

Denti-Cal Bulletin



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CLAIMS PROCESSING CHANGES FOR CALIFORNIA CHILDREN'S SERVICES (CCS) PROGRAM AND GENETICALLY HANDICAPPED PERSON'S PROGRAM (GHPP)

Effective July 1, 2004, the Department of Health Services, will implement a major system enhancement that will change the authorization and claims processing for CCS and GHPP dental claims. Most CCS and GHPP claims, Treatment Authorization Requests (TARs), and associated documents will be processed through Denti-Cal.

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What are CCS and GHPP?

The CCS program provides health care services related to the CCS-eligible condition. These services may include dental services related to the beneficiary's CCS-eligible condition. The GHPP provides health care services, including a limited scope of dental services. The ages for each program are:

- CCS - birth to the age of 21 years.
- GHPP - usually adults, but some children are eligible.

What type of eligibility do CCS beneficiaries have?

- CCS/Medi-Cal, full scope, no Share of Cost (SOC)

Dental providers are to submit all claims, TARs, and associated documents directly to Denti-Cal statewide.

- CCS-Only

Includes CCS eligible beneficiaries with Healthy Families coverage, as well as children with other dental coverage or no other coverage.

Dental providers must request a Service Authorization Request (SAR) from the CCS county office or State regional office prior to treating the beneficiary.

How do I begin or continue treating CCS/GHPP beneficiaries?

Effective July 1, 2004, dentists and orthodontists must be enrolled in the Denti-Cal program and must be in an active enrollment status to provide dental services to CCS/GHPP beneficiaries.

To become a Denti-Cal enrolled orthodontist, orthodontists must meet orthodontia requirements and complete the Orthodontia Provider Certification form prior to requesting a SAR from CCS and GHPP.

What is a CCS SAR?

Providers must request a CCS SAR from the CCS program prior to submitting claims, TARs, and associated documents to the Denti-Cal Program. **The SAR is required only for those CCS beneficiaries who are not eligible for Medi-Cal, full scope, no Share of Cost coverage.** A SAR defines the “scope of benefits” the dental provider may perform for a CCS-eligible beneficiary. The Denti-Cal Provider Manual should be referred to for x-ray, documentation, and prior authorization submission requirements prior to performing any dental services.

Are all dentists/orthodontists enrolled in the Denti-Cal program required to participate in the new CCS dental authorization and claims processing procedures?

Currently, Denti-Cal providers providing dental services to **CCS-only beneficiaries residing in Los Angeles, Orange, and Sacramento counties** cannot submit claims to Denti-Cal. Providers must continue to obtain a prior CCS authorization for dental services and submit claims for these services to these counties. The HCFA 1500 claim form must be utilized with the provider’s CGP provider number for all CCS beneficiaries, i.e., CCS/Medi-Cal and CCS-only, residing in these counties.

NOTE: It is the CCS beneficiary’s county of residence, not the dental provider’s practice location that determines when to request a CCS SAR and when to submit a claim, TAR, and associated document.

System enhancements will be implemented in Los Angeles, Orange, and Sacramento counties in the future. At that time dentists and orthodontists treating CCS-only beneficiaries in these counties will be required to enroll in the Denti-Cal Program.

When am I required to request a SAR to treat a CCS beneficiary?

- For CCS-only beneficiaries, providers must request a SAR from the CCS county office or State regional office prior to treating the beneficiary. CCS beneficiaries must exhaust all other dental coverage benefits and/or submit documentation of other dental coverage benefits paid or denied to Denti-Cal. Denti-Cal may require a TAR in addition to the CCS SAR prior to the provider providing treatment to a beneficiary. The CCS SAR defines the scope of benefits available to the CCS beneficiary.
- For CCS beneficiaries statewide with Medi-Cal, full scope, no SOC, the Denti-Cal program **does not** require a CCS SAR, except for Los Angeles, Orange, and Sacramento counties.

Providers requesting dental services that are not within the stated scope of benefits of the Denti-Cal program may request authorization as Early and Periodic Screening, Diagnosis, and Treatment Supplemental Services (EPSDT-SS).

How do I identify a CCS beneficiary?

Beneficiary eligibility for the CCS program is available through the Automated Eligibility Verification System (AEVS), Point of Service Device (POS), and Medi-Cal Internet site, except for CCS beneficiaries residing in Los Angeles, Orange, and Sacramento counties. For more information regarding beneficiary eligibility, please refer to the Medi-Cal web site www.medi-cal.ca.org.

