



Provider Bulletin

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THIS ISSUE

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Medi-Cal Dental Claim with Attachments Originating from Change Healthcare

The Department of Health Care Services (DHCS) Medi-Cal Dental has identified an issue surrounding electronic claims and Treatment Authorization Requests (TARs) received from the clearinghouse Change Healthcare (CHC)/Optum that contain attachments. Claims and TAR's without attachments are not impacted.

Medi-Cal Dental has returned all claims and TAR's with processing dates from January 25, 2024, to present from CHC that contain attachments due to this issue. CHC is implementing a solution to ensure this does not reoccur.

Any new claims or TAR's received from CHC will be processed as normal beginning on Monday, February 5, 2024. Medi-Cal Dental is working with CHC on a resubmission plan for the impacted claims and TARs.

As we work to resolve this issue, **there is no action required by Providers at this time.**

Questions about this notice may be directed to the Telephone Service Center at **(800) 423-0507**.

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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.



Medi-Cal Dental

dental.dhcs.ca.gov