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Refresh Campaign

## Annual Provider Directory Refresh Campaign

Medi-Cal Dental will be launching the Annual Provider Directory Refresh Campaign in August, which will update dental providers' information in the [Provider Directory](#) and the [Registered Dental Hygienists in Alternative Practice \(RDHAP\) list](#). The Provider Directory, also called "Find A Dentist," is a tool that members can use to search for enrolled providers in their area who are accepting Medi-Cal patients. Displaying providers' statuses in the Provider Directory is an excellent way to build, maintain, and increase providers' patient base while serving Medi-Cal members in your community.

During the Provider Directory Refresh Campaign, dental providers will receive a notification in the mail in August from Medi-Cal Dental to update the provider directory. Please note the following:

- Once providers receive the notice, providers will have 35 business days to complete and submit the [Medi-Cal Dental Provider Directory/Referral Form](#) to update your information in the directory, including your status of "Accepting New Patients", "DHCS Referral Only," or "Not Accepting New Patients." For more information on these options, please see the [Provider Bulletin](#) article. If you have completed a Medi-Cal Dental Provider Directory/Referral Form recently with the updated form, you will not need to complete another unless you would like to make changes.

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## 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](#).



- Providers can submit the completed [Provider Directory and Referral Form](#) in any of the following ways:
  - Email to:  
[Medi-CalDentalEnrollmentDept@gainwelltechnologies.com](mailto:Medi-CalDentalEnrollmentDept@gainwelltechnologies.com),
  - Mail to Medi-Cal Dental in the postage-paid envelope provided with the notification letter you received in the mail,
  - Fax to: (916) 853-6315, or
  - Call the Telephone Service Center at (800) 423-0507 to have a representative assist you with completing and submitting the form.

For questions and support regarding the Annual Provider Directory Refresh Campaign, 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. and 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.