



THIS ISSUE

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Treatment Authorization
Request Processes

Changes to Orthodontic Treatment Authorization Request Processes

Starting **February 26, 2025**, the Orthodontic (Ortho) Treatment Authorization Request (TAR) process will change. Medi-Cal Dental is discontinuing the process of sending Resubmission Turnaround Documents (RTDs) to providers for orthodontic treatment 12 months into treatment course. The current process will continue for existing cases and the new process will start on **February 26, 2025**.

The current and new processes are outlined below:

Current process:

- RTDs for signature for continuation of treatment are automatically sent to the provider for orthodontic treatment 12 months into the approved treatment course.
- The provider has 45 days to fill out and return the RTD.
- If the RTD is not returned or returned late, the remaining treatment Notices of Authorization (NOAs) are suppressed and cannot be issued.
- If the provider returns the RTD, Medi-Cal Dental continues the process for 4 more quarters and retention phase.

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**New process:**

- Once an Ortho TAR is submitted and approved, all NOAs needed for the treatment are generated simultaneously.
- An RTD for signature to continue treatment is no longer automatically sent to the provider because all corresponding NOAs were generated upon TAR approval.
- NOAs will go out once per calendar quarter.

With this new process, Medi-Cal Dental providers will no longer be required to submit RTDs for signature mid-term of treatment. This change is only applicable to Ortho TARs. Removal of the RTD step will result in less paperwork for providers, a reduction of any treatment delays for members, and an overall improvement in convenience. RTDs outside of mid-term ortho treatment can still be sent and still require appropriate responses.

Reminder: Ortho TARs, NOAs to print, and mid-term RTDs generated prior to the **February 26, 2025**, implementation date will be processed according to existing pre-implementation rules for Ortho TARs, NOAs, and mid-term RTDs.

For questions and support, please contact the Medi-Cal Dental Telephone Service Center (TSC) toll-free at (800) 423-0507, where TSC Representatives are available to answer phone calls between 8:00 a.m. through 5:00 p.m. Monday through Friday.