Provider Bulletin

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MEDI-CAL HAS DENTAL COVERED

TRAINING SEMINARS

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

Please note: Due to the COVID-19 situation, all seminars will be held as webinars.

PROVIDER ENROLLMENT ASSISTANCE LINE

Speak with an Enrollment Specialist. Go here for more information.

Available every Wednesday 8am - 4pm

New Medi-Cal Dental Provider COVID-19 Questionnaire

Medi-Cal Dental is pleased to announce an opportunity for providers to share how the COVID-19 pandemic has impacted their dental offices and patient care. Both billing and rendering providers are invited to take the COVID-19 Questionnaire, which will be sent via email and is available online here. You can also find the questionnaire on the Medi-Cal Dental website in a banner message and *Smile, California* website under the Partners & Providers tab. This brief questionnaire will be available until **December 31, 2020**.

Thank you for your continued participation in the Medi-Cal Dental Program and taking the time to respond to the COVID-19 Questionnaire. Medi-Cal values your opinion and looks forward to receiving your feedback. The results will be utilized to assess how the pandemic has affected your dental office operations and patient care. This information is vital to inform and support Medi-Cal's ability to meet the needs of both you, as our providers, and your patients – our members – across California.

REMINDER: COVID-19 Treatment Authorization Request Exceptions

The Department of Health Care Services (DHCS) is closely monitoring the COVID-19 situation and will allow exceptions for Treatment Authorization Requests (TARs) for providers who are unable to render treatment during dental office closures. As the COVID-19 situation continues to evolve, DHCS will allow these exceptions effective March 20, 2020 through an end date to be announced.

1. **For existing authorization:**
   a. Medi-Cal dental providers with existing valid authorization are instructed to retain the Notice of Authorization (NOA) in their dental office. Providers **should not** send the NOA to Medi-Cal Dental for an extension or new TAR to extend the authorization period.

2. **For existing authorization expired March 20, 2020 or after:**
   a. If a Medi-Cal dental provider has a NOA that expired as of March 20, 2020 or after, and the provider has not been able to render treatment due to the COVID-19 situation, they should follow the two steps outlined below:
      i. Treat the patient when the dental office is reopened and submit a new claim for payment for the previously authorized services. Providers are required to document the delay due to the COVID-19 situation. They should also note that they have had the services previously authorized and include the Document Control Number of the authorized NOA in the comments field (box 34) of the claim.
      ii. Submit their expired NOA for deletion to clear the member's history in the Medi-Cal Dental system.

Emergency services may be performed on patients without prior authorization for the alleviation of pain or treatment of an acute dental condition. However, the provider must submit clinical information with the claim describing the member's condition, the reason the emergency services were necessary and the medical justification why the treatment was rendered without prior authorization. For more information about prior authorization for emergency services, please review Provider Handbook Section 2 – Program Overview. For questions about temporary TAR processing exceptions during the COVID-19 situation, please contact the Telephone Service Center at (800) 423-0507.

DHCS encourages Medi-Cal dental providers to stay updated on COVID-19 developments. To be notified of the latest news directly, please sign up for the Medi-Cal Dental provider email distribution list. For the latest COVID-19 communications, including, but not limited to, Medi-Cal dental provider instructions for teledentistry and Provider Relief Fund details, please refer to the Medi-Cal Dental website Provider Bulletins page. Providers can also find teledentistry information by reading the Teledentistry FAQs for Medi-Cal Dental Providers During Novel Coronavirus (COVID-19) Restrictions on the Medi-Cal Dental website Teledentistry page.

Avoid Denials: Respond Timely to Resubmission Turnaround Documents and Radiograph Requests

One of the top reasons for Treatment Authorization Request (TAR) denials is Adjudication Reason Code (ARC) 326: *Procedures being denied on this document due to invalid response to the RTD or, if applicable, failure to provide radiographs/attachments for this EDI document.* To avoid denials, providers must respond timely to Resubmission Turnaround Documents (RTDs) for both paper and Electronic Data Interchange (EDI) documents, as well as requests for radiographs/attachments for EDI documents. **Medi-Cal Dental will deny these 'suspended' documents if no response is received within 45 days**.

EDI Documents Suspended for Radiographs/Attachments

EDI documents submitted with procedures that require radiographs/attachments are automatically suspended if they do not include a digitized image reference number. A *Provider/Service Office X-Ray/Attachment Request* is issued electronically to the provider (ID# CP-O-971-P). If suspended documents are not matched to the required documentation within seven days, they will appear on the *'Provider/Service Office Daily EDI Documents Waiting Return Information > (greater than) 7 Days'* tracking report (CP-O-978-P). Suspended documents will continue to appear on this report for up to 45 days until the documentation is either received or denied if the documentation is not received.

Required radiographs/attachments for EDI documents must be submitted using special EDI labels and red-bordered envelopes. Refer to the EDI How-To Guide for instructions on how to prepare them. Once the EDI envelopes are received, patient identifying information on the labels is used to link the EDI documents to the radiographs/attachments so processing can continue.

Resubmission Turnaround Documents

RTDs requesting missing or additional information related to both paper and EDI documents should be completed and returned **by mail in regular mailing envelopes without EDI labels or envelopes** as soon as possible to:

Medi-Cal Dental Program
P.O. Box 15609
Sacramento, CA 95852-0609

Providers enrolled in EDI usually receive their RTDs electronically for documents submitted electronically along with other EDI reports. Although RTDs can be issued electronically to providers, providers cannot respond electronically. Providers must submit RTD responses by mail. Providers may, however, opt to receive EDI RTDs by mail. If you have difficulty retrieving any EDI reports, contact your EDI clearinghouse.

For more information, please contact the Telephone Service Center at (800) 423-0507 or call (916) 853-7373 and ask for EDI Support. EDI-related questions can also be emailed to Medi-CalDentalEDI@delta.org.

Stay Up-to-Date on the Latest Medi-Cal Dental News

A lot can change in a year. As you and your Medi-Cal patients adjust to the new normal in and outside of your dental office, getting the latest Medi-Cal updates straight to your Inbox can help make the transition a little easier. When you sign up for the dental provider email distribution list, you'll receive important Medi-Cal announcements, such as:

- COVID-19 guidance for dental providers
- COVID-19 Provider Relief Fund Payment information and deadlines
- Medi-Cal dental policy updates, including Current Dental Terminology (CDT) changes
- Electronic Data Interchange (EDI) details and sign up information
- Dental Transformation Initiative (DTI) updates
- Proposition 56 supplemental payment updates

Registration is quick and easy! Just complete the online form to subscribe. **After submitting the form, you'll receive an email from the Medi-Cal Dental Provider Email**

Distribution (dental@dhcs.ca.gov**) requesting authorization to be added to the email list**. *Hint*: If you don't see a confirmation email in your Inbox, please check your Spam folder. Once you've confirmed your subscription, you'll begin receiving regular Medi-Cal dental communications.

Providers and partners can also sign up for Smile Alerts to stay informed about Medi-Cal's *Smile, California* dental campaign. Simply send an email to hello@smilecalifornia.org to receive updates each time new content becomes available. You can also visit the *Smile, California* website to learn more about the campaign and to access helpful oral health tools and resources.