



Provider Bulletin

DECEMBER 2025
Volume 41, Number 40



THIS ISSUE

- pg 1 Updated Justification of Need for Prosthesis Form Available Now
- pg 2 Use Electronic Data Interchange (EDI) for Faster Processing
- pg 3 Policy Clarification for Oral Health Community Health Worker Services Billable by Providers with CDT Code D9994
- pg 10 Oral Health Education Videos

Updated Justification of Need for Prosthesis Form Available Now

Please note that an updated [Justification of Need for Prosthesis \(DC054\)](#) form is now available. Effective immediately, 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.

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

Please recycle any old DC054 forms and reorder new ones with revision date 04/25. To order, please complete and send the [Forms Reorder Request](#) to the fax number, email, or mailing address on the form.

How to Complete the DC054 Form

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

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](#).



PO BOX 15609, Sacramento, CA 95852-0509 | (800) 423-0507

dental.dhcs.ca.gov



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.

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](#).

If you have questions or need additional 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.

Use Electronic Data Interchange (EDI) for Faster Processing

Providers are encouraged to enroll in Electronic Data Interchange (EDI) and submit eligible transactions electronically. This process enhances accuracy, improves turnaround times, and streamlines workflows.

Eligible EDI submissions include:

- 837D: **Dental Treatment Authorization Requests (TARs), claims, and claim adjustments**
- 276: **Claim status requests**

Eligible EDI responses include:

- 835: **Remittance advice forms**
- 277: **Claim status responses**

Continued on pg 3



If a provider's service office is not enrolled with EDI and would like to enroll, an [Medi-Cal Dental EDI Enrollment Packet](#) must be submitted. The [EDI Application Instructions](#) provides additional information to assist providers with filling out the application.

Providers who want to update their EDI enrollment must submit the [Provider Service Office EDI Option Selection Form](#). The [Provider Service Office EDI Instructions](#) will help providers complete the application.

Please note that the forms can be returned to Medi-CalDentalEDI@Gainwelltechnologies.com or you can mail in the application to:

Medi-Cal Dental

P.O. Box 15609

Sacramento, CA 95852-0609

Keep in mind that mailing paper forms may result in processing delays and if supporting documentation cannot be digitized, it must be mailed using the correct envelopes. If additional envelopes are needed, please submit a [Forms Order Request](#).

For more information, refer to **the Provider Handbook Section 6**, [Medi-Cal Dental EDI How-To Guide](#), and [Medi-Cal Dental EDI Companion Guide](#).

If you have questions or need additional support, please email Medi-CalDentalEDI@GainwellTechnologies.com or 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. For assistance with claims submission and documentation, please visit the [California Outreach Map](#) to contact your regional representative.

Policy Clarification for Oral Health Community Health Worker Services Billable by Providers with CDT Code D9994

Effective December 1, 2024, the Department of Health Care Services (DHCS) established a new Community Health Worker (CHW) benefit. This benefit allows CHWs to provide oral health services under supervision of a Medi-Cal Dental enrolled provider and receive reimbursement through Medi-Cal Dental. The added CHW benefit integrates CHWs into

Continued on pg 4



the oral healthcare system to enhance preventive care and provide support services for Medi-Cal members. The CHW benefit is billed under the Current Dental Terminology (CDT) code D9994: Dental Case Management, Patient Education to Improve Oral Health Literacy. The CDT code D9994 is a distinct service and is not part of the [Medi-Cal Dental Case Management](#) services, which are specifically designed to assist Medi-Cal members with special health care needs who are unable to schedule and coordinate complex treatment plans.

Under the covered CHW benefit, members will receive oral health literacy, support for dental care, and be provided with information consistent with established or recognized oral health care standards from eligible CHWs. CHW services are preventive health services to prevent disease, disability, and other health conditions or their progression; to prolong life; and promote physical and mental health.

For the purposes of this bulletin, dental providers include licensed dentists, registered dental hygienists, registered dental hygienists in alternative practice, and registered dental hygienists in extended functions. This regulatory bulletin does not authorize CHWs, dental assistants, registered dental assistants, or registered dental assistants in extended functions to enroll in or bill Medi-Cal Dental directly.

