



Provider Bulletin

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Denture Replacement Clarification of Exceptions: Prosthodontics (Removable) General Policies Reminder

The Department of Health Care Services (DHCS) has added denture replacement clarification to our current [prosthodontics \(removable\) general policies](#) and criteria as published in the Medi-Cal Dental Provider Handbook, in Section 5, Manual of Criteria.

DHCS provides complete and partial dentures as a covered benefit once in a five-year period. When adequately documented, certain exceptions shall apply to this five-year period. Aiming to control utilization on the replacement of dentures, DHCS has added clarification that current [prosthodontics \(removable\) general policies](#) and criteria cover one set of dentures (complete, partial or combination) every five years with no lifetime limit. When adequately documented, the following exceptions as stated in the Provider Handbook, Section 5 must apply:

- j.) A removable prosthesis is a benefit only once in a five-year period. When adequately documented, the following exceptions must apply:
- i.) Circumstances beyond the control of the patient:
For a patient that submits a request to replace the

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appliance based on circumstances beyond their control, those circumstances can be demonstrated by documentation of all of the following: (1) a demonstration of continued medical necessity; (2) an explanation of the circumstances surrounding the loss which clearly explains how the loss occurred and why the loss was beyond the control of the patient; and (3) a clear explanation of the remedial measures the patient will take to safeguard against subsequent loss. Where loss from an activity wherein there was involvement from a fire department agency, law enforcement agency, or other governmental agency, documentation should include a copy of the official public service agency report, if such a report is relevant and available.

- ii.) A need for a new prosthesis due to surgical or traumatic loss of oral-facial anatomic structure.
- iii.) The removable prosthesis is no longer serviceable as determined by a clinical screening dentist.
- iv.) Dentures no longer fit due to significant medical condition.
Documentation from the patient's physician supporting the medical necessity of early replacement and a letter from the dentist stating that the existing denture cannot be made functional.
- v.) A non-catastrophic loss or misplacement may be granted twice per lifetime. Documentation must include an explanation of preventive measures instituted to alleviate the need for further replacement. Additional requests beyond the two lifetime exceptions shall be submitted as procedure code D5899 and will be considered on a case-by-case basis.

For questions and support, please 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.

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New Adjudication Reason Codes

Medi-Cal Dental will implement three new Adjudication Reason Codes (ARCs) on Wednesday January 29, 2025. These new ARCs will add a new approval code and two new denial codes to our current Prosthodontics policies and criteria as published in the Medi-Cal Dental Provider Handbook.

The descriptions for the new ARC codes are listed below:

ARC 137A: The Procedure Code has been performed previously in less than the 5-year policy period. The request has been allowed per an exception that can be granted twice per lifetime.

ARC 129A: The Procedure Code is a benefit once in a 5-year period. The member has used their allotted two policy exceptions previously.

ARC 129B: The Procedure Code has been performed previously in less than the 5-year policy period. The request has been denied due to lack of documentation of measures to prevent further replacements.

Reminder: Providers must file Form [DC054](#) to justify need for prosthesis.

[Section 7](#) of the Provider Handbook will be updated on Wednesday January 29, 2025, when the codes become effective. Details on denture replacement can be found in the Provider Handbook in [Section 5 – Manual of Criteria](#).

For more information on the Denture Replacement Clarification of Exceptions, details can be found in the [March 2024 Provider Bulletin](#).

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