



# Provider Bulletin

NOVEMBER 2020  
Volume 36, Number 32



## THIS ISSUE

- pg 1 Medi-Cal Dental Payment Delay
- pg 1 Update: Disaster Assistance to Evacuated Members and Dental Offices

## Medi-Cal Dental Payment Delay

In observance of the Thanksgiving holiday on Thursday, November 26, 2020, the weekly provider payments for the week of November 23, 2020 will be delayed. Regular provider payments (paper checks and direct deposit) will be issued on November 27, 2020. Thank you in advance for your patience.

## Update: Disaster Assistance to Evacuated Members and Dental Offices

Note: This article has been updated to include the additional counties identified in Governor Newsom's latest [emergency proclamation](#) due to the recent fires in California. Please refer to the table below for details.

The Department of Health Care Services will allow member and provider processing exceptions to expedite replacement of removable dental appliances for those impacted by the recent fires 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.

Continued on pg 2

## TRAINING SEMINARS

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

**Please note:** Due to the COVID-19 situation, all seminars will be held as webinars.

## PROVIDER ENROLLMENT ASSISTANCE LINE

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

Available every Wednesday  
8am - 4pm



Disaster assistance will be provided to the following counties:

County Disaster Assistance Provided To	Effective Date	End Date
Del Norte	September 25, 2020	November 30, 2021
Fresno	September 6, 2020	November 30, 2021
Los Angeles	September 25, 2020	November 30, 2021
Madera	September 6, 2020	November 30, 2021
Mariposa	September 6, 2020	November 30, 2021
Mendocino	September 25, 2020	November 30, 2021
Mono	November 18, 2020	January 31, 2022
Monterey	August 18, 2020	October 31, 2021
Napa	September 28, 2020; previously August 18, 2020	November 30, 2021; previously October 31, 2021
Nevada	August 18, 2020	October 31, 2021
San Bernardino	September 6, 2020	November 30, 2021
San Diego	September 6, 2020	November 30, 2021
Shasta	September 28, 2020	November 30, 2021
Siskiyou	September 8, 2020	November 30, 2021
Sonoma	September 28, 2020	November 30, 2021

### 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 residents of the impacted counties. Claims for exams and radiographs connected to the removable appliances will also be accepted and will not be rejected due to frequency limitations.

Exceptions to prior authorization requirements will be allowed. "Title 22, Section 51003, State of California Code of Regulations allows for the retroactive approval of prior authorization under the following

Continued on pg 3



conditions:..When the required service could not be delayed ...“([Provider Handbook](#) Section 5 - Manual of Criteria and Section 2 - Program Overview, page 2-13). For provider claims submitted for replacement of removable appliances, the claims will be evaluated to determine if requested from one of the impacted counties identified above.

### 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 appliance 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 or extreme fire weather conditions, providers are instructed to include substantiating documentation that justifies the late submission of a claim. Providers must submit statements about the circumstances of the fire that were beyond their control such as: damage to or destruction of their business office or records; circumstances of the fire that substantially interfered with the timely processing of bills; or other circumstances, clearly beyond the control of the provider, that were reported to the appropriate law enforcement or fire agency. 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 - Program Overview, Billing and Payment Policies, Time Limitations for Billing, page 2-20.

### Will claims for members living in other counties be accepted?

For members residing in other counties that lost their removable appliance while they were temporarily in one of the impacted counties, claims will be accepted for removable appliances and related exams and radiographs without prior authorization and will not reject claims due to frequency limitations, however further documentation of need is required.

Documentation must include: a copy of the official Public Service Agency Report (fire or police) filed in the county in which the removable appliance was lost, the statement that the member lost the removable appliance due to the fire, and identification of the county where the removable appliance was lost. Claims submitted due to the situation above will be evaluated.

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.