Provider Bulletin

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MEDI-CAL HAS DENTAL COVERED

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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.

Paper-Based Enrollment Application Process During System Outages

Effective April 1, 2026, if the online Medi-Cal enrollment application system experiences a system-wide outage or service disruption, providers must submit all enrollment applications, enrollment updates, and supplemental additions or changes to enrollment using paper forms as directed by DHCS.

When Paper Forms Are Required

DHCS will issue an informational bulletin if the online Medi-Cal enrollment application system becomes unavailable. During such outages, paper forms will serve as the official and legally required method for submissions until DHCS announces the system is restored. Please refer to the information below on how to access and submit paper-based application forms in the event that DHCS publishes an informational bulletin. The paper form application process will remain in effect until DHCS rescinds the informational bulletin.

How to Access Paper Forms

During a confirmed outage, providers must use the appropriate Medi-Cal enrollment forms for their provider type. Forms are available at the Medi-Cal Provider Enrollment Forms webpage.

DHCS | Medi-Cal Dental

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

dental.dhcs.ca.gov

For more information, please see the [Medi-Cal Provider Bulletin](#).

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.

Required Enrollment for Ordering, Referring, and Prescribing (ORP) Providers

Pursuant to Code of Federal Regulations (CFR), Title 42, Section 455.410(b), the "State Medicaid agency must require all ordering or referring physicians or other professionals providing services under the State Plan or waiver of the plan to be enrolled as participating providers." Additionally, pursuant to Welfare and Institutions Code (W&I Code), Section 14043.26(a), which was effective January 1, 2004, the Department of Health Care Services (DHCS) is required to enroll Ordering, Referring and Prescribing (ORP) providers in Medi-Cal.

Per the CFR mandate, providers that bill for goods and/or services ordered, referred, or prescribed by another provider are required to list the National Provider Identifier (NPI) of the provider who ordered, referred, or prescribed the goods or services being billed on the Medi-Cal claim. The ordering, referring, and prescribing provider must be enrolled as a participating provider in Medi-Cal and Type 1 (Individual) NPI even if the provider does not send claims directly to Medi-Cal for the goods or services they furnish.

Specifically for pharmacy claims to be processed and paid, the individual prescriber (for example, doctors, nurses, dentists, etc.) on the claim must be enrolled in Medi-Cal using their Type 1 National Provider Identifier (NPI). This requirement also applies to pharmacists initiating prescriptions under their own scope of practice authority. DHCS has identified prescribers who have not enrolled with Medi-Cal and will be conducting outreach to remind them of this requirement. If a provider enrollment application is not submitted and approved by June 26, 2026, pharmacy claims associated with the prescriber will be denied.

To learn more about this requirement, please see the notification here.

Actions to Take Now

Verify Medi-Cal enrollment:

Check your Type 1 NPI on the Enrolled Fee-For-Service Providers list by following these online instructions. If you are enrolled, no further action is required. Please note, affiliation with a managed care plan (MCP) and/or enrollment as a provider with the federal Medicare program is not sufficient to meet the requirements for Medi-Cal enrollment.

If you are not enrolled in Medi-Cal:

- Apply through the Provider Application and Validation for Enrollment (PAVE) portal.
- Review ORP Enrollment Guidance for additional instructions, if needed.
- Ensure required identification and license documents are current and readable.

For enrollment questions, navigate to the Provider Inquiry form to submit requests for assistance to the DHCS' Provider Enrollment Division (PED).

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