MEDI-CAL DENTAL PROGRAM WEBSITE APPLICATION USER GUIDE

July 11, 2022

Revision History

Version #	Date of Release	Description of Change
1.0	04/03/2018	Initial Version
2.0	05/07/2018	Final Version
3.0	08/27/2018	With enhancements (Registration with Legacy ID: 3.2, Advanced Claim Search: 5.2)
4.0	10/09/2019	Section 7.0 Reporting a Missed Appointment Feature
5.0	4/2/2020	All sections (Screenshots) Added Procedure Status column for TARs: 5.1. Changed ‘Claims/TAR’ tab to ‘Documents’ tab: 5.2. Added Notice of Authorization details under Documents tab: 5.2. Added ‘Patient Status’ field in Missed Appointment Form: 7.0
6.0	06/25/2020	Updated Registration Flow: Section 3.0, Section 3.4 Section 6.1 – Page 67 and 68 Section 5.1 – ‘My Practice Tab’ Link section updated
7.0	07/27/2020	Updated screenshots and manual with new logo and terminology.
8.0	03/02/2021	Added View Member History Feature Section 5.5: Page 61-63 Updated screenshots starting from Section 5 to 9 display the added ‘Member History’ tab.
9.0	04/15/2022	Updated registration flow for inactive users Added screenshots: Section 3.3.4 – Page 24 Section 5 - Page 42 Section 6.1.1.4 – Page 73
10.0	07/11/2022	New Template Changes: Updated screenshots throughout the document

Table of Contents

Table of Figures

1 Introduction

1.1 Purpose

This is a user guide for the Medi-Cal Provider Website Application.

2 Medi-Cal's Provider Website Landing Home Page

Medi-Cal's landing home page for providers has a secure log in for providers to register online. Every provider will have a unique account that will allow them to access multiple practice locations. The features on the landing home page are listed below (see Fig: 2.a).

- Username and Password field for Secure Log In
- Register Link
- Reset Password Link
- Username Reminder

<u>Provider Website Landing Home Page</u>:

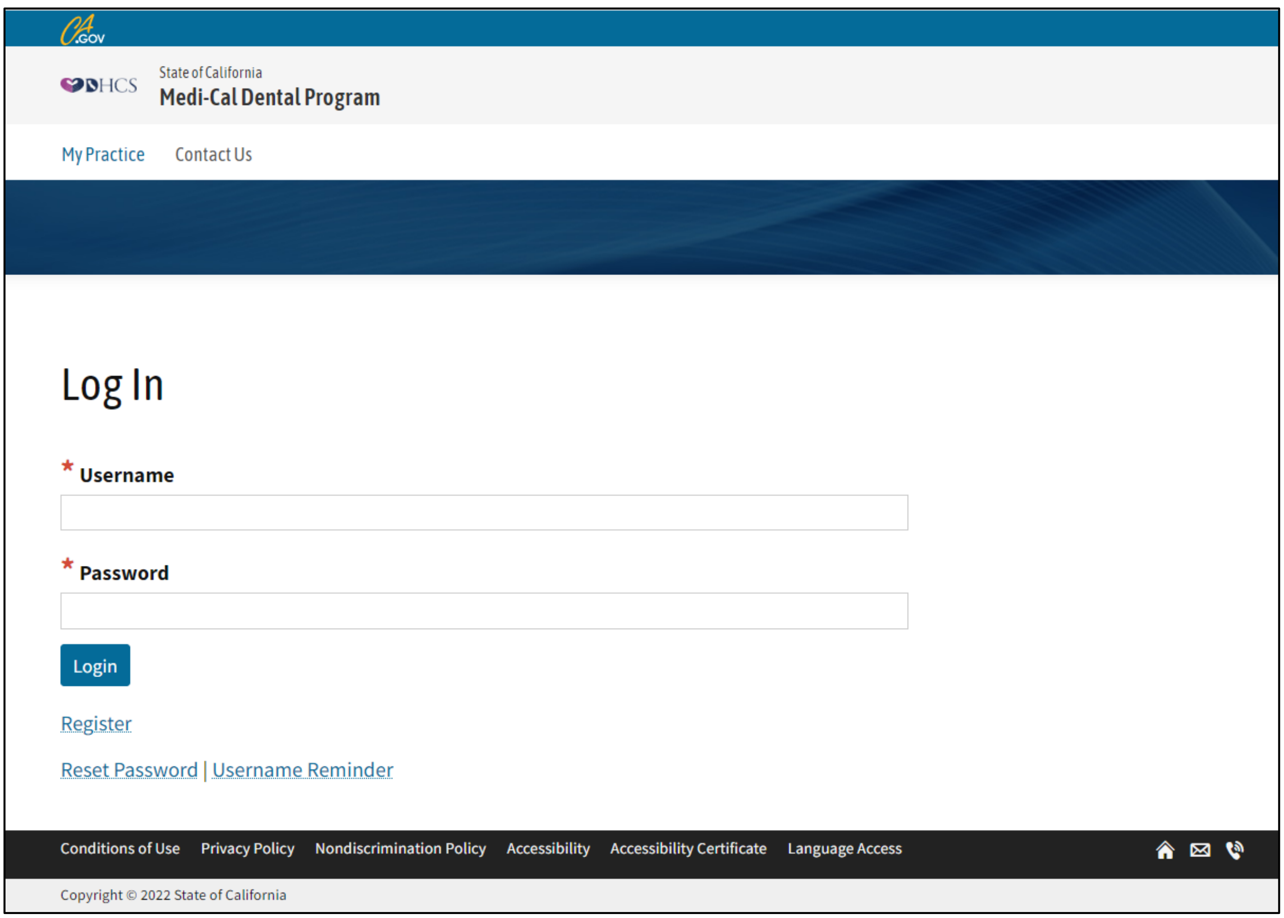


Fig: 2.a: Medi-Cal's Provider Website Landing Home Page

3 Registration on Provider Portal

Medi-Cal providers can register themselves by clicking the “Register” link available on the Medi-Cal Provider Website Landing page. The first provider who registers for a particular Business Entity (Provider ID) will be assigned as an Administrator, by default, and will have special Administrator rights. Additional providers who register using the same Business Entity (Provider ID) will be “regular users” of the provider website and will be granted limited access.

3.1 Steps for Registration: Positive Scenario

Step 1:

Click the “Register” link (see Fig: 3.1.a).

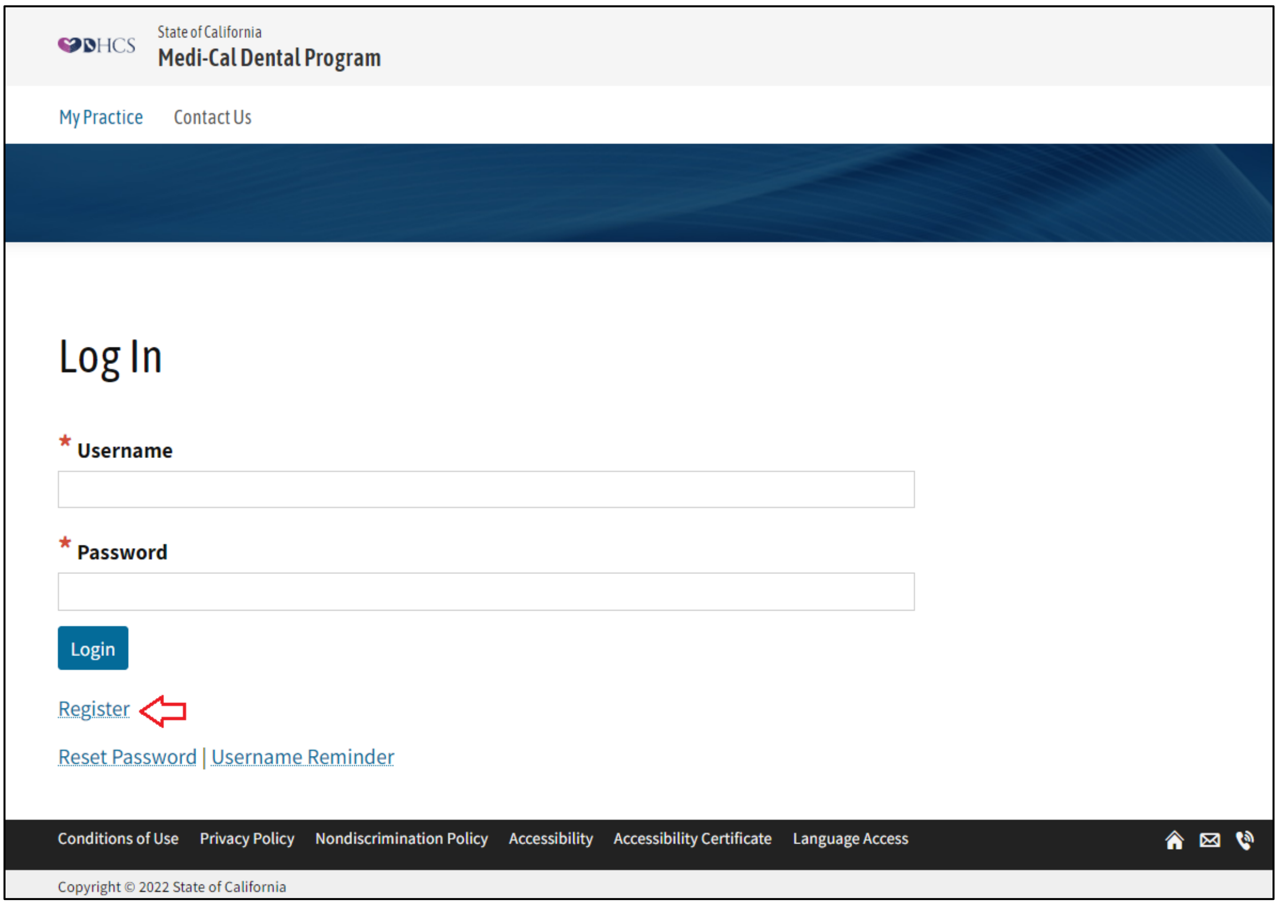


Fig: 3.1.a: Medi-Cal’s Provider Website Login Page – Registration Link

Step 2:

The “Verify User | Registration” page displays. A red asterisk (*) indicates a required field. Enter your information in the following required fields. Providers who do not have a Billing NPI Number can register using their Medi-Cal Provider ID by clicking on ‘Click here if no registered NPI’

- Billing NPI Number
- TIN

The following fields are optional:

- Provider First Name
- Provider Last Name

Click the “Continue” button to continue the registration process. Click the “Cancel” button to close the page and return to the “Login” page (see Fig: 3.1.b).

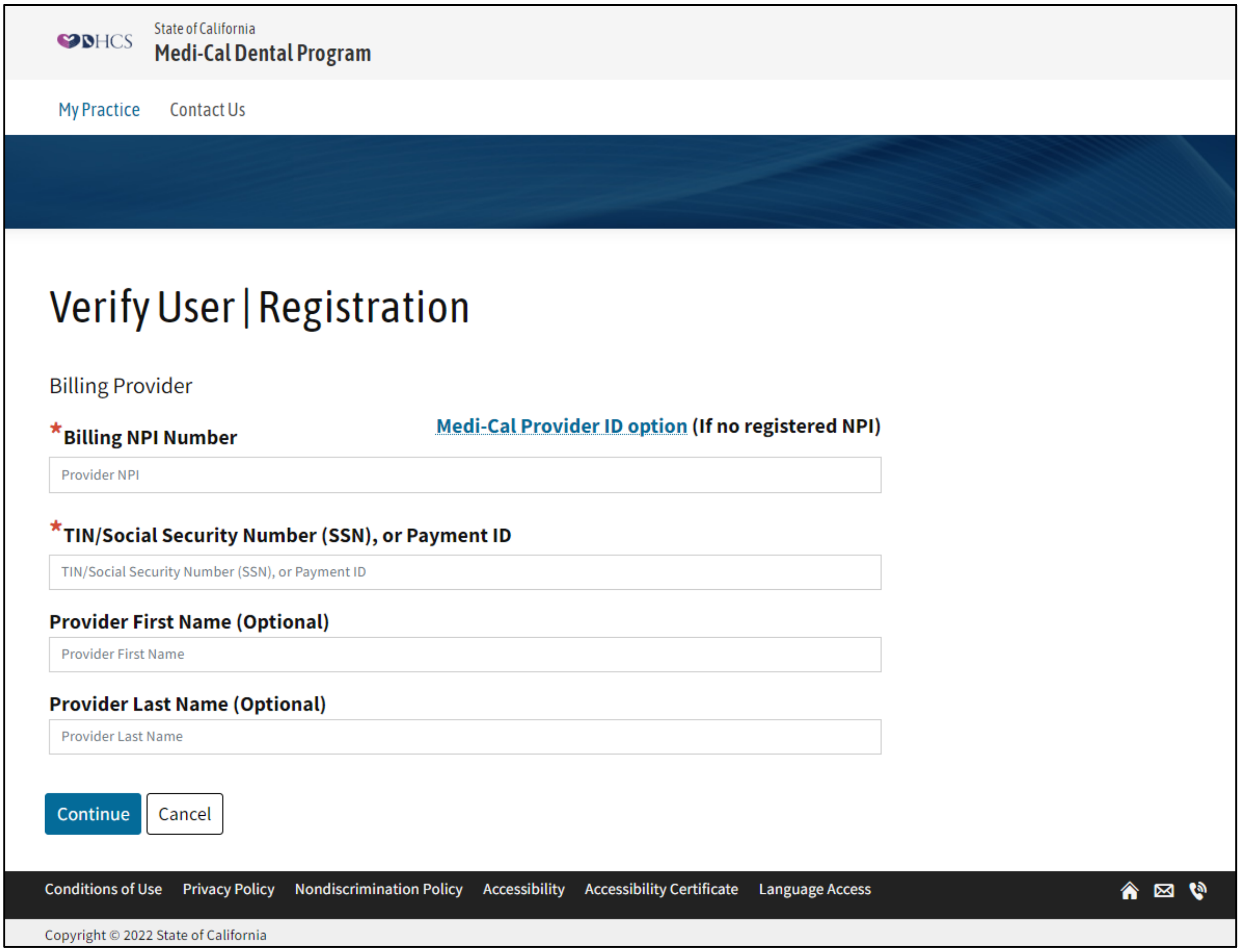


Fig: 3.1.b: Verify User Registration Page

<u>Step 3</u>:

After clicking the “Continue” button, the system goes to the next page in the registration process.

The system populates the Billing NPI Number and Provider TIN entered in Step 2. The optional fields (Provider First Name and Provider Last Name) only populate if you entered the information in Step 2.

All the fields listed below are mandatory and must be completed (see Fig: 3.1.c).

- Username
- Email Address, Confirm Email Address
- First Name, Last Name
- Password, Confirm Password
- 2 Security Questions and Answers

- Check Box for the Terms and Conditions
- Check Box for CAPTCHA

The First Name, Last Name and Email Address fields are used for verification of the Username Reminder.

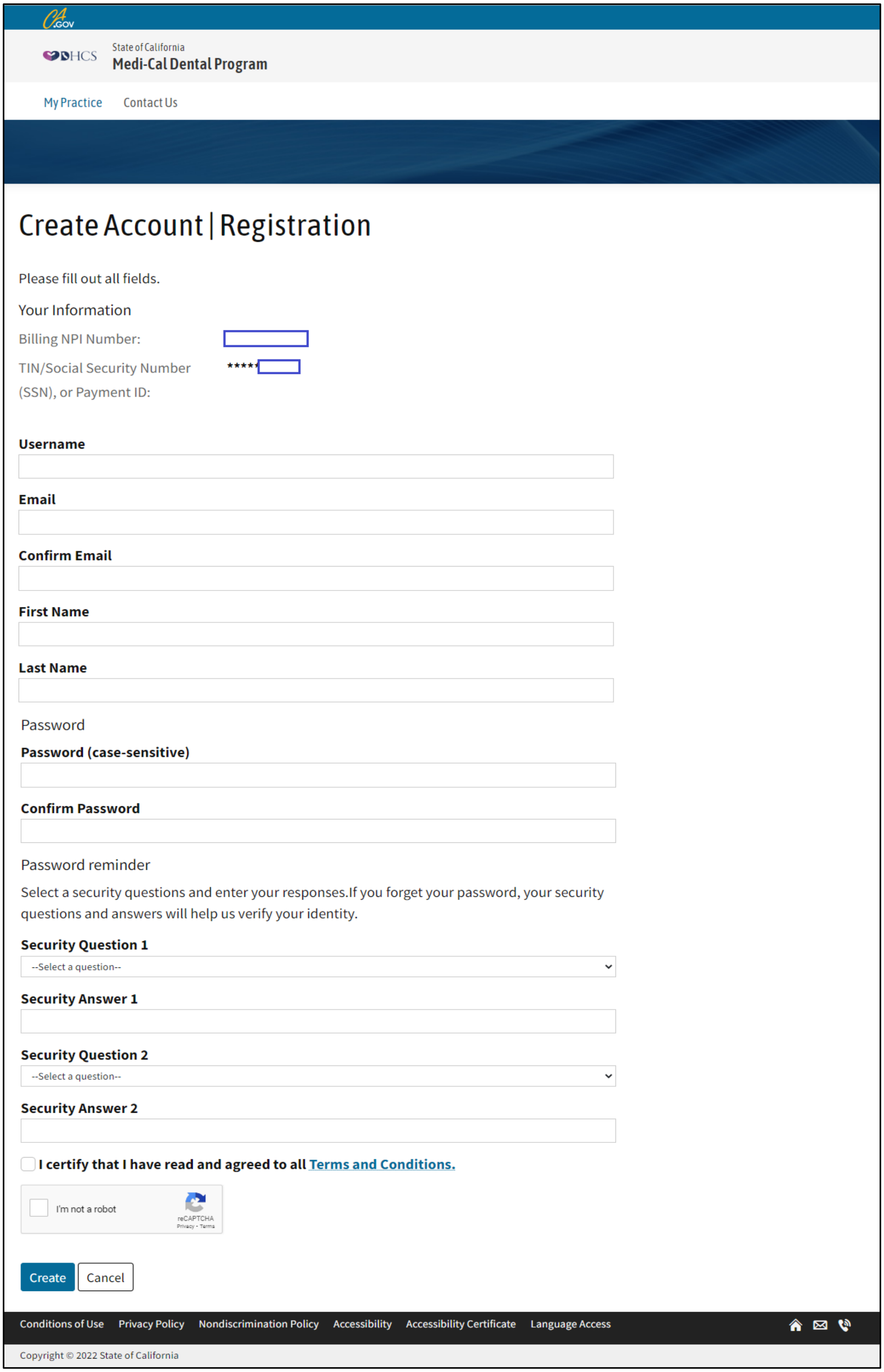


Fig: 3.1.c: Create Account Registration Page

Click the “Create” button to go to the “Registration Confirmation” page and view the “Registration Completed Successfully” message (see Fig: 3.1.d).

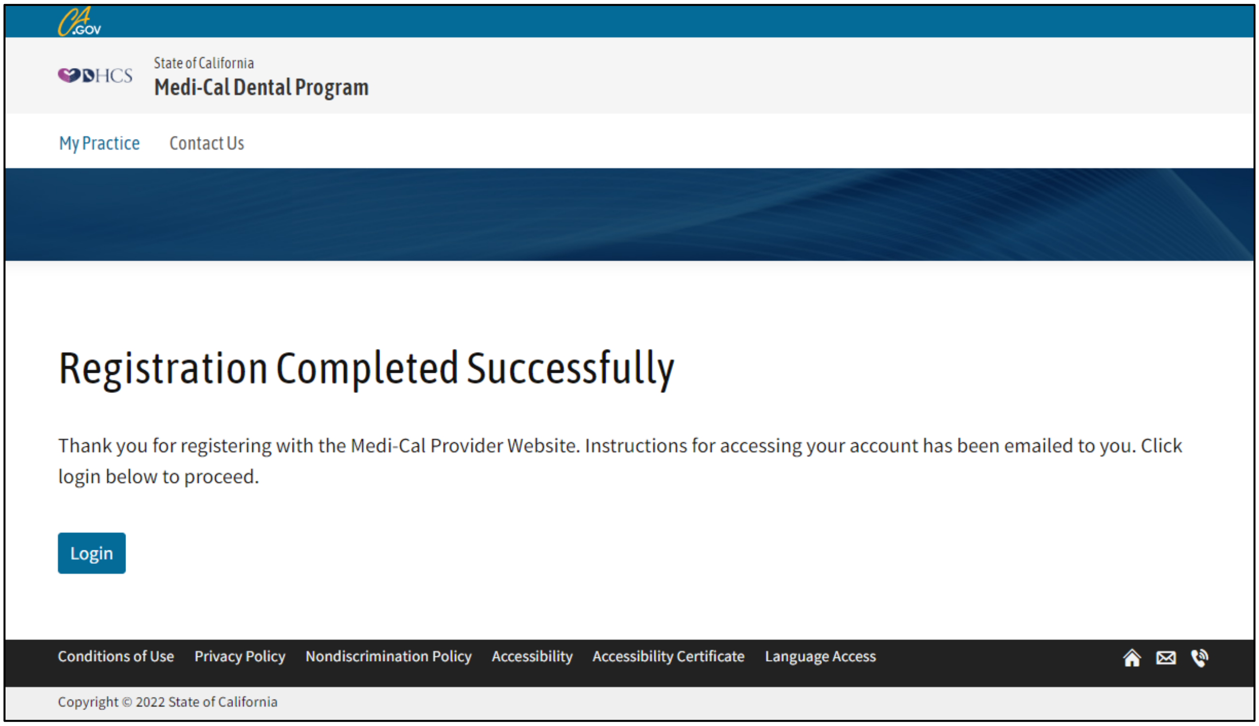


Fig: 3.1.d: Registration Completed Successfully Message Screen

Step 4:

An email confirmation is sent to the provider using the email address provided during registration (see Fig: 3.1.e).

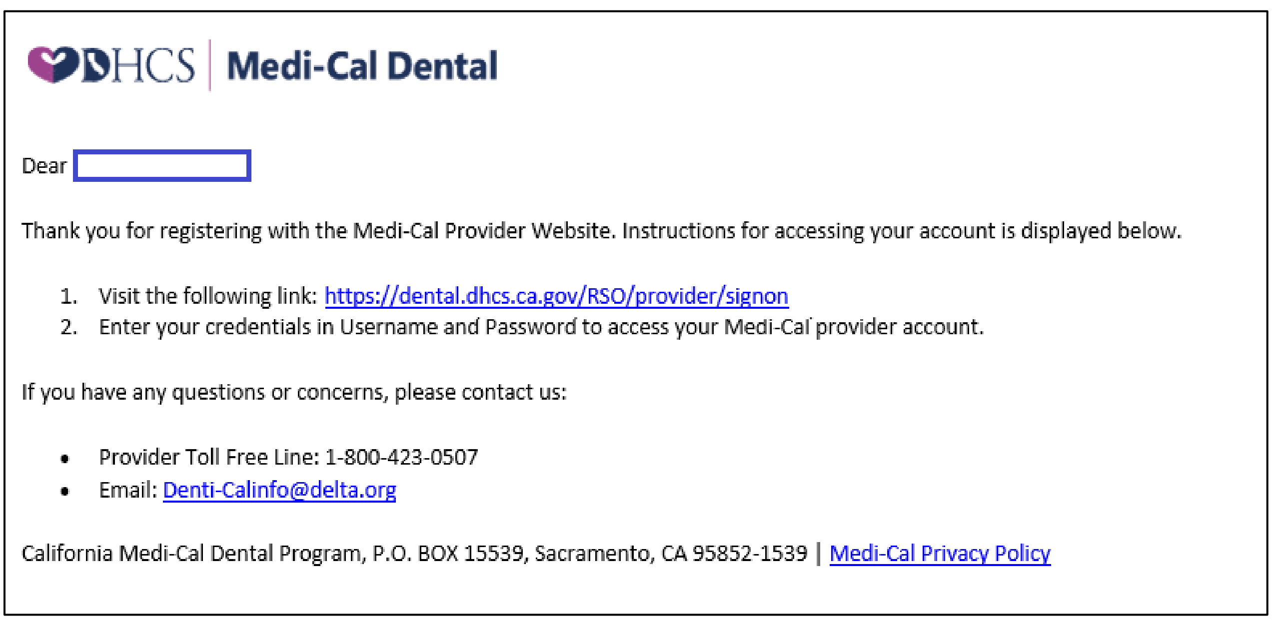


Fig: 3.1.e: Welcome Email with Privacy Policy Link after Successful Provider Registration

3.2 Steps for Registration: If provider does not have a Billing NPI Number

Step 1:

When you click on ‘Register’ link, “Verify User | Registration” page displays, where you enter required information. If you do not have a Billing NPI Number, then click on link ‘Click here if no registered NPI’. (see Fig 3.2.f).

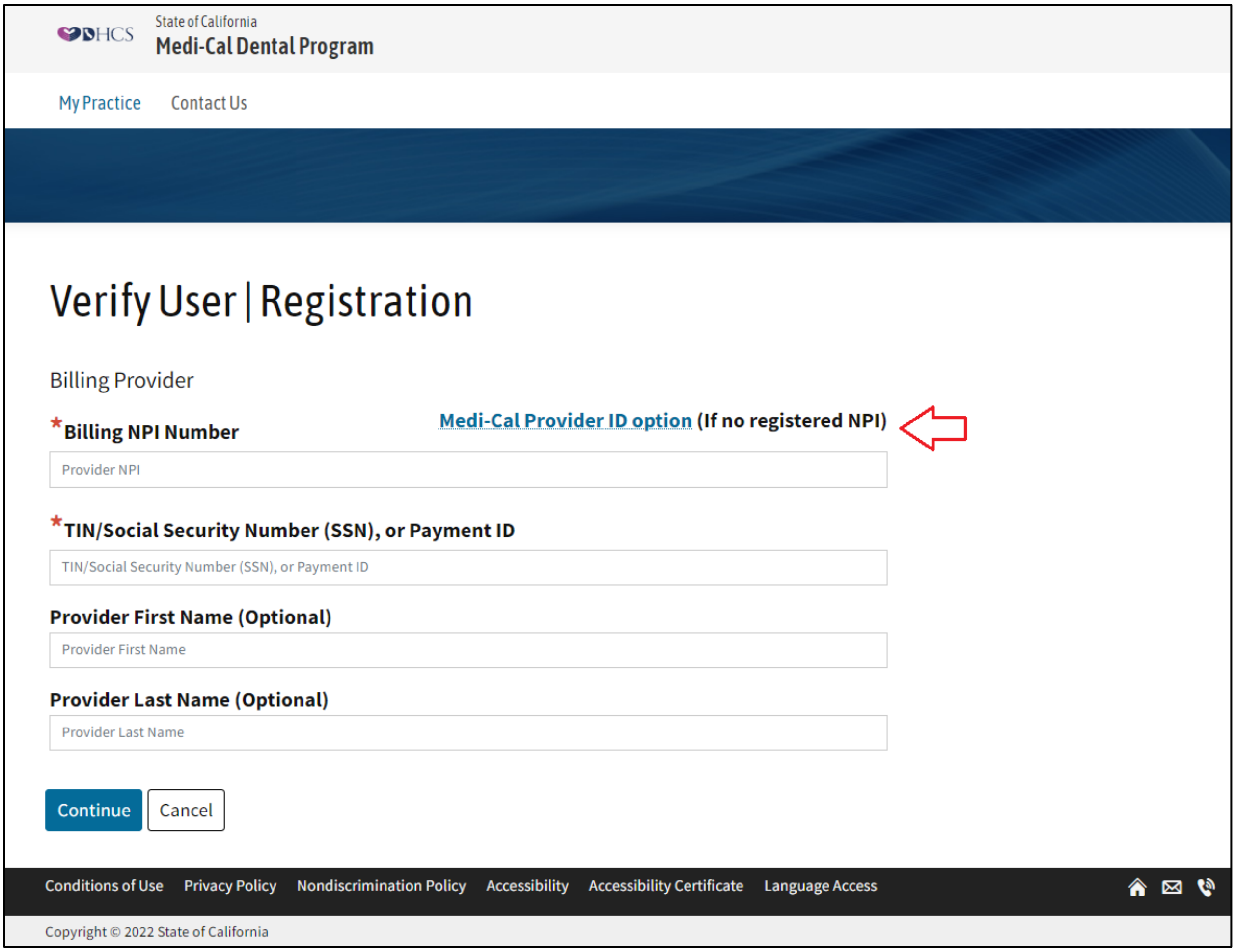


Fig: 3.2.f: Verify User Registration Page- Link for registering if no Billing NPI Number

Step 2:

A red asterisk (*) indicates a required field. Enter your information in the following required fields. (see Fig: 3.2.g)

- Medi-Cal Provider ID
- TIN

The following fields are optional:

- Provider First Name
- Provider Last Name

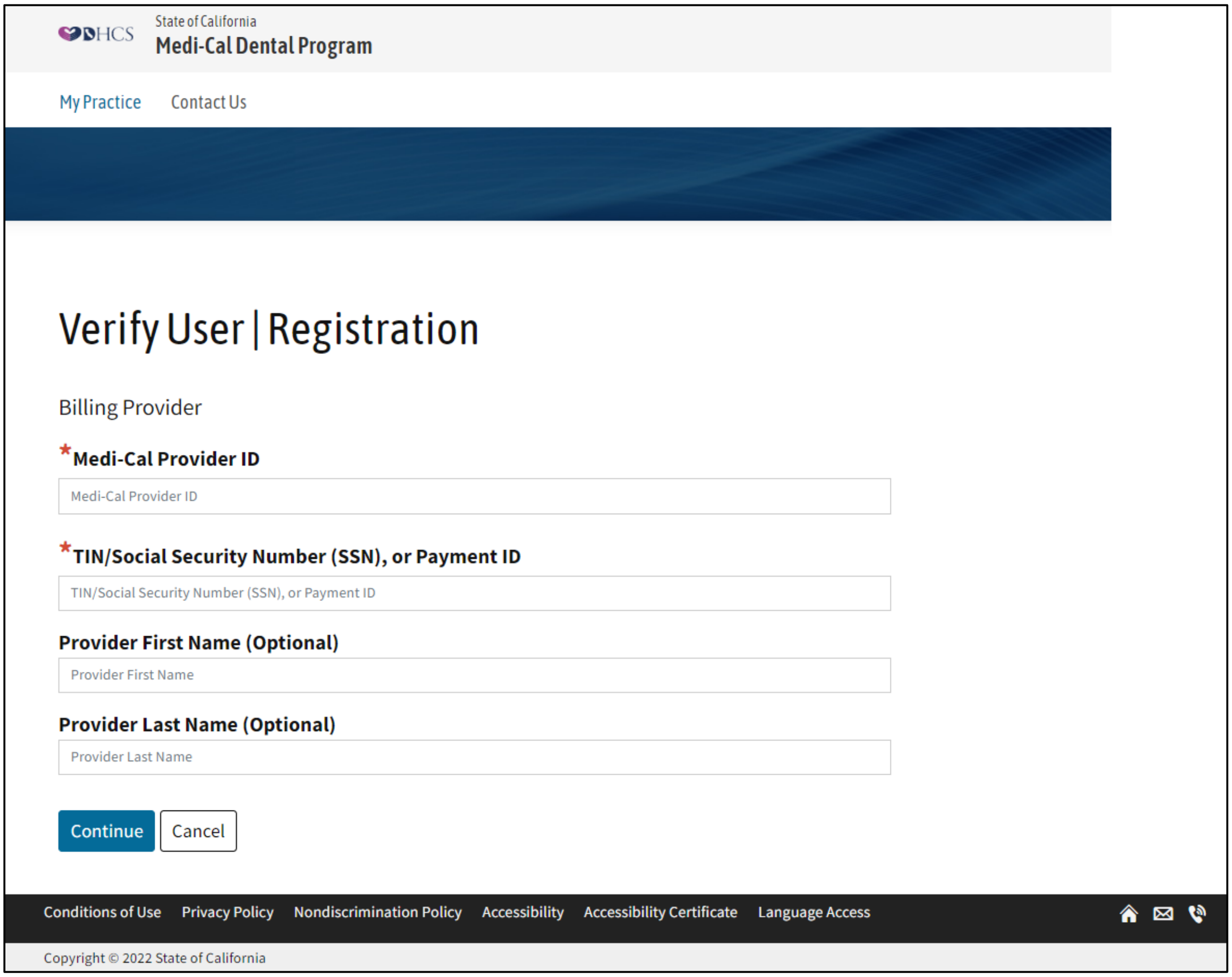


Fig: 3.2.g: Verify User Registration Page- Provider to enter their Medi-Cal Provider ID

<u>Step 3</u>

After clicking the “Continue” button, the system goes to the next page in the registration process.

The system populates Medi-Cal Provider ID and Provider TIN entered in Step 2. The optional fields (Provider First Name and Provider Last Name) only populate if you entered the information in Step 2. (see Fig: 3.2.h)

Click the “Create” button to go to the “Registration Confirmation” page and view the “Registration Completed Successfully” message seen in Fig: 3.1.d and 3.1.e.

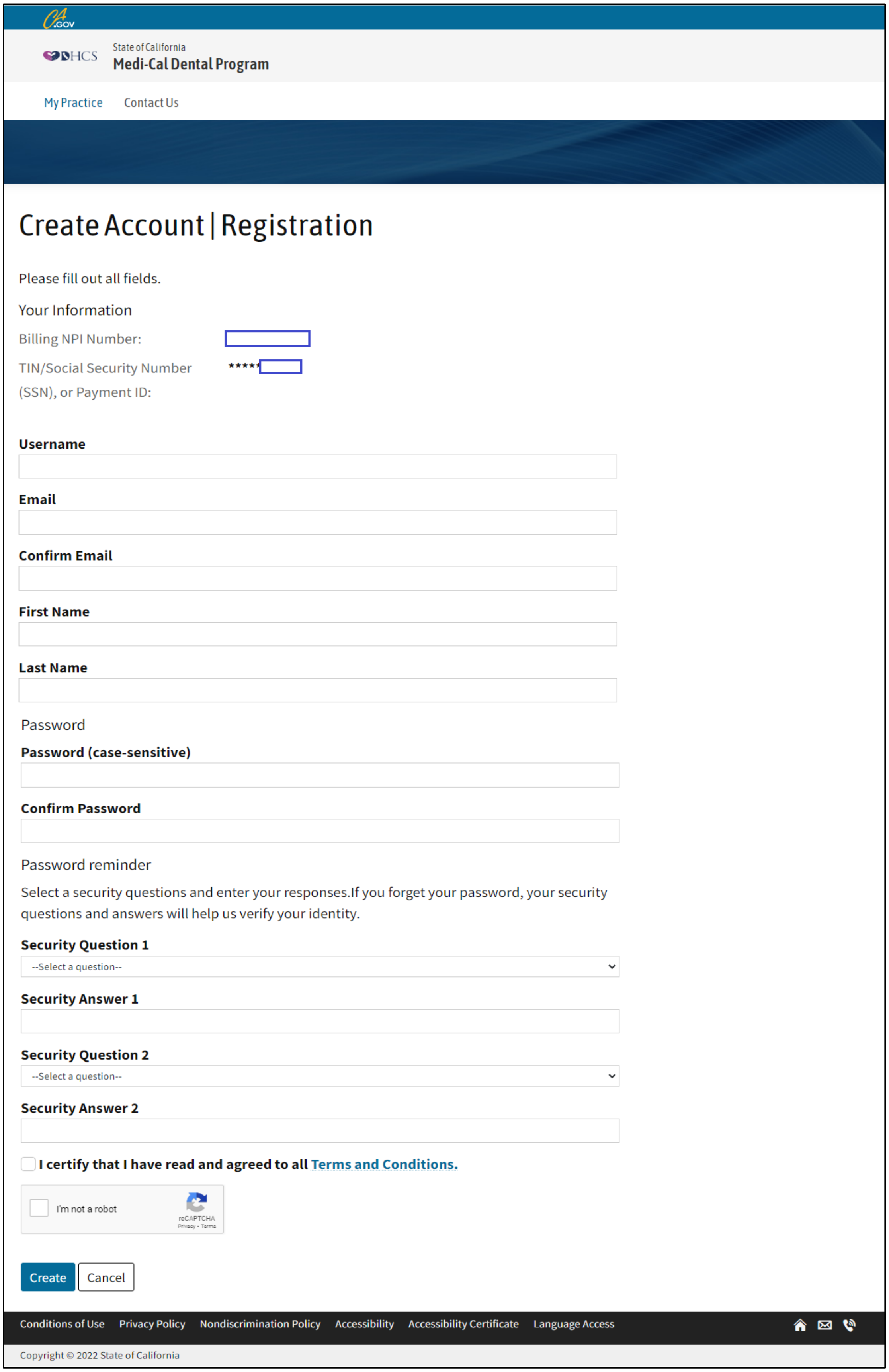


Fig: 3.2.h: Create Account Registration Page for providers registering with a Medi-Cal Provider ID

3.3 Steps to Register with Validations

3.3.1 Scenario 1: The Provider Enters Incorrect Details.

Step 1:

If you enter incorrect details, you will not be verified and cannot proceed to the next registration step. The “Unable to validate account details provided” error message displays (see Fig 3.3.1.i).

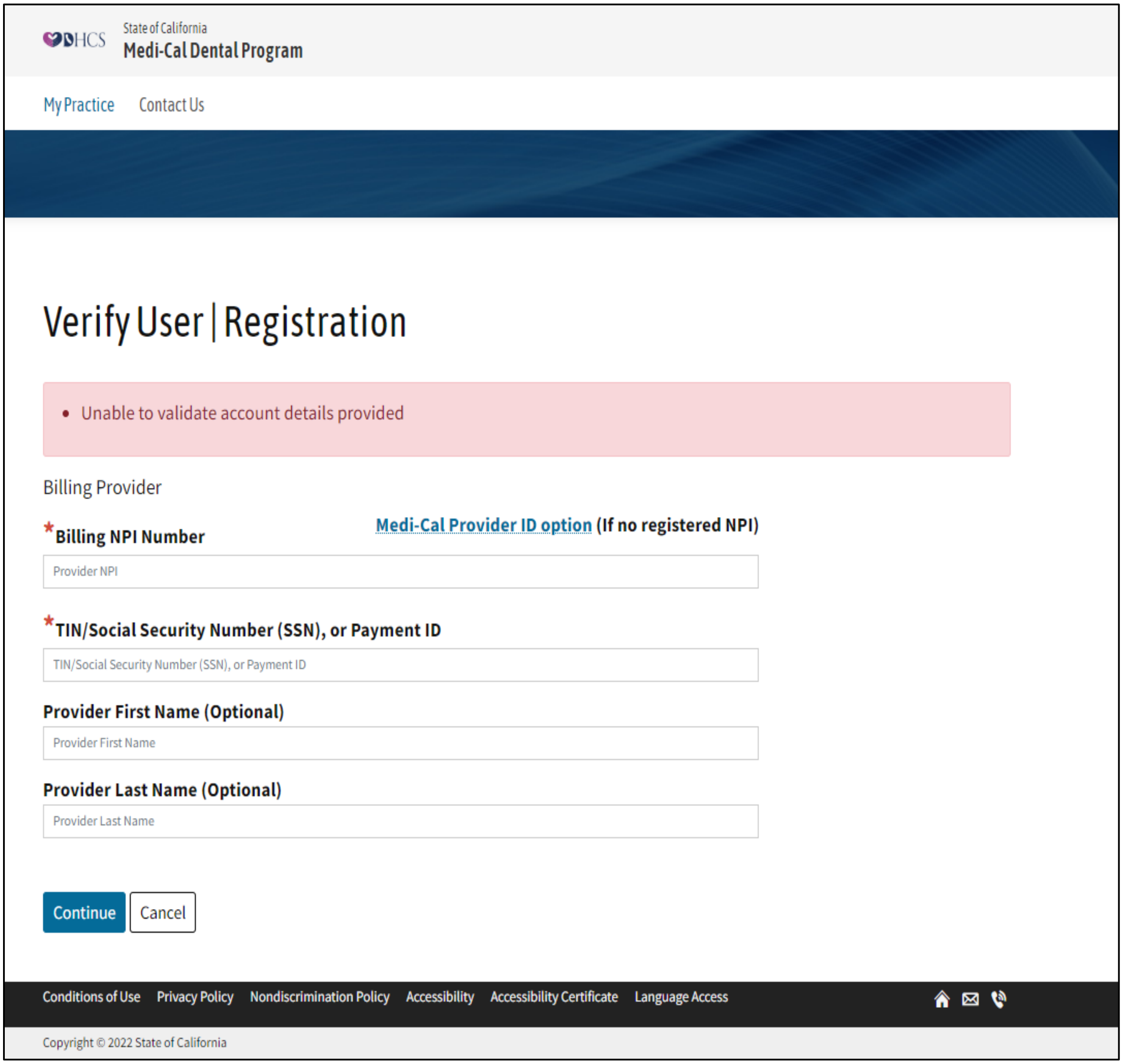


Fig: 3.3.1.i: User Details not validated during Registration

Step 2:

The following fields must be entered correctly when you create an account (see Fig: 3.1.c). An error message displays if the following required information is incorrect:

- If “Username” is entered incorrectly.
- If “Email” and “Confirm Email” are invalid and do not match.
- If “Password” is invalid.
- If “Confirm Password” does not match the password entered.
- If “Terms and Conditions” check box is not selected.
- If the same “Security Questions” for question 1 and question 2 are selected.
- If the user missed the CAPTCHA values selection.

Example: If “Username” is entered incorrectly.

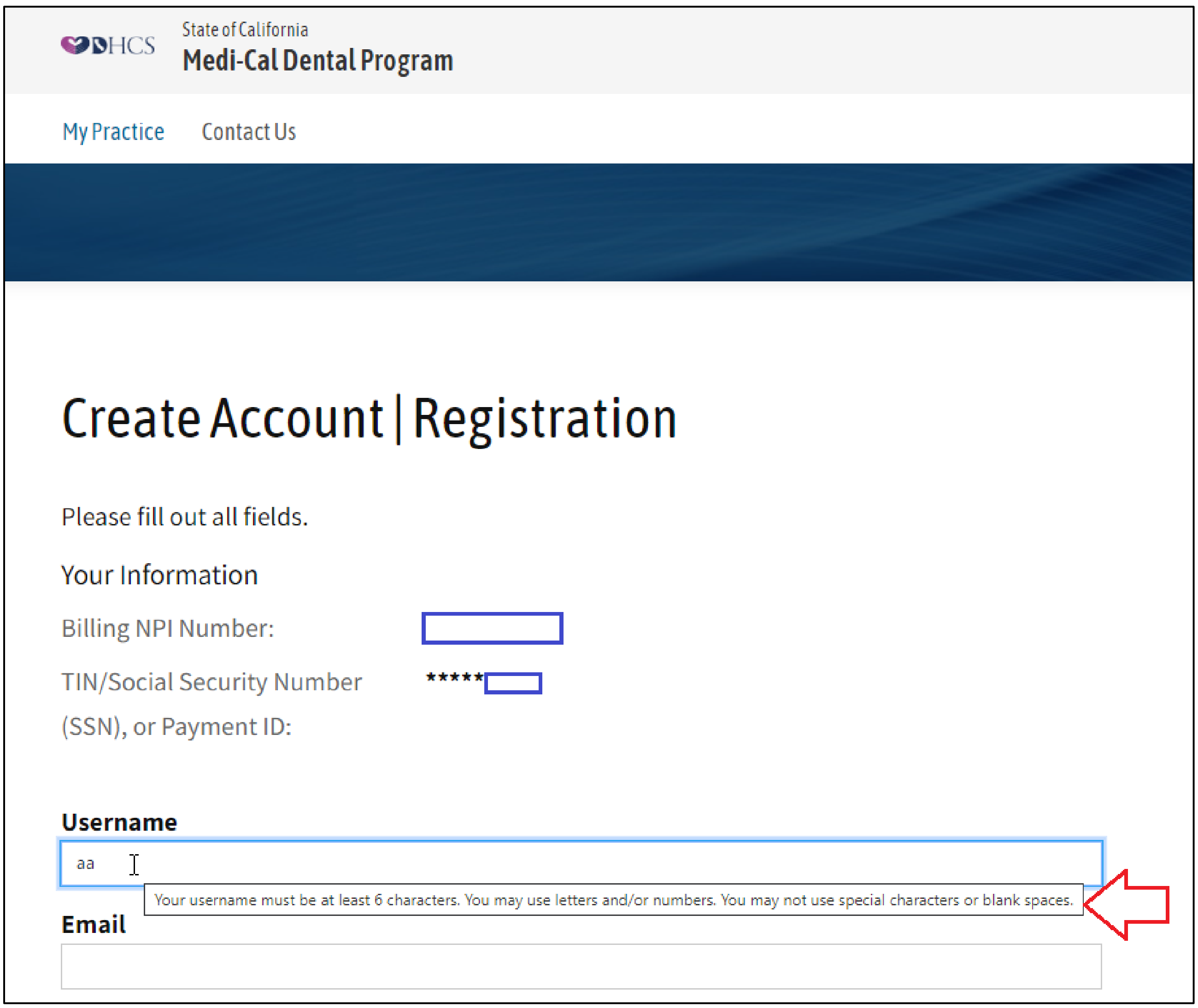


Fig: 3.3.1.j: Error Message for Entering Invalid Username while Creating Account

Example: If “Email” and “Confirm Email” are invalid and do not match.

