

Denti-Cal Bulletin



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Changes to the Denti-Cal Program Due to Legislation Regarding Use of Social Security Numbers (SSNs)

Denti-Cal recognizes the importance of protecting the identity and health information of beneficiaries and strongly encourages all providers to avoid using a beneficiary's SSN whenever possible.

Revisions to Treatment Authorization Requests (TARs) and Claims

Due to the SSN no longer being allowed for submission for payment, Field 2 (Patient Social Security Number) has been eliminated from claims and TARs. Other significant changes include combining the TAR and Claim (DC-202, DC-209, DC-217), deleting Field 25 (the tooth chart), and shifting/resizing of Fields 26 through 33.

These new combination TAR/Claim forms will be available for order on October 1, 2007. *If you use practice management software, please contact your vendor to modify your system. Printing on the new forms without making changes will result in misaligned documents that will be returned to your office without being processed.*

For a short time, Denti-Cal is allowing offices to order the current claims (DC-002A, DC-009A, DC-017A) and TARs (DC-002B, DC-009B, DC-017B). *Effective April 1, 2008, only the combination TAR/Claim forms will be available for ordering.*

Eligibility Verification Requirements

Eligibility verification should be performed prior to rendering Denti-Cal services. Providers are required to use the Medi-Cal identification number from the beneficiary's Benefits Identification Card (BIC) or paper ID card when verifying eligibility instead of using the beneficiary's SSN. If a beneficiary is unknown to a provider, the provider must make a "good faith effort" to verify the beneficiary's identification before rendering services. It is the provider's responsibility to verify the person's eligibility and that the person is the individual to whom the card is issued.

With the removal of all references to the beneficiary's SSN, providers are required to use the Medi-Cal identification number from the beneficiary's BIC or paper ID card when verifying eligibility, billing Denti-Cal, or submitting Treatment Authorization Requests (TARs). Denti-Cal has modified the following beneficiary RTD codes to assist in claims processing:

- 02** Submit beneficiary's CIN/BIC ID
- 07** Verify beneficiary's CIN/BIC ID
- 08** CIN belongs to someone else, send copy of BIC card

Denti-Cal has also modified the following policy code to read as follows:

- 61** Use of beneficiary's SSN is no long acceptable

Effective September 1, 2007, BIC Information Returned in Eligibility Response

Changes are being made to the AEVS response message to return BIC information for eligible beneficiaries when the SSN is used to verify eligibility. BIC information will be returned in the eligibility response message for eligibility inquiries submitted using the telephone AEVS, the Point of Service (POS) device, and the Real-Time Internet Eligibility (RTIE) single-subscriber transaction. For a limited submission period (January 1, 2008 through January 31, 2008), BIC information will be returned at the end of the eligibility messages within the text message field of batch eligibility submissions. This will allow larger providers to update their patient records and databases with the BIC information.

All providers are required to use the Medi-Cal identification number from the beneficiary's BIC or paper ID card when verifying eligibility, billing Denti-Cal, or submitting TARs. In an emergency, or if a beneficiary does not bring a BIC to an appointment, providers may access the Medi-Cal Automated Eligibility Verification System (AEVS) and may, with the beneficiary's approval, use the beneficiary's SSN to verify eligibility.

Please remind beneficiaries to always take their BICs with them to any health care provider. Look in the "What's New" area of the Denti-Cal Web site for copies of the *Always Take Your BIC With You* notice.

Please see future Denti-Cal bulletins for more information. If there are any questions, please contact the Denti-Cal Telephone Service Center at (800) 423-0507.

Look for these Denti-Cal Seminars in Your Area in September!

September 14, 2007	D119/Basic Seminar, EDI and NPI Overviews*	Fullerton
September 20, 2007	D120/Basic Seminar and NPI Overview	El Centro
September 21, 2007	D121/Advanced Seminar	El Centro
September 27, 2007	D122/Basic Seminar and NPI Overview	Victorville
September 28, 2007	D123/Advanced Seminar	Victorville

* Please Note: the Sheraton Hotel in Fullerton is now the Crowne Plaza.
All other contact information remains the same.