



Provider Bulletin

MAY 2024
Volume 40, Number 19



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Medi-Cal Dental Mail, Forms, and Correspondence

The Department of Health Care Services (DHCS) would like to remind providers to send forms and correspondence to the correct PO Box to facilitate and expedite document processing. The list below identifies the different PO Boxes and their intended purpose:

Purpose	PO Box Address
First Level Appeals/State Hearing	PO BOX 13898, Sacramento, CA 95853-4898
Member Correspondence	PO BOX 15539, Sacramento, CA 95852-1539
Provider Correspondence/ Enrollment Forms/ CIF/NOA/ RTD Submissions	PO BOX 15609, Sacramento, CA 95852-0609
TAR/Claim Submissions/ Ortho Study Models	PO BOX 15610, Sacramento, CA 95852-0610
EDI Processing	PO BOX 13860, Sacramento, CA 95853-4860
Conlan Correspondence	PO BOX 526026 Sacramento, CA 95852-6026

For more information about mail, forms, or correspondence, please contact the Customer Service Center toll-free at (800) 423-0507 or refer to the Medi-Cal Dental Provider Handbook [Section 2](#).

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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.



Medi-Cal Dental

dental.dhcs.ca.gov



Coming Soon: Learning Management System and Provider Portal Training Webinars

Medi-Cal Dental invites all Providers to attend the upcoming Learning Management System (LMS) and Provider Portal Training Webinars. These informative webinar sessions will offer insights and guidance on topics such as:

- Claim status and history
- Treatment Authorization Request (TAR) status
- Secure messages
- Live chat
- Push notifications
- Helpful assistance links
- Learning portal tools and access
- Seminars and webinars to earn Continuing Education (CE) credits

Webinar Schedule:

Date	Time	Seminar Link
May 13, 2024	9:00 AM - 11:00 AM	Learning Management System
May 14, 2024	9:00 AM - 11:00 AM	Provider Portal
May 21, 2024	9:00 AM - 11:00 AM	Learning Management System
May 22, 2024	9:00 AM - 11:00 AM	Provider Portal
June 3, 2024	9:00 AM - 11:00 AM	Learning Management System
June 4, 2024	9:00 AM - 11:00 AM	Provider Portal

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June 17, 2024	9:00 AM - 11:00 AM	Learning Management System
June 18, 2024	9:00 AM - 11:00 AM	Provider Portal

For additional questions and support, contact the Medi-Cal Dental Customer Service Center toll-free at (800) 423-0507.

Reminder: Providers Shall Not Charge Copayments for Medi-Cal Services

The Department of Health Care Services would like to remind providers not to collect copayments from Medi-Cal Dental members. Medi-Cal’s authority to collect copayments ended on January 1, 2023, after the [legislature repealed the statute](#) in the California Welfare and Institutions Code Section 14134 that previously allowed for collecting copayments.