

# Denti-Cal

California Medi-Cal Dental

# Bulletin

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### Training Seminars

[Reserve an available spot](#) for one of our open training seminars.

#### Webinar (D711)

Basic & EDI - May 3, 2018  
8:30am - 12:30pm

#### Seminar - Bakersfield (D712)

Basic & EDI - May 9, 2018  
8:30am - 12:30pm

#### Seminar - Bakersfield (D713)

Advanced - May 10, 2018  
8:00am - 12:00pm

Provider Enrollment Assistance Line

Speak with an Enrollment Specialist.

[Go here for more information!](#)

Available every Wednesday  
8am - 4pm

## Visit Medi-Cal Dental at the California Dental Association Convention (CDA Presents)

Please visit the Medi-Cal Dental booth at the CDA Presents Event in Anaheim! CDA Presents takes place at the Anaheim Convention Center, on Thursday May 17, 2018, through Saturday May 19, 2018. Medi-Cal Dental representatives will be available in **Hall B, Booth 763**, eagerly awaiting an opportunity to provide current Medi-Cal Dental information, answer any questions about Electronic Data Interchange, the Dental Transformation Initiative (DTI), provider training, enrollment application assistance, and more! Whatever your questions are – we have answers! Come see us!

In addition, the California Department of Health Care Services and Delta Dental of California are presenting on Friday May 18, 2018 from 12 pm to 2 pm in room **California B**, “Improving the Oral Health of All Californians”. Attend the free two-hour course and earn continuing education units. The course highlights recent Medi-Cal Dental Program improvements and explores the ways in which providers can play a pivotal role in rendering preventive treatment to children, detect early childhood caries, and establish continuity of care.

The course aims to help providers:

- Understand the goals, participation, and incentive payments of the DTI
- Understand recent policy and administrative procedure updates in the Medi-Cal Dental Program
- Review updated program requirements and proper billing processes for treatment procedures

For more details about the CDA Presents event, visit the CDA website at

<https://www.cda.org/>.

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## Tips for Written Provider Correspondence!

The Medi-Cal Dental Program would like to share helpful correspondence tips to expedite processing and turnaround times for written provider inquiries. Written correspondence should include specific information that pertains to the inquiry or request. Provider information such as legal name, business name, business address, phone number, National Provider Identifier (NPI) and an original signature should also be included.

For Explanation of Benefits (EOB) inquiries, please mail a letter to the Denti-Cal Provider Correspondence address shown below and include the following information:

- The issue date of the EOB and/or the check number
- Explanation of the request or questions related to an EOB
- Identify whether or not an EOB was received or misplaced, or if you are requesting duplicate copies.\*

\*Lost or misplaced EOBs are reprinted at a cost of ten cents (\$.10) per page and an additional cost for labor/research of ten dollars (\$10.00) per hour. If the US Postal Service lost the EOB, the EOB will be issued at no cost to the provider.

For a request to stop payment or reissue a lost or stolen Medi-Cal Dental Program payment check, please mail a letter with original signature to Denti-Cal Provider Correspondence. Two of the following three account identifiers must be included in the correspondence:

- Check number
- Check date
- Check amount

Denti-Cal Provider Correspondence will notify the provider with written confirmation of the resolution no later than 20 business days from the receipt of the written inquiry. Missing information or absence of original signature will delay processing.

Denti-Cal Provider Correspondence written inquiries should **only** be sent to the address below:

Denti-Cal Provider Correspondence  
P.O. Box 15609  
Sacramento, CA 95852-0609

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## NEED MORE INFORMATION?

### Provider Enrollment Workshops



Are you a dental provider who is interested in joining the Denti-Cal program but don't know where to start? Do you have questions about the Denti-Cal enrollment process? Then please drop-in anytime during the hours scheduled below to attend one of our enrollment workshops! Registration is preferred, but not required.

