



Provider Bulletin

SEPTEMBER 2023
Volume 39, Number 22



THIS ISSUE

pg 1 Disaster Assistance to Members and Dental Offices impacted by Hurricane Hilary in California

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.

Disaster Assistance to Members and Dental Offices

The Department of Health Care Services will allow member and provider processing exceptions to expedite the replacement of removable dental appliances for those impacted by Hurricane Hilary in California.

Disaster assistance will be provided to the following counties: **Fresno, Imperial, Inyo, Kern, Los Angeles, Orange, Riverside, San Bernardino, San Diego, Siskiyou, Tulare, and Ventura**. The end date of this assistance is February 29, 2024.

Removable dental appliances include:

- Orthodontic retainers
- Space maintainers
- Partial and full dentures
- Temporomandibular joint appliances fabricated by professionals which may be removed and inserted by the member

Will prior authorization be waived?

Claims will be accepted without requiring prior authorization and will not be rejected due to frequency limitations for

Continued on pg 2



subsequent removable appliances for eligible members who are residents of the impacted counties. Claims for exams and radiographs connected to the removable appliances will also be accepted and will not be rejected due to frequency limitations.

Exceptions to prior authorization requirements will be allowed. “Title 22, Section 51003, State of California Code of Regulations allows for the retroactive approval of prior authorization under the following conditions: When the required service could not be delayed ... “([Provider Handbook](#) Section 5 - Manual of Criteria and Section 2 - Program Overview, page 2-13). For provider claims submitted for replacement of removable appliances, the claims will be evaluated to determine if they are requested from the impacted county identified above.

What does the claim need to demonstrate?

The negative impact of the extreme weather conditions alone will meet the criteria of medical necessity.

What does the claim need to include?

Providers are instructed to include the statement “Patient impacted by hurricane and extreme weather conditions and removable appliance was lost” within the comments field on the claim. Damaged appliances will be screened for repair.

Reminder: Partial and full dentures require submission of a properly completed Justification of Need for Prosthesis (DC054) form (Rev 09/18). For detailed instructions, please refer to [Provider Handbook](#) Section 6 – Forms, pages 6-48 to 6-51.

Will late submission of claims be accepted?

For Medi-Cal dental providers who must submit late billing due to the extreme weather conditions, providers are instructed to include substantiating documentation that justifies the late submission of a claim.

Providers must submit statements about the circumstances of the extreme weather condition that were beyond their control, such as: damage to or destruction of their business office or records; circumstances of the extreme weather that substantially interfered with the timely processing of bills; or other circumstances clearly beyond the control of the provider, that was reported to the appropriate law enforcement or fire agency.

Payment for removable appliances that have been fabricated by a lab but cannot be

Continued on pg 3



delivered to the member must follow the requirements in the [Provider Handbook](#) Section 2 - Program Overview, Billing and Payment Policies, Time Limitations for Billing, pages 2-20.

Will claims for members living in other counties be accepted?

For members residing in other counties that lost their removable appliance while temporarily in the impacted county, claims will be accepted for removable appliances and related exams and radiographs without prior authorization and will not reject claims due to frequency limitations; however, further documentation of need is required.

Documentation must include: a copy of the official Public Service Agency Report (fire or police) filed in the county in which the removable appliance was lost, the statement that the member lost the removable appliance due to the extreme weather, and identification of the county where the removable appliance was lost. Claims submitted due to the situation above will be evaluated.

Providers are encouraged to monitor the [Medi-Cal Dental website](#) for future updates. Questions about this notice may be directed to the Telephone Service Center at (800) 423-0507.