



THIS ISSUE

pg 1 Updates to the Video Library Page and the Onboarding Materials Page

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Beginning November 14, 2025, the Department of Health Care Services (DHCS) will introduce an enhanced Provider Training Resources page (previously known as the “Video Library”).

These improvements aim to provide easier access to important resources and improved navigation to essential training for both new and existing providers.

What’s Changing?

New Name: The “Video Library” page will be renamed to “Provider Training Resources.” The link will be updated to reflect this name change.

New Sections: The updated page will feature three new sections:

1. Provider Administrative Resource Videos

- Provider Portal: All portal-related training videos
- Learning Management System (LMS): LMS instructional content
- Electronic Data Interchange (EDI): EDI training materials

2. Provider Clinical Resource Materials

- New subsection: Provider Clinical Training Video Library
- All existing clinical training videos (excluding portal registration and delegate videos) will be moved to Provider Clinical Training Video Library

Continued on pg 2

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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](#).



3. Other Resources

- Subsections: Topic-specific resources for Gabby, Provider Portal, LMS, and EDI

Provider Onboarding Materials Page: This page will be redesigned to include expandable sections featuring:

1. User Guides and Handbooks

- Provider Portal User Guide
- EDI How-To Guide
- EDI Companion Guide
- Provider Handbook

2. Provider Resources

- Provider Training Resources
- LMS Landing Page
- Billing Tips
- FAQs
- Provider Training Seminars and Webinars

3. Forms For New Providers

- Electronic Funds Transfer (EFT) Enrollment Form
- Medi-Cal Dental Provider Directory/Referral Form

4. Other Important Links

- Manual of Criteria (MOC) & Schedule of Maximum Allowances (SMA)
- Teledentistry Resources
- Provider Email Subscription
- Eligibility Portal
- Provider Portal
- Provider Portal Registration

Visual Refresh: You will see a new look on the pages to enhance usability, navigation, and overall visual appeal. These enhancements will help providers efficiently locate the latest training materials and program requirements.

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. For assistance with claims submission and documentation, please visit the [California Outreach Map](#) to contact your regional representative.