

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 (D733)

Basic & EDI - September 13, 2018
8:30am - 12:30pm

Webinar (D734)

Advanced - September 14, 2018
8:00am - 12:00pm

Seminar - Visalia (D735)

Basic & EDI - September 19, 2018
8:30am - 12:30pm

Seminar - Visalia (D736)

Advanced - September 20, 2018
8:00am - 12:00pm

Webinar (D737)

Basic & EDI - September 26, 2018
8:30am - 12:30pm

Provider Enrollment Assistance Line

Speak with an Enrollment Specialist.

[Go here for more information!](#)

Available every Wednesday
8am - 4pm

Denti-Cal Payment Schedule Change

Due to the Labor Day holiday, the Denti-Cal payment schedule has been adjusted for the week of September 3, 2018. All providers will be issued their regular payment on Friday, September 7, 2018.

Please check the Denti-Cal website www.denti-cal.ca.gov for future notifications. For questions, please call the Telephone Service Center at 1-800-423-0507.

Check Out the New Dental Case Management Program!

The Department of Health Care Services (DHCS) has implemented a new Medi-Cal Dental Case Management program! The program is designed to assist Medi-Cal members with special health care needs who are unable to schedule and coordinate complex treatment plans among multiple practitioners. Some examples of special healthcare needs include: Physical, developmental, mental, sensory, behavioral, cognitive or emotional impairment or other limiting condition that requires medical management, health care intervention and/or use of specialized services or programs. Case Management and Care Coordination Services are closely related and provide specific, yet different, services to members.

Case Management is an extension of the Care Coordination services offered by the Telephone Service Center (TSC) representatives when a Medi-Cal member calls for assistance. Case Management Representatives will be available to provide assistance to dental providers on a referral basis to manage complex treatment plans and oral health care needs.

Does your Medi-Cal patient need Care Coordination services?

Care Coordination Services allow Medi-Cal members to call and gain access to dental services with the direction and support of our TSC representatives, who assist members with locating a general or specialist dentist, transportation and/or translation services.

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A TSC representative will also initiate contact with a member or member representative if a case is referred for care coordination from the Case Management team.

Does your Medi-Cal patient need Case Management?

Referrals for Case Management services are initiated by the members' Medi-Cal Dental provider and are based on a current, comprehensive evaluation and treatment plan. All referrals will be evaluated to determine eligibility for Case Management. If criteria is met, a Case Management Representative will initiate contact with the member or member representative.

To ensure all referrals are handled accurately and efficiently, referrals that do not meet Case Management criteria will be forwarded to Care Coordination for further assistance.

As a Medi-Cal Dental provider, you may refer patients to Case Management by completing the secure online referral form. After completing the referral form, you must press the submit button at the bottom of the referral page to send the referral form for evaluation.

Please visit our [Provider Forms Page/Dental Case Management section](#) to download and submit a [Case Management Referral form](#).

If you have questions when submitting an online referral, please contact the Denti-Cal Telephone Service Center at 1-800-423-0507.

Updates on the Medi-Cal Dental Service Transition

The Department of Health Care Services (DHCS) selected Delta Dental of California to be the Administrative Services Organization (ASO) and DXC Technology, Inc., to be the Fiscal Intermediary (FI) of the Medi-Cal Dental Program. The new ASO and FI contracts were implemented in January 2018. The ASO, Delta Dental provides dental administrative services and the FI, DXC manages the claims processing system, including incoming and outgoing mail services.

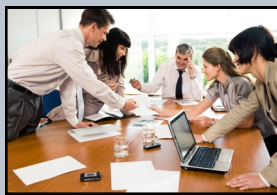
DHCS, Delta, and DXC have been working together to transition the contract requirements, however, there have been challenges with the transition. These challenges have resulted in some processing, payment and document status delays. We apologize for any inconvenience this may have caused your office. DHCS is working closely with Delta and DXC to correct these service disruptions and would like to assure providers that services are improving.

Please check the Denti-Cal website www.denti-cal.ca.gov frequently for future updates and clarifications. For frequently asked questions, please see the Medi-Cal Dental Service Transition FAQs.

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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:

Wednesday, September 5, 2018
8:00 AM - 4:00 PM

[Register Now!](#)

Location:

Hilton San Bernardino
285 East Hospitality Lane
San Bernardino, CA 92408

County:

San Bernardino

Wednesday, September 19, 2018
8:00 AM - 4:00 PM

[Register Now!](#)

Double Tree
6161 West Centinela Avenue
Culver City, CA 90230

Los Angeles

Medi-Cal Dental Service Transition FAQs

Fee for Service Providers and Dental Transformation Initiative (DTI) Safety Net Clinics

Q: What does the ASO do?

A: The Administrative Services Organization's (ASO) role is to provide administrative services for the Medi-Cal Dental Program. Administrative services include adjudication of claims, Treatment Authorization Requests (TARs), and related documents. The ASO also manages incoming telephone calls and correspondence from providers and beneficiaries. Delta Dental is the ASO.

