



# Provider Bulletin

AUGUST 2019  
Volume 35, Number 26



## THIS ISSUE

- pg 1 Important: Submitting a Notice of Authorization
- pg 2 Medi-Cal Dental Program Terminology Updates

## TRAINING SEMINARS

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

## PROVIDER ENROLLMENT ASSISTANCE LINE

Speak with an Enrollment Specialist. Go [here](#) for more information.

Available every Wednesday  
8am - 4pm

## Important: Submitting a Notice of Authorization (NOA)

To avoid processing delays, the Medi-Cal Dental Program requests that providers and their dental offices follow these Notice of Authorization (NOA) submission guidelines.

### Do not alter the DCN at the top of the NOA.

When submitting a NOA, providers and their dental offices should not alter the Document Control Number (DCN) at the top of the NOA. Examples of alterations include punching holes, taping, and writing over the DCN. When alterations are made, the DCN may become unreadable. Delays in processing can occur if a NOA is submitted with an altered or unreadable DCN. If a provider or their dental office staff needs to punch holes in a NOA, they may turn the NOA upside down and punch holes on the bottom, where a NOA does not contain important information.

### Do not submit incomplete NOAs.

NOAs submitted to Medi-Cal Dental for processing should only be sent when all authorized treatment has been completed. Providers should mark the delete box on the NOA for any treatment that was authorized and will not be completed. Processing delays may also occur if additional treatment is added on the NOA.

### Do not submit copies of NOAs.

Medi-Cal Dental does not accept copies of NOAs; providers must send in the original NOA. If a provider or their dental office needs a duplicate NOA sent to their office, they may call the Telephone Service Center (TSC) at (800) 423-0507 to request a reprint.

For more information about how to submit a NOA, please refer to Provider Handbook [Section 6 - Forms, page 6-13](#). For questions, please call the TSC at (800) 423-0507.

*Continued on pg 2*



# Medi-Cal Dental Program Terminology Updates

The Department of Health Care Services (DHCS) is updating Medi-Cal Dental Program terminology and the DHCS logo across all materials, including the content on the Medi-Cal Dental website. The terminology changes do not impact the Program’s policy or criteria, and providers will not experience any interruptions due to these updates.

The purpose of updates such as changing “Denti-Cal” to “Medi-Cal Dental” is to align the program name with the Medi-Cal program of which it is a part of. DHCS aims to make it clear that the dental benefit, previously referred to as Denti-Cal, is not separate from the Medi-Cal program and that people enrolled in Medi-Cal may also be eligible to receive dental benefits through the Medi-Cal Dental Program. DHCS encourages providers to adopt the new terminology when discussing Medi-Cal dental benefits with their patients to familiarize both providers and patients with the most current terms.

Updates to materials and to the Medi-Cal Dental website will happen incrementally. Providers will begin to see the term Medi-Cal Dental used in many materials, such as letters, notices, forms, and the Provider Handbook. The Telephone Service Center will also begin using the updated verbiage during phone calls with providers.

Below is a list of all new and updated Program terminology:

New Terminology	Old Terminology	Definition
Medi-Cal Dental	Denti-Cal	Fee-For-Service
Medi-Cal Dental Program	Denti-Cal	The Medi-Cal Dental Program refers to both Fee-For-Service and Dental Managed Care
Medi-Cal dental provider	Denti-Cal provider	A dental provider enrolled in the Medi-Cal Dental Program
Medi-Cal dentist	Denti-Cal provider	A dentist enrolled in the Medi-Cal Dental Program
Medi-Cal member	Denti-Cal beneficiary	A person who is enrolled in the Medi-Cal program and is eligible for dental benefits
<i>Smile, California</i>	N/A	Medi-Cal Dental’s efforts to increase awareness and utilization of the dental benefit

Below are the new DHCS Medi-Cal Dental and *Smile, California* logos you will see in materials:

