Provider Bulletin

TRAINING SEMINARS

To reserve a spot online or view a complete list of training seminars, go to the Provider Training Seminar Schedule.

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.

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.

- 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:

<div align="center">

Medi-Cal Dental

Attn: Provider Enrollment

P.O. Box 15609

Sacramento, CA 95852-0609

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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.

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 and 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.

Provider Portal Updates

Based on feedback received from providers, updates have been made to the Medi-Cal Dental Provider Portal.

Updates available now on the Provider Portal include:

- **Adding and removing delegates:** Providers can now add and remove delegates based on specific office roles and security functions.
- **American Sign Lanquage (ASL) Search:** Providers can find ASL under languages when searching the database of other providers enrolled in Medi-Cal Dental. More information about the updated search functions can be found in the Provider Portal User Guide.

NOTE: Providers can now check the status of Claims, Notices of Authorization (NOAs), and Treatment Authorization Requests (TARs) through the Portal.

Checkwrite amounts may not align with the accumulated claims amount due to any applicable adjustment. Providers can check their Explanation of Benefits (EOB) to view the correct checkwrite amounts.

For more information, contact the Medi-Cal Dental Telephone Service Center at (800) 423-0507, available Monday through Friday, 8:00 a.m. through 5:00 p.m.