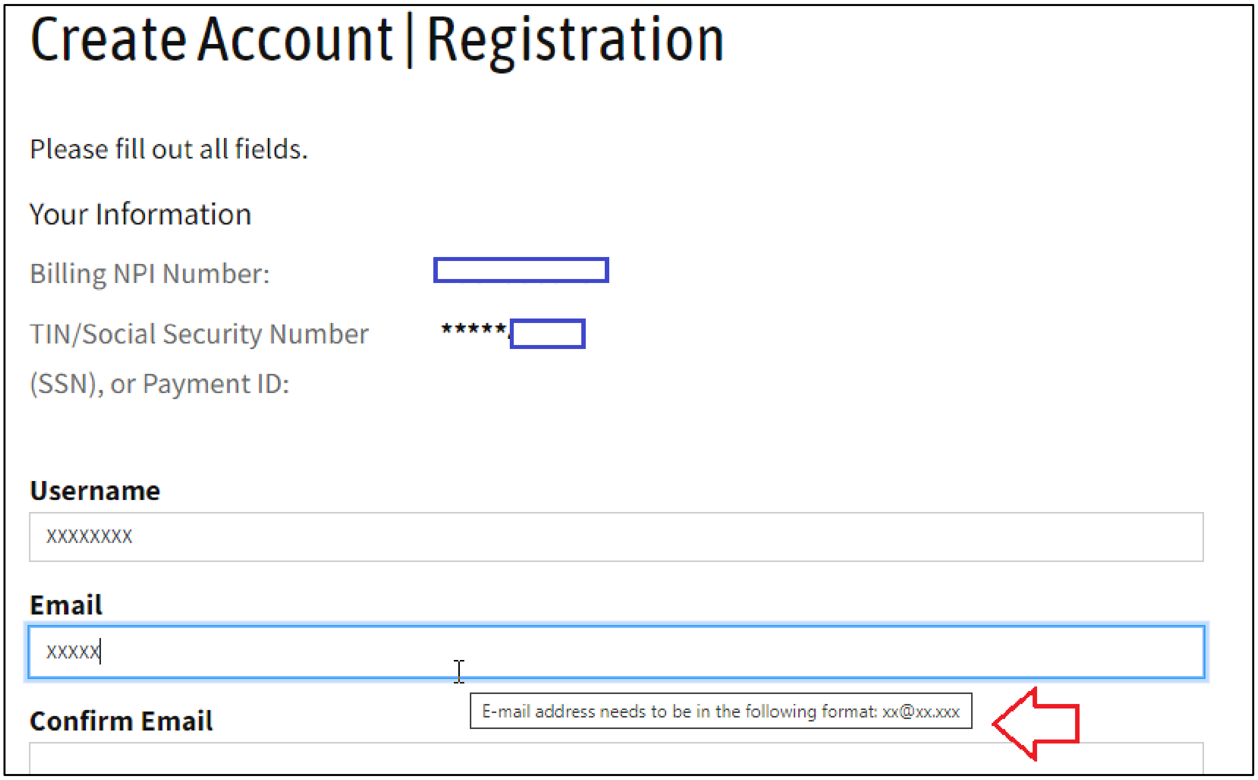


Fig: 3.3.1.k: Error Message for Entering Invalid Email Address while Creating Account

Example: If “Password” is invalid.

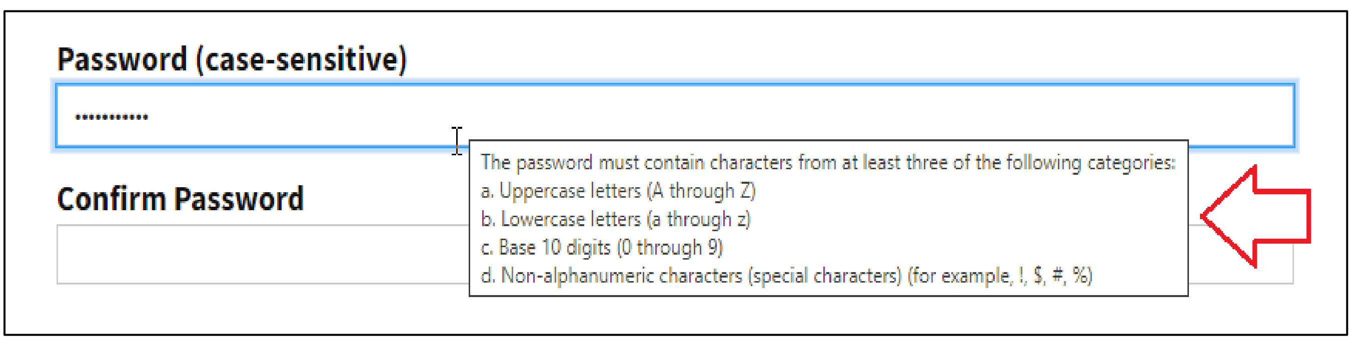


Fig: 3.3.1.l: Error Message for Entering Invalid Password while Creating Account

Example: If “Confirm Password” does not match the password entered.

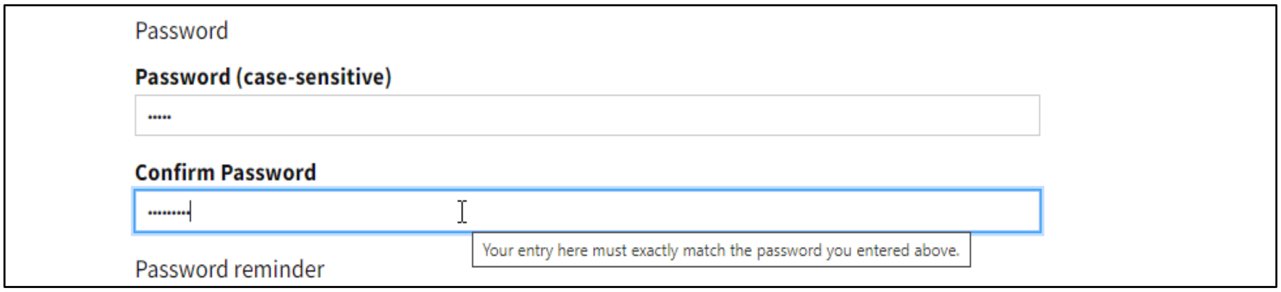


Fig: 3.3.1.m: Error Message for Entering Incorrect Password in Confirm Password Field while Creating Account

Example: If “Terms and Conditions” check box is not selected.

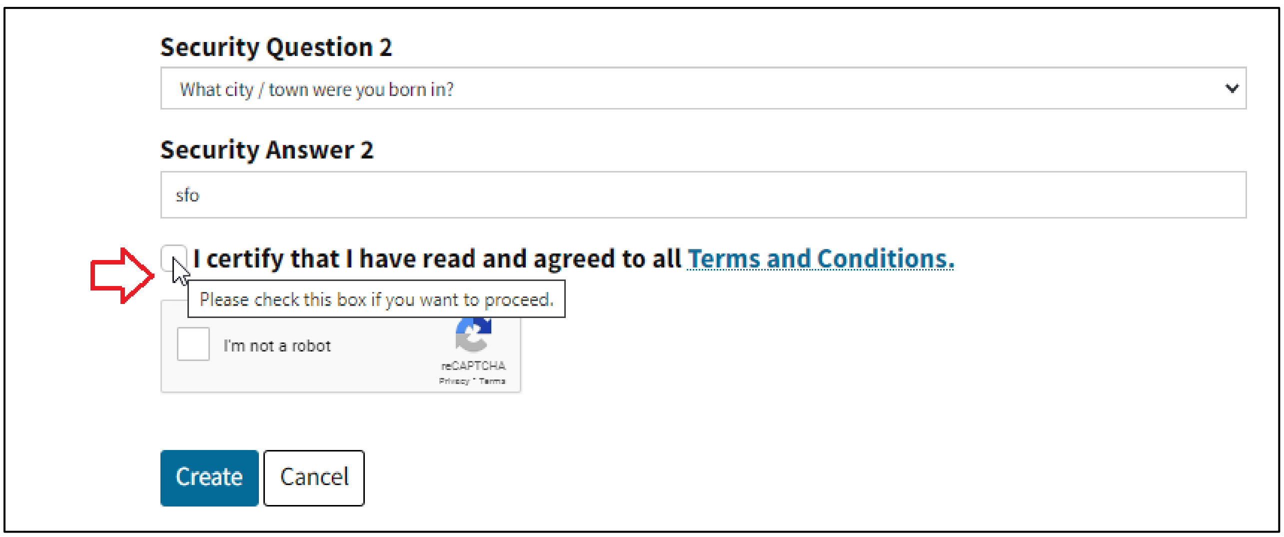


Fig: 3.3.1.n: Error Message for not selecting the Check Box to Agree to the Terms and Conditions

Example: Same “Security Questions” for Security Questions 1 and 2 cannot be selected.

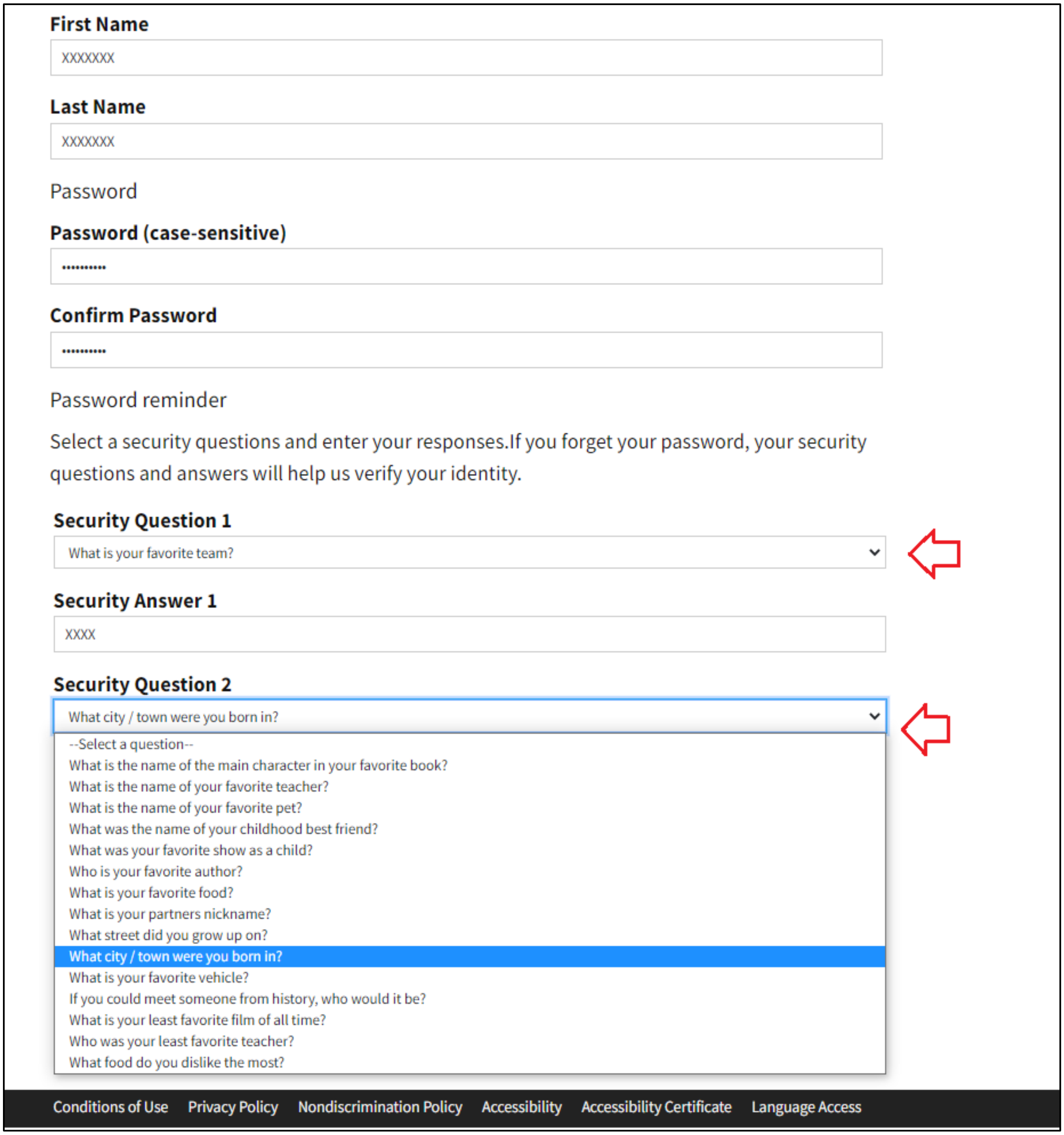


Fig: 3.3.1.o: Same Security Question during Account Creation cannot be selected

Example: If the user did not select the CAPTCHA.

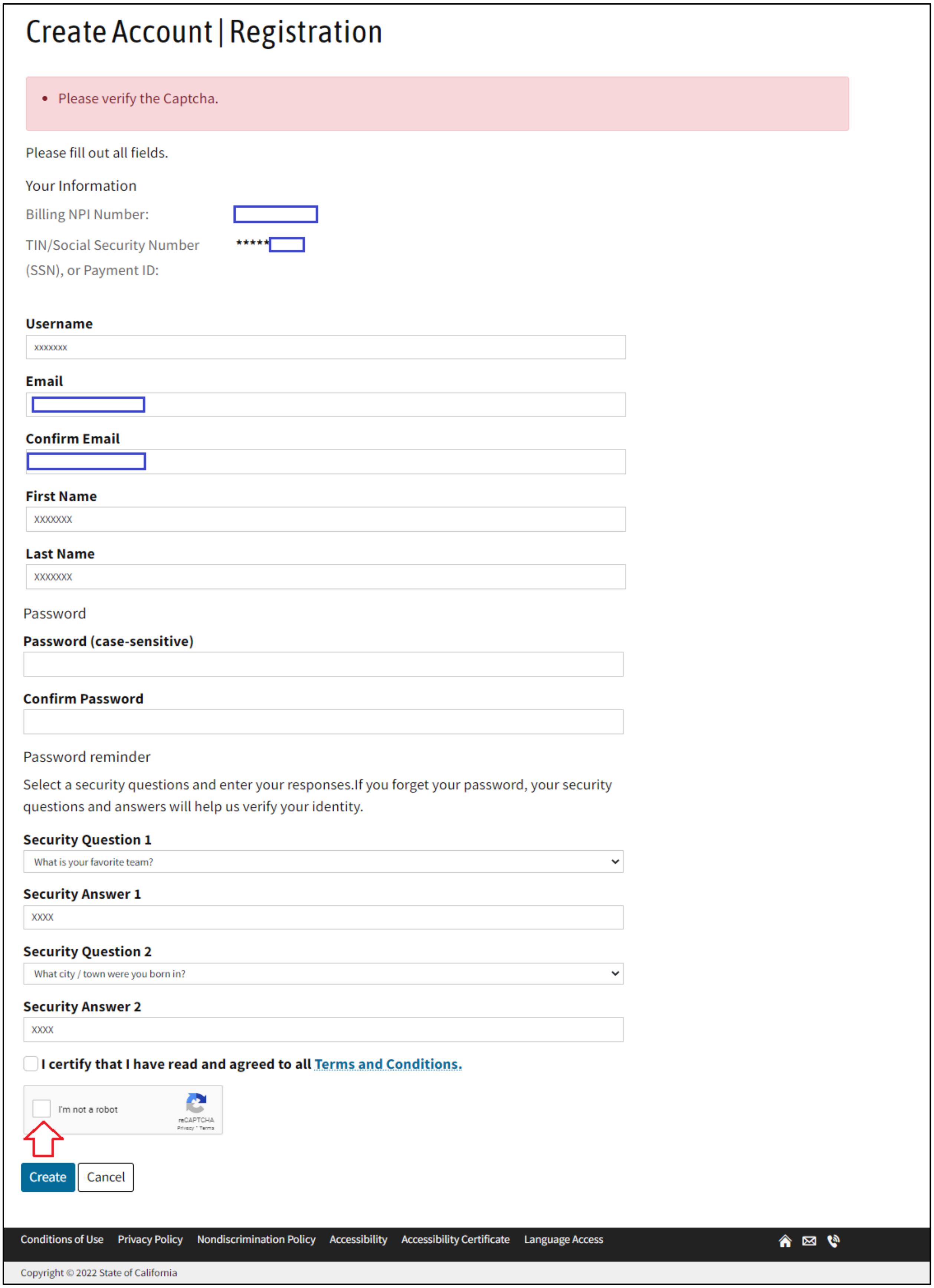
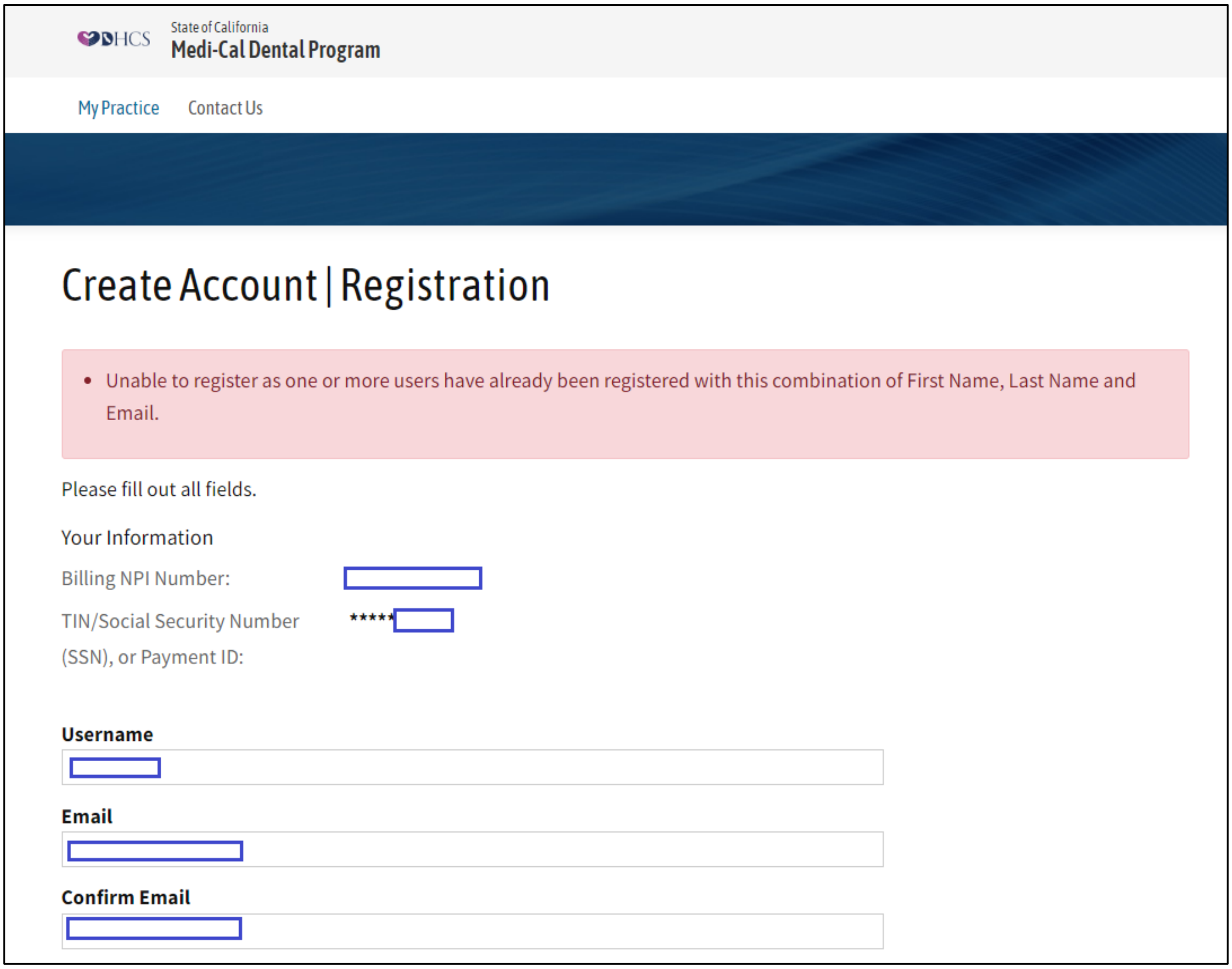


Fig: 3.3.1.p: Error Message for not selecting the CAPTCHA while Creating User Account when Registering

3.3.2 Scenario 2: If user enters combination of First Name, Last Name and Email Address same as that of an already registered user and tries to register.


State of California
Medi-Cal Dental Program

My Practice   Contact Us

Create Account | Registration

- Unable to register as one or more users have already been registered with this combination of First Name, Last Name and Email.

Please fill out all fields.

Your Information

Billing NPI Number:

TIN/Social Security Number (SSN), or Payment ID: *****

Username

Email

Confirm Email

Fig: 3.3.2.q: Error if same First Name, Last Name and Email used during Registration

3.3.3 Scenario 3: If user left any/all the required fields blank.

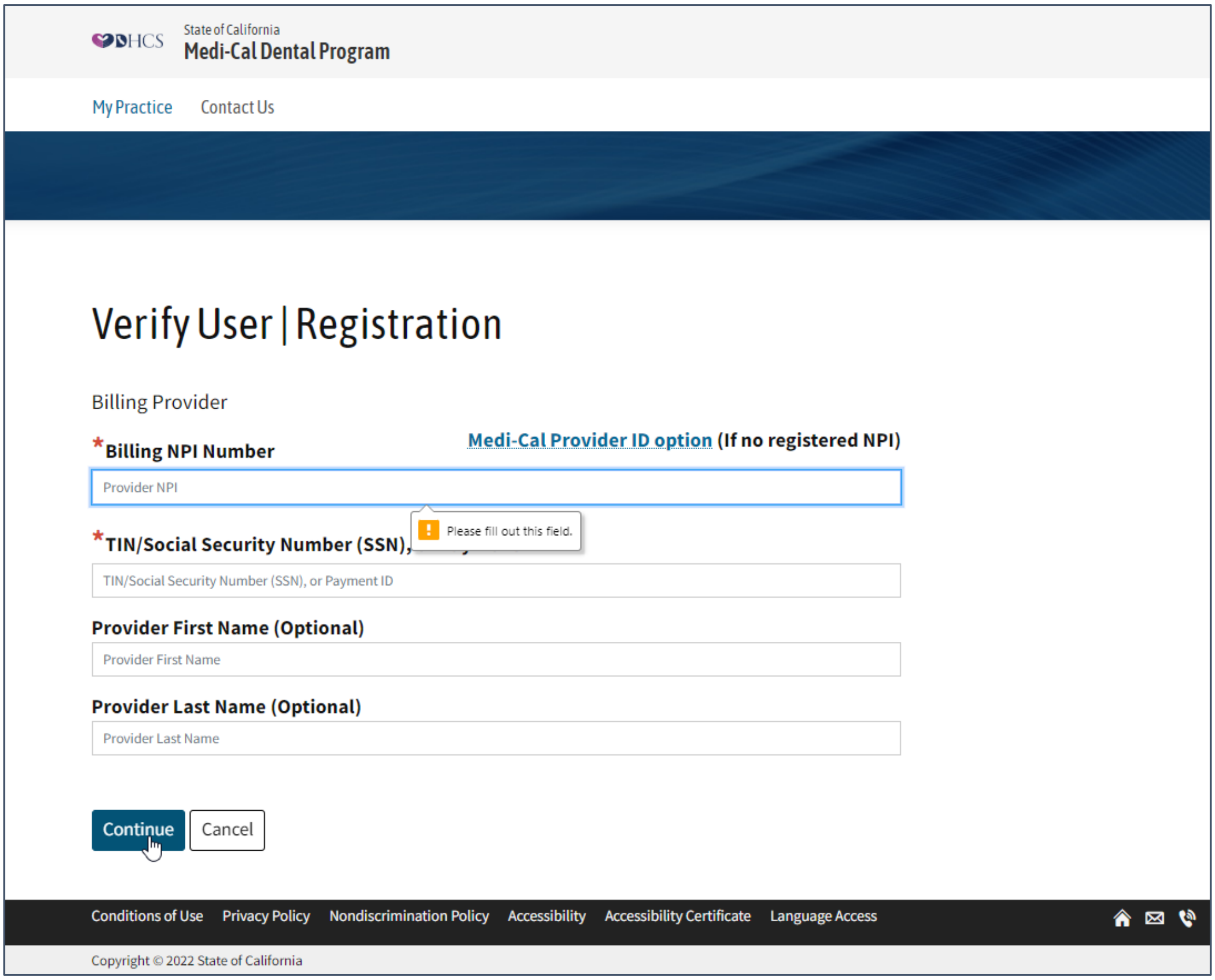


Fig: 3.3.3.r: Error Message when Fields Left Blank during Registration

3.3.4 Scenario 4: If an inactive user tries to register.

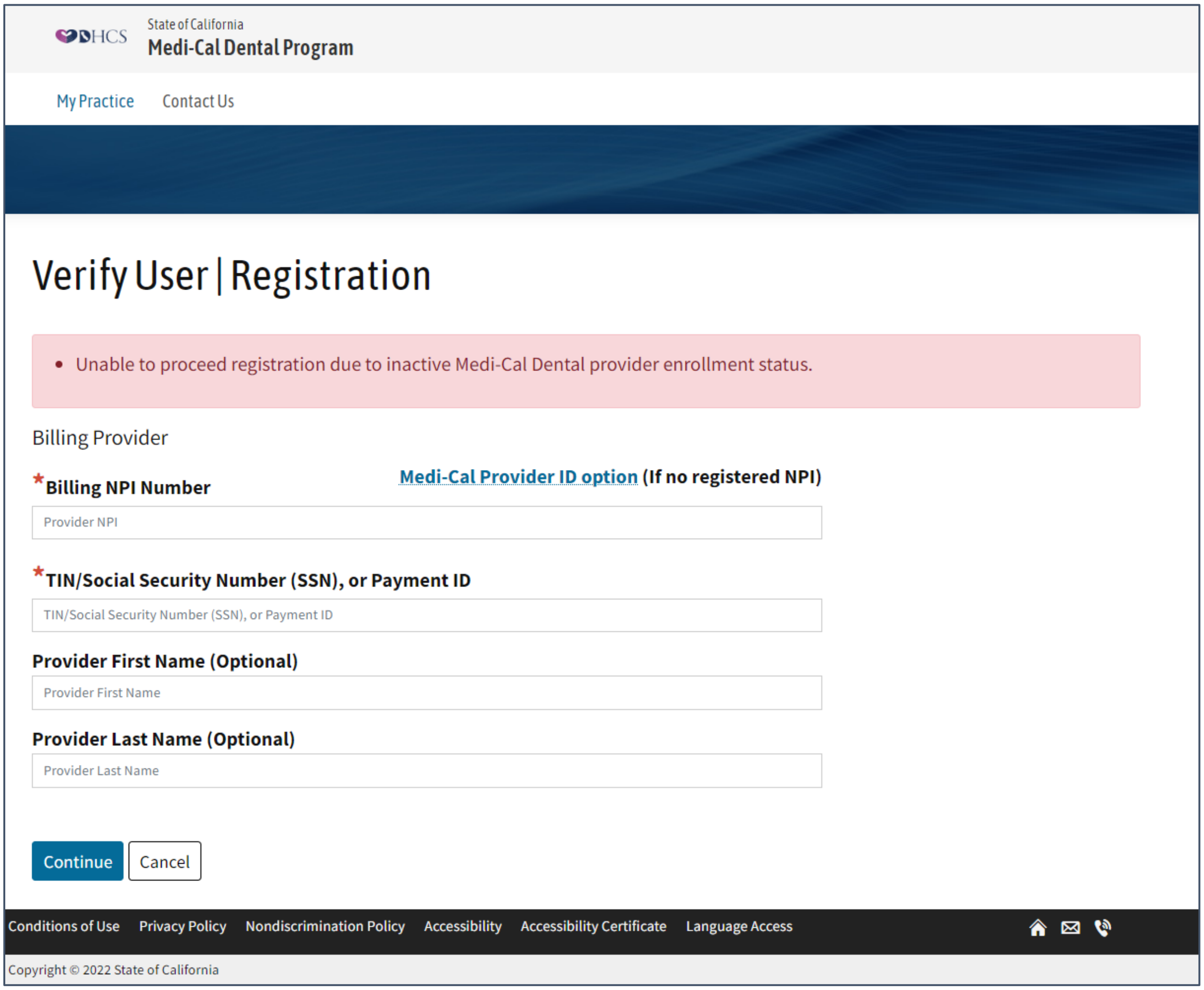


Fig: 3.3.3.s: Error Message when an inactive user tries to register

A message ‘Unable to proceed registration due to inactive Medi-Cal Dental provider enrollment status’ will be displayed if a new inactive user tries to register. Whereas a previously registered inactive user can still access the website.

3.4 Username Reminder Steps

If you forget your username, click the “Username Reminder” link to request recovery (see Fig: 3.4.s).

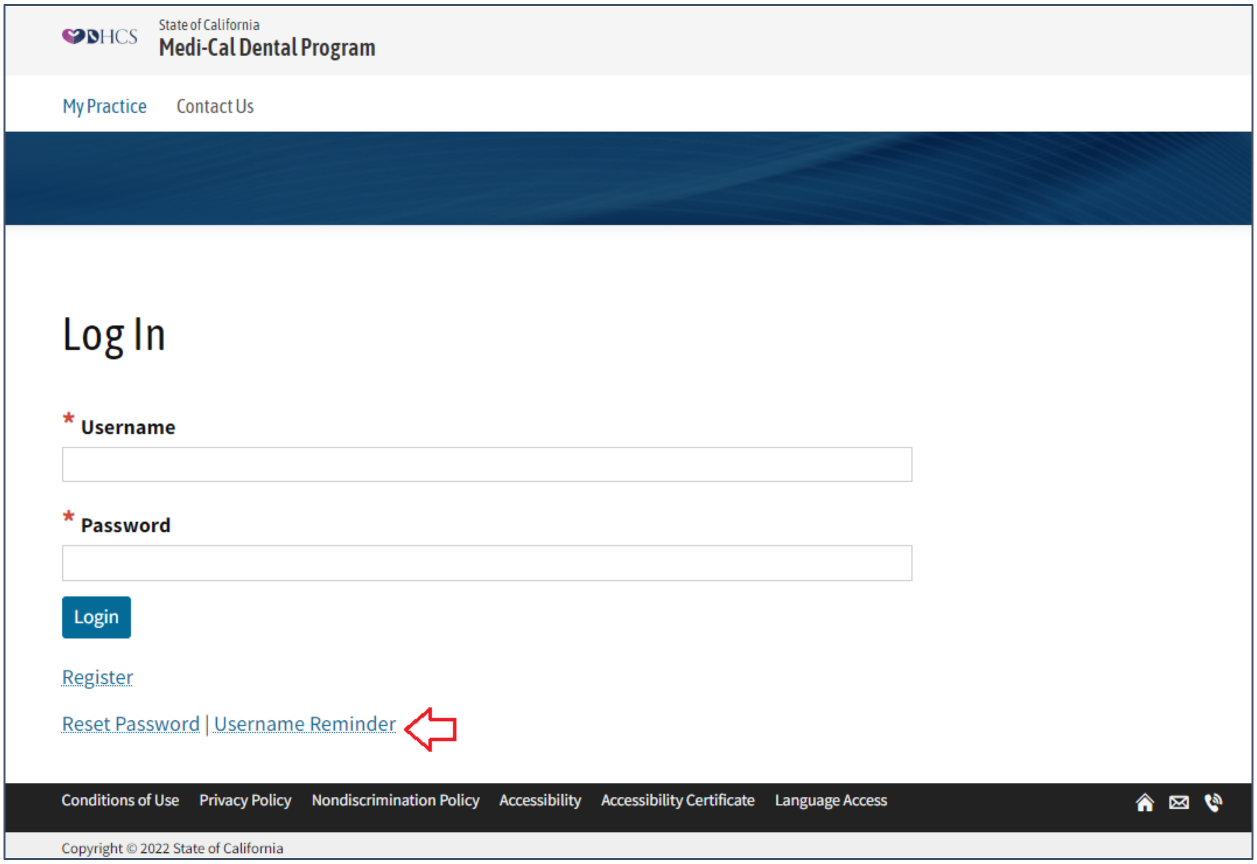


Fig: 3.4.t: Username Reminder Link

After you click the “Username Reminder” link, the system goes to the “Username Reminder” page where you enter your information (see Fig: 3.4.t) used during registration.

- Billing NPI Number
- Taxpayer Identification Number (TIN)
- First Name
- Last Name
- Email Address you used during registration

Users who have not registered through Billing NPI Number, click on ‘Click here if no registered NPI’ and provide your Medi-Cal Provider ID used during registration.

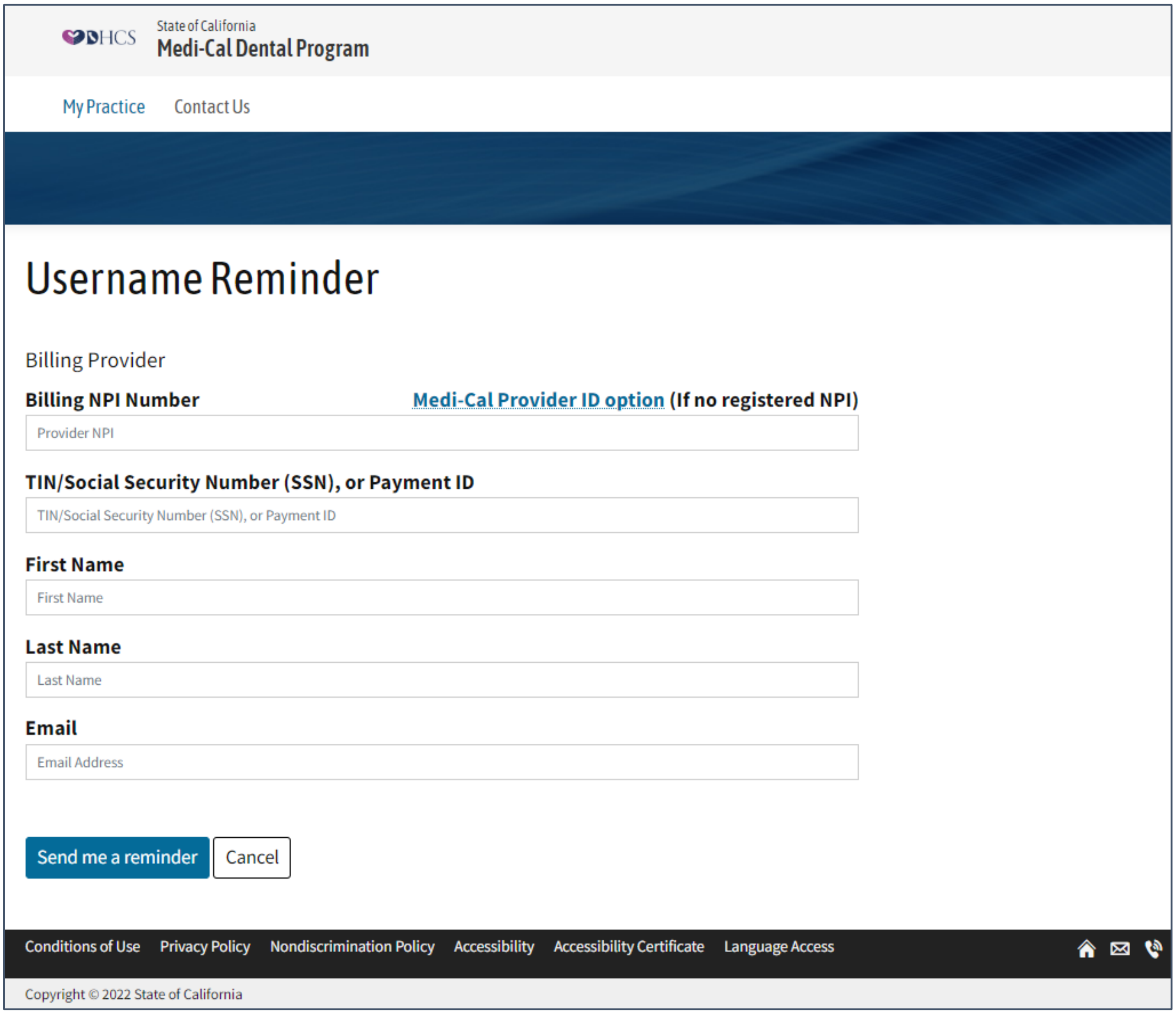


Fig: 3.4.u: Username Reminder Screen

Click the “Send me a reminder” button and the following message displays (see Fig: 3.4.u).

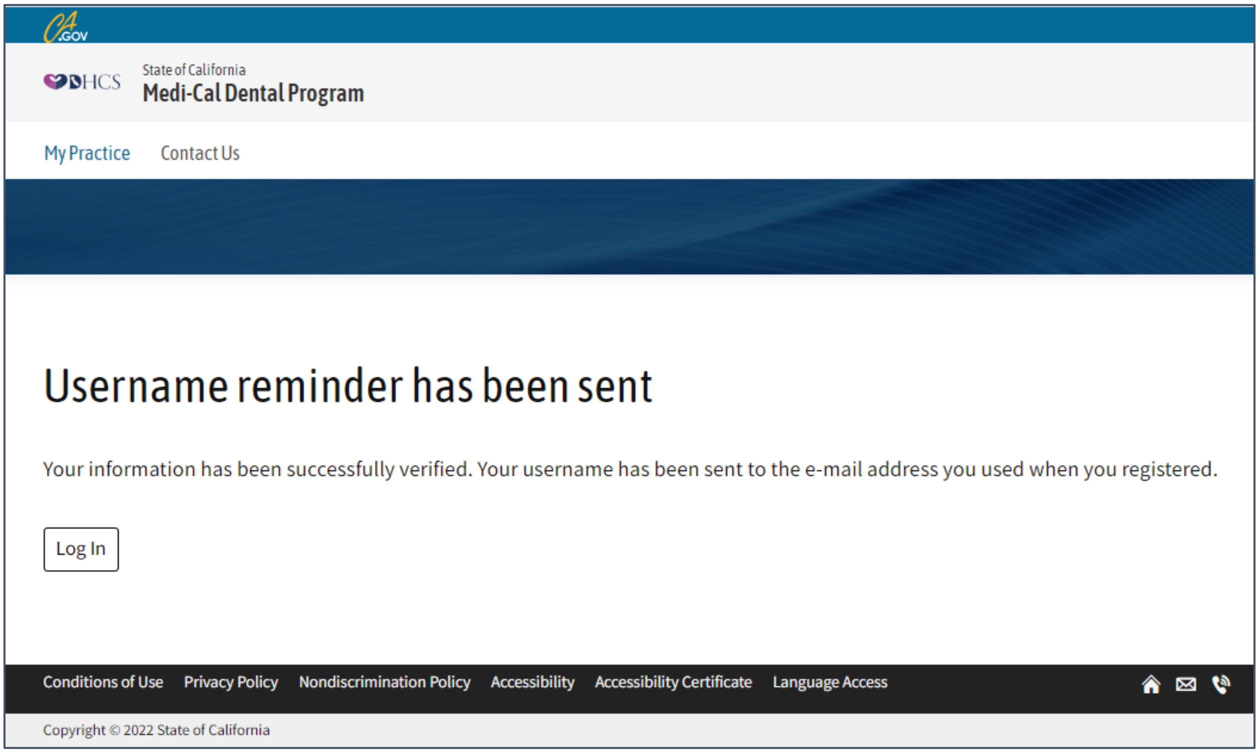


Fig: 3.4.v: Username Reminder Message

You receive an email that contains your username (see Fig: 3.4.v).

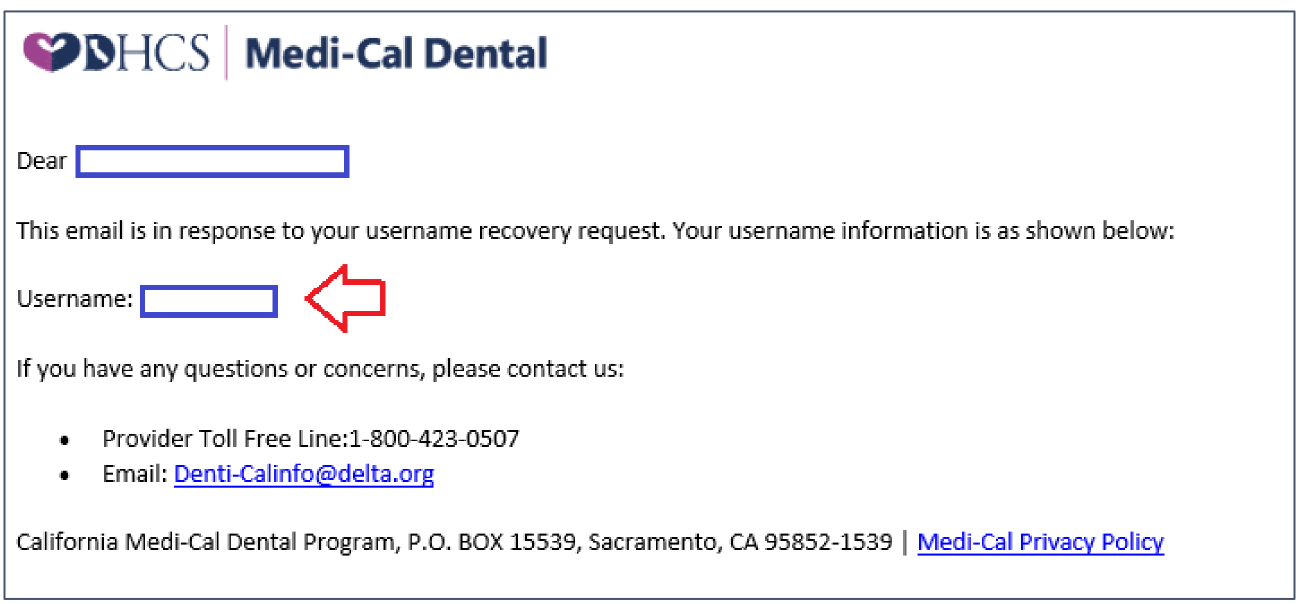


Fig: 3.4.w: Email Sent to the Provider for Username Reminder

4 Provider Secure Log In

The Provider Website has a Secure Log In, where you are asked to enter your Username and Password. This is the same screen you used to set up your online account. If the values match, you are granted access. If the values do not match, an "Invalid Credentials" error message displays (see Fig: 4.a).

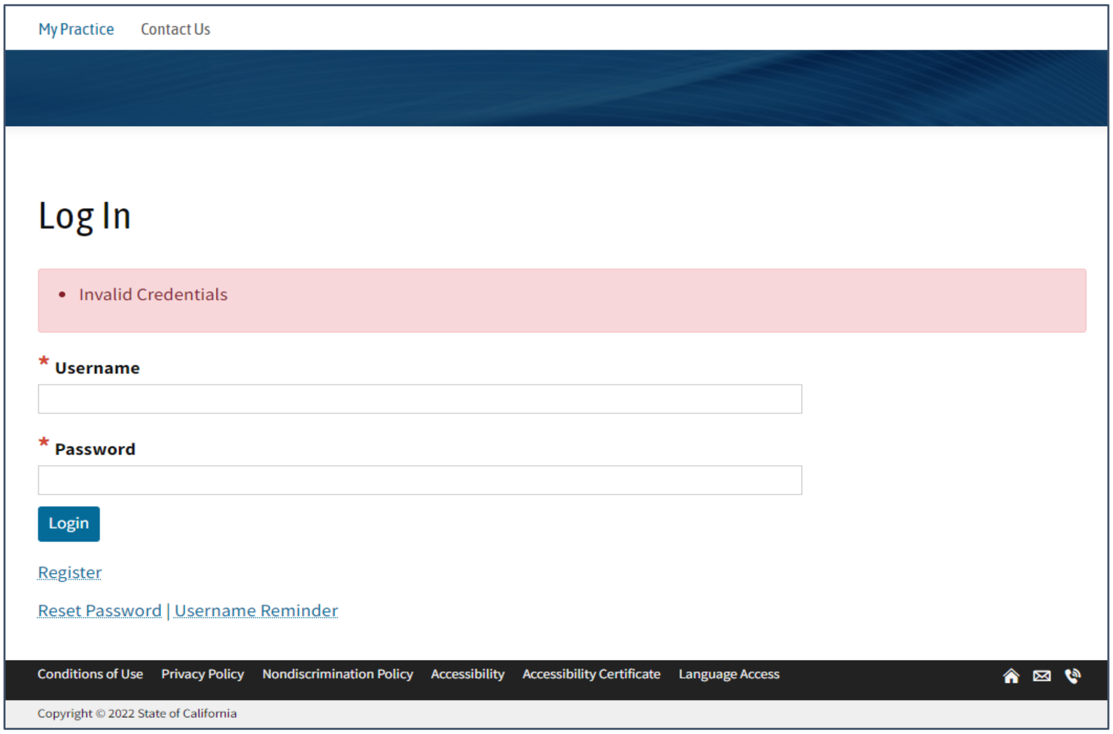


Fig: 4.a: Unable to Login Error – when Provider Tries to Log In with Invalid Credentials

You are allowed a maximum of 3 failed attempts to log in. More than 3 failed attempts to log in will automatically lock your account, and an error message displays. However, you are given an option to unlock your account (see Fig: 4.b).

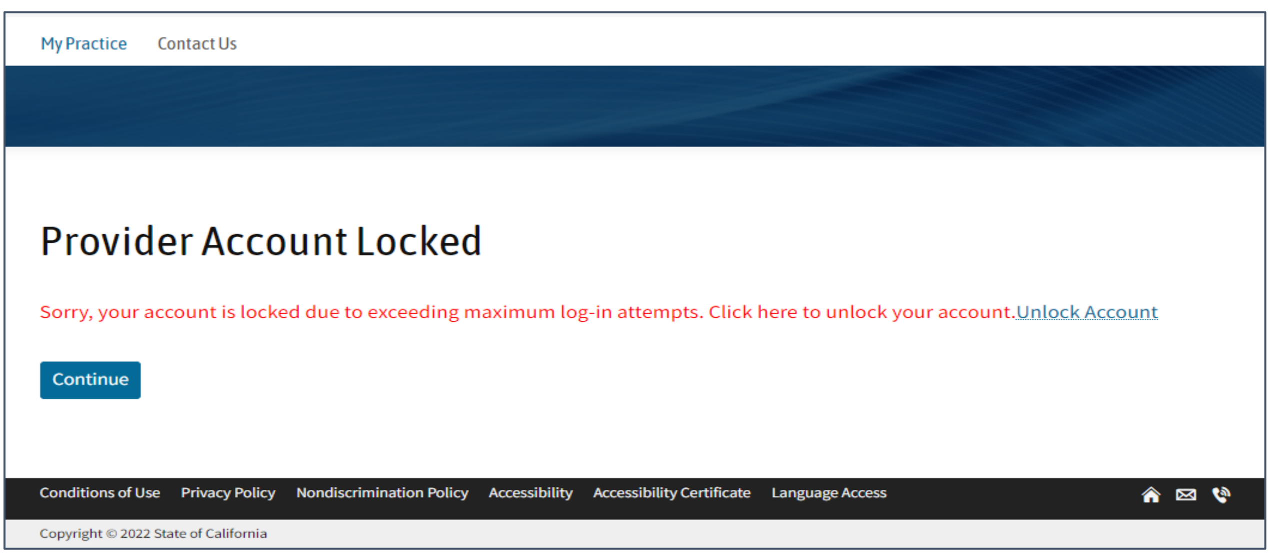


Fig: 4.b: Account Locked Message – when Provider Exceed the Maximum Login Attempts

4.1 Account Unlock Flow

4.1.1 Scenario 1: Provider is successful in unlocking account by answering only 1 security question.

Step 1:

You can unlock your account by clicking the “Unlock Account” link (see Fig: 4.b). The system goes to the "Unlock Account” page where you enter your Username to validate your credentials (see Fig: 4.1.1.c). Click the “Continue” button to validate your credentials and go to the next page.

