



Provider Bulletin

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Visit Us at the 2022 California Dental Association Convention in San Francisco (CDA Presents)

We invite you to visit the Medi-Cal Dental booth **in person** at the [CDA Presents Event](#) in San Francisco on **September 8-10, 2022**. To learn more about registering for and attending the convention, see the [Attendee FAQs webpage](#).

Stop by **Booth 1621** to meet our Provider Training team, Outreach Representatives, and Dental Consultants. Our Medi-Cal Dental team will be available to answer general questions about:

- California Advancing and Innovating Medi-Cal (CalAIM)
- Medi-Cal Dental Program criteria
- Proposition 56 (Tobacco Tax) Supplemental Payment program
- Electronic Data Interchange (EDI)
- Provider training
- Enrollment application assistance
- *Smile, California* campaign
- And more

Whatever your questions are – we have answers! Come see us!

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TRAINING SEMINARS

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

PROVIDER ENROLLMENT ASSISTANCE LINE

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

Available every Wednesday
8am - 4pm



Attend a Provider Seminar for the Latest Program Information

Provider training seminars are a great way to learn about the Medi-Cal Dental Program from experienced, qualified instructors. In addition, dentists, registered or certified dental assistants, and hygienists can earn free continuing education credits.

Seminars are available year-round and cover the most current program criteria, policies, and procedures in the Medi-Cal Dental Program. To find and register for a seminar, please visit the [Provider Training Seminar Schedule page](#) for a complete list of seminars.

Note: In-person seminars are back! Along with our current virtual webinar schedule, our in-person seminars offer opportunities for providers to learn more about the Medi-Cal Dental Program. The Provider Training page has current information on upcoming training seminars, including seminar descriptions, current schedule, and registration. Registering early is recommended.

Seminars

Providers can choose from the following series of seminars:

- **Basic and Electronic Data Interchange (EDI) Seminars:**
 - **Basic seminars** address general program purpose, goals, policies, and procedures. In addition, these seminars provide instructions for the correct use of standard billing forms and explain the reference materials and support services available to Medi-Cal dental providers.
 - The presentation's EDI section includes an overview of Treatment Authorization Request (TAR) and claims submissions, review and retrieval of reports, EDI label preparation, mailing of TARs and claims, and the submission of electronic attachments.
- **Advanced Seminars:** Advanced seminars offer current, in-depth information on topics such as Medi-Cal dental criteria, radiograph and documentation requirements, processing codes, and other topics of specific concern.
- **Ortho Seminars:** These specialized seminars for orthodontists address all aspects of the Medi-Cal Dental orthodontic program, including enrollment and certification, completion of billing forms, billing procedures, and criteria and policies specific to Medi-Cal Dental.

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- **Workshops:** Workshops provide inexperienced billing staff with a hands-on opportunity to learn about Medi-Cal Dental's policies and procedures.

For current submission and criteria requirements, please refer to the [Medi-Cal Dental Manual of Criteria and Schedule of Maximum Allowances webpage](#) and the [Provider Handbook](#) Section 2 – Program Overview.

Update: CalAIM Continuity of Care Benefits

California Advancing and Innovating Medi-Cal (CalAIM) Continuity of Care has been updated so that Fee-for-Service (FFS) providers will be paid according to billing provider identification, retroactively effective January 1, 2022.

This update is part of the overall goal of the Pay-for-Performance (P4P): Continuity of Care initiative to establish a dental home for all Medi-Cal members, to increase patients' return to the same dental office year after year for continuity of care, and to improve health/dental outcomes.

The P4P Continuity of Care is a \$55 flat rate performance payment paid once a calendar year to service office locations that meet the requirements. Payments are processed and paid per the [January 2022 draft CDT-21 MOC](#) and [SMA](#).

The system will reprocess any claims that should be paid per the updated Continuity of Care FFS criteria. Please do not send Claim Inquiry Forms (CIFs) for these documents so the system can efficiently reprocess them.

