



Provider Bulletin

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THIS ISSUE

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The Department of Health Care Services (DHCS) would like to inform dental providers that there is a new [Medi-Cal Provider Portal](#), which is used by all Medi-Cal providers to perform transaction services to check Medi-Cal members' eligibility. Action is required of all dental providers to register for the new [Medi-Cal Provider Portal](#) by February 10, 2025.

After February 10, 2025, dental providers using National Provider Identifiers (NPIs) will no longer be able to log in through the [legacy Medi-Cal Provider Portal](#) and will be required to log in through the new [Medi-Cal Provider Portal](#).

Dental providers who log into the legacy Medi-Cal Provider Portal will see a reminder message to register for the new Medi-Cal Provider Portal by February 10, 2025. To prevent interruptions in day-to-day electronic transactions with Medi-Cal, please register for the new [Medi-Cal Provider Portal](#) today.

To complete registration for the new [Medi-Cal Provider Portal](#), an authorized representative of an organization should call the Telephone Service Center (TSC) at **(800) 541-5555** to be issued an electronic registration token.

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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](#).



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dental.dhcs.ca.gov



The following information will be required:

- Provider Employer Identification Number/Social Security Number (EIN/SSN)
- Unique email address
- Valid phone number

For detailed instructions on how to register in the Medi-Cal Provider Portal, refer to the [Medi-Cal Provider Portal User Guide: Provider Organization](#).

Please note, that there are currently two distinct provider portals for dental providers. There is the [Medi-Cal Provider Portal](#) for providers to check members' Medi-Cal eligibility and there is the [Medi-Cal dental provider portal](#). The Medi-Cal dental provider portal allows dental providers to check a member's treatment history, payment history, and treatment authorizations, access frequently asked questions, and contact a representative for assistance.

For additional assistance, 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.