Provider Bulletin

THIS ISSUE

Dental Exemption From Dental Managed Care Plan Enrollment

The Department of Health Care Services (DHCS) would like to remind providers the Request for Dental Exemption From Plan Enrollment form should only used for Dental Managed Cared (DMC) members who are receiving treatment for a complex medical (dental) condition under the supervision of a dentist who is a Medi-Cal Dental Fee-For-Service (FFS) provider, but is not affiliated with any of the Medi-Cal DMC Plans. Dental FFS providers should complete the exemption form if they believe that potentially deleterious results would occur to the member's health, or access to necessary medical (dental) services would be impeded if the member's continuity of care were to be disrupted by a change in dentists. Please ensure to input responses to all questions and fill in all fields on the form.

If the DMC member does not have a complex medical (dental) condition and needs assistance with access services, such as continuing care started by the FFS provider, language assistance, transportation, finding a DMC provider, etc., please direct DMC members to contact their DMC Plan for assistance.

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.

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.