



Provider Bulletin

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PAVE is HERE!

The Provider Application and Validation for Enrollment (PAVE) Provider portal simplifies and accelerates the dental provider enrollment processes. PAVE features a secure login, document uploading, electronic signature, application progress tracking, intuitive guidance, social collaboration, and more.

Beginning **October 31, 2022**, providers must use the PAVE portal to complete and submit applications, report changes to current enrollment, and respond to Department of Health Care Services initiated requests for revalidation. To view the online demonstration that covers the basic functions in PAVE and Frequently Asked Questions (FAQs), please visit [Introduction to PAVE for Dental Providers](#) and [Demo 1: Intro to PAVE Dental FAQ's](#).

Note: Once PAVE is live, paper applications will no longer be accepted. Paper applications postmarked on or after October 31st, 2022, will be returned.

For additional information including contact information available to providers when PAVE opens, see below:

- **Enrollment Inquiries**
 - For Medi-Cal provider enrollment information, please contact PED using the Inquiry Form on PED's website under "Provider Resources." You can also call the PED Message Center at (916) 323-1945.

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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](#).

PROVIDER ENROLLMENT ASSISTANCE LINE

Speak with an Enrollment Specialist. Go [here](#) for more information.

Available every Wednesday
8am - 4pm



For PAVE application questions, email PED at PAVE@dhcs.ca.gov, or send a message through the PAVE portal.

- **Revalidation Inquiries**

- Dental providers required to submit revalidation applications through PAVE will receive notice via mail. Revalidation notices will be mailed to the service address on file with Medi-Cal so it is important you maintain this information current. For more information, please contact PED using contact information noted under Enrollment Inquiries.

- **PAVE Technical Support**

- For technical issues related to PAVE, please call the PAVE Help Desk at (866) 252-1949. The Help Desk is available Monday-Friday from 8:00 am-6:00 pm, excluding State holidays. You can also use the PAVE Chat feature while in PAVE. Chat is available Monday-Friday from 8:00 am-4:00 pm, excluding State holidays.

- **Billing Inquiries**

- For billing inquiries, please call the Medi-Cal Dental Telephone Service Center (TSC) at (800) 423-0507. TSC Representatives are available Monday-Friday from 8:00am-5:00pm.

- **Electronic Funds Transfer (EFT) Inquiries**

- For EFT inquiries, please call the Medi-Cal Dental TSC at (800) 423-0507. TSC Representatives are available Monday-Friday from 8:00am-5:00pm. Instructions for completing the EFT enrollment form may also be found on the [Providers Application Forms](#) page of the Medi-Cal Dental website.

- **PIN Confirmation/Reset**

- To confirm or reset a PIN, please send a written request to Medi-Cal Dental at PO Box 15609, Sacramento, CA 95852-0609. A PIN cannot be confirmed or reset over the telephone. If you have additional questions regarding your PIN, please call the Medi-Cal Dental TSC at (800) 423-0507. TSC Representatives are available Monday-Friday from 8:00am-5:00pm.

For more information about PAVE, please visit the [PAVE](#) portal or call the TSC at (800) 423-0507.

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Electronic Fund Transfer (EFT) Changes

Effective January 1, 2023, the Department of Health Care Services (DHCS) is required to change its internal wire transfer with the State Controller's Office, which will result in a one-week delay of provider payments being issued.

The following are some important details for providers to know regarding their payment for performing services in the Medi-Cal Dental Program:

- Checks written from the Fiscal Intermediary (FI) to providers for weekly Fee-For-Service and monthly Safety Net Clinic CalAIM payments will be issued on the Tuesday of the week AFTER the check write is complete. If a holiday falls on a Tuesday, payments may be delayed until the following Wednesday or Thursday.
- The check issue date will not match the date providers receive their payment.
- Any remaining DTI payments will not be affected by this change.

Please call the Provider Telephone Service Center at 1-800-423-0507 for more information.

Treatment Authorizations After State Hearing Approval

The Department of Health Care Services would like to remind providers that members approved for dental treatment through a State Hearing will receive a Pre-Approval of Dental Treatment (pink letter), which will be used by the Medi-Cal provider of the member's choice. This pink letter is authorization for the listed procedures and will be used by the provider to submit for payment once the treatment has been completed.

Note: Treatment allowed through the State Hearing process does not require a Medi-Cal Dental Treatment Authorization Request (TAR). However, this does not apply to authorizations for orthodontics. A TAR is required for allowed orthodontic treatment.

Treating Dentist responsibilities:

- Be an enrolled Medi-Cal Dental dentist.
- Verify member's Medi-Cal eligibility for the month treatment is completed.
- Provide the allowed treatment within 180 days of the date of the pink authorization letter.

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- Submit a Medi-Cal Dental Claim form **no more than six months** after the end of the month in which the treatment was given. The Medi-Cal Dental Claim must include the **original pink** allowance notice. The Medi-Cal Dental Claim may be submitted electronically with the pink pre-approval letter attached.

The claim must be mailed to:

Medi-Cal Dental Program
ATTN: State Hearing Department
P.O Box 13898
Sacramento, CA 95853-4898

For further information, please call the Telephone Service Center at (800) 423-0507.

Provider Seminars Offer the Latest Medi-Cal Dental Program Information

Provider training seminars are a great way to learn about the Medi-Cal Dental Program from experienced, qualified instructors. In addition, dentists, registered or certified dental assistants, and registered dental hygienists can earn free continuing education credits.

Seminars are available year-round and cover the most current Medi-Cal Dental 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.

Note: In-person seminars are back! Along with our current virtual webinar schedule, our in-person seminars offer opportunities for providers to learn more about the Medi-Cal Dental Program. The Provider Training page has current information on upcoming training seminars, including seminar descriptions, current schedules, and registration. Registering early is recommended.

Seminars

Providers can choose from the following series of seminars:

- **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.

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- The *presentation's EDI section* includes an overview of Treatment Authorization Request (TAR) and claims submissions, review and retrieval of reports, EDI label preparation, 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.
- **Orthodontic Seminars:** These specialized seminars for orthodontists address all aspects of the Medi-Cal 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 Medi-Cal's dental policies and procedures.

For current submission and criteria requirements, please refer to the [Medi-Cal Dental Manual of Criteria and Schedule of Maximum Allowances webpage](#) and the [Provider Handbook](#) Section 2 – Program Overview.