



Provider Bulletin

JUNE 2025

Volume 41, Number 20



THIS ISSUE

pg 1 University Billing Allowance

University Billing Allowance

The Department of Health Care Services (DHCS) has established relationships with California dental schools to increase dental access for Medi-Cal Members.

The following California dental schools have various clinics enrolled as active Medi-Cal Dental providers: University of California – San Francisco, University of the Pacific, University of California – Los Angeles, University of Southern California, Western University, Northstate University, and Loma Linda University.

The dental schools are audited twice a year to ensure compliance by the Dental Business Operations (“DBO”) contractor, and findings are reviewed by DHCS Dental Program Consultants.

For the purposes of this bulletin, dental providers include the California dental schools listed above.

In accordance with *Welfare & Institutions Code* (W&I Code) Section 14043.75(b), DHCS is establishing specific billing criteria for dental providers at the dental schools to submit claims for dental procedures in accordance with the Medi-Cal Dental [Manual of Criteria \(MOC\)](#) and render procedures at dental school clinics without submitting a Treatment Authorization Request (TAR) to Medi-Cal. The list of dental procedures are

Continued on pg 2

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](#).



located in [Section 9 - Special Programs](#). DHCS defines the utilization control criteria through the MOC, which includes the process the University Billing Allowance utilizes to submit claims.

The universities use criteria forms to confirm select procedures meet Medi-Cal Dental criteria as outlined in the MOC. The criteria forms are located in [Section 6 - Forms](#) of the Medi-Cal Dental Provider Handbook.

Effective July 1, 2025, Medi-Cal Dental will implement updates to Adjudication Reason Code (ARC) 393 and Policy Code 56. Only dental school providers are affected by this ARC and Policy Code change. The ARC and Policy Code will be updated to discontinue the use of “University Program” and update with “University Billing Allowance.”

The updated descriptions for the ARC and Policy Code are listed below:

- ARC 393: Document cannot be processed as part of the University Billing Allowance. Resubmit document using the appropriate billing number.
- Policy Code 56: Document not allowed for University Billing Allowance. Resubmit document using the appropriate billing number.

For questions and support, please contact the Medi-Cal Dental Telephone Service Center (TSC) toll-free at (800) 423-0507. Medi-Cal Dental representatives are available to answer phone calls between 8:00 a.m. to 5:00 p.m., Monday through Friday to assist you. For general program information, the Medi-Cal Dental Interactive Voice Response System (IVR) is available 24 hours a day, seven days a week, using the automated system.