



# 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

To enroll in the Medi-Cal Dental Program, or check the status of an existing enrollment application, click [here](#) or email [PAVE@dhcs.ca.gov](mailto:PAVE@dhcs.ca.gov).

## 2023 Provider Network Capacity Survey

The Department of Health Care Services is pleased to announce that **enrolled** Medi-Cal Dental providers have the opportunity to take the **2023 Provider Network Capacity Survey** online from **May 1, 2023 through July 31, 2023**. The purpose of this survey is to ensure we have the most comprehensive information possible regarding the provider networks within the Medi-Cal Dental Program.

Providers will be able to find the survey on the Medi-Cal Dental [website](#) and the *Smile, California* [website](#). Some providers will also receive the survey by mail.

**Please only take the survey if you are currently enrolled in the Medi-Cal Dental program and please only take the survey once.** Thank you for taking the time to respond.

## Provider Training Courses Now “On Demand”

Medi-Cal Dental offers an [extensive training program](#) that has been designed to meet the needs of both new and experienced Medi-Cal Dental providers and their staff.

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Medi-Cal Dental would like to introduce you to the new “On-Demand” training available to providers, in addition to the existing [in-person seminars and online webinars](#). Take advantage of these courses at your own pace when it is most convenient for you.

Continuing Education (CE) credits are available upon completion of all the modules within the course. Below is a list of the currently available courses:

- Basic Course - 2 CE Credits
- Advanced Course - 3 CE Credits
- Ortho Course - 3 CE Credits
- Behavior Management (D9920) – 1 CE Credit

Register [here](#) for your own secure, personal account to take these courses at your own pace. The user account will require some basic information about you.

When you complete a course, you will be able to download your CE certificate.


## New Brochure: “Healthy Smiles from Pregnancy Through the Toddler Years”

*Smile, California* is excited to debut the new “Healthy Smiles from Pregnancy Through the Toddler Years” brochure. The brochure is available in English, Spanish, Chinese, Vietnamese, and Korean on [SmileCalifornia.org](https://SmileCalifornia.org).

This new tri-fold brochure is highly visual and is designed to inform pregnant individuals and new parents about the importance of good oral health for both them and their infants. The piece features an educational oral health journey from pregnancy through the toddler years with the objective of educating individuals on how to care for their child’s oral health to ensure a healthy smile.

The new brochure also features information about the Medi-Cal Dental Program and tips for keeping baby mouths healthy. *Smile, California* has additional materials for new and expecting parents about dental care and coverage during and 12 months after pregnancy, including a flyer, brochure, video, and PowerPoint presentation. Click [here](#) to access the Medi-Cal Dental Pregnancy Materials page.

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# New Billing Providers Must Ensure Providers Are Enrolled and Correctly Identified on Claims and Notice of Authorizations (NOAs)

Billing providers must ensure that all their rendering providers are enrolled in the Medi-Cal Dental Program prior to treating Medi-Cal patients.

To receive payment for dental services rendered to Medi-Cal members, prospective providers must apply and be approved in Provider Application and Validation for Enrollment (PAVE) to participate in the Medi-Cal Dental Program. Payments made to billing providers for services performed by their rendering providers who are not enrolled in the Medi-Cal Dental Program will be subject to payment recovery in accordance to Title 22 Section 51458.H(a)(6), which states:

- (a) The Department shall recover overpayments to providers including, but not limited to, payments determined to be: (6) For services prescribed, ordered or rendered by persons who did not meet the standards for participation in the Medi-Cal program at the time the services were prescribed, ordered or rendered.

## **Provider Enrollment Applications**

Rendering providers can enroll in Medi-Cal by submitting an application in the [PAVE portal](#). You can access resources and learn more about the new portal on the [DHCS PAVE page](#).

If you would like to enroll in the Medi-Cal Dental Program, or check the status of an existing enrollment application, please contact the Provider Enrollment Division (PED) using the [Inquiry Form](#) found on PED's website under Provider Resources or via email at [PAVE@dhcs.ca.gov](mailto:PAVE@dhcs.ca.gov).

You can also contact the PED Message Center at (916) 323-1945.

## **Rendering Providers Must Be Correctly Identified on Claims and NOAs**

Federal and state laws require that the rendering dental provider be listed on the claim form. Providing an inaccurate identification of rendering dental providers on claims may

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have many unintended consequences. In addition to being subject to potential recoveries, it may also increase a billing provider's likeliness of post-payment review, including audits. In some circumstances, it may also rise to the level of fraudulent claiming under the False Claims Act.

