



# 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

To enroll in the Medi-Cal Dental Program, or check the status of an existing enrollment application, click [here](#) or email [PAVE@dhcs.ca.gov](mailto:PAVE@dhcs.ca.gov).

# Reminder: Annual Medi-Cal Dental Provider Directory Refresh

Medi-Cal Dental will be updating the Provider Directory with its Annual Refresh Campaign. The [Provider Directory](#), also called “Find A Dentist”, is a tool that members can 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.

There is also a Registered Dental Hygienists in Alternative Practice [\(RDHAP\) list](#) for Medi-Cal members to find RDHAPs who may be accepting new Medi-Cal Dental patients.

Members can access the Provider Directory and RDHAP list on the [Smile, California Find A Dentist page](#), and also watch a video on how to use the Provider Directory tool.

### 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

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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](mailto: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 (e.g. Federally Qualified Health Centers, Rural Health Clinics, and Indian Health Clinics) will only be added to the list of [Dental Clinics Serving Medi-Cal Members](#) that 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.

## 2023 Provider Network Capacity Survey

The Department of Health Care Services is pleased to announce that enrolled Medi-Cal Dental providers have the opportunity to take the 2023 Provider Network Capacity Survey online from May 1, 2023 through July 31, 2023. The purpose of this survey is to ensure we have the most comprehensive information possible regarding the provider networks within the Medi-Cal Dental Program.

Providers will be able to find the survey on the Medi-Cal Dental [website](#) and the *Smile, California* [website](#). Some providers will also receive the survey by mail.

Please only take the survey if you are currently enrolled in the Medi-Cal Dental program and please only take the survey once. Thank you for taking the time to respond.

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# New Adjudication Reason Code 555D

Medi-Cal Dental will implement a new Adjudication Reason Code (ARC) on May 1, 2023: ARC 555D – The requested procedure has been authorized. However, the procedure has also recently been authorized to a different provider. Contact member to determine treating provider office.

There is an exception regarding the verification of Removable Prosthetic (Dentures, Partials) procedures. Contacting the provider to verify treatment has not been completed and ready for delivery to the member will continue as current process. This allows Medi-Cal Dental to align with commercial insurances to authorize treatment to multiple offices.

Providers can find ARC 555D in the [Provider Handbook](#) Section 7 – Codes. For more information about the current CDT-23 Manual of Criteria and Schedule of Maximum Allowances, please visit the [Medi-Cal Dental website](#).

## Visit Us at the 2023 California Dental Association Convention in Anaheim (CDA Presents)

We invite you to visit the Medi-Cal Dental booth at the 2023 California Dental Association Convention ([CDA Presents Event](#)) in Anaheim on May 18-20, 2023. You can register by clicking [here](#).

Stop by Booth 1371 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
- *Smile, California* campaign

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- The Provider Application and Validation for Enrollment system
- And more

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

## Child Health and Disability Prevention Program Transition

The Department of Health Care Services (DHCS) will transition the Child Health and Disability Prevention (CHDP) Program effective July 1, 2024. The CHDP transition is pursuant to Senate Bill (SB) 184 and aligns with the Department’s goals under California Advancing and Innovating Medi-Cal (CalAIM) to reduce administrative complexities, enhance coordination of care and whole person care approach, and increase standardization of care across Medi-Cal by consolidating care responsibilities for children/youth under MCP.

The [CHDP transition](#) will preserve Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) services as they are currently required to be covered in both the Medi-Cal Fee-For-Service (FFS) and Medi-Cal Managed Care Program (MCP). Presumptive eligibility services will continue under the new Children’s Presumptive Eligibility program and all applicable Medi-Cal providers will be eligible to participate. DHCS will also transition the Childhood Lead Poisoning Prevention Program responsibilities to MCP. The Health Care Program for Children in Foster Care will be preserved as a stand-alone program.