

Bulletin

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This Issue:

p#1 Disaster Assistance to Evacuated Beneficiaries and Dental Offices

Training Seminars

[Reserve an available spot](#) for one of our open training seminars.

Provider Enrollment Assistance Line

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

Wednesday, December 20, 2017
8 am - 4 pm.

Disaster Assistance to Evacuated Beneficiaries and Dental Offices

The Department of Health Care Services (DHCS) will allow beneficiary and provider processing exceptions to expedite replacement of removable dental appliances for those impacted by the recent fires in California. Removable dental appliances include orthodontic retainers, space maintainers, partial and full dentures, and temporomandibular joint appliances fabricated by professionals which may be removed and inserted by the beneficiary.

As of October 9, 2017, Disaster Assistance will be provided to the following counties:

- Butte
- Lake
- Mendocino
- Napa
- Nevada
- Orange
- Solano
- Sonoma
- Yuba

As of December 5, 2017, Disaster Assistance will be provided to the following counties:

- Los Angeles
- Ventura
- San Diego
- Santa Barbara

Will prior authorization be waived?

Claims will be accepted without requiring prior authorization and will not be rejected due to frequency limitations for subsequent removable appliances for eligible beneficiaries who are residents of the impacted counties. Claims for exams and radiographs connected to the removable appliances will also be accepted and will not be rejected due to frequency limitations.

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Exceptions to prior authorization requirements will be allowed. "Title 22, Section 51003, State of California Code of Regulations allows for the retroactive approval of prior authorization under the following conditions: ... When the required service could not be delayed ... " (Provider Handbook, Section 5, Manual of Criteria, Program Overview, page 2-13). For provider claims submitted for replacement of removable appliances, the claims will be evaluated to determine if requested from one of the impacted counties identified above.

What does the claim need to demonstrate?

Claims must demonstrate that a complete treatment plan was determined and delivered for replacement of dentures and partial dentures, and must include radiographs and documentation that supports medical necessity, including the Justification of Need for Prosthesis for replacement of removable appliances.

What does the claim need to include?

The claim must include: a copy of the official Public Service Agency Report (fire or police) filed in the county in which the removable appliance was lost, the statement that the beneficiary lost the removable appliance due to the fire; and identification of the county where the removable appliance was lost, which must be one of the impacted counties.

Will claims for beneficiaries living in other counties be accepted?

For beneficiaries residing in other counties that lost their removable appliance while they were temporarily in the impacted areas, claims will be accepted for removable appliances and related exams and radiographs without prior authorization and will not reject claims due to frequency limitations, however further documentation of need is required.

Documentation must include: a copy of the official Public Service Agency Report (fire or police) filed in the county in which the removable appliance was lost; the statement that the beneficiary lost the removable appliance due to the fire; and identification of the county where the removable appliance was lost, which must be one of the impacted counties. Claims submitted due to the situations above will be evaluated.

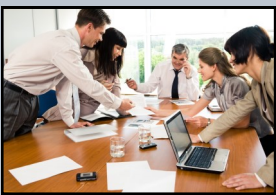
Will late submission of claims be accepted?

For Denti-Cal providers that must submit late billing due to the fires, substantiating documentation that justifies the late submission of a claim will be accepted. Providers must submit statements about the circumstances of the fire that were beyond their control such as: damage to or destruction of their business office or records; circumstances of the fire that substantially interfered with the timely processing of bills; or other circumstances, clearly beyond the control of the provider, that were reported to the appropriate law enforcement or fire agency. Payment for removable appliances that have been fabricated by a lab but cannot be delivered to the beneficiary must follow the requirements in the Provider Handbook, Section 2, Billing and Payment Policies, Time Limitations for Billing, page 2-19.

Please visit the Denti-Cal website at <https://www.denti-cal.ca.gov/> or contact the Denti-Cal Provider Customer Service line at (800) 423-0507.

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.