



Provider Bulletin

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THIS ISSUE

pg 1 Dental Board of California
Fraud Alert

Dental Board of California Fraud Alert

The Department of Health Care Services has been made aware of the following fraud alert from the Dental Board of California.

The Department of Consumer Affairs (DCA) has learned of a recent scam aimed at licensees of the Dental Board of California (Board). In this scheme, a caller falsely identifies themselves as an employee or investigator of the Board and claims the licensee’s license was suspended. The caller demands the licensee make a payment immediately to reinstate their license.

Callers may be “spoofing” Board telephone numbers to make the calls appear to be coming from the Board, and/or using fake Board letterhead to add authenticity to the scam.

If you receive a call from an individual claiming to be a Board employee who is attempting to gather your personal and financial information, please consider the following:

- Refuse payment. Never disclose banking or credit card numbers without first taking steps to verify that the person requesting the information has a legitimate need for it.

Continued on pg 2

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.



- Never disclose personal information to the caller such as Social Security Numbers or dates of birth.
- Take down the caller's information (including name, title, phone number, and email address), let them know you will follow-up directly with the Board, and end the call.
- You may also consider ending the call without explanation if it appears suspicious or to be a scam.
- Contact the Board at dentalboard@dca.ca.gov.
- Report the call to local law enforcement authorities.
- Be aware that Board and DCA staff will never ask for credit/debit card information over the phone.
- Read the Board's fraud alert for more tips and directions for contacting the Board to inquire if you are the subject of an official investigation.