



Date

Member Name

Address

Address

Service Form Number:

Dear Member:

Thank you for contacting the Medi-Cal Dental program to report a problem with your Medi-Cal Dental provider billing or attempting to charge you for covered dental services. In response, we issued a **Notice of Improper Billing** to the provider. Enclosed is a copy of the letter for your records.

**If you have free Medi-Cal (without a share of cost), the provider is not allowed to charge you for covered services.** It is against the law for all Medi-Cal providers (including dentists) to bill Medi-Cal members for services and treatments covered by Medi-Cal.

If the provider continues to bill you for covered benefits, please call (800) 322-6384 and refer to the Service Form Number above for additional help. If you already paid for covered services, we can help you get a refund.

Sincerely,

Medi-Cal Dental Program

Enclosure



Date

Provider Name

Address

Address

Service Form Number: XXXXXXXXXXXXX

Member name: XXXX

Dear Provider:

We received a complaint from the above-named member concerning improper billing and/or the request to collect payment for services provided by you under the Medi-Cal Dental Program.

We are not aware of the circumstances regarding this complaint; however, we must comply with state law and investigate the complaint.

As a Medi-Cal provider, you are prohibited from billing or collecting money from a Medi-Cal member for services that meet the Early & Periodic Screening, Diagnostic and Treatment criteria, and services included in the Medi-Cal Dental Program scope of benefits, except for members who have a share-of-cost. (California Code of Regulations, Title 22 Section 51002).

We must reply to the complaint immediately. Please call (800) 423-0507 as soon as possible with any information related to this complaint and reference the Service Form Number above.

Thank you for your continued participation in the Medi-Cal Dental Program and for responding timely to this inquiry.

Sincerely,

Provider Services Group  
Medi-Cal Dental Program