



Provider Bulletin

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THIS ISSUE

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Disaster Assistance to Evacuated Members and Dental Offices

The Department of Health Care Services will allow member and provider processing exceptions to expedite the replacement of removable dental appliances for those impacted by the recent winter storms in California.

Removable dental appliances include:

- Orthodontic retainers
- Space maintainers
- Partial and full dentures
- Temporomandibular joint appliances fabricated by professionals, which may be removed and inserted by the member

Disaster assistance will be provided to all California counties. The end date of this assistance is **March 31, 2024**.

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 members who are residents of the impacted counties. Claims for exams and radiographs connected to removable appliances will also be

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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 and Section 2 - Program Overview, page 2-14). For provider claims submitted for the replacement of removable appliances, the claims will be evaluated to determine if they are requested from the impacted counties.

What does the claim need to demonstrate?

The negative impact of winter storms and extreme weather conditions alone will meet the criteria of medical necessity.

What does the claim need to include?

Providers are instructed to include the statement “**Patient impacted by winter storms and extreme weather conditions and removable appliance was lost**” within the comments field on the claim. Damaged appliances will be screened for repair.

Reminder: Partial and full dentures require submission of a properly completed Justification of Need for Prosthesis (DC054) form (Rev 09/18). For detailed instructions, please refer to [Provider Handbook](#) Section 6 – Forms, pages 6-48 to 6-51.

Will late submission of claims be accepted?

For Medi-Cal dental providers that must submit late billing due to the winter storms and extreme weather conditions, providers are instructed to include substantiating documentation that justifies the late submission of a claim.

Providers must submit statements about the circumstances of the winter storms and extreme weather conditions that were beyond their control, such as damage to or destruction of their business office or records; circumstances of the winter storms that substantially interfered with the timely processing of bills; or other circumstances clearly beyond the control of the provider, that was reported to the appropriate law enforcement or public agency.

Payment for removable appliances fabricated by a lab but cannot be delivered to the member must follow the requirements in the [Provider Handbook](#) Section 2 - Program Overview, Billing and Payment Policies, Time Limitations for Billing, pages 2-17.

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

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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 winter storms, and identification of the county where the removable appliance was lost. Claims submitted due to the situation above will be evaluated.

Providers are encouraged to monitor the [Medi-Cal Dental website](#) for future updates. Questions about this notice may be directed to the Telephone Service Center at (800) 423-0507.