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.

<u>Reminder:</u> **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.

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.