



# 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

## Dental Services Rendered in Safety Net Clinics

The Medi-Cal Dental Program has updated [Section 4](#) (page 4-8) of the Medi-Cal Dental Provider Handbook to improve efficiency, timely access to care and maintain quality of care for a patient when services are rendered in a Safety Net Clinic (e.g., Federally Qualified Health Centers, Rural Health Clinics, Indian Health Services Memorandum of Agreement 683 Clinics).

Under the Medi-Cal Dental Program, Safety Net Clinics may render any dental service in a face-to-face encounter between a billable treating provider and an eligible patient that is within the scope of the treating provider's practice, complies with the Medi-Cal Dental Manual of Criteria (MOC), and is determined to be medically necessary pursuant to California Welfare & Institutions Code §14059.5.

Documentation of dental services rendered must be consistent with all state laws and the standards set forth in the MOC, located in [Section 5](#) of the Medi-Cal Dental Provider Handbook.

For more detailed information, please see [Section 4](#) - Treating Beneficiaries. For questions, please contact the Telephone Service Center at (800) 423-0507.

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## Enrollment Assistance by Phone or On-site

The Medi-Cal Dental Program offers scheduled, one-on-one enrollment assistance to providers interested in becoming a Medi-Cal dental Fee-for-Service (FFS) provider. [Dental Enrollment Application On-Sites](#) are intended to assist dental providers with the completion of their Medi-Cal Dental Enrollment Application Package. Those who are interested may [register online](#) and a representative will contact you to schedule a convenient time to meet at your office.

A number of resources are currently available on the [Medi-Cal Dental website](#) to help successfully guide providers with completing the enrollment [application forms](#). Below is a brief list of the available resources:

- **[Enrollment Toolkit](#)**: A collection of tips, hints, application forms, and more all designed to help complete the enrollment application.
- **[Provider Enrollment Assistance Line](#)**: You may register to use the Dental Provider Enrollment Assistance Line or call the Telephone Service Center. The assistance line is offered every Wednesday 8:00am - 4:00pm.
- **[Enrollment FAQs](#)**: Have questions? Check out the Provider Enrollment Frequently Asked Questions (FAQs) for answers.

For any questions regarding the enrollment application forms or process, please call the Telephone Service Center at (800) 423-0507 and ask to have an Enrollment Specialist call you back, or check out [Section 3 - Enrollment Requirements](#) of the Provider Handbook for more information.

## Dental Case Management Program

Dental Case Management is a program designed for Medi-Cal members with special health care needs who are unable to schedule and coordinate complex treatment plans involving one or more medical and dental providers. Case Management services are intended for members with significant medical, physical, and/or behavioral diagnosis or diagnoses. Examples of qualifying special healthcare needs include physical, developmental, mental, sensory, behavioral, cognitive, or emotional impairment or other limiting condition that requires medical management, hospital dentistry, health care intervention, and/or use of specialized services or programs.

Referrals for case management services are initiated by the member's medical provider, dental provider, or healthcare care professional and are based on a current, comprehensive evaluation and treatment plan.

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To refer a Medi-Cal member, a medical or dental professional must complete the secure, online Case Management Referral Form. The [Case Management Referral Form](#) must be downloaded, filled out, and emailed to [DentalCaseManagement@delta.org](mailto:DentalCaseManagement@delta.org). **Referral forms are not accepted by mail.** If you have questions when submitting the referral, please contact the Telephone Service Center (TSC) at (800) 423-0507.

All referrals are evaluated to determine eligibility based on case management criteria. Referrals that do not meet case management criteria will be routed to the TSC for care coordination assistance.

Care coordination services allow Medi-Cal members to call and gain access to extended dental services with the direction and support of our TSC representatives, who assist members with locating a general or specialist dentist, accessing appointments, translation services, and transportation assistance.

Members can access care coordination services by contacting the TSC at (800) 322-6384.

## October is National Dental Hygiene and Orthodontic Health Month

October is National Dental Hygiene and National Orthodontic Health Month. The Department of Health Care Services (DHCS) would like to remind providers to educate their Medi-Cal members on preventive dental practices and positive oral health habits. Dental hygiene is an important part of overall mental and physical well-being. According to the American Dental Association's (ADA) [Mouth Healthy website](#), members should continue regular and healthy brushing habits along with flossing, a well-balanced diet, and regular dental check-ups. Providers should encourage members to:

- Use a properly fitted toothbrush to brush teeth two times a day
- Replace toothbrush after three to four months, or sooner as needed
- Brush with a compliant toothbrush: check that it's ADA-accepted

Maintaining good dental hygiene is essential for members undergoing orthodontic treatment. Members with braces should use oral hygiene aids such as a toothbrush, an interproximal brush, and floss when cleaning their teeth. Check out the American Association of Orthodontists article, "[Six Must-Haves for Cleaning Teeth with Braces or Aligners When You're on the Go](#)" for more information.

Providers can also find helpful tools and resources for themselves and their Medi-Cal members on the *Smile, California* website at [www.SmileCalifornia.org](http://www.SmileCalifornia.org).