Q: What does the FI do?

A: The Fiscal Intermediary (FI) is responsible for operating the existing claims processing system, CD-MMIS, including payments to providers. The FI also handles incoming and outgoing mail. DXC Technology is the FI.

Q: Who handles the following, and who do I contact if there is disruption to my service?

- Eligibility: Department of Health Care Services (DHCS)
 - ◆ Provider may call the Automated Eligibility Verification System for assistance at 1-800-456-2387
- Claims Processing: Delta Dental, ASO
 - ◆ Questions? Call the Telephone Service Center (TSC) at 1-800-423-0507
- Treatment Authorization Requests (TARs): Delta Dental, ASO
 - ◆ Questions? Call the Telephone Service Center (TSC) at 1-800-423-0507
- Claim Inquiry Form (CIF): Delta Dental, ASO
 - ◆ Questions? Call the Telephone Service Center (TSC) at 1-800-423-0507
- Provider Enrollment: Delta Dental, ASO
 - ◆ Questions? Call the Telephone Service Center (TSC) at 1-800-423-0507
- Payments: Delta Dental, ASO
 - ◆ Questions? Call the Telephone Service Center (TSC) at 1-800-423-0507
- EDI Support: Delta Dental, ASO
 - ◆ Questions? Call 916-853-7373 and ask for EDI Support, or send an e-mail to Denti-CalEDI@delta.org

Q: Is there information available online?

A: Current website resources are still available online.

Q: If I mail my claims, where do I send them?

A: Send claims to:

Denti-Cal
California Medi-Cal Dental Program
PO Box 15609
Sacramento CA 95852-0609

Q: Who will I receive payment from?

A: You will receive your payments from Bank of America starting no sooner than the second week of February 2018.

Q: Will there be any changes in the payment process?

A: There will be no changes to the payment process except checks will come from Bank of America, instead of Union Bank. Direct Deposit will also come from Bank of America.

Q: Is there anything I need to do?

A: Most providers do not need to take any action. Direct EDI submitters (submitters who do not use a clearinghouse) will be sent information regarding testing of EDI submissions in the near future.

September is National Gum Care Month

September is National Gum Care Month! National Gum Care Month is a month-long national observance that aims to promote awareness of gum disease prevention. As a Medi-Cal dental provider, you have the ability to inform your Medi-Cal patients that keeping their teeth healthy is one of the best things they can do for their overall health.

Practicing consistent oral care and scheduling regular dental check-ups can reduce the risk of serious health problems, including gum disease. Promote gum-healthy habits, such as:

- Brush teeth two times a day
- Floss teeth every day
- Use a mouthwash rinse
- Visit the dentist regularly
- Avoid sugary foods and drinks
- Stay away from tobacco products

Remind your patients that the Medi-Cal Dental Program offers the following helpful tools and resources on the Denti-Cal website <https://www.denti-cal.ca.gov/Beneficiaries/Denti-Cal/>.

- 2018 Beneficiary Handbook
- Flyers and brochures
- Frequently Asked Questions
- Dental Resources
- Contact Information

Please visit the Denti-Cal website <https://www.denti-cal.ca.gov/> for more ways to promote oral health!

For Faster Denti-Cal Payments, Enroll in Electronic Funds Transfer (EFT) Today!

Denti-Cal encourages providers to enroll in the EFT program. With EFT, Denti-Cal automatically deposits payments into a provider's designated savings or checking account, which means:

- No more lost or misdirected checks
- No more waiting for checks to arrive in the mail
- No more trips to the bank
- Payments are available faster

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To participate in the program, providers must complete and sign the attached [Electronic Funds Transfer \(EFT\) Enrollment Form](#). Providers can also obtain a form by calling the Telephone Service Center at 1-800-423-0507 or by writing to Denti-Cal at this address:

Denti-Cal
Attn: Provider Enrollment Department
PO Box 15609
Sacramento, CA 95852-0609

Instructions for completing the EFT form are available in the Providers Application Forms section on the Denti-Cal website at <https://www.denti-cal.ca.gov/>.

The EFT form must include the following:

- The provider's original signature (**in blue ink**)
- A preprinted, voided check attached to the form or a letter from the bank signed by an authorized agent confirming the provider's account information.

Providers must mail the completed form and bank account verification to Denti-Cal at the address shown above.

Upon receipt of the EFT form, Denti-Cal will send a "test" deposit to the bank. This will result in a "zero" deposit for that payment date. The test cycle usually takes three to four weeks to complete. During the test cycle period, providers will continue to receive Denti-Cal payment checks through the mail.

The amount of each deposit will appear on the corresponding Explanation of Benefits once direct deposit begins.

More information about direct deposit can be found in "[Section 3: Enrollment Requirements](#)" of the Provider Handbook.

For questions, please contact the Denti-Cal Telephone Service Center at 1-800-423-0507.



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Sacramento, CA
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