr. 16, 2014  
Advanced/D477 - Apr. 17, 2014

Webinar  
Basic & EDI/D478 - Apr. 23, 2014

### Provider Enrollment Assistance Line

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

Wednesday, April 16,  
8 am - 4 pm.

## Denti-Cal to Implement Current Dental Terminology (CDT) 2013

Please note that Denti-Cal will be transitioning from the American Dental Association's Current Dental Terminology Version 11-12 (CDT 11-12) to Version 2013 (CDT-13) effective June 1, 2014.

On the effective date, Denti-Cal will implement a new Manual of Criteria (MOC) that will include the CDT-13 procedure codes. Prior to the effective date, providers must continue to use the CDT 11-12 codes listed in the current MOC (dated April 2, 2012).

### *CDT-13 Document Submission Requirements*

#### Claims/Treatment Authorization Requests (TARs):

When submitting Claims/TARs, please note that:

- Claims submitted with dates of service prior to June 1, 2014 must utilize the current MOC (CDT 11-12).
- Claims submitted with dates of service on or after June 1, 2014 must utilize the new MOC (CDT-13).
- Effective June 1, 2014, TARs will be processed utilizing the new MOC (CDT-13).

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## Visit Denti-Cal at the CDA Scientific Session in Anaheim

Be sure to visit the Denti-Cal Booth at the California Dental Association Scientific Session in Anaheim, Thursday, May 15 through Saturday, May 17, 2014.

Representatives from Denti-Cal will be on hand in Booth 761, Hall B of the Anaheim Convention Center to provide current Denti-Cal information and answer questions regarding enrollment, restoration of some adult dental services, Electronic Data Interchange (EDI), provider trainings and more!



## Notices of Authorization (NOAs):

Please note the following guidelines for NOAs issued prior to June 1, 2014:

- NOAs issued with procedure codes utilizing the current MOC (CDT 11-12) will be valid on or after the effective date of June 1, 2014. Authorized services must be rendered during the authorization period.
- If there is a change in the authorization plan or additional services are required, do not add these services to the NOA. Submit a new claim or TAR for any additional services.

## Significant Procedure Code Changes with CDT-13

Effective June 1, 2014, the following procedures will no longer be a benefit:

- Procedure D1203 – Topical Application of Fluoride – Child
- Procedure D1204 – Topical Application of Fluoride – Adult
- Procedure D6970 – Post and Core in Addition to Fixed Partial Denture Retainer, Indirectly Fabricated
- Procedure D6972 – Prefabricated Post and Core in Addition to Fixed Partial Denture Retainer

Effective June 1, 2014, the following procedures will be a benefit:

- Procedure D1208 – Topical Application of Fluoride
- Procedure D2929 – Prefabricated Porcelain/Ceramic Crown – Primary Tooth
- Procedure D7952 – Sinus Augmentation with Bone or Bone Substitute Via a Vertical Approach

## Modified Adjudication Reason Code (ARC)

Adjudication Reason Code 266F will be modified to state:

- 266F** Payment and/or prior authorization disallowed. Procedure requires current periapicals of the involved areas for the requested quadrant and bitewing radiographs.

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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, April 10, 2014 8:00 AM- 4:00 PM	Hampton Inn & Suites 327 E Fir Ave Fresno, CA 93720 (559) 447-5900	Fresno
Wednesday, April 23, 2014 8:00 AM- 4:00 PM	Hilton Garden Inn 10543 Sierra Ave Fontana, CA 92337 (909) 822-7300	San Bernardino

[Register Now!](#)

[Register Now!](#)

## Medi-Cal Electronic Health Record (EHR) Incentive Program

Medi-Cal Dental providers may participate in the Medi-Cal Electronic Health Record (EHR) Incentive Program if eligibility requirements are met. Eligible Medi-Cal professionals and hospitals may be able to receive incentive payments to assist in purchasing, installing, and using electronic health records in their practices. The Department of Health Care Services (DHCS) has established the Office of Health Information Technology (OHIT) to provide assistance and to coordinate the Medi-Cal EHR Incentive Program with wider health information exchange efforts throughout California and the nation. CMS has approved extending the deadline for providers to apply for 2013 incentive payments to April 30, 2014. This should enable many more providers and groups to receive incentive payments for the 2013 program year.

