



# Provider Bulletin

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## THIS ISSUE

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## Medi-Cal Dental Fee-for-Service in San Mateo County will be available for Kaiser Members

Effective January 1, 2024, Kaiser Foundation Health Plan will expand their coverage to San Mateo County for select members. Medi-Cal members in San Mateo County that have Kaiser for their health plan will be able to receive dental services through Medi-Cal Dental Fee-For-Service (FFS) and select any FFS dental provider.

### Here's what this means for providers:

1. If you are currently registered as a Medi-Cal Dental FFS provider, you can continue to provide dental services to both your existing and Kaiser members in San Mateo County.
2. If you are a Health Plan of San Mateo (HPSM) provider and NOT currently enrolled as a Medi-Cal Dental FFS provider, please submit a new Medi-Cal provider enrollment application through the [Provider Application for Validation and Enrollment \(PAVE\)](#) online enrollment portal along with all the supporting documentation. This will enable you to continue serving your members who will have Kaiser for their health plan.

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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).



Medi-Cal Dental

[dental.dhcs.ca.gov](http://dental.dhcs.ca.gov)



## How to become a Medi-Cal Dental FFS Provider?

The PAVE portal simplifies and accelerates the Medi-Cal dental provider enrollment processes. PAVE features secure login, document uploading, electronic signature, application progress tracking, intuitive guidance, social collaboration, and more. Providers can complete and submit new applications for enrollment, report changes to current enrollment, and respond to Department of Health Care Services-initiated requests for revalidation through PAVE. For assistance with completing the online enrollment application, providers can view the online demonstration that covers the basic functions of PAVE by visiting the site: [YouTube - Introduction to PAVE for Dental Providers](#) and [Frequently Asked Questions](#) for clarifications. For additional PAVE information and resources, please visit the [PAVE website](#). Questions regarding PAVE can be submitted via the Inquiry Form on [PED's website](#) under “Provider Resources”, email [PAVE@dhcs.ca.gov](mailto:PAVE@dhcs.ca.gov), or message through the [PAVE](#) portal.

### For additional resources and support, here are some useful contacts and references:

- Medi-Cal Dental FFS billing instructions and procedures can be found in the [Medi-Cal Dental Provider Handbook](#).
- Provider Training is available through In-Person Seminars, Webinars, or On-Demand sessions. Please refer to the [current seminar schedule](#) for more information.
- Provider assistance is available by calling (800) 423-0507, Monday through Friday, between 8:00 a.m. and 5:00 p.m. Through this phone number, providers can also access patient history, claim/treatment authorization requests (TARs) status, or financial information using the automated Interactive Voice Response system between 2:00 a.m. and 12:00 midnight, seven days a week. General program information is available 24/7 through the automated system. Details on Provider Toll-Free Menu Options and instructions for using the automated system are provided in the [Medi-Cal Dental Provider Handbook](#), Section 4 – Treating Members.
- Member eligibility verification is available by calling the Automated Eligibility Verification System (AEVS) at (800) 456-2387. Please ensure you have the information from the Benefits Identification Card (BIC ID) when prompted.

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- For assistance with the eligibility message or navigating the Medi-Cal website, you can contact the Internet Help Desk at (800) 541-5555.
- Written inquiries can be sent to Medi-Cal Dental, California Medi-Cal Dental Program, P.O. Box 15609, Sacramento, CA 95852-0609.