Date/Time:	Location:	County:
Thursday, May 10, 2018 8:00 AM - 4:00 PM <a href="#">Register Now!</a>	Embassy Suites by Hilton San Luis Obispo 333 Madonna Road San Luis Obispo, CA 93405	San Luis Obispo
Tuesday, May 22, 2018 8:00 AM - 4:00 PM <a href="#">Register Now!</a>	DoubleTree by Hilton Hotel Bakersfield 3100 Camino Del Rio Court Bakersfield, CA 93308	Kern

## First Tooth or First Birthday Initial Dental Checkup

No child is too young for good oral health. Undetected and untreated tooth decay can lead to infection, loss of teeth, and expensive and preventable emergency and restorative procedures at a very early age. Establishing a regular source of care and treating Medi-Cal Dental's youngest beneficiaries gives providers the opportunity to discuss the importance of preventive dental care with parents, and allows them to detect early childhood caries and determine fluoride needs.

The American Dental Association, the American Academy of Pediatric Dentistry, and the American Academy of Pediatrics recommend seeing young children upon the eruption of their first tooth, and no later than their first birthday.

As providers, you have the opportunity to establish the foundation of a child's oral health and provide a valuable service to your community. Educating parents on their child's oral health needs is an invaluable part of their first visit to the dentist. This first visit is the perfect opportunity to demonstrate how to properly clean the child's teeth, establish the routine of visiting a dentist, and advise parents on the adverse effects of unhealthy dietary habits. Although the initial dental examination of a child may not involve many teeth and can be done very quickly, the early detection of early childhood caries can result in a better dental experience for young children, free from the pain and anxiety a child would face during more invasive procedures.

Parents should be advised that if they give their baby a bottle at bedtime, they should only give water and gently wipe the baby's gums with a washcloth until the first tooth arrives. After the first tooth, they should brush baby teeth at least twice a day with an age-appropriate toothbrush using a "smear" of fluoridated toothpaste.

To facilitate the providers in monitoring the oral health and rendering this much needed service, Medi-Cal Dental offers a benefit for children under the age of three. Please refer to [Bulletin Volume 33, #5](#).

If you would like assistance with referring a young child to another dentist, please contact the Denti-Cal Provider Customer Service line at 1-800-423-0507.

If you would like to learn more about the first tooth or first birthday recommendation, please consult the resources below:

### California Medi-Cal Dental Program: Dental Periodicity Schedule for Children

- [https://www.denti-cal.ca.gov/DC\\_documents/beneficiaries/dental\\_periodicity\\_sched\\_for\\_children.pdf](https://www.denti-cal.ca.gov/DC_documents/beneficiaries/dental_periodicity_sched_for_children.pdf)

### American Academy of Pediatric Dentistry

- Guideline on Caries-risk Assessment and Management for Infants, Children, and Adolescents:  
[http://www.aapd.org/media/Policies\\_Guidelines/G\\_CariesRiskAssessment.pdf](http://www.aapd.org/media/Policies_Guidelines/G_CariesRiskAssessment.pdf)
- Guideline on Periodicity of Examination, Preventive Dental Services, Anticipatory Guidance/Counseling, and Oral Treatment for Infants, Children, and Adolescents (chart):  
[http://www.aapd.org/media/Policies\\_Guidelines/G\\_Periodicity.pdf](http://www.aapd.org/media/Policies_Guidelines/G_Periodicity.pdf)  
[http://www.aapd.org/media/Policies\\_Guidelines/G\\_CariesRiskAssessmentChart.pdf](http://www.aapd.org/media/Policies_Guidelines/G_CariesRiskAssessmentChart.pdf)
- Guideline on Infant Oral Health Care:  
[http://www.aapd.org/media/Policies\\_Guidelines/G\\_InfantOralHealthCare.pdf](http://www.aapd.org/media/Policies_Guidelines/G_InfantOralHealthCare.pdf)

### First Smiles Training (Free!)

The purpose of this two (2) unit course is to improve the pediatric oral health and overall health of children, birth through 5 years old, including those with special needs. Dental providers are instructed on how to screen, assess and provide preventive treatment to children, and provide anticipatory guidance on oral health to young children and their families:

<http://www.cdafoundation.org/education/first-smiles>



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