



Provider Bulletin

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Provider Portal History

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Effective **October 10, 2025**, the Department of Health Care Services (DHCS) is expanding the member history from two years to five years in the Medi-Cal Dental Provider Portal to allow a more comprehensive image of each member's claim history.

The Provider Portal also allows secure log-on for providers to access their:

- Claim Status and History Treatment Authorization Request (TAR)
- Status and History
- Send secure messages
- Live Chat with Medi-Cal Dental from 8 a.m. to 5 p.m. Monday through Friday
- Helpful Assistance Links

As a reminder, providers can access the Provider Portal [here](#).

If providers have questions or need 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.

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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