



Provider Bulletin

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Other Health Coverage Scope of Coverage Issue

It has come to the Department of Health Care Services' (DHCS) attention that starting January 1, 2024, some Medicare Advantage Plan are erroneously reflecting a "D" dental scope of coverage for a non-comprehensive dental policy. This requires providers to submit a remittance advice or an explanation of benefits showing that the Medicare plan was billed first.

DHCS is expeditiously working to remove the dental indicator. In the meantime, if your organization encounters an immediate access to care issue for a member, the provider or member may submit a request to the online Other Health Coverage Auto Form (dhcs.ca.gov/OHC) where they can request to temporarily remove the dental coverage to seek services. The update will appear in approximately 1-2 business days.

If you are encountering other issues with dental coverage related to Medicare plans, please contact OCU@dhcs.ca.gov.

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.



Medi-Cal Dental

dental.dhcs.ca.gov