Provider Bulletin

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MEDI-CAL HAS DENTAL COVERED

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.

PROVIDER ENROLLMENT ASSISTANCE LINE

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

Available every Wednesday
8am - 4pm

Reminder: Medi-Cal Dental Provider COVID-19 Questionnaire

It's not too late to share how the COVID-19 pandemic has impacted your dental offices and patient care! Medi-Cal Dental is pleased to invite billing and rendering providers to take the COVID-19 Questionnaire, which was sent by email and is available online here. You can also find the questionnaire on the Medi-Cal Dental website in a banner message and *Smile, California* website under the Partners & Providers tab. This brief questionnaire will be available until **March 31, 2021**.

Thank you for your continued participation in the Medi-Cal Dental Program and taking the time to respond to the COVID-19 Questionnaire. Medi-Cal values your opinion and looks forward to receiving your feedback. The results will be utilized to assess how the pandemic has affected your dental office operations and patient care. This information is vital to inform and support Medi-Cal's ability to meet the needs of both you, as our providers, and your patients – our members – across California.

For Faster Payments, Enroll in Electronic Funds Transfer Today

Medi-Cal Dental encourages providers to enroll in the Electronic Funds Transfer (EFT) program. With EFT, Medi-Cal Dental automatically deposits payments into a provider's designated savings or checking account. EFT has many benefits:

- 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

To participate in the EFT program, providers must complete, sign, and mail the EFT Enrollment Form to Medi-Cal Dental at:

> Medi-Cal Dental Program
> Attn: Provider Enrollment Department
> PO Box 15609
> Sacramento, CA 95852-0609

Detailed instructions for completing the EFT form are listed on pages 2-3 of the form and are also available on the Provider Forms page. Prior to submission, please ensure the form includes 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.

Upon receipt of the EFT form, Medi-Cal Dental 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 Medi-Cal Dental payment checks through the mail.

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

More information can be found in Provider Handbook Section 3 – Enrollment Requirements, page 3-31. For questions about the EFT program, please contact the Telephone Service Center at (800) 423-0507.

Attend a Provider Seminar for the Latest Program Information

Provider training seminars are a great way to learn about the Medi-Cal Dental Program from experienced, qualified instructors and earn free Continuing Education credits. Seminars are available year round and cover the most current program criteria, policies, and procedures. To find and register for a seminar, please visit the Provider Training Seminar Schedule page for a complete list of seminars. Please note, all seminars are currently being held as webinars due to the COVID-19 pandemic.

Providers can choose from the following:

- **Basic and EDI Seminars:**
    - **Basic seminars** address general program purpose, goals, policies, and procedures. In addition, these seminars provide instructions for the correct use of standard billing forms and explain the reference materials and support services available to Medi-Cal dental providers.
    - The **Electronic Data Interchange (EDI)** section of the presentation includes an overview of Treatment Authorization Request (TAR) and claim submissions, review and retrieval of reports, EDI label preparation and mailing of TARs and claims, and the submission of electronic attachments.

- **Advanced Seminars:** Advanced seminar offers current, in-depth information on topics such as Medi-Cal dental criteria, radiograph and documentation requirements, processing codes, and other topics of specific concern.

- **Ortho Seminars:** This specialized seminar for orthodontists addresses all aspects of the Medi-Cal Dental orthodontic program, including enrollment and certification, completion of billing forms, billing procedures, and criteria and policies specific to Medi-Cal.

- **Workshops:** Workshops provide inexperienced billing staff with a hands-on opportunity to learn about the Medi-Cal Dental's policies and procedures.

For current submission and criteria requirements, please refer to the draft CDT-19 Manual of Criteria (MOC), Medi-Cal Dental Schedule of Maximum Allowances, and Provider Handbook Section 2 – Program Overview. For more information on current and upcoming training seminars, including seminar descriptions, current schedule, and registration, please visit the Provider Training page.

Go Green! Submit Documents Electronically through Electronic Data Interchange

Looking for a way to reduce your carbon footprint? Go paperless with Electronic Data Interchange (EDI). EDI submissions make billing and tracking documents easier and helps maximize practice management system capabilities. You can enroll to participate by visiting this link: EDI program.

Enroll in the EDI program to submit Claims and Treatment Authorization Requests (TARs), Notices of Authorization (NOAs), and Claim Adjustments electronically. As an EDI-enrolled provider, you can also receive NOAs, Resubmission Turnaround Documents (RTDs) and Explanation of Benefits (EOB) data electronically.

Medi-Cal Dental receives nearly 75% of documents electronically. You can determine your own potential **cost savings** in submitting claims electronically by using the EDI savings calculator available on the National Dental EDI Council website.

Along with EDI documents, Medi-Cal Dental also accepts digitized radiographs and attachments submitted through the following electronic attachment vendors: Change Healthcare, DentalXChange, National Electronic Attachment, Inc. (NEA), National Information Services (NIS), and Tesia-PCI, LLC.

Additional information can be found in the EDI How-To Guide.

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