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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](#).

Webinar: Advanced/D752
November 15, 2018 | 8:00am - 12:00pm

PROVIDER ENROLLMENT ASSISTANCE LINE

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

Available every Wednesday
8am - 4pm

Retention of Diagnostic Casts

The Department of Health Care Services (DHCS) would like to remind providers that they are responsible for keeping original diagnostic casts for orthodontic and implant services during the course of approved treatment. Providers must also keep the diagnostic casts for a minimum of two years after the case is completed.

Diagnostic casts should be clearly labeled with proper identification so they can be matched with the correct Treatment Authorization Request (TAR). This identification should indicate:

- The patient's name
- Client Index Number (CIN) or Benefits Identification Card (BIC) number
- The dentist's name
- The provider office NPI Number

Diagnostic casts received without patient identification will be destroyed.

Diagnostic casts shall be free of voids and be properly trimmed with centric occlusion clearly marked on the casts. Casts shall be cleaned, treated with an EPA-approved disinfectant and dried before placing in a sealed bag for shipping. Careful packaging will ensure that the casts arrive in good condition.

Diagnostic casts should also be properly packaged when submitting to Medi-Cal for review. When packaging diagnostic casts:

- Use a box that has sufficient packaging material (such as Styrofoam "peanuts," shredded newspaper, "bubble wrap," etc.)
- Place packaging materials between the upper and lower arches to prevent rubbing and possible chipping and breakage of the teeth
- Processing delays are caused by broken or damaged casts due to poor packaging

Only duplicate or second pour diagnostic casts should be sent to Medi-Cal. No diagnostic casts will be returned. Medi-Cal will keep diagnostic casts of denied cases for 30 days following a denial and up to one year off-site to enable the provider to request a reevaluation.

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Do not mail diagnostic casts in the same envelope or mailing container with the claim, resubmission turnaround document (RTD), or TAR form. Please package the diagnostic casts separately and mail to the address on the TAR/claim form, approximately five days prior to mailing the claim, RTD, or TAR. Unless otherwise directed, do not send casts to alternate addresses as they can be misdirected or lost and will cause a delay in processing.

For questions about the retention of diagnostic casts, please refer to Section 9 - Special Programs, page 9-10 in the [Provider Handbook](#) or call the Telephone Service Center at (800) 423-0507.