



# Provider Bulletin

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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

## New COVID-19 Guidance Regarding Dental Emergency Care and Teledentistry Flexibilities

The California Department of Public Health (CDPH) has put forth [guidance](#) based on what is currently known about the transmission and severity of novel coronavirus (COVID-19) and the implications for dental practices. In alignment with the recommendations from the Centers for Disease Control and Prevention (CDC), the American Dental Association (ADA), and the American Dental Hygienists, CDPH recommends the postponement of routine procedures, surgeries, and non-urgent dental visits during this period of the pandemic. This recommendation supports efforts to reduce risk of exposure and preserve limited personal protective equipment (PPE) supplies.

The Department of Health Care Services (DHCS) strongly recommends Medi-Cal dental providers review the CDPH guidance for the latest information. Providers are encouraged to regularly monitor the [CDPH website](#) for updates as they become available.

CDPH recommends to only perform only those procedures that are needed to treat dental emergencies (e.g., uncontrolled bleeding, severe pain, trauma involving facial bones, cellulitis).

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Guidance from the ADA with examples of dental emergencies and urgent dental care can be found on the [ADA website \(PDF\)](#).

### **Temporary Medi-Cal Dental Teledentistry Flexibilities**

Effective March 25, 2020, DHCS will allow a temporary teledentistry exception for consultation services by telephone or video to be provided to remote Medi-Cal members. This policy will be in effect until further notice. In utilizing this temporary flexibility, enrolled Medi-Cal dental providers should follow the guidelines below:

- Current Dental Terminology (CDT) code D9430: Used for live streaming video or telephone with a Medi-Cal patient with oral health issues in lieu of an in-person office visit. Providers would be reimbursed the Schedule of Maximum Allowances (SMA) rate for CDT code D9430, in addition to the teledentistry payment for CDT code D9999 (code D9995 after May 16, 2020).
- Documentation of the consultation should be noted on the claim document in the comments section. For example:
  - Patient is having discomfort
  - Patient has a concern that was to be discussed at the recall appointment – but that appointment has now been postponed due to COVID-19.
- CDT code D9430 would only be allowed for an actual conversation between the Medi-Cal member and the Medi-Cal provider about oral health issues as their chief complaint.
- CDT code D9430 should not be billed for conversations with office staff about scheduling or rescheduling appointments.

Safety Net Clinics (Federally Qualified Health Centers, Rural Health Clinics, Tribal 638 Clinics) should refer to the [telehealth billing guidance](#) released by DHCS on March 24, 2020.

For information about Medi-Cal Dental's teledentistry and billing for teledentistry guidelines, please refer to the Provider Handbook [Section 4 - Treating Beneficiaries](#), pages 4-14 and 4-15. Teledentistry resources can also be found on the Medi-Cal Dental website [here](#).