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Denti-Cal
California Medi-Cal Dental

Bulletin

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Volume 33, Number 6

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Training Seminars

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

El Centro
Basic & Edi/D659 - May 10, 2017
Advanced/D660 - May 11, 2017

Stockton
Basic & Edi/D661 - May 24, 2017
Advanced/D662 - May 25, 2017

Provider Enrollment Assistance Line

Speak with an Enrollment Specialist.
Go here for more information!

Wednesday, May 17, 8 am - 4 pm.

NEW! Medi-Cal Dental Provider Satisfaction Survey

Denti-Cal is pleased to announce an opportunity for providers to share their assessment of Denti-Cal program services. Both billing and rendering providers are invited to take the survey found here. The survey will be available from May 1, 2017 to May 22, 2017.

Denti-Cal values your opinion and looks forward to receiving feedback regarding program policies and procedures as they relate to your dental practice and participation.

Thank you for your continued participation in the Denti-Cal program and taking the time to respond to the survey. Survey results will be utilized to assess areas that you feel are working well or may suggest improvements. This information is vital to ensure the program is successful at meeting the needs of both you, as our Denti-Cal providers, and our beneficiaries across the state.

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

Deactivation of Personal Identification Number (PIN)

Denti-Cal assigns a PIN to all providers during their participation in the California Medi-Cal Dental Program and/or California Children Services/Genetically Handicapped Persons Program (CSS/GHPP).

The PIN is used to access the:

1. Medi-Cal Automated Eligibility Verification System (AEVS) either by telephone, Point of Service Device, or online to determine beneficiary eligibility

2. Denti-Cal automated telephone system to obtain financial information

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If a provider does not check eligibility or perform share of cost transactions for 15 months, their PIN will be deactivated.

If the current PIN has been deactivated, providers must apply for a new PIN. To request a new PIN, write a letter to Provider Enrollment, include the provider's name, NPI, and original inked signature and send it to:

Denti-Cal
Attention: Provider Enrollment
PO Box 15609
Sacramento, CA 95852

Questions regarding PINs or the Denti-Cal program in general can be directed to the Provider Customer Service line at (800) 423-0507.

First Tooth or First Birthday Initial Dental Checkup

No child is too young for good oral health. Undetected and untreated tooth decay can lead to infection, loss of teeth, and expensive and preventable emergency and restorative procedures at a very early age. Establishing a regular source of care and treating Denti-Cal's youngest beneficiaries gives providers the opportunity to discuss the importance of preventive dental care with parents and allows them to detect early childhood caries and determine fluoride needs.

Seeing young children upon the eruption of their first tooth and no later than their first birthday is recommended by the American Dental Association, the American Academy of Pediatric Dentistry, and the American Academy of Pediatrics.

As providers, you have the opportunity to establish the foundation of a child's oral health and provide a valuable service to your community. Educating parents on their child's oral health needs is an invaluable part of their first visit to the dentist. This first visit is the perfect opportunity to demonstrate how to properly clean the child's teeth and advise parents on the adverse effects of unhealthy dietary habits. Although the initial dental examination of a child may not involve many teeth and can be done very quickly, the early detection of early childhood caries can result in a better dental experience for our youngest beneficiaries, free from the pain and anxiety a child would faceduring more invasive procedures.

Parents should be advised that if they give their baby a bottle at bedtime, they should only give water and gently wipe the baby's gums with a washcloth until the first tooth arrives. After the first tooth, they should brush baby teeth at least twice a day with an age-appropriate toothbrush using a "smear" of fluoridated toothpaste.

To facilitate the providers in monitoring the oral health and rendering this much needed service, Denti-Cal has a benefit for beneficiaries under the age of three (3). Please refer to Bulletin Volume 33, #5.

If you would like assistance in referring young patients to another dentist willing to see young children, please feel free to contact the Denti-Cal Provider Customer Service line at 1-800-423-0507.

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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, May 10, 2017 8:00 AM - 4:00 PM Register Now!	Embassy Suites by Hilton Arcadia Pasadena Area 211 East Huntington Drive Arcadia, CA 91006	Los Angeles
Wednesday, May 24, 2017 8:00 AM - 4:00 PM Register Now!	Double Tree by Hilton Hotel 7 Hutton Centre Drive Santa Ana, CA 92707	Orange

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If you would like to learn more about the first tooth or first birthday recommendation, please consult the resources below.

Resources:

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

- http://www.denti-cal.ca.gov/bene/dental_periodicity_sched_for_children.pdf

American Academy of Pediatric Dentistry

- Guideline on Caries-risk Assessment and Management for Infants, Children, and Adolescents: http://www.aapd.org/media/Policies_Guidelines/G_CariesRiskAssessment.pdf
- Guideline on Periodicity of Examination, Preventive Dental Services, Anticipatory Guidance/Counseling, and Oral Treatment for Infants, Children, and Adolescents (chart): http://www.aapd.org/media/Policies_Guidelines/G_Periodicity.pdf http://www.aapd.org/media/Policies_Guidelines/G_CariesRiskAssessmentChart.pdf
- Guideline on Infant Oral Health Care: http://www.aapd.org/media/Policies_Guidelines/G_InfantOralHealthCare.pdf

First Smiles for the Dental Team (Free!)