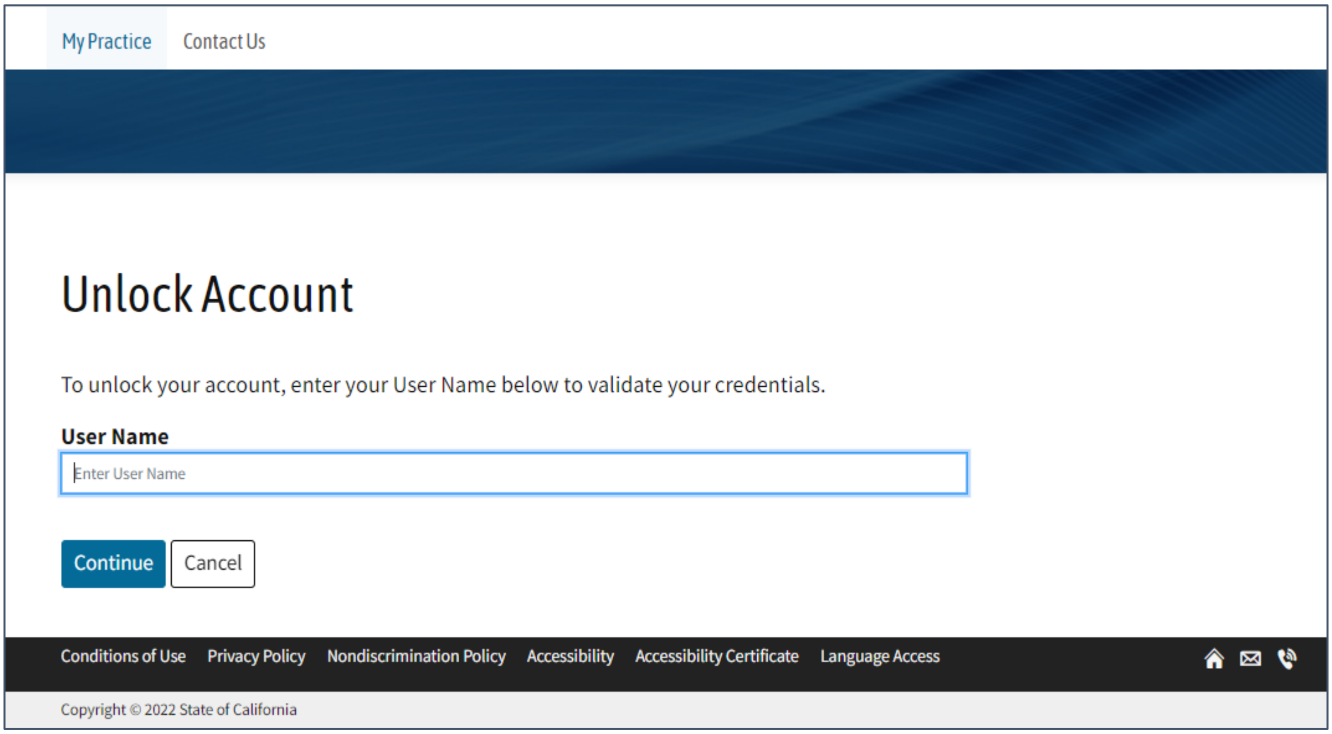


Fig: 4.1.1.c: Unlock Account Screen to Validate Credentials – Provider to Enter Username

Step 2:

You must answer the security question you set during account creation (see Fig: 4.1.1.d). Click the “Continue” button. The system verifies your answer and goes to next page.

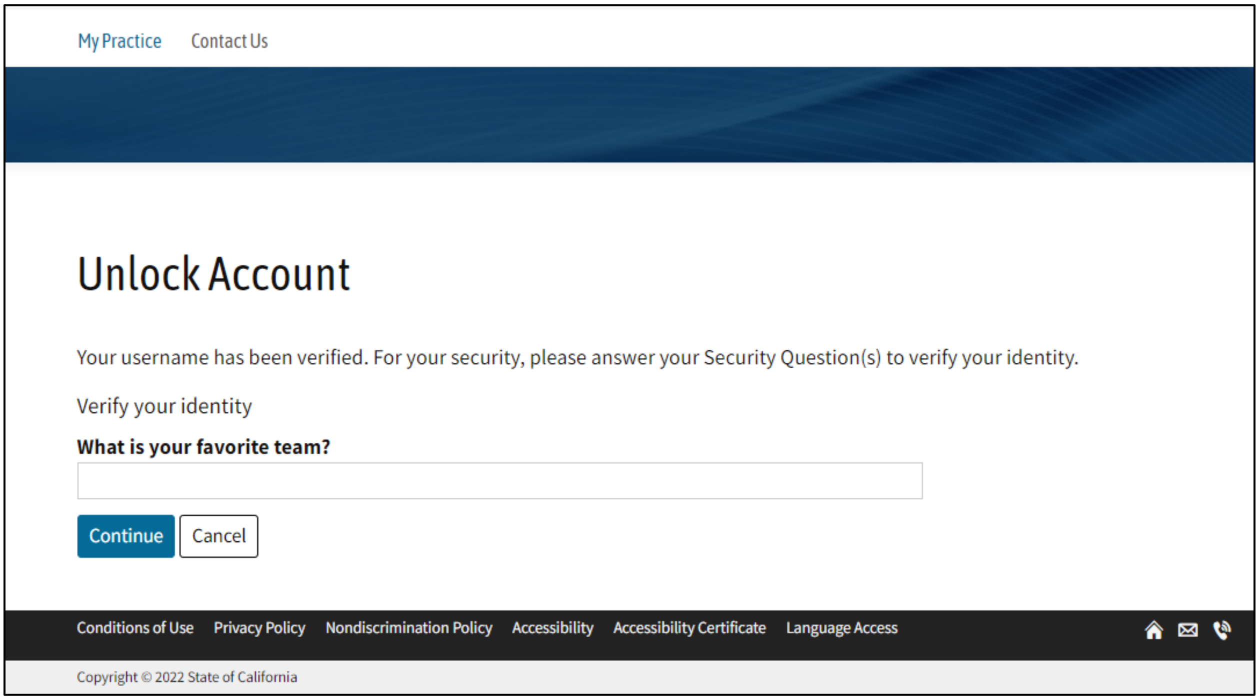


Fig: 4.1.1.d: Unlock Account Screen to Validate User – Security Question

Step 3:

After successfully verifying your security answer and identity, the system unlocks your account, and you can log in (see Fig: 4.1.1.e).

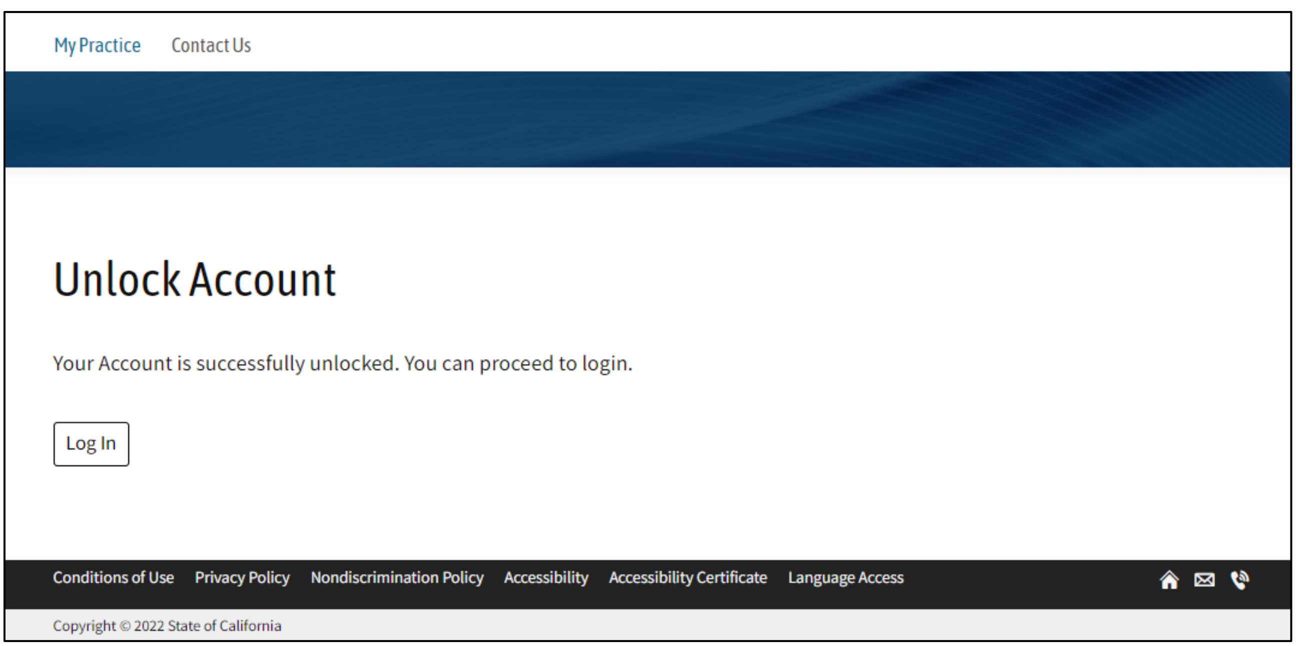


Fig: 4.1.1.e: Provider Account Unlocked Successfully

4.1.2 Scenario 2: If Provider answers the 1st Security Question incorrectly.

Step 1:

Enter your username, which will be validated (see Fig: 4.a). The system goes to Step 2. Enter the answer to your security question.

Step 2:

Enter the answer to the security question you set up during account creation. To verify your identity and go to the next step, click the “Continue” button (see Fig: 4.1.1.b).

Step 3:

If the answer is incorrect, the system goes to next screen, and you answer your second security question (see Fig: 4.1.2.f).

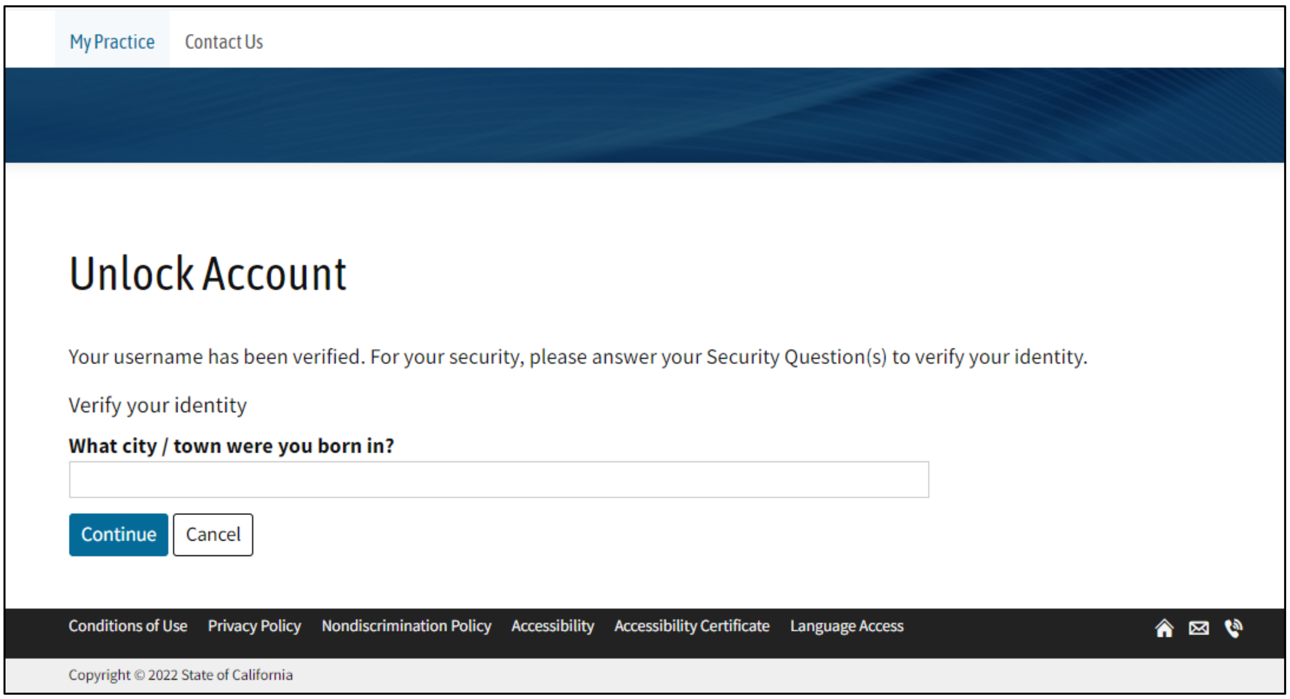


Fig: 4.1.2.f: Unlock Account Screen to Validate User – Second Security Question

Step 4:

After successfully verifying your security answer and identity, the system unlocks your account, and you can log in (see Fig: 4.1.2.f).

4.1.3 Scenario 3: If Provider's Username is not verified.

If you enter an invalid username, you are not validated. A "User Not Found" error message displays (see Fig: 4.1.3.g).

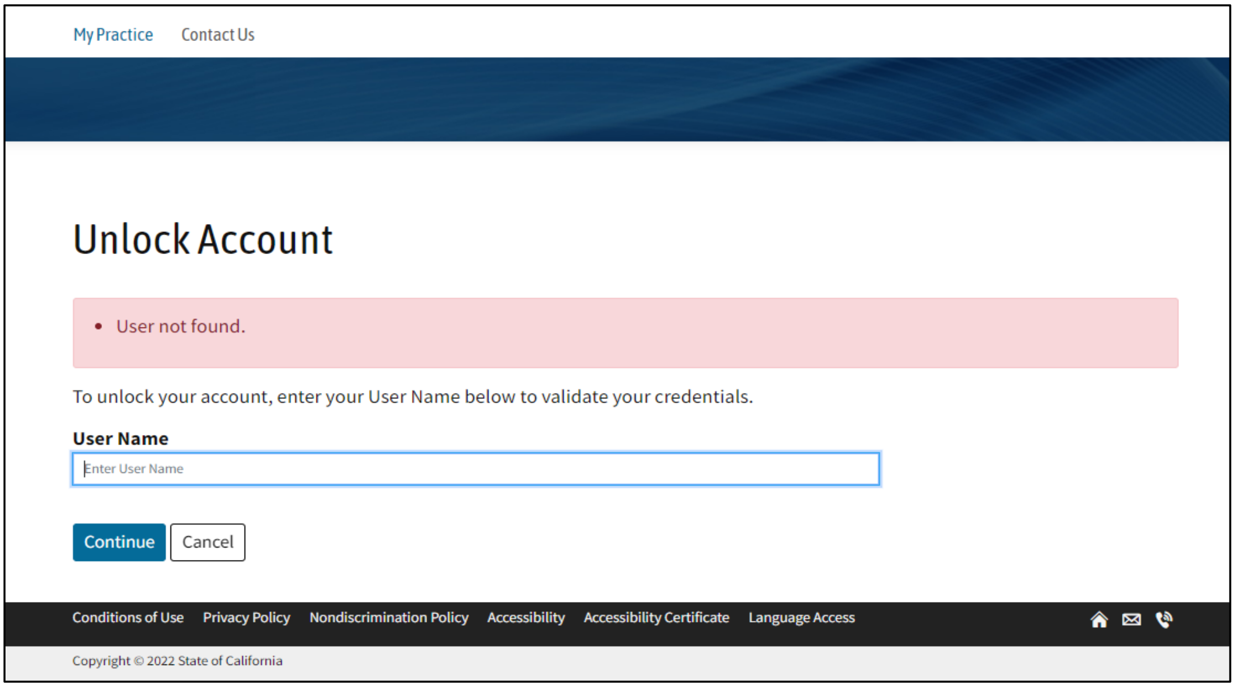


Fig: 4.1.3.g: Unlock Account Screen to Validate User – Incorrect Username Entered

4.1.4 Scenario 4: If a Provider is unable to unlock their account by entering invalid security answers for both questions.

If you do not answer your security questions correctly, the system goes to the "Unlock Account" page where you are instructed to send an email to DCALWebMaster@delta.org because your account was not validated (see Fig: 4.1.4.h).

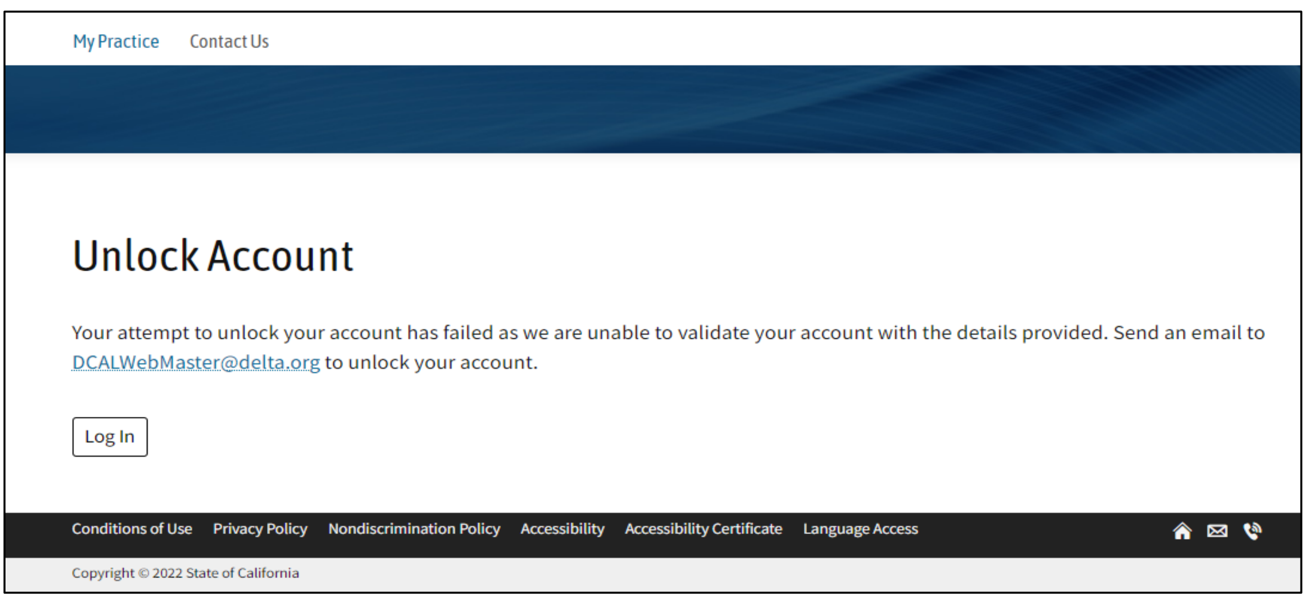


Fig: 4.1.4.h: Unlock Account Screen – Unable to Validate User, Send Email to Unlock Account

4.2 Password Reset Flow

If you want to reset your password, select the “Reset Password” link available on the “Provider Landing” page.

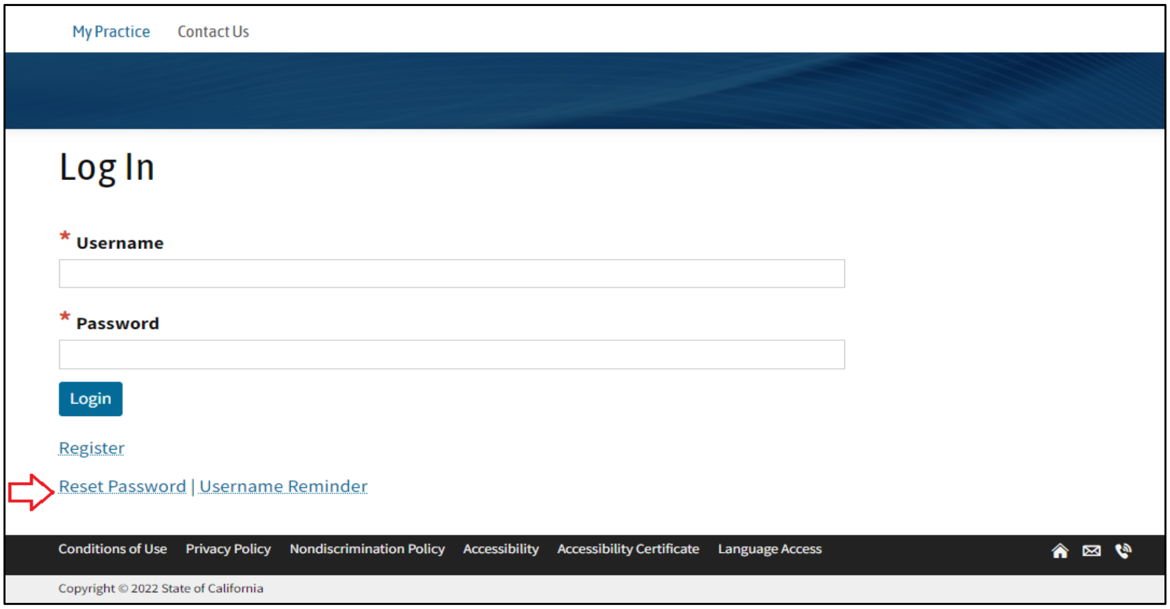


Fig: 4.2.i: Provider Website Landing Page – Reset Password Link

4.2.1 Scenario 1: A Provider successfully resets their password by answering only 1 security question.

<u>Step 1</u>:

If you click the “Reset Password” link, the system goes to the “Reset Password” screen, and you enter your User Name to verify your identity (see Fig: 4.2.1.j). Click the “Continue” button to verify your Username. If the Username is valid, the system goes to the next page.

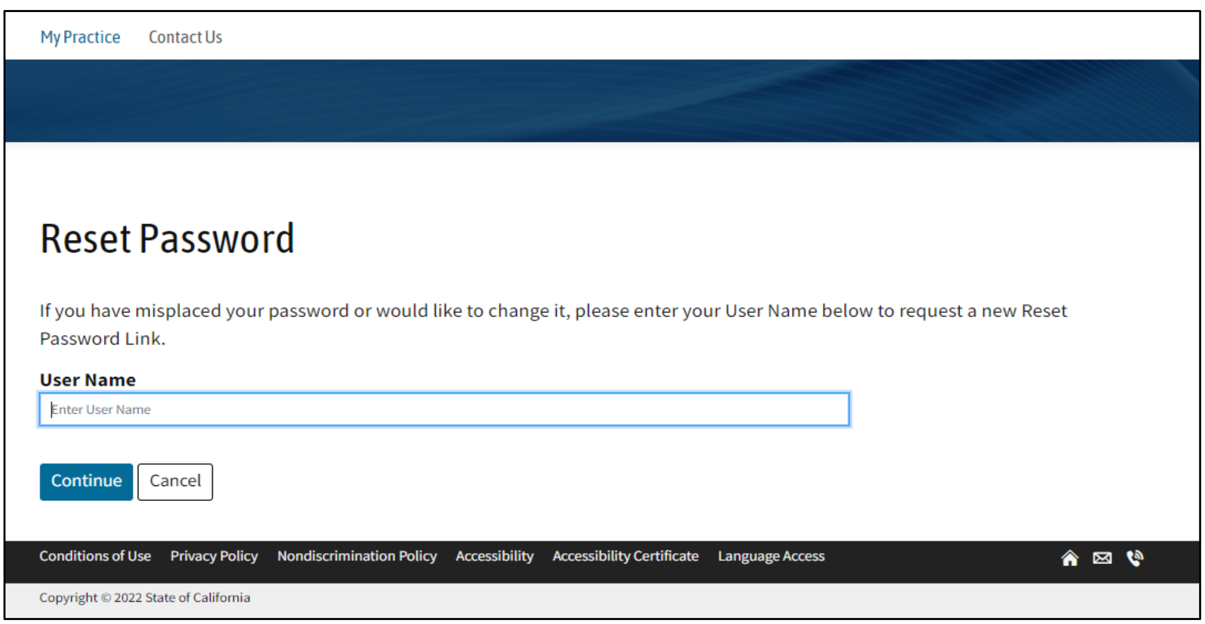


Fig: 4.2.1.j: Reset Password – Provider Identification by Entering Username

Step 2:

Answer the security questions you set up during account creation to verify your identity (see Fig: 4.2.1.k).

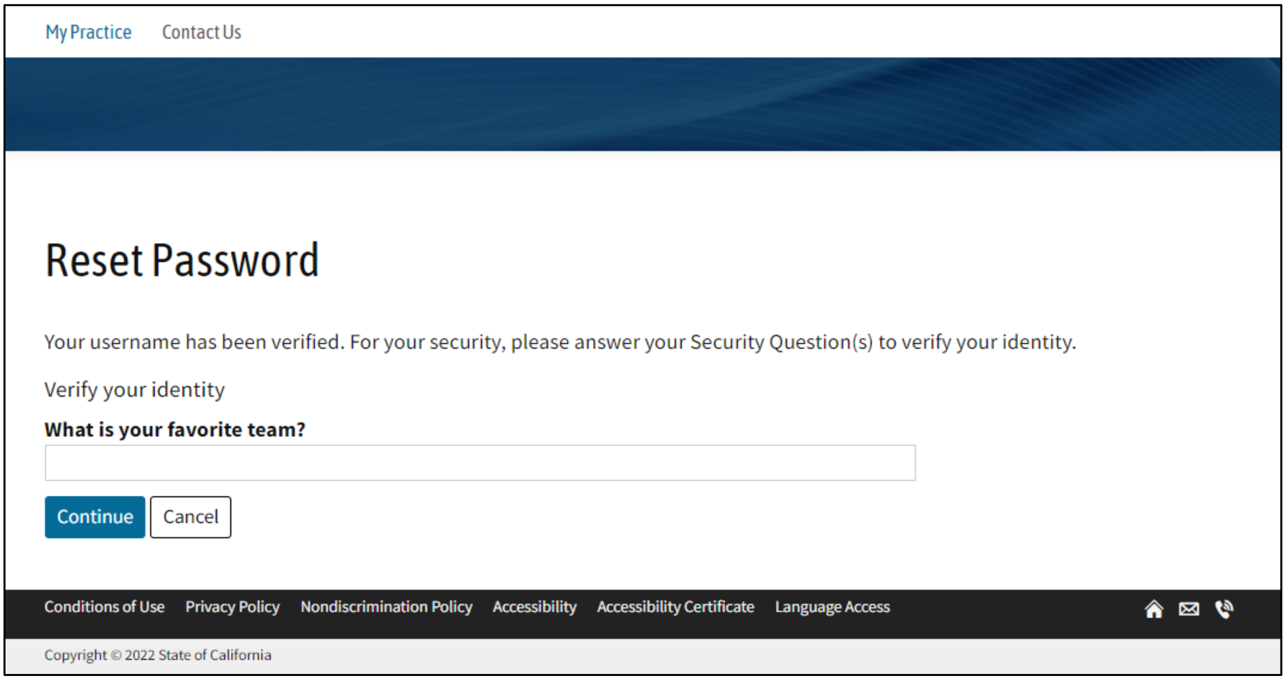


Fig: 4.2.1.k: Reset Password – Provider Verification by Entering Answer for Security Question

Step 3:

After you correctly answer the security question, the system goes to the “Reset Password” page. A message displays stating that an email along with a reset password link has been sent to the email address you provided during registration (see Fig: 4.2.1.l).

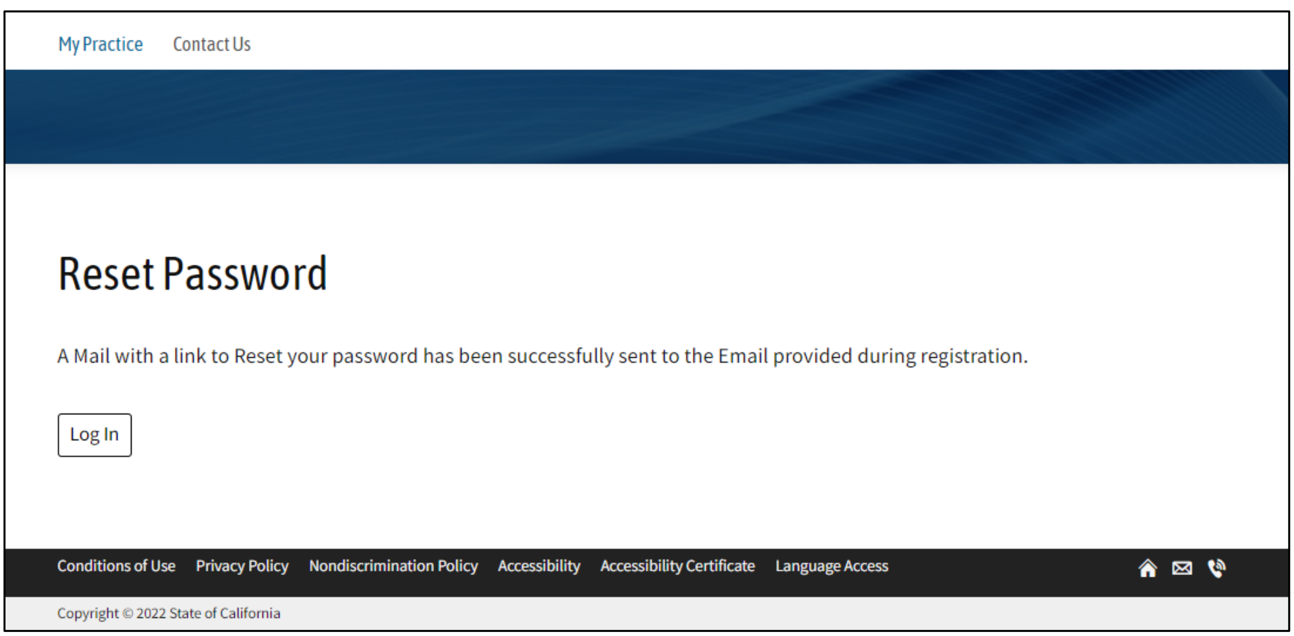


Fig: 4.2.1.l: Reset Password – Mail sent to User Message Screen

Step 4:

You receive an email with a "Reset Password" link (see Fig: 4.2.1.m).

Dear

We have received your request to reset your password. To complete this request, simply go to this secure link: :

Reset Password link

If you have any questions or concerns, please contact us:

- Provider Toll Free Line:1-800-423-0507
- Email: Denti-Calinfo@delta.org

California Medi-Cal Dental Program, P.O. BOX 15539, Sacramento, CA 95852-1539 | Medi-Cal Privacy Policy

Fig: 4.2.1.m: Reset Password Link in an Email Sent to the Provider

Step 5:

Click the “Reset Password” link to go to the “Reset Password – Token Verification” page to reset your password. Enter your New Password that conforms to the password rules and confirm the New Password (see Fig: 4.2.1.n). Click the “Change Password” button.

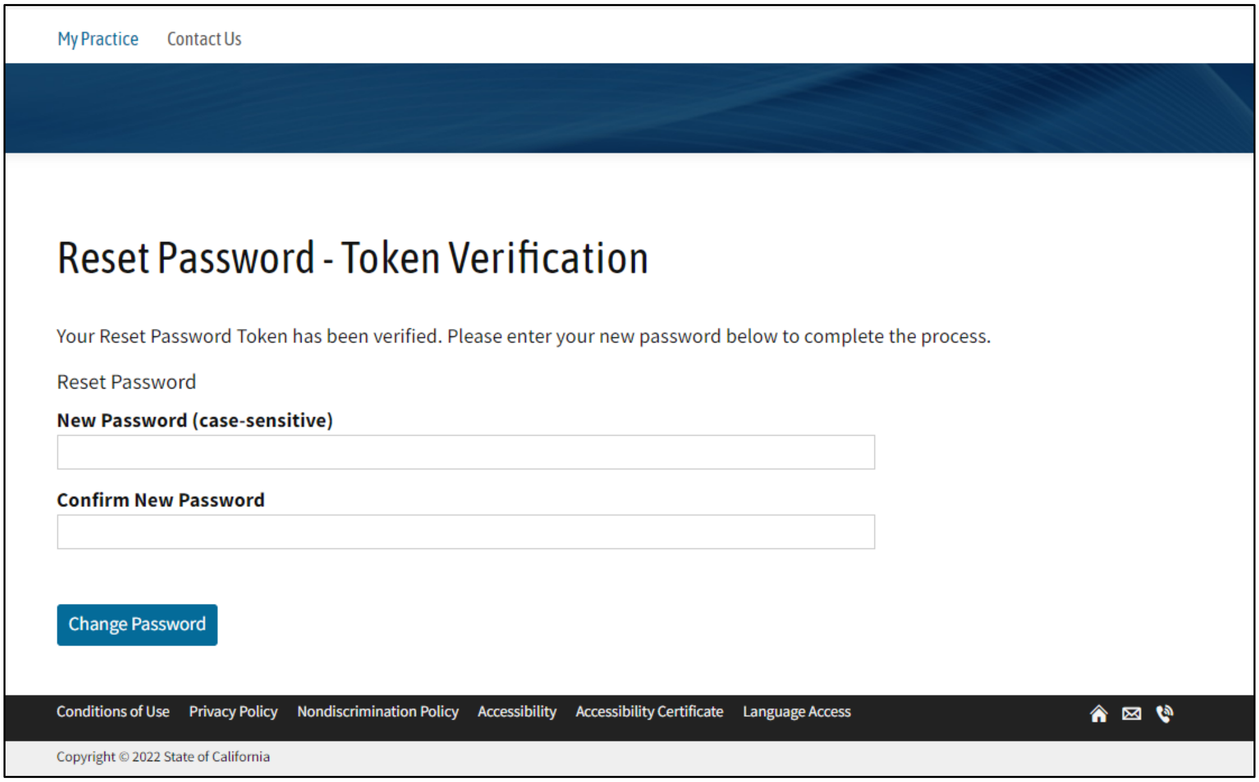


Fig: 4.2.1.n: Reset Password Page

The system goes to the “Password has been updated” page (see Fig: 4.2.1.o).

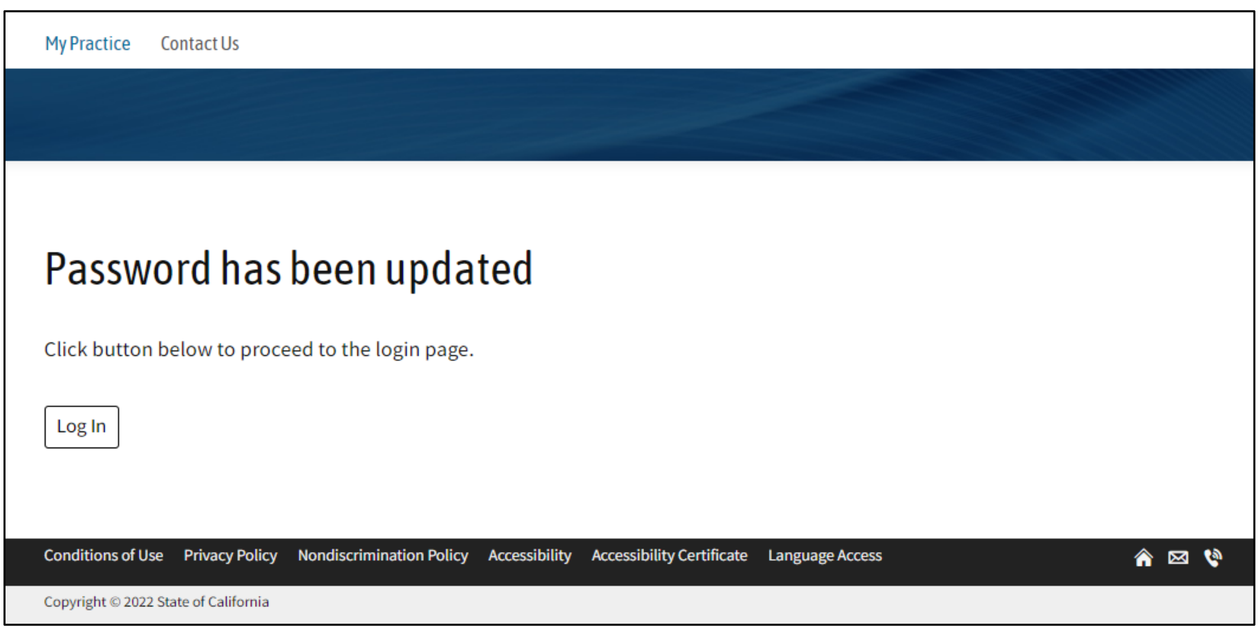


Fig: 4.2.1.o: Message – Password Updated Successfully after Provider Resets the Password

4.2.2 Scenario 2: When Providers successfully reset their password by answering the 2nd security question correctly.

Repeat steps 1 and 2 of Section 4.2.1 (Scenario 1).

If you enter an incorrect answer for the 1st security question, you are prompted to answer the 2nd security question for user identification (See Fig: 4.2.2.p).

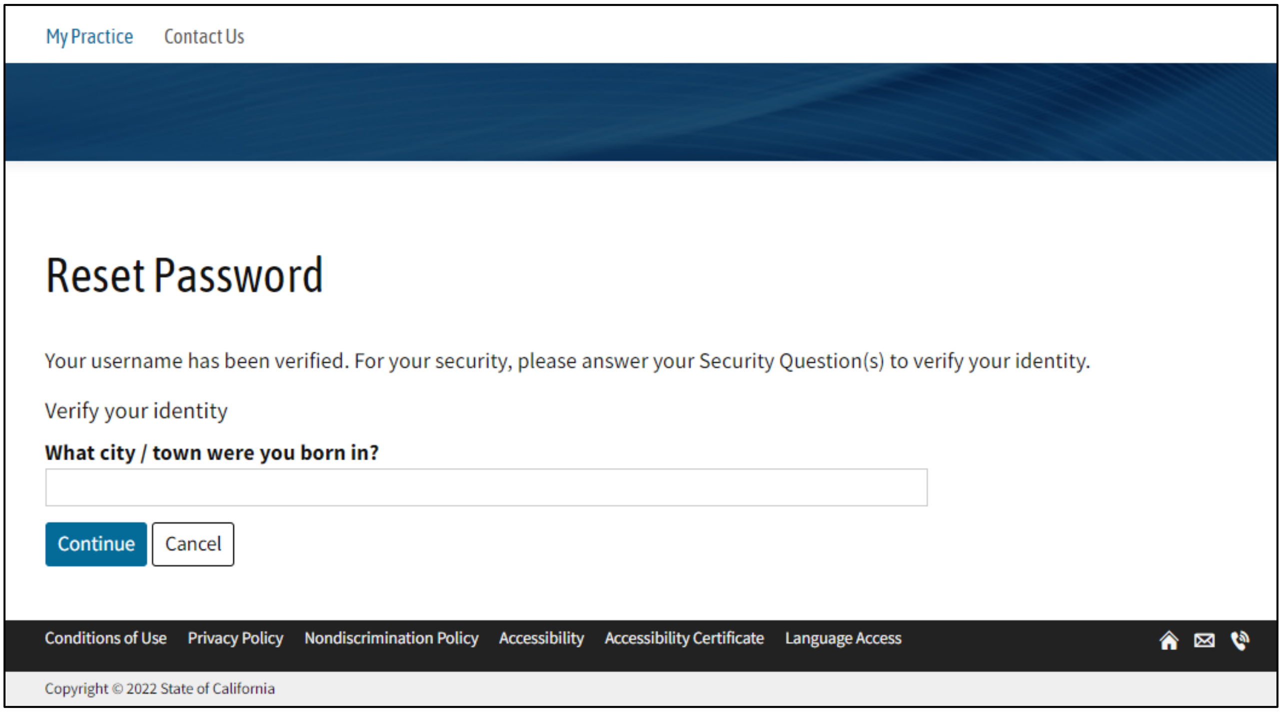


Fig: 4.2.2.p: Reset Password – Provider to Answer 2nd Security Answer

If you answer the 2nd security question correctly, the system goes to the "Reset Password" page and informs you to send an email to DCALWebMaster@delta.org to reset your password.

Repeat steps 4 and 5 of Section 4.2.1 (Scenario 1) by clicking the link in the email and updating your password.

4.2.3 Scenario 3: If Providers are unable to reset their password.

If you are unable to answer both your security questions correctly, the system goes to the "Reset Password" page and informs you to email DCALWebMaster@delta.org to reset your password.

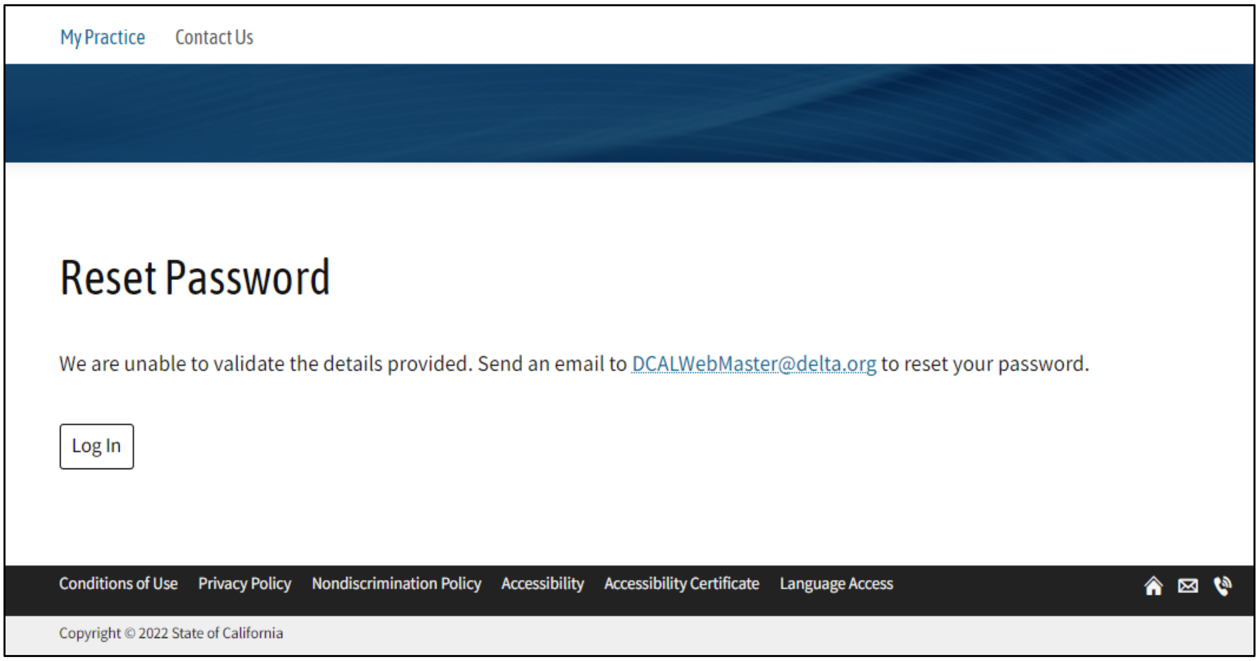


Fig: 4.2.3.q: Reset Password – User Unable to Reset Password Screen

4.2.4 Scenario 4: When a provider's password expires.

You are required to change your password every 60 days. You cannot reuse your current password or any of the previous 24 used passwords.

If you click on the Login Button after your password is expired, you will be navigated to the Change Password page.

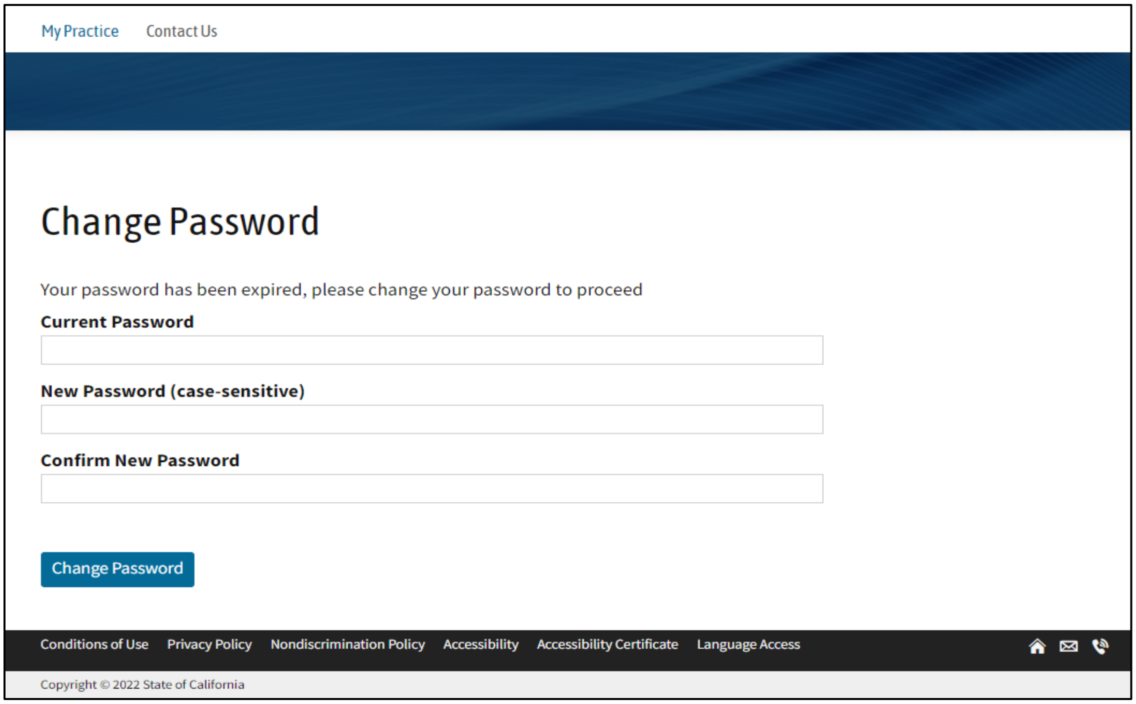


Fig: 4.2.4.r: Change Password Screen

Enter your current password and new password, according to the password rules.

When you click on Change Password Button, you will see the message that your password has been successfully updated and you can click the Log In button to login.

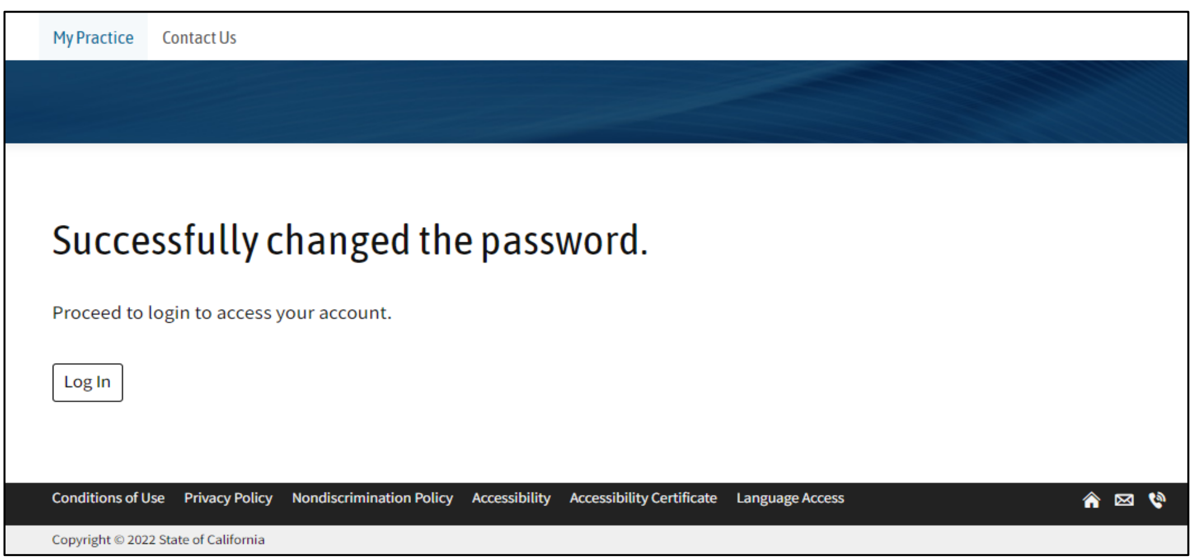


Fig: 4.2.4.s: Password Successfully Updated

4.2.5 Scenario 5: If Provider enters an invalid password.

If you enter a Password that is invalid and does not conform to the password rules, an error message displays (see Fig: 4.2.4.r).