Requests for payments **require the rendering provider's National Provider Identifier (NPI) number in Field 33** on the claim form for each applicable claim service line. Payment for Claims and/or NOAs received without a rendering provider number in Field 33 will be delayed, and a Resubmission Turnaround Document (RTD) will be issued requesting the information.

For more information, contact the Medi-Cal Dental Provider Customer Service line at 1-800-423-0507.

## Avoid Denials: Respond Timely to Resubmission Turnaround Documents and Radiograph Requests

One of the top reasons for Treatment Authorization Request (TAR) and Claim denials is Adjudication Reason Code (ARC) 326: *Procedures being denied on this document due to invalid response to Resubmission Turnaround Documents (RTDs) or, if applicable, failure to provide radiographs/attachments for an Electronic Data Interchange (EDI) document.*

To avoid ARC 326 denials, providers must respond within 45 days to RTDs for both paper and EDI documents, as well as requests for radiographs/attachments for EDI documents.

**Medi-Cal Dental will deny these 'suspended' TARs and Claims if no response is received within 45 days.**

RTDs can also be sent for (failure to provide):

- Missing surfaces on restorations
- Missing surfaces on sealants
- Missing tooth code and/or quadrant
- Missing diagnostic casts
- Rendering Provider (treating NPI Type 1)

For more information, please refer to [Section 6](#) of the Provider Handbook.

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## **EDI Documents Suspended for Radiographs/Attachments**

EDI documents submitted with procedures that require radiographs/attachments are automatically suspended if they do not include a digitized image reference number. A Provider/Service Office X-Ray/Attachment Request is issued electronically to the provider (ID# CP-O-971-P). If suspended documents are not matched to the required documentation within seven days, they will appear on the 'Provider/Service Office Daily EDI Documents Waiting Return Information > (greater than) 7 Days' tracking report (CP-O-978-P). If the documentation is not received, suspended documents will continue to appear on this report for up to 45 days until the documentation is either received or denied.

Required radiographs/attachments for EDI documents must be submitted using special EDI labels and red-bordered envelopes. Refer to the [EDI How-To Guide](#) for instructions on how to prepare them. Once the EDI envelopes are received, patient identifying information on the labels is used to link the EDI documents to the radiographs/attachments so processing can continue.

## **Resubmission Turnaround Documents**

RTDs requesting missing or additional information related to both paper and EDI documents should be completed and returned by mail in regular mailing envelopes without EDI labels or envelopes as soon as possible to:

Medi-Cal Dental Program  
P.O. Box 15609  
Sacramento, CA 95852-0609

Providers enrolled in EDI usually receive their RTDs electronically for documents submitted electronically along with other EDI reports. RTDs can be issued electronically to providers, however providers cannot respond electronically. Providers must submit RTD responses by mail. Providers may, however, opt to receive EDI RTDs by mail. If you have difficulty retrieving any EDI reports, contact your EDI clearinghouse.

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

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# Fictitious Name Permit Requirement for Enrollment

The purpose of a fictitious name permit (FNP) is to allow a licensed dentist, registered hygienist in alternative practice, group of licensed dentists, or group of registered hygienists in alternative practice to practice under a name other than their individual legal name or corporate legal name. Failure to submit a copy of your valid FNP with your Medi-Cal Dental provider enrollment application may result in denial of the application pursuant to CCR, Title 22, Sections 51000.30(d)(3) and 51000.30(e) and Business and Professions Code (BPC), Section 1701.5.

BPC section 1701.5 states, “Any association or partnership or corporation or group of three or more dentists, engaging in practice under any name that would otherwise be in violation of [Section 1701](#) may practice under this name if, and only if, the association, partnership, corporation or group holds an outstanding, unexpired, unsuspended, and unrevoked permit issued by the board under this section. On and after July 1, 1995, any individual dentist or pair of dentists engaging in the practice of dentistry under any name that would otherwise be in violation of [Section 1701](#) may practice under that name only if the dentist or pair of dentists hold an outstanding, unexpired, unsuspended, and unrevoked permit issued by the board under this section.”

If providers practice under a name other than the name on their professional license, or a corporate name that complies with the BPC, a copy of the FNP from the Dental Board of California (DBC) or Dental Hygiene Board of California must be included when submitting your provider enrollment application. Applications can be submitted online through the Provider Application and Validation for Enrollment (PAVE) [portal](#).

If you are doing business under a fictitious name, attach a valid, legible copy of the FNP issued by the DBC.

For more information, please visit the Department of Health Care Services, Provider Enrollment [website](#).