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.

Medi-Cal Dental Website Features Google Translate

In August 2023, the Department of Health Care Services (DHCS) added Google Translate on the Medi-Cal Dental website. This option is an added feature to the current translation services, which increases the translation options for the website on static webpages.

To use the translate feature on the Medi-Cal Dental website, navigate to the "Translate" link in the top right corner of the page and select the desired language from the dropdown box. Once the desired language is selected, click the back button to see the previous page in the selected language. Translation is available for over 100 languages. Once the website is translated, Google Translate can be disabled at any time.

The Google Translate widget translates most of the website content, including the Find-A-Dentist Provider search. However, the Google Translate widget is not available for Provider Web Application or PDFs, which are not static pages.

For more information about Google Translate, visit the Google Translate website.

Interpretation Services in California

We are delighted to highlight our interpretation services offered through the Medi-Cal Dental program in the State of California. As part of our commitment to providing comprehensive care to Medi-Cal Dental members in California, we recognize the importance of bridging language barriers that may exist between providers and members. Our interpretation services aim to facilitate clear and accurate communication, enabling you to deliver high-quality dental care to diverse populations within the state.

Key features of the enhanced interpretation services:

1. **Language Access Helpline:** We have established a dedicated Language Access Helpline, which is accessible 24/7 for providers in California. This helpline is staffed with trained interpreters who can assist in over 200 languages, ensuring that language will never be a barrier in providing exceptional care. You can utilize this service to connect with interpreters during appointments or for any language-related assistance you may require.

2. **Telephonic Interpretation:** Through our partnership with a leading telephonic interpretation service provider, you now have access to professional interpreters via telephone. This convenient service enables real-time interpretation during patient consultations, treatment discussions, consent procedures, and other vital interactions. Telephonic interpretation is available in multiple languages, ensuring immediate language support is at your fingertips.

3. **Online Language Resource Center:** To further support your communication efforts, we have developed an Online Language Resource Center specifically tailored for providers in California. This comprehensive platform hosts a wide range of dental-specific multilingual resources, including glossaries, patient education materials, and frequently used phrases. The resource center is accessible through your provider portal, empowering you with additional tools to overcome language barriers and provide culturally sensitive care.

We understand that effective communication is the cornerstone of exceptional dental care, and our enhanced interpretation services are designed to facilitate seamless interactions between providers and members within California. By utilizing these services, you will be

better equipped to address the diverse needs of Medi-Cal Dental members and deliver care that is both patient-centered and linguistically appropriate.

Medi-Cal Dental reminds providers that language interpreter services are available to Medi-Cal members at no cost. To obtain language interpreter services, either the Medi-Cal dental provider office or the member can call the Telephone Service Center, Monday through Friday, between 8 a.m. and 5 p.m. to request assistance over the phone.

Please note: Language interpreter services do not always need to be scheduled in advance. Providers can supply a language interpreter in the office or call the Telephone Service Center at 1-800-423-0507 and select the Interactive Voice Response (IVR) option 2 for interpreter services when prompted, to access language interpreters in approximately 250 languages.

Accounts Receivable, Understanding the EOB

Medi-Cal Dental recognizes that understanding the Accounts Receivable (AR) Explanation of Benefits (EOB) is crucial for efficient management of your accounts and payments. To assist you in interpreting the EOB, we have prepared a comprehensive guide outlining the key elements you need to be aware of. Please review the following information carefully:

1. **A/R NBR:** This is the unique number assigned by Delta Dental that identifies the specific accounts receivable. It is used to track and manage outstanding balances owed by the provider to Delta Dental.

2. **EFFECTIVE DATE:** The date mentioned here indicates when the accounts receivable was created or initiated.

3. **PRINCIPAL BALANCE:** The principal balance is the original amount of the accounts receivable at the time of creation. It represents the initial debt owed by the provider to Delta Dental.

4. **INTEREST APPLIED:** If applicable, this field shows the amount of interest that has been added to the outstanding accounts receivable. Interest is calculated on unpaid balances and is now recorded in the EOB.

