



Provider Bulletin

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THIS ISSUE

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Looking Ahead: Reaffirming Our Commitment to Medi-Cal Dental Members and Providers

Medi-Cal members and providers are the heart of Medi-Cal, and DHCS is working to ensure an environment that demonstrates that. As we progress through the transition with our [new Dental Business Operation \(DBO\) contractor](#) and continue to mitigate the impact of the [Change Healthcare \(CHC\) cyber incident](#), we want to update you on where we are going and how we are addressing your feedback to deliver a provider-centric experience that best equips you to care for our members.

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](#).

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.

- **Trending improvements in claim and TAR processing times.** In May 2024, DHCS transitioned DBO vendors from Delta Dental of California (Delta) to Gainwell Technologies LLC (Gainwell). Gainwell is a leading Medicaid solutions provider with more than 50 years of experience, 13,000 employees, and a company that serves 3.7 million Medicaid providers across the nation. Following low productivity at the outset of operations, Gainwell’s claim and TAR processing times are continuing to decrease. Factoring in increased inventory from February through June due to the CHC incident, and continued clearinghouse billing difficulties, based on current trending, Gainwell projects being back into compliance in the next two months. DHCS

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continues to closely monitor that and will hold Gainwell accountable for all of its contractual commitments.

- **New adjudication service delivery requirement.** Historically, TARs had to be processed within seven calendar days. To accelerate processing and payment, DHCS has shortened that timeframe to five calendar days. Additionally, DHCS previously required 90% of claims to be processed within 25 calendar days; now, Gainwell must process them within 20 calendar days.
- **Escalations during Gainwell processing compliance interim.** Gainwell and DHCS have instituted a service for all provider offices where continued operations and continuity are significantly impacted. We have updated call center staff instructions to identify when a caller is calling for a processing issue. The caller is then routed to handling wherein the special claims team will review the inventory to determine if it is a processing time issue, and if so, will process all TARs and claims in inventory to ensure that the provider is able to continue business.
- **Turning your feedback into a better user experience.** We understand there are many features providers like about the new provider portal, as well as some opportunities for improvement. We are currently working on enhancements based on provider feedback to deliver the best experience possible to our providers. We look forward to sharing those improvements in future bulletins.
- **Continued work with clearinghouses to bridge the gaps from CHC service.** DHCS continues to work with the clearinghouses, and at times, the dental software companies that are used to submit electronic claims to DHCS. This is an ongoing effort in collaboration with our service partners. As part of that progress, DHCS received 6,600 NOAs from Henry Schein One clients who transitioned from CHC to Dental XChange since February 2024. While progress has been made, DHCS acknowledges that there is more work ahead. Provider offices also have the option to paper bill any outstanding NOAs that haven't been accepted into our system.

As we navigate the transition and overcome recent unique challenges, we're excited about what the future holds and remain committed and accountable to your needs and expectations.