

Denti-Cal California Medi-Cal Dental Bulletin

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Training Seminars

Reserve an available spot for one of our open training seminars.

Fresno
Basic & EDI/D580- Oct. 6, 2015
Advanced/D581 - Oct. 7, 2015

Concord
Workshop/D582 - Oct. 15, 2015

San Diego
Workshop/D583 - Oct. 22, 2015

Norwalk
Basic & EDI/D584 - Oct. 27, 2015
Advanced/D585 - Oct. 28, 2015

Provider Enrollment Assistance Line

Speak with an Enrollment Specialist. [Go here for more information!](#)

Wednesday, Oct. 21, 8 am - 4 pm.

Helpful Hints to Avoid Denials

Denti-Cal has compiled the following information to help offices avoid delays in payment and the denial of Claims and Treatment Authorization Requests (TARs).

1. For beneficiaries who turn 21 years of age:
 - Authorized procedures on a Notice of Authorization (NOA):
 - a) Denti-Cal authorized treatment on a NOA may be allowed even though the beneficiary's 21st birthday occurs before the expiration date on the NOA. Procedures requiring prior authorization will be payable as long as the beneficiary is eligible at the time services are rendered.
 - b) Orthodontic coverage is a benefit up to age 21 for qualifying beneficiaries. Authorized orthodontic treatment may be rendered on an eligible beneficiary through the month of their 21st birthday.
2. All Denti-Cal forms, such as claims/TARs/NOAs/Resubmission Turnaround Documents (RTDs)/Claim Inquiry Forms (CIFs) require a live signature from the provider or authorized staff member. Rubber stamps or "signature on file" cannot be accepted.
3. Use the NOA to request payment of the authorized services. Do not submit a new claim.
4. Use the existing NOA for a re-evaluation of a denied procedure by marking the re-evaluation box on the upper right corner, mark box 10 (Attachments) and submit all required documentation and/or radiographs. Do not submit a CIF for this purpose.
5. Arch radiographs are defined as a combination of radiographs that best depicts the condition of the remaining teeth in the arch. Arch films are considered current for a period of 36 months.
6. Arch radiographs are not required for patients under the age of 21.

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7. Do not use X-ray envelopes for any type of documentation for documents submitted by mail. X-ray envelopes are to be used for radiographs and photographs only. Staple all attachments to the back of the Claim/TAR form.
8. For claims/TARs submitted electronically, use the red-bordered envelopes and EDI labels to mail requested documentation.
9. Do not reuse X-ray envelopes that have been returned to you by Denti-Cal.

Common Adjudication Reason Code (ARC) Denials

The most common adjudication reason code denials are as follows:

1. Not submitting the required radiographs for restorations and extractions (ARC 266B)
2. Submitting third molar extractions that do not meet the program guidelines (ARC 048)
3. Mislabeling radiographs and photographs (including digitized images):
 - Radiographs/photographs are not dated (ARC 029A)
 - Radiographs are dated after the date of service for the procedure (ARC 029E)
 - Radiographs/photographs have multiple dates (ARC 029C)
 - Date on the photographs do not match the date of service indicated on the claim for the photographs (ARC 031C)
 - Radiographs/photographs are not labeled right/left or teeth numbers are not indicated (ARC 266G)
4. Submitting non-diagnostic radiographs (ARCs 266C, 266I, 266K)
5. Providers are not responding to RTDs or if the document was sent electronically, requests for radiographs/attachments (ARC 326)
6. Submitting incorrect tooth numbers, surfaces or procedure codes (ARCs 260, 261, 261A)
7. Photographs not submitted with the Claim or Treatment Authorization Request (TAR) for the procedure that it supports (ARC 031/031A)
8. Rendering/NPI # is incorrect or not submitted (319, 319A)

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NEED MORE INFORMATION?

Provider Enrollment Workshops



Are you a dental provider who is interested in joining the Denti-Cal program but don't know where to start? Do you have questions about the Denti-Cal enrollment process? Then please drop-in anytime during the hours scheduled below to attend one of our enrollment workshops! Registration is preferred, but not required.

Date/Time:	Location:	County:
Wednesday, Oct. 8, 2015 8:00 AM- 4:00 PM Register Now!	Embassy Suites 29345 Rancho California Rd. Temecula, CA 92591	Riverside County
Wednesday, Oct. 22, 2015 8:00 AM- 4:00 PM Register Now!	Hilton Garden Inn Sacramento/South Natomas 2540 Venture Oaks Way Sacramento, CA 95833	Sacramento County

9. Not submitting a complete Emergency Certification Statement for a limited scope aid code (ARC 369, 369A)
10. Not submitting documentation or submitting incomplete documentation for an emergency procedure (ARC 267, 267I)

For a complete listing of Adjudication Reason Codes and their definitions, see “Section 7 – Codes” in the Provider Handbook.

First Tooth or First Birthday Initial Dental Checkup

No child is too young for good oral health. Undetected and untreated tooth decay can lead to infection, loss of teeth, and expensive and preventable emergency and restorative procedures at a very early age. Establishing a regular source of care and treating Denti-Cal’s youngest beneficiaries gives providers the opportunity to discuss the importance of preventive dental care with parents and allows them to detect early childhood caries and determine fluoride needs.

Seeing young children upon the eruption of their first tooth and no later than their first birthday is recommended by the American Dental Association, the American Academy of Pediatric Dentistry, and the American Academy of Pediatrics.

