



# 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](#).

## PROVIDER ENROLLMENT ASSISTANCE LINE

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

Available every Wednesday  
8am - 4pm

## New Diagnostic Cast Submission Requirement

To improve processing times and avoid delays, providers must mail diagnostic casts to Medi-Cal Dental **10 business days** prior to mailing Treatment Authorization Requests (TARs) or Resubmission Turnaround Documents (RTDs). Diagnostic casts (procedure D0470) are required documentation for all handicapping malocclusion treatment plan requests. If a diagnostic cast is submitted late or mailed with the TAR, processing delays will occur and may cause erroneous denials for orthodontic cases.

### Do's:

- Label diagnostic casts with:
  - Member Name
  - Member ID
  - Billing Provider Name
  - Billing Provider National Provider Identifier (NPI)
  - Centric occlusion marked on cast
- Dry, trim, and pack diagnostic casts carefully
- Mail diagnostic casts to the address on TAR or RTD form
- Mail diagnostic casts separately from TARs or RTDs and **10 business days** prior to mailing the TAR or RTD form

### Don'ts:

- Wet diagnostic casts
- Lock bite registration into diagnostic cast teeth
- Mail diagnostic cast to street address

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- Mail TAR, RTD, or Handicapping Labio-Lingual Deviation (HLD) Index forms in the diagnostic cast box
- Write the rendering provider’s Dental License Number on the diagnostic cast

For diagnostic cast submission requirements, please review Provider Handbook [Section 9 – Special Programs](#), page 9-10. For questions, please contact the Telephone Service Center at (800) 423-0507.

## Medi-Cal Dental Billing Materials Update

Provider billing and informational notices are being updated to align with the Medi-Cal Dental terminology and logo as published in the August 2019 Provider Bulletin ([Volume 35, Number 26](#)).

Over the next few months, providers will see a logo and name change on the following materials:

- Billing forms (Treatment Authorization Request (TAR)/claim, Notice of Authorization (NOA), Resubmission Turnaround Document (RTD), etc.)
- Explanation of Benefits (EOBs)
- Envelopes
- Electronic Data Interchange (EDI) labels

**These changes will not impact the Program’s policy or criteria.**

**New logo for billing forms and envelopes:**



**Revised EDI Labels (DC-018A, DC-018B, and DC-018C):**

BILLING NPI:  
PATIENT MEDS ID:

PROV.DCN

BASE DCN:

MEDI-CAL DENTAL USE ONLY

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DC 018A (R 10/19)

**Please note** that spacing has not changed within the labels, and there will be no impact to printing.

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# Medi-Cal Dental to Implement Current Dental Terminology 2019

The Medi-Cal Dental Program is working diligently to update its Current Dental Terminology (CDT) code set from CDT-13 to CDT-19. This update is scheduled to implement in the spring of 2020 and more information will be provided as the release date draws closer.

## Outdated Versions of Treatment Authorization Request (TAR)/Claim Forms No Longer Accepted

Medi-Cal Dental is decommissioning outdated versions of the Treatment Authorization Request (TAR)/Claim form. **Effective January 30, 2020**, providers must use a current version of the TAR/Claim form when submitting to Medi-Cal Dental. The current TAR/Claim form numbers and revision dates are:

- DC -202 (R 08/13) and (R 10/19) - for filling in by hand
- DC-209 (R 07/13) and (R 10/19) - for pin-fed printers
- DC-217 (R 9/13) and (R 10/19) - for laser printers

Providers can confirm that they are using the most current version by checking the revision date at the bottom of the form. If you have outdated TAR/Claim forms in your dental office, please recycle the old forms and reorder new ones.

To order current TAR/Claim forms, please complete and send the Forms Reorder Request form to Medi-Cal Dental. Providers can find the Forms Reorder Request form on the Medi-Cal Dental website [here](#).

For information on how to complete the TAR/Claim form, please refer to the Provider Handbook [Section 6 - Forms](#), pages 6-6 and 6-7. For questions about the TAR/Claim form decommissioning effort, please contact the Telephone Service Center at (800) 423-0507.

## Dental Transformation Initiative (DTI) Resources

The Department of Health Care Services (DHCS) offers many free resources to Medi-Cal dental providers participating or interested in participating in the Dental Transformation Initiative (DTI). **Providers do not need, nor are they required, to pay third parties for information or assistance with opting in to any of part of the DTI.** Instead, providers are encouraged to use the free resources available on the [DTI website](#). This site provides valuable resources and important information about domain criteria, payments,

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methodology, opt-in forms, and more. To stay current on the latest DTI information, providers can also subscribe to the [DTI e-mail list](#).

The fact sheets listed below include specific information about each DTI Domain and how to participate:

- [Domain 1 Fact Sheet](#)
- [Domain 2 Fact Sheet](#)
- [Domain 3 Fact Sheet](#)
- [Domain 4 Fact Sheet](#)

For DTI questions, please send inquiries to [DTI@dhcs.ca.gov](mailto:DTI@dhcs.ca.gov). For Medi-Cal Dental information, please visit the [Medi-Cal Dental website](#).

## November 1st is National Brush Day

National Brush Day encourages kids to brush their teeth twice a day for two minutes because keeping their teeth healthy is one of the best things they can do for their overall health. Originally started in 2012 by the Partnership for Healthy Mouths, Healthy Lives and the Ad Council, National Brush Day aims to encourage kids to maintain good brushing habits, especially after Halloween festivities. Your Medi-Cal patients can check out the [Partnership for Healthy Mouths website](#), where they can access kid-friendly videos and resources to make brushing more fun.

Medi-Cal members and providers can also visit the *Smile, California* website at [SmileCalifornia.org](http://SmileCalifornia.org) to find more helpful tools and resources offered by Medi-Cal Dental. For additional ways for providers to promote oral health, please visit the [Medi-Cal Dental website](#).