

# Bulletin

August 2018  
Volume 34, Number 17

## This Issue:

**P#1** Revised Article Disaster Assistance to Evacuated Beneficiaries and Dental Offices

### Training Seminars

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

**Seminar - Livermore (D726)**  
Basic & EDI - August 2, 2018  
12:30pm - 4:30pm

**Seminar - Livermore (D727)**  
Advanced - August 3, 2018  
8:00am - 12:00pm

**Webinar (D728)**  
Basic & EDI - August 10, 2018  
8:30am - 12:30pm

**Seminar - San Bernardino (D729)**  
Basic & EDI - August 15, 2018  
8:30am - 12:30pm

**Seminar - San Bernardino (D730)**  
Advanced - August 16, 2018  
8:00am - 12:00pm

**Webinar (D731)**  
Basic & EDI - August 23, 2018  
12:00pm - 4:00pm

**Webinar (D732)**  
Basic & EDI - August 28, 2018  
8:30am - 12:30pm

Provider Enrollment Assistance Line

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

Available every Wednesday  
8am - 4pm

## Revised Article Disaster Assistance to Evacuated Beneficiaries and Dental Offices

Note: This article with disaster assistance information related to the effects of the Cranston and Carr fires appeared in Provider Bulletin Volume 34, Number 14. Providers should refer to this revised article when submitting claims for the replacement of removable dental appliances.

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.

Disaster Assistance will be provided to the following counties:

- Napa County as of July 28, 2018
- Mendocino County as of July 27, 2018
- Mariposa County as of July 13
- Riverside County as of July 25, 2018
- Shasta County as of July 23, 2018
- Lake County as of June 25, 2018
- Siskiyou County as of July 5, 2018
- San Diego County as of July 6, 2018
- Santa Barbara County as of July 6, 2018

### 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.

*Continued on pg 2*

Claims for exams and radiographs connected to the removable appliances will also be accepted and will not be rejected due to frequency limitations.

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: the statement that the beneficiary lost the removable appliance due to the fire and identification that the removable appliance was lost in 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 one of the impacted counties, 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. Claims submitted due to the situation above will be evaluated.

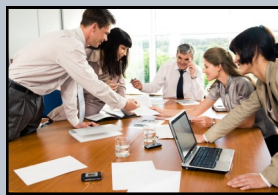
#### **Will late submission of claims be accepted?**

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 Telephone Service Center 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.

<b>Date/Time:</b>	<b>Location:</b>	<b>County:</b>
Thursday, August 9, 2018 8:00 AM - 4:00 PM <a href="#">Register Now!</a>	DoubleTree by Hilton Hotel Los Angeles - Norwalk 13111 Sycamore Drive Los Angeles, CA 90650	Los Angeles
Wednesday, August 22, 2018 8:00 AM - 4:00 PM <a href="#">Register Now!</a>	Hilton Irvine/Orange County Airport 18800 Macarthur Blvd Irvine, CA 92612	Orange