Denti-Cal
California Medi-Cal Dental

Bulletin

January 2017
Volume 33, Number 1

This Issue:

Training Seminars

Reserve an available spot for one of our open training seminars.

Roseville
Workshop/D642 - Jan. 12, 2017

Modesto
Workshop/D643 - Jan. 25, 2017

Provider Enrollment Assistance Line

Speak with an Enrollment Specialist.
Go here for more information!

Wednesday, Jan. 18, 8 am - 4 pm.

Outreach Mailing for Non-Utilizing Beneficiaries under the Age of Four

Beginning January 2017, Denti-Cal will launch a campaign to engage over 550,000 non-utilizing Denti-Cal beneficiaries under the age of four who have not had a dental visit in the past 12 months. The campaign combines mailings and call reminders, encouraging the parents/guardians of Denti-Cal beneficiaries, under the age of four, to schedule an appointment with a dentist enrolled in the Denti-Cal program. During the campaign, which is slated to last six weeks, providers might see an increase in appointment requests from beneficiaries. The Medi-Cal Dental Program would like to remind our providers to review the revised dental periodicity schedule provided in this publication as it contains recommendations for dental procedures that young children should receive and the age at which young children should receive those dental procedures.

To maximize the effectiveness of this campaign, Denti-Cal encourages providers to take advantage of the free referral service for accepting Denti-Cal beneficiaries. If you are a provider interested in this service, or need to update the information currently on file, please fill out the Medi-Cal Dental Patient Referral Service Form. Complete the form in one of the following ways:

♦ Complete the form electronically and submit it via e-mail to Denti-CalEnrollmentDept@delta.org

♦ Fax the completed form to 916-631-0672.

♦ Mail the completed form to:

   Denti-Cal
   Attn: Provider Enrollment
   P.O. Box 15609
   Sacramento, CA 95852-0609

♦ Call the Denti-Cal Provider Customer Service line at 1-800-423-0507 and an agent will assist you in completing the form.

For questions, please contact the Denti-Cal Provider Customer Service line at 1-800-423-0507.

Verifying Beneficiary Identification

Denti-Cal would like to remind providers that beneficiary eligibility for the Denti-Cal program is determined by a County Social Services office and reported to the State of California. A Medi-Cal Beneficiary Identification Card (BIC) is issued to beneficiaries who are eligible for Medi-Cal benefits. While the BIC serves as a permanent identification for a Medi-Cal beneficiary, possession of the card does not guarantee eligibility for Medi-Cal benefits.

Providers are reminded to always verify eligibility prior to rendering services. Providers may access the Medi-Cal Automated Eligibility Verification System, the Point of Service (POS) device, or the Medi-Cal website (www.medi-cal.ca.gov), and may, with the beneficiary's approval, use the beneficiary's Social Security Number (SSN) to verify eligibility. Please note that verifying eligibility on the Internet or the POS device does require providers to complete and mail the Medi-Cal Point of Service (POS) Network/Internet Agreement to the POS/Internet Help Desk. **Being aware that a beneficiary's SSN is an allowable method to verify Medi-Cal eligibility is especially important when providing necessary services to foster children whose foster parents may not have received the child's BIC.** Verification of eligibility can be made by calling the Medi-Cal Automated Eligibility Verification System (AEVS) at 1-800-456-AEVS (2387).

If the beneficiary is unknown to the provider, the provider is required to make "good faith" effort to verify the beneficiary's identification by matching the name and signature on the Medi-Cal issued ID to that on a valid photo identification (a California driver's license, an ID card issued by the Department of Motor Vehicles, or any other document which appears to validate and establish identity). Providers must retain a copy of this identification in the beneficiary's records.

In accordance with "Section 4- Treating Beneficiaries" of the Provider Handbook, no identification verification is required in certain circumstances. Identification verification is not required when:

♦ The beneficiary is 17 years of age or younger;

♦ The beneficiary is receiving emergency services;

♦ The beneficiary is a resident in a long-term care facility.

A Medi-Cal eligible beneficiary may receive dental services provided under the Denti-Cal program. However, limitations or restrictions of dental services may apply in certain situations to the following individuals:
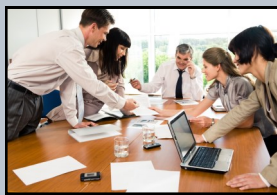
♦ Those enrolled in a dental managed care plan;

♦ Those who are assigned special aid codes;

♦ Those with minor consent restricted service cards.

Please remember that a Medi-Cal beneficiary's eligibility is not necessarily a guarantee of payment by Denti-Cal. All criteria and policies for each procedure must still be met.

For more information on verifying beneficiary identification and Denti-Cal beneficiary eligibility, please refer to the Provider Handbook or call the Denti-Cal Provider Customer Service Line at 1-800-423-0507.

NEED MORE INFORMATION?

Provider Enrollment Workshops

Are you a dental provider who is interested in joining the Denti-Cal program but don't know where to start? Do you have questions about the Denti-Cal enrollment process? Then please drop-in anytime during the hours scheduled below to attend one of our enrollment workshops! Registration is preferred, but not required.

Date/Time:	Location:	County:
Thursday, January 19, 2017 8:00 AM - 4:00 PM Register Now!	Homewood Suites by Hilton San Francisco Airport 2000 Shoreline Court Brisbane, CA 94005	San Francisco County
Friday, January 20, 2017 8:00 AM - 4:00 PM Register Now!	Embassy Suites by Hilton San Rafael Marin County 101 McInnis Parkway San Rafael, CA 94903	Marin County