



Denti-Cal

California Medi-Cal Dental Program

November 2018

Dear Denti-Cal Provider:

Enclosed is the most recent update of the Medi-Cal Dental Program Provider Handbook (Handbook). The pages reflect changes made to the Denti-Cal program during the month of November 2018. These changes are indicated with a vertical line next to the text.

The following list indicates the pages that have been updated for the Fourth quarter Handbook release. Previously released bulletins can be found on the “Denti-Cal Provider Bulletins” page of the Denti-Cal Web site: <https://www.denti-cal.ca.gov/>.

<u>Remove These Pages</u>	<u>Insert These Pages</u>
Letter to Doctor	
Entire Section	Entire Section
How To Use This Handbook	
Entire Section	Entire Section

Thank you for your continual support of the Medi-Cal Dental Program. If you have any questions, please call (800) 423-0507.

Sincerely,

DENTI-CAL

CALIFORNIA MEDI-CAL DENTAL PROGRAM



Denti-Cal

California Medi-Cal Dental Program

November 2018

Dear Doctor:

We are pleased to provide you with the Medi-Cal Dental Program Provider Handbook (“Handbook”).

The purpose of this Handbook is to give dental care professionals and their staff a concise explanation of billing instructions and procedures under the California Medi-Cal Dental (Denti-Cal) Program. It is designed to assist you in your continued participation in the Denti-Cal Program.

We trust you will find the Handbook useful and that it will be maintained as a working document. Please do not hesitate to visit the Denti-Cal Web site at <https://www.denti-cal.ca.gov/> or call upon Denti-Cal for further assistance.

Sincerely,

Alani Jackson, MPA
Division Chief
Medi-Cal Dental Services Division
Department of Health Care Services

Joe Ruiz, Vice President
State Government Programs, Denti-Cal
California Medi-Cal Dental Program
Delta Dental of California

How to Use This Handbook

This Handbook is your primary reference for information about the Denti-Cal Program, as well as submission and processing of all necessary documents. The Handbook contains detailed instructions for completing Denti-Cal claims, Treatment Authorization Requests, Resubmission Turnaround Documents, Claim Inquiry Forms and other billing forms for dental services, and should be consulted before seeking other sources of information.

The Handbook is organized into 13 major sections:

- Section 1 - Introduction
- Section 2 - Program Overview
- Section 3 - Enrollment Requirements
- Section 4 - Treating Beneficiaries
- Section 5 - Manual of Criteria and Schedule of Maximum Allowances
- Section 6 - Forms
- Section 7 - Codes
- Section 8 - Fraud, Abuse and Quality of Care
- Section 9 - Special Programs
- Section 10 - CDT 13 Tables
- Section 11 - Glossary
- Section 12 - Denti-Cal Bulletin Index
- Section 13 - Index

The Table of Contents provides an overview of all major sections and subsections in the Handbook.

Bulletin information released from December 2017 through November 2018 has been incorporated into the Handbook. Please refer to the Denti-Cal Bulletin Index for the page where the information may be found.