



# Provider Bulletin

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## Important Reminder: Personal Protective Equipment (PPE) Announcement and Reimbursement Policy

**Please note that, by law, providers may not charge Medi-Cal members for PPE, administrative fees, or any other costs related to COVID-19.**

Medi-Cal dental providers resuming deferred and preventive dental care, as announced in Provider Bulletin [Volume 36, Number 14](#), must ensure they have sufficient supply of PPE per [guidance](#) from the California Department of Public Health. Pursuant to Title 42, Code of Federal Regulations, Section 447.15, providers agree that accepting Medi-Cal payments is considered payment in full, unless the member has a share of cost requirement or has other insurance to cover the cost of the services performed.

The Department of Health Care Services recognizes that providers are having difficulty with acquiring affordable PPE; however, due to budget constraints, the Medi-Cal Dental Program is unable to reimburse dental providers for PPE or administration costs related to COVID-19. **Note: Current Dental Terminology (CDT) code D1999 is not billable for PPE.** Claims with CDT code D1999 submitted for PPE will be denied

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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



with Adjudication Reason Code (ARC) 269A - *Procedure denied for the following reason: Included in the fee for another procedure and is not payable separately.*

For information on Medi-Cal Dental billing and payment policies, please refer to Provider Handbook [Section 2 – Program Overview](#), page 2-14.

## Important Reminder: Request for Providers to Notify Medi-Cal of Dental 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 COVID-19 pandemic report the closure to Medi-Cal. Dental offices and clinics who render dental services can notify Medi-Cal by calling the Medi-Cal Dental Telephone Service Center at (800) 423-0507 or by sending an email to [Medi-CalDentalEnrollmentDept@delta.org](mailto: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. Providers who do not update their office status will be shown as open on the [Medi-Cal Dental Offices Open during Public Health Emergency/COVID-19 Map](#).

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 Telephone Service Center at (800) 322-6384 to find an available dentist to treat their emergency.

## Access Your Medi-Cal Information Quickly and Easily with the Dental Provider Website Application

Working with Medi-Cal Dental has never been easier! You and your staff can save time and get up-to-date information on your Medi-Cal dental operations by using the [Provider Website Application](#). We've recently enhanced the Provider Website Application for a smoother user experience. If you haven't yet, head to the Provider Website Application to check out these updates:

- Simplified registration

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- Ability to create multiple user accounts more easily for providers with more than one office
- Advanced search feature for Treatment Authorization Request (TAR), Claim, and Notice of Authorization (NOA) status
- Improved missed appointment reporting function

The Provider Website Application is even mobile friendly, so you can stay updated on the go. With the Provider Website Application, you can securely log in to view:

- Provider's Claim and NOA status and submission history
- Provider's TAR status and submission history
- Weekly check amounts
- Monthly payment totals and year-to-date payments

Need help getting started? Check out the [Provider Website Application User Guide](#) for step-by-step instructions on how to create an account.

## Stay Up-to-Date on the Latest Medi-Cal Dental News

A lot can change in a year. As you and your Medi-Cal patients adjust to the new normal in and outside of your dental office, getting the latest Medi-Cal updates straight to your Inbox can help make the transition a little easier. When you sign up for the dental provider email distribution list, you'll receive important Medi-Cal announcements, such as:

- COVID-19 guidance for dental providers
- COVID-19 Provider Relief Fund Payment information and deadlines
- Medi-Cal dental policy updates, including Current Dental Terminology (CDT) changes
- Electronic Data Interchange (EDI) details and sign up information
- Dental Transformation Initiative (DTI) updates
- Proposition 56 supplemental payment updates

Registration is quick and easy! Just complete the [online form](#) to subscribe. **After submitting the form, you'll receive an email from the Medi-Cal Dental Provider Email Distribution ([dental@dhcs.ca.gov](mailto:dental@dhcs.ca.gov)) requesting authorization to be added to the email list.** *Hint:* If you don't see a confirmation email in your Inbox, please check your Spam folder. Once you've confirmed your subscription, you'll begin receiving regular Medi-Cal dental communications.

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Providers and partners can also sign up for Smile Alerts to stay informed about Medi-Cal's *Smile, California* dental campaign. Simply send an email to [hello@smilecalifornia.org](mailto:hello@smilecalifornia.org) to receive updates each time new content becomes available. You can also visit the [Smile, California website](#) to learn more about the campaign and to access helpful oral health tools and resources.