Treatment Authorization Requests and Requests for Additional Units

Dental providers who bill Medi-Cal Dental may bill for this CHW benefit using CDT code D9994: Dental Case Management - Patient Education to Improve Oral Health Literacy.

The current frequency limits are up to 4 units (two hours) per member per day (subject to the yearly maximum) and up to 12 units of care (six hours) per member per year.

If the daily maximum of 4 units is exceeded, then documentation supporting the medical necessity for those additional unit(s) must be submitted for payment. Additional units per year, above the 12 unit maximum, must be requested on a Treatment Authorization Request (TAR) along with documentation supporting the medical necessity and a written plan of care.

Due to system limitations, each Claim Service Line (CSL) can only accommodate 4 units of D9994. If more than 4 units were rendered in a day, place the additional units on a separate CSL and documentation supporting the medical necessity for those additional units. For example, if 6 units of D9994 were rendered, place 4 units on one CSL and the additional 2 units on another CSL. If 9 units were rendered in a day, place 4 units on one CSL, another 4 units on a separate CSL, and 1 unit on a third CSL.

For more information, see the section on Billing Criteria below.

Continued on pg 5



Provider Handbook Updates:

The Provider handbook has been updated to reflect this benefit. Updates are reflected in [Section 4 Treating Members](#) and [Section 5 Manual of Criteria and Schedule of Maximum Allowances](#).

CHW Frequently Asked Questions (FAQs) for Dental Services

Q. What are the minimum qualifications to be considered a CHW?

A: CHWs must demonstrate minimum qualifications through one of the following pathways:

- **Certificate Pathway:** CHWs demonstrating qualifications through the Certificate Pathway must provide proof of completion of at least one of the following certificates:
 1. **CHW Certificate:** A certificate of completion, including a curricula that attests to demonstrated skills and/or practical training in the following areas: communication, interpersonal and relationship building, service coordination and navigation, capacity building, advocacy, education and facilitation, individual and community assessment, professional skills and conduct, outreach, evaluation and research, and basic knowledge in public health principles and social determinants of health. Certificate programs shall also include field experience as a requirement.

CHW Certificate allows a CHW to provide all covered CHW services described in this document, including violence prevention services.
 2. **Violence Prevention Certificate:** For individuals providing CHW violence prevention services only, a Violence Prevention Professional (VPP) Certification issued by Health Alliance for Violence Intervention or a certificate of completion in gang intervention training from the Urban Peace Institute.

A Violence Prevention Certificate allows a CHW to provide CHW violence prevention services only. A CHW providing services other than violence prevention services shall demonstrate qualification through either the Work Experience Pathway or by completion of a CHW Certificate.
- **Work Experience Pathway:** An individual who has 2,000 hours working as a CHW in paid or volunteer positions within the previous three years and has demonstrated skills and practical training in the areas described above, may provide CHW services

Continued on pg 6



without a certificate of completion for a maximum period of 18 months. A CHW who is providing or will provide CHW services through the work experience pathway and does not have a certificate of completion must earn a certificate, as described above, within 18 months of the first CHW visit provided to a Medi-Cal member.

In addition to obtaining a CHW certificate, all CHWs must complete a minimum of 6 hours of annual training.

Q. Can dentists provide CHW services? Can my dental assistant or RDH provide CHW services?

A: The intent of the CHW benefit is for unlicensed, trained health educators to render these services, however, any individual who fulfills the CHW requirements may provide CHW services. In addition, a dentist, hygienist, or other licensed professional cannot function as a CHW on the same Date of Service (DOS) they are providing dental or hygiene services. Dental auxiliaries, such as dental assistants or registered dental assistants, who have completed the necessary CHW requirements may also provide CHW services.

Q. What is a supervising provider, and can dentists be both the CHW and the supervising provider?

A: The supervising provider cannot also be the CHW. CHWs must be supervised by a licensed Medi-Cal dentist or hygienist. The supervising provider is an enrolled Medi-Cal provider who submits dental claims for services provided by CHWs. The supervising provider ensures a CHW meets the qualifications listed in this document, and directly or indirectly oversees a CHW and their services delivered to Medi-Cal members. It is the supervising provider's responsibility to maintain records of the CHW's qualifications, and these documents must be made available upon request by the DHCS.