- The purpose of this two (2) unit course is to improve the pediatric oral health and overall health of children, birth through 5 years old, including those with special needs, by instructing dental team members on how to screen, assess and provide preventive treatment to children, and provide anticipatory guidance on oral health to young children and their families: http://www.cdafoundation.org/education/first-smiles

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Electronic Data Interchange (EDI) Reminders and Tips

Denti-Cal would like to remind enrolled providers who submit electronically that the EDI How-To Guide, available on the Denti-Cal website, provides sample reports, examples of electronic Resubmission Turnaround Documents, Notices of Authorization and other helpful hints regarding electronic submission.

EDI Reports

EDI reports are made available to help providers track electronically submitted documents and provide important information. The following reports are made available to enrolled providers who submit electronically:

- Provider/Service Office Daily EDI Documents Received Today (report ID# CP-O-973-P)
- Provider/Service Office X-Ray/Attachment Request (CP-O-971-P)
- X-Ray/Attachment Labels (CP-O-971-P2)
- Provider/Service Office Daily EDI Documents Waiting Return Information Greater Than 7 Days (CP-O-978-P)
- Notice of Resubmission also referred to as Resubmission Turnaround Document (RTD) (CP-O-RTD-P)
- Notice of Authorization (CP-O-NOA-P)
- Provider/Service Office Document Rejections (CP-O-959-P)

A report acknowledging receipt of EDI documents titled "Provider/Service Office Daily EDI Documents Received Today" is usually made available electronically to providers within 24-48 hours following submission. The other reports listed above may be available for retrieval within the same timeframe. If an office is not receiving their reports, they should check with their electronic vendor, clearinghouse or contact EDI Support at 916-853-7373.

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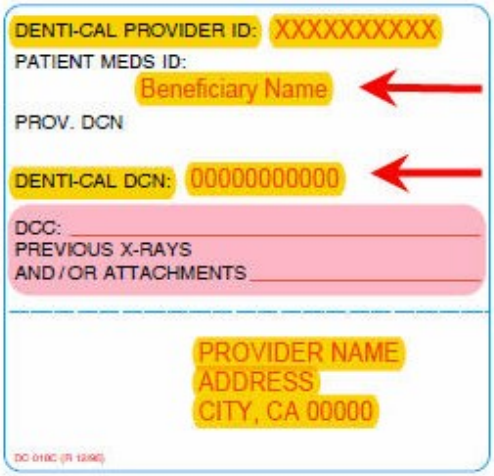
Preparing and Using Labels & Envelopes

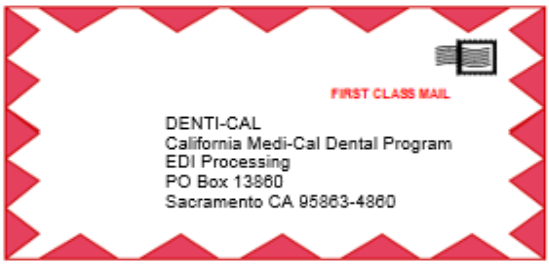
Denti-Cal would also like to advise providers to make use of the EDI labels and red-bordered x-ray envelopes when responding to x-rays/attachment requests for documents listed on the report titled "Provider/Service Office X-Ray/Attachment Request." Many offices use partially preprinted labels that can expedite the process. These labels will arrive from the Denti-Cal supplier with the provider's Billing National Provider Identifier (NPI) listed as the Denti-Cal Provider ID and with the provider's name and address already imprinted. The label will look like the example shown at the right (without the Denti-Cal DCN). If this type of label is used, **the beneficiary's first and last name should be written below** "Patient MEDS ID". Also, **the Base DCN must be written onto the label next to the "Denti-Cal DCN".** The eleven-digit Denti-Cal DCN (also referred to as the Base DCN) is found on the Provider/Service Office X-Ray/Attachment Request report.



Other information, such as the MEDS ID, Beneficiary Identification Card or Client Identification Number, and the Provider Document Control Number (PDCN) may be included but is not mandatory.

EDI labels should be affixed to a small or large red-bordered x-ray envelope, placed inside the outlined box:

Several EDI x-ray envelopes can be inserted into the largest pre-addressed EDI mailing envelope:



Digitized Images and Attachments

Denti-Cal would also like to remind providers that the following documentation related to EDI claims, and Treatment Authorization Requests (TARs) can be submitted electronically through National Electronic Attachment, Inc. National Information Services, or Tesia Clearinghouse, LLC web sites:

Images That CAN Be Transmitted:	**Images That CANNOT Be Transmitted:**
• Documentation related to claims and TARS to be submitted electronically: o Radiographs o Justification of Need for Prosthesis Forms (DC054) o Photos o Narrative documentation (surgical reports, etc.)	• Any documentation related to claims and TARs submitted on paper. • Claim Inquiry Forms (CIFs)* • Resubmission Turnaround Documents (RTDs) issued for paper or EDI documents • Notices of Authorization (NOAs) issued for paper or EDI documents

*Digitized image reference numbers may be handwritten on CIFs that must be mailed.

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When submitting full mouth series or panoramic radiograph, "R/L" depicts the patient's right/left. When submitting periapical radiographs, please indicate the individual tooth number(s).

Please do not return a NOA for payment as a digitized attachment. Providers have the option, if supported by the vendor, of submitting the electronic NOA electronically or submitting it by mail for payment.

For questions or for information on how to enroll to submit electronically, please contact the Denti-Cal Provider Customer Service line at 1-800-423-0507 or EDI Support at 916-853-7373. EDI-related questions can also be e-mailed to denti-caledi@delta.org.

To enroll to submit electronically, select this link for an EDI Enrollment Packet.

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

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