



Provider Bulletin

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TRAINING SEMINARS

To reserve a spot online or 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.

Medi-Cal Dental to Implement Current Dental Terminology 2020

The Medi-Cal Dental Program is working diligently to update its Current Dental Terminology (CDT) code set from CDT-19 to CDT-20. This update is scheduled to implement July 1, 2021. More information will be provided as the release date draws closer.

New Provider Customer Service Survey

Medi-Cal Dental invites billing and rendering providers to take the new Provider Customer Service Survey now through **May 15, 2021**. The survey will be mailed to a randomly selected group of Medi-Cal providers on April 1, 2021. However, all providers are invited to complete the survey [online here](#).

Thank you for your continued participation in the Medi-Cal Dental Program and taking time to respond. The results will be used to assess how we can better serve our Medi-Cal providers.

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New Primary Care Physician Toolkit

Oral health resources are now available for primary care physicians involved in the care or coordination of medical services to Medi-Cal members. Physicians can access:

- Websites with oral health guidelines
- Dental training for physicians and medical staff, continuing education credit opportunities, and important information
- Downloadable educational materials for Medi-Cal members

For a complete list of helpful links and materials, please visit the *Smile, California* website [here](#) or Medi-Cal Dental website [here](#). Detailed descriptions of each resource can be found in the [Primary Care Physician Toolkit: Description of Resources](#) one-pager.

Provider Website Application Update

The [Provider Website Application](#) has been enhanced to allow registered providers and dental staff to check Medi-Cal patient history online. This new feature displays 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 includes:

- Tooth information
- Dates of service
- Procedure(s)
- 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](#).

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Smile, California Website Update

New *Smile, California* landing webpages are available in 15 languages! Members can now access important in-language Medi-Cal Dental information and educational materials, including:

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

Members can find their preferred language by clicking on the globe icon in the upper right-hand corner of the [Smile, California homepage](#) and selecting a language from the drop-down.

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](#).

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

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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.