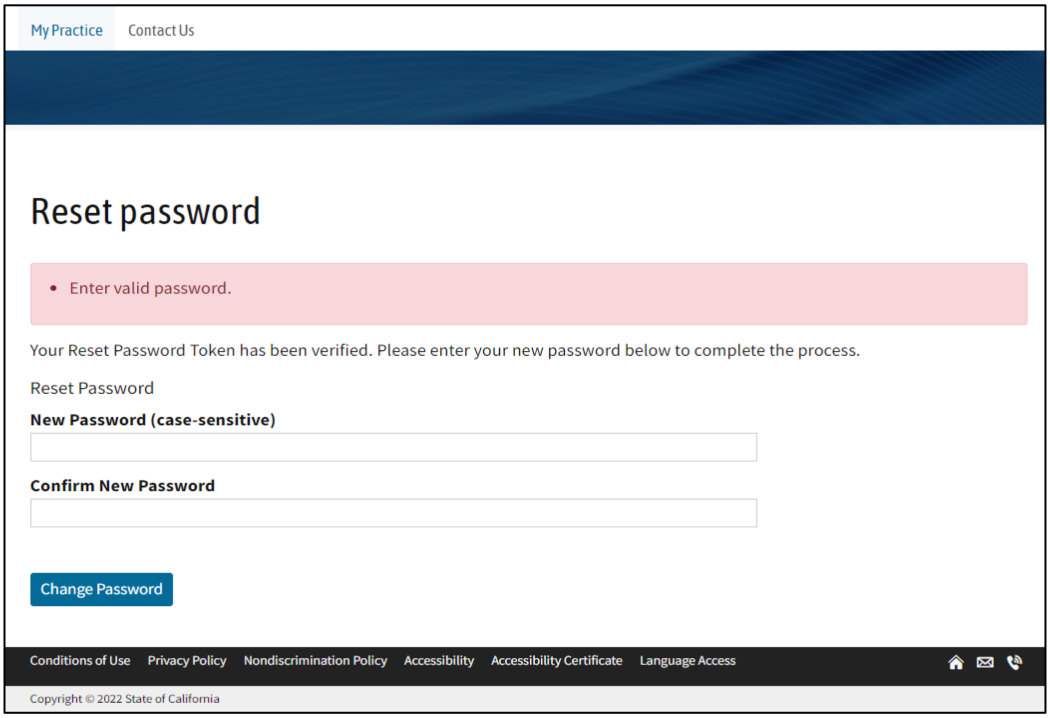


Fig: 4.2.5.t: Reset Password Error – Password Entered is Invalid

If the Password and Confirm New Password fields do not match, an error message displays (see Fig: 4.2.4.s).

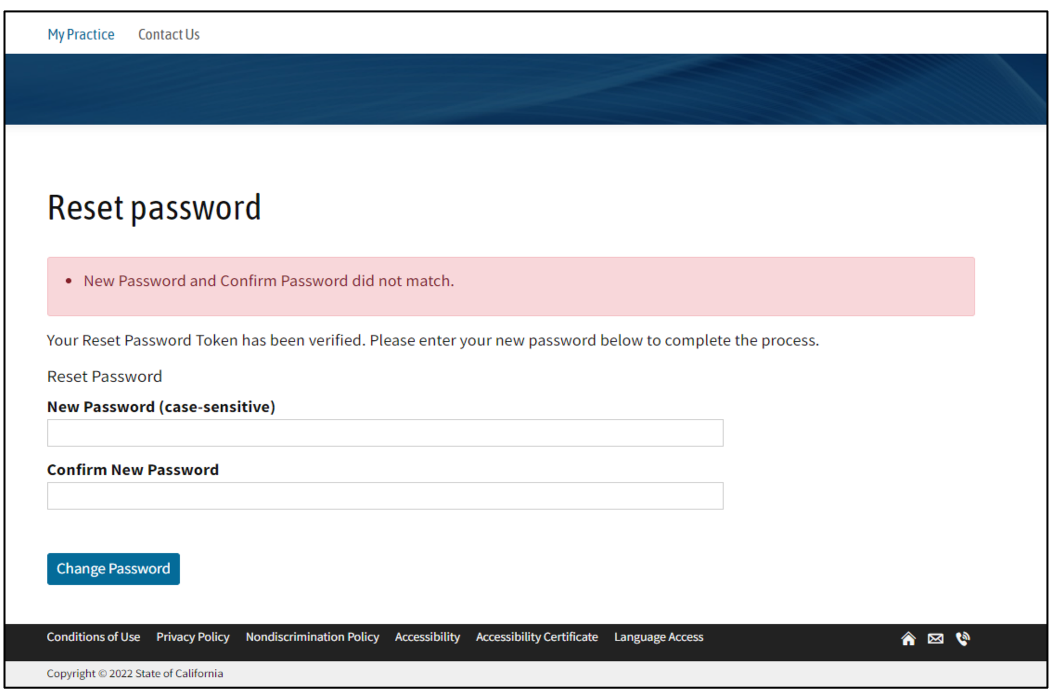


Fig: 4.2.5.u: Reset Password Error – Password and Confirm Password do not Match

If the Password is the same as the current or 24 previous passwords, an error message displays (see Fig: 4.2.4.t).

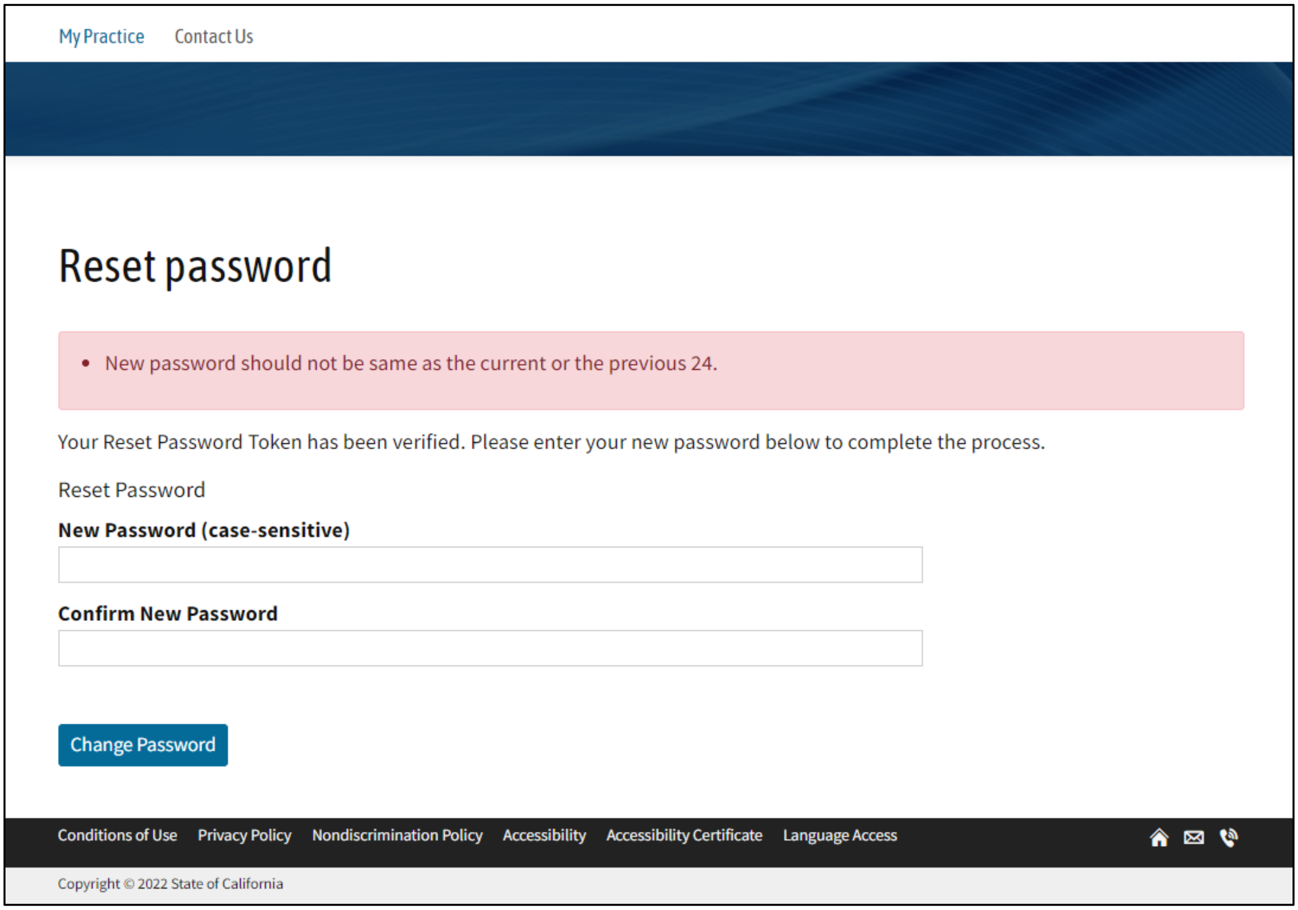


Fig: 4.2.5.v: Reset Password Error– Password Should not be the Same as Current or 24 Previous Passwords

5 Medi-Cal Provider Website Tabs

After completing a successful log in, you can access the “Initial Post Login” screen. The available tabs display at the top of the page (See Fig: 5.a).

The “My Practice” tab is the default home page of the provider website. Select the appropriate office location that applies to your inquiry, then click “Apply”.

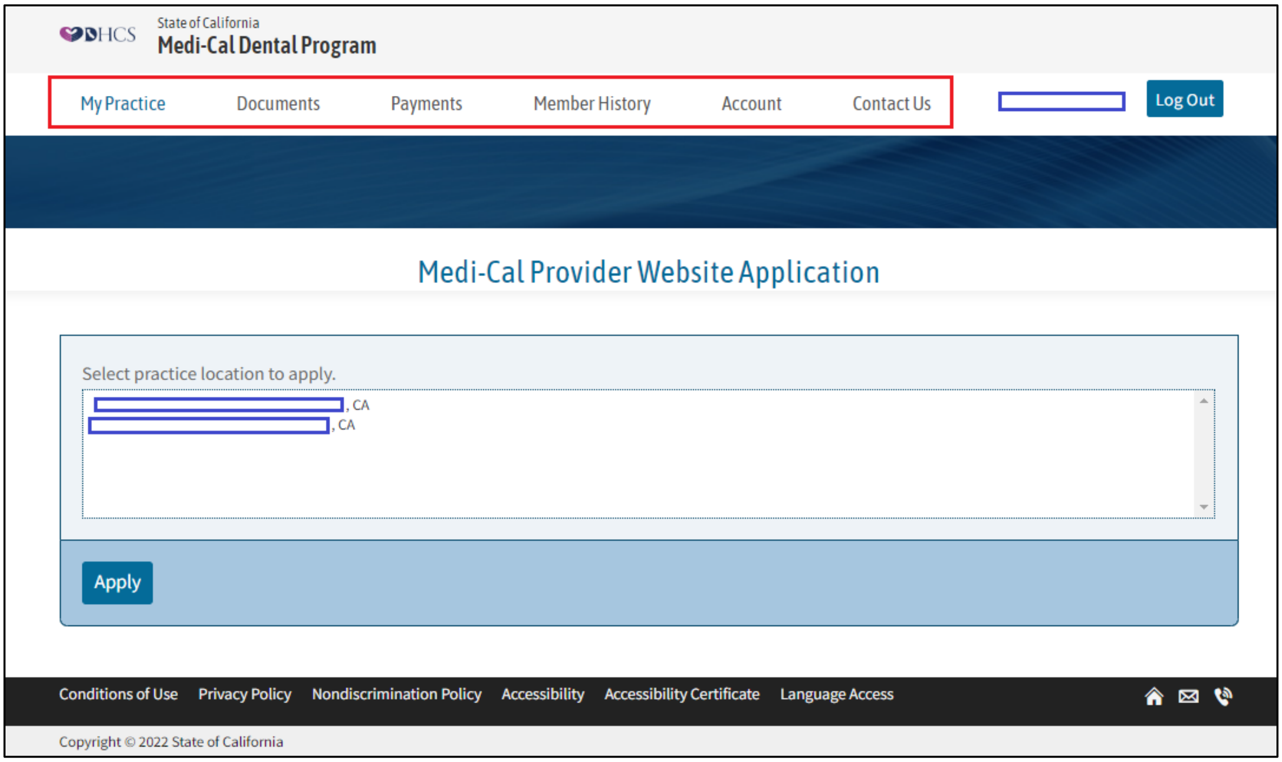


Fig: 5.a: Initial Post Login Screen

If the user has no practice locations associated to their NPI, they will not see any service offices on the “My Practice” page and a message ‘No practice location associated with this billing provider business entity’ will be displayed.

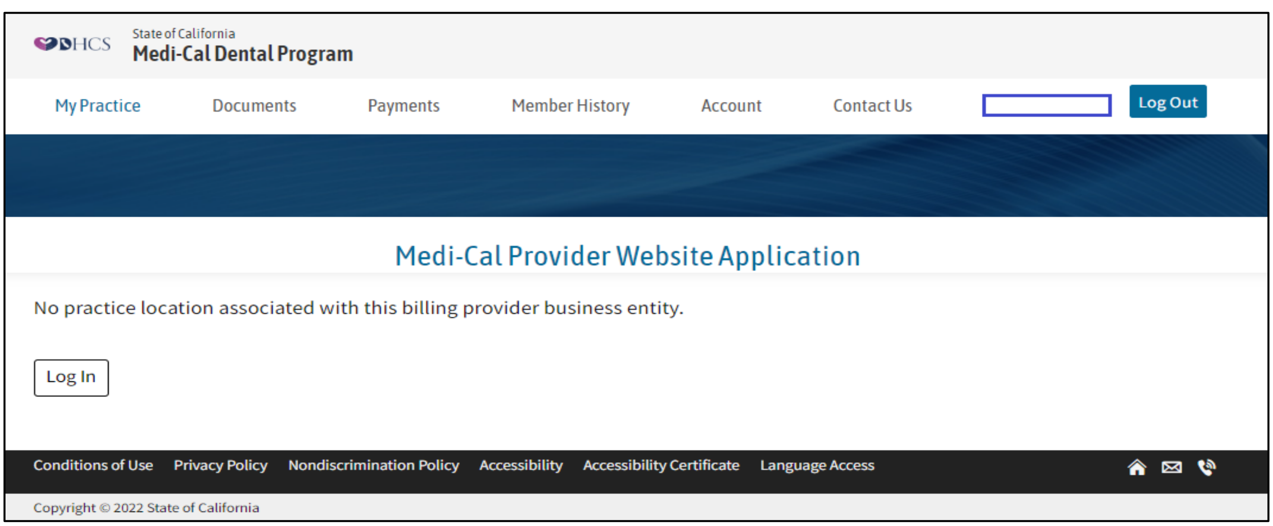


Fig: 5.a.1: Initial Post Login Screen (No Practice Locations)

5.1 My Practice Tab

The “My Practice” tab displays the most recent activity for that service office, including claims and TAR information associated to any patient for the last 30 days. To select a different provider practice location, click the “Change Location” link to expand the location list (see Fig: 5.1.a).

Fig: 5.1.a: Provider Website – My Practice Tab – Change Location

Select the appropriate location and click the "Apply" button to view claims specific to the selected location in the list. If you click the "Cancel" button, the location boxes close (see Fig: 5.1.b).

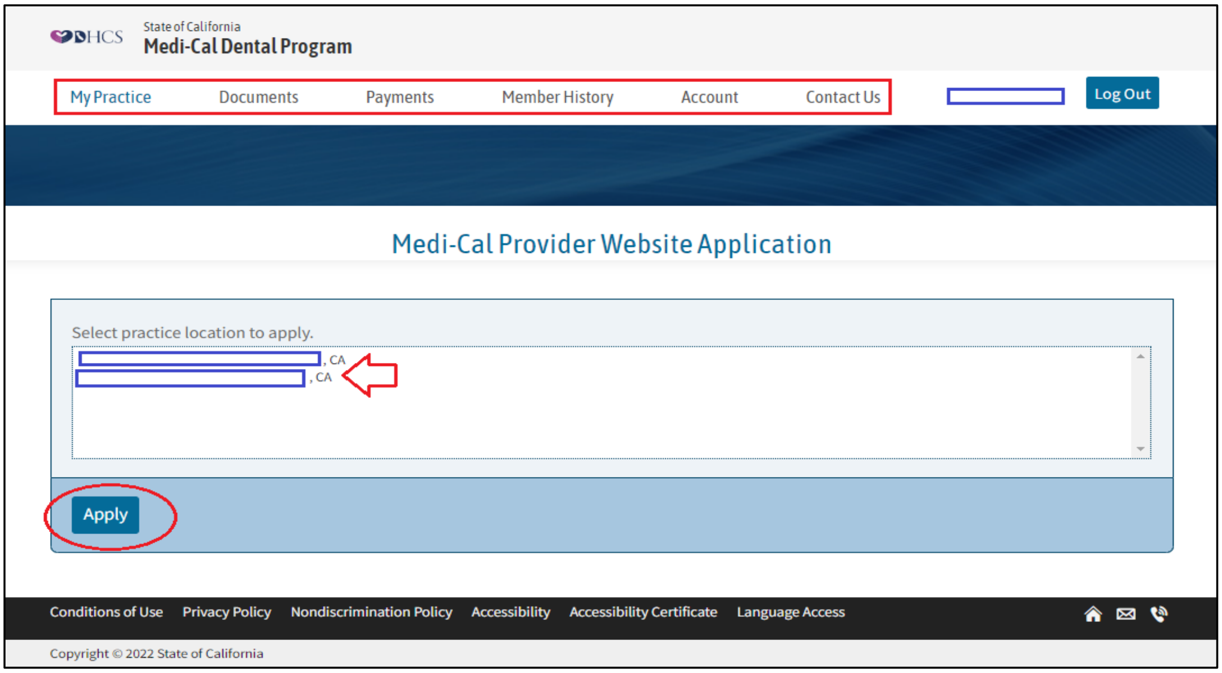


Fig: 5.1.b: Provider Website – My Practice Tab – Change and Select Location

Click the Document number to get detailed information for a Claim/TAR or Notice Of Authorization. After you click the Document Number, the system goes to a screen that displays specific document details (see Fig: 5.1.c and Fig: 5.1.d).

If any Processed TAR is selected and details are displayed, column named "Procedure Status" will be seen with values either 'Allowed' or 'Denied'. (see Fig: 5.1.d)

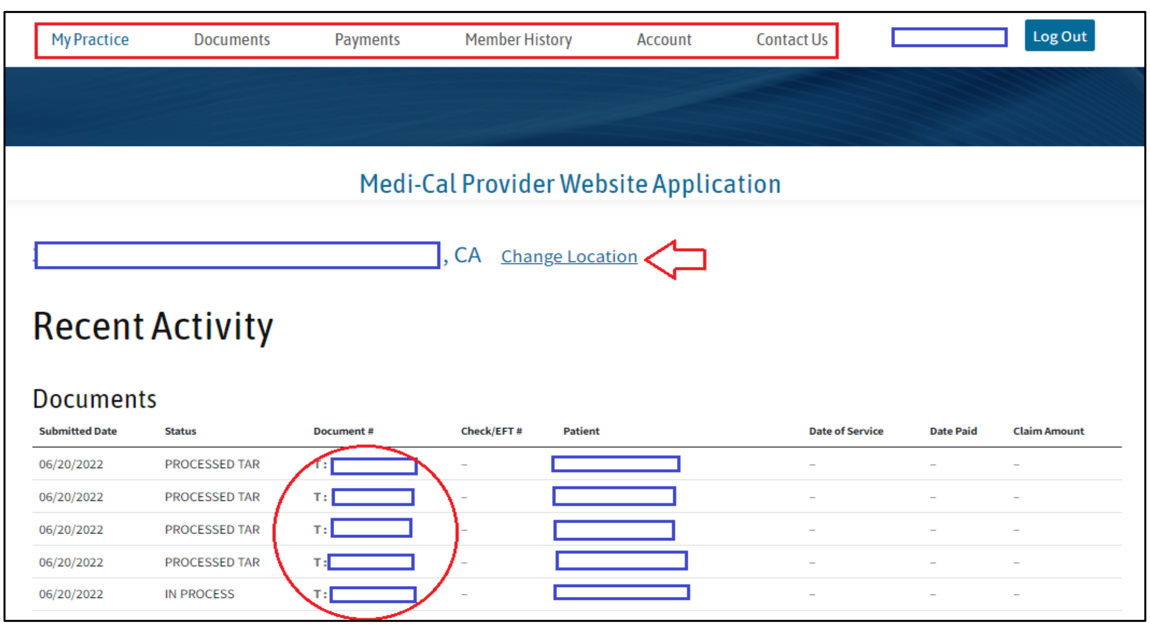


Fig: 5.1.c: Provider Website– My Practice Tab, Document Link

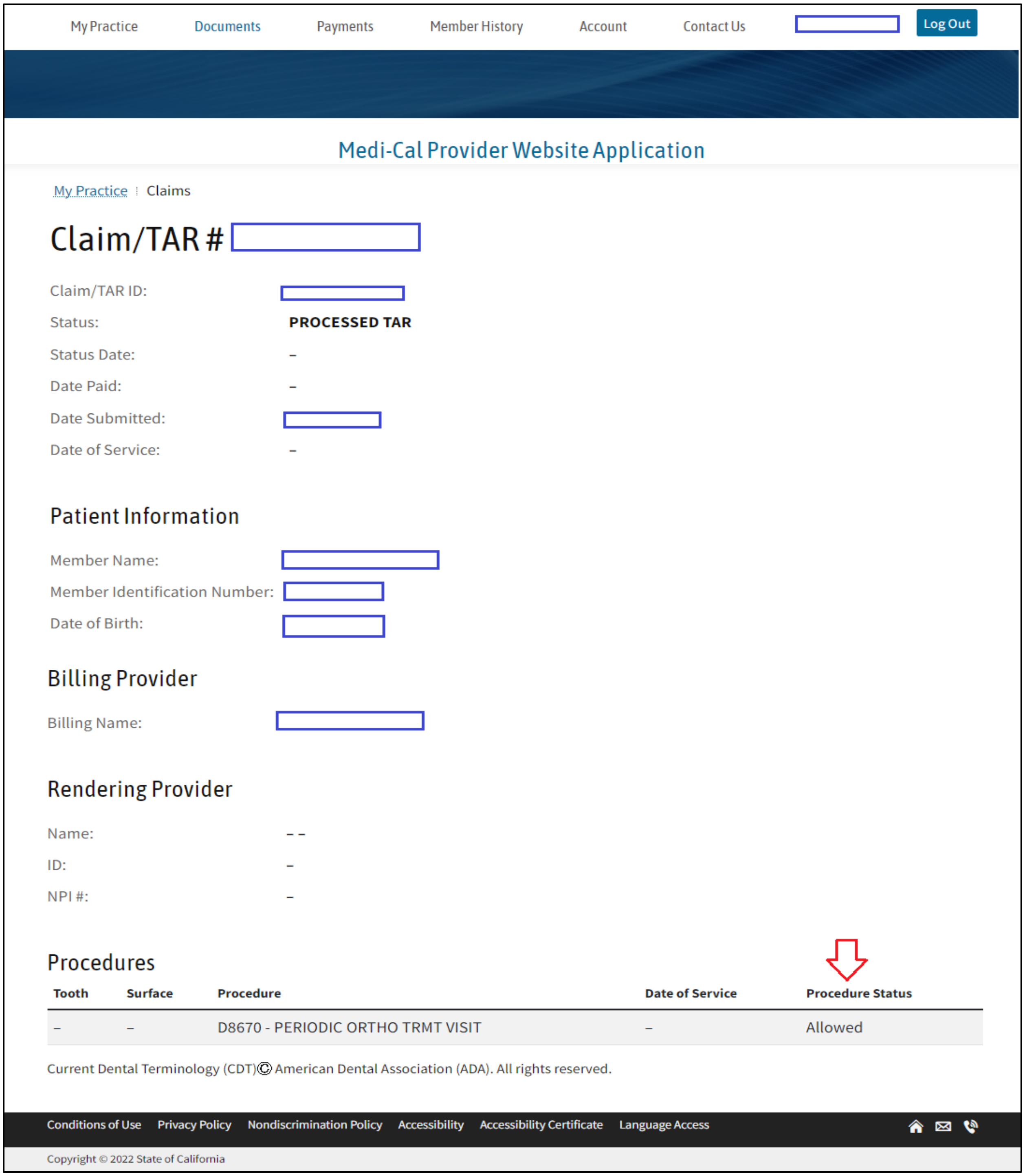


Fig: 5.1.d: Provider Website – My Practice Tab – Individual Claim/TAR Details

If TAR is 'IN PROCESS', the 'Procedure Status' column will not have any values.

Another column on the "My Practice" tab under recent activity is "Check/EFT." This column links the payment record that is associated with a claim. Payment details fall under the category of "Provider Financials." Click the link for a particular check/EFT. The system displays a screen with a field to enter your Medi-Cal PIN to allow you to access the payment details (see Fig: 5.1.e).

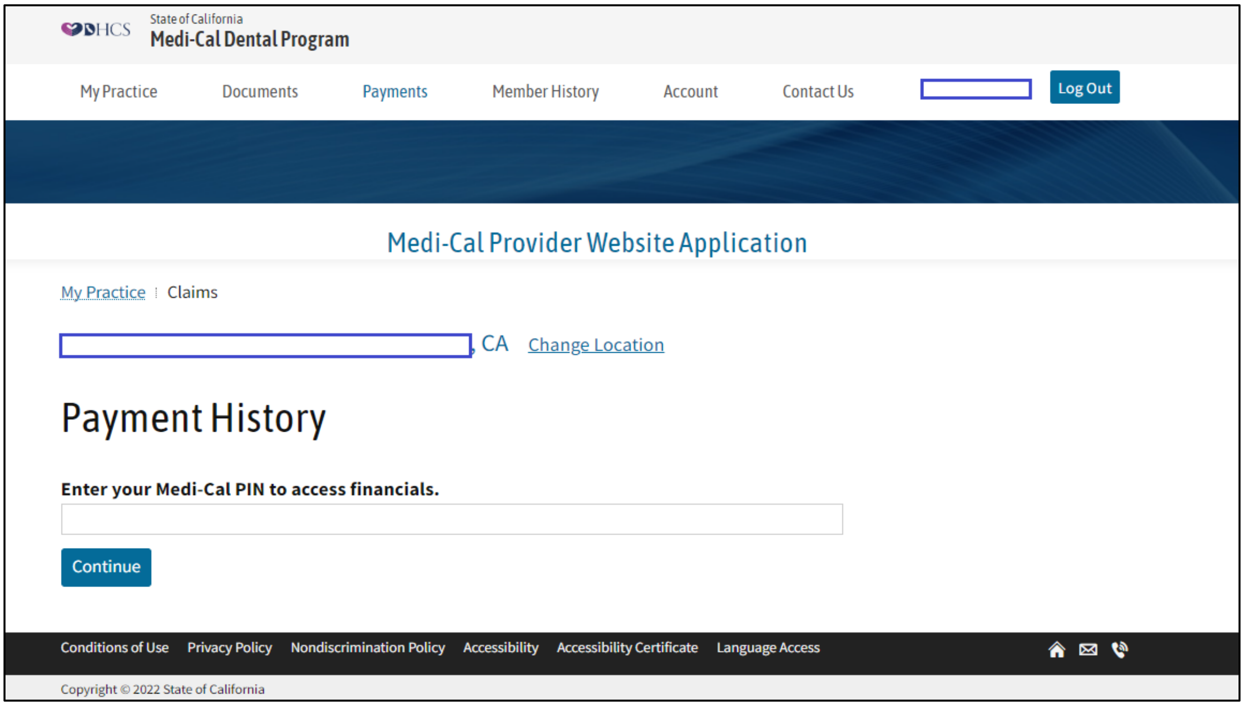


Fig: 5.1.e: Provider Website – My Practice Tab – Check/EFT – Enter PIN Screen

If you do not enter the correct Medi-Cal PIN and click the “Continue” button, the following error message displays (see Fig: 5.1.f).

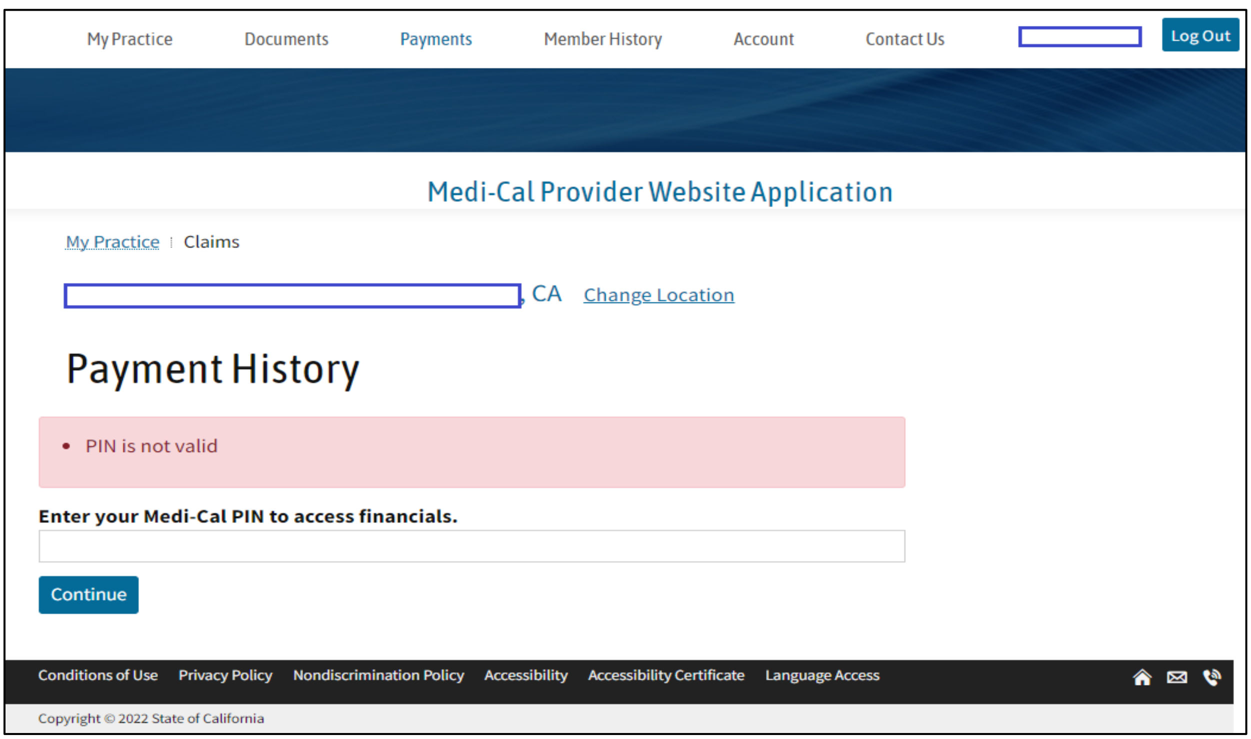


Fig: 5.1.f: Provider Website – My Practice Tab – Check/EFT – PIN not Valid Screen

Claim and Payment details can also be viewed from their respective tabs “Documents” and “Payments”. (See section 5.2 and 5.3)

5.2 Documents Tab

Click the “Documents” tab to view Your Claims, TARs and Notice Of Authorization for the past two years. You can change the service office location you want to inquire on by selecting “Change Location”.

You can search claims based on:

- Patient Name
- Document number
- Date of Service
- Claim Amount
- Duration

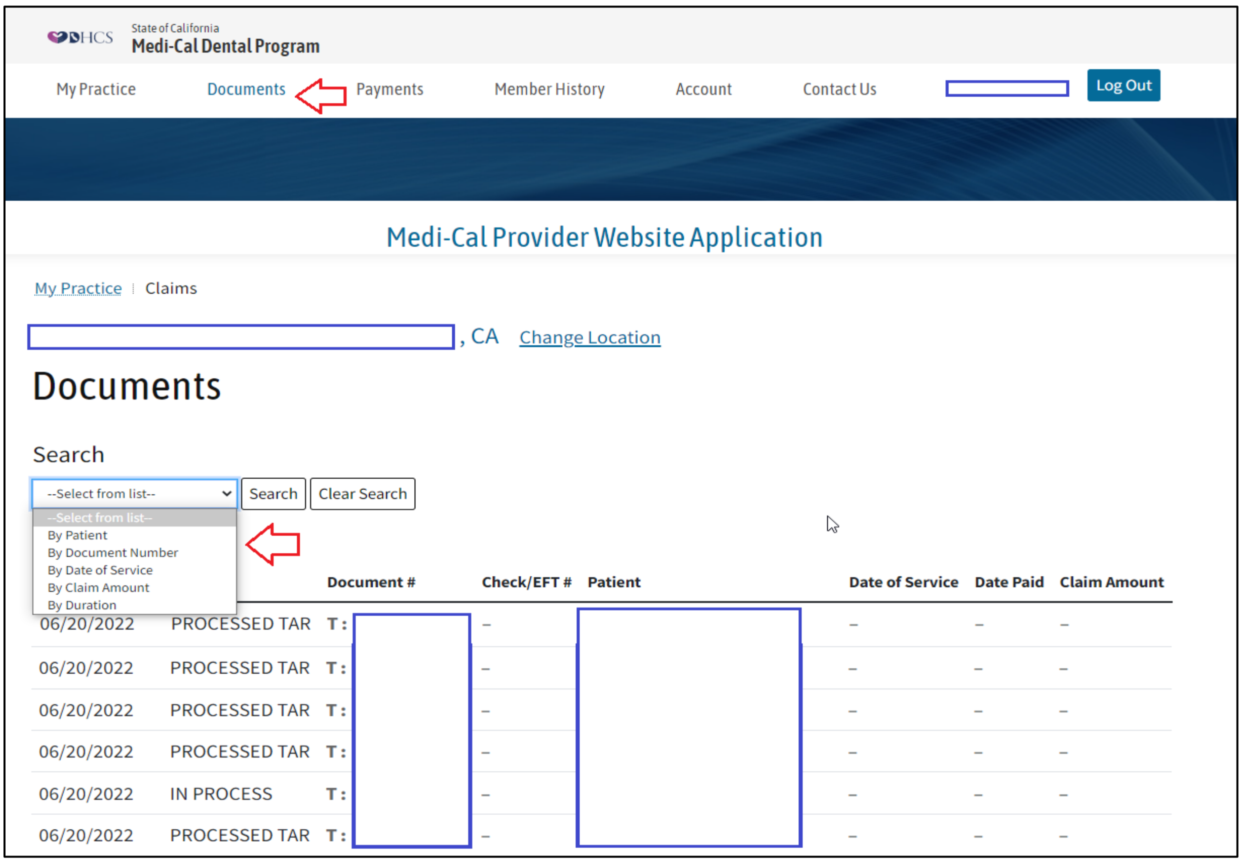


Fig: 5.2.g: Provider Website – Document Tab

Like the “My Practice” tab, you can click an individual Document # to display its corresponding details. After you click the Check/EFT # link, the system prompts you to enter your Medi-Cal PIN. This link is not accessible unless you enter the correct Medi-Cal PIN.

5.2.1 Steps to search Documents by Patient Name

Click on Documents tab. Select ‘By Patient’ from the drop-down list under Document tab. Enter any patient’s name whose claims you want to search in the box provided having text ‘Enter Patient Name’ and click on Search button. (see Fig: 5.2.h)

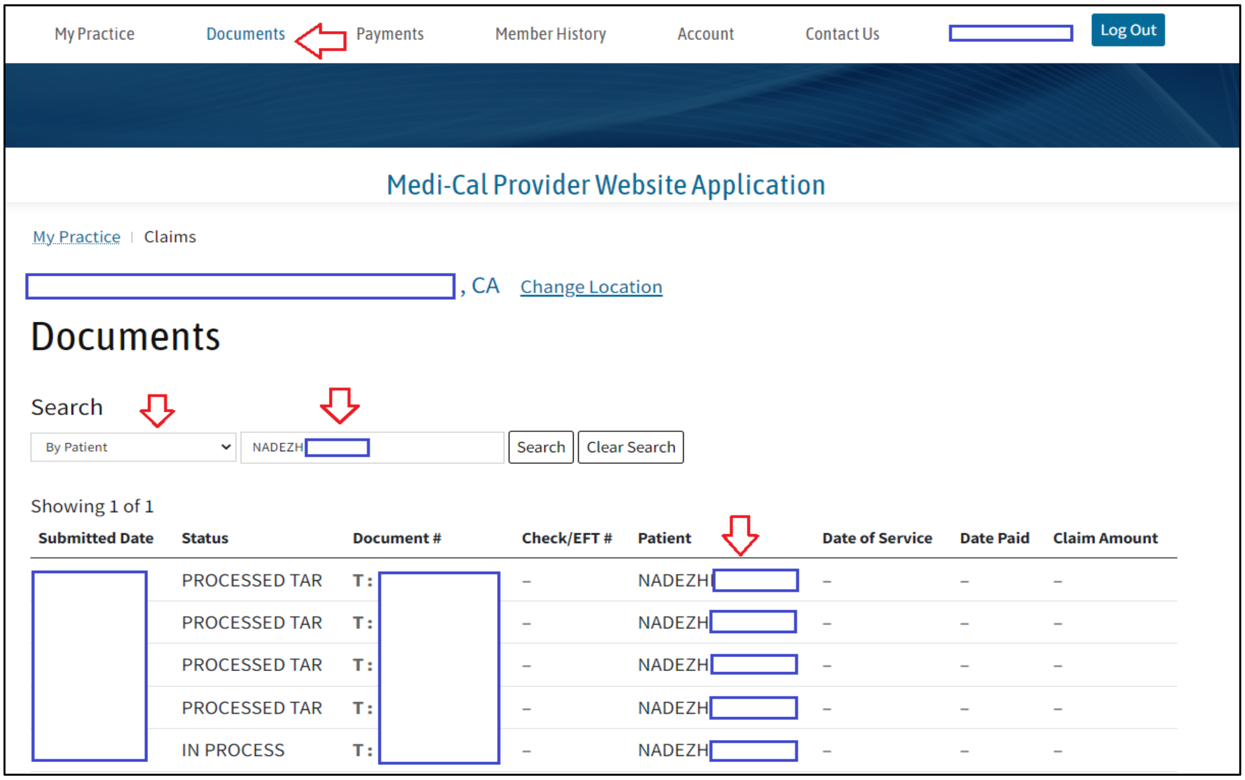


Fig: 5.2.h: Provider Website: Document Tab (Search by Patient Name)

5.2.1.1 If wrong patient name entered or a name entered which does not exist in the list

If you enter a wrong patient name:

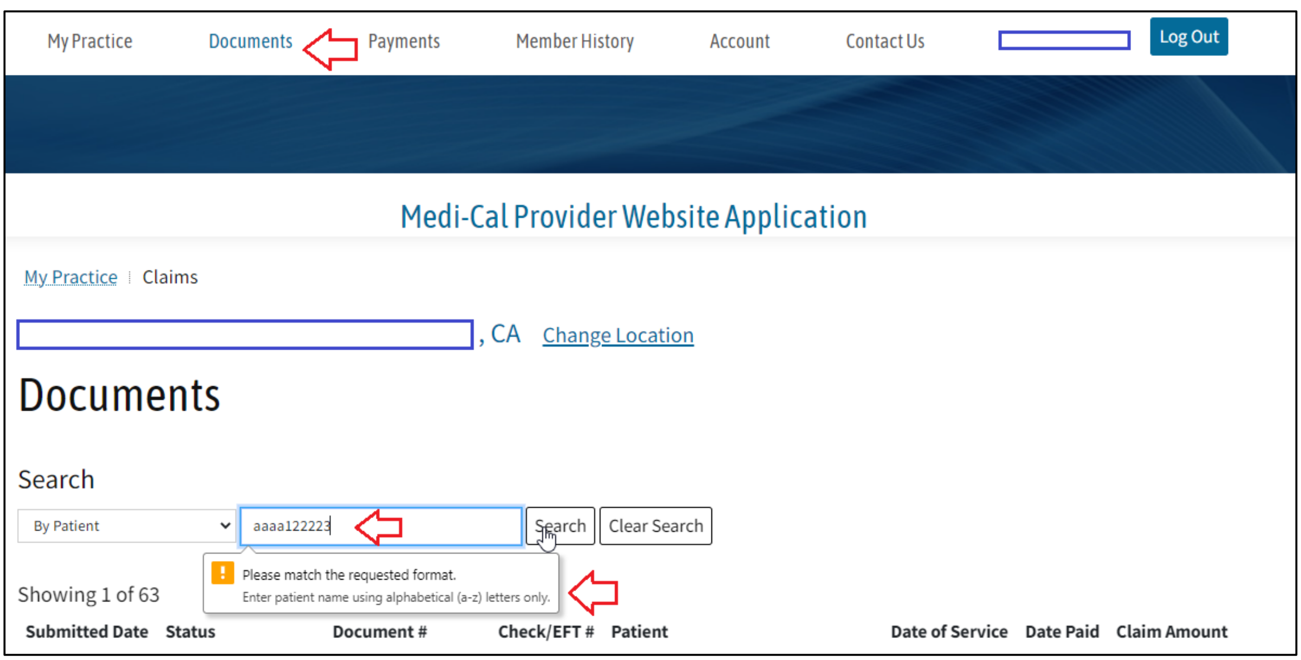


Fig: 5.2.1.1.a: Provider Website: Documents Tab: Wrong format of patient name

When you enter a name, which does not exist in the list:

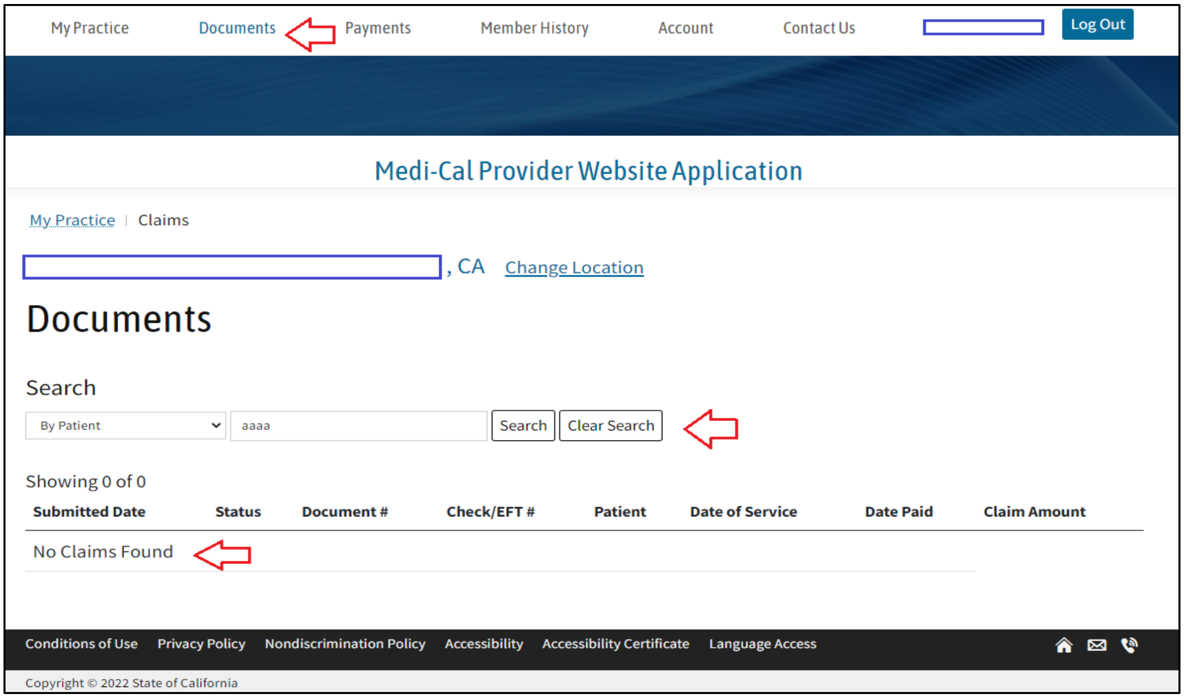


Fig: 5.2.1.1.b: Provider Website: Document Tab: Wrong patient name entered

5.2.2 Steps to search Claims, TARs and Notice Of Authorization by Document Number

Click on Documents tab. Select ‘By Document Number’ from the drop-down list under Documents tab. Enter any Claim, TAR or NOA number you want to search in the box provided having text ‘Enter Document Number’ and click on Search button. (see Fig: 5.2.2.k)

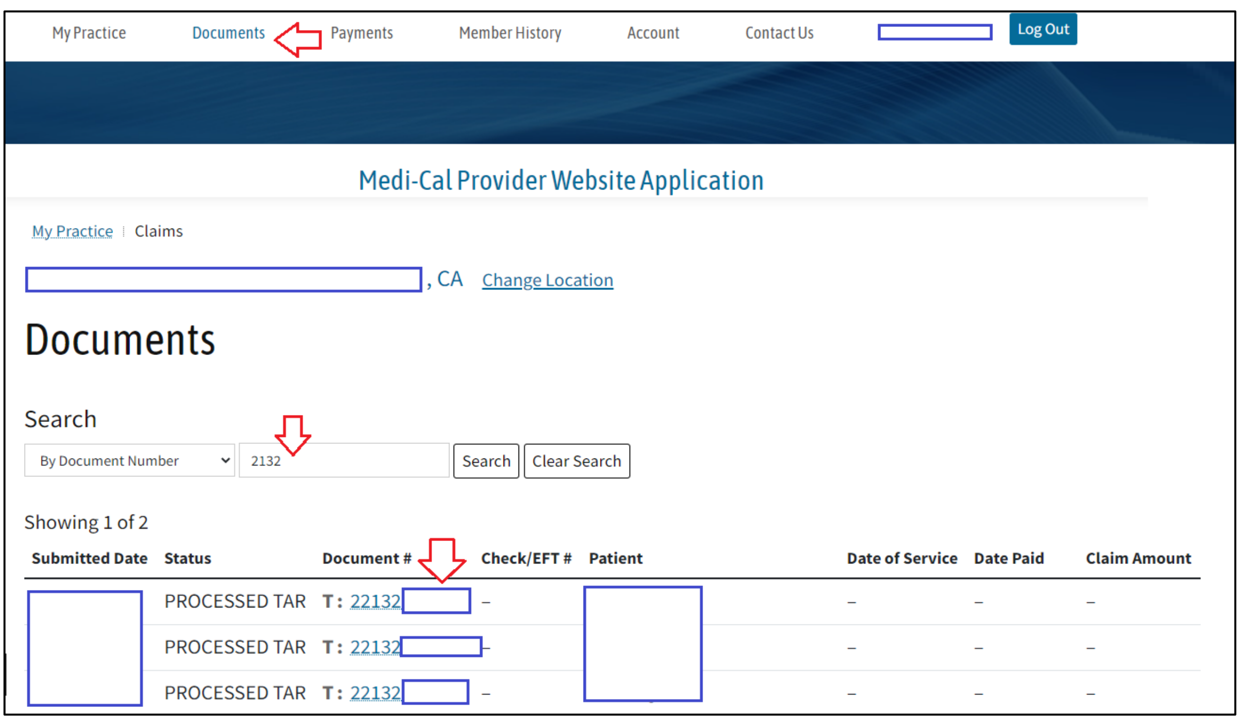


Fig: 5.2.2.i: Provider Website: Document Tab: Search by Claim/TAR Number

5.2.2.1 If you enter an invalid number or a number which does not exist.

If you enter an invalid number with alphabets:

