



# Provider Bulletin

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## Medi-Cal Dental Payment Delay

In observance of the Cesar Chavez Day holiday on Friday, March 31, 2023, the weekly provider payments for the week of March 27, 2023 will be delayed. Regular provider payments (paper checks and direct deposit) will be issued on April 7, 2023. Thank you in advance for your patience.

## New Adjudication Reason Code 137

Medi-Cal Dental will implement a new Adjudication Reason Code (ARC) on March 22, 2023: **ARC 137** - Removable prosthodontics (dentures) are a benefit once in a five-year period. The request has been allowed under special circumstances per documentation.

Removable prosthodontics (dentures) are a benefit once in a five-year period. When adequately documented, current policies allow the following exceptions as outlined in the Prosthodontics (Removable) General Policies (D5000-D5899):

- catastrophic loss beyond the control of the patient. Documentation must include a copy of the official public service agency report (fire or police), or

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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



- a need for a new prosthesis due to the surgical or traumatic loss of oral-facial anatomic structure, or
- the removable prosthesis is no longer serviceable as determined by a clinical screening dentist.

The new informational ARC 137 will be utilized when a denture has been authorized on a Treatment Authorization Request (TAR) with supporting documentation to justify the replacement denture less than the five-year limitation period.

Providers can find ARC 137 in [Provider Handbook](#) Section 7 – Codes. For more information about the current CDT-22 Manual of Criteria and Schedule of Maximum Allowances, please visit the [Medi-Cal Dental website](#).

## New 2023 Dental Provider Participation Survey

The Medi-Cal Dental program invites dental providers, including allied dental professionals, to take the [2023 Provider Participation Survey](#) now through May 1, 2023. The goal of this survey is to understand the factors that influence a provider's decision not to participate in Medi-Cal. The survey is available on the Medi-Cal Dental [website](#) and Smile, California [website](#).

NOTE: Please only complete this survey if you are not currently enrolled in Medi-Cal. The enrolled provider survey was listed in the following: Medi-Cal Dental Provider Bulletin. Thank you for taking the time to respond.

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