



Provider Bulletin

OCTOBER 2025
Volume 41, Number 36



THIS ISSUE

pg 1 Provider Portal Claim
History Access for
Deactivated NPIs

Provider Portal Claim History Access for Deactivated NPIs

The Department of Health Care Services (DHCS) is implementing an update to ensure active Provider Portal users can still access claims from deactivated National Provider Identifiers (NPIs), which were previously associated with their current practice. This enhancement addresses previous limitations where claim history was not visible once an NPI was deactivated.

Implementation date of Provider Portal update is November 21, 2025, and includes:

- Historical claims linked to deactivated or changed NPIs will now remain accessible for review, appeals, and audit purposes when the deactivated NPI is associated with a current, active Provider Portal user.
- This update is system-driven and does not require any action from providers.
- Future NPI deactivations will retain claim history linkage automatically.

Provider Impact:

- Improved transparency and continuity in claims data.
- Enhanced support for audit and compliance activities.
- No disruption to current provider workflows.

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](#).



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.