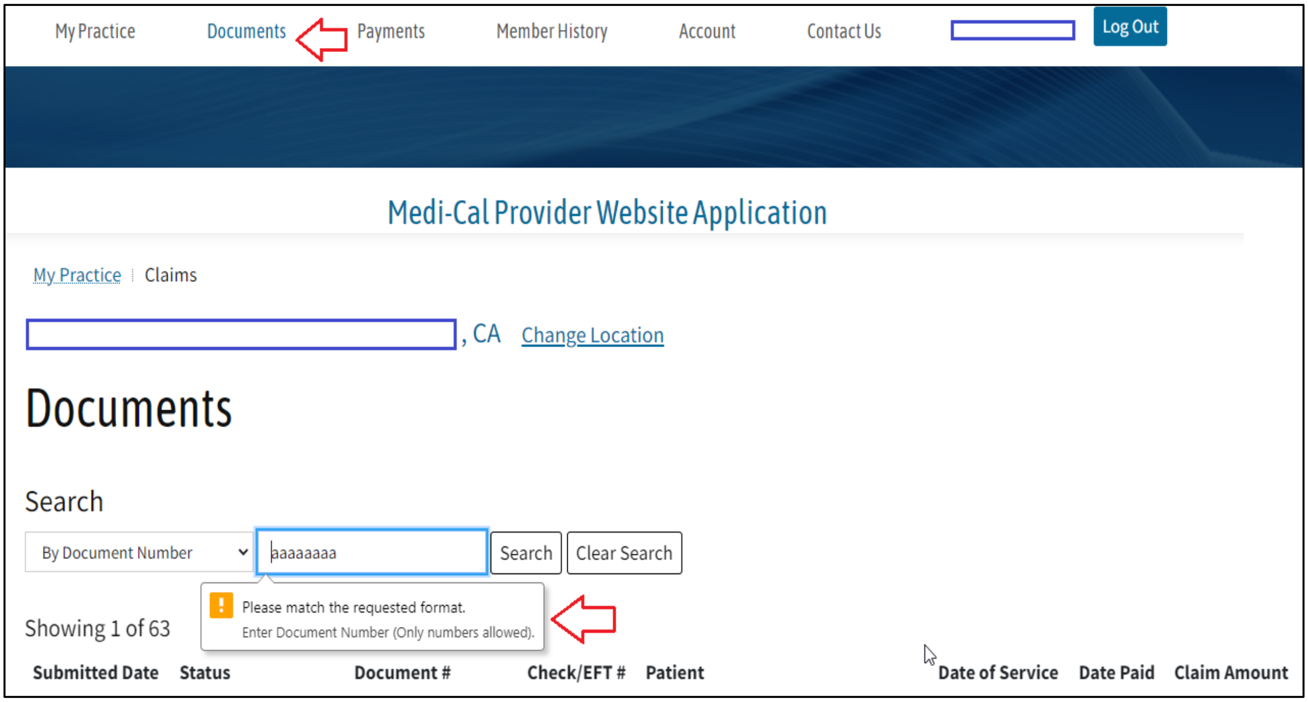


Fig: 5.2.2.1.a: Provider Website: Document Tab: Invalid Document number entered

If you enter a number which does not exist in the list:

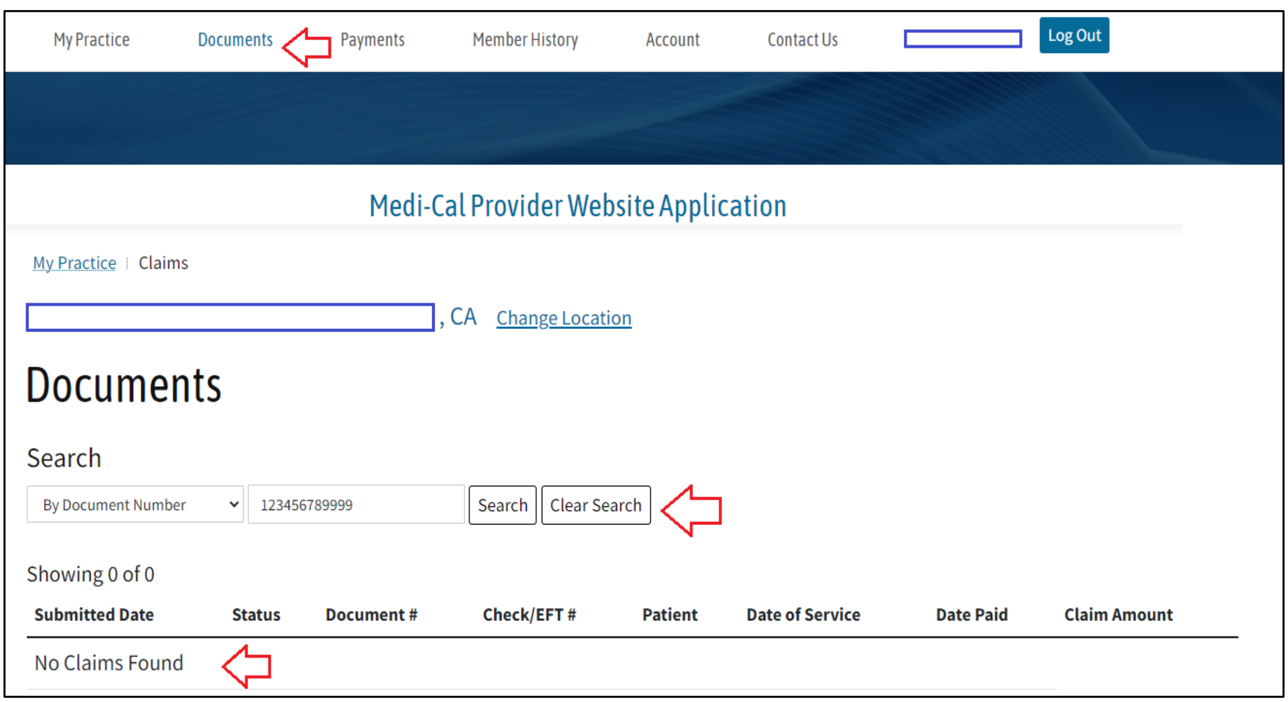


Fig: 5.2.2.1.b: Provider Website: Documents Tab: Wrong Document Number entered

5.2.3 Steps to search Documents by Date of Service.

Click on Documents tab. Select 'By Date of Service' from the drop-down list under Documents tab. Enter a date of service of the claim you want to search in the date picker in MM/DD/YYYY format or select from the calendar and click on Search button. (see Fig: 5.2.3.m)

The date selected for search will only display claims that match the earliest date of service listed on your claims. If the claims contain other date of service, you will be able to view them in claim details.

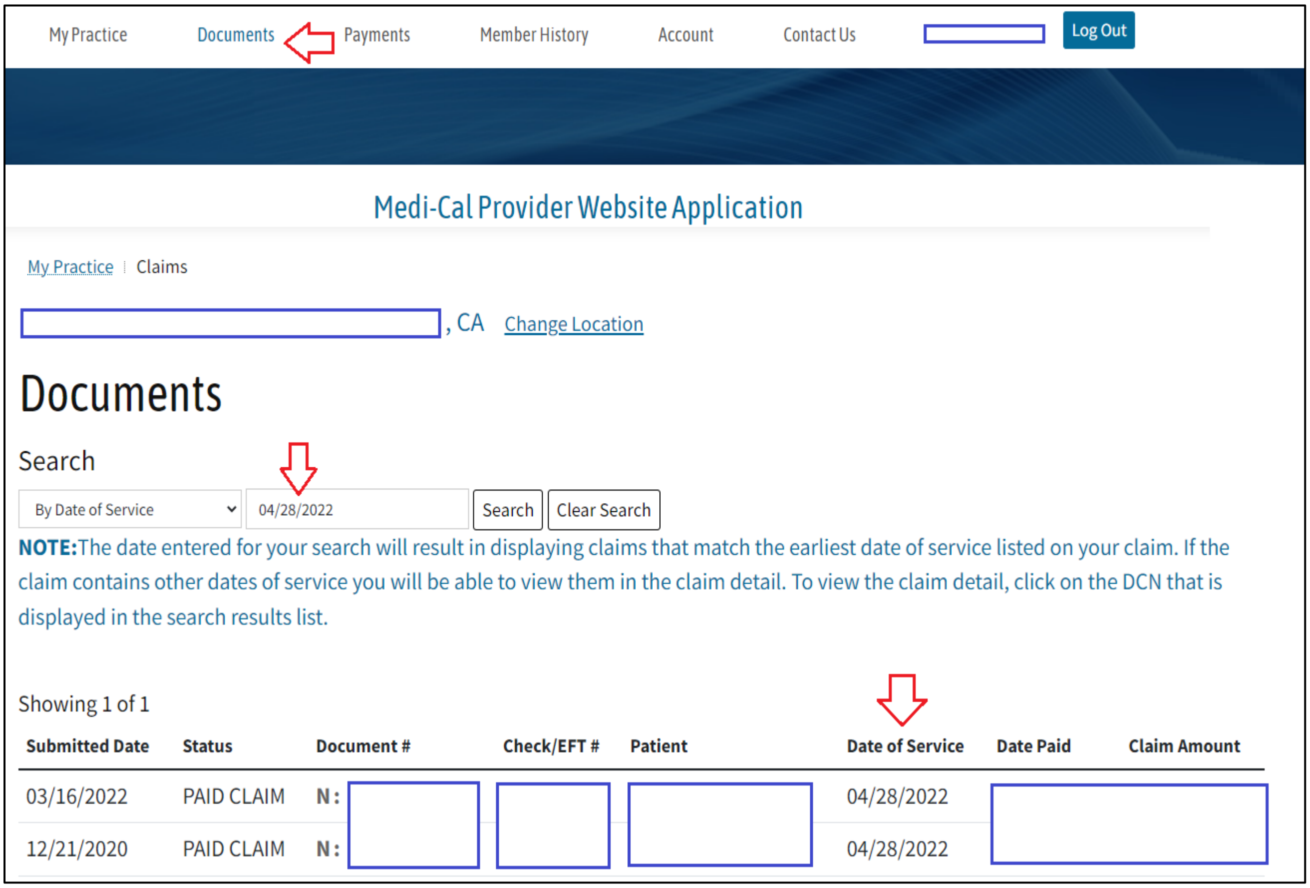


Fig: 5.2.3.j: Provider Website: Documents Tab- Search by Date of Service

5.2.3.1 If you enter or select a date of service which does not exist for any claim:

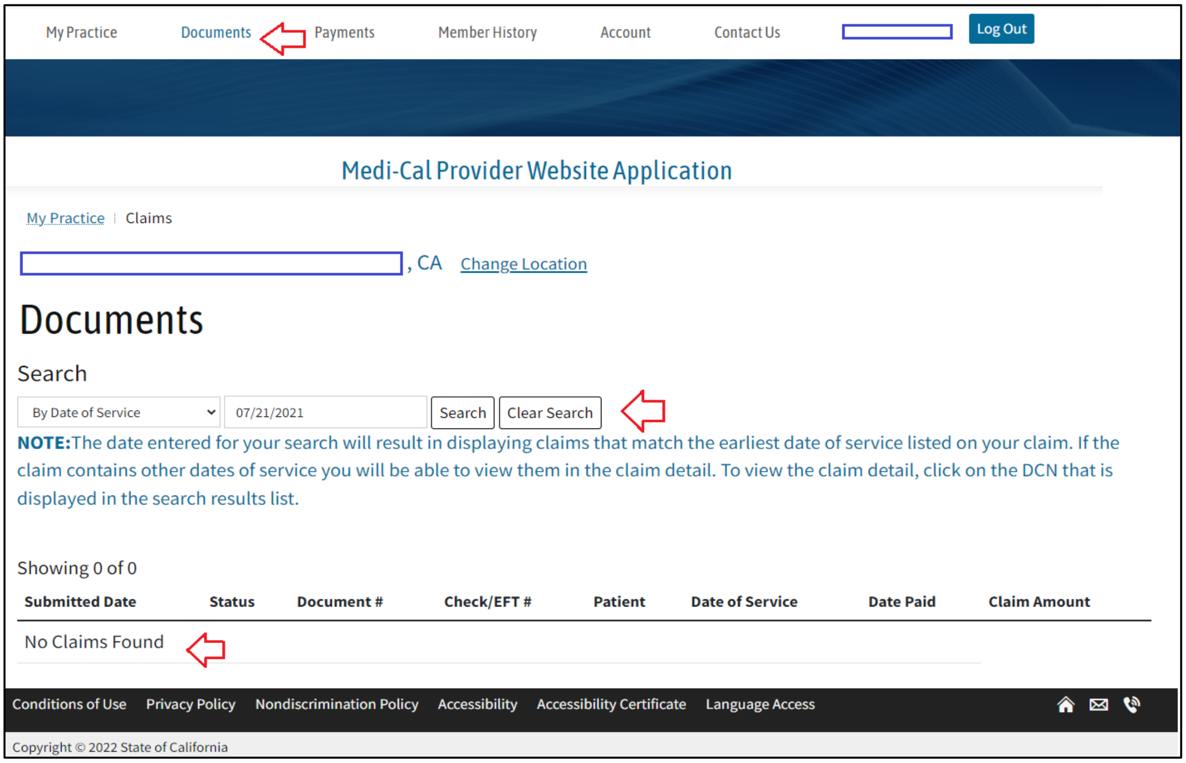


Fig: 5.2.3.1.a: Provider Website: Documents Tab- Search by Date of Service (wrong date selected)

5.2.4 Steps to search Documents by Claim Amount

Click on Documents tab. Select 'By Claim Amount' from the drop-down list under Documents tab. You will see a drop-down having values 'Equals to', 'Less than' and 'Greater Than', along with a text box where you will enter a value you want to search depending on the selection from the drop down and click on Search button. (see Fig: 5.2.4.k)

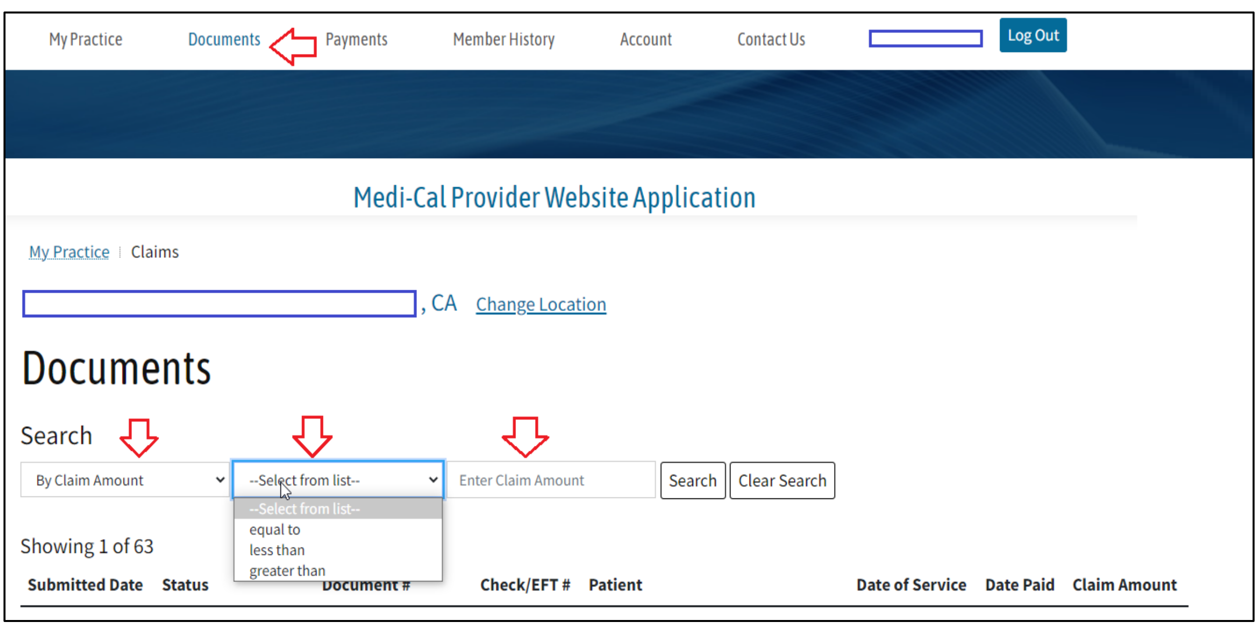


Fig: 5.2.4.k: Provider Website: Documents Tab- Search by Claim Amount

On selection of Equal to: You can enter a specific amount in the text box, you want to search and get claims of that specific amount.

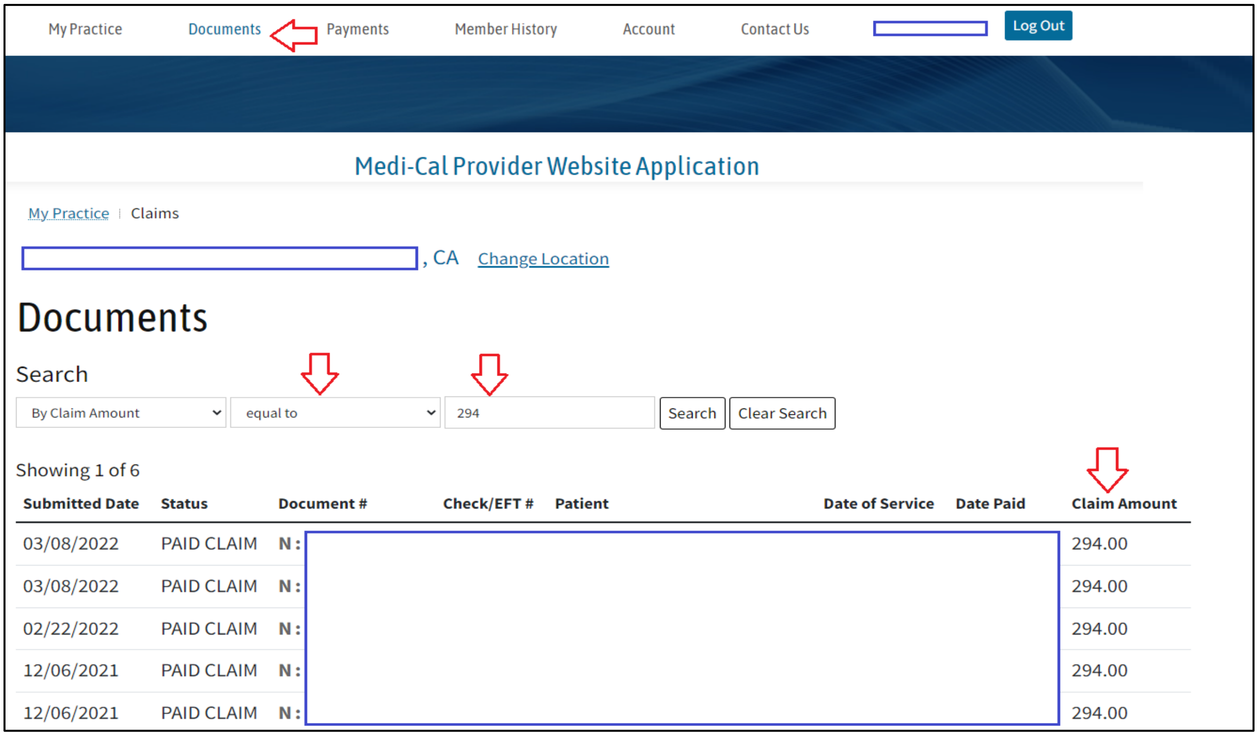


Fig: 5.2.4.l: Provider Website: Documents Tab- Search by Claim Amount (Equals to)

On selection of Less than: You can enter an amount in the text box and get all the claims less than the entered amount.

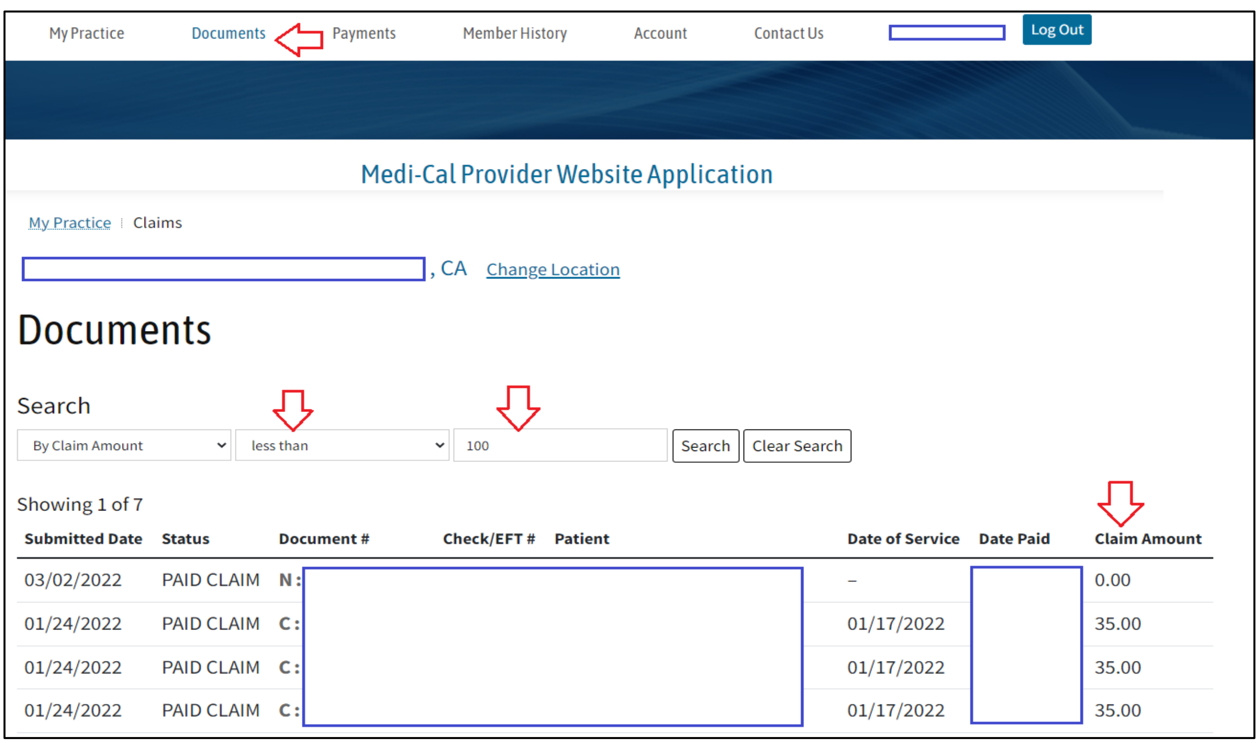


Fig: 5.2.4.m: Provider Website: Documents Tab- Search by Claim Amount (Less Than)

On selection of Greater than: You can enter an amount and get all the claims greater than the entered amount.

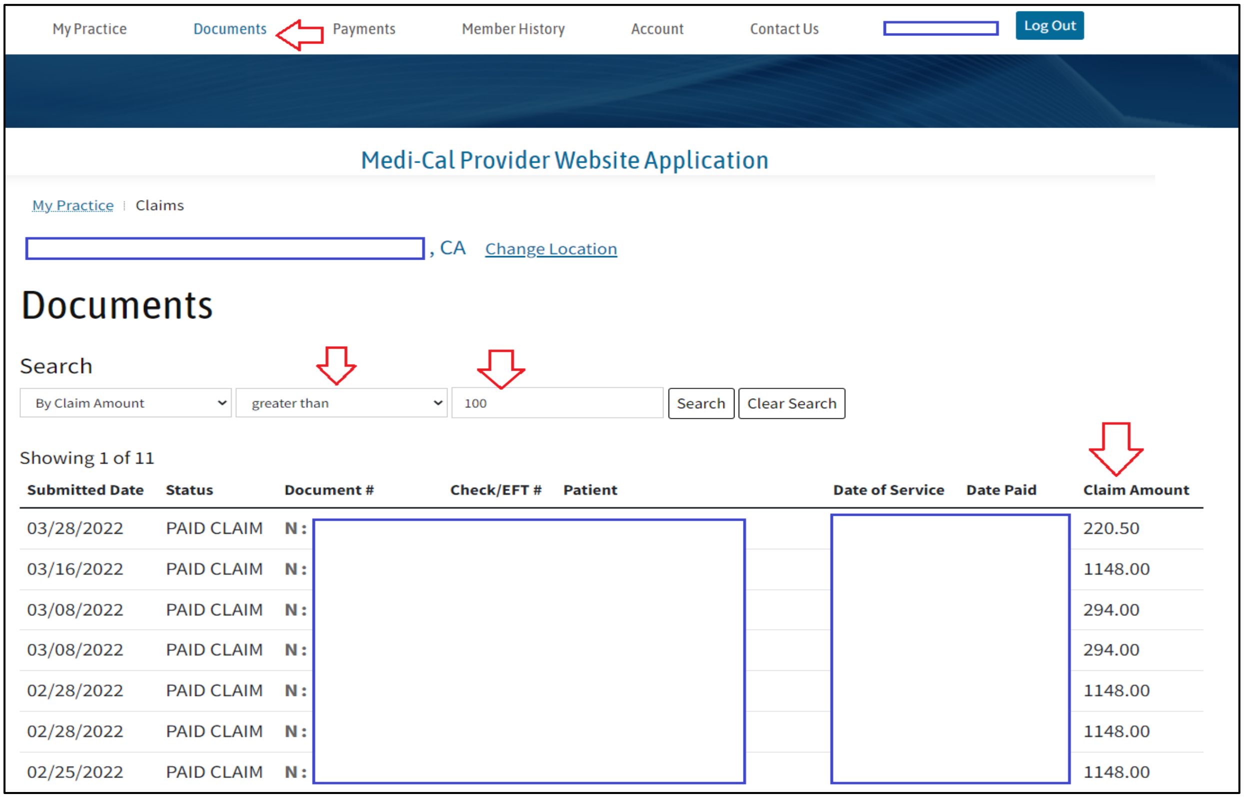


Fig: 5.2.4.n: Provider Website: Documents Tab- Search by Claim Amount (Greater Than)

5.2.4.1 If you enter an invalid amount:

This message will be displayed for any selection from the drop down if incorrect amount entered.

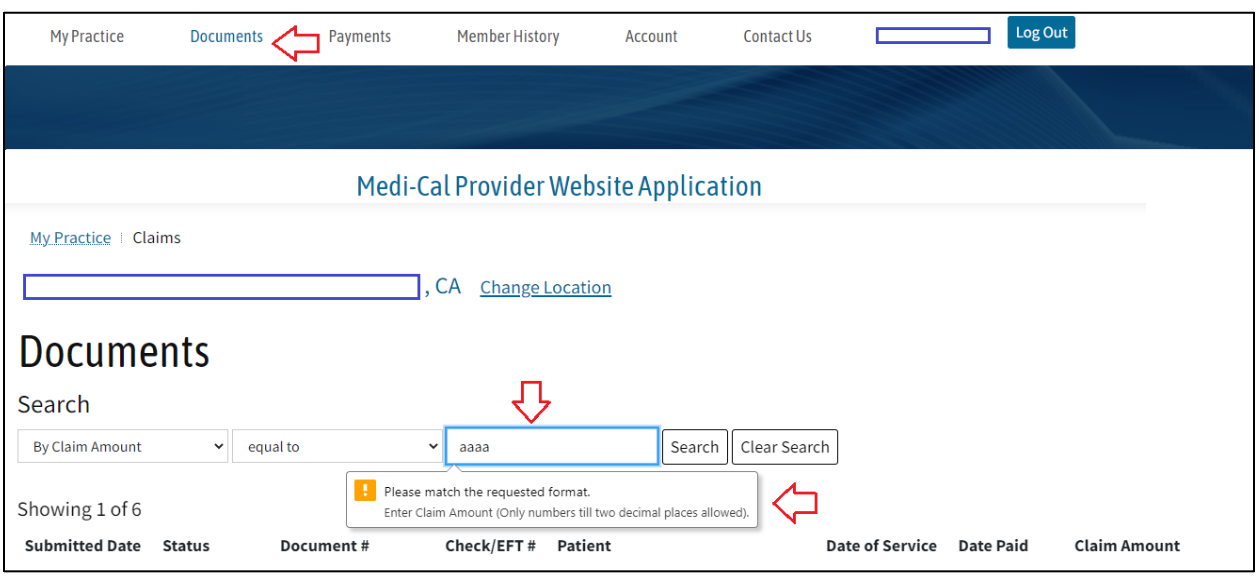


Fig: 5.2.4.1.a: Provider Website: Documents Tab- Search by Claim Amount (If invalid amount entered)

5.2.5 Steps to search Documents by Duration.

Click Documents tab. Select 'By Duration' from the drop-down list under Documents tab. You will see a drop-down having values 'Last 30 days', 'Last 60 days' and 'Last 90 days' and 'All'. You can select any value based on the duration and click 'Search'. (see Fig: 5.2.5.o)

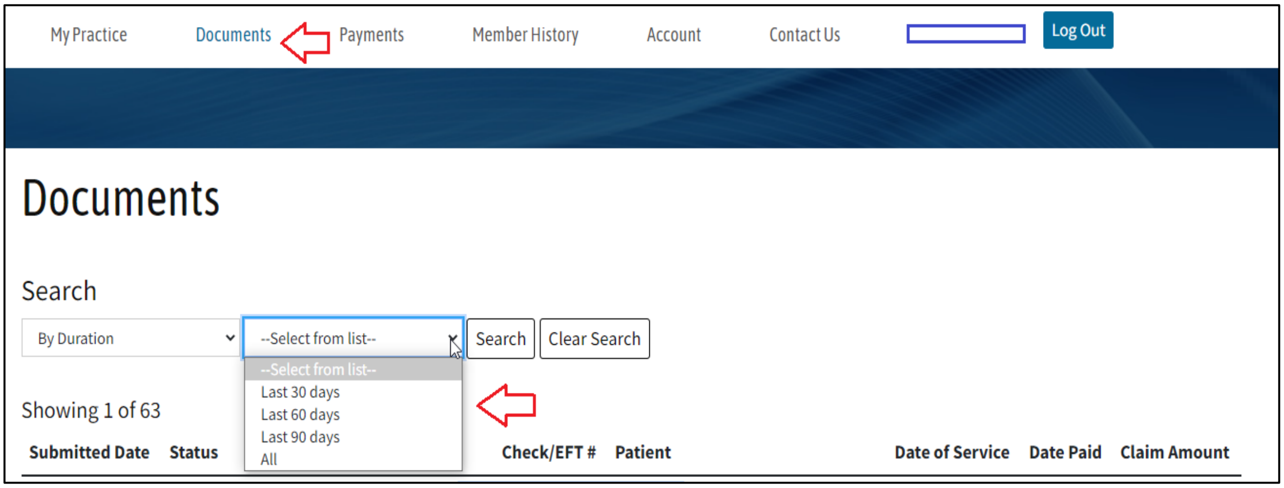


Fig: 5.2.5.o: Provider Website: Document Tab- Search by Duration

5.3 Payments Tab

To check your financial information, click the "Payments" tab and enter the Medi-Cal PIN that is specific to your office location (see Fig: 5.3.1.p).

5.3.1 Scenario 1: When provider enters correct PIN.

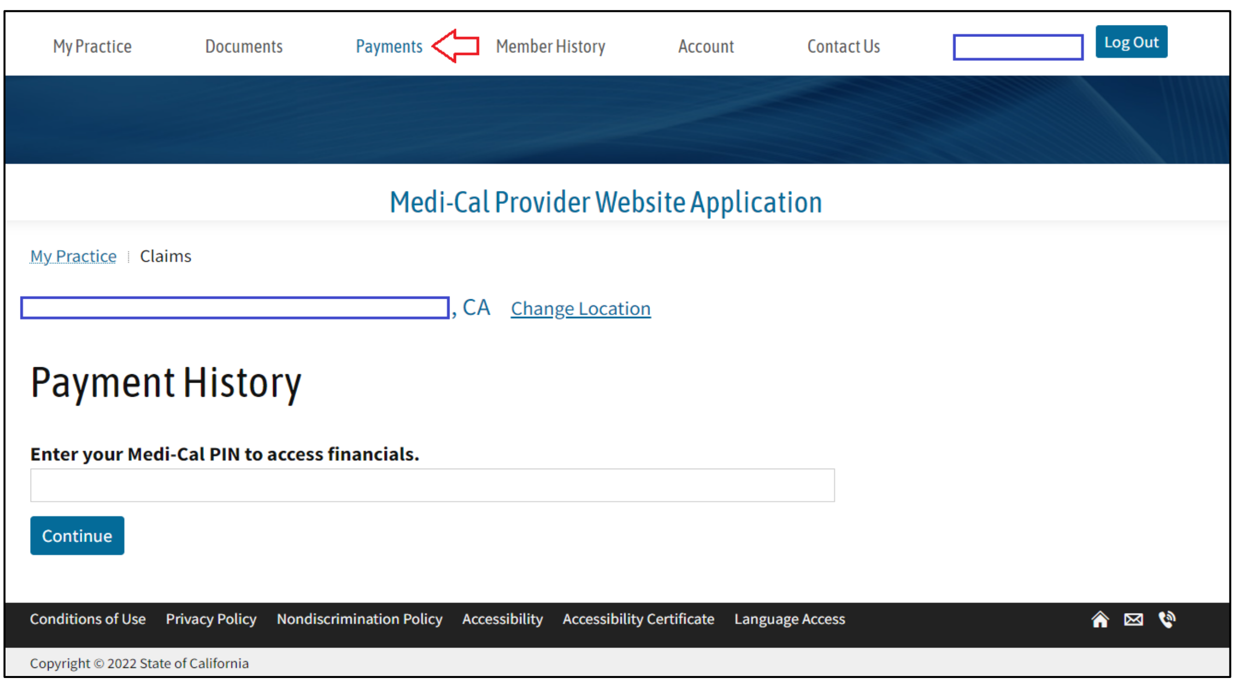


Fig: 5.3.1.p: Provider Website – Payments Tab – Enter PIN

After you enter the PIN correctly, the system goes to the "Payment History" screen, and you can view your payment history (see Fig: 5.3.1.q).

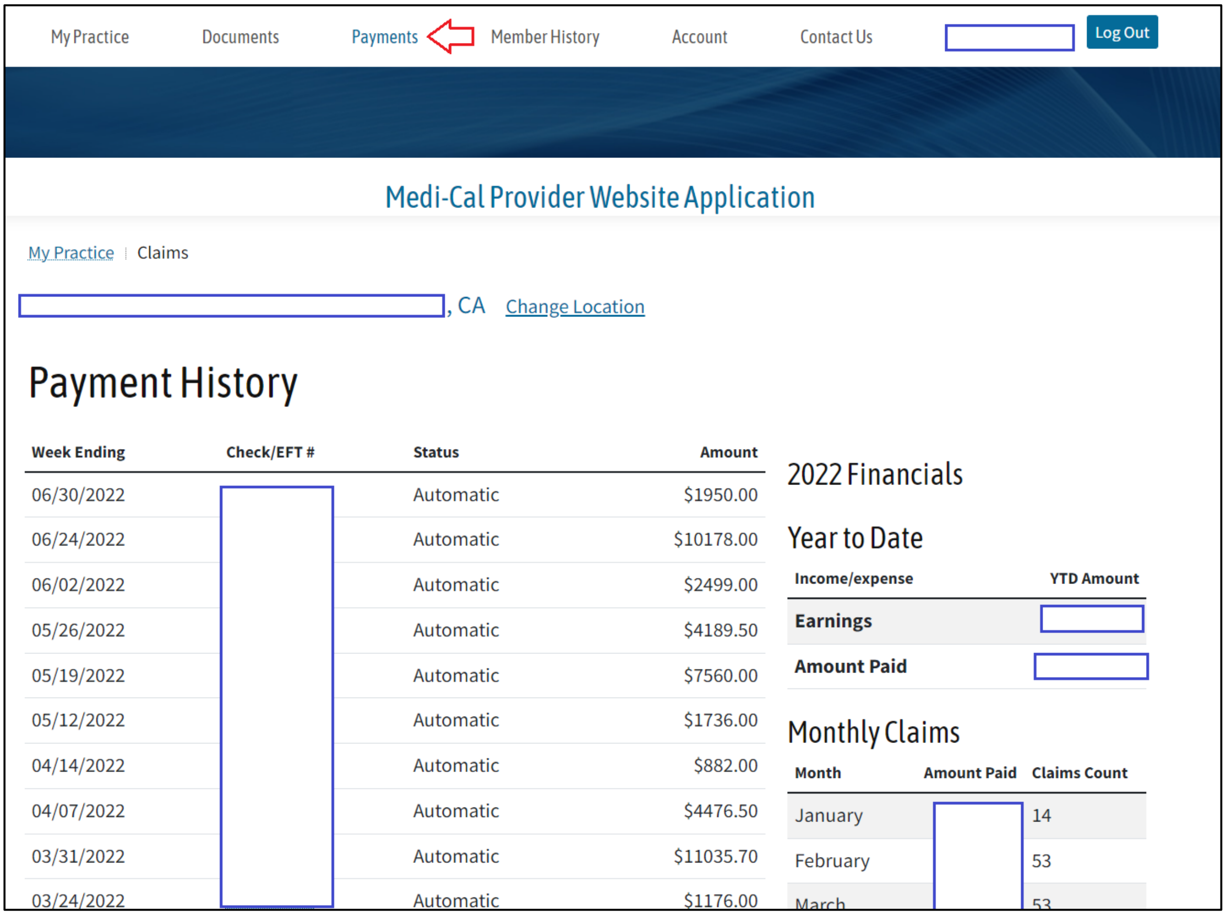


Fig: 5.3.1.q: Provider Website – Payments Tab – Payment History

Like “My Practice” and “Documents” tabs, you can view your Check/EFT by clicking the applicable Check/EFT # link in the Check/EFT # column (see Fig: 5.3.2.r).

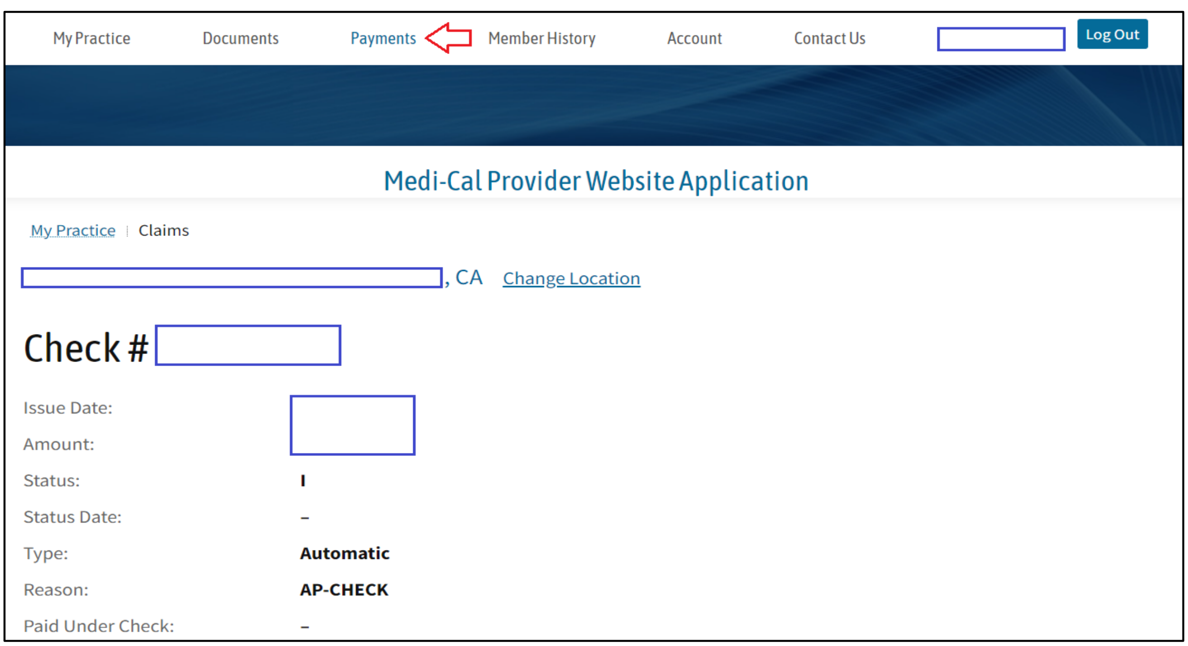


Fig: 5.3.2.r: Provider Website – Payments Tab – Check/EFT#

5.3.2 Scenario 2: When provider enters an incorrect PIN.

If you enter an incorrect PIN, you cannot view your payment history and the “PIN is not valid” message displays (see Fig: 5.3.2.s).

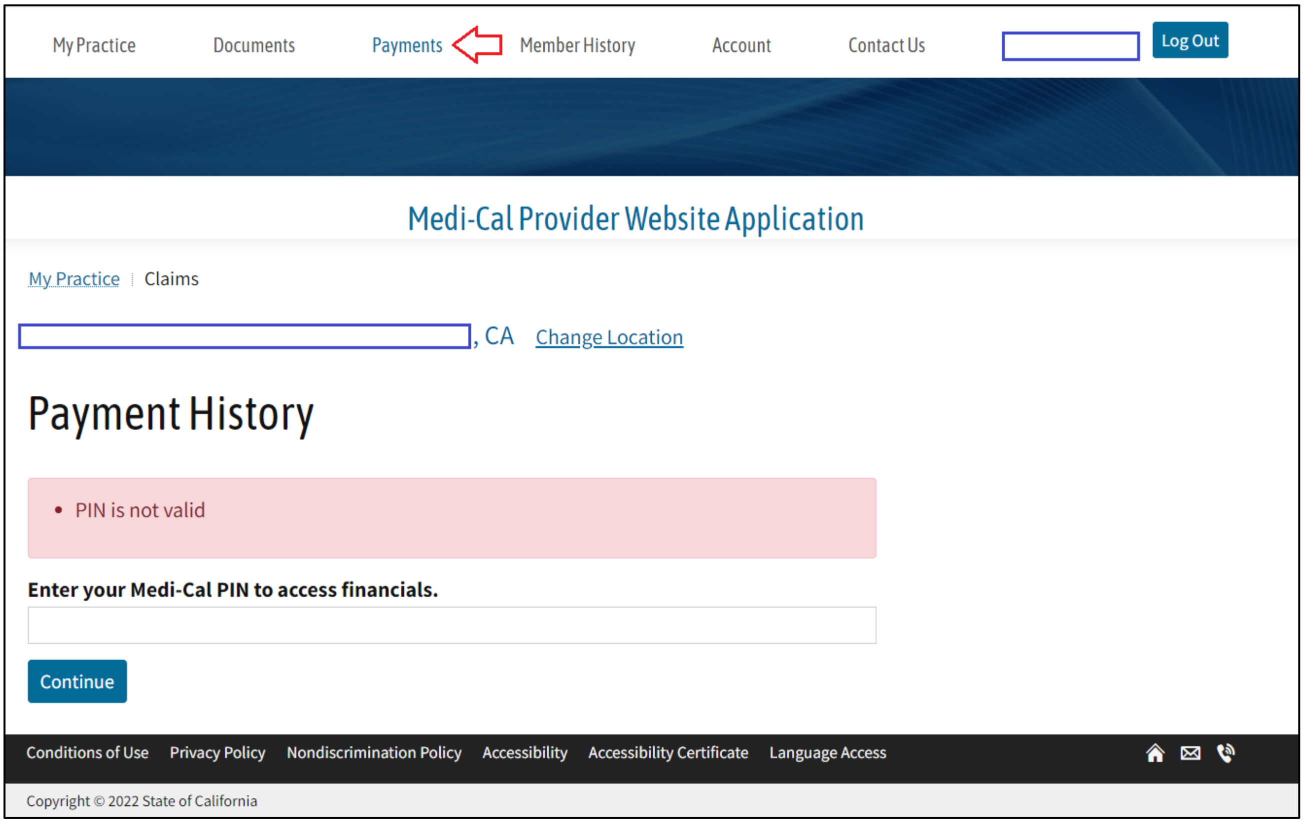


Fig: 5.3.2.s: Provider Website – Payments Tab – PIN not Valid

5.4 Account Tab

You can view and edit/update your personal information like Email Address, First Name, Last Name, Password and Security Questions.

5.4.1 Scenario 1: If a Provider is an Administrator (Admin).

The Medi-Cal Provider Website’s administrator has different rights than regular users. Admin providers can view and update the details of other users through the “Manage Users” tab (see Fig: 5.4.1.t).