Q. Can CHWs apply fluoride?

A: DHCS does not define parameters surrounding scope of practice and permitted duties for CHWs. These questions should be addressed by the [Dental Board of California](#) and the [Dental Hygiene Board of California](#).

Q. Who can I reach out to if I have questions on filling out my claim form?

A: If you have any questions, please contact the Medi-Cal Dental Telephone Service Center at (800) 423-0507, from 8:00 a.m. to 5:00 p.m. Monday through Friday.

A more comprehensive FAQ is forthcoming. Please check Medi-Cal Dental's website at [Dental Community Health Workers](#) for updates.

Continued on pg 7



Covered CHW Services

Medi-Cal Dental offers Oral Health Education and Oral Health Navigation as covered CHW services:

1. CHWs provide **Oral Health Education** to promote members' oral health or address barriers to dental health care. This includes delivering information consistent with established or recognized oral health care standards.
2. CHWs have an important role in **Oral Health Navigation** by helping members access dental services and overcome barriers to care. CHWs provide information, training, and support to help individuals navigate the oral health care system, understand how it works, and become active participants in their own care. In addition, CHWs connect members with community resources that promote oral health and address specific barriers. This includes connecting members to translation or interpretation services for dental appointments, arranging transportation for dental visits, or helping to address other health-related social needs.

Billing Criteria

In accordance with Welfare & Institutions Code (W&I Code) Section 14043.75(b), DHCS is establishing specific billing criteria for dental providers to bill CDT D9994. These requirements implement and make specific CDT Code D9994 as a payable benefit when billed by an enrolled Medi-Cal Dental dentist or hygienist, and as such have the full force and effect of law.

Criteria for **D9994**: Dental Case Management – Patient Education to Improve Oral Health Literacy is as follows:

1. Prior Authorization is not required.
2. Written documentation for payment – shall include:
 - a. the name of the CHW that provided the training,
 - b. the number of patients present at the training, and
 - c. the time and duration of the training (e.g. 12:30 PM – 1:00 PM)
3. A benefit for members:
 - a. With one or more chronic health conditions (including behavioral health) or exposure to violence or trauma which has an impact on the member's oral health.

Continued on pg 8



- b. Who are at risk for a chronic health condition or environmental health exposure which has an impact on the member’s oral health.
 - c. Who face barriers meeting their oral health or oral health-related social needs and/or would benefit from preventive oral health services.
 - d. See Provider Handbook (Community Health Worker Preventive Services in Section 4) for a detailed list of medical necessity eligibility criteria.
4. Up to 4 units (two hours) daily per member, subject to the yearly maximum.
- a. If the daily maximum of 4 units is exceeded, then documentation supporting the medical necessity for those additional unit(s) must be submitted for payment.
 - b. Up to 4 units of D9994 can be submitted on each Claim Service Line (CSL). If additional units have been rendered, place those on a separate CSL (up to 4 units of D9994 per CSL).
5. Up to 12 units of care (six hours) per member per year.
- a. Additional units per year must be requested on a TAR along with documentation supporting the medical necessity and a written plan of care.
6. Refer to Provider Handbook Section 4 for additional information.

Reimbursement Schedule

Effective for dates of service on or after December 1, 2024, the Manual of Criteria (MOC) and Schedule of Maximum Allowances (SMA) for CDT procedure code D9994: DENTAL CASE MANAGEMENT - PATIENT EDUCATION TO IMPROVE ORAL HEALTH LITERACY will be updated.

CDT Code	Description	Rate per unit per member	SMA (each 30-minutes = 1 unit)			
			1 unit	2 units	3 units	4 units
D9994	Dental Case Management - Patient Education to Improve Oral Health Literacy, each 30 minutes: 1 Patient	\$26.66	\$26.66	\$53.32	\$79.98	\$106.64

Continued on pg 9



D9994	Dental Case Management - Patient Education to Improve Oral Health Literacy, each 30 minutes: 2-4 Patients	\$12.66	\$12.66	\$25.32	\$37.98	\$50.64
D9994	Dental Case Management - Patient Education to Improve Oral Health Literacy, each 30 minutes: 5-8 Patients	\$9.46	\$9.46	\$18.92	\$28.38	\$37.84

Effective December 1, 2024, [Section 5 Manual of Criteria and Schedule of Maximum Allowances](#) in the Medi-Cal Dental Provider Handbook reflect these changes.