As providers, you have the opportunity to establish the foundation of a child’s oral health and provide a valuable service to your community. Educating parents on their child’s oral health needs is an invaluable part of their first visit to the dentist. This first visit is the perfect opportunity to demonstrate how to properly clean the child’s teeth and advise parents on the adverse effects of unhealthy dietary habits. Although the initial dental examination of a child may not involve many teeth and can be done very quickly, the early detection of early childhood caries can result in a better dental experience for our youngest beneficiaries, free from the pain and anxiety a child would face during more invasive procedures.

Parents should be advised that if they give their baby a bottle at bedtime, they should only give water and gently wipe the baby’s gums with a washcloth until the first tooth arrives. After the first tooth, they should brush baby teeth at least twice a day with an age-appropriate toothbrush using a “smear” of fluoridated toothpaste.

If you would like assistance in referring young patients to another dentist willing to see young children, please feel free to contact the Denti-Cal Provider Customer Service line at 1-800-423-0507.

If you would like to learn more about the first tooth or first birthday recommendation, please consult the resources below.

Resources:

Denti-Cal Provider Bulletin: Dental Periodicity for Children

- http://www.denti-cal.ca.gov/provsrvcs/bulletins/Volume_26_Number_7.pdf

American Academy of Pediatric Dentistry

- Guideline on Caries-risk Assessment and Management for Infants, Children, and Adolescents:
http://www.aapd.org/media/Policies_Guidelines/G_CariesRiskAssessment.pdf
- Guideline on Periodicity of Examination, Preventive Dental Services, Anticipatory Guidance/Counseling, and Oral Treatment for Infants, Children, and Adolescents (chart):
http://www.aapd.org/media/Policies_Guidelines/G_Periodicity.pdf
http://www.aapd.org/media/Policies_Guidelines/G_CariesRiskAssessmentChart.pdf
- Guideline on Infant Oral Health Care:
http://www.aapd.org/media/Policies_Guidelines/G_InfantOralHealthCare.pdf

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The National Maternal and Child Oral Health Resource Center

- Dental Home:
<http://www.mchoralhealth.org/highlights/dentalhome.html>
- Fluoride Varnish:
<http://www.mchoralhealth.org/Topics/flvarnish.html>
- Dental Sealants:
<http://www.mchoralhealth.org/Topics/ds.html>

First Smiles for the Dental Team (Free!)

- The purpose of this one (1) unit course is to improve the pediatric oral health and overall health of children, birth through 5 years old, including those with special needs, by instructing dental team members on how to screen, assess and provide preventive treatment to children, and provide anticipatory guidance on oral health to young children and their families.
<http://www.cda.org/member-resources/education/online-learning#firstsmiles>

Effective December 1, 2015 Denti-Cal will No Longer Return Radiographs or Photographs to Providers

Beginning December 1, 2015, Denti-Cal will no longer be returning printed diagnostic documentation (e.g., radiographs or photographs) to providers, regardless of whether providers request to have their documentation returned or when the documentation was received. Providers are reminded that, according to the accepted standard of dental practice and the Medi-Cal Dental Provider Handbook, the fewest number of radiographs needed to provide a diagnosis shall be taken. Providers are also reminded that only copies of radiographs are to be submitted because original radiographs must be a part of the patient's clinical record and must be retained by the provider at all times. Providers are advised that patient records may be subject to audits and that it is the responsibility of the provider to maintain the patient record. Additional information regarding diagnostic documentation can be found in "Section 2 – Program Overview" in the Provider Handbook.

For questions regarding this please call the Denti-Cal Provider Customer Service line at 800-423-0507.

No Claim Activity

Providers who have not submitted a claim for reimbursement from the Medi-Cal program for one year shall be deactivated per Welfare and Institutions Code Section 14043.62 (a), which reads as follows:

The department shall deactivate, immediately and without prior notice, the provider's number, including all business addresses used by a provider to obtain reimbursement from the Medi-Cal program when warrants or documents mailed to a provider's mailing address or its pay to address, if any, or its service or business address, are returned by the United States Postal Service as not deliverable or when a provider has not submitted a claim for reimbursement from the Medi-Cal program for one year. Prior to taking this action the department shall use due diligence in attempting to contact the provider at its last known telephone number and ascertain if the return by the United States Postal Service is by mistake or shall use due diligence in attempting to contact the provider by telephone or in writing to ascertain whether the provider wishes to continue to participate in the Medi-Cal program. If deactivation pursuant to this section occurs, the provider shall meet the requirements for reapplication as specified in this article or the regulations adopted thereunder.

If you have not had any claim activity for a one year period, and wish to remain an active provider in the Denti-Cal Program, please complete the No Claim Activity form attached to this bulletin and mail it to:

**Denti-Cal
California Medi-Cal Dental Program
PO Box 15609
Sacramento, CA 95852-0609**

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If you have previously submitted a No Claim Activity form and would like to deactivate from the Medi-Cal Dental Program, please submit a letter requesting deactivation with a copy of your identification to the address above. Please note that once you are inactivated from the program, you must reapply for enrollment in the Denti-Cal Program. If you wish to not accept any more Medi-Cal patients, you may opt out of participation on the Denti-Cal referral list without terminating your enrollment status in the Denti-Cal Program. Choosing to be included or excluded from the Denti-Cal referral list is a recommended option for providers who infrequently see Medi-Cal beneficiaries and do not want to re-enroll through the Medi-Cal Dental enrollment process.

If your provider number is deactivated, you must reapply for enrollment in the Denti-Cal Program. To request an enrollment package, please contact the Denti-Cal Provider Customer Service line at 1-800- 423-0507, or download the Denti-Cal application forms from the Denti-Cal website at <http://www.denti-cal.ca.gov>. Provider enrollment support materials are available at the following link: http://www.denti-cal.ca.gov/WSI/Prov.jsp?fname=enrollment_tool_kit.



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