Provider Bulletin

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MEDI-CAL HAS DENTAL COVERED

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

Reminder: Request for Providers to Notify Medi-Cal Dental of Office Closures and Reopenings during COVID-19

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) pandemic report the closure to Medi-Cal Dental. Dental offices 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 and when it reopens**. This will allow DHCS to assist members in need of dental care.

Additionally, dental offices who are closed must 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 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.

New Aid Code for Hospital Presumptive Eligibility (HPE) for the Aged

Effective April 1, 2020, under the Hospital Presumptive Eligibility (HPE) expansion of the California State Plan Amendment (SPA 20-0024) approved for the COVID-19 public health emergency, aid code 7D will include income limits at or below 138 percent of the Federal Poverty Level (FPL). To be determined eligible for aid code 7D, an applicant must:

- Self-attest to having income at or below 138 percent of the FPL

- Self-attest to being age 65 or older

Both requirements above must be met to be determined eligible for aid code 7D. HPE provides two periods of presumptive eligibility to adults (65+) in a 12 month period.

New aid code description is as follows:

Aid Code	Benefits	Share of Cost	Program/Description
7D	Full Scope	No	Hospital Presumptive Eligibility (HPE) for the Aged

For questions regarding this new aid code or any other aid codes, please refer to Provider Handbook Section 7 - Codes or contact the Telephone Service Center at (800) 423-0507.

Preventing Opioid Abuse

Every day, over 40 Americans die from prescription opioid overdoses, according to the latest data from the Centers for Disease Control and Prevention (CDC). The opioid crisis has raised awareness that addiction can start with a prescription drug.

Medi-Cal dental providers play an important role in preventing opioid abuse. Like physicians, dental providers should follow the guidelines for opioid prescription established by the CDC, such as:

1. **Be conservative prescribing opioids**. This means prescribing the lowest effective

dose for each patient, with no more tablets than necessary, and only for acute pain.

2. **Check whether the patient has already received an opioid prescription from another dentist or physician**. State prescription databases can provide this information.

3. **Intervene** if a patient may be misusing opioids and communicate the risks of addiction before writing a prescription for opioids.

Opioid abuse education can help save lives. Medi-Cal dental providers are encouraged to consult the resources below for access to on-demand webinars and articles addressing safe prescribing information, disposal of controlled substances, and more.

- U.S. Department of Health and Human Services, Office of the Surgeon General website: Surgeon General Priority: Opioids and Addiction

- American Dental Association website: Preventing Opioid Abuse

- Centers for Disease Control and Prevention website: Opioid Overdose, Information for Providers

- California Department of Public Health: California's Approach to the Opioid Epidemic

Reporting Missed Appointments

Has a Medi-Cal patient missed an appointment with your dental office? If so, you are encouraged to record the absentee member's name and missed appointment date in the Provider Website Application. Once information about the missed appointment is entered into the Missed Appointment Notification form on the Provider Website Application, Medi-Cal Dental will follow up with the member to assist in rescheduling their appointment with your office. **Reminder: Providers cannot bill Medi-Cal members for missed appointments under the Medi-Cal Dental Program**.

The Provider Website Application also allows secure login for providers and their staff to access their claim status and history, Treatment Authorization Request (TAR) status and history, weekly check amounts, and monthly payment totals and year-to-date payments. For instructions on how to create an account, please review the Provider Website Application User Guide.

For more information about missed appointments and Medi-Cal Dental billing practices, please refer to the Provider Handbook. If you have questions or want to report a missed appointment by phone, please contact the Telephone Service Center at (800) 423-0507.

Go Green! Submit Documents Electronically through Electronic Data Interchange

Looking for a way to reduce your carbon footprint? Go paperless with Electronic Data Interchange (EDI). EDI submissions make billing and tracking documents easier and helps maximize practice management system capabilities. You can enroll to participate by visiting this link: EDI program.

Enroll in the EDI program to submit Claims and Treatment Authorization Requests (TARs), Notices of Authorization (NOAs), and Claim Adjustments electronically. As an EDI-enrolled provider, you can also receive NOAs, Resubmission Turnaround Documents (RTDs) and Explanation of Benefits (EOB) data electronically.

Medi-Cal Dental receives nearly 75% of documents electronically. You can determine your own potential **cost savings** in submitting claims electronically by using the EDI savings calculator available on the National Dental EDI Council website.

Along with EDI documents, Medi-Cal Dental also accepts digitized radiographs and attachments submitted through the following electronic attachment vendors: Change Healthcare, DentalXChange, National Electronic Attachment, Inc. (NEA), National Information Services (NIS), and Tesia-PCI, LLC.

Additional information can be found in the EDI How-To Guide.

For information on how to enroll in EDI, please contact the Telephone Service Center at (800) 423-0507, or call (916) 853-7373 and ask for EDI Support. EDI-related questions can also be emailed to Medi-CalDentalEDI@delta.org.

Reminder: Outdated Versions of Treatment Authorization Request (TAR)/Claim Forms No Longer Accepted

Medi-Cal Dental is decommissioning outdated versions of the Treatment Authorization Request (TAR)/Claim form. As a reminder, **effective January 30, 2020**, providers must use a current version of the TAR/Claim form when submitting to Medi-Cal Dental. The current TAR/Claim form numbers and revision dates are:

- DC-202 (R 08/13) and (R 10/19) - for filling in by hand

- DC-209 (R 07/13) and (R 10/19) - for pin-fed printers

- DC-217 (R 9/13) and (R 10/19) - for laser printers

Providers can confirm that they are using the most current version by checking the revision date at the bottom of the form. If you have outdated TAR/Claim forms in your dental office, please recycle the old forms and reorder new ones.

To order current TAR/Claim forms, please complete and fax the Forms Reorder Request to the number on the form. Providers can find the Forms Reorder Request on the Medi-Cal Dental website here.

For information on how to complete the TAR/Claim form, please refer to the Provider Handbook Section 6 – Forms, pages 6-6 and 6-7. For questions about the TAR/Claim form decommissioning effort, please contact the Telephone Service Center at (800) 423-0507.

As an alternative, providers can submit TAR/Claims electronically with Electronic Data Interchange (EDI). For information on how to enroll in EDI, please contact the Telephone Service Center at (800) 423-0507, or call (916) 853-7373 and ask for EDI Support. EDI-related questions can also be emailed to Medi-CalDentalEDI@delta.org.