



THIS ISSUE

pg 1 Updates to COVID
Processing Exemptions

Updates to COVID Processing Exemptions

Medi-Cal Dental is ending the Treatment Authorization Request (TAR) Exceptions that were implemented due to the COVID-19 pandemic.

Background

The Department of Health Care Services allowed TAR processing exceptions for providers unable to render treatment during the COVID-19 public health emergency as referenced in provider bulletin [Volume 38 Number 06](#).

Per the processing exceptions, if a provider was unable to treat their Medi-Cal Dental patient due to COVID-related limitations and the TAR expired October 31, 2021, or after, they would follow the procedure outlined below:

- Treat the patient and submit a new claim for payment for the previously authorized services. Providers were required to document the delay due to COVID-19 limitations. They would note that the services were previously authorized and include the Document Control Number of the authorized NOA in the comments field (box 34) of the claim.
- Submit their expired NOA for deletion to clear the member's history in the Medi-Cal Dental system.

Continued on pg 2

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](#).



In February 2023, the Health and Human Services Secretary gave a 90-day notice to Governors to prepare for the unwinding of the COVID-19 Public Health Emergency. The federal Public Health Emergency for COVID-19 expired on May 11, 2023.

End Date for TAR Exemptions

Any document processed after June 1, 2025, will not be eligible for the exception regardless of date of service.

For questions and support, please contact the Medi-Cal Dental Telephone Service Center at (800) 423-0507. The call is free. Medi-Cal Dental representatives are available 8:00 a.m. to 5:00 p.m., Monday through Friday to assist you and the Medi-Cal Dental Interactive Voice Response System (IVR) can navigate you to the services you need on the phone.