For more information regarding program qualifications and processes, please visit the [DHCS Medi-Cal EHR Incentive program website](#). Questions regarding the Medi-Cal EHR Incentive program can be submitted by email to OHIT at [Medi-Cal.EHR@dhcs.ca.gov](mailto:Medi-Cal.EHR@dhcs.ca.gov).

## Tax Identification Number (TIN) and Social Security Number (SSN) Suppressed on Explanation of Benefits (EOB) and Provider Checks

Beginning in May, the first five numbers of the Tax Identification Number (TIN) or Social Security Number (SSN) will be blocked out on the EOB and check in order to prevent possible disclosure due to misdirected mail. Only the last four digits of the TIN or SSN will be displayed on the EOB. Currently, the TIN or SSN of the billing provider prints on the weekly Explanation of Benefits (EOB) and the weekly check.

## Registering and Using the National Provider Identifier (NPI)

All providers are required to obtain a 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 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 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.

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## *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.

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## **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](http://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 Provider Customer Service line at (800) 423-0507.

## 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 when submitting paper Claims/Treatment Authorization Requests (TAR) forms to ensure optimum results and avoid denials.

Please DO	Please DO NOT
<ul style="list-style-type: none"> <li>• Use only Denti-Cal provided forms</li> <li>• On the Claims/TAR form, leave boxes 11 through 18 blank, unless indicating “yes.” Office of Civil Rights (OCR) reads any mark in boxes 11 through 18 as a “yes”, even if the answer is “no.”</li> <li>• 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.</li> <li>• Use a 10 point, non-proportional, plain font (such as Arial), and use all capital letters.</li> <li>• Use a 6-digit date format without dashes or slashes, e.g., mmddyy (123109)</li> <li>• Print within the lines of the appropriate field</li> <li>• 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.</li> <li>• 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.</li> <li>• Enter quantity information in the quantity field. OCR does not read the description of service field to pick up the quantity.</li> <li>• On the Claims/TAR form, complete boxes 19 and 20. Enter the complete Billing Provider Name and National Provider Identifier (NPI) to ensure appropriate payment to the correct billing number.</li> <li>• Remember that the following Claims/TAR forms are no longer available and should not be used: DC-002A, DC-002B, DC-009A, DC-009B, DC-017A, and DC-017B</li> </ul>	<ul style="list-style-type: none"> <li>• Use correction fluid or tape</li> <li>• Use italics or script fonts</li> <li>• Mix fonts on the same form</li> <li>• Use arrows or quote/ditto marks to indicate duplicate dates of service, NPI number, etc.</li> <li>• Use dashes or slashes in the date fields</li> <li>• Print slashed zeros</li> <li>• Use photocopies of any Denti-Cal forms</li> <li>• Use highlighters or highlight field information (this causes field data to turn black and become unreadable)</li> <li>• Enter quantity information in the description of service field</li> <li>• Put notes on the top or bottom of forms</li> <li>• Fold any forms</li> <li>• Use labels, stickers, or stamps on any Denti-Cal forms</li> <li>• Use rubber signature or “signature on file” stamps</li> <li>• Place additional forms, attachments, or documentation inside the X-ray envelope. This will cause a delay in adjudication and processing.</li> </ul>

For questions, please contact the Denti-Cal Provider Customer Service line at (800) 423-0507.

For information on submitting claims electronically, please call EDI Support at (916) 853-7373. Requests may also be sent by email to [denti-caledi@delta.org](mailto:denti-caledi@delta.org).



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