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MEDI-CAL HAS DENTAL COVERED

Provider Bulletin

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SIGN UP FOR OUR EMAIL LIST

Learn the latest Medi-Cal Dental news and information by signing up for our Medi-Cal Dental Fee-For-Service Provider email distribution list here.

TRAINING SEMINARS

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

PROVIDER ENROLLMENT

To enroll in the Medi-Cal Dental Program, or check the status of an existing enrollment application, click here or email PAVE@dhcs.ca.gov.

Processing Delay Due to System Issues

You may be experiencing delays in responses from the program around claims, Claims Inquiry Forms (CIFs), Treatment Authorization Request (TAR) adjudication, State Fair Hearings (SFH), Conlan, and provider complaints. This is due to two system issues which are explained below.

MOVEit Software Cyber Concerns

Due to a vulnerability around MOVEit software, identified June 6, 2023, by our vendor security team, we immediately brought down the server. This impacted many of the processes connected to paper claims, CIFs, TARs, and correspondence starting on May 6, 2023 to current.

MOVEit is a software that securely shares files electronically from one place to another. Due to this swift response no data was compromised and remains safe within the system.

We have made significant progress in fully resolving this issue. We anticipate a full resolution in the near future to return to standard service times. Once a definitive timeline is established, this bulletin will be updated.

Electronic Data Interchange (EDI) Delay

Providers who submit direct to Medi-Cal Dental may be experiencing missing or delayed processing of claims, CIFs and/or TARs beginning on May 19, 2023. Upon receipt of large numbers of erroneously submitted single claim files (one EDI file submitted with single digit claims), the system malfunctioned the processing of the files.

This technical issue is being resolved by placing a limit to the number of EDI claim file submissions allowed per day. Effective Immediately, providers who submit directly to Medi-Cal Dental are limited to five (5) EDI file submissions per day. Additional files will be rejected, and providers will need to resubmit. Please note, there are no limitations on the number of documents contained in each file.

Although Medi-Cal Dental technical teams are working on a long-term solution this change will be in effect indefinitely so that provider submittals are not adversely impacted.

Additional Information

If you provided treatment without a TAR approval and were denied, please file a provider CIF to your claim for reevaluation. If your TAR was held up in the system, we will reconsider based on the information from the claim only.

If your claim was reduced due to timeliness of submission and you do not agree with the determination, please file a provider CIF. If you have questions about this process please see the Provider Handbook section 6-38.

A system remediation team is currently meeting to rectify the issues and clear the backlog. Please do not resubmit any of your materials at this time with the exception of the provider CIF referenced above.

We understand this has an impact on your businesses and ability to provide services, so we are working diligently behind the scenes to correct this as soon as possible. In addition, the contact center is limited in the information they have access to when calling in as these two matters are highly technical in nature.

If you have questions about the EDI process, or anything in this special bulletin please contact EDI Support through email Medi-CalDentalEDI@delta.org or by phone at (916) 853-7373.

For more information about EDI, visit the Medi-Cal Dental website. Please visit our Provider Forms Page/EDI section for all necessary forms and guides for EDI enrollment.

As more information is available, we will post another provider bulletin.