5. **PD, VOID, OR TRANSFERRED:** This section displays the amount that the provider has paid, or that has been deducted from the provider's check, to reduce the accounts receivable. It includes payments made, voided transactions, or amounts transferred from other accounts.

6. **CURRENT BALANCE:** The current balance reflects the updated amount the provider owes on the accounts receivable after considering any payments, deductions, or interest applied.

7. **TRANSACTION TYPE:** If applicable, this field indicates the type of payment transaction(s) associated with the accounts receivable, such as a payment, credit adjustment, or transfer.

8. **REMARKS:** This section provides additional information or an explanation for the specific accounts receivable. For instance, if Delta Dental issued an overpayment for a particular document, there would be statement here with reference to the document number.

9. **NONCLAIMS SPECIFIC A/R AMOUNT:** This figure represents the total of all accounts receivable listed on the EOB, including any outstanding amounts owed by the provider.

10. **CHECK AMOUNT:** The check amount refers to the final payment issued to the provider that corresponds to this specific EOB. It reflects the payment applied to reduce the accounts receivable. The EOB is vital for accurate record-keeping and to ensure that all outstanding balances are correctly managed.

Thank you for your continued dedication to providing quality dental care to Medi-Cal members. We value your partnership and commitment to promoting oral health for all.

Note: The information provided in this bulletin is intended for informational purposes only and may be subject to change. Please refer to the current version of the guidelines and policies provided by DHCS for the most up-to-date and accurate information.

If you have any questions or concerns regarding the information provided in the EOB or need further clarification, please contact the Telephone Service Center (TSC) at 800-423-0507 or visit Section 6 of the Medi-Cal Dental Provider Handbook.

Enrollment Reminder: Established Place of Business Requirements

As a reminder, the established place of business must be open and conducting business when submitting their application for participation in the Medi-Cal Dental Program. Please see the Provider Enrollment Regulations - California Code of Regulations, Title 22, Division 3 Effective August 17, 2015, 51000.60 for Established Place of Business Requirements. Failure to do so may result in the denial of your application or temporary suspension from the Medi-Cal Dental Program

For more information and additional enrollment resources, please refer to the links and contacts provided below:

- For Medi-Cal provider enrollment information, please contact Provider Enrollment Division (PED) using the Inquiry Form found on PED's website under "Provider Resources" at www.dhcs.ca.gov/provgovpart/Pages/PED.aspx.

- You can also call the PED Message Center at (916) 323-1945.

- For PAVE application questions, email PED at PAVE@dhcs.ca.gov, or send a message in PAVE.

- For additional PAVE resources, please visit the PAVE website.

- For enrollment requirements please visit the Provider Manual section 3 "Enrollment Requirements."

Medi-Cal Dental Case Management Program

Medi-Cal Dental offers additional support to members and their caregivers through the Dental Case Management Program. This program is designed for Medi-Cal members with special health care needs who are unable to schedule and coordinate complex treatment

plans, such as need for general anesthesia that involve one or more medical and dental providers. Case Management services are intended for members who have:

- Mental disabilities

- Physical disabilities

- Behavioral disabilities

- Diagnoses that make the member unable to coordinate complex treatment with one or more providers

Examples of qualifying special healthcare needs include physical, developmental, mental, sensory, behavioral, cognitive, or emotional impairment or other limiting condition that require:

- Medical management

- Hospital dentistry

- Health care intervention

- Use of specialized services such as general anesthesia or programs

Referrals for Case Management services must be initiated by one of the following member's:

- ✓ Medi-Cal dental provider

- ✓ Medical provider

- ✓ Case manager

- ✓ Case worker

- ✓ Other healthcare professional

the member's medical provider, dental provider, case worker or healthcare care professional on and depending on the specific needs, the member's self-referral may be elevated to case management. Please complete the online Case Management Referral Form. All referrals are evaluated to determine eligibility based on Case Management criteria. Referrals that do not meet the criteria will be routed for care coordination assistance.