

# Denti-Cal

California Medi-Cal Dental

# Bulletin

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## This Issue:

- P#1** Dental Transformation Initiative Domain 3 Payment Delay
- P#1** New! Dental Case Management Services
- P#2** Check Out the NEW Provider Website Application!
- P#2** June is Oral Health Month!
- P#3** Denti-Cal Forms Reorder Requests – Helpful Tips
- P#3** Denti-Cal Offers Free Provider Assistance!

## Training Seminars

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

**Seminar - Emeryville (D714)**  
Workshop - June 1, 2018  
8:30am - 3:30pm

**Webinar (D715)**  
Basic & EDI - June 5, 2018  
12:00pm - 4:00pm

**Webinar (D716)**  
Advanced - June 7, 2018  
8:00am - 12:00pm

**Seminar - Costa Mesa (D717) CLOSED**  
Advanced - June 12, 2018  
1:00pm - 5:00pm

**Seminar - Costa Mesa (D718) CLOSED**  
Basic & EDI - June 13, 2018  
8:30am - 12:30pm

**Seminar - Diamond Bar (D719) CLOSED**  
Ortho - June 21, 2018  
8:30am - 12:30pm

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

Available every Wednesday  
8am - 4pm

## Dental Transformation Initiative Domain 3 Payment Delay

On February 1, 2018, DXC Technology (DXC) assumed the Fiscal Intermediary (FI) duties previously performed by Delta Dental. As such, DXC has also taken over payment processing related to the Dental Transformation Initiative (DTI) Domain 3 incentive payments. In the prior program year, Delta Dental was able to pay providers directly and receive State reimbursement. Under the current payment process, DXC must receive funds from the State before it can process DTI payments. This will result in a one to two (1-2) week delay of the Domain 3 **June payment** to Fee-for-Service and Safety Net Clinic providers. We apologize for the inconvenience this may cause as we look for ways to expedite this process in the future.

Please check the Denti-Cal website [www.denti-cal.ca.gov](http://www.denti-cal.ca.gov) for future notifications.

For questions, please email the DTI inbox at [dti@dhcs.ca.gov](mailto:dti@dhcs.ca.gov).

## New! Dental Case Management Services

Case Management services will be available soon to beneficiaries served by both the Medi-Cal Dental program and the Department of Developmental Services (DDS).

Criteria for Case Management services includes the following:

- Beneficiary must have a significant medical diagnosis or diagnoses;
- Beneficiary must have special health care needs or extensive dental needs and
- Coordination of dental/medical treatment is needed between multiple practitioners.

For a beneficiary to receive Case Management services, the beneficiary's dentist must submit a referral and a written care plan through the Denti-Cal website for review and approval. Check the Denti-Cal website <https://www.denti-cal.ca.gov/> for more information on when Case Management services will be available and for details on how to participate.

*Continued on pg 2*

## Check Out the **NEW** Provider Website Application!

A new provider website application is now available on the Denti-Cal website! The provider website application allows secure login for providers and their staff to access their:

- Claim Status and History
- Treatment Authorization Request (TAR) Status and History
- Weekly Check Amounts
- Monthly Payment Totals and Year-to-Date Payments

The provider website application is available at <https://www.denti-cal.ca.gov/RSO/provider/signon> and under the Provider tab on the Denti-Cal website <https://www.denti-cal.ca.gov/> homepage. Providers must create an account to log on and access the provider website application.

For instructions on how to create an account, please see the attached **Denti-Cal Provider Website Application User Guide**.

Please visit the Denti-Cal website at [https://www.denti-cal.ca.gov/Dental\\_Providers/Denti-Cal/](https://www.denti-cal.ca.gov/Dental_Providers/Denti-Cal/) for future updates.

## June is Oral Health Month!

June is Oral Health Month! Medi-Cal Dental encourages providers to educate their beneficiaries on the importance of oral health. Poor oral health can negatively impact a person's overall physical and mental well-being. Promoting regular dental checkups and preventive treatment are just a few of the ways to support beneficiaries in developing and maintaining good dental habits.

Let your beneficiaries know that Medi-Cal Dental offers helpful tools and resources on the Denti-Cal website <https://www.denti-cal.ca.gov/Beneficiaries/Denti-Cal/>. Beneficiaries can access:

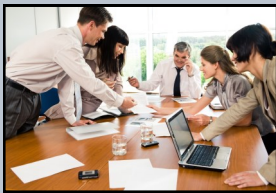
- 2018 Beneficiary Handbook
- Flyers and brochures
- Frequently Asked Questions
- Dental Resources
- Contact Information

Please visit the Denti-Cal website <https://www.denti-cal.ca.gov/> for more ways to promote oral health!

*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:
Tuesday, June 5, 2018 8:00 AM - 4:00 PM <a href="#">Register Now!</a>	Residence Inn Chico 2485 Carmichael Drive Chico, CA 95928	Butte
Tuesday, June 19, 2018 8:00 AM - 4:00 PM <a href="#">Register Now!</a>	Hilton Garden Inn Burbank Downtown 401 S. San Fernando Blvd Burbank, CA 91502	Los Angeles

## Denti-Cal Forms Reorder Requests – Helpful Tips

When placing an order for more forms and envelopes, Denti-Cal would like to remind providers of some important “Do’s” and “Don’ts” that will help expedite your order.

### Do:

- Use the most current Forms Reorder Request (DC-204) to ensure the item you wish to order is still available. You can download and print the latest version here: [https://www.denti-cal.ca.gov/DC\\_documents/providers/dc204\\_form.pdf](https://www.denti-cal.ca.gov/DC_documents/providers/dc204_form.pdf).
- Use your billing provider National Provider Identifier (NPI) on the form.
- Write the address exactly as it is enrolled in the Medi-Cal Dental Program. Addresses on the form that do not match the address on file will not be processed.
- Fill out the form completely, including your phone number, in case there are any questions.
- Place your order monthly and order enough inventory to last approximately six weeks.
- Order in quantities of 50 (e.g., 50, 100, 150, 200, etc.).
- Fax your order. Faxing eliminates the cost of postage and reduces the time it takes for your order to be queued for processing.
- Call Denti-Cal at (800) 423-0507 to check on your order if it has been longer than 10 days before submitting a new request.

### Do for Electronic Data Interchange (EDI) Providers:

- Order a supply of all three types of EDI envelopes (large x-ray envelopes, small x-ray envelopes and mailing envelopes).
- Order only one type of EDI label. Most providers order laser labels (DC-018A) versus continuous labels used with pin-fed printers.
- Laser labels can be ordered in a partially pre-imprinted format, printed with your Billing NPI, Name and Address.

### Do not:

- Do not alter the pre-imprinted form reorder request – If changes need to be made to the information printed on the form, contact Denti-Cal to ensure accurate information for your office is on file.
- Do not write any notes on the form reorder request.
- Do not order more than 1,000 forms or envelopes in one order.
- Do not mail the Forms Reorder Request with other documents, such as Treatment Authorization Request (TAR)/Claim forms, correspondence, etc.

Denti-Cal forms and envelopes are provided free of charge to all enrolled providers. Orders are processed and shipped within 10 business days of receiving your order.

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

## Denti-Cal Offers Free Provider Assistance!

Are you new to the Denti-Cal program and are not 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 Provider Enrollment Assistance**

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.

*Continued on pg 4*

- [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 week to registered providers.

### 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 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.



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