

Denti-Cal Bulletin



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www.denti-cal.ca.gov

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Update: Claims Processing with Healthy Families Program

Denti-Cal providers are reminded that any services provided to beneficiaries identified as having **only** Aid Code 9H (Healthy Families services only) eligibility will result in a denial of claims. In such cases the provider will need to inform the parent/guardian/child to call the Healthy Families Program toll-free number at (866) 848-9166 for information on their enrollment status.

If a beneficiary's eligibility is 9H along with a California Children's Services (CCS) Aid Code 9K, 9R, or 9U, then the claim will be processed by Denti-Cal, providing there is a valid Service Authorization Request (SAR) on file from CCS.

Denti-Cal will use the recently updated Adjudication Reason Code 330A for disallowed claim service lines, which reads as follows:

330A Beneficiary is not eligible for Medi-Cal dental benefits. Verify beneficiary's enrollment in Healthy Families which may include dental benefits.

Denti-Cal will use the recently updated Policy Code 16 for disallowed claims, which reads as follows:

16 Beneficiary not eligible for Medi-Cal; may have benefits through Healthy Families.

Please refer to the Treating Beneficiaries section of the Medi-Cal Dental Program Provider Handbook, Section 4, as a guide for identifying Medi-Cal eligibility or insurance coverage.

Aid Code	Benefits	SOC	Program Description
9H	HF services only (no Medi-Cal)	N/A	The Healthy Families (HF) Program provides a comprehensive health insurance plan for uninsured children from 1 to 19 years of age whose family's income is at or below 250 percent of the federal poverty level. HF covers medical, dental and vision services to enrolled children.

Rendering Providers Must Complete Field 33 on Claims and Notices of Authorizations (NOAs)

Requests for payments require the rendering dentist's provider/National Provider Identifier (NPI) number in Field 33 for each applicable claim service line. Claims and/or Notices of Authorizations (NOAs) received without a rendering provider number in Field 33 will not be processed, and a Resubmission Turnaround Document (RTD) will be issued requesting the information.

The following procedure codes are exceptions and do not require a rendering provider number: D0210, D0220, D0230, D0240, D0250, D0260, D0270, D0272, D0274, D0330, D0340, D0350, D1110, D1120, D1201, D1203, D1204, D1205, and D1351. Procedure codes and descriptions are found in the Manual of Criteria in the Medi-Cal Dental Program Provider Handbook, Section 5.

For questions on the above, or any other information, please contact the Denti-Cal Telephone Service Center at (800) 423-0507.

Denti-Cal Seminars Scheduled for October 2008

D188/Basic Seminar	October 1, 2008	Morgan Hill
D189/Advanced Seminar	October 2, 2008	Morgan Hill
D190/Workshop	October 9, 2008	Pasadena
D191/Basic Seminar	October 16, 2008	San Diego
D192/Advanced Seminar	October 17, 2008	San Diego
D193/Basic Seminar	October 22, 2008	Visalia
D194/Advanced Seminar	October 23, 2008	Visalia
D195/ Basic Seminar	October 31, 2008	Yuba City

See Denti-Cal Bulletin Volume 24, Number 36 for additional details!