Provider Bulletin

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Medi-Cal Dental Provider Portal Required Password Reset Following System Migration

To avoid any disruption to your Medi-Cal Dental Provider Portal account access, all users will be required to complete a one-time password reset. This change comes as a part of the, Medicaid Management Solutions – Software as a Service (MMS) Statistical Analysis System (SAS) migration to corporate Gainwell Trusted Domain Shared Directory (GTDSD) servers. This document outlines the necessary steps to ensure continued secure access to the Medi-Cal Dental Provider Portal, before and after the migration:

Action Required Before Migration which is scheduled for Friday February 20, 2026 at 5:00 PM PST:

Confirm Your PIN: **You will need your PIN to reset your password once the migration is complete. To confirm or retrieve your PIN:**

1. Log in to the Provider Portal.

2. Navigate to My Account.

3. Locate your PIN and ensure you have it available for use after migration.

Action Required After Migration Monday February 23, 2026, at 8:00 a.m. PST:

Reset Your Password: **Your previous password will no longer be valid after migration. To regain access:**

1. Select the Forgot Password link on the login page.

2. Follow the on-screen instructions to create a new password that meets standard security requirements.

3. Please be advised that a scheduled Production system migration window will occur from Friday through Monday at 8:00 a.m., beginning Friday, February 20th. During this period, access to certain system features may be limited. Full functionality will resume once maintenance is completed on Monday, February 23rd at 8:00 a.m.

Thank you for your cooperation as we work to enhance the security and reliability of our systems.

If you have questions or need additional support, please contact the Medi-Cal Dental Telephone Service Center (TSC) toll-free at (800) 423-0507 or email Medi-CalDentalWebAppTechSupport@gainwelltechnologies.com. Medi-Cal Dental representatives are available to answer phone calls between 8:00 a.m. and 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. For assistance with claims submission and documentation, please visit the California Outreach Map to contact your regional representative.