Provider Bulletin

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MEDI-CAL HAS DENTAL COVERED

THIS ISSUE

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

COVID-19 Temporary Emergency Provider Enrollment in the Medi-Cal Dental Program

Effective April 10, 2020, due to the ongoing novel coronavirus (COVID-19) pandemic, the Department of Health Care Services (DHCS) allows dental providers, willing and able to provide emergency dental services to Medi-Cal members, to temporarily enroll in the Medi-Cal Dental Program using the Crossover Only Form. Dental providers are instructed to leave the Medicare fields blank. In addition to the Crossover Only Form, providers shall only submit the following supporting documentation: a current, viewable driver's license copy, Tax Identification Number (TIN) verification (if using anything other than a Social Security Number), and attestation letter. Providers can access the attestation letter on the Medi-Cal Dental website here. To expedite processing, providers should send the completed Crossover Only Form, attestation letter, and supporting documentation to medi-caldentalenrollmentdept@delta.org.

Providers temporarily enrolled are permitted to bill services performed through June 30, 2020. At the end of the temporary enrollment period, providers will be automatically deactivated. Providers are encouraged to submit a full application package (DHCS 5300) to permanently enroll in the Medi-Cal Dental Program.

For answers to any questions about emergency provider enrollment, please contact the Telephone Service Center at (800) 423-0507. For information on how to enroll in Electronic Data Interchange (EDI), please contact the Telephone Service Center, or call (916) 853-7373 and ask for EDI Support. EDI-related questions can also be emailed to denti-calEDI@delta.org.

Request for Providers to Notify Medi-Cal Dental of Office Closures during COVID-19 Restrictions

The Department of Health Care Services (DHCS) requests that all Medi-Cal dental providers who close their dental office(s) during the novel coronavirus (COVID-19) statewide shelter-in-place order report the closure to Medi-Cal Dental. Providers and clinics who render dental services can notify the Medi-Cal Dental Program by calling the Telephone Service Center (TSC) at (800) 423-0507 or by sending an email to medi-caldentalenrollmentdept@delta.org as soon as their dental office closes. Additionally, providers and clinics should notify Medi-Cal Dental if their office is reopening to provide emergency or urgent dental treatment during the shelter-in-place order. This will allow DHCS to assist members in need of urgent or emergency dental care.

DHCS requests that the dental offices who are closed post a sign on their door and update their voicemail message to instruct Medi-Cal members with dental emergencies to contact the TSC at (800) 322-6384 to find an available dentist to treat their emergency.

DHCS encourages Medi-Cal dental providers to stay updated on COVID-19 developments. For the latest COVID-19 communication, please continue to monitor the Medi-Cal Dental website for new Provider Bulletins. You can also subscribe to the Medi-Cal Dental e-mail distribution list by completing the online form here. **After submitting the form, you will receive an e-mail requesting authorization to be added to the e-mail list.** Once you have confirmed your subscription, you will receive regular communications about Medi-Cal Dental updates, including important COVID-19 information.