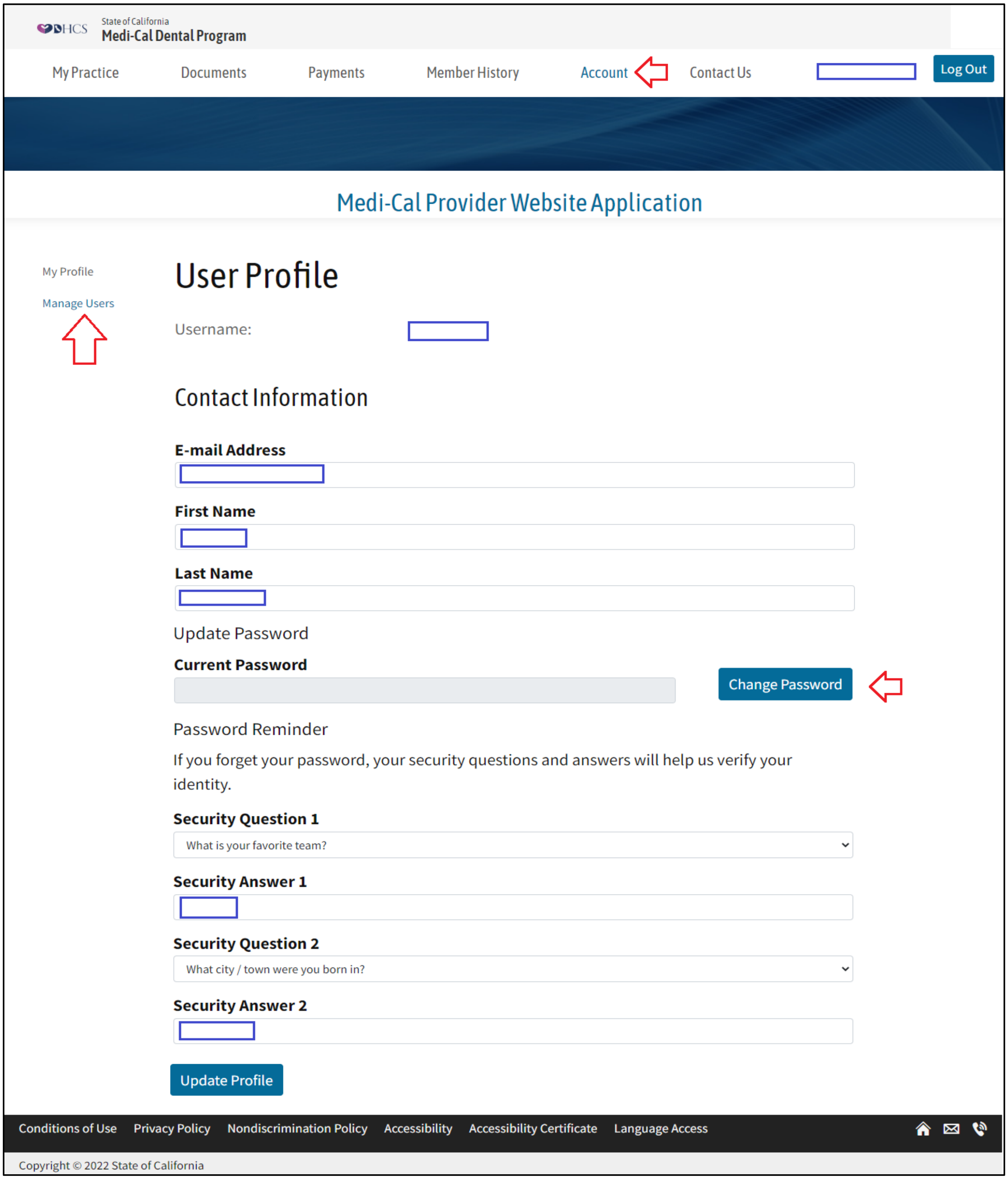


Fig: 5.4.1.t: Provider Website – Account Tab – Admin User

5.4.2 Scenario 2: When a provider is a Regular User.

Regular Users cannot view the “Manage Users” tab. They can only update/view their own details (see Fig: 5.4.2.u).

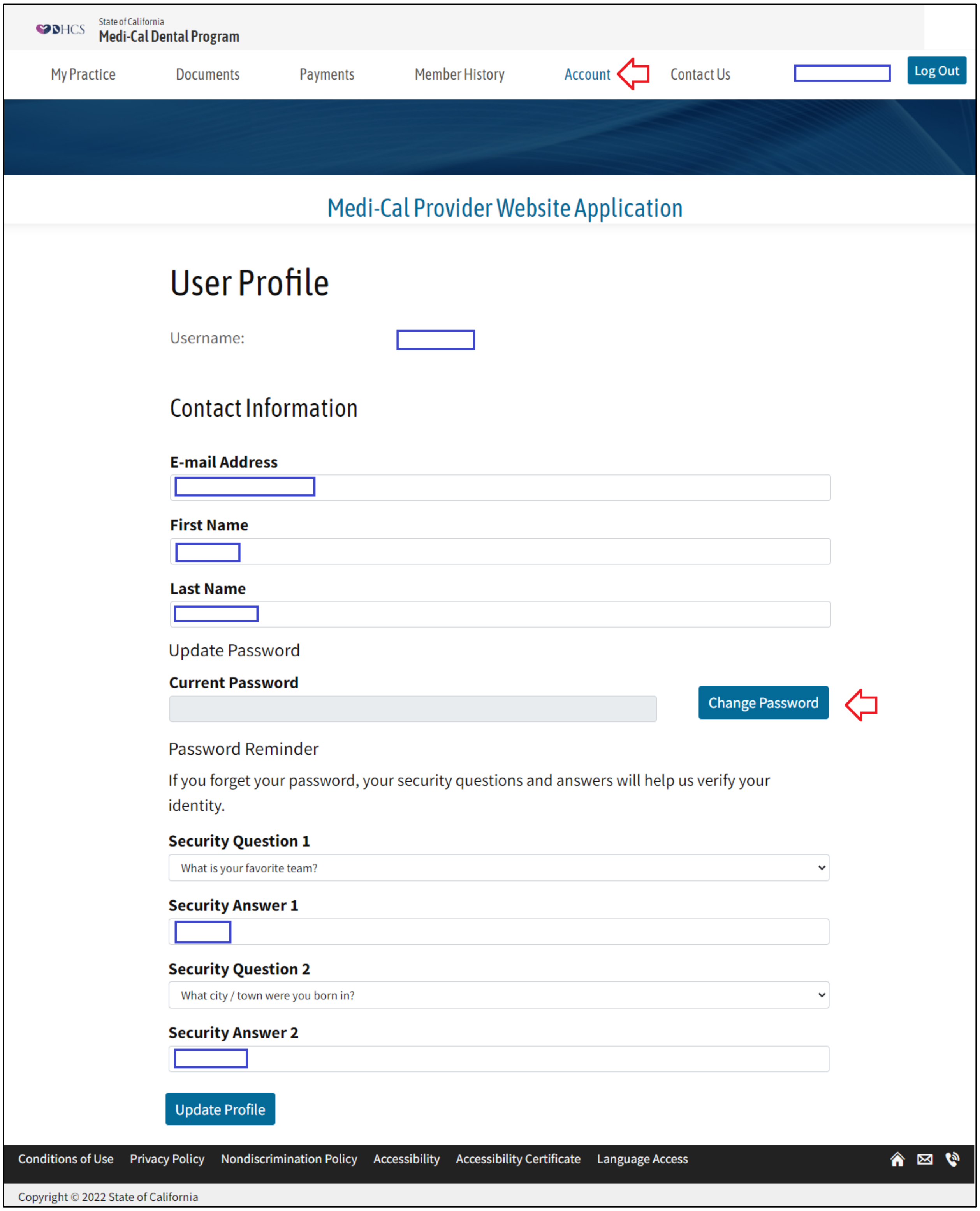


Fig: 5.4.2.u: Provider Website – Account Tab – Regular User

5.4.3 Scenario 3: Successfully changing Password from the Accounts Page.

To update your password, click the “Change Password” button on the “Accounts” tab. The section to update the password expands and you can successfully change your password (see Fig: 5.4.3.n and Fig: 5.4.3.v).

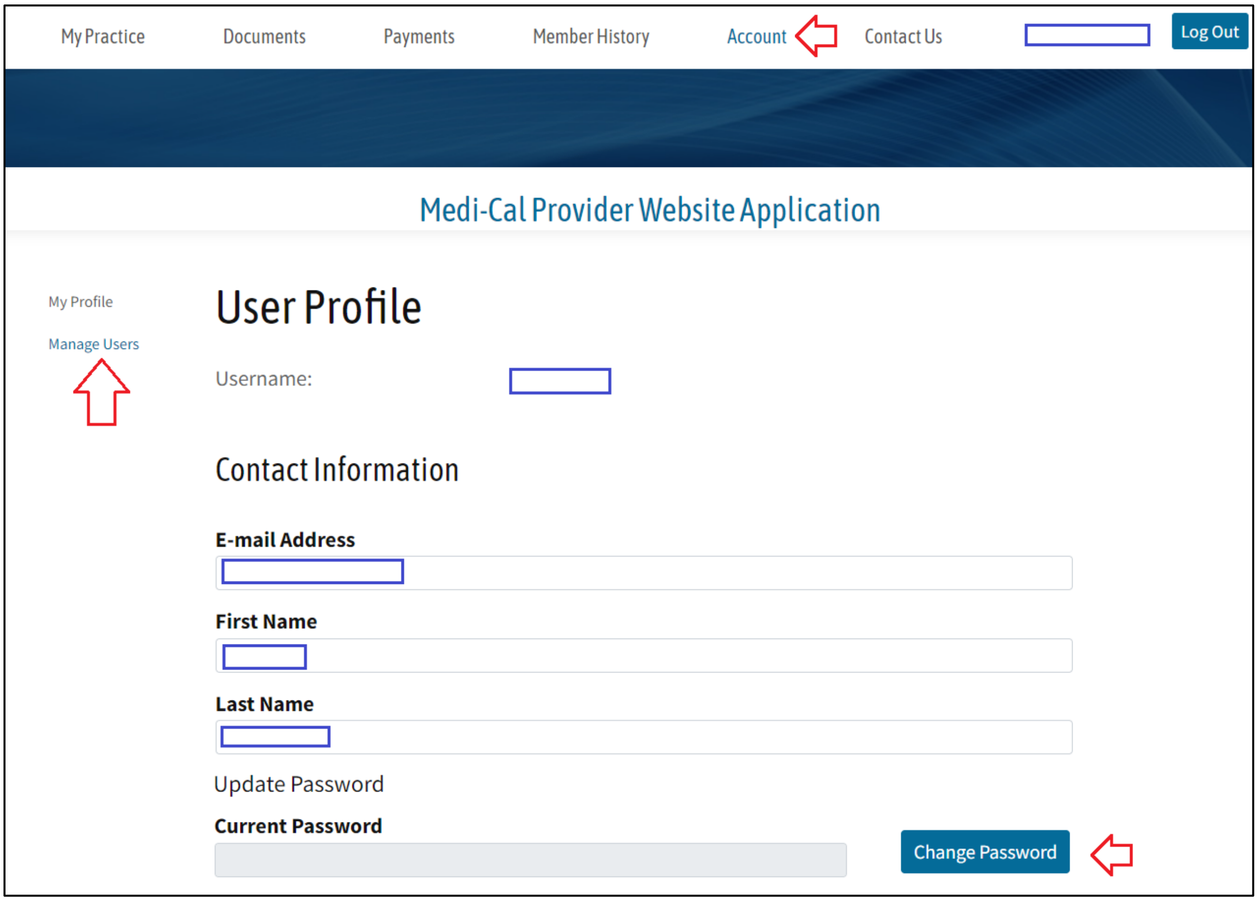


Fig: 5.4.3.v: Provider Website – Account Tab – Change Password Button

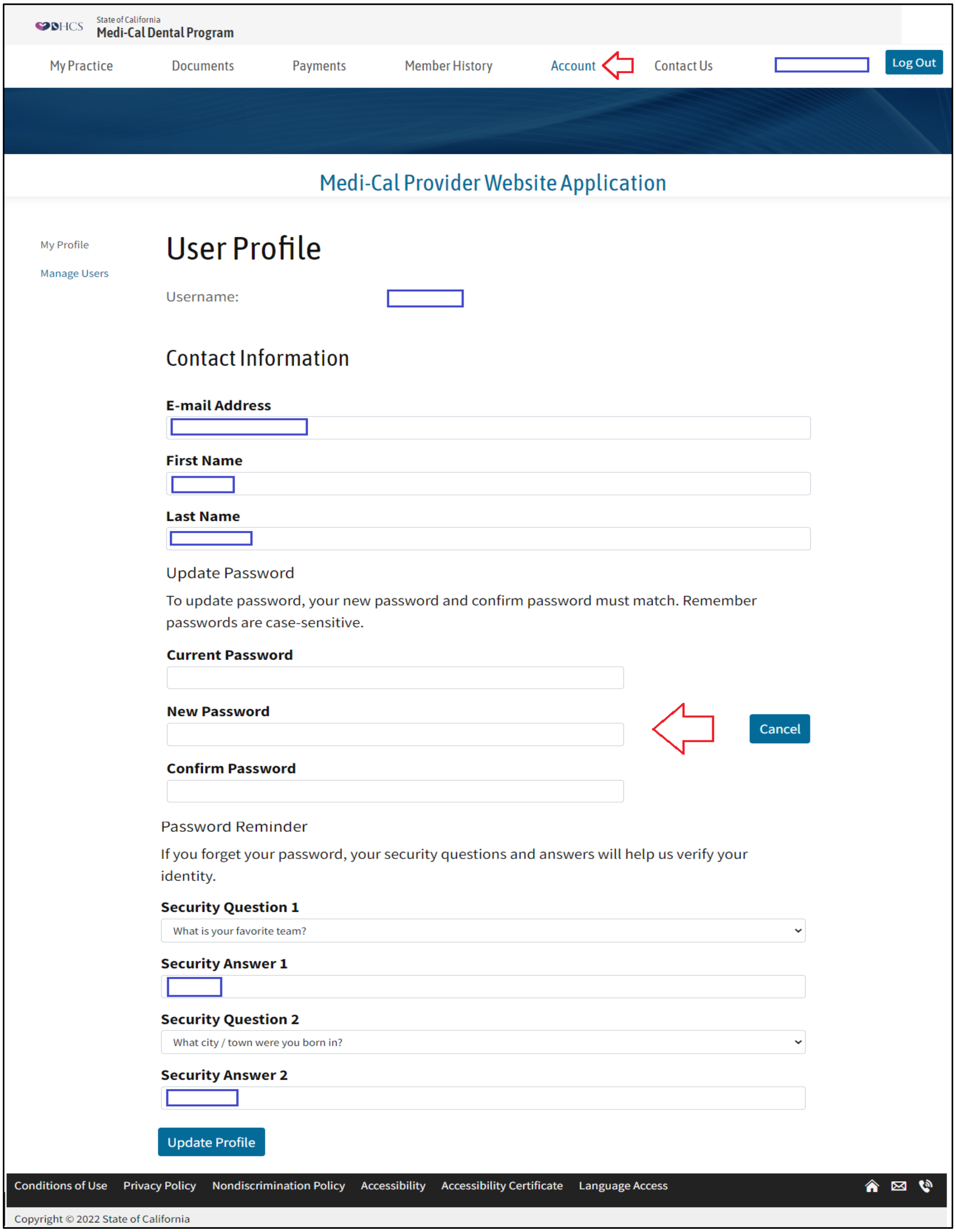


Fig: 5.4.3.w: Provider Website- Account Tab- Change Password

5.4.4 Scenario 4: When a Provider successfully updates their password – Account tab.

Click the “Change Password” button to expand the section and update your password. Update the “Current Password,” “New Password,” and “Confirm Password” fields based on the password rules.

After you click the "Update Profile" button, the "User Profile Updated Successfully" message displays, and the update password section closes.

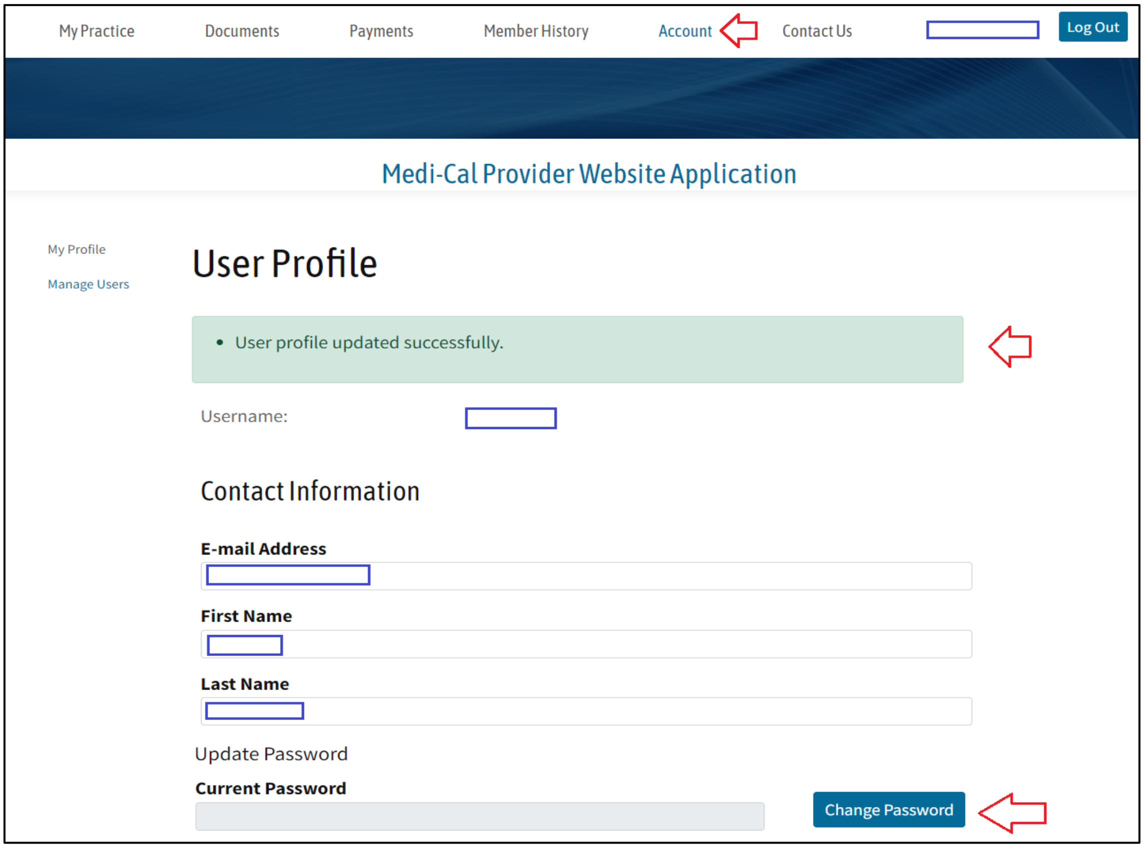


Fig: 5.4.4.x: Provider Website – Account Tab – Password updated successfully

5.4.5 Scenario 5: When a Provider is unable to update their password through the Account tab.

You can update your password from the "Account" tab. However, this process fails if it is not performed correctly.

If you enter a new password that is the same as the current password, an error message displays (see Fig: 5.4.4.y).

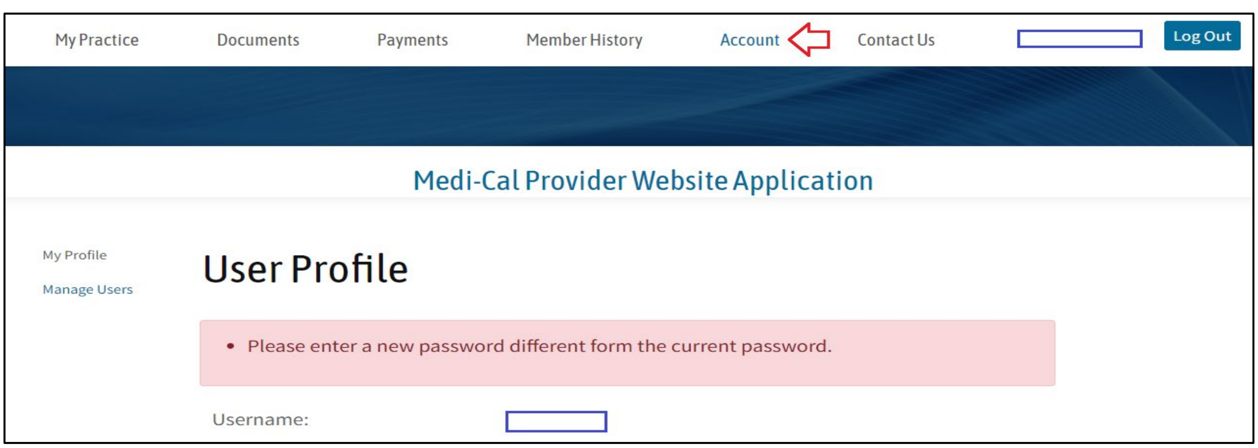


Fig: 5.4.5.y: Provider Website – Account Tab – If new password same as current password

If you enter any of the 24 previously used passwords, an error message displays (see Fig: 5.4.4.z).

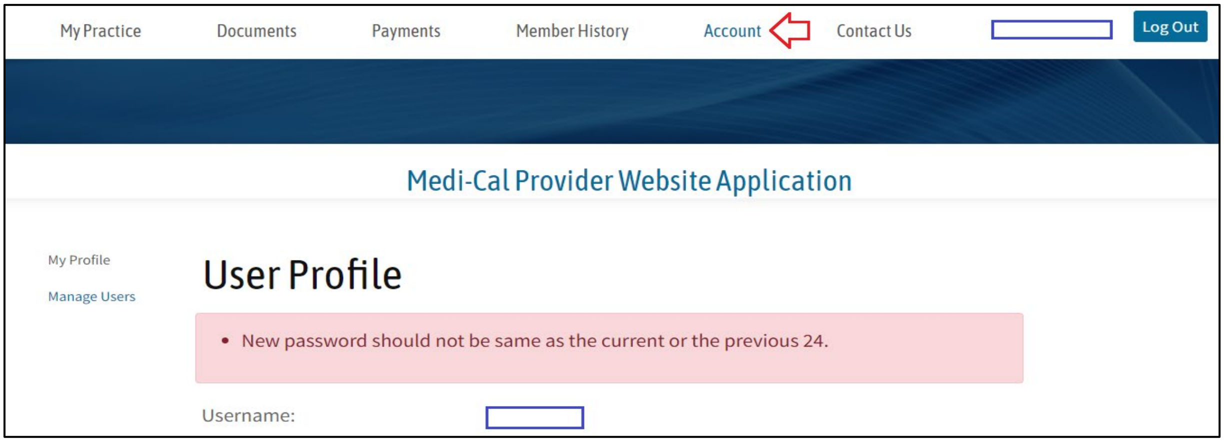


Fig: 5.4.5.z: Provider Website- Account Tab – If new password is the same as the 24 previously used passwords

If the New Password and Confirm Password do not match, an error message displays (see Fig: 5.4.4.A).

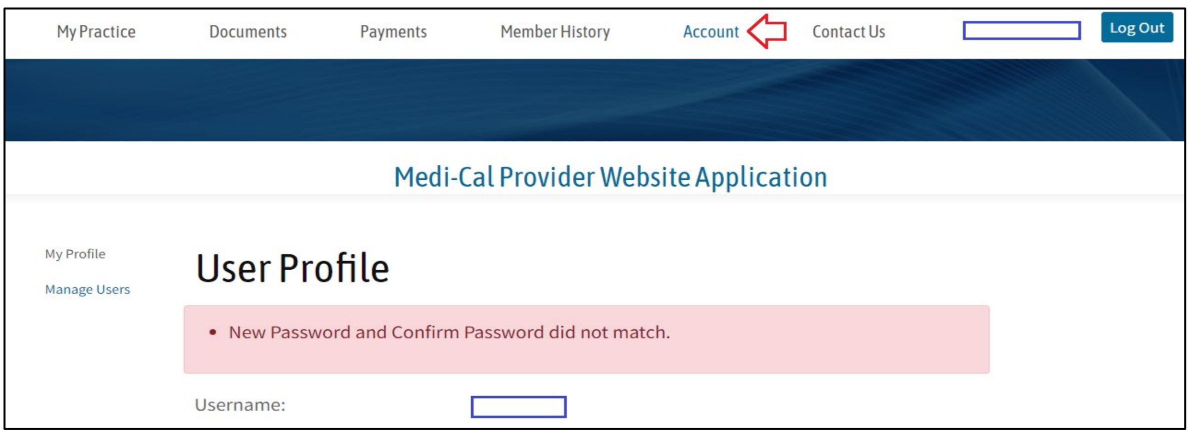


Fig: 5.4.5.A: Provider Website – Account Tab – If New Password and Confirm Password do not match

If the New Password does not conform to the password rules, the following message displays (see Fig: 5.4.4.B).

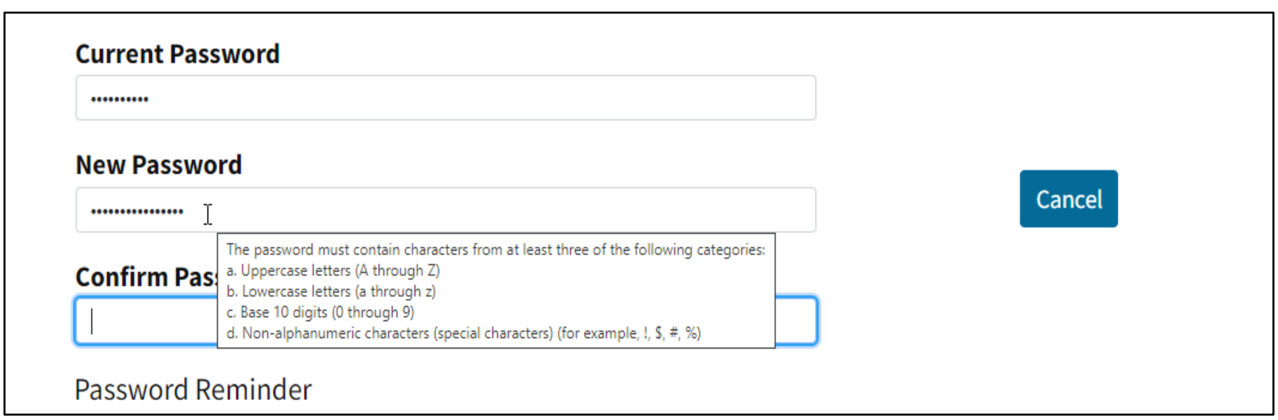


Fig: 5.4.5.B: Provider Website- Account Tab – If New Password does not conform to the Password Rules

5.5 Member History Tab

To view member history, click 'Member History' tab. Data or the member history displayed, is for the past two (2) years.

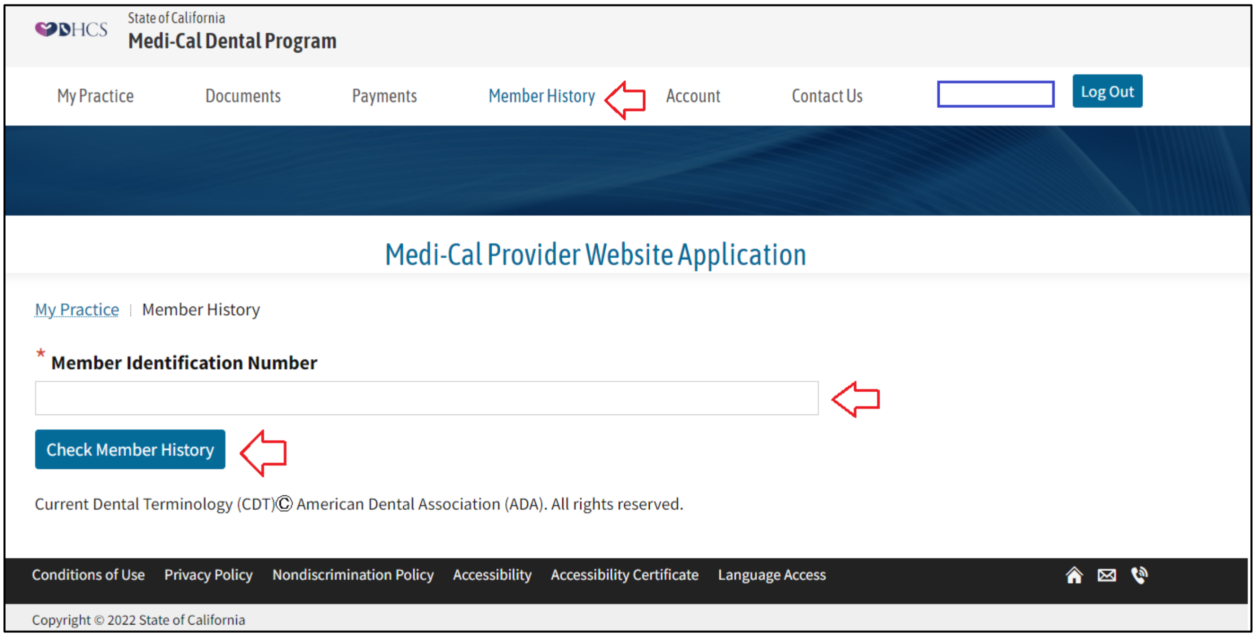


Fig: 5.5.C: Provider Website- Member History Tab – Enter Member Identification Number

Enter 'Member Identification Number' in the text box provided and click button 'Check Member History'. (see Fig: 5.5.C)

After clicking the button Member Name, Member Identification, and Date of Birth is displayed under Member Information section. Procedure information like Tooth/Arch/Quadrant, Surface, Procedure Name, Date of Service and Procedure Status is displayed under Procedures section. The Procedure Status will inform you if the procedure was 'Allowed' or 'Denied'.

Procedures performed for the last two years are displayed and a note stating this is also visible under the member information. The note will also display date of service parameters of those procedures. (see Fig: 5.5.D)

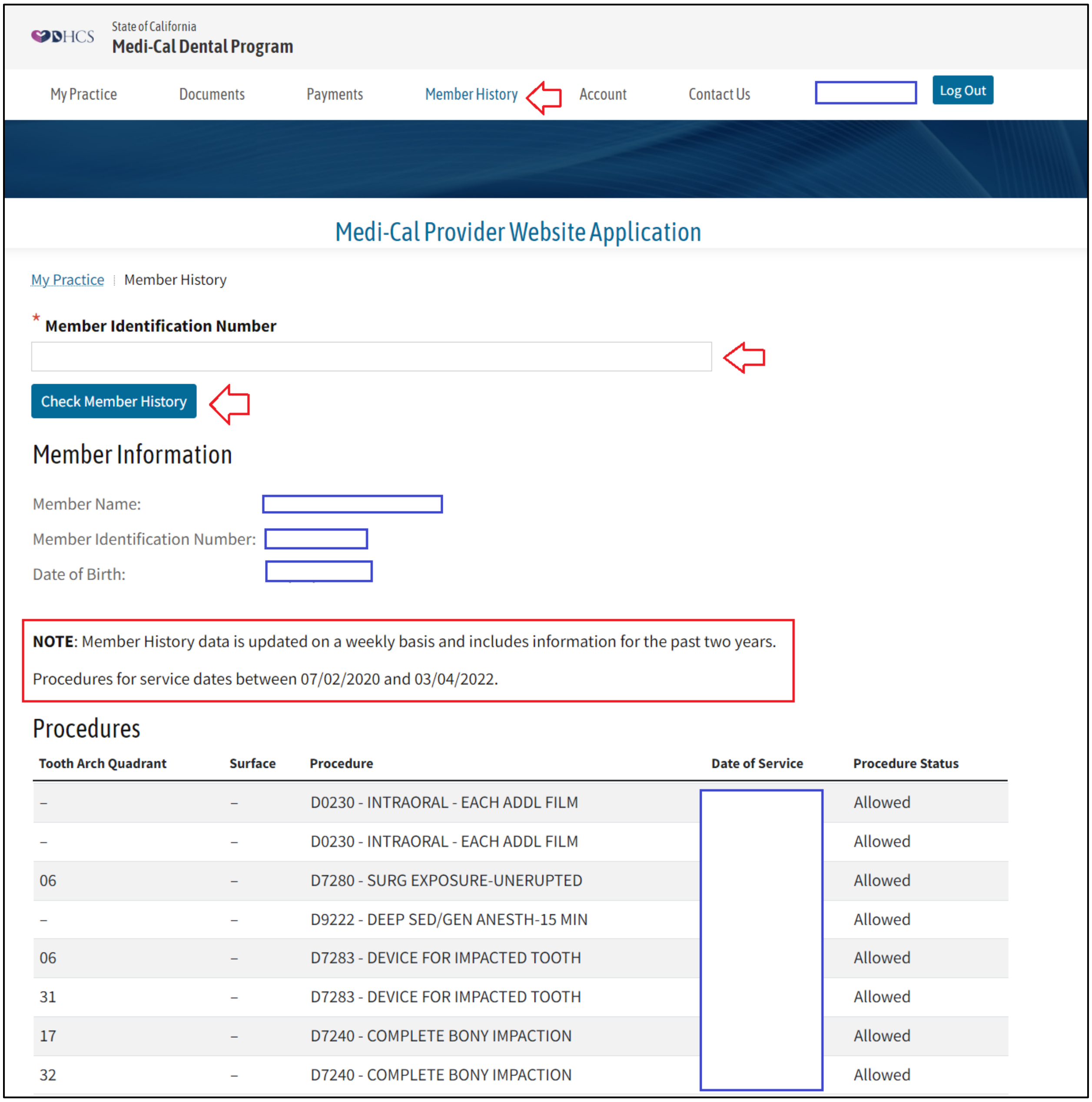


Fig: 5.5.D: Provider Website- Member History Tab – Member History/ Procedure Details Page

5.5.1 Scenario 1: If you enter an invalid member identification number.

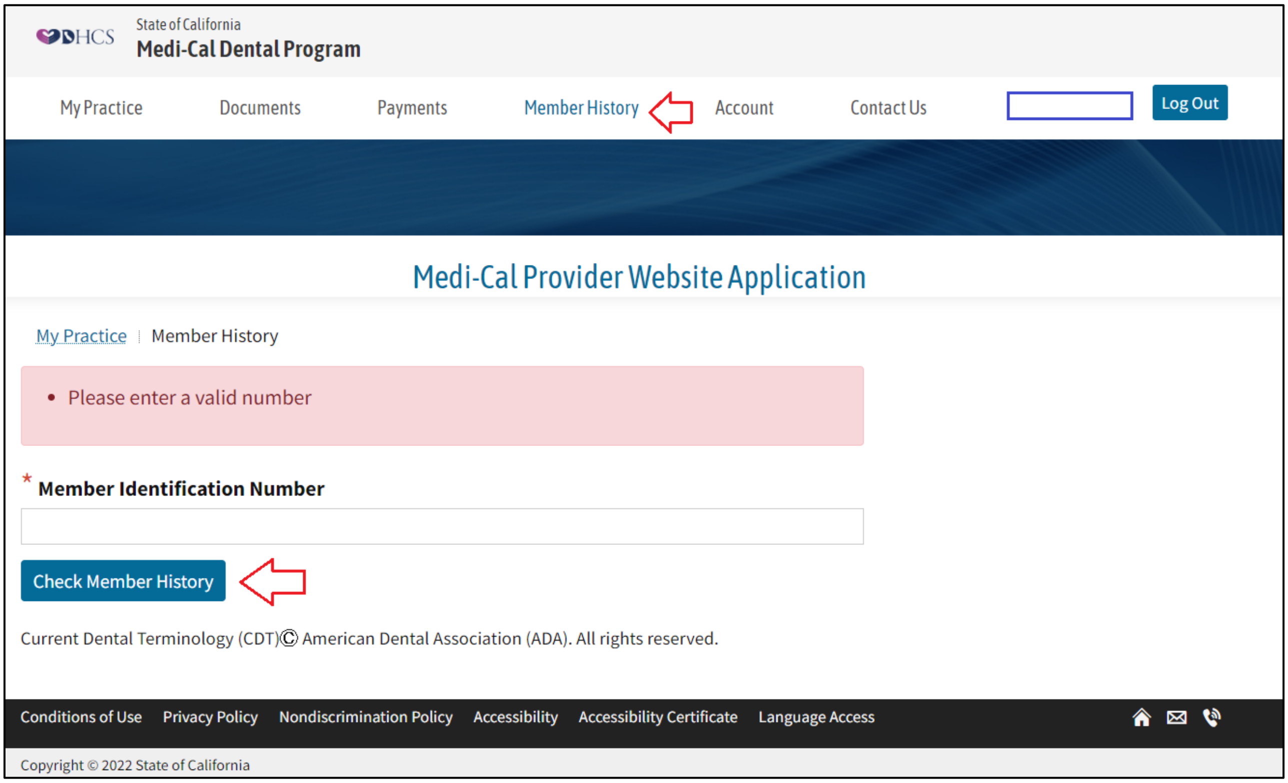


Fig: 5.5.E: Provider Website- Member History Tab – Invalid Member Identification Number Entered

5.5.2 Scenario 2: If you enter the member identification number in a wrong format.

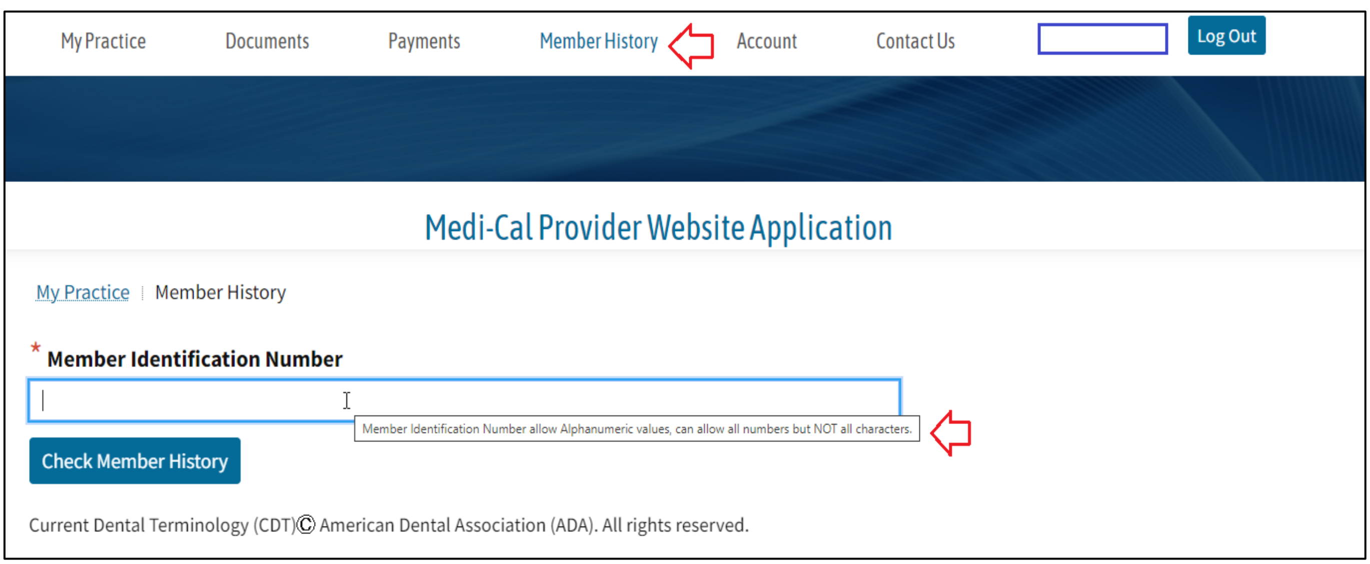


Fig: 5.5.F: Provider Website- Member History Tab – Wrong Member Identification Number Entered

5.5.3 Scenario 3: If member has no previous history.

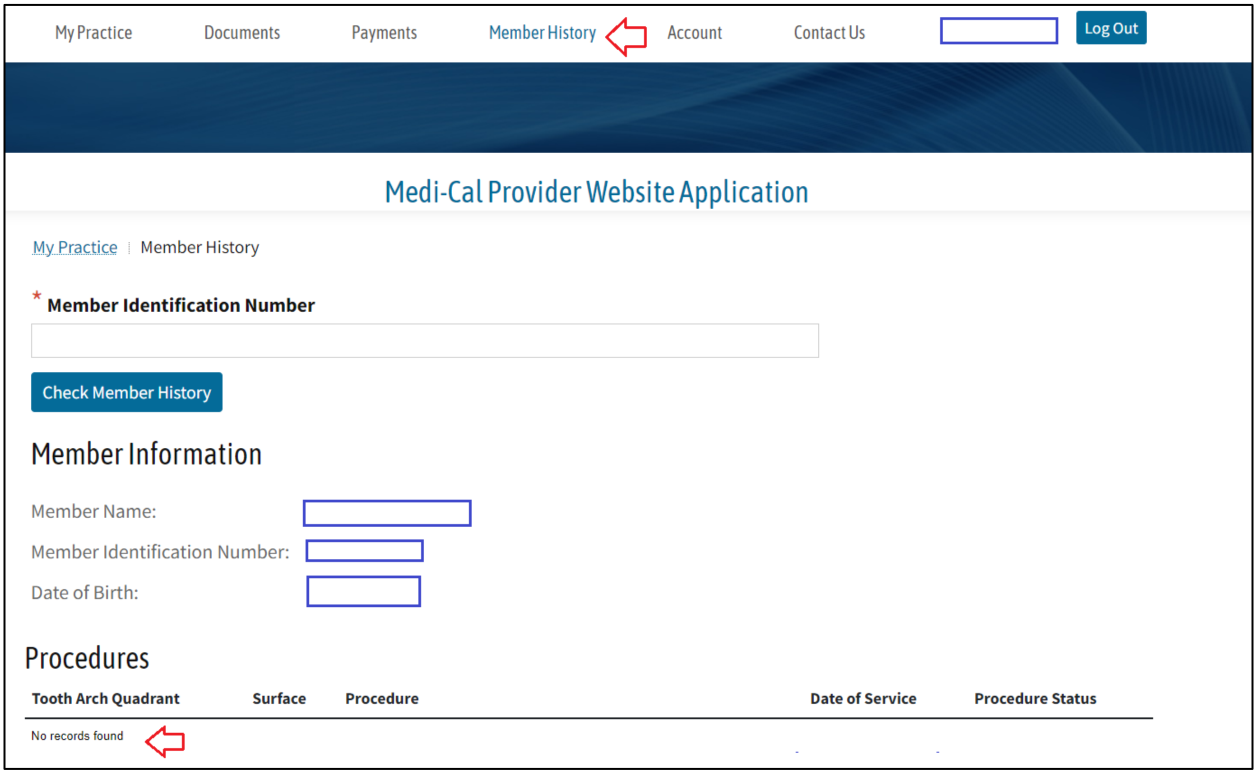


Fig: 5.5.G: Provider Website- Member History Tab – No Member History to Display

6 Administrator Functionality Features

6.1 Manage Users

Providers who are administrators (admin) of the Medi-Cal Provider Website Application can only view the “Manage Users” tab from the “Accounts” tab (see Fig: 6.1.a).

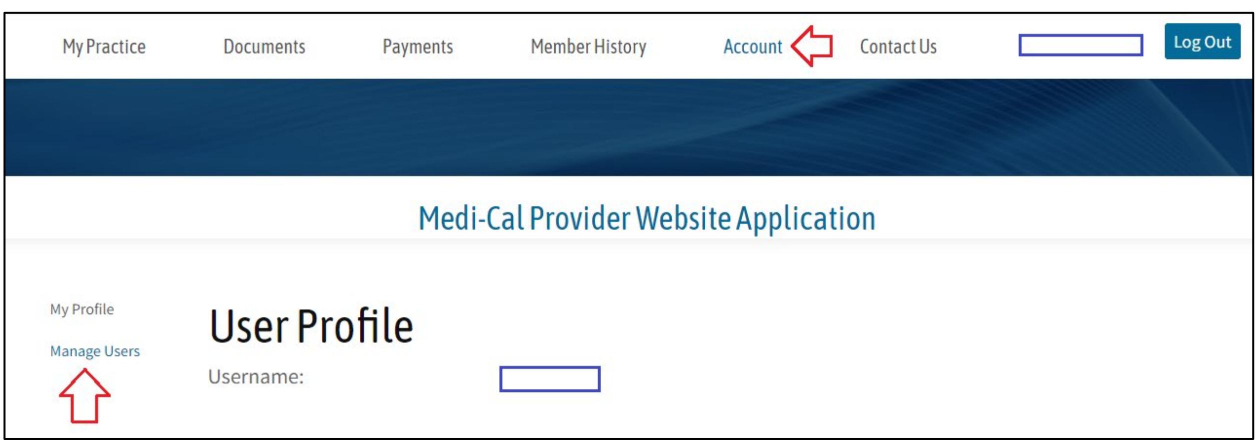


Fig: 6.1.a: Provider Website- Account Tab – Manage User Tab

An admin provider clicks the “Manage Users” link to display the “Add User” button and a list of users (providers) of the website along with their details like First Name, Last Name, Email, Username and Registered type. Admins can edit user information, delete their records or “Re-Send Invite” to unregistered providers (see Fig: 6.1.b).

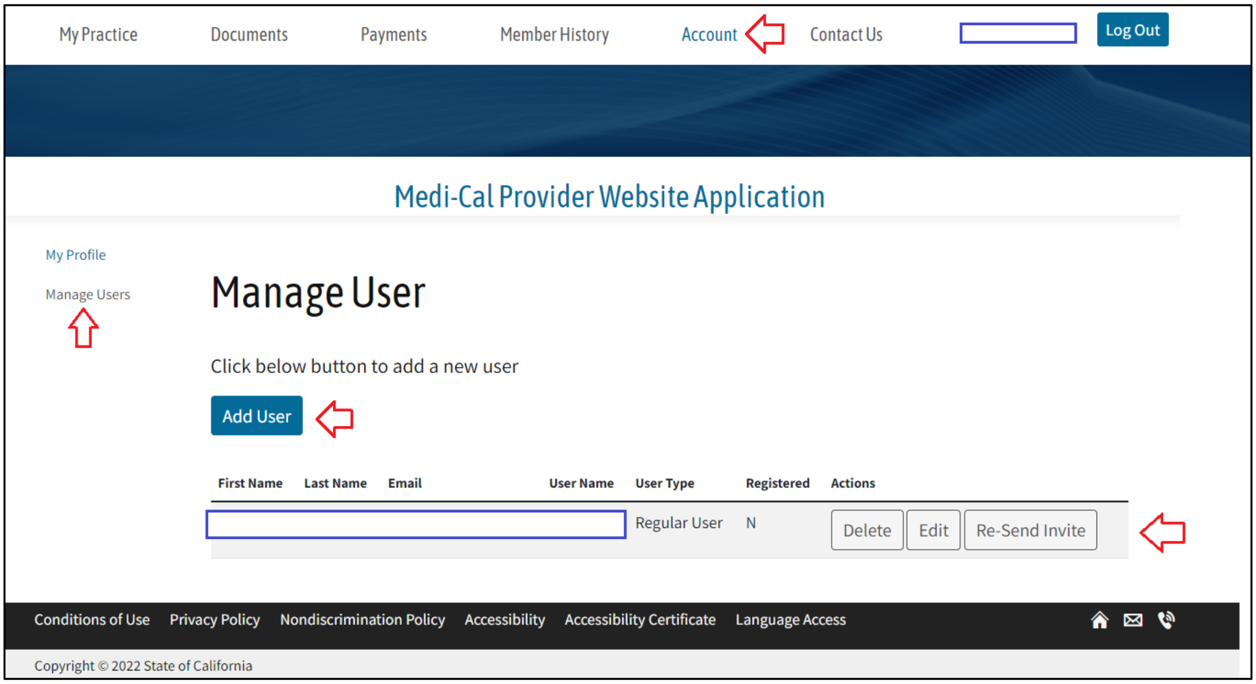


Fig: 6.1.b: Provider Website – Manage User Page

6.1.1 Add User

A Provider with admin rights clicks the “Add User” button to add users. After you click the “Add User” button, the system goes to the “Add User” page. Enter provider details like First Name, Last Name, Email Address and User Type (see Fig: 6.1.1.c).

