



# Provider Bulletin

NOVEMBER 2019  
Volume 35, Number 32



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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](#).

## PROVIDER ENROLLMENT ASSISTANCE LINE

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

Available every Wednesday  
8am - 4pm

# Update: Disaster Assistance for Members and Dental Offices Impacted by Fires and Extreme Fire Weather Conditions

**Note:** This article updates the disaster assistance information that last appeared in Provider Bulletin [Volume 35, Number 3](#) with Governor Newsom’s latest proclamation of a statewide state of emergency due to the fires and extreme fire weather conditions. This bulletin also clarifies documentation requirements. Providers should refer to this revised article when submitting claims for the replacement of removable dental appliances.

The Department of Health Care Services (DHCS) will allow member and provider processing exceptions to expedite replacement of removable dental appliances for those impacted by the recent fires, extreme fire weather conditions or public safety power shutoff in California. Removable dental appliances include orthodontic retainers, space maintainers, partial and full dentures, and temporomandibular joint appliances fabricated by professionals which may be removed and inserted by the member.

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### **Will prior authorization be waived?**

Claims will be accepted without requiring prior authorization and will not be rejected due to frequency limitations for subsequent removable appliances for eligible members who are subject to fires and extreme fire weather conditions. Claims for exams and radiographs connected to the removable appliances will also be accepted and will not be rejected due to frequency limitations.

### **What does the claim need to demonstrate?**

The negative impact of the fires or the extreme fire weather conditions alone will meet the criteria of medical necessity.

### **What does the claim need to include?**

Providers are instructed to include the statement “Patient impacted by fires and extreme fire weather conditions and removable appliance was lost” within the comments field on the claim. Damaged appliances will be screened for repair.

### **Will late submission of claims be accepted?**

For Medi-Cal Dental providers that must submit late billing due to the fires, extreme fire weather conditions, or public safety power shutoff, providers are instructed to include the statement “Late claim submission due to the fires, extreme fire weather condition or public safety power shutoff” within the comments field on the claim. Payment for removable appliances that have been fabricated by a lab but cannot be delivered to the member must follow the requirements in the Provider Handbook Section 2, Billing and Payment Policies, Time Limitations for Billing, page 2-19.

Providers are encouraged to monitor the [Medi-Cal Dental website](#) for future updates. Questions regarding this notice may be directed to the Medi-Cal Dental Telephone Service Center (TSC) at (800) 423-0507, Monday through Friday, except holidays.