



# Provider Bulletin

JUNE 2024  
Volume 40, Number 22



## THIS ISSUE

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## Notice: Potential NOA Payment Impacts For Henry Schein One Consumers Using DentalXChange Service

DHCS acknowledges that in February 2024, Henry Schein One transitioned from Change Healthcare (CHC) to DentalXChange for their Electronic Data Interchange (EDI) processes. Recently, DHCS became aware that Notice of Authorizations (NOAs) submitted by DentalXChange using Henry Schein One products are being rejected as the file layout does not have the correct authorization data, resulting in a “CP-O-959P” report for all NOA rejections. Henry Schein One has informed DHCS that this information is shared with clients, and details about the EDI process can be found on their website at [Claims Processing Updates 2024 \(henryscheinone.com\)](https://henryscheinone.com/ClaimsProcessingUpdates2024).

## 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](#).

## HOW CAN PROVIDERS SUBMIT NOAs FOR PROCESSING?

1. If you do not utilize Henry Schien One products with DentalXChange for your clearinghouse, there is no impact on your processing. There is no action required by you.

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



2. If you do utilize Henry Schein One products with DentalXChange for your clearinghouse, you may:

- a. Resubmit your NOAs from February 20, 2024 to present and continue to submit NOAs by paper submission to the following address: Medi-Cal Dental, PO Box 15610, Sacramento, CA 95852-0610;
- b. Take no additional action and wait for Henry Schein One and DentalXChange to resolve the NOA submittal matter. Henry Schein One and DentalXChange have advised DHCS both organizations are committed to resolving this issue as quickly as possible and are actively working on a solution. Please note, standard NOA submittal timeframes do apply, or;
- c. You may change your clearinghouse partners. To do so, providers may contact EDI Support. An updated Option Selection Form is needed to modify EDI enrollment to prevent rejection of NOA submittals. This [form](#) can be found on the Medi-Cal Dental website. Additional information can be found in the [EDI Companion Guide](#). For information on how to enroll in EDI, please contact Medi-Cal Dental EDI Support at (800) 423-0507 or e-mail: [Medi-CalDentalEDI@gainwelltechnologies.com](mailto:Medi-CalDentalEDI@gainwelltechnologies.com). Please note the timing to change clearinghouses varies by vendor and may not be the fastest option. In addition, Henry Schein One has notified DHCS that this option may impact *“future claims improvements through Henry Schein One and its partners”*.

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