



# Provider Bulletin

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## THIS ISSUE

- pg 1 Status of Diagnostic Casts
- pg 2 Reminder: California Advancing and Innovating Medi-Cal & Early and Periodic Screening, Diagnostic, and Treatment

## Status of Diagnostic Casts

Medi-Cal Dental wants to help Orthodontic Providers better understand diagnostic casts, also known as study models, standards and associated timelines for processing.

Medi-Cal Dental has recently digitized the process of scoring diagnostic casts to reduce turnaround time for Orthodontic treatment approvals and ensure patients meet criteria.

### Timeline of Diagnostic Casts Processing

1. Orthodontic Providers send properly poured and packaged diagnostic cast to Medi-Cal Dental.  
Address to submit diagnostic casts:

Medi-Cal Dental  
PO Box 15610  
Sacramento, CA 95852-0610

Please note: Providers may also check on the status of a diagnostic cast, by submitting a [Claim Inquiry Form](#) (CIF) to the above address.

2. Once received, the Medi-Cal Dental diagnostic cast scan team has three business days to scan properly labeled, unbroken diagnostic casts into the digital software 3Shape, to create a 3D image.
3. The diagnostic casts scan team links the scanned models to the appropriate Treatment Authorization Request (TAR).

## 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](#).

*Continued on pg 2*



If there is no diagnostic cast received, Orthodontic Providers will be sent a Resubmission Turnaround Document (RTD) requesting additional information. RTD must be returned within 45 days of the RTD issue date. If not received by the RTD due date the TAR will be denied according to Medi-Cal Dental policies.

For more information or questions regarding diagnostic casts, please call the Provider Telephone Service Center at (800) 423-0507 Monday through Friday from 8:00 a.m. to 5:00 p.m.

## Reminder: California Advancing and Innovating Medi-Cal & Early and Periodic Screening, Diagnostic, and Treatment

Medi-Cal Dental wants to remind providers of existing state program initiatives and efforts to improve the oral health of our members.

The Department of Health Care Services (DHCS) is committed to making Medi-Cal dental services easier to access and improve the oral health of all Medi-Cal members, both children and adults. DHCS set a goal to achieve at least a 60 percent dental utilization rate for Medi-Cal eligible children.

To progress toward achieving that goal, DHCS implemented the California Advancing and Innovating Medi-Cal (CalAIM) Dental initiative statewide to provide better care and align with national dental care standards:

### **CalAIM initiatives to include oral health include:**

1. [Pay-for-Performance](#) payments for certain preventive services to encourage more providers to participate and increase member use, aiming to improve overall oral health and reduce the need for restorative services.
2. A [Caries Risk Assessment](#) bundle to educate and promote good oral health habits.
3. [Silver Diamine Fluoride](#) benefit to reduce the need for more invasive treatments.

CalAIM aligns Medi-Cal policies with national dental care standards to improve the health of all Medi-Cal members. DHCS wants more children to receive their annual dental checkup and aims to increase the overall use of dental benefits among all Medi-Cal members.

Additionally, the Early and Periodic Screening, Diagnostic and Treatment ([EPSDT](#)) program is our commitment to improving the accessibility of Medi-Cal dental services and beneficial oral health outcomes for Medi-Cal members statewide for children.

*Continued on pg 3*

**EPSDT Matters:**

EPSDT allows all eligible Medi-Cal members (those under 21) to receive any medically necessary treatment or procedure, including dental services, regardless of whether or not Medi-Cal covers it.

**These services are without cost for the member.** Dental providers should inform eligible Medi-Cal members under the age of 21, parents, or legal guardians on how to access their child's EPSDT benefits.

**Providers may find more information on EPSDT here:** [EPSDT Dental](#).

For further information or questions concerning the [CalAIM](#) or [EPSDT](#) programs please contact the Provider Telephone Service Center at (800) 423-0507, Monday to Friday 8:00 a.m. to 5:00 p.m.