



Provider Bulletin

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TRAINING SEMINARS

To reserve a spot online or to view a complete list of training seminars, to go the [Provider Training Seminar Schedule](#).

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 Members and Dental Offices

Note: This article with disaster assistance information related to the effects of the Cranston and Carr fires last appeared in Provider Bulletin Volume 34, Number 19. 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 member 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 member.

Disaster Assistance will be provided to the following counties:

County Disaster Assistance Provided To	Effective Date	End Date
Riverside County	August 7, 2018; previously July 26, 2018	October 31, 2019; previously September 30, 2019
Orange County	August 6, 2018	October 31, 2019
Napa County	July 28, 2018	September 30, 2019
Mendocino County	July 27, 2018	September 30, 2019
Shasta County	July 26, 2018	September 30, 2019
Mariposa County	July 13, 2018	September 30, 2019

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County Disaster Assistance Provided To	Effective Date	End Date
Santa Barbara County	July 7, 2018	September 30, 2019
San Diego County	July 6, 2018	September 30, 2019
Siskiyou County	July 5, 2018	September 30, 2019
Lake County	June 25, 2018	September 30, 2019; previously August 30, 2019

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.

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 member 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 members living in other counties be accepted?

For members 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 member 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 Medi-Cal Dental 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 member must follow the requirements in the Provider Handbook, Section 2, Billing and Payment Policies, Time Limitations for Billing, page 2-19.

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