



Provider Bulletin

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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](#).

Adjudication of Extractions D7140 vs D7210

Providers must distinguish between D7140 and D7210 when submitting claims for erupted tooth extractions D7140 represents a non-surgical extraction and does not require supporting documentation for payment. In contrast, D7210 involves surgical intervention and requires submission of diagnostic radiographs. Accurate coding ensures timely reimbursement and compliance with benefit limitations.

As a reminder, here are the criteria as laid out in the Provider Handbook, [Section 5: Manual of Criteria](#):

- **PROCEDURE D7140 EXTRACTION, ERUPTED TOOTH OR EXPOSED ROOT (ELEVATION AND/OR FORCEPS REMOVAL)**
 1. Submission of radiographs, photographs or written documentation demonstrating medical necessity is not required for payment.
 2. Requires a tooth code
 3. Not a benefit to the same provider who performed the initial tooth extraction.
- **PROCEDURE D7210 EXTRACTION, ERUPTED TOOTH REQUIRING REMOVAL OF BONE AND/OR SECTIONING OF TOOTH, AND INCLUDING ELEVATION OF MUCOPERIOSTEAL FLAP IF INDICATED**

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1. Radiographs for payment – submit a current, diagnostic preoperative periapical or panoramic radiograph depicting the entire tooth.
2. Requires a tooth code
3. A benefit when the removal of any erupted tooth requires the elevation of a mucoperiosteal flap and the removal of substantial alveolar bone or sectioning of the tooth

An additional note: Providers should ensure radiographs submitted for D7210 are diagnostic and depict the full tooth.

D7250 should be submitted only for extraction of residual roots that are **completely** surrounded by bone. A reminder of the criteria for D7250 is as follows as detailed in the Provider Handbook.

• **PROCEDURE D7250 REMOVAL OF RESIDUAL TOOTH ROOTS (CUTTING PROCEDURE)**

1. Radiographs for payment – submit a current, diagnostic preoperative periapical or panoramic radiograph depicting the entire root.
2. Requires a tooth code
3. A benefit when the root is completely covered by alveolar bone.
4. Not a benefit to the same provider who performed the initial tooth extraction

D7250 is often downgraded to D7210 when the residual root does not meet this criteria.

To support accurate coding and documentation for extraction procedures, we encourage providers to attend our advanced [training seminars](#). These sessions offer:

- Real-world case examples illustrating the distinctions between qualifications for all extraction procedure codes
- Visual demonstrations of radiographic criteria
- Guidance from experienced adjudicators on best practices and documentation submission standards

Participation in these seminars is an excellent opportunity to deepen your understanding of procedural qualifications and ensure compliance with benefit guidelines.

If providers have questions or need 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.

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Outdated Form: Justification of Need for Prosthesis

An updated DC054 form is coming soon. A bulletin will be published informing providers when the updated form is available.

Effective **November 1, 2025**, providers must use the latest version of the Justification of Need for Prosthesis (DC054) form with 04/25 as the revision date at the bottom of the form. DC054 forms with revision dates prior to 04/25 received after **November 1, 2025**, will be denied with **Adjudication Reason Code (ARC) 155** - *Procedure requires a properly completed prosthetic DC054 form*.

The Justification of Need for Prosthesis Form (DC054) is designed to provide complete and detailed information necessary for screening and processing prosthetic cases. This form is required when submitting a Treatment Authorization Request (TAR) for complete dentures, immediate dentures (when immediate dentures are rendered in conjunction with an opposing complete denture or partial removable prosthesis), resin base partial dentures, cast metal framework partial dentures, and complete overdentures.

Order New Forms

Once the new form is available, please recycle any old DC054 forms and reorder new ones with revision date 04/25. To order, please complete and fax the [Forms Reorder Request](#) to the number on the form.

How to Complete the DC054 Form

Refer to Medi-Cal Dental Provider Handbook [Section 6](#) – Forms, for detailed instructions.

Save Time and Submit Electronically

For Electronic Data Interchange (EDI) enrollment information, please contact:

- EDI Support at Medi-CalDentalEDI@gainwelltechnologies.com
- Telephone Service Center at (800) 423-0507

NOTE: Safety Net Clinics (Federally Qualified Health Centers, Rural Health Clinics, and Tribal 638 Clinics) are not subject to prior authorization. However, documentation should be consistent with the standards set forth in the Manual of Criteria (MOC) for Medi-Cal Authorization (Dental Services) and all state laws. A current DC054 form is required for screening and processing prosthetic cases and must be retained as part of patient records.

