



Provider Bulletin

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PAVE Deficiency Letter

When Provider Enrollment Division (PED) sends a Provider Application and Validation for Enrollment (PAVE) application back to the provider requesting corrections, a deficiency letter will be attached to the message specifying which information and section of your application needs to be updated. You have 60 days from the date the PAVE deficiency letter was issued to make changes and resubmit the application to PED in PAVE. We strongly encourage providers to review the deficiency letter to understand what information needs to be updated before proceeding to make any corrections and resubmit.

If you have questions regarding your deficiency letter, please contact the Medi-Cal Dental Provider Enrollment Concierge Service at (888) 284-0623. When calling, please have your deficiency letter available.

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 Medi-Cal Dental or check the status of an existing enrollment application, click [here](#) or email PAVE@dhcs.ca.gov.

Reporting Missed Appointments

Has a Medi-Cal member missed an appointment with your dental office? If so, you are encouraged to record the absentee member's name and missed appointment date in the [Provider Website Application](#). Once information about

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Medi-Cal Dental

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the missed appointment is entered into the Missed Appointment Notification form on the Provider Website Application, Medi-Cal Dental will follow up with the member to assist in rescheduling their appointment with your office.

[Reminder: Providers cannot bill Medi-Cal members for missed appointments under Medi-Cal Dental.](#)

The Provider Website Application also allows secure login for providers and their staff to access their claim status and history, Treatment Authorization Request (TAR) status and history, weekly check amounts, monthly payment totals, and year-to-date payments.

For instructions on how to create an account, please review the [Provider Website Application User Guide](#).

Please refer to [Section 2: Program Overview of the Provider Handbook](#) for more information about missed appointments and Medi-Cal Dental billing practices. If you have questions or want to report a missed appointment by phone, please contact the Telephone Service Center at (800) 423-0507.