After entering the correct details, click the “Invite” button to send an email with a registration link to the provider (see Fig: 6.1.1.d).

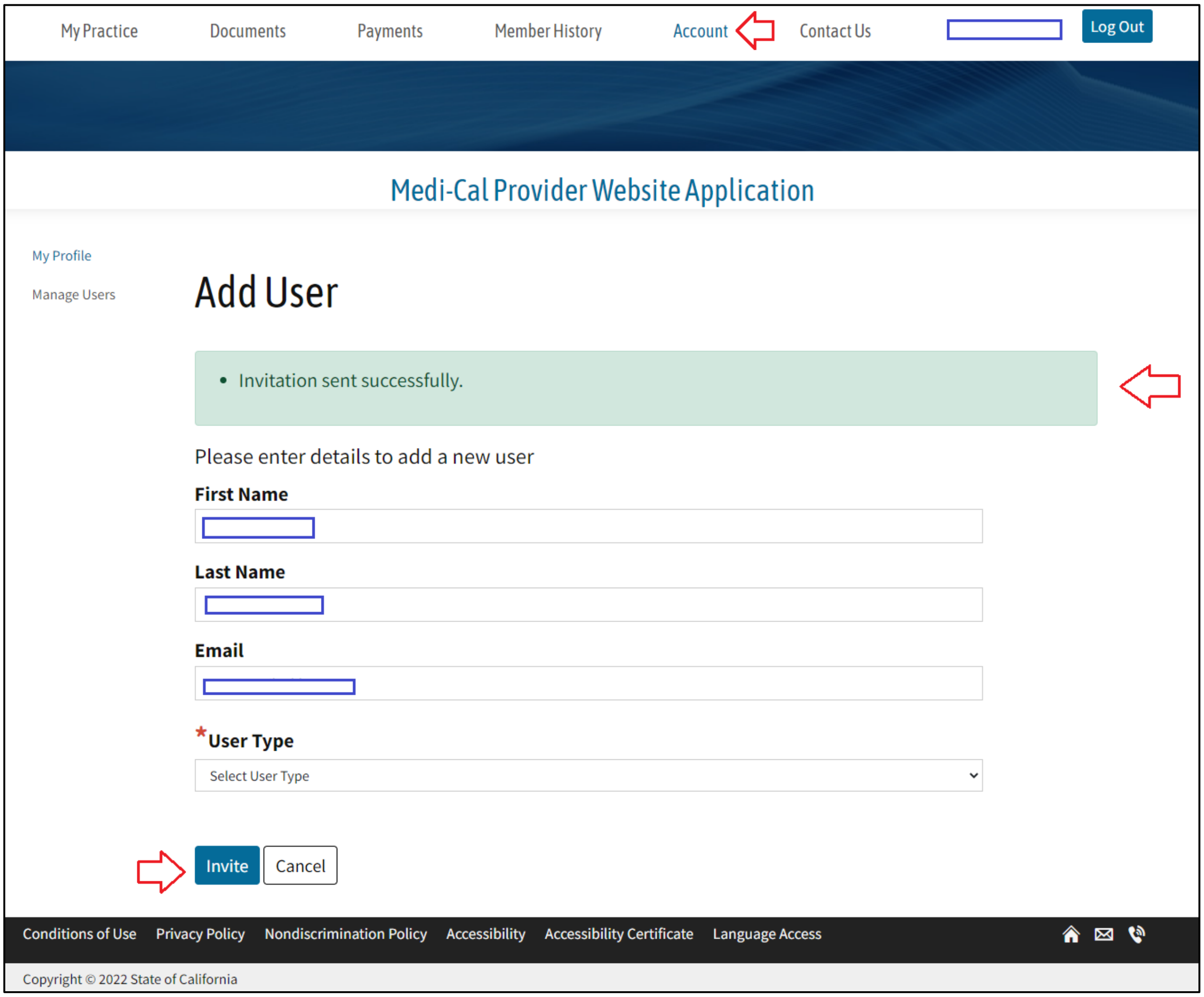


Fig: 6.1.1.c: Provider Website – Add User Page

Fig: 6.1.1.d: Provider Website – Email Sent to the added User with a Registration Link

When a newly added provider clicks the "Registration Link," the system goes to Registration Page 1. Validate the details by correctly entering the Email, First Name and Last Name. To go to the next registration step, click the "Validate" button (see Fig: 6.1.1.e). After registering, the registered type from the user list updates from "N" to "Y."

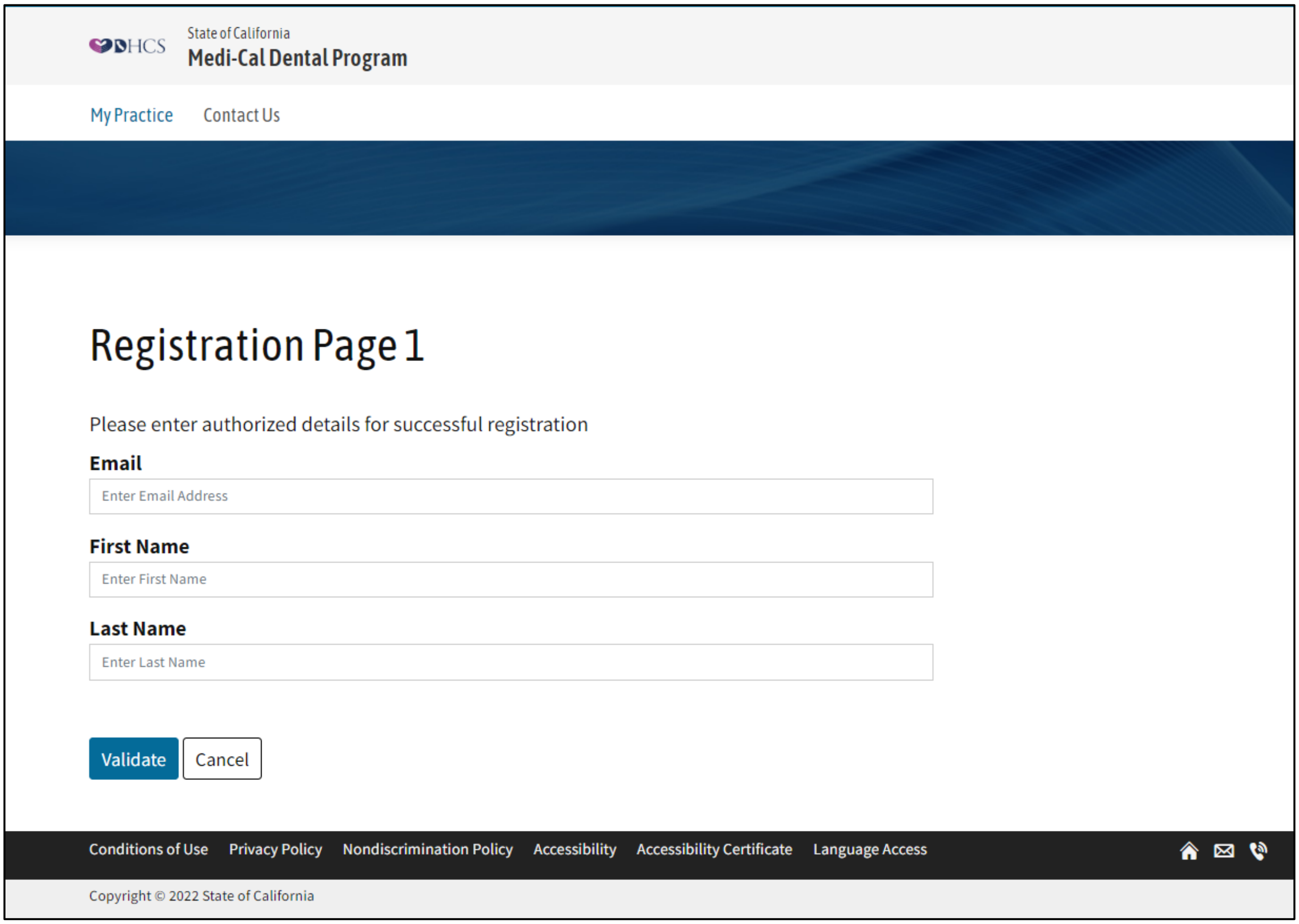


Fig: 6.1.1.e: Provider Website – Registration Page 1 for Added Users

Registration Page 2 is same as the registration process (see Fig: 3.1.c).

6.1.1.1 Scenario 1: If Provider enters details with same combination of First Name, Last Name and Email of an already added user.

If you enter the First Name, Last Name and Email address (using the same combination) of an already registered user, an error message "User already exists" displays. (See Fig: 6.1.1.1.f)

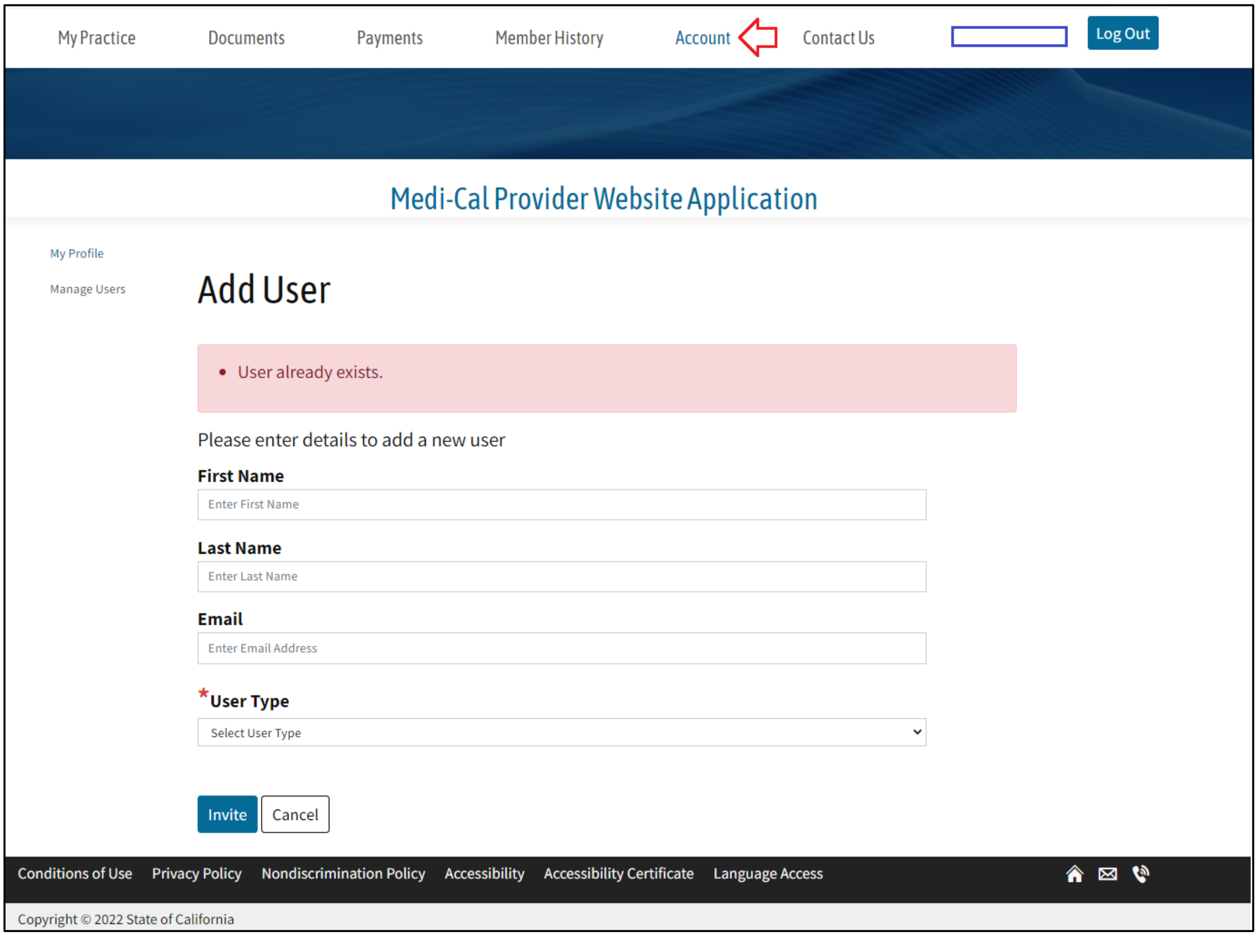


Fig: 6.1.1.1.f: Provider Website – User already exists while adding user

6.1.1.2 Scenario 2: If Provider enters invalid details.

If you enter an invalid Email address or do not select the correct User Type, an error message displays, and the invalid fields are highlighted (see Fig: 6.1.1.2.g).

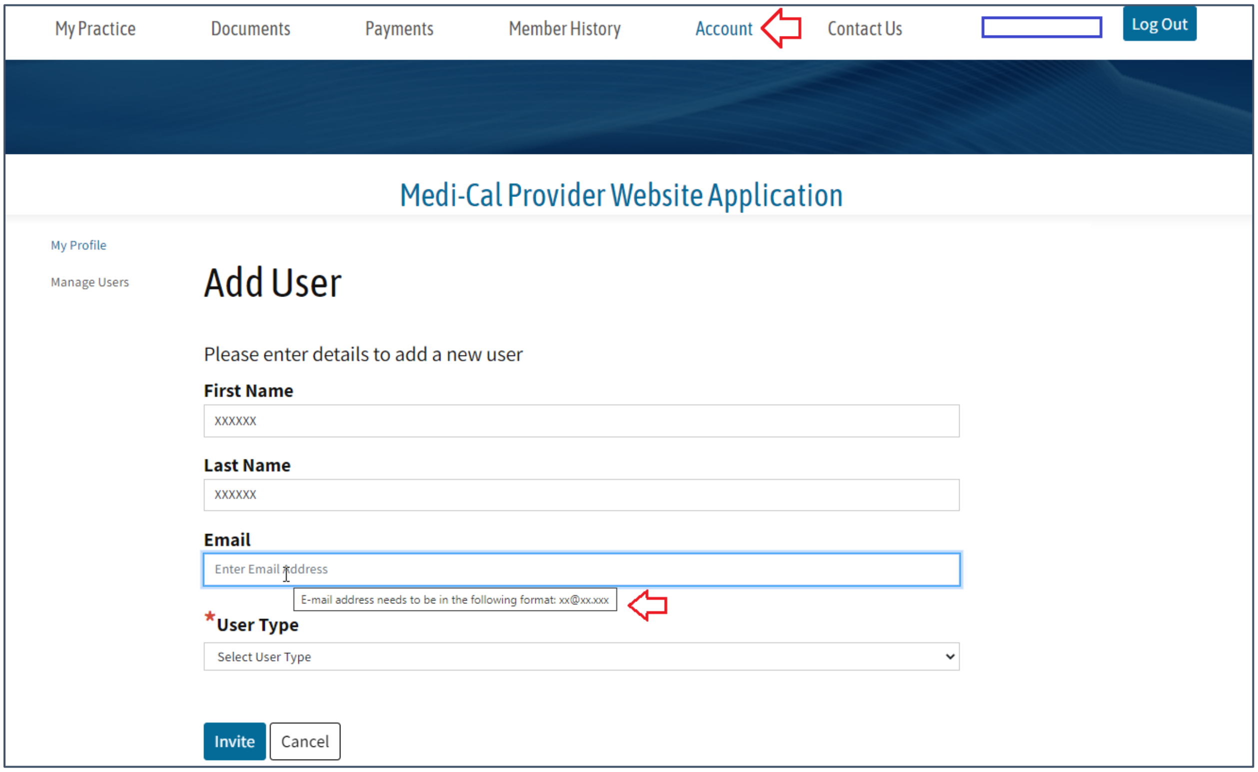


Fig: 6.1.1.1.g: Provider Website – Invalid Details Entered while Adding User

If an added user tries to register with invalid details by using the “Registration Link” from the email, the user is not validated and will be unable to register. The “Invalid Details Entered” error message displays (see Fig: 6.1.1.2.h).

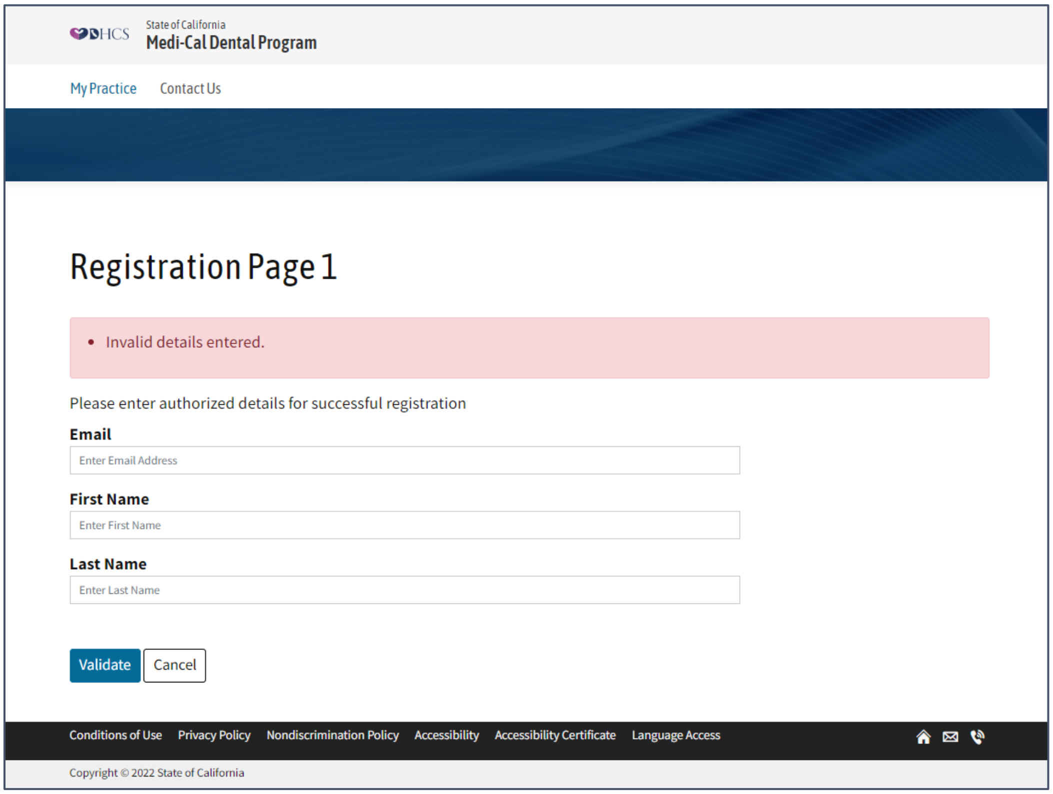


Fig: 6.1.1.2.h: Provider Website – Invalid Details Entered by Added User while Registering on Page 1

6.1.1.3 When an added user tries to register.

After the provider is validated in the previous step, the system goes to Step 2 of the registration process. The First Name, Last Name and Email fields auto populate along with the NPI and TIN number (see Fig: 6.1.1.3.i).

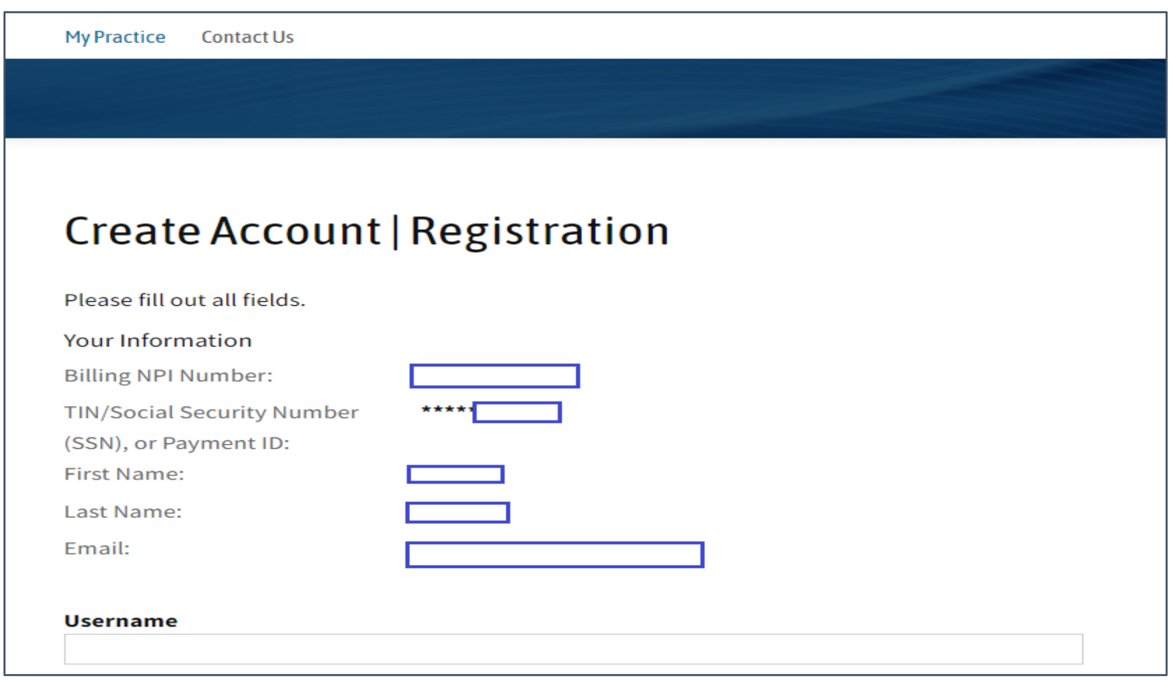


Fig: 6.1.1.3.i: Registration Page 2 for an Added User

All other fields are the same as the normal registration. An error message displays if you try to register with a username that is already in use. (See Fig: 6.1.1.3.j)

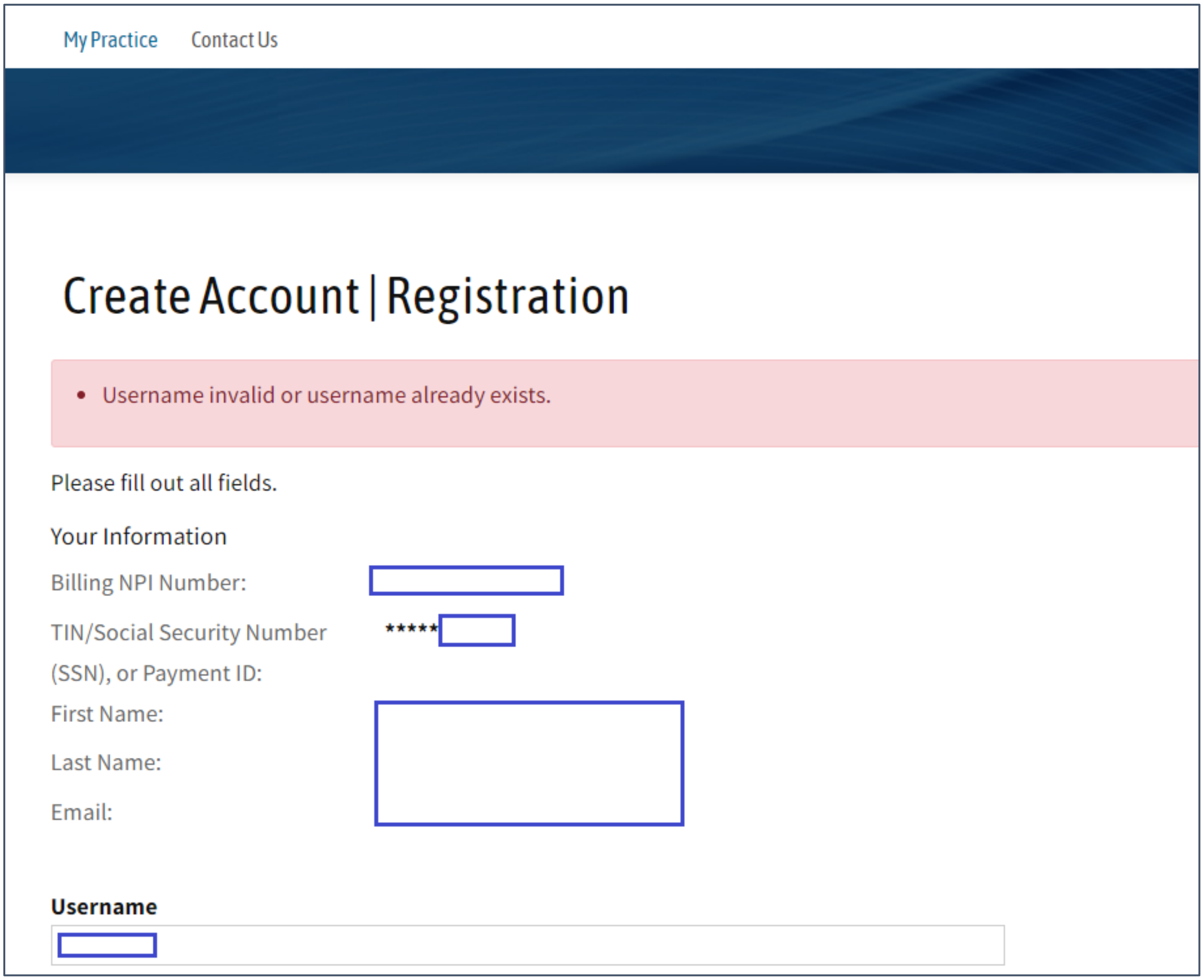


Fig: 6.1.1.3.j: Registration Page 2- Username invalid or username already exists

6.1.1.4 When a registered inactive user tries to add another inactive user.

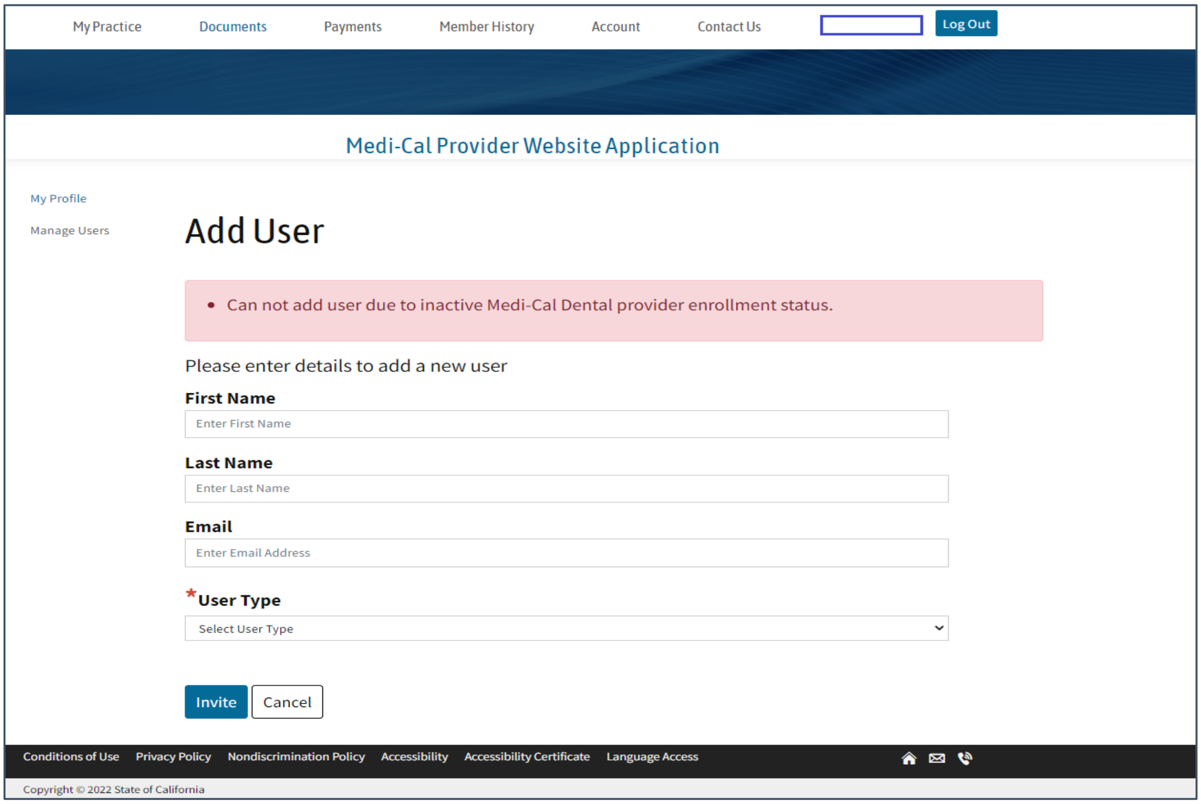


Fig: 6.1.1.4.k: Cannot add user due to inactive provider enrollment status

6.1.2 Edit Users

Administrators click the "Edit" button to edit details of any user from the user list (see Fig: 6.1.2.k).

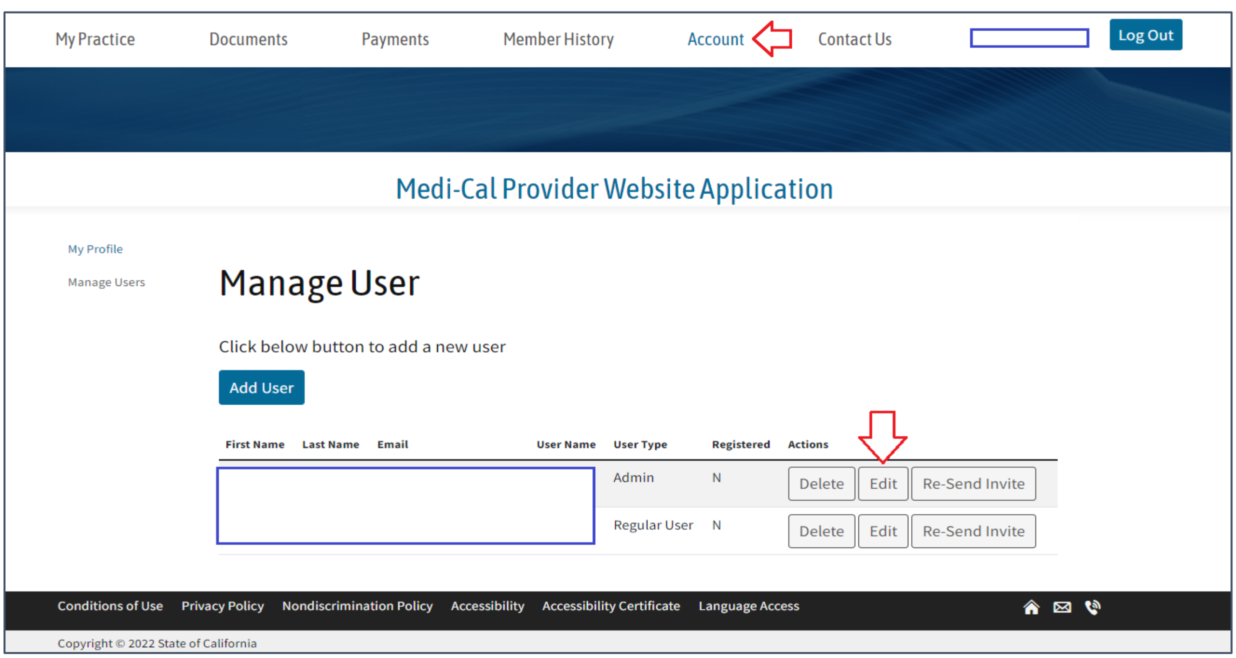


Fig: 6.1.2.l: Provider Website – Edit Button

Click the "Edit" button to go to the "Edit User" page where administrators can edit/update provider details like Email address and User Type (see Fig: 6.1.2.l).

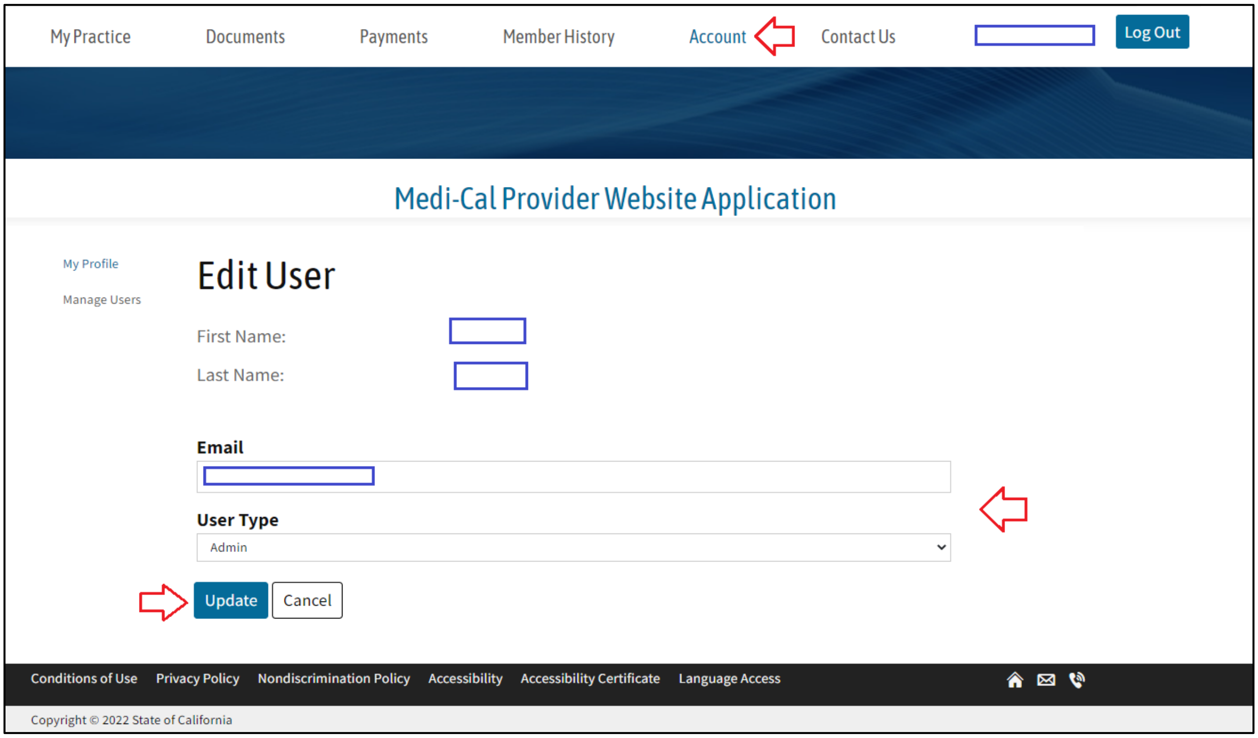


Fig: 6.1.2.m: Provider Website – Edit User Page

6.1.2.1 Scenario 1: If provider enters invalid details.

If you enter an incorrect Email address, an error message displays. The field is highlighted, and you cannot update the details (see Fig: 6.1.2.1.m).

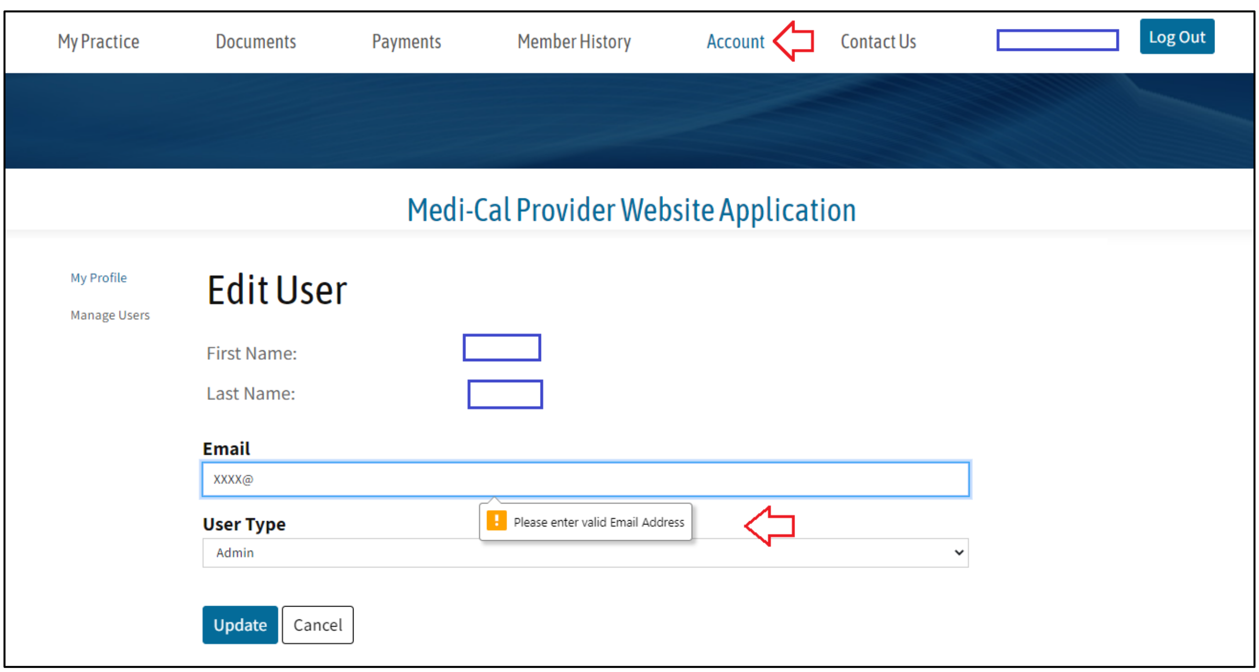


Fig: 6.1.2.1.n: Provider Website – Edit User Page, Invalid Details Entered

6.1.3 Delete Users

Administrators click the "Delete" button to delete details of any user from the user list (see Fig: 6.1.3.n).

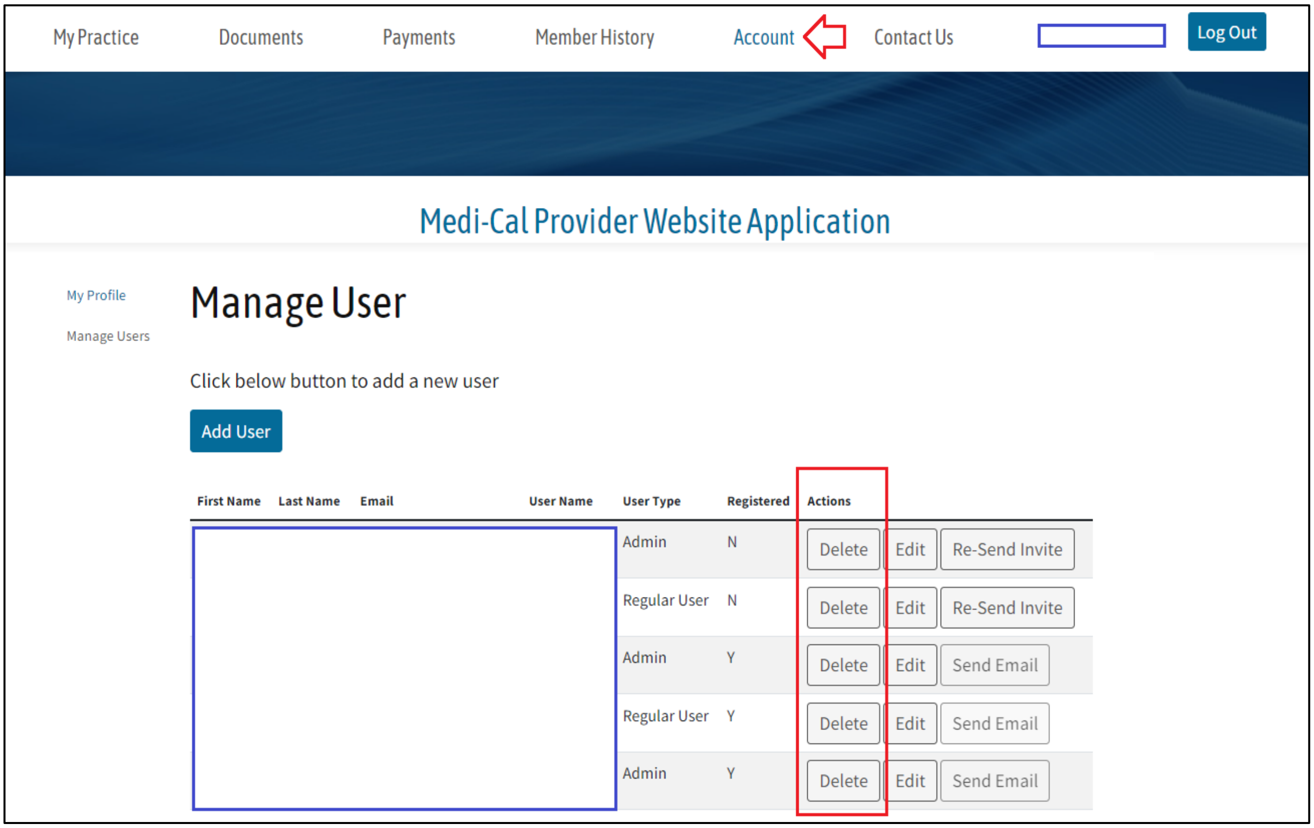


Fig: 6.1.3.o: Provider Website – Delete Button from User List

A "Confirmation" message displays. Click the "Confirm Delete" button to confirm the deletion (see Fig: 6.1.3.o).

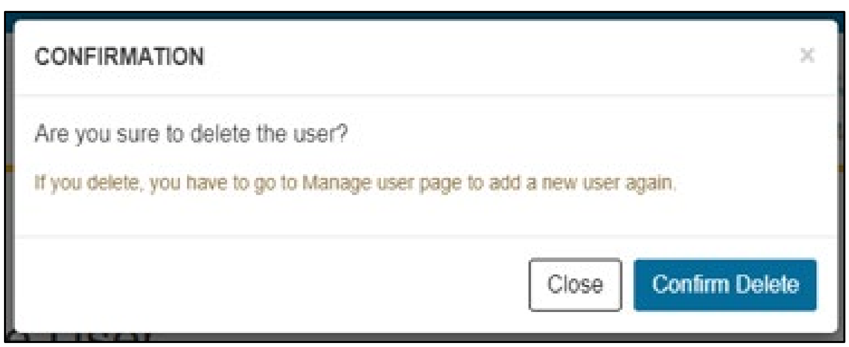


Fig: 6.1.3.p: Provider Website – Delete Button – Confirm Delete Pop Up

After you click the "Confirm Delete" button, the user is removed from the list and the list is updated (see Fig: 6.1.3.p).

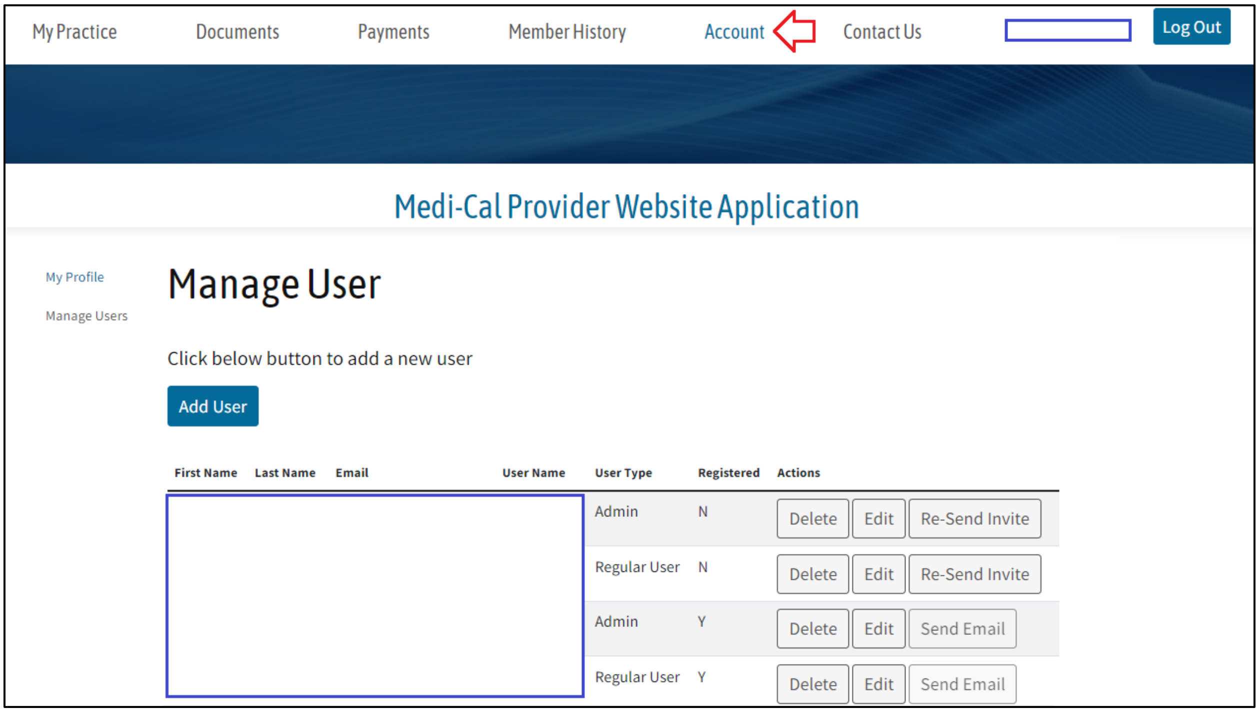


Fig: 6.1.3.q: Provider Website – Updated List after Deleting a User

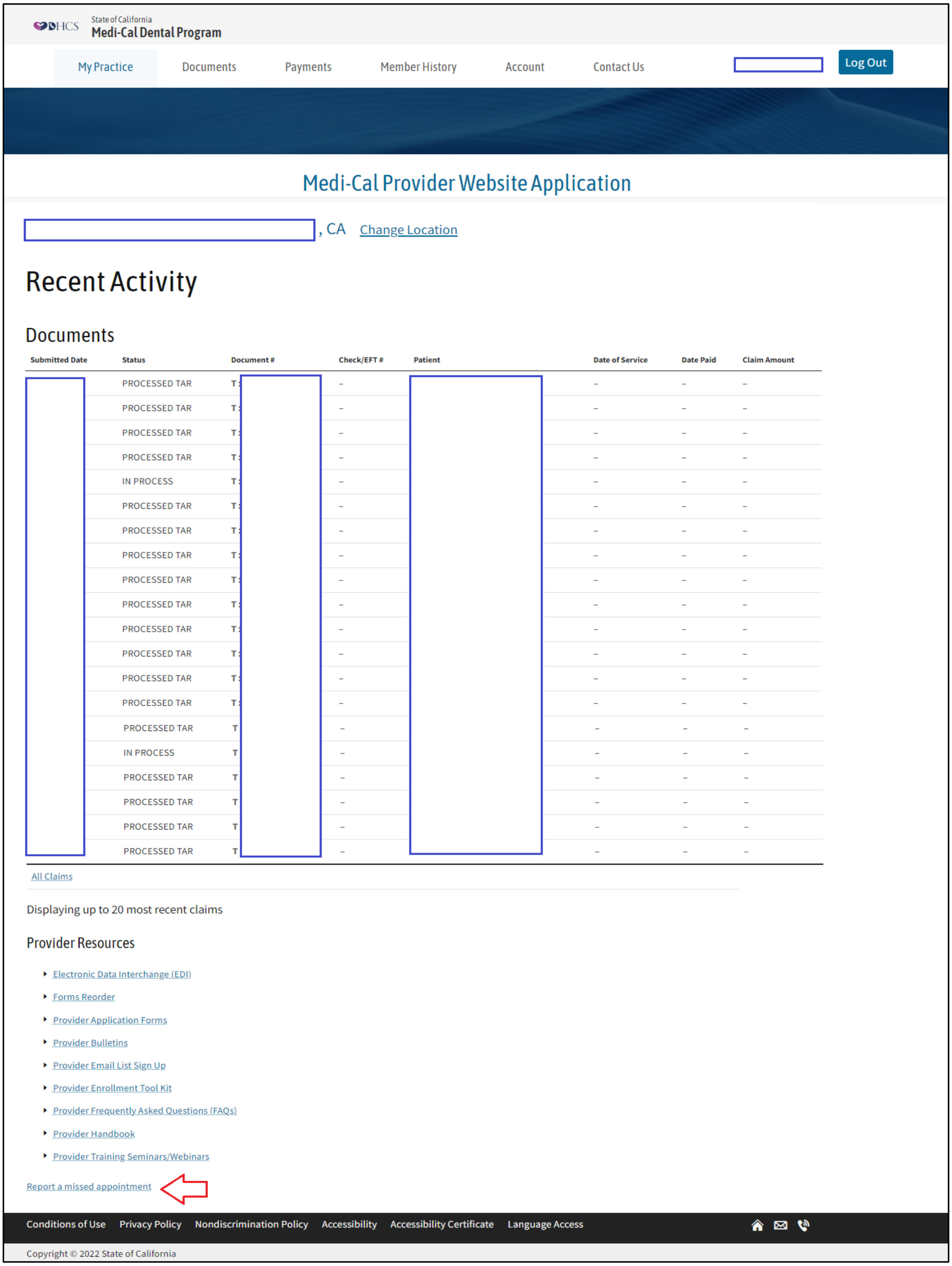
7 Reporting a Missed Appointment Feature

You can report any missed member appointments to Medi-Cal Staff through a link available on your “My Practice” page (see Fig: 7.a).

