Provider Bulletin

MARCH 2026
Volume 42, Number 07

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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.

Medi-Cal Dental Provider Portal: Revised Export Buttons

Medi-Cal Dental will be implementing an improvement to the Medi-Cal Dental Provider Portal designed to support efficient reporting, documentation, and record-keeping.

What is changing?

The Medi-Cal Dental Provider Portal will introduce clear and consistent, export buttons to enable providers to quickly download complete search results without confusion.

Beginning on 2/23/2026, all affected pages display **three export buttons**:

- **Export to Excel**
- **Export to PDF**
- **Export All to Excel**
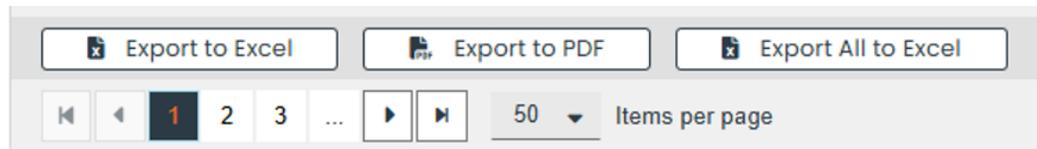
How do the buttons function?

- **Export to Excel** saves only the results currently visible on the screen to an Excel file.
- **Export to PDF** saves only the results currently visible on the screen to a PDF file.

- **Export All to Excel** saves every result from the search, even the ones you can't see on the screen to an Excel file.

Above Export functions/buttons will be displayed on below pages:

- **Search Treatment History** results page
- **Seach Claims** results page
- **Search Authorizations** results page
- **Search Providers** results page
- **Manage Delegates** results page

Why this update matters?

Today, users can see up to three different export options depending on the desired export activity ("Export to Excel," "Export to PDF," and "Export All"), which can be confusing. Standardizing the buttons from "Export All" to "Export All to Excel" will help you have consistent access to complete data when using these pages.

What steps to take?

Providers should inform all necessary staff to look for the new **Export All to Excel** buttons on the pages listed above and update any internal guides or workflow instructions that reference the old export button labels.

For additional information about using the Medi-Cal Dental Provider Portal, please refer to the [Medi-Cal Dental Provider Portal User Guide](#).

If you have questions or need additional 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. For assistance with claims submission and documentation, please visit the [California Outreach Map](#) to contact your regional representative.

Large EDI DC-006C Envelopes Temporarily on Back Order

The Electronic Data Interchange (EDI) DC-006C envelopes, which are normally used to mail X-rays to Medi-Cal Dental, are temporarily on back order. Thank you for your patience while the envelopes are re-stocked.

Approved Envelope Alternatives

In the meantime, you may use any standard mailing envelope addressed to:

EDI Processing

PO BOX 13860

Sacramento, CA 95853-4860

You may also use any mailing envelopes listed on the Medi-Cal Dental Forms Reorder Request.

How to Stay Informed

Medi-Cal Dental updates including when envelope supplies are replenished will be posted in upcoming Provider Bulletins. If you're not already subscribed, you can also sign up for the Provider Email List Sign Up to receive notifications.

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