



# Provider Bulletin

DECEMBER 2024  
Volume 40, Number 42



## THIS ISSUE

pg 1 Improvements to Provider  
Interactive Voice Response

## Improvements to Provider Interactive Voice Response

The automated Interactive Voice Response (IVR) system's provider seminar messaging function will be updated to allow providers to access seminar and webinar information by entering their zip code into the IVR system. This information will also be displayed on the Explanation of Benefits (EOB).

[Provider training seminars and webinars](#) offer an excellent opportunity to learn about Medi-Cal Dental from experienced, qualified instructors. These comprehensive training programs are designed to meet the needs of both new and experienced providers and their staff. In addition, dentists, registered or certified dental assistants, and registered dental hygienists can earn free continuing education credits.

Seminars and webinars are available year-round and cover the most current Medi-Cal Dental criteria, policies, and procedures. To find and register for a seminar or webinar, please visit the [Provider Training Seminar Schedule](#) page for a complete list.

For questions and support, you can contact the Medi-Cal Dental Telephone Service Center at (800) 423-0507, Monday through Friday from 8:00 a.m. to 5:00 p.m.

## 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](#).