



Provider Bulletin

APRIL 2024
Volume 40, Number 16



THIS ISSUE

- pg 1 Medi-Cal Dental Transition
- pg 3 Coming Soon:
The Medi-Cal Dental Website Update
- pg 4 New Provider Portal
Coming Soon
- pg 4 Update to the Interactive
Voice Response System

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.

Medi-Cal Dental Transition

On May 13, 2024, the Department of Health Care Services (DHCS) will transition to Gainwell Technologies as the Dental Business Operation Intermediary (DBO) of Medi-Cal Dental. The DBO will provide dental administrative services and manage the claims processing system. DHCS, Delta Dental of California, and Gainwell Technologies have collaborated to ensure a seamless transition of the contract. Providers and members enrolled in Medi-Cal Dental will not experience disruption to regular service during the transition period.

During the transition period, the following Medi-Cal Dental information will remain the same:

- PO Boxes
- Telephone numbers
- Medi-Cal Dental website address
- Timing of your payments

No action is required on your part at this time. Providers and members should expect communication via bulletins, mailings, and Medi-Cal Dental website updates as more information is available.

Continued on pg 2



Medi-Cal Dental

dental.dhcs.ca.gov



Frequently Asked Questions

Q: Is Medi-Cal making any changes to electronic claim submissions or electronic attachments with the transition?

A: No, Medi-Cal Dental is not making any changes to electronic claims or attachment submission requirements. There is no plan or expectation that providers and/or submitters need to re-apply or re-test as part of the vendor transition.

Q: Is Medi-Cal Dental making any changes to the hours of operation for any of the provider or member support areas?

A: All areas are retaining the same hours of operation for provider and member support.

Q: Will we need to submit applications via a different portal from the Provider Application Validation for Enrollment (PAVE)?

A: No. If your current enrollment method is through PAVE, you will still use PAVE for enrolling. The transition to a new vendor does not impact provider enrollment processes or the provider enrollment portal PAVE.

Q: Will our current provider ID numbers be changing once the transition occurs?

A: No. The transition will have no impact on the provider ID numbers; current provider ID numbers will not change once the transition occurs. Also, PIN's do not change.

Q: Will providers who are already in the enrollment process during the transition be fully processed?

A: The transition will have no impact on the provider enrollment processes, or providers who are in the enrollment process during the transition.

Q: How will we be notified with further changes?

A: Updates on the transition will be posted to the Medi-Cal Dental website.

Continued on pg 3



Q: Will the way I access Medi-Cal Dental information change?

A: You will need to re-authenticate the first time you log into the provider portal to retrieve information about your practice. You will also need to re-authenticate the first time you log into the learning management system (LMS). For additional questions and support, contact the Medi-Cal Dental Customer Service Center toll-free at (800) 423-0507.

Q: Will the call center support be the same?

A: The Telephone Service Center is being rebranded as the Customer Service Center (CSC). The phone number remains the same and the Interactive Voice Response has been upgraded to more advanced technology.

Q: Will the materials change?

A: The Medi-Cal Dental Provider Handbook and forms will be updated to reflect the new contractor information.

Coming Soon: The Medi-Cal Dental Website Update

The Medi-Cal Dental website is being redesigned! The Department of Health Care Services (DHCS) will be updating the look and feel of the www.dental.dhcs.ca.gov website to align with DHCS branding and logos.

The upcoming refresh on the Medi-Cal Dental website will also include updates to contact details for Electronic Data Interchange (EDI) and form reorder requests. This change will enhance communication efficiency. EDI's email address will change to Medi-CalDentalEDI@gainwelltechnologies.com. Additionally, the Reorder Request Form will incorporate a new email address, formreorderrequest@gainwelltechnologies.com. You will be able to submit your form reorder requests by email.

The Medi-Cal Dental website aims to emphasize the significance of dental benefits within the Medi-Cal program, communicating DHCS's commitment to providing equitable access to high-quality dental care for Medi-Cal members through Medi-Cal Dental. Please check the Medi-Cal Dental website for future updates.

Continued on pg 4



New Provider Portal Coming Soon

Beginning May 13, 2024, Medi-Cal Dental will introduce a new Provider Portal with features to improve the provider experience. The existing portal is being upgraded, and will no longer be available. Providers will need to complete a new registration process on the new Provider Portal. The Provider Portal will allow secure log-on for providers to access their:

- Claim Status and History Treatment Authorization Request (TAR)
- Status and History
- Send secure messages
- Live Chat with Medi-Cal Dental from Monday through Friday, 8 a.m. to 5 p.m.
- Helpful Assistance Links

Medi-Cal providers can register themselves by clicking the “Register” link available on the Medi-Cal Provider Website page. For a practice with multiple providers, the owner that registers initially for a particular Business Entity (Business Provider NPI) will be assigned as an Administrator. The owner will be able to assign Registered or Unregistered Delegates and all Providers will have that ability and will be “Registered Delegate” of the provider website and will be granted limited access. New Provider Portal live-training will be available soon.

You can soon register [here](#) for a LMS account to access “On-Demand” and live seminars. For questions and support, contact the Medi-Cal Dental Customer Service Center at (800) 423-0507, available Monday through Friday from 8:00 a.m. through 5:00 p.m.

Update to the Interactive Voice Response System

On May 13, 2024, prepare to be amazed as Medi-Cal Dental unveils its cutting-edge Interactive Voice Response (IVR) system – Gabby! Gabby isn’t your ordinary automated voice. Oh no! Gabby has been trained to chat with you like a real person, making your calls smoother than a perfectly polished dental crown. Need info about Medi-Cal Dental? Gabby’s got your back! Just dial in, and Gabby will give you everything from enrollment status to Treatment Authorization Requests information.