



Provider Bulletin

NOVEMBER 2024

Volume 40, Number 39



THIS ISSUE

- pg 1 Provider Directory: American Sign Language (ASL), Cultural Competency, and New Search Field
- pg 3 Providers Can Now Accept New Patients by DHCS Referral Only

Provider Directory: American Sign Language (ASL), Cultural Competency, and New Search Field

The Provider Directory/Referral Form has been updated! Providers can find the updated Provider Directory/Referral Form [here](#), starting Friday, November 8, 2024.

The new form includes the following updates:

- Medi-Cal Participation can now be identified with three Statuses:
 - “Yes, I am accepting new and existing Medi-Cal patients in my office. Please update my status on the Provider Directory. I understand I may request removal of my name from this list at any time by submitting a copy of this form.”
 - “No, I am not accepting new Medi-Cal patient referrals at this time. Please do not include my name on your referral list and update the provider directory to indicate ‘not accepting new patients at this time.’”
 - “Yes, I am accepting new Medi-Cal members referred by DHCS only.” This means that a provider’s name will not be on the referral list but their office will accept patients when asked by DHCS.

Continued on pg 2



dental.dhcs.ca.gov



- Providers can now attest to completing cultural competency training, which will be included in their provider profile.
- American Sign Language (ASL) has been added as a language offered option.

Additionally, members will now be able to search by provider name or business name when using [Find-A-Dentist](#).

Medi-Cal Dental uses the Provider Directory/Referral Form to make changes to providers' information displayed on the on the [Medi-Cal Dental Provider Directory](#).

It is recommended that the provider download the form from the Medi-Cal Dental website before use to ensure the correct version is utilized.

Providers can mail, email, fax, or call Medi-Cal Dental to be added to the Provider Directory/Referral Form. Forms may be mailed to:

Medi-Cal Dental
Attn: Provider Enrollment
P.O. Box 15609
Sacramento, CA 95852-0609

Email: Medi-CalDentalEnrollmentDept@gainwelltechnologies.com

Fax: (916) 853-6315

Or call the Medi-Cal Dental Telephone Service Center (TSC) at: (800) 423-0507, available Monday through Friday from 8:00 a.m. through 5:00 p.m.

Continued on pg 3



Providers Can Now Accept New Patients by DHCS Referral Only

Providers can now promote their office on the [Find-A-Dentist](#), [Medi-Cal Provider Directory](#) as “Accepting New Patients by DHCS Referral Only.”

Federal and State law require that Medi-Cal providers be listed in the Provider Directory. Some providers have voiced that they would like a special designation that signifies the provider only accepts a limited number of cases referred directly by DHCS. In response to the provider community’s feedback and our ongoing efforts to connect members to the care they need, this new designation has been created. This new designation is intended to let members know that the office is not accepting new patients except for those that DHCS may refer.

Providers who choose to identify as “Accepting New Patients by DHCS Referral Only,” will only be called for referral by DHCS will only be called for exceptional circumstances.

Should you have additional questions regarding this update, please call the Medi-Cal Dental Telephone Service Center (TSC) at: (800) 423-0507, available Monday through Friday from 8:00 a.m. through 5:00 p.m.