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MEDI-CAL HAS DENTAL COVERED

Provider Bulletin

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TRAINING SEMINARS

To reserve a spot online or to view a complete list of training seminars, to go the Provider Training Seminar Schedule.

Pasadena: Basic & EDI/D780 June 11, 2019 | 8:00am - 12:00pm

PROVIDER ENROLLMENT ASSISTANCE LINE

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

Available every Wednesday 8am - 4pm

Go Green! Submit Documents Electronically through Electronic Data Interchange

Looking for a way to reduce your carbon footprint? Go paperless with Electronic Data Interchange (EDI). EDI submissions make billing and tracking documents easier and helps maximize practice management system capabilities. You can enroll to participate by visiting this link: EDI program.

Enroll in the EDI program to submit Claims and Treatment Authorization Requests (TARs), Notices of Authorization (NOAs), and Claim Adjustments electronically. As an EDI-enrolled provider, you can also receive NOAs, Resubmission Turnaround Documents (RTDs) and Explanation of Benefits (EOB) data electronically.

Medi-Cal Dental (formerly known as Denti-Cal) receives more than 65% of documents electronically. You can determine your own potential cost savings in submitting claims electronically by using the EDI savings calculator available on the National Dental EDI Council website.

Along with EDI documents, Medi-Cal Dental also accepts digitized radiographs and attachments submitted through electronic attachment vendors DentalXChange, National Electronic Attachment, Inc. (NEA), National Information Services (NIS), and Tesia-PCI, LLC.

Additional information can be found in the EDI How-To Guide.

For information on how to enroll in EDI, please contact the Telephone Service Center at (800) 423-0507, or call (916) 853-7373 and ask for EDI Support. EDI-related questions can also be emailed to denti-calEDI@delta.org.

Reminder: Use Current Medi-Cal Dental Forms

Medi-Cal Dental reminds providers to only use current Medi-Cal Dental forms. Please check the revision date on each form to ensure you have the most current versions. For claims, providers should only use forms with a revision date no older than 2013. To decide which claim forms are right for your dental office, refer to the Medi-Cal Dental website Provider Forms page and the Provider Handbook Section - 6 Forms for the latest forms and revision dates.

Please note that the following forms are outdated and no longer accepted by Medi-Cal Dental, regardless of the revision date:

- Treatment Authorization Request (TAR) forms
  - DC-0028
  - DC-0098
- Claim forms
  - DC-009A
  - DC-017A
  - DC-017B

If your dental office has these outdated forms, please recycle them and reorder new ones.

If you need to order new forms, complete and send the Forms Reorder Request form to Medi-Cal Dental. For questions, please call the Telephone Service Center at (800) 423-0507.

Retention of Diagnostic Casts

Medi-Cal Dental reminds providers that they are responsible for keeping original diagnostic casts for orthodontic and implant services during the course of approved treatment. Providers must also keep the diagnostic casts for a minimum of two years after the case is completed.

Diagnostic casts should be properly packaged when submitting to Medi-Cal Dental for review. Careful packaging will ensure that the casts arrive at Medi-Cal Dental in good condition. Casts that have been broken or damaged due to poor packaging cannot be used for processing and will be destroyed. If Medi-Cal Dental receives broken or damaged casts, a Resubmission Turnaround Document (RTD) will be initiated to request new casts, causing further processing delays.

When packaging diagnostic casts:

- Use a box that has sufficient packaging material (such as Styrofoam "peanuts," shredded newspaper, "bubble wrap," etc.)
- Place packaging materials between the upper and lower arches to prevent rubbing and possible chipping and breakage of the teeth

Diagnostic casts should also be clearly labeled with proper identification so they can be matched with the correct Treatment Authorization Request (TAR). This identification should indicate:

- The patient's name

- Client Index Number (CIN) or Benefits Identification Card (BIC) number
- Service office National Provider Identifier (NPI) number

If the casts are received without patient identification, they will be destroyed.

Only duplicate or second pour diagnostic casts should be sent to Medi-Cal Dental. These casts will not be returned. Diagnostic casts of denied cases will be kept in the Medi-Cal Dental office for 30 days following a denial and up to one year off-site to enable the provider to request a reevaluation.

Do not mail diagnostic casts in the same envelope or mailing container as the claim for the diagnostic casts, the Resubmission Turnaround Document (RTD) requesting the diagnostic casts, or the TAR for orthodontic treatment. The diagnostic casts should be packaged separately and mailed to Medi-Cal Dental approximately 5 days prior to mailing the claim, RTD, or TAR to the address on the TAR/Claim form. Unless otherwise directed, do not send casts to alternate addresses as they can be misdirected or lost.

For questions about the retention of diagnostic casts, please refer to the Provider Handbook or call the Telephone Service Center at (800) 423-0507.

Electronic Data Interchange Reminders and Tips

Looking for help with using Electronic Data Interchange? The Electronic Data Interchange (EDI) How-To Guide offers sample reports, examples of electronic Resubmission Turnaround Documents (RTDs) and Notices of Authorization (NOAs), and other helpful hints regarding electronic submission.

EDI Reports

EDI reports offer important information and can help Medi-Cal dental providers track electronically submitted documents. The following reports are available to Medi-Cal dental providers who submit electronically:

- Provider/Service Office Daily EDI Documents Received Today (report ID# CP-O-973-P)
- Provider/Service Office X-Ray/Attachment Request (CP-O-971-P)
- X-Ray/Attachment Labels (CP-O-971-P2)
- Provider/Service Office Daily EDI Documents Waiting Return Information Greater Than 7 Days (CP-O-978-P)
- Notice of Resubmission also referred to as Resubmission Turnaround Document (RTD) (CP-O-RTD-P)
- Notice of Authorization (CP-O-NOA-P)
- Provider/Service Office Document Rejections (CP-O-959-P)

A report acknowledging receipt of EDI documents titled "Provider/Service Office Daily EDI Documents Received Today" is usually made available electronically to providers within 24-48 hours following submission. The other reports listed above may be available for retrieval within the same timeframe. If your office is not receiving reports, you should check with your electronic vendor, clearinghouse or contact EDI Support at (916) 853-7373.