Click the “Report a missed appointment” link to go the “Missed Appointment Notification” form page. Some provider details auto populate; however, auto populated information can be changed, if needed. Complete the Member Information correctly. Indicate if the member has missed any prior appointments and select the verification statement. Click the “Send” button to submit the form (see Fig: 7.b).

Auto populated fields will have values entered during registration. Billing NPI Number / Medi-Cal Provider ID field will be auto populated depending on the data used by provider during registration. If you register using your Billing NPI Number, your Billing NPI Number will be displayed. If you register using your Medi-Cal provider ID, your Medi-Cal Provider ID will be displayed. (see Fig: 7.b and 7.c)

Missed appointment form is seen in the below Figure 7.b and continued in Fig: 7.c.



DHCS State of California Medi-Cal Dental Program

My Practice | Documents | Payments | Member History | Account | Contact Us | Log Out

Medi-Cal Provider Website Application

, CA Change Location

Recent Activity

Documents

Submitted Date	Status	Document #	Check/EFT #	Patient	Date of Service	Date Paid	Claim Amount
	PROCESSED TAR	T	–		–	–	–
	PROCESSED TAR	T	–		–	–	–
	PROCESSED TAR	T	–		–	–	–
	PROCESSED TAR	T	–		–	–	–
	IN PROCESS	T	–		–	–	–
	PROCESSED TAR	T	–		–	–	–
	PROCESSED TAR	T	–		–	–	–
	PROCESSED TAR	T	–		–	–	–
	PROCESSED TAR	T	–		–	–	–
	PROCESSED TAR	T	–		–	–	–
	PROCESSED TAR	T	–		–	–	–
	PROCESSED TAR	T	–		–	–	–
	PROCESSED TAR	T	–		–	–	–
	PROCESSED TAR	T	–		–	–	–
	PROCESSED TAR	T	–		–	–	–
	IN PROCESS	T	–		–	–	–
	PROCESSED TAR	T	–		–	–	–
	PROCESSED TAR	T	–		–	–	–
	PROCESSED TAR	T	–		–	–	–
	PROCESSED TAR	T	–		–	–	–

All Claims

Displaying up to 20 most recent claims

Provider Resources

- Electronic Data Interchange (EDI)
- Forms Reorder
- Provider Application Forms
- Provider Bulletins
- Provider Email List Sign Up
- Provider Enrollment Tool Kit
- Provider Frequently Asked Questions (FAQs)
- Provider Handbook
- Provider Training Seminars/Webinars

Report a missed appointment

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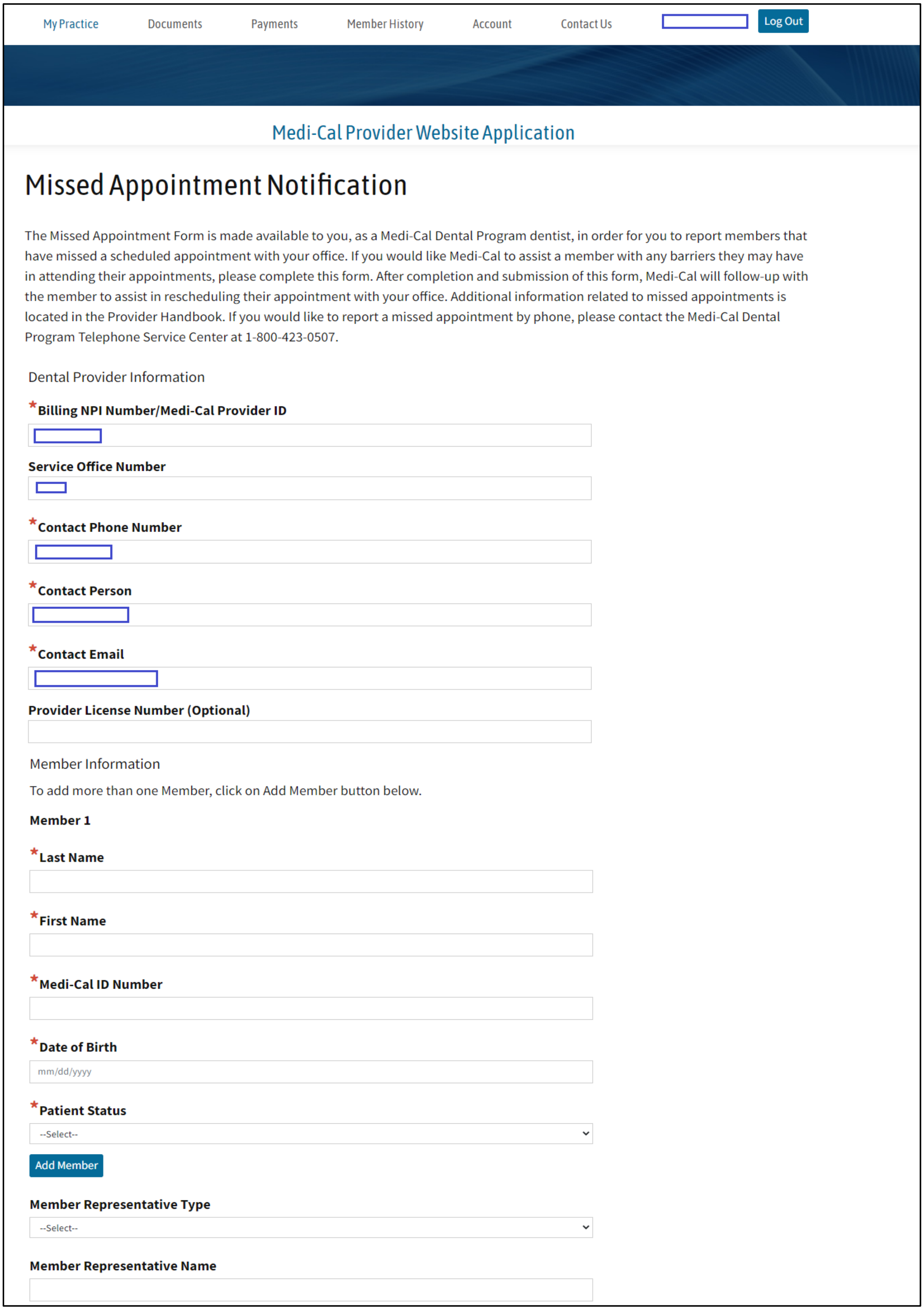
Fig: 7.a: Provider Website – Missed Appointment Link on the My Practice Page



My Practice Documents Payments Member History Account Contact Us Log Out

Medi-Cal Provider Website Application

Missed Appointment Notification

The Missed Appointment Form is made available to you, as a Medi-Cal Dental Program dentist, in order for you to report members that have missed a scheduled appointment with your office. If you would like Medi-Cal to assist a member with any barriers they may have in attending their appointments, please complete this form. After completion and submission of this form, Medi-Cal will follow-up with the member to assist in rescheduling their appointment with your office. Additional information related to missed appointments is located in the Provider Handbook. If you would like to report a missed appointment by phone, please contact the Medi-Cal Dental Program Telephone Service Center at 1-800-423-0507.

Dental Provider Information

***Billing NPI Number/Medi-Cal Provider ID**

Service Office Number

***Contact Phone Number**

***Contact Person**

***Contact Email**

Provider License Number (Optional)

Member Information

To add more than one Member, click on Add Member button below.

Member 1

***Last Name**

***First Name**

***Medi-Cal ID Number**

***Date of Birth**

mm/dd/yyyy

***Patient Status**

--Select--

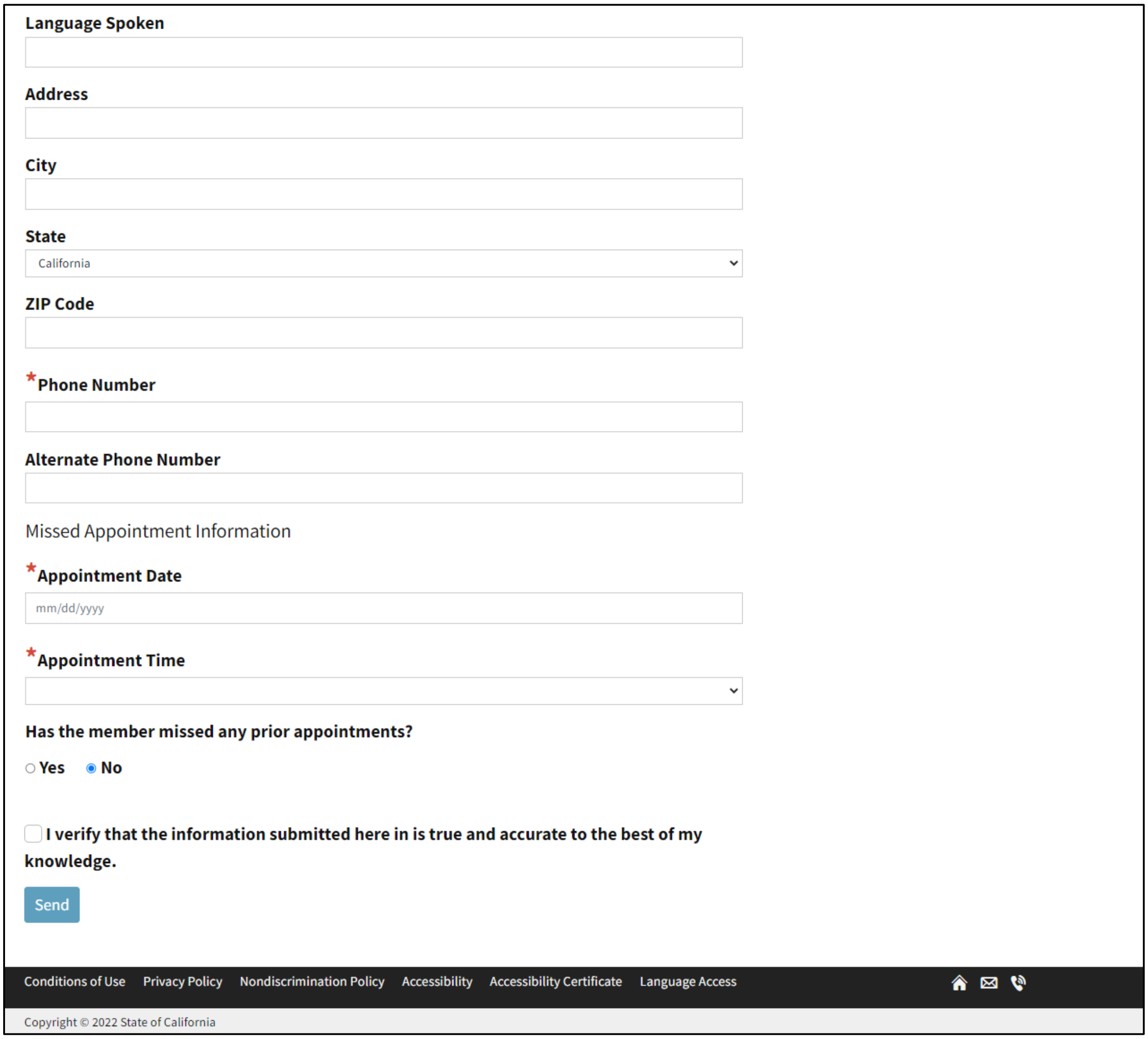
Add Member

Member Representative Type

--Select--

Member Representative Name

Fig: 7.b: Provider Website – Missed Appointment Form (A)



Language Spoken

Address

City

State

California

ZIP Code

***Phone Number**

Alternate Phone Number

Missed Appointment Information

***Appointment Date**

mm/dd/yyyy

***Appointment Time**

Has the member missed any prior appointments?

○ **Yes** ◉ **No**

☐ **I verify that the information submitted here in is true and accurate to the best of my knowledge.**

Send

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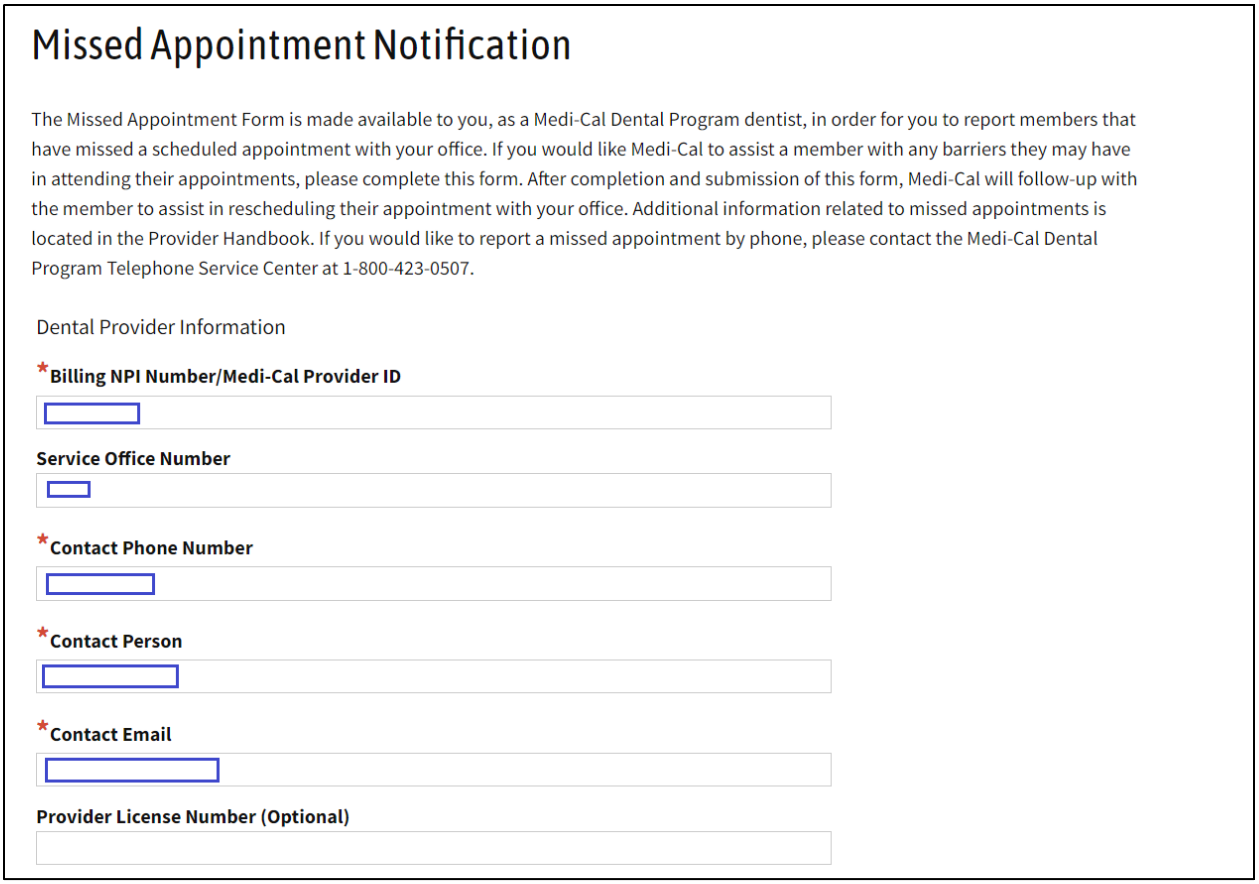
Fig: 7.c: Provider Website – Missed Appointment Form (B)

Detailed fields of missed appointment form are described below.

(Fig: 7.d, 7.e, 7.f, 7.g).

Auto populated Provider Information:



Missed Appointment Notification

The Missed Appointment Form is made available to you, as a Medi-Cal Dental Program dentist, in order for you to report members that have missed a scheduled appointment with your office. If you would like Medi-Cal to assist a member with any barriers they may have in attending their appointments, please complete this form. After completion and submission of this form, Medi-Cal will follow-up with the member to assist in rescheduling their appointment with your office. Additional information related to missed appointments is located in the Provider Handbook. If you would like to report a missed appointment by phone, please contact the Medi-Cal Dental Program Telephone Service Center at 1-800-423-0507.

Dental Provider Information

***Billing NPI Number/Medi-Cal Provider ID**

Service Office Number

***Contact Phone Number**

***Contact Person**

***Contact Email**

Provider License Number (Optional)

Fig: 7.d: Provider Website – Missed Appointment Form: Auto Populated Fields – Provider Information

Provider can add members by clicking “Add Member” button. Providers can add up to 10 members in one form. These members can be removed by clicking “Remove Member” button. Details like First Name, Last Name, Medi-Cal ID Number, Date of Birth and Patient Status are mandatory fields. Patient Status field will have valued ‘Existing Patient’ and ‘New Patient’. (Fig: 7.e)

Member Representative Type and Member Representative Name and Language Spoken are optional fields. (Fig: 7.e)

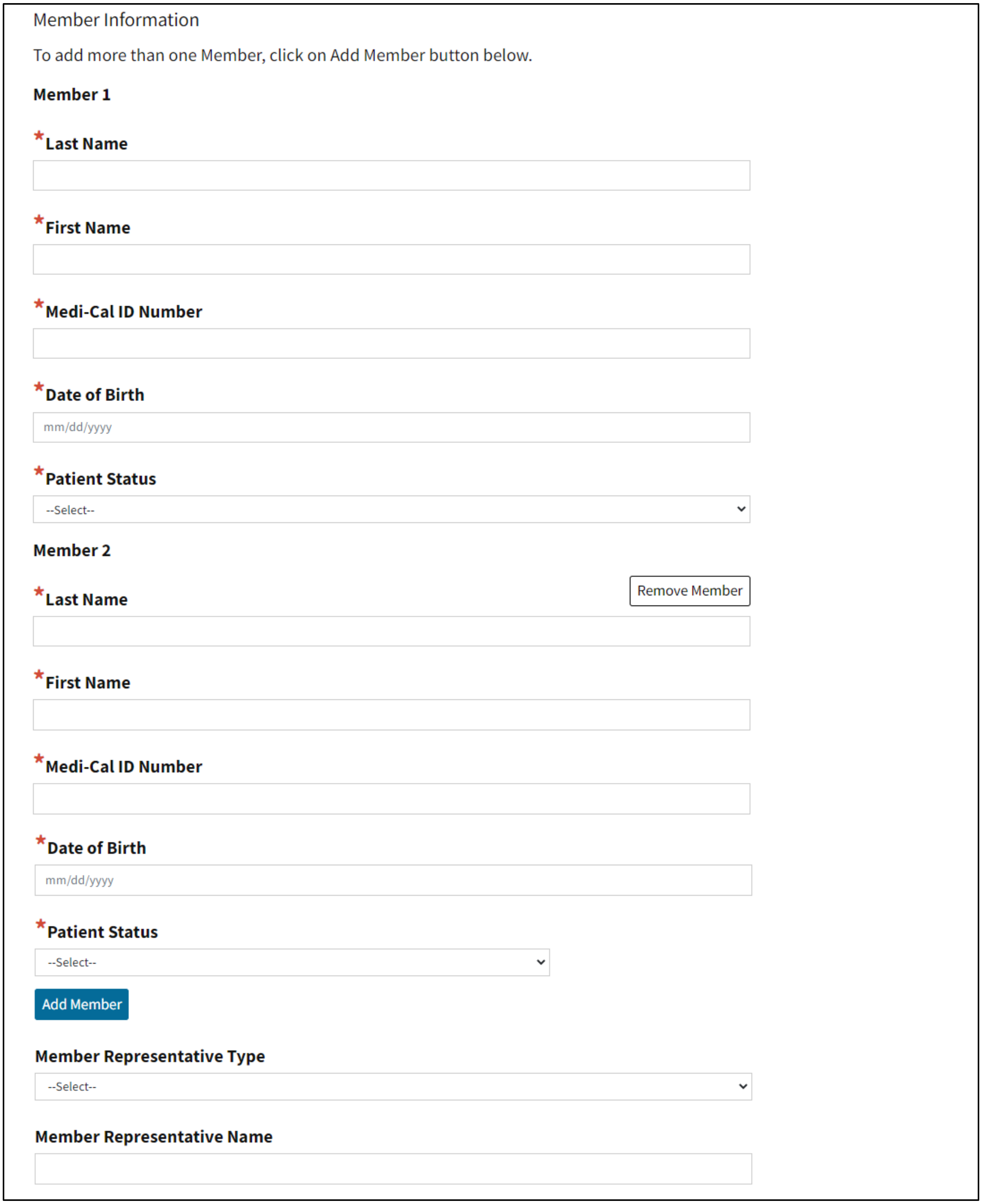
If a provider wants to enter Member Representative Type, they must select any one option from the drop down provided. Values in the drop down are as follows: (Fig: 7.e)

- Self
- Father
- Mother
- Legal Guardian

All other member details like address are to be filled in. These fields are again optional, apart from member phone number (Fig: 7.f)

Details related to the missed appointment like missed apppointment date, time , number of visits missed are to be entered too. (Fig: 7.f)

Click the “Send” button to trigger an email. (see Fig: 7.f).



Member Information

To add more than one Member, click on Add Member button below.

Member 1

***Last Name**

***First Name**

***Medi-Cal ID Number**

***Date of Birth**

mm/dd/yyyy

***Patient Status**

--Select--

Member 2

Remove Member

***Last Name**

***First Name**

***Medi-Cal ID Number**

***Date of Birth**

mm/dd/yyyy

***Patient Status**

--Select--

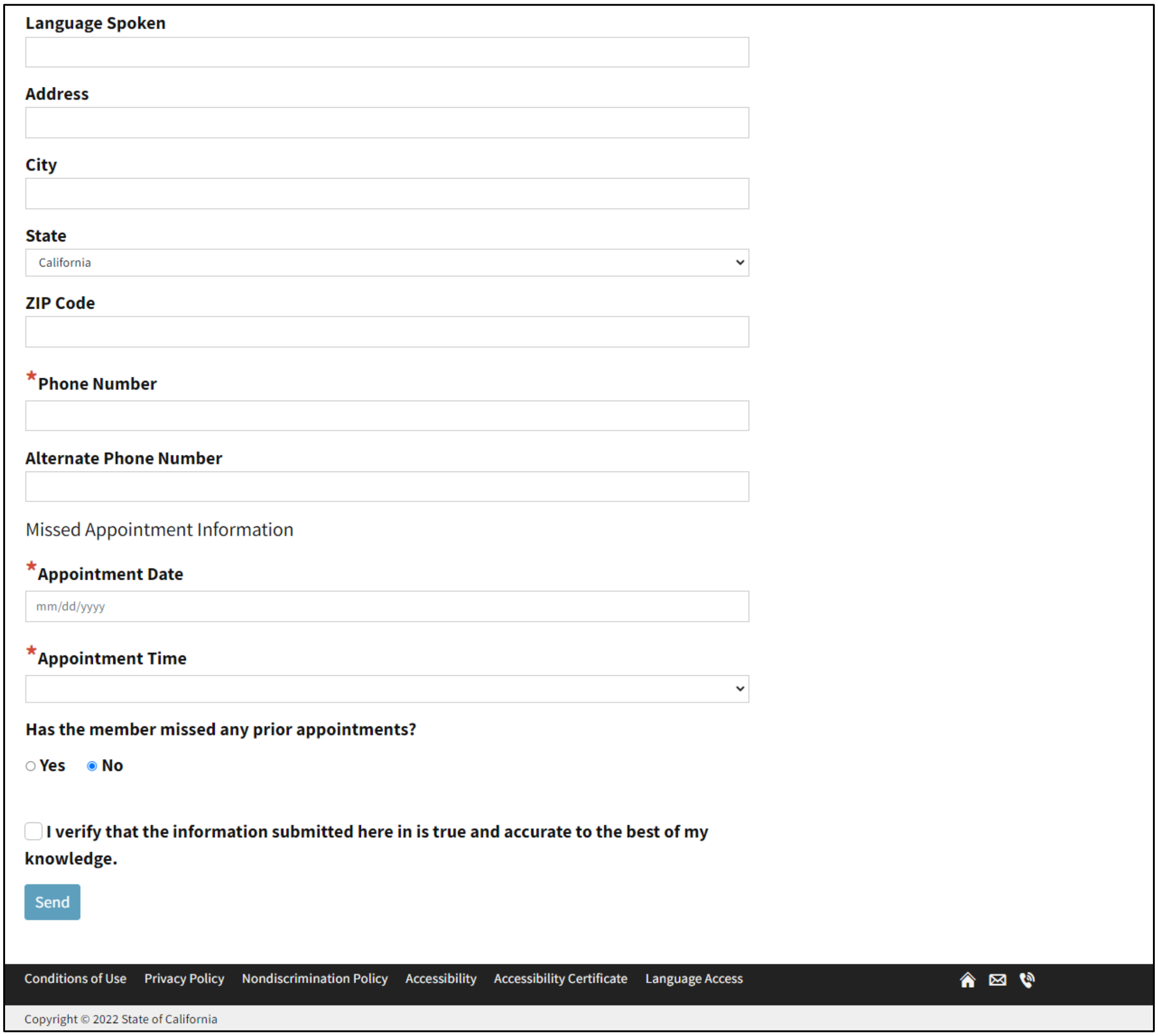
Add Member

Member Representative Type

--Select--

Member Representative Name

Fig: 7.e: Provider Website – Missed Appointment Form: Member Information – Add Member



Language Spoken

Address

City

State

California

ZIP Code

***Phone Number**

Alternate Phone Number

Missed Appointment Information

***Appointment Date**

mm/dd/yyyy

***Appointment Time**

Has the member missed any prior appointments?

○ **Yes** ◉ **No**

☐ **I verify that the information submitted here in is true and accurate to the best of my knowledge.**

Send

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Fig: 7.f: Provider Website – Missed Appointment Form: Member Information and Missed Appointment details

An email is sent to the provider with details entered in the missed appointment form.

(See Fig: 7.g)

Missed Appointment submitted by [redacted]

Field Name	Details	
Billing NPI Number/Medi-Cal Provider ID	[redacted]	
Service Office Number	[redacted]	
Contact Phone Number	[redacted]	
Contact Person	[redacted]	
Contact Email	[redacted]	
Provider License Number		
Member Information		
Member 1	Member's Last Name	test
	Member's First Name	test
	Medi-Cal ID Number	111[redacted]
	Date of Birth	[redacted]
	Patient Status	Existing Member
Member 2	Member's Last Name	[redacted]
	Member's First Name	[redacted]
	Medi-Cal ID Number	111[redacted]
	Date of Birth	[redacted]
	Patient Status	New Member
Member's Representative Type	[redacted]	
Member's Representative Name	[redacted]	
Language Spoken		
Address		
City		
State	CA	
Zip code		
Phone Number	[redacted]	
Alternative Phone Number		
Appointment Date	06/22/2020	
Appointment Time	06:00 AM	
Prior Appointments	No	
Missed Visits		
Notes		

Fig: 7.g: Provider Website – Missed Appointment Details sent in an email

7.1 Scenario 1: If Provider enters invalid details in the Missed Appointment Form.

The fields with a red asterisk (*) are mandatory fields. If you do not enter the details in these fields, an error message displays (see Fig: 7.1.h).

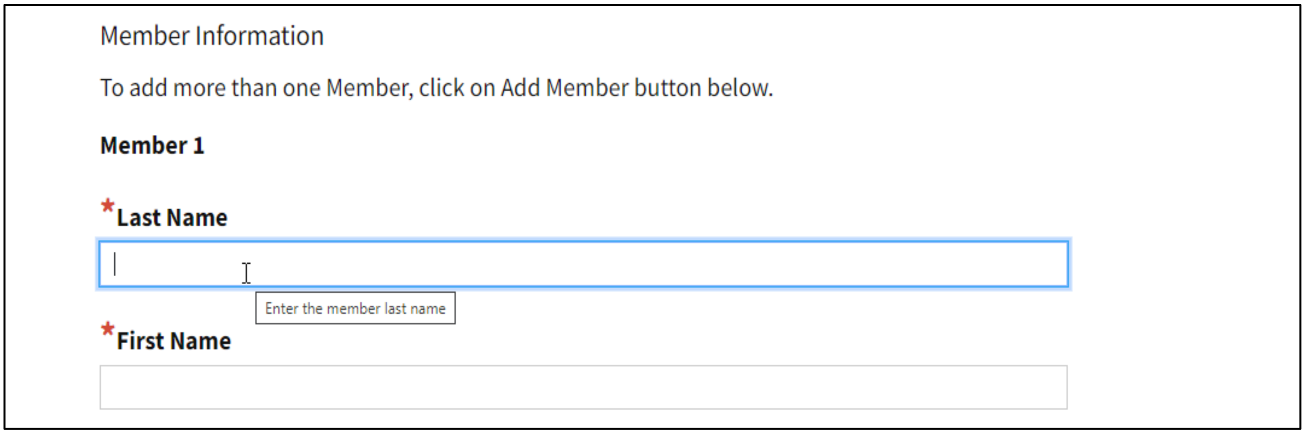


Fig: 7.1.h: Provider Website – Missed Appointment Form – Details not Entered Error

Below fields are not mandatory fields. But if you select Member Representative type from the drop down, Member Representative Name turns in to a mandatory field. (See Fig: 7.1.i)

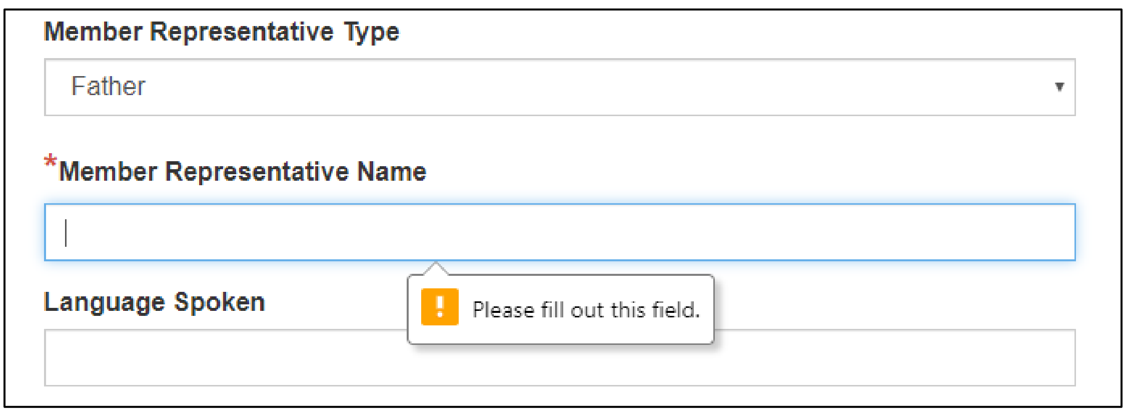


Fig: 7.1.i: Provider Website – Missed Appointment Form – When Member Representative Type Entered

And if member enters name in Member Representative Name field, Member Representative Type turns in to a mandatory field. (See Fig: 7.1.j)

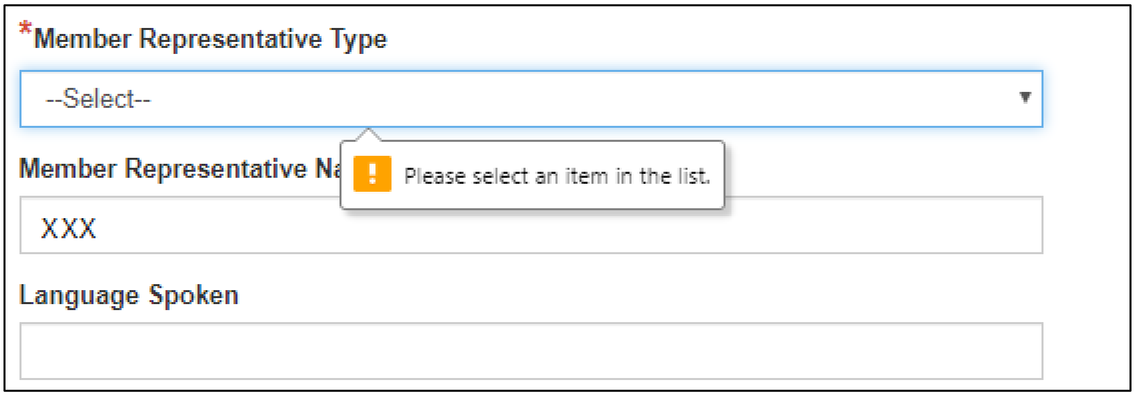


Fig: 7.1.j: Provider Website – Missed Appointment Form – When Member Representative Name Entered

If you enter details that do not match the field's format, an error message displays (see Fig: 7.1.k (1) and 7.1.k (2)).

Medi-Cal ID Number allows Alphanumeric values. This field allows all numbers but NOT all characters.

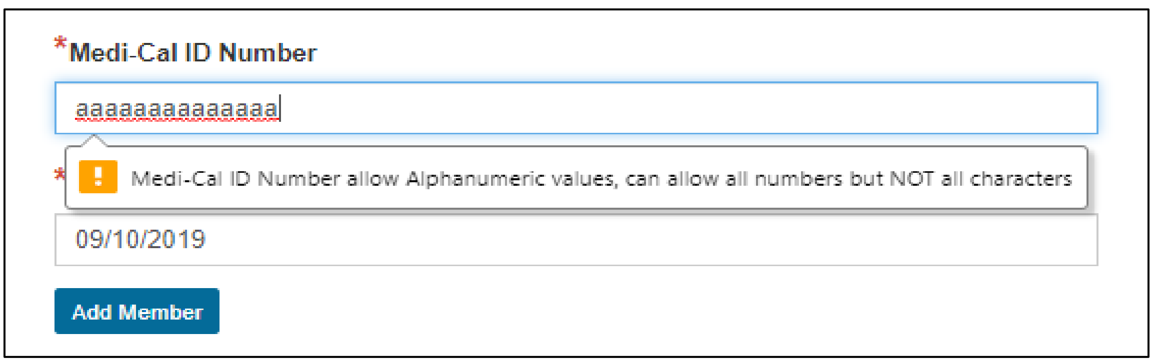


Fig: 7.1.k (1): Provider Website – Missed Appointment Form – Invalid Details Entered (Medi-Cal ID Number)

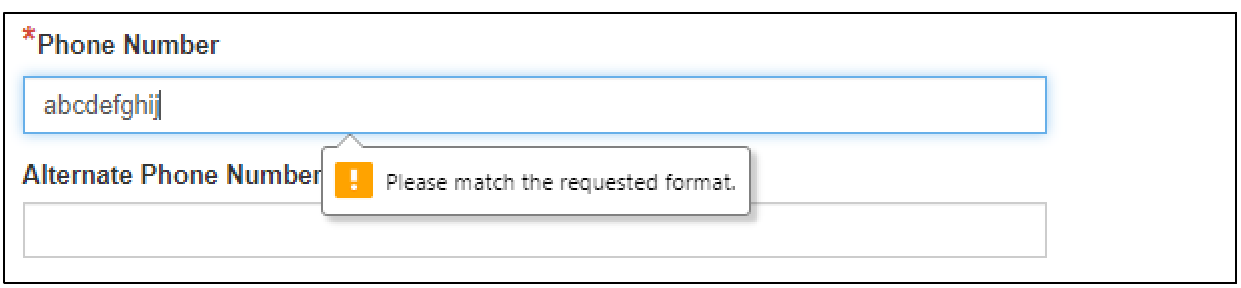


Fig: 7.1.k (2): Provider Website – Missed Appointment Form – Invalid Details Entered (Phone Number)

8 Provider Resources

You can access Medi-Cal site links from your secure area. This list of external links is available in the Provider Resources section of the “My Practice” tab (see Fig: 8.a).

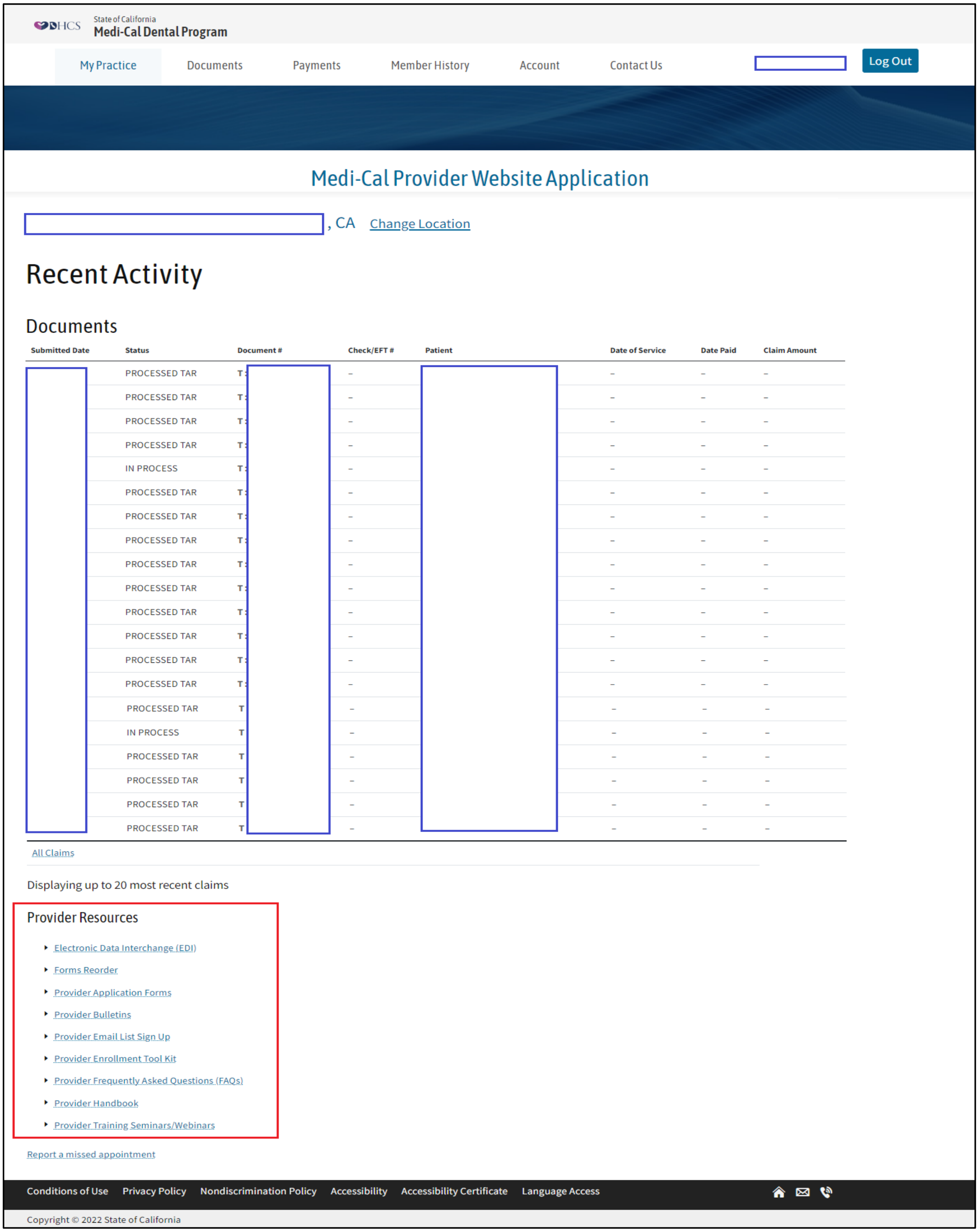
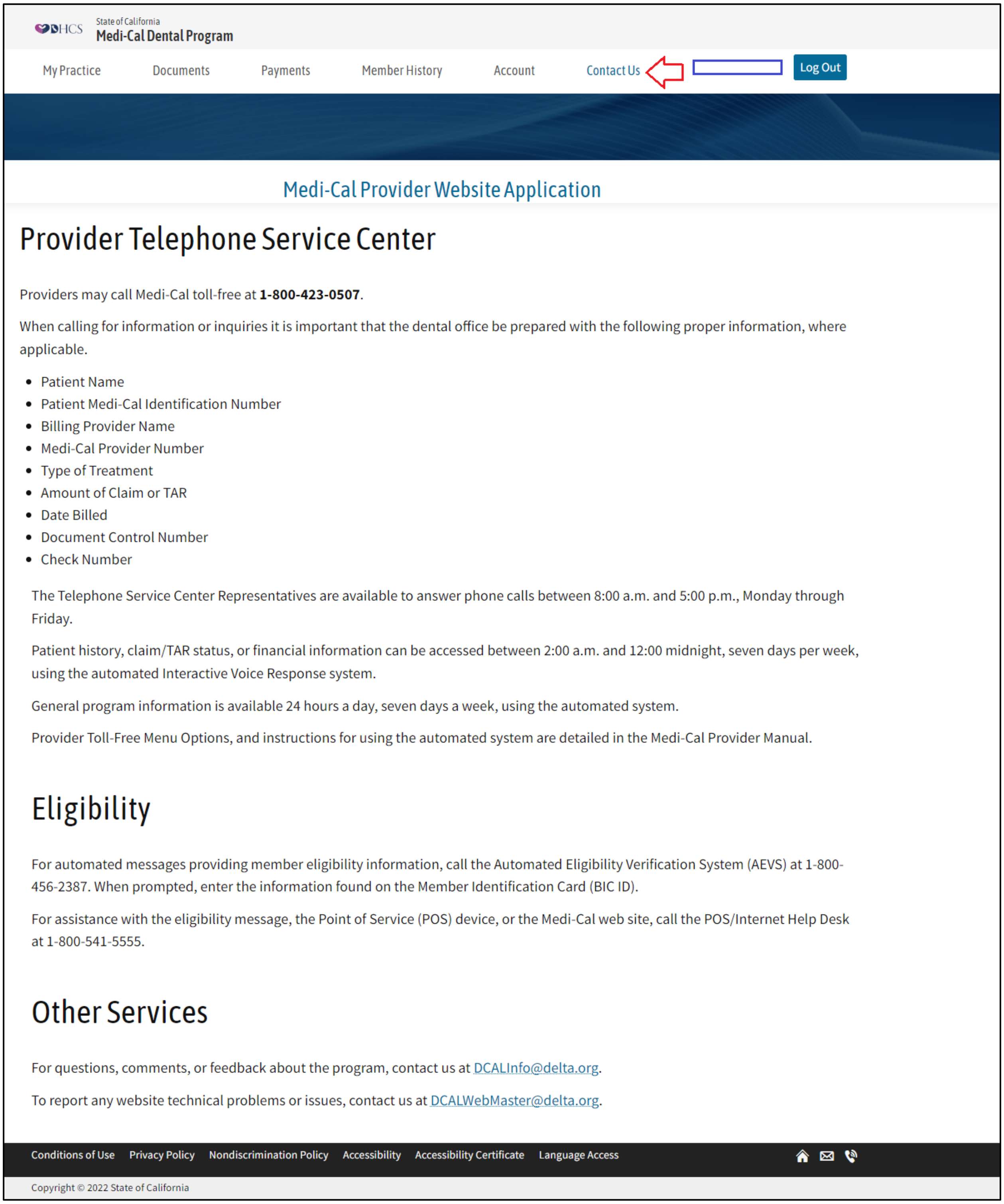


Fig: 8.a: Provider Website – Provider Resources – Links on the My Practice Tab

9 Contact Us Page

Medi-Cal providers can view the ‘Contact Us’ page for getting Medi-Cal’s toll-free number or any reference email addresses.



Provider Telephone Service Center

Providers may call Medi-Cal toll-free at **1-800-423-0507**.

When calling for information or inquiries it is important that the dental office be prepared with the following proper information, where applicable.

- Patient Name
- Patient Medi-Cal Identification Number
- Billing Provider Name
- Medi-Cal Provider Number
- Type of Treatment
- Amount of Claim or TAR
- Date Billed
- Document Control Number
- Check Number

The Telephone Service Center Representatives are available to answer phone calls between 8:00 a.m. and 5:00 p.m., Monday through Friday.

Patient history, claim/TAR status, or financial information can be accessed between 2:00 a.m. and 12:00 midnight, seven days per week, using the automated Interactive Voice Response system.

General program information is available 24 hours a day, seven days a week, using the automated system.

Provider Toll-Free Menu Options, and instructions for using the automated system are detailed in the Medi-Cal Provider Manual.

Eligibility

For automated messages providing member eligibility information, call the Automated Eligibility Verification System (AEVS) at 1-800-456-2387. When prompted, enter the information found on the Member Identification Card (BIC ID).

For assistance with the eligibility message, the Point of Service (POS) device, or the Medi-Cal web site, call the POS/Internet Help Desk at 1-800-541-5555.

Other Services

For questions, comments, or feedback about the program, contact us at DCALInfo@delta.org.

To report any website technical problems or issues, contact us at DCALWebMaster@delta.org.

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Fig: 9.a: Provider Website – Contact Us Page

Reference List:

- **Provider Toll Free Line:** 1-800-423-0507
- **For questions, comments or feedback** about the program contact: DCALInfo@delta.org
- **To report any website technical problems or issues** contact: DCALWebMaster@delta.org