



Provider Bulletin

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Resubmission Turnaround Documents (RTDs) requesting missing or additional information related to both paper and EDI documents must be completed and returned by mail in regular mailing envelopes within 45 calendar days of the RTD mailing to:

Medi-Cal Dental
P.O. Box 15609
Sacramento, CA 95852-0609

The Medi-Cal Dental system automatically denies Treatment Authorization Requests and Claims where a response is not received within 45 calendar days. Get paid faster and avoid denials by returning the RTDs with the necessary documentation without delay. For more information about RTD codes and messages, please refer to [Provider Handbook Section 7 - Codes, page 7-39](#). For questions, please call the Customer Service Center at: (800) 423-0507.

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](#).



PO BOX 15609, Sacramento, CA 95852-0509 | (800) 423-0507

dental.dhcs.ca.gov