Provider Bulletin

MARCH 2021
Volume 37, Number 07

smile, CALIFORNIA™
MEDI-CAL HAS DENTAL COVERED

TRAINING SEMINARS

To reserve a spot online or to view a complete list of training seminars, go to the Provider Training Seminar Schedule.

Please note: Due to the COVID-19 pandemic, 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

PROVIDER EMAIL LIST SIGN-UP

Registration is quick and easy! Join the provider email distribution list and get the latest Medi-Cal Dental updates straight to your Inbox.

Coming Soon: Provider Website Application Update

The Provider Website Application is being enhanced to better serve our provider community. Coming March 2021, registered providers and dental staff will be able to check Medi-Cal patient history online through the Provider Website Application. This new feature will display all dental services that a member received from Medi-Cal dental providers in the last two years, with individual provider information hidden. Each line item will include:

- Tooth information
- Procedure(s)
- Dates of service
- Denied/allowed status

Providers can also use the Provider Website Application to access other important Medi-Cal Dental information, such as:

- Claim status and history
- Treatment Authorization Request status and history
- Weekly check amounts
- Monthly payment totals and year-to-date payments

For step-by-step instructions on how to create an account, please review the Provider Website Application User Guide.

DHCS | Medi-Cal Dental
PO BOX 15609, Sacramento, CA 95852-0509 | (800) 423-0507

dental.dhcs.ca.gov

Coming Soon: *Smile, California* Website Changes

The *Smile, California* campaign aims to help more than 13 million members increase utilization of their dental benefit. To that end, the Department of Health Care Services will improve the *Smile, California* website by adding new landing webpages in 15 languages. This change will improve member access to important Medi-Cal Dental information and educational materials. The landing pages will be available in March 2021, in these languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Punjabi, Russian, Tagalog, Thai, and Vietnamese. Members will be able to access the following resources in their language:

- Information about the Medi-Cal Dental Program, Find a Dentist search tool, and Telephone Service Center
- *Smile, California* outreach and educational materials
- Answers to common questions

The *Smile, California* landing pages will be accessible in desktop and mobile formats so members can easily access in-language resources on the go with any device. In addition to the new landing pages, members can find the full *Smile, California* website in English at SmileCalifornia.org or Spanish at SonrieCalifornia.org.

Providers are encouraged to check the *Smile, California* Partners & Providers page regularly. For the latest *Smile, California* campaign news directly to your Inbox, please sign up to receive Smile Alerts.

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.

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 Electronic Data Interchange (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 **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 seminars offer 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:** These specialized seminars for orthodontists address 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.

Medi-Cal Dental Provider Billing Practices

The Department of Health Care Services (DHCS) reminds providers that they may not submit a claim to or collect reimbursement from a Medi-Cal member or their authorized representative, except for the specified share of cost a member's eligibility status requires for any service. Welfare & Institutions Code (W&I Code) Section 14019.4 (a) and Title 22, California Code of Regulations, Section 51002 (a) expressly prohibit a provider from billing a Medi-Cal member for services included in the Medi-Cal Dental Program scope of benefits. Furthermore, a provider may not bill both the member and the Medi-Cal Dental Program for the same dental procedure.

If Medi-Cal eligibility is verified, the provider may not treat the member as a private-pay member to avoid billing Medi-Cal Dental, obtaining prior authorization (when necessary), or complying with any other program requirement. In addition, upon obtaining eligibility verification, the provider cannot bill the member for all or part of the charge of a Medi-Cal covered service except to collect the Medi-Cal copayment or share of cost. Providers cannot bill members for private insurance cost-sharing amounts such as deductibles, co-insurance or copayments (see Provider Handbook Section 2 – Program Overview, page 2-14).

Prior to recommending or rendering non-covered benefits, providers should first fully explain to the member the treatment options available as covered benefits. Providers should not use administrative or quality of care denials (intentional or unintentional) as a reason to conclude that a procedure is a non-covered benefit. Providers should not require members to pay out of pocket for a non-covered benefit as a precedent condition to providing covered benefits.

By law, a Medi-Cal dental provider must reimburse a member for a claim if the member

provides proof of eligibility for the time period during which the medically necessary covered service was rendered (and for which the member paid) (see Provider Handbook Section 2 – Program Overview, page 2-15).

Medi-Cal dental providers shall check member eligibility prior to rendering treatment or making arrangements to enter into a private payment agreement with the member.

Providers can review details in Provider Handbook Section 8 - Fraud, Abuse, and Quality of Care, *Billing Medi-Cal Dental*, page 8-9.

For copies of records and/or radiographs, Medi-Cal dental providers must charge all patients, including both private and Medi-Cal dental members, the same fee at a reasonable price. Medi-Cal dental providers cannot bill a member for missed or broken appointments.

Title 45, Code of Federal Regulations, Part 92.201 (a), requires Medi-Cal providers to provide accurate, timely, and free of charge Language Assistance services to limited English proficiency members.

Providers shall offer a qualified interpreter to members with limited English proficiency when translating written or oral content free of charge, including sign language interpreting services. Providers may contact the Telephone Service Center to help connect members with an interpreter.

For questions regarding this bulletin, please contact the Telephone Service Center at (800) 423-0507 or visit the Medi-Cal Dental website.

Kindergarten Oral Health Assessment Program

The Kindergarten Oral Health Assessment (KOHA) is a dental checkup requirement that helps schools identify children suffering from untreated dental disease and helps parents establish a dental home for their children. In accordance with California law, children must have a dental checkup 12 months before entering public school for the first time or by May 31st of their first year (Kindergarten or 1st Grade). Upon registration, the school will give the child's parents a letter explaining the requirement and a form to be completed during the dental visit by the dental provider. Once completed, it is the responsibility of the parent to submit the assessment form to their child's school.

KOHA can be met by performing a complete examination and treatment plan performed by a licensed dentist, or by a more basic oral health evaluation, such as a screening, which can be performed by a dentist, hygienist, or an extended function registered dental assistant with supervision. Medi-Cal dental providers should reference the California Dental Association's [KOHA dental professionals webpage](#) for detailed information about KOHA, including, but not limited to:

- What the law requires
- What to do when an existing or new patient calls needing the school required "oral health assessment" for their child
- How to fill out the state-required assessment form

As a reminder, providers must verify a new patient's Medi-Cal eligibility prior to rendering services. Please refer to page 3 of Provider Bulletin [Volume 36, Number 27](#) for member eligibility verification and identification requirement guidelines.