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For current submission and criteria requirements for prosthesis, please refer to the provider handbook Section 5 MOC and SMA, CDT 25, for dates of services on or after **November 1, 2025**. For dates of service before **November 1, 2025**, please refer to the [CDT-25 Manual of Criteria](#).

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Updated Outreach Representative Map Now Live!

We are excited to share that an updated Outreach Representative Map is now available on both Smile, California and [Medi-Cal Dental](#) websites.

This new tool makes it easy for providers and community partners to connect with your local representative and see how we're supporting communities across the state.

Why It Matters for Providers

Your local representative is your direct connection for:

- Support: Guidance on Medi-Cal Dental benefits, claims resources, enrollment assistance, and program updates.
- Onsite Training: Provide one-on-one training.
- Education & Materials: Access to Medi-Cal Dental educational resources, brochures, and event support.

How to Connect

1. Visit <https://www.dental.dhcs.ca.gov/>
2. Navigate to Providers-Medi-Cal Dental (Fee-For Service) Providers-Provider Onboarding Materials-[Outreach Representative Map](#) (June, 2025)
or
3. Visit smilecalifornia.org
4. Navigate to Partners & Providers-Contact us- [Click here](#) to access the Outreach Representative Map

To get in touch with a Member or Provider Outreach Representative, you can also email medicaldentaloutreachsnc@gainwelltechnologies.com or Hello@SmileCalifornia.org

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If providers have questions or need 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.

Provider Seminars offer the Latest Medi-Cal Dental Information

[Medi-Cal Dental Provider training](#) seminars are a great way to learn about Medi-Cal Dental from experienced and qualified instructors. Training seminars are referenced in the Medi-Cal Dental Provider Handbook, [Section 2 - Program Overview](#) under Training Program.

In addition, dentists, registered or certified dental assistants, and registered dental hygienists can earn free continuing education unit (CEU) credits for the Basic, Advanced, and Orthodontic seminars by attending in-person, webinar, or on-demand format. Please visit the [Medi-Cal Dental Provider Training](#) website for current information on upcoming seminars and trainings, and registration. Registering early is recommended.

Seminars are available year-round and cover the most current Medi-Cal Dental criteria, policies, and procedures in accordance with the [Medi-Cal Dental Provider Handbook](#) and [Provider Bulletins](#).

Providers can choose from the following series of seminars:

- **Basic and Electronic Data Interchange (EDI) Seminars:**
 - Basic seminars address general program purpose, goals, policies, and procedures. In addition, these seminars provide instructions for the correct use of standard billing forms and explain the reference materials and support services available to Medi-Cal dental providers.
 - The presentation's EDI section includes an overview of Treatment Authorization Request (TAR) and claims submissions, review and retrieval of reports, EDI label preparation, mailing of TARs and claims, and the submission of electronic attachments.
- **Advanced Seminars:** Advanced seminars offer current, in-depth information on topics such as Medi-Cal dental criteria, radiograph and documentation requirements, processing codes, and other topics of specific concern.
- **Orthodontic Seminars:** These specialized seminars for orthodontists address all aspects of the Medi-Cal orthodontic program, including enrollment and certification,

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completion of billing forms, billing procedures, criteria and policies specific to Medi-Cal.

- **Workshops:** Workshops provide inexperienced billing staff with a hands-on opportunity to learn about Medi-Cal's dental policies and procedures.

