Provider Bulletin

smile, CALIFORNIA™
MEDI-CAL HAS DENTAL COVERED

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.

Removable Prosthodontics and the "3-4-5" Rule for Determining Lack of Posterior Balanced Occlusion

Resin-based partial dentures (D5211 and D5212) are a benefit when replacing an anterior tooth or when the arch lacks posterior balanced occlusion. Cast metal framework removable partial dentures (D5213 and D5214) are a benefit when the arch lacks posterior balanced occlusion and the appliance will oppose a complete denture.

The "3-4-5" Rule can help providers determine whether the arch in question lacks posterior balanced occlusion.

The "3-4-5" Rule for evaluating for lack of posterior balanced occlusion:

- The "3" criterion is met when the 1st and 2nd molars and the 2nd premolar are missing on the same side of the arch.

- The "4" criterion is met when all four 1st and 2nd molars are missing in the same arch.

- The "5" criterion is met when a total of five posterior permanent teeth are missing in the arch (excluding 3rd molars).

Here are some examples:

- An arch missing teeth #29, 30, and 31 meets the "3" criterion because the second premolar and both molars are missing on the same side of the arch.

- An arch missing teeth #2, 3, 14, and 15 meets the "4" criterion because all four molars are missing in the same arch.

- An arch missing teeth #18, 20, 21, 28, and 30 meets the "5" criterion because a total of five posterior teeth are missing in the arch. The presence or absence of teeth #17 or 32 does not contribute to the five missing posterior teeth.

- An arch missing tooth #8 only does not lack posterior balanced occlusion. However, it would qualify for a resin based removable partial denture (RPD) (D5211) due to the missing anterior tooth. It would not qualify for a cast metal framework (D5213) because a cast metal framework RPD is only a benefit when an arch lacks posterior balanced occlusion and it will oppose a complete denture.

RPDs require prior authorization in Medi-Cal Dental. A Treatment Authorization Request (TAR) for removable prosthodontics must include the Medi-Cal Dental Justification of Need for Prosthesis DC054 form except for immediate dentures (D5130 and D5140) under certain circumstances. Prior authorization for immediate dentures is not required except when the prosthesis on the opposing arch requires prior authorization. Providers should note that the DC054 form was updated in 2024 and the most recent version (2/24) of the form must be used. The latest version of the form includes instructions embedded within to aid the provider in successful authorization of procedures and also includes reminders of updated policies regarding replacement after non-catastrophic loss or misplacement.

Medi-Cal Dental Justification of Need for Prosthesis DC054

Details on denture replacement can be found in the Provider Handbook in Section 5 – Manual of Criteria

For more information and exceptions related to prosthodontics, please visit:

Medi-Cal Dental Provider Bulletin Volume 40 Number 13

Medi-Cal Dental Provider Bulletin Volume 40 Number 44

For questions and support, please contact the Medi-Cal Dental Telephone Service Center (TSC) at (800) 322-6384. The call is free. Medi-Cal Dental representatives are available 8:00 a.m. to 5:00 p.m., Monday through Friday to assist you and the Medi-Cal Dental Interactive Voice Response System (IVR) can navigate you to the services you need on the phone.

Visit Us at the 2025 CDA Convention in Anaheim

We invite you to visit the Medi-Cal Dental booth at the 2025 California Dental Association Convention [CDA Presents Event](#) in Anaheim on May 15-17, 2025. You can register by clicking [here](#).

Stop by Booth 1251 to meet our Provider Training team, Outreach Representatives, and Dental Consultants. Our Medi-Cal Dental team will be available to answer general questions about:

- California Advancing and innovating Medi-Cal (CalAIM)
- Medi-Cal Dental Program criteria
- Proposition 56 (Tobacco Tax) Supplemental Payment program
- Electronic Data Interchange (EDI)
- Provider training
- Smile, California campaign
- The Provider Application and Validation for Enrollment system
- And more

Come see us! The Department of Health Care Services - Medi-Cal Dental Services Division will present "Medi-Cal Dental: Overview and Updates" (Course #128) on Thursday, May 15th, 2025 from 3:30 p.m. - 5:30 p.m. This course is eligible for 2 C.E. Units. Come early with your questions. This course usually sells out.

For questions and support, please contact the Medi-Cal Dental Telephone Service Center (TSC) at (800) 322-6384. The call is free. Medi-Cal Dental representatives are available 8:00 a.m. to 5:00 p.m., Monday through Friday to assist you and the Medi-Cal Dental Interactive Voice Response System (IVR) can navigate you to the services you need on the phone.

Missed Appointments?

Are you tired of Medi-Cal members missing an appointment with your dental office? If so, you can record the absentee member's name and missed appointment in the [Missed Appointment Notification form](). Provider Website Application Medi-Cal Dental will follow up with the member to assist in rescheduling their appointment with your office.

Reminder: Medi-Cal providers are prohibited from billing a Medi-Cal member for missed appointments. For questions and support, please contact the Medi-Cal Dental Telephone Service Center (TSC) at (800) 322-6384. The call is free. Medi-Cal Dental representatives are available 8:00 a.m. to 5:00 p.m., Monday through Friday to assist you and the Medi-Cal Dental Interactive Voice Response System (IVR) can navigate you to the services you need on the phone.