

# Bulletin

August 2018  
Volume 34, Number 18

## This Issue:

**P#1** Check Out the New Dental Case Management Program!

### Training Seminars

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

**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

## Check Out the New Dental Case Management Program!

The Department of Health Care Services (DHCS) has implemented a new Medi-Cal Dental Case Management program! The program is designed to assist Medi-Cal members with special health care needs who are unable to schedule and coordinate complex treatment plans among multiple practitioners. Some examples of special healthcare needs include: Physical, developmental, mental, sensory, behavioral, cognitive or emotional impairment or other limiting condition that requires medical management, health care intervention and/or use of specialized services or programs. Case Management and Care Coordination Services are closely related and provide specific, yet different, services to members.

Case Management is an extension of the Care Coordination services officered by the Telephone Service Center (TSC) representatives when a Medi-Cal member calls for assistance. Case Management Representatives will be available to provide assistance to dental providers on a referral basis to manage complex treatment plans and oral health care needs.

### Does your Medi-Cal patient need Care Coordination services?

Care Coordination Services allow Medi-Cal members to call and gain access to dental services with the direction and support of our TSC representatives, who assist members with locating a general or specialist dentist, transportation and/or translation services. A TSC representative will also initiate contact with a member or member representative if a case is referred for care coordination from the Case Management team.

### Does your Medi-Cal patient need Case Management?

Referrals for Case Management services are initiated by the members' Medi-Cal Dental provider and are based on a current, comprehensive evaluation and treatment plan. All referrals will be evaluated to determine eligibility for Case Management. If criteria is met, a Case Management Representative will initiate contact with the member or member representative.

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To ensure all referrals are handled accurately and efficiently, referrals that do not meet Case Management criteria will be forwarded to Care Coordination for further assistance.

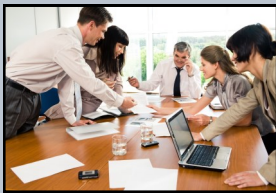
As a Medi-Cal Dental provider, you may refer patients to Case Management by completing the secure online referral form. After completing the referral form, you must press the submit button at the bottom of the referral page to send the referral form for evaluation.

Please visit our [Provider Forms Page/Dental Case Management section](#) to download and submit a [Case Management Referral form](#).

If you have questions when submitting an online referral, please contact Telephone Service Center at 1-800-423-0507.

## 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.

**Date/Time:**

Wednesday, August 22, 2018  
8:00 AM - 4:00 PM

[Register Now!](#)

**Location:**

Hilton Irvine/Orange County Airport  
18800 Macarthur Blvd  
Irvine, CA 92612

**County:**

Orange