For questions and support, please contact the Medi-Cal Dental Telephone Service Center at (800) 423-0507, from 8:00 a.m. to 5:00 p.m. Monday through Friday.

Additional information can be found on Medi-Cal Dental’s website at [Dental Community Health Workers](#).

New Adjudication Reason Codes

Effective February 5, 2026, Medi-Cal Dental will implement seven new Adjudication Reason Codes (ARCs). These new ARCs are classified as non-medical necessity ARCs.

The descriptions for the new ARC codes are listed below:

ARCs	ARC Description
040	Procedure D9994 is allowable 4 Units Per Day, Per Member, unless additional documentation is submitted to justify medical necessity.
040A	Procedure D9994 is allowable 12 units in a 12-month period per member unless additional services are requested on a Treatment Authorization Request (TAR). The TAR must include a medical necessity justification of additional units beyond the 12 units per 12 months per member and a written plan of care.

Continued on pg 10



040B	<p>1) Procedure code D9994 is not a benefit in conjunction with D9996</p> <p>Or</p> <p>2) When procedure code D9995 is rendered in conjunction with D9994, only D9994 will be payable.</p>
040C	<p>Procedure code D9920 is not a benefit in conjunction with D9994 when other billable services are not performed on the same day.</p>
040D	<p>The CHW name should not be the same as the dentist/hygienist doing other procedures on the same DOS.</p>
040E	<p>Documentation is incomplete. The documentation must include the name of the CHW, number of patients present and the time of the training session.</p>
040F	<p>Documentation is incomplete. Documentation supporting the medical necessity and a plan of care must be submitted.</p>

If you have questions or need additional 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.

Oral Health Education Videos

Medi-Cal Dental is pleased to announce the development of nine Oral Health Education (OHE) Videos for providers to use to enhance and augment services to members that access care through their office.

The OHE Videos, are available in English and Spanish versions. They have been developed in conjunction with the member benefit, **CDT code D9994 (Dental Case Management, Patient Education to Improve Oral Health Literacy)**, which enables Community Health Workers (CHWs) to use these educational resources as an adjunct during billable individual or group sessions.

Continued on pg 11



We encourage providers to:

- Share these videos during presentations and events to highlight Medi-Cal Dental benefits and healthy smile tips.
- Incorporate the videos into ongoing member or community education efforts, such as workshops, trainings, or digital outreach.
- Link the videos on your own channels (websites, newsletters, or social media) to expand their reach.
- Sign up and share [Smile Alert Sign-Up | Smile California](#) to receive updates each time new content becomes available.

The details of the Medi-Cal Dental CHW benefit can be accessed at the DHCS website page, (www.dhcs.ca.gov/services/Pages/Dental-Community-Health-Workers.aspx).

There are links to resources that provide comprehensive information on the CHW program. All nine OHE Videos in English are available on the DHCS webpage. The OHE videos will also be available at the beginning of the new year on the Smile, CA and Medi-Cal Dental website: <https://smilecalifornia.org/members/oral-health-education-videos/>

The OHE videos can also be accessed directly from YouTube by searching under, '[Smile California Oral Health Education Videos](#),' which will bring up a list of the nine short video titles and descriptions in both English and Spanish. All nine videos will soon be available on [Smile, California](#) and [Sonrie, California](#).

These 9 videos include:

- Understanding Your Medi-Cal Dental Benefits
- Getting Help During Dental Emergencies
- Caring for Members with Disabilities and Special Health Care Needs
- Golden Years, Healthy Smiles!
- An Early Start on Good Oral Health
- Fight Cavities in Children and Teens
- Creating Healthy Habits for Healthy Teeth
- Healthy Eating for Healthy Smiles
- Get Free Rides and Language Help for Your Smile

If you have questions or need additional 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. 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. For assistance with claims submission and documentation, please visit the [California Outreach Map](#) to contact your regional representative.