



Provider Bulletin

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THIS ISSUE

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Novel Coronavirus (COVID-19) Treatment Authorization Request Exceptions

The Department of Health Care Services (DHCS) is closely monitoring the COVID-19 situation and will allow exceptions for Treatment Authorization Requests (TARs) for providers who are unable to render treatment during dental office closures. As the COVID-19 situation continues to evolve, DHCS will allow these exceptions effective March 20, 2020 through an end date to be announced.

1. For existing authorization:

- a. Medi-Cal dental providers with existing valid authorization are instructed to retain the Notice of Authorization (NOA) in their dental office. Providers **should not** send the NOA to Medi-Cal Dental for an extension or new TAR to extend the authorization period.

2. For existing authorization expired March 20, 2020 or after:

- a. If a Medi-Cal dental provider has a NOA that expired as of March 20, 2020 or after, and the provider has not been able to render treatment due to the COVID-19 situation, they should follow the two steps outlined below:
 - i. Treat the patient when the dental office is reopened and submit a new claim for payment for the previously authorized services. Providers are required to document the delay due to the COVID-19 situation. They should also note that they

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TRAINING SEMINARS

To reserve a spot online or to view a complete list of training seminars, to go the [Provider Training Seminar Schedule](#).

Please note: Due to the COVID-19 situation, all seminars will be held as webinars. These changes are noted in red on the Provider Training Seminar Schedule page.

PROVIDER ENROLLMENT ASSISTANCE LINE

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

Available every Wednesday
8am - 4pm



have had the services previously authorized and include the Document Control Number of the authorized NOA in the comments field (box 34) of the claim.

- ii. Submit their expired NOA for deletion to clear the member's history in the Medi-Cal Dental system.

Emergency services may be performed on patients without prior authorization for the alleviation of pain or treatment of an acute dental condition. However, the provider must submit clinical information with the claim describing the member's condition, the reason the emergency services were necessary and the medical justification why the treatment was rendered without prior authorization. For more information about prior authorization for emergency services, please review Provider Handbook [Section 2 - Program Overview](#). For questions about temporary TAR processing exceptions during the COVID-19 situation, please contact the Telephone Service Center at (800) 423 - 0507.

DHCS encourages Medi-Cal dental providers to stay updated on COVID-19 developments. For the latest COVID-19 communication, including Medi-Cal dental provider instructions for teledentistry, please refer to Provider Bulletin [Volume 36, Number 7](#).