Provider Bulletin

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SIGN UP FOR OUR EMAIL LIST

Learn the latest Medi-Cal Dental news and information by signing up for our Medi-Cal Dental Fee-For-Service Provider email distribution list here.

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

PAVE is HERE!

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

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 of PAVE and Frequently Asked Questions (FAQs), please visit Introduction to PAVE for Dental Providers and Demo 1: Intro to PAVE Dental FAQ.

Note: Effective October 31, 2022, paper applications are no longer accepted. Paper applications postmarked on or after October 31, 2022 will be returned.

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

- **Enrollment Inquiries**

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

application questions, email PED at PAVE@dhcs.ca.gov, or send a message through the PAVE portal. **If you have questions regarding your paper application submitted prior to October 31, 2022, please contact the Medi-Cal Dental Telephone Service Center (TSC) at (800) 423-0507.**

- **Revalidation Inquiries**

  - Dental providers required to submit revalidation applications through PAVE will receive a 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 the 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 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.

Medi-Cal Dental Payment Delay

Due to the upcoming end-of-the-quarter December holiday, Enterprise Fund Transfer Fee-for-Service dental payments for the 12/19/2022 - 12/24/2022 period will be delayed until January 6, 2023.

The Department of Health Care Services thanks you in advance for your patience.

Proposition 56 Supplemental Payments Update

Pursuant to the Budget Act of 2022, Proposition 56 dental supplemental payments for specified dental codes are authorized to continue until further notice.

Please click here to view all Prop 56 dental codes eligible for supplemental payments. Payments will be made based on claim submission for the specific applicable procedures.

For more information about Proposition 56, please visit the DHCS Proposition 56 Supplemental Dental Payments webpage.

Treating Young Kids Everyday (TYKE) Course - New Coupon Code Available on January 1, 2023

Starting January 1, 2023, if you are a Medi-Cal dental provider who is not a California Dental Association (CDA) member and need to take the Treating Young Kids Everyday (TYKE) course to participate in the California Advancing and Innovating Medi-Cal (CalAIM), please use the 2023 coupon code TYKEDHCS23. This coupon code will enable you to complete the TYKE course at no cost.

To get more information and to access the training, please visit the CDA TYKE: Treating Young Kids Everyday webpage.

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.

  ➢ 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 Section 2 – Program Overview of the [Provider Handbook](#).

Teledentistry

Medi-Cal Dental providers, who have the means to do so, are encouraged to use teledentistry as an alternative method to deliver select dental services. Teledentistry refers to using telehealth systems and methodologies in dentistry to enhance care.

Teledentistry can include patient care delivery using, but not limited to, the following:

- Live video (synchronous): Live, two-way interaction between a person (patient, caregiver, or provider) and a provider using audiovisual telecommunications technology.

- Store-and-forward (asynchronous): Transmission of recorded health information (for example, radiographs and photographs of patients) through a secure electronic communications system to a provider, who uses the information to evaluate a patient's condition or render a service outside of real-time or live interaction.

Currently, Medi-Cal enrolled dentists and allied dental professionals (under the supervision of a dentist) may render limited services via synchronous and asynchronous teledentistry within their scope of practice.

In recognition of [Senate Bill (SB) 184](#), the Department of Health Care Services is currently evaluating its teledentistry policy. Providers are encouraged to provide feedback to dental@dhcs.ca.gov.

For more information about Medi-Cal Dental's teledentistry policy, please refer to the [Teledentistry Resources](#) webpage or [Section 4 – Treating Beneficiaries](#) of the Medi-Cal Dental Provider Handbook.