

Denti-Cal California Medi-Cal Dental Bulletin

January 2015
Volume 31, Number 1

This Issue:

- p1** California Medi-Cal Dental Program: Dental Periodicity Schedule for Children
- p2** Stay Up to Date with Denti-Cal and Sign-Up for the Denti-Cal Fee -For-Service Provider E-Mail List
Denti-Cal Offers Free Provider Assistance!
- p3** Outreach Mailing for Non-Utilizing Beneficiaries under the Age of Four

Training Seminars

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

Covina
Basic & EDI/D521 - Jan. 14 2015
Advanced/D522 - Jan. 15, 2015

Stockton
Basic & EDI/D523 - Jan. 28 2015
Advanced/D524 - Jan. 29, 2015

Provider Enrollment Assistance Line

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

Wednesday, Jan. 21, 8 am - 4 pm.

California Medi-Cal Dental Program: Dental Periodicity Schedule for Children

Federal law governing the provision of dental services to children under Medicaid's Early and Periodic Screening, Diagnosis and Treatment program requires that dental services be provided in accordance with a dental periodicity schedule. This schedule must recommend treatment intervals that meet reasonable standards of dental practice, as determined by the State after consultation with recognized dental organizations involved in child health care, and at such other intervals that are medically necessary to determine the existence of a suspected illness or condition. The Dental Periodicity Schedule provided below reflects the ages and intervals at which a child should receive specified dental services. The periodicity schedule is not an indication of when a referral should take place.

Following consultation with the California Dental Association, California Society of Pediatric Dentistry and the American Academy of Pediatric Dentistry (AAPD), the Medi-Cal Dental program elected in March 2010 to use a Periodicity Schedule recommended by the AAPD. The schedule was recently updated by the AAPD and is attached to this bulletin (reproduced with permission). The updated rationale supporting the procedures recommended in the Periodicity Schedule can be found on the AAPD website http://www.aapd.org/media/Policies_Guidelines/G_Periodicity.pdf. Although the Medi-Cal Dental program supports the intervals recommended in the AAPD Periodicity Schedule, please be aware that the Medi-Cal Dental program Manual of Criteria governs policy with respect to which procedures are benefits and the frequency at which they are allowable.

For questions, please contact the Denti-Cal Provider Customer Service line at 1-800- 423-0507.

Continued on pg 2.

Stay Up to Date with Denti-Cal and Sign-Up for the Denti-Cal Fee-For-Service Provider E-Mail List

Denti-Cal is excited to announce the Denti-Cal Provider E-Mail List as another option to receive updates related to the Denti-Cal program. To subscribe to the Denti-Cal Provider E-mail List, please visit http://www.denti-cal.ca.gov/WSI/Prov.jsp?fname=dc_provider_email_signup_form and complete the online form. After submitting the form, an e-mail will be sent requesting authorization to be added to the e-mail list. After approval has been made, providers will receive regular updates and information about the Denti-Cal program. Providers may unsubscribe from the e-mail list at any time.

The Denti-Cal Provider E-Mail List will replace the provider “Denti-Cal Website Update” postcard mailings. Questions related to this topic or the Denti-Cal program in general can be directed to the Provider Customer Service line at 1-800-423-0507.

Denti-Cal Offers Free Provider Assistance!

Are you new to the Denti-Cal program and aren't sure where to begin? Do you need help completing the Denti-Cal enrollment application? Check out the free Denti-Cal provider enrollment resources available on the Denti-Cal website, our free training seminars, and help from the Denti-Cal Provider Relations team!

Denti-Cal Website

The website offers a number of enrollment resources, including video tutorials, sample applications, and frequently asked questions. Below is a brief listing of the available resources:

- ◆ [Enrollment Toolkit](#): A collection of tips, hints, application forms, recorded tutorials, and more, all designed to help you successfully complete the enrollment application.
- ◆ [Enrollment Workshops](#): For live, one-on-one help with your application, attend one of the enrollment workshops held around California. Check the Denti-Cal website often for new workshop dates and locations.
- ◆ [Provider Enrollment Assistance Line](#): Don't have time to attend an enrollment workshop? [Register](#) to use the Dental Provider Enrollment Assistance Line and speak to an Enrollment Specialist. The service is offered once a month to registered providers.

Continued on pg 3.

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:
Wednesday, Jan. 14, 2015 8:00 AM- 4:00 PM Register Now!	Hilton Woodland Hills/Los Angeles 6360 Canoga Ave. Woodland Hills, CA 91367 818-595-1000	Los Angeles County

Training Seminars and Workshops

Providers can attend Denti-Cal's free seminars and workshops held throughout California. The seminars cover the program's policies and procedures and offer continuing education (ce) credits for participating providers. Can't make it to a seminar near you? Then sign-up for one of our webinars! View the latest seminar and webinar schedule [here](#) on the Denti-Cal website.

Provider Relations

The Denti-Cal Provider Relations team provides free one-on-one support to help answer your most difficult questions. The Provider Relations team is here to help you and your office staff better understand Denti-Cal policies and procedures to easily meet program requirements. Please call the Denti-Cal Provider Customer Service line at 1-800-423-0507 to request an onsite visit from a Provider Relations representative.

For any questions regarding the enrollment application forms or process, please call the Denti-Cal Provider Customer Service line at 1-800-423-0507 or see "[Section 3 - Enrollment Requirements](#)" of the Provider Handbook.

Outreach Mailing for Non-Utilizing Beneficiaries under the Age of Four

Beginning January 2015, Denti-Cal will launch a campaign to engage over 550,000 non-utilizing beneficiaries under the age of four. The campaign combines mailings and automated call reminders encouraging the parents/guardians of Denti-Cal beneficiaries, under the age of four, to schedule an appointment with a dentist enrolled in the Denti-Cal program. During the campaign, which is slated to last six weeks, providers might see an increase in appointment requests from beneficiaries. The Medi-Cal Dental Program would like to remind our providers to review the revised dental periodicity schedule provided in this publication as it contains recommendations for dental procedures that young children should receive and the age at which young children should receive those dental procedures.

To maximize the effectiveness of this campaign, Denti-Cal encourages providers to take advantage of the free referral service for accepting Denti-Cal beneficiaries. 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](#). Complete the form in one of the following ways:

- ◆ Complete the form electronically and submit it through the Denti-Cal website: www.denti-cal.ca.gov.
- ◆ Fax the completed form to 916-631-1191.
- ◆ Mail the completed form to:

Denti-Cal
Attn: Provider Enrollment
P.O. Box 15609
Sacramento, CA 95852-0609
- ◆ Call the Denti-Cal Provider Customer Service line at 1-800-423-0507 and an agent will assist you in completing the form.

For questions, please contact the Denti-Cal Provider Customer Service line at 1-800-423-0507.



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