![smile, CALIFORNIA™ — MEDI-CAL HAS DENTAL COVERED]

Provider Bulletin

OCTOBER 2018
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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.

Webinar: Basic & EDI/D737
October 5, 2018 | 8:30am - 12:30pm

Irvine: Basic & EDI/D739
October 9, 2018 | 12:30pm - 4:30pm

Irvine: Advanced/D740
October 10, 2018 | 8:00am - 12:00pm

Morgan Hill: Basic & EDI/D741
October 10, 2018 | 12:30pm - 4:30pm

Morgan Hill: Basic & EDI/D742
October 11, 2018 | 8:00am - 12:00pm

PROVIDER ENROLLMENT ASSISTANCE LINE

Speak with an Enrollment Specialist. Go here for more information.

Available every Wednesday
8am - 4pm

Statewide Smile, California Campaign Launch!

The Department of Health Care Services (DHCS) has launched Smile, California, a statewide campaign to increase utilization of the Medi-Cal Dental benefit. The campaign aims to bring all of the state's oral health activites and initiatives under one big umbrella, a single campaign that sends a simple and reassuring message to the more than 13 million Californians enrolled in Medi-Cal:

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While Smile, California is not a new name for the Medi-Cal Dental Program, the intention is to make Smile, California synonymous with positive momentum toward higher utilization rates. The backbone of the entire campaign is the SmileCalifornia.org website. All campaign efforts will drive members to this new, user-friendly online resource which will serve as the gateway to in-depth features offered on www.denti-cal.ca.gov.

Designed to be easy to read and easy to use, SmileCalifornia.org is available in English and Spanish. Its simple navigation and clear explanation of covered services by age group were key to its development. The Find a Dentist button is prominently featured throughout the site, which links the user directly to the upgraded Find a Dentist feature on the Denti-Cal website.

In alignment with the new campaign, the Provider Bulletin has undergone a Smile, California makeover. It is our hope you will embrace the Smile, California campaign and brand as part of your dedication to serving the Medi-Cal population.

For more ways on how you can support the Smile, California campaign, check out the SmileCalifornia.org website.

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 conditions that require 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 from TSC representatives, who assist members with locating a general or specialist dentist, transportation and/or translation services. 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 member's Medi-Cal Dental provider 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 Telephone Service Center at 1-800-423-0507.

Submit Documents Electronically through Electronic Data Interchange (EDI)

Submitting Claims and Treatment Authorization Requests (TARs), Notices of Authorization (NOAs), and Claim Adjustments electronically using Electronic Data Interchange (EDI) makes billing and tracking documents easier, and helps maximize practice management system capabilities. EDI-enrolled providers can also receive their Notices of Authorization (NOAs), Resubmission Turnaround Documents (RTDs) and Explanation of Benefits (EOB) data electronically. More than 65% of documents received by Medi-Cal Dental Services Division are submitted electronically.

Providers can determine their own potential savings in submitting claims electronically by using the EDI savings calculator available on the National Dental EDI Council website (www.ndedic.org).

In conjunction with EDI documents, Denti-Cal also accepts digitized radiographs and attachments submitted through electronic attachment vendors DentalXChange, National Electronic Attachment, Inc. (NEA), National Information Services (NIS), and Tesia-PCI, LLC.

Providers must be enrolled to participate in the EDI program. Select the following link for an EDI Enrollment Packet: https://www.denti-cal.ca.gov/DC_documents/providers/EDI_enrollment_packet.pdf. Additional information is available in the EDI How-To Guide available on the Denti-Cal website at https://www.denti-cal.ca.gov/DC_documents/providers/Denti-Cal_EDI_How_To_Guide.pdf.

For information on how to enroll in EDI, please contact the Telephone Service Center at 1-800-423-0507, or call 1-916-853-7373 and ask for EDI Support. EDI-related questions can also be emailed to denti-calEDI@delta.org.

Check Out the NEW Provider Website Application!

A new provider website application is now available on the Denti-Cal website! The provider website application 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

- Monthly Payment Totals and Year-to-Date Payments

The provider website application is available at https://www.denti-cal.ca.gov/RSO/provider/signon and under the Provider tab on the Denti-Cal website https://www.denti-cal.ca.gov/ homepage. Providers must create an account to log on and access the provider website application.

For instructions on how to create an account, please see the attached Denti-Cal Provider Website Application User Guide.

Please visit the Denti-Cal website at https://www.denti-cal.ca.gov/Dental_Providers/Denti-Cal/ for future updates.

October is National Dental Hygiene and Orthodontic Health Month!

October is National Dental Hygiene and National Orthodontic Health Month! The Department of Health Care Services (DHCS) would like to remind providers to educate their Medi-Cal members on preventive dental practices and positive oral health habits.

Dental hygiene is an important part of overall mental and physical well-being. According to the American Dental Association's (ADA) Mouth Healthy website, members should continue regular and healthy brushing habits along with flossing, a well-balanced diet, and regular dental check-ups. Providers should encourage members to:

- Use a properly fitted toothbrush to brush teeth two times a day.

- Replace toothbrush after three to four months, or sooner as needed.

- Brush with a compliant toothbrush: check that it's ADA-accepted.

Maintaining good dental hygiene is essential for members undergoing orthodontic treatment. Members with braces should use oral hygiene aids such as a toothbrush, an interproximal brush, and floss when cleaning their teeth. Check out the American Association of Orthodontists article, "Six Must-Haves for Cleaning Teeth with Braces or Aligners When You're on the Go" for more information.

Please inform your members that the Medi-Cal Dental Program offers helpful tools and resources on the new Smile, California website at www.SmileCalifornia.org. Providers can also visit the Denti-Cal website https://www.denti-cal.ca.gov/ for more ways to promote positive oral health!