Please refer to the Denti-Cal Provider Manual for Denti-Cal’s policies, procedures, and requirements for processing claims, TARs, and associated documents.

Where do I submit Denti-Cal claims, TARs, and associated documents for date(s) of service on or after July 1, 2004?

- Providers requesting to treat CCS beneficiaries with Medi-Cal, full scope, no SOC, are to submit Denti-Cal claims, TARs, and associated documents to Denti-Cal for dates of service on or after July 1, 2004.
- For CCS-only beneficiaries, SARs are to be obtained from the CCS county program or State Regional Office on or after July 1, 2004. The CCS county program or State Regional Office will issue a SAR describing the scope of dental benefits authorized for the beneficiary

NOTE: Providers are to continue submitting SARs and claims to the Los Angeles, Orange, and Sacramento county CCS programs. Providers will be notified when the process for these counties change.

Will claims processing change for Genetically Handicapped Person's Program-Only (GHPP-only)?

After July 1, 2004, dental care authorizations for GHPP-only beneficiaries will be provided if the dental provider is enrolled in the Denti-Cal program. Providers are to continue requesting authorizations from GHPP. Providers must continue to utilize their CGP provider number and the HCFA 1500 claim form to bill for authorized dental services provided to GHPP-only beneficiaries. The claim must be submitted to the GHPP State program for review and approval. Denti-Cal will not accept CGP and HCFA 1500 claim forms.

NOTE: If a GHPP beneficiary has Medi-Cal, full scope, no SOC, dental providers are to submit claims, TARs, and associated documents directly to Denti-Cal.

System enhancements will be implemented in the future for the GHPP. At that time dentists and orthodontists treating GHPP-only beneficiaries are required to enroll in the Denti-Cal Program.

Whom do I call if I have Denti-Cal claim, TAR, or associated document questions?

Providers are to contact the Denti-Cal toll free provider line at (800) 423-0507 for questions related to Denti-Cal policies, procedures, and requirements for claims, TARs, and associated document processing.

Whom do I call if I have questions regarding CCS-only, GHPP-only or questions regarding the HCFA 1500 claim form?

- Questions regarding CCS-only beneficiaries and SARs, providers are to contact the CCS county program or State regional office.
- Questions regarding GHPP-only beneficiaries, providers are to contact the GHPP State program.
- Providers are to contact CCS county or State regional office, or State GHPP program for questions regarding the HCFA 1500 claim form.

Attached is a contact listing of CCS county offices, the State regional offices, and the State GHPP office.

Will training be provided?

Training will be offered to providers who wish to continue or start treating CCS beneficiaries. Denti-Cal will utilize selected Basic Seminars to train providers on how to submit claims, TARs, and associated documents via Denti-Cal's policies, procedures, and requirements. An additional hour at the end of the seminar will focus on CCS SAR and Denti-Cal processing.

Please refer to the Denti-Cal Seminar Schedule bulletins for specific dates and times. Training will take place over six (6) months and two (2) seminar schedule bulletins.

STATE REGIONAL OFFICE LOCATIONS

CMS Sacramento Regional Office

MS 8100
P.O. Box 997413
Sacramento, CA 95899
Main # (916) 327-3100
FAX# (916) 327-0998

CMS Southern California Regional Office

311 South Spring Street, Suite 01-11
Los Angeles, CA 90013
Main # (213) 897-3571
FAX # (213) 897-3501 or (213) 897-2882

CMS Northern California Region San Francisco Office

575 Market Street, Suite 300
San Francisco, CA 94105
Main # (415) 904-9699
FAX# (415) 904-9698

Genetically Handicapped Persons Program (GHPP)

MS 8200
P.O. Box 997413
Sacramento, CA 95899
Main # (916) 327-0470
Fax # (916) 327-1112
Toll Free: (800) 639-0597

The following table lists in alphabetical order the CCS county offices' mailing addresses telephone and fax numbers. It also identifies the county offices as dependent or independent, and the regional office responsible for the dependent county. This list is important in determining whether the CCS county office or the state CCS regional office must be contacted when requesting prior authorization.

The following guideline can be helpful in selecting the correct office:

- For questions on eligibility, prior authorization and submitting claims in *independent counties*, please contact the CCS independent county office.
- For questions on prior authorization or submitting claims in *dependent counties*, contact the appropriate state CCS regional office.

