

Bulletin

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Training Seminars

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

Webinar - FULL & CLOSED
Ortho/D626 - Sept. 1, 2016

Fontana
Workshop/D627 - Sept. 15, 2016

Woodland Hills
Workshop/D628 - Sept. 22, 2016

Webinar
Basic & EDI/D629 - Sept. 28, 2016

Provider Enrollment Assistance Line

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

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

Visit Denti-Cal at the California Dental Association Convention (CDA Presents) in San Francisco 2016

Please be sure to visit the Denti-Cal booth at the [CDA Presents](#) in San Francisco, starting Thursday, September 8, 2016 through Saturday, September 10, 2016. Representatives from Denti-Cal will be on hand in Booth 622 of the Moscone South to provide current Denti-Cal information and answer questions regarding Electronic Data Interchange (EDI), provider training, enrollment application assistance, and more!

In addition, the California Department of Health Care Services and Delta Dental of California will be presenting a seminar “The Ins and Outs of California’s Denti-Cal Program” on Friday, September 9, 2016; please check the convention guide for the time and location. This course will include an overview of the State’s Medi-Cal Dental program, specifically designed to help dentists understand the program’s policies and requirements. The seminar is geared to help dental professionals understand the fundamental aspects of the program. The course objective is to help providers understand:

- ◆ The overall program structure, including Department priorities and other important information;
- ◆ The program’s fundamental rules and requirements;
- ◆ How to avoid common billing and authorization request mistakes;
- ◆ When and how to appeal a treatment authorization request or claim denial; and,
- ◆ What services are available to all enrolled providers, including customized assistance for provider offices.

For more details, visit the CDA website at <http://www.cdapresents.com/SF2016.aspx>.

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Overview of the Dental Transformation Initiative (DTI)

On December 30, 2015, the Centers for Medicare and Medicaid Services approved California's 1115 Waiver Renewal, also known as Medi-Cal 2020. The goal of [Medi-Cal 2020](#) is to improve the quality of care, access and efficiency to the 12.8 million members over the next five years.

The Medi-Cal 2020 is the Dental Transformation Initiative (DTI) aims to:

- ◆ Increase the use of preventive dental services for children;
- ◆ Prevent and treat more early childhood caries; and
- ◆ Increase continuity of care for children.

Domains

To reach the DTI goals, four "domains" have been created. Below is a brief overview of each domain:

Domain 1 – Increase Preventive Services Utilization

Domain 1 is designed to increase the statewide utilization of preventive services by at least 10% over the next five years. This increase is aimed towards beneficiaries through the age of 20 and who have full scope Medi-Cal eligibility.

Domain 2 – Caries Risk Assessment and Disease Management Pilot

Domain 2 formally addresses and manages caries risk with an emphasis on preventive services for Medi-Cal children age six and under enrolled in the Medi-Cal Dental Program. This domain is on a four-year plan and will be piloted in select counties. If deemed successful, then the program will be expanded to other counties with the intent to:

- ◆ Diagnose early childhood caries by utilizing Caries Risk Assessments (CRA) to treat it as a chronic disease.
- ◆ Introduce a model that proactively prevents and mitigates oral disease through the delivery of preventive services in lieu of more invasive and costly procedures (restorative services).
- ◆ Identify the effectiveness of CRA and treatment plans for children ages 6 and under.

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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:
Wednesday, September 7, 2016 8:00 AM - 4:00 PM Register Now!	Embassy Suites by Hilton Monterey Bay Seaside 1441 Canyon Del Rey Seaside, CA 93955	Monterey County
Thursday, September 22, 2016 8:00 AM - 4:00 PM Register Now!	Double Tree 2 Civic Plaza Drive Carson, CA 90745	Los Angeles County

Domain 3 – Continuity of Care

Domain 3 will address dental continuity of care by providing examinations for Medi-Cal children through the age of 20 who are enrolled in the Medi-Cal program. The goal is to increase continuity of care for two, three, four, five and six continuous periods. Initially, this domain will have a pilot in select counties and will implement on a statewide basis if the pilot is determined to be successful.

Domain 4 – Local Dental Pilot Projects (LDPP)

Domain 4 will structure the pilot programs aimed at specific demographics as outlined in Domains 1 through 3. DHCS will invite providers to submit proposals for pilots. Upon approval and successful completion of the pilots, providers will receive incentive payments. The goal is to:

- ◆ Address one or more of the three domains through alternative programs, potentially using strategies focused on rural areas, including local case management initiatives and education partnerships.
- ◆ DHCS solicited proposals, and the deadline for submitting the LDPP application is September 30, 2016. DHCS shall review, approve, and make payments for LDPPs in accordance with the requirements stipulated in the Medi-Cal 2020 Waiver.
- ◆ A maximum of 15 LDPPs shall be approved.

