



THIS ISSUE

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Medi-Cal Dental Provider
Portal Improvements

Coming Soon: Medi-Cal Dental Provider Portal Improvements

Effective July 26, 2025, enhancements will be made to the Medi-Cal Dental Provider Portal, including a new 4-digit Provider Identification Number (PIN) to replace the current authentication method of using the last four digits of your Social Security Number and your date of birth.

Existing providers and delegates will be prompted to create a 4-digit PIN upon logging into the Medi-Cal Dental Provider Portal.

New providers registering for the first time will be required to create a PIN during the registration process. The PIN will be used for recovering forgotten usernames or passwords. Providers and delegates can view or update their PIN at any time by visiting the “My Account Profile” page within the portal.

In addition to changes in the PIN, the Medi-Cal Dental Provider Portal is being updated with an improved user interface to enhance providers’ and delegates’ experience, which include the following:

1. All “in process” claims on the Claims Details Screen will show the appropriate date where available. The “View Authorization Details” page will also list the “From Date”

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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](#).



and “To Date” on all procedure lines. If no date is available, the “From Date” will be displayed as blank instead of an incorrect default date.

2. Emails containing verification codes will include the expiration time of the MultiFactor Authentication (MFA) code.
3. Ability to sort Treatment Authorization Requests (TARs) - on the “Search Authorizations” results page/window, there are multiple columns in which the user can sort. Providers will be able to use a sorting feature by clicking a sort icon triangle to organize the data by ascending order. Providers can then click again to sort the data by descending order.
4. Availability of Quick Links on the Welcome Page. The menu switches to a hamburger menu  when zoomed in on the page. The icon with a menu dropdown will no longer be visible unless the page is in zoom.
5. When providers search for TARs, only users that match the search Authorizations criteria will populate in the search.
6. Availability of search function that allows providers to search the website and portal. Providers will be able to hit the enter key to enter a search.
7. Ability to download search authorization results to Excel and in a PDF format. Providers using the Safari web browser who click on export to Excel or Export to PDF will be able to download the results.

These changes are intended to improve providers’ and delegates’ functionality and access to information in the Medi-Cal Dental Provider Portal. The [Medi-Cal Dental Provider Portal User Guide](#) and a Provider Portal FAQ will be available with more information once changes are implemented after July 26, 2025.

NOTE: On 07/25/2025 between 5:00 p.m. and 07/26/2025 5:00 p.m. PST, the [Medi-Cal Dental Provider Portal website](#) will be temporarily unavailable due to system maintenance activities.

Medi-Cal Dental will be hosting Medi-Cal Dental Provider Portal Training Webinars and invites all providers and delegates to learn more about the changes. Please see webinar schedule below and click on the seminar link to register.

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Date	Time	Seminar Link
July 3, 2025	9:00 AM - 11:00 AM	Medi-Cal Dental Provider Portal Training
July 09, 2025	9:00 AM - 11:00 AM	Medi-Cal Dental Provider Portal Training
July 18, 2025	2:00 PM - 4:00 PM	Medi-Cal Dental Provider Portal Training
July 25, 2025	9:00 AM - 11:00 AM	Medi-Cal Dental Provider Portal Training
July 28, 2025	9:00 AM - 11:00 AM	Medi-Cal Dental Provider Portal Training
July 30, 2025	9:00 AM - 11:00 AM	Medi-Cal Dental Provider Portal Training
July 31, 2025	9:00 AM - 11:00 AM	Medi-Cal Dental Provider Portal Training
August 1, 2025	9:00 AM - 11:00 AM	Medi-Cal Dental Provider Portal Training
August 15, 2025	2:00 PM - 4:00 PM	Medi-Cal Dental Provider Portal Training
August 18, 2025	9:00 AM - 11:00 AM	Medi-Cal Dental Provider Portal Training

For questions and support, please contact the Medi-Cal Dental Telephone Service Center (TSC) toll-free at (800) 423-0507. Medi-Cal Dental representatives are available to answer phone calls between 8:00 a.m. to 5:00 p.m., Monday through Friday to assist you. For general program information, the Medi-Cal Dental Interactive Voice Response System (IVR) is available 24 hours a day, seven days a week, using the automated system.