County/Office Address	Telephone	FAX	Dependent/ Independent	Regional Office
Alameda 1000 Broadway, Suite 500 Oakland, CA 94607	(510) 208-5970	(510) 267-3270	Independent	San Francisco
Alpine 75-B Diamond Valley Road Markleeville, CA 96120	(530) 694-2146	(530) 694-2252	Dependent	Sacramento
Amador 1003 Broadway, Suite 101 Jackson, CA 95642	(209) 223-6630	(209) 223-3524	Dependent	Sacramento
Butte 1370 Ridgewood, Dr. Suite 22 Chico, CA 95379	(530) 895-6546	(530) 895-6557	Independent	Sacramento
Calaveras 891 Mountain Ranch Road San Andreas, CA 95249	(209) 754-6460	(209) 754-6459	Dependent	Sacramento
Colusa 251 East Webster Street Colusa, CA 95932	(530) 458-0380	(530) 458-4136	Dependent	Sacramento

County/Office Address	Telephone	FAX	Dependent/ Independent	Regional Office
Contra Costa 597 Center Avenue, Suite 110 Martinez, CA 94553	(925) 313-6100	(925) 313-6115	Independent	San Francisco
Del Norte 880 Northcrest Drive Crescent City, CA 95531	(707) 464-3191	(707) 465-1783	Dependent	San Francisco
El Dorado 929 Spring Street Placerville, CA 95667	(530) 621-6128	(530) 622-5109	Dependent	Sacramento
Fresno 1221 Fulton Mall Fresno, CA 93721	(559) 445-3300	(559) 445-3253	Independent	Sacramento
Glenn 240 North Villa Avenue Willows, CA 95988	(530) 934-6588	(530) 934-6463	Dependent	Sacramento
Humboldt 317 Second Street Eureka, CA 95501-0425	(707) 445-6212	(707) 441-5686	Independent	San Francisco
Imperial 935 Broadway El Centro, CA 92243	(760) 482-4434	(760) 482-4664	Dependent	Southern California
Inyo 207-A West South Street Bishop, CA 93514	(760) 873-7868	(760) 876-7800	Dependent	Southern California
Kern 1800 Mount Vernon Ave. 2nd Floor Bakersfield, CA 93306	(661) 868-0531	(661) 868-0216	Independent	Southern California
Kings 330 Campus Drive Hanford, CA 93230	(559) 584-1401	(559) 582-0297	Dependent	San Francisco
Lake 922 Bevins Court Lakeport, CA 95453	(707) 263-1090	(707) 262-4280	Dependent	Sacramento
Lassen 1445 B Paul Bunyan Rd Susanville, CA 96130	(530) 251-8183	(530) 251-4871	Dependent	Sacramento
Los Angeles 9320 Telstar Avenue, Suite 226 El Monte, CA 91731	(800) 288-4584	(800) 924-1154	Independent	Southern California
Madera 14215 Road 28 Madera, CA 93638	(559) 675-7893	(559) 675-7803	Dependent	Sacramento
Marin 555 Northgate Drive, Suite B San Rafael, CA 94903	(415) 499-6877	(415) 499-6396	Independent	San Francisco
Mariposa 4988 Eleventh Street Mariposa, CA 95338	(209) 966-3689	(209) 966-4929	Dependent	Sacramento
Mendocino 1120 South Dora Street Ukiah, CA 95482-8333	(707) 472-2600	(707) 472-2735	Independent	San Francisco
Merced 260 East 15th Street Merced, CA 95340	(209) 381-1114	(209) 381-1102	Independent	Sacramento

