



Provider Bulletin

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THIS ISSUE

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Update - The Future in Medi-Cal Dental Care Coordination Services

**A New Road For Member’s Dental Wellness Journey
Medi-Cal Dental’s Care Coordination Form
Is Now Available Online!**

At **Medi-Cal Dental**, we believe that exceptional dental care delivery should be available to all Medi-Cal members. That’s why we are thrilled to introduce our new [Online Care Coordination Form](#).

What Is Care Coordination?

Care Coordination is the organization of a patient’s care across multiple providers to get the services the patient needs. Our dedicated Medi-Cal Dental care coordination representatives help our Medi-Cal Dental Fee-For-Service (FFS) members receive the services to have exceptional dental care. These are some key areas on how you can improve their dental journey experience:

- 1. Easy Appointment Scheduling:** Say goodbye to appointment scheduling troubles! Our care coordination member team will help Medi-Cal members secure timely dental visits to get access to care.

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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.



Medi-Cal Dental

dental.dhcs.ca.gov



- 2. Locating a Perfect Dental Match:** Need a referral for a general dentist or a dental specialist? Our representatives will connect the member with the right dental professional who aligns with their unique oral health needs.
- 3. Language Is Not A Roadblock:** Whether the member speaks English, Spanish, Russian, American Sign Language or any other language, we have them covered. Our team ensures appropriate interpreter services are available at the time of the member's visit, so they can communicate effortlessly during their appointments.
- 4. Transportation worries? Not anymore! Medi-Cal has the member covered there too!** We offer non-medical and medical transportation to help ensure the member get to their dental appointments.

How Can Members Access Care Coordination?

The member's journey begins with a simple step, which can be completed by the member, member representative, or and even a provider:

- 1. Call the Customer Telephone Service Center: (800) 322-6384.** Our care coordination representatives await the call and are ready to guide the member towards excellent dental care. A representative is available Monday through Friday 8:00 AM to 5:00 PM; or,
- 2. Complete the new online [Care Coordination form](#).** It is quick, easy, and designed to meet our Medi-Cal member's needs. Once we receive the request, our Care Coordination representatives will reach out to the member or designated representative. Together, we will create a dental care plan that meets the member's needs.

All Smiles Are Important to Us: Reach out today if you have a member in need, and let's create a bigger and healthier smile together! For more information, visit the [Medi-Cal Dental website](#). Our members' dental well-being is our priority!