Event Type	Date	Location
Basic and EDI	10/15/25 (8:30 a.m.-12:30 p.m.)	Home2Suites by Hilton 5184 Caterpillar Road Redding, CA 96003 DoubleTree by Hilton 924 West Huntington Drive Monrovia, CA 91016
Advanced	10/16/25 (8:30 a.m.-12:30 p.m.)	DoubleTree by Hilton
Basic and EDI	10/23/25 (8:30 a.m.-12:30 p.m.)	924 West Huntington Drive Monrovia, CA 91016 Webinar
Advanced	10/24/25 (8:30 a.m.-12:30 p.m.)	Webinar
Basic and EDI	10/30/25 (8:30 a.m.-12:30 p.m.)	Residence Inn Palm Desert 38305 Cook Street Palm Desert, CA 92211
Advanced	10/31/25 (8:30 a.m.-12:30 p.m.)	Residence Inn Palm Desert
Basic and EDI	11/06/25 (8:30 a.m.-12:30 p.m.)	38305 Cook Street Palm Desert, CA 92211 Hilton Garden Inn 11777 Harbor Blvd. Garden Grove, CA 92840
Advanced	11/07/25 (8:30 a.m.-12:30 p.m.)	Hilton Garden Inn
Basic and EDI	11/13/25 (8:30 a.m.-12:30 p.m.)	11777 Harbor Blvd. Garden Grove, CA 92840 Residence Inn by Marriott 2901 Healthcare Way Modesto, CA 95356
Advanced	11/14/25 (8:30 a.m.-12:30 p.m.)	Residence Inn by Marriott
Basic and EDI	11/19/25 (8:30 a.m.-12:30 p.m.)	2901 Healthcare Way Modesto, CA 95356 Webinar

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Advanced	11/20/25 (8:30 a.m.-12:30 p.m.)	Webinar Crowne Plaza San Francisco Airport 1177 Airport Boulevard Burlingame, CA 94010
Basic and EDI	12/03/25 (8:30 a.m.-12:30 p.m.)	
Advanced	12/04/25 (8:30 a.m.-12:30 p.m.)	Crowne Plaza San Francisco Airport 1177 Airport Boulevard Burlingame, CA 94010 Webinar
Basic and EDI	12/10/25 (8:30 a.m.-12:30 p.m.)	
Advanced	12/11/25 (8:30 a.m.-12:30 p.m.)	Webinar
Orthodontic	12/18/25 (8:30 a.m.-12:30 p.m.)	Webinar

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Treating Young Kids Everyday Coupon Code Ending November 14, 2025

As of November 14, 2025, coupon code **TYKEDHCS25** will no longer be valid for the California Dental Association (CDA) Treating Young Kids Everyday (TYKE) course.

If you are a Medi-Cal provider and need to take the course to participate in [California Advancing and Innovating Medi-Cal \(CalAIM\)](#), please visit the Strengthening Many Young Lives Everyday (SMYLE), available on the Medi-Cal [Dental Learning Management System \(LMS\)](#). Providers may choose TYKE or SMYLE courses to satisfy the one-time mandatory training requirement to receive payment for the Caries Risk Assessment bundle benefit.

Fee-For-Service (FFS) providers must provide Medi-Cal Dental with an attestation form and proof of course completion via email to: Medi-CalDentalEnrollmentDept@gainwelltechnologies.com.

Dental Managed Care (DMC) and Safety Net Clinic (SNC) providers must keep a completed attestation form and proof of course completion on file for auditing purposes. Course certifications will be available for download and emailed to the email address associated with your account upon completion of this course. DMC providers must provide a copy of

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the TYKE or SMYLE certification to each of the DMC plans they are contracted with to ensure they receive the appropriate CalAIM reimbursements.

If providers have questions or need 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.

Annual Provider Directory Refresh Campaign

Medi-Cal Dental will be launching the Annual Provider Directory Refresh Campaign in October, 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 October from Medi-Cal Dental to update the provider directory. Please note the following:

- Once providers receive the notice, they will have 35 business days to complete and submit the [Medi-Cal Dental Provider Directory/Referral Form](#) to update their information in the directory, including their 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](#) since the February 2025 update of the form, you will not need to complete another unless you would like to make changes. DHCS encourages providers to ensure the most up-to-date information is visible on the [Provider Directory](#).
- Providers can submit the completed [Provider Directory and Referral Form](#) in any of the following ways:
 - Email to: Medi-CalDentalEnrollmentDept@gainwelltechnologies.com

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- Mail to Medi-Cal Dental in the postage-paid envelope provided with the currently visible on 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.

San Diego Dental Convention 2025

Medi-Cal Dental is excited to announce that we will be exhibiting at the San Diego Dental Convention!

San Diego Dental Convention by CEA Dental, November 7-8
Handlery Hotel, 950 Hotel Circle North, San Diego, CA 92108
Exhibit Hall Hours:

- Friday, November 7th – 7:30 a.m. -3:00 p.m.
- Saturday, November 8th – 7:30 a.m. - 3:00 p.m.

Come visit us at Booth #16, where our team will be available to answer general questions and you can learn more about Medi-Cal Dental. We look forward to connecting with you!

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