Preparing and Using Labels & Envelopes

Medi-Cal Dental (formerly known as Denti-Cal) advises providers to use the EDI labels and red-bordered x-ray envelopes when responding to x-rays/attachment requests for documents listed on the report titled "Provider/Service Office X-Ray/Attachment Request." Many offices use partially preprinted labels that can expedite the process. These labels will arrive from the Medi-Cal Dental supplier with the provider's Billing National Provider Identifier (NPI) listed as the Medi-Cal Dental Provider ID and with the provider's name and address already imprinted. The label will look like the example shown at the right (without the Medi-Cal Dental DCN). If this type of label is used, <u>the member's first and last name should be written below "Patient MEDS ID". Also, the Base DCN must be written onto the label next to the "Medi-Cal Dental DCN".</u> The eleven-digit Medi-Cal Dental DCN (also referred to as the Base DCN) is found on the Provider/Service Office X-Ray/Attachment Request report (CP-O-971-P).

Other information, such as the Patient MEDS ID, Benefits Identification Card (BIC) or Client Identification Number, and the Provider Document Control Number (PDCN), may be included but is not required.

EDI labels should be affixed to a small or large red-bordered x-ray envelope, placed inside the outlined box:
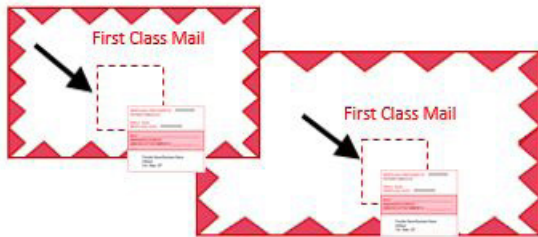
Several EDI x-ray envelopes can be inserted into the largest pre-addressed EDI mailing envelope:

Digitized Images and Attachments

Medi-Cal Dental would like to remind providers that the following documentation related to EDI claims and Treatment Authorization Requests (TARs) can be submitted electronically through DentalXChange, National Electronic Attachment, Inc. National Information Services, or Tesia Clearinghouse, LLC web sites:

Images That CAN Be Transmitted:	Images That CANNOT Be Transmitted:

• Documentation related to claims and TARS to be submitted electronically:
    * Radiographs
    * Justification of Need for Prosthesis Forms (DC054)
    * Photos
    * Narrative documentation (surgical reports, etc.)
	• Any documentation related to claims and TARs submitted on paper.
	 • Claim Inquiry Forms (CIFs)*
	 • RTDs issued for paper or EDI documents
	 • NOAs issued for paper or EDI documents

*Digitized image reference numbers may be handwritten on CIFs that must be mailed.

When submitting full mouth series or panoramic radiograph, "R/L" depicts the patient's right/left. When submitting periapical radiographs, please indicate the individual tooth number(s).

Please do not return a NOA for payment as a digitized attachment. If supported by the vendor, providers have the option of submitting the electronic NOA electronically or submitting it by mail for payment.

For questions or information on how to enroll to submit electronically, please contact the Telephone Service Center at (800) 423-0507 or EDI Support at (916) 853-7373. EDI-related questions can also be e-mailed to denti-caledi@delta.org.

To enroll to submit electronically, select this link for an EDI Enrollment Packet.

June is Scleroderma Awareness Month

This June, Medi-Cal Dental observes Scleroderma Awareness Month. Scleroderma is a rare autoimmune disease with no known cause or cure. Symptoms of scleroderma include hardening skin, stiff joints, digestive issues, lung scarring, kidney failure, and in the worst cases, death. The disease can also impact oral health. According to the Scleroderma Foundation, people with scleroderma are more likely to be affected by dental conditions such as small mouth, dry mouth, jaw pain, and gum disease. People with scleroderma should visit and communicate with their dentist frequently to help treat these symptoms.

The Scleroderma Foundation, Scleroderma Canada, and the Scleroderma Research Foundation's Scleroderma Aware aims to raise global awareness of the disease and increase funding for research into a cure. Scleroderma Aware's slogan is "Hard word. Harder disease." During Scleroderma Awareness Month, Scleroderma Aware is asking people to spread the word about the disease on social media using ready-made posts and the hashtag #hardword. For more information and ways to get involved, check out the Scleroderma Aware site.

June is Oral Health Month

As part of Oral Health Month, Medi-Cal Dental encourages you to educate Medi-Cal members on the importance of oral health. Poor oral health can negatively impact a person's overall physical and mental well-being. Promoting regular dental checkups and preventive treatment are just a few ways you can support members in developing and maintaining good dental habits.

Tell our members that Medi-Cal Dental offers helpful tools and resources for them on SmileCalifornia.org.

By clicking the Members link at the top of the homepage, members can find:

- Smile, California videos
- Medi-Cal Dental materials, including:
    - Brochures and flyers
    - Fotonovelas
    - Member Handbook
    - Molar Sealant informational sheet
    - Translation help
- Fun activities for kids
- Member Bulletins
- Events schedule

Providers can also click the Partners & Providers link at the top of the homepage to access:

- Smile Alert email sign up
- Media materials
- Referral events
- Social media kit and images
- Videos for members
- Informational webinars
- PowerPoint presentations for members
- Smile, California logo and brand guidelines

Check the Smile, California website regularly for more ways to engage and educate Medi-Cal members.