For more information, please call the Telephone Service Center at (800) 423-0507 or visit the [CalAIM Dental Initiative](#) webpage.

Dental Managed Care Reminder

On February 16, 2022, the Department of Health Care Services (DHCS) released a Dental All Plan Letter (APL) [22-002](#): Medi-Cal Dental Managed Care Plan Performance Measures to all Medi-Cal Dental Managed Care (DMC) Plans. The APL notified all DMC plans of the [California Advancing and Innovating Medi-Cal \(CalAIM\) 1915\(b\) Waiver Special Terms and Conditions \(STCs\)](#) approved by the federal Centers for Medicare and Medicaid Services, which are effective January 1, 2022 through December 31, 2026.

In accordance with STC C. Dental, #22 Monitor Plan Performance, DHCS monitors performance in the DMC and Medi-Cal Dental fee-for-service (FFS) delivery systems using the following measures: Annual Dental Visits and Preventive Dental Services for

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children and adults, the Use of Sealants for children, and/or any other applicable successor measure(s) established.

As specified in STC C. Dental, #27 Plan Parity with FFS, in Sacramento County, if DMC plan parity is not achieved in each of the performance metrics by December 31, 2022, members will be allowed to disenroll from any DMC plan that is not assuring the adequate quality of services and choose Medi-Cal Dental FFS or another DMC plan in the county.

Children – Under 21	Adults – 21+
Annual Dental Visit	Annual Dental Visit
Preventive Dental Services	Preventive Dental Services
Use of Sealants	

For any DMC plan operating in Sacramento County where a disenrollment has been allowed under STC C. Dental, #28, DHCS will conduct a review of the DMC plan within four months and determine whether the DMC plan’s contract should be suspended or terminated.

If a DMC plan is suspended or terminated, provider participation in FFS would allow the member to remain with the same provider. To participate as a FFS provider, a provider must submit a complete application package for enrollment as required by [Welfare and Institutions Code Section 14043.26\(a\)\(1\)](#). To learn more about how to enroll as a provider in FFS, please visit the [Medi-Cal Dental Enrollment Toolkit](#) on the Medi-Cal Dental website or call the Provider Customer Service Line at (800) 423-0507.

For more information about Dental DMC and FFS performance, please visit the [DHCS Dental Data website](#).

Online Enrollment Portal PAVE Coming Soon!

The Department of Health Care Services (DHCS) plans to implement the Provider Application and Validation for Enrollment (PAVE) portal to simplify and accelerate Medi-Cal enrollment processes for dental providers. DHCS anticipates the PAVE launch to occur on October 31, 2022. The PAVE portal is a web-based application that allows dental providers to submit enrollment applications and required documentation to DHCS electronically.

DHCS will no longer accept paper applications once PAVE is implemented. A reminder email will be sent to dental providers prior to the launching of PAVE.

The Medi-Cal Provider e-Form Application complies with current state and federal regulatory and statutory requirements. All dental providers must use PAVE e-forms to

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enroll in Medi-Cal, report changes to current enrollments, and complete revalidation or continued enrollment for individual, group, and rendering provider types.

The easy-to-use, intuitive PAVE portal streamlines the enrollment process by offering:

- Secure login
- Document uploading
- Electronic signatures
- Application progress tracking
- Social collaboration

Attend Training Demonstrations

DHCS invites and encourages dental providers to participate in the webinar demonstrations to learn more about PAVE. The first presentation – Introduction to PAVE was held August 24, 2022, and the recording will be uploaded to the DHCS website. A second presentation – Basic Functions in PAVE is scheduled October 12, 2022 from 10:00 a.m. - 11:00 a.m.

A more in-depth training session will be scheduled in November 2022, following the implementation of the PAVE system for dental providers. You can access resources and learn more about the new portal on the [DHCS PAVE page](#). For questions or comments, please email PAVE@dhcs.ca.gov.