Resources

More information regarding the domains can be found at the DTI website: www.dhcs.ca.gov/provgovpart/Pages/DTI.aspx. Please continue to monitor the Denti-Cal website at www.denti-cal.ca.gov for bulletins and other information regarding these programs.

For specific DTI questions please send you inquiries to: DTI@dhcs.ca.gov, to receive updates and notifications regarding the DTI, please sign up for our notifications e-mail list here: <http://apps.dhcs.ca.gov/listssubscribe/default.aspx?list=DTIStakeholders>.

American Sign Language (ASL) Translation Services Available for Denti-Cal Beneficiaries

Denti-Cal reminds providers that American Sign Language (ASL) translation services are available to Denti-Cal beneficiaries who may need these services. Either the Denti-Cal provider office or the beneficiary may contact Denti-Cal directly to request an ASL translator to be present at the time of the appointment. When requesting ASL translation services, please have the following information available:

- ◆ Date of dental appointment
- ◆ Start and end time of appointment
- ◆ Appointment Type (for example: “Dental Appointment, Surgical Appointment, Consult, etc.”)
- ◆ Name of person needing ASL services and Beneficiary ID number
- ◆ Office Location Address
- ◆ Office Contact Person Name
- ◆ Office Phone Number

ASL translation services are provided in accordance with the following:

- ◆ Section 504 of the Rehabilitation Act of 1973, Title II and Title III of the Americans with Disabilities Act (ADA);
- ◆ Title 22, California Code of Regulations section 51098.5; and
- ◆ Title 28, Code of Federal Regulations section 35.130(a)(b).

If you have any questions and are a Denti-Cal Provider, please contact the Provider Customer Service Line at 1-800-423-0507. If you are a beneficiary, please contact the Beneficiary Customer Service Line at 1-800-322-6384.

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Medi-Cal Dental Patient Referral Service

Denti-Cal providers are encouraged to join, at no-cost, the Denti-Cal Provider Referral List. The Denti-Cal Program, in coordination with Insure Kids Now, provides Denti-Cal beneficiaries with a new way to search for dentists in their local area and throughout the State. This referral list serves as an excellent resource for enrolled Denti-Cal providers to advertise, as well as build, maintain, or increase their patient base while making available the highest level of dental service for the State's medically needy.

We especially thank those providers who have elected to advertise their services on the Referral List. If you are a provider who is already on the Referral List, or believe you should be, please take a moment to check the applicable County Referral Lists to ensure your information is accurate.

If you are a provider that is interested in joining the Referral List, need to update the information currently on file, or wish to be removed from the Referral List, please fill out and print the newly updated [Medi-Cal Dental Patient Referral Service Form](#) attached to this bulletin. Please return the completed form in one of the following ways:

Mail California Medi-Cal Dental Program
Attn: Enrollment Department
PO Box 15609
Sacramento, CA 95852-0609

E-mail: Denti-CalEnrollmentDept@delta.org
Send a scanned image of the completed form to the e-mail address above.

Fax: 916-631-1191

Phone: (800)-423-0507

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

No Claim Activity

Providers who have not submitted a claim for reimbursement from the Medi-Cal program, which also includes the Denti-Cal program, for one (1) year shall be deactivated pursuant to 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 (1) 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 for one (1) year 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

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If you have previously submitted a No Claim Activity form and would like to deactivate from the Denti-Cal Program, please submit a letter requesting deactivation, along with a copy of your identification, to the address above. Please note that once you are inactivated from the program, you must reapply for enrollment in the Denti-Cal Program. If you wish to not accept any more Denti-Cal patients, you may opt out of participation on the Denti-Cal referral list without terminating your enrollment status in the Denti-Cal Program.

If your provider number is deactivated, you must reapply for enrollment in the Denti-Cal Program. To request an enrollment package, please contact the Denti-Cal Provider Customer Service line at 1-800- 423-0507, or download the Denti-Cal application forms from the Denti-Cal website at www.denti-cal.ca.gov. Provider enrollment support materials are available at the following link: www.denti-cal.ca.gov/WSI/Prov.jsp?fname=enrollment_tool_kit.

Provider Handbook Format Change

The [Denti-Cal Provider Handbook](#) will undergo minor formatting changes beginning with the September 2016 updates. Providers, departments, or other individuals maintaining a hard copy of the handbook will need to reprint the handbook in its entirety. Subsequent handbook updates and changes will be made in the new format and will not require printing of the entire handbook.

We also remind providers that, in an effort to conserve resources, an up-to-date Provider Handbook is available on the Denti-Cal Website. Providers may find that use of an electronic version of the handbook is beneficial in that specific keywords or phrases may be more easily searched for and located using your browser's "Find" function.