

Denti-Cal Bulletin



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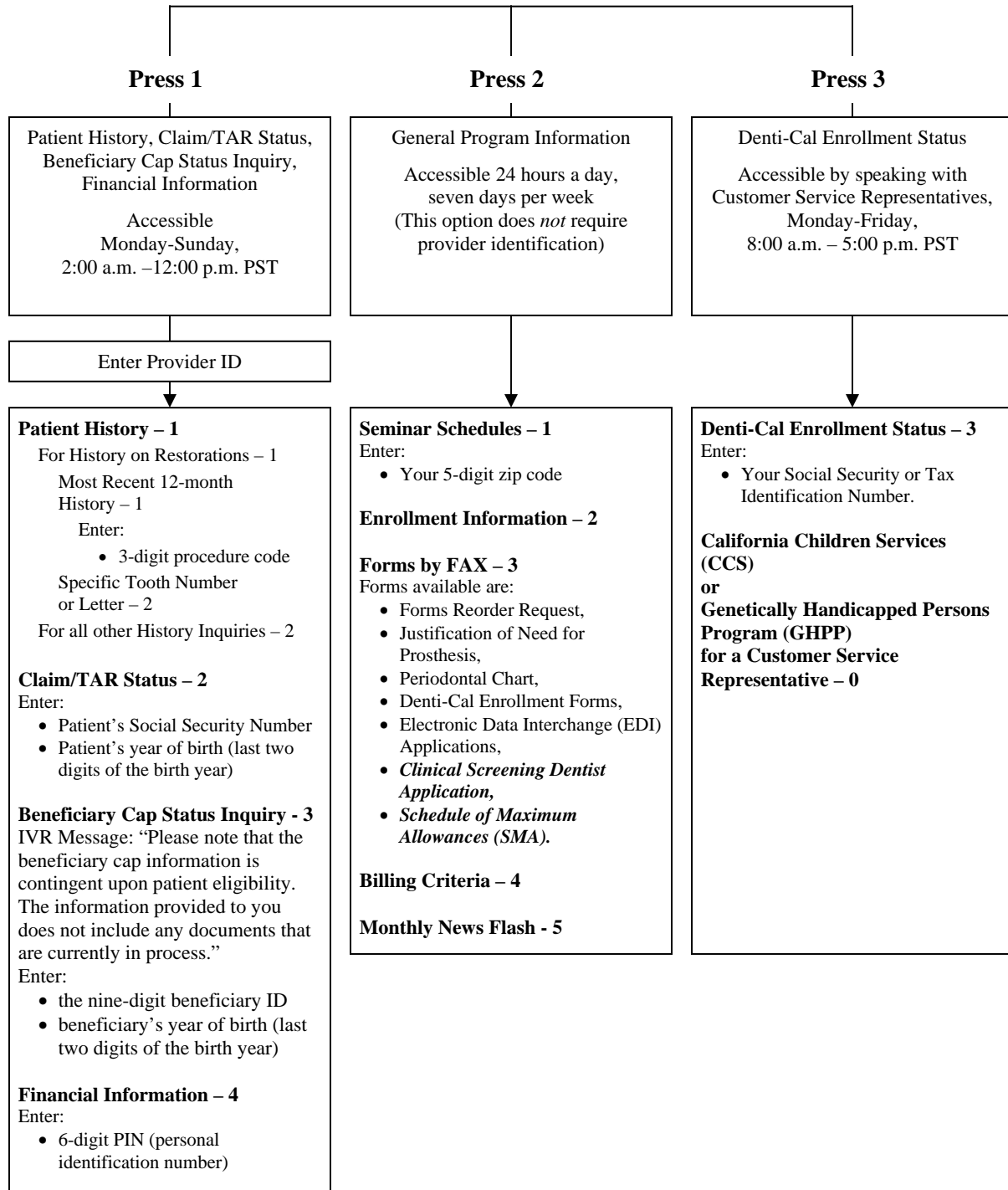
FURTHER ENHANCEMENTS TO DENTI-CAL'S TELEPHONE INTERACTIVE VOICE RESPONSE (IVR) SYSTEM

Denti-Cal's Interactive Voice Response (IVR) System has been enhanced.

- Providers may now request by FAX: the Schedule of Maximum Allowances (SMA) and the clinical screening dentist application.
- In addition to details regarding basic and advanced seminars, providers may now get information on orthodontic seminars and workshops.
- Changes to the IVR allow providers to verify the available balance of a beneficiary's dental cap. For information regarding beneficiary cap status, press 1, then press 3, and follow the prompts. Providers are reminded that beneficiary cap information is contingent upon patient eligibility and does *not* include any documents currently in process.

Providers are also reminded to continue checking beneficiary eligibility by using the Automated Eligibility Verification System (AEVS), by calling (800) 456-2387.

Provider Toll-Free Menu Options (800) 423-0507



If there are any questions, please call Denti-Cal toll-free at (800) 423-0507.