



Provider Bulletin

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SIGN UP FOR OUR EMAIL LIST

Learn the latest Medi-Cal Dental news and information by signing up for our Medi-Cal Dental Fee-For-Service Provider email distribution list [here](#).

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

New 2023 Provider Customer Service Satisfaction Survey

Medi-Cal Dental invites providers to share their experience with the Medi-Cal Dental Program by taking the [2023 Provider Customer Service Satisfaction Survey](#) from February 1, 2023, to April 3, 2023. The survey is available on the [Medi-Cal Dental website](#) and [Smile, California](#) website for all providers to complete.

Thank you for your continued participation in the program and for taking the time to respond. The results will be used to assess how we can better serve our Medi-Cal dental providers.

[Survey results from 2022 can be viewed on the Department of Health Care Services Medi-Cal Dental Program website.](#)

Coming Soon: New CDT codes D6105 and D7251

Effective April 1, 2023, Current Dental Terminology (CDT) codes D6105 (removal of implant body not requiring bone removal nor flap elevation) and D7251 (coronectomy - intentional partial tooth removal, impacted teeth only) will be active as part of the 2023 CDT code update.

[The Medi-Cal Dental Schedule of Maximum Allowances](#) and Section 5 of the [Provider Handbook](#) will be updated on April 1, 2023, when the CDTs become effective.

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Annual Medi-Cal Dental Provider Directory Refresh

Medi-Cal Dental will be updating the Provider Directory with its Annual Refresh Campaign. The directory is a tool that members can access on the [Smile, California Find a Dentist page](#) and use to search for enrolled providers in their area who are accepting Medi-Cal patients. Displaying your status in the Provider Directory is an excellent way to build, maintain, and increase your patient base while serving Medi-Cal members in your community.

Provider Directory Refresh Steps

1. You will get a notification from Medi-Cal Dental requesting that you complete and submit the [Medi-Cal Dental Provider Directory/Referral Form](#). This request is your opportunity to update your status in the directory so that your office either appears as “Accepting New Patients” or “Not Accepting New Patients.”
2. Once you receive the notice, you will have 35 business days to complete and submit the form.
3. You can submit the completed form in any of the following ways:

Submit the form via email to Medi-CalDentalEnrollmentDept@delta.org, mail the form to Medi-Cal Dental in the postage-paid envelope provided with the notification letter you received in the mail, fax the completed form to (916) 853-6315, or call the Telephone Service Center at (800) 423-0507 to have a representative assist you with completing and submitting the form.

Please Note: Safety Net Clinics (Federally Qualified Health Centers, Rural Health Clinics, and Indian Health Clinics) will only be added to the Dental Clinics Serving Medi-Cal Members are not added to the above directory, however, are part of our other provider enrollment list. Thank you for your continued support and participation as we strive to improve oral health for Medi-Cal members all over California.

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Reporting Missed Appointments

Has a Medi-Cal patient missed an appointment with your dental office? If so, you are encouraged to record the absentee member's name and missed appointment date in the [Provider Website Application](#). Once information about the missed appointment is entered into the Missed Appointment Notification form on the Provider Website Application, Medi-Cal Dental will follow up with the member to assist in rescheduling their appointment with your office.

Reminder: Providers cannot bill Medi-Cal members for missed appointments under the Medi-Cal Dental Program.

The Provider Website Application also allows secure login for providers and their staff to access their claim status and history, Treatment Authorization Request (TAR) status and history, weekly check amounts, monthly payment totals, and year-to-date payments.

For instructions on how to create an account, please review the [Provider Website Application User Guide](#).

Please refer to [Section 2: Program Overview of the Provider Handbook](#) for more information about missed appointments and Medi-Cal Dental billing practices. If you have questions or want to report a missed appointment by phone, please contact the Telephone Service Center at (800) 423-0507.

Provider Seminars Offer the Latest Medi-Cal Dental Program Information

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 contains information on upcoming seminars, including seminar descriptions, current schedules, and registration. Early registration is recommended.

Seminars are available year-round and cover the most current Medi-Cal Dental Program criteria, policies, and procedures.

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.

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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 Requests (TARs) 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.
- **Orthodontic Seminars:** These specialized seminars for orthodontists address all aspects of the Medi-Cal orthodontic program, including enrollment and certification, completion of billing forms, billing procedures, and criteria and policies specific to Medi-Cal.
- **Workshops:** Workshops provide inexperienced billing staff with a hands-on opportunity to learn about Medi-Cal's dental policies and procedures.

To find and register for a seminar, please visit the [Provider Training Seminar Schedule page](#) for a complete list of seminars.

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 registered dental hygienists can earn free continuing education credits.

What's better? Coming soon, providers will have access to our on-demand training modules through the LearnUpon platform. Providers will need to create an account in LearnUpon to access the materials and will have the opportunity also to earn CEUs!

Access to on-demand training modules will be available 24/7.

Sacramento County Member Transitions from Dental Fee for Service into Dental Managed Care

As part of the [Statewide Medi-Cal Managed Care Enrollment for select Dual Beneficiaries](#) and [select non-dual Beneficiaries \(#5\)](#), certain eligible members in Sacramento County were required to enroll into a medical and dental managed care plan. Please note, Dental

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Managed Care (DMC) is not mandatory enrollment in any county except for Sacramento. For enrollment in Sacramento, the mandatory enrollment requirements for medical and dental are the same. It is important for all to know that there are transition of care protections available for members and providers. Pursuant to 42 CFR § 438.62 (b) (1), federal regulations require Medicaid managed care plans, including DMC plans, to implement a transition of care policy consistent with federal requirements. Existing patients of Dental Fee-For-Service (FFS) providers that are now in DMC plans may continue to receive Medi-Cal covered dental services with their FFS provider for a limited time as long as the provider and member meet specific criteria. Members, or their representatives, are able to contact their individual plans and request to continue seeing their Dental FFS providers through a transition/continuity of care request. Providers and their patients may refer to the Dental [All Plan Letter](#) for additional information regarding the specific criteria. If a Medi-Cal Dental FFS provider is interested in becoming a DMC provider, providers may contact our DMC plans as follows:

- Health Net Medi-Cal Dental Plan Provider Line: (888) 273-2713
- Access Dental Plan Provider Line: 800-640-4466 or ProviderRelations@premierlife.com
- Liberty Dental Plan Provider Line: (888) 700-0643 or the Liberty Dental Plan California Dentist and RDHAP enrollment website [link](#)