County/Office Address	Telephone	FAX	Dependent/ Independent	Regional Office
Modoc 441 North Main Street Alturas, CA 96101	(530) 233-6311	(530) 233-5754	Dependent	Sacramento
Mono 437 Old Mammoth Road, Suite Q Mammoth Lakes, CA 93546	(760) 924-1830	(760) 942-1831	Dependent	Southern California
Monterey 1441 Constitution Blvd, Building 400, Suite 200 Salinas, CA 93906	(831) 755-5500	(831) 783-0729	Independent	San Francisco
Napa 2261 Elm Street, Building G Napa, CA 94559	(707) 253-4391	(707) 253-4880	Independent	San Francisco
Nevada 10433 Willow Valley Rd. Suite B Nevada City, CA 95959	(530) 265-1450	(530) 265-761	Dependent	Sacramento
Orange 200 West Santa Ana Blvd Suite 100 Santa Ana, CA 93701	(714) 347-0300	(714) 347-0301	Independent	Southern California
Placer 379 Nevada Street Auburn, CA 95603	(530) 886-3630	(530) 886-3606	Independent	Sacramento
Plumas 270 County Hospital Rd Quincy, CA 95971	(530) 283-6330	(530) 283-6110	Dependent	Sacramento
Riverside 10769 Hole Ave Suite 220 Riverside, CA 92505	(909) 358-5401	(909) 358-5198	Independent	Southern California
Sacramento 9616 Micron Avenue, Suite 640 Sacramento, CA 95827	(916) 875-9900	(816) 369-0639	Independent	Sacramento
San Benito 439 Fourth Street Hollister, CA 95023	(831) 637-5367	(831) 637-9073	Dependent	San Francisco
San Bernardino 515 North Arrowhead Ave San Bernardino, CA 92415	(909) 388-5810	(909) 388-5815	Independent	Southern California
San Diego 6160 Mission Gorge Rd San Diego, CA 92120	(619) 528-4000	(619) 528-4087	Independent	Southern California
San Francisco 30 Van Ness Avenue, Suite 210 San Francisco, CA 94102	(415) 575-5700	(415) 575-5790	Independent	San Francisco
San Joaquin 2233 Grand Canal Blvd, Suite 105 Stockton, CA 95207	(209) 953-3600	(209) 953-3632	Independent	Sacramento
San Luis Obispo 2156 Sierra Way San Luis Obispo, CA 93401	(805) 781-5527	(805) 781-4492	Independent	Southern California
Santa Barbara 1111 Chapala Street, Suite 200 Santa Barbara, CA 93101	(805) 681-5360	(805) 681-4958	Independent	Southern California
Santa Clara 720 Empey Way San Jose, CA 95128	(408) 793-6200	(408) 793-6250	Independent	San Francisco

County/Office Address	Telephone	FAX	Dependent/ Independent	Regional Office
Santa Cruz 12 West Beach Street Watsonville, CA 95076	(831) 763-8900	(831) 763-8910	Independent	San Francisco
Shasta 3499 Hiatt Drive Redding, CA 96033	(530) 225-5760	(530) 225-5355	Dependent	Sacramento
Sierra 202 Front Street Loyalton, CA 96118	(530) 993-6700	(530) 993-6790	Dependent	Sacramento
Siskiyou 806 South Main Street Yreka, CA 96097	(530) 841-4064	(530) 841-4075	Dependent	Sacramento
Solano 275 Beck Avenue, MS 5-230 Fairfield, CA 94533	(707) 784-8650	(707) 421-7484	Independent	San Francisco
Sonoma 625 Fifth Street Santa Rosa, CA 95404	(707) 565-4500	(707) 565-4520	Independent	San Francisco
Stanislaus 830 Scenic Drive, Suite D Modesto, CA 95350	(209) 558-7515	(209) 558-7862	Independent	Sacramento
Sutter 1445 Veterans Memorial Circle Yuba City, CA 95993	(530) 822-7215	(530) 822-7223	Dependent	Sacramento
Tehama 1860 Walnut Street, Building C Red Bluff, CA 96080	(530) 527-6824	(530) 527-0362	Dependent	Sacramento
Trinity 1 Industrial Park Way Weaverville, CA 96093	(530) 623-1358	(530) 623-1297	Dependent	Sacramento
Tulare 115 East Tulare Avenue Tulare, CA 93274	(559) 685-2533	(559) 685-4701	Independent	Southern California
Tuolumne 20111 Cedar Road North Sonora, CA 95370	(209) 533-7400	(209) 533-7406	Dependent	Sacramento
Ventura 2240 East Gonzales Road, Suite 260 Oxnard, CA 93036	(805) 981-5281	(805) 981-5280	Independent	Southern California
Yolo 825 East Street, Suite 302 Woodland, CA 95776	(530) 402-2800	(530) 402-2809	Independent	Sacramento
Yuba 6000 Lindhurst Avenue, Suite 601-B Marysville, CA 95901	(530) 741-6340	(530) 749-6830	Dependent	Sacramento