

Denti-Cal Bulletin



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Policy for Treating Beneficiaries Enrolled in the Healthy Families Program

Denti-Cal providers are reminded that claims for any dental services provided to beneficiaries whose eligibility is limited to Aid Code 9H, Healthy Families services only, will be denied. Should a patient's eligibility list 9H as the only Aid Code, the provider shall direct the parent/guardian/child to call the Healthy Families Program toll-free number, (866) 848-9166, for information on their enrollment and how to obtain dental services.

If a beneficiary's eligibility includes both Aid Code 9H and a California Children's Services (CCS) Aid Code (9K) or CCS-eligible Healthy Families Child Aid Code (9R or 9U), then the claim will be processed as usual.

Denti-Cal will use Adjudication Reason Code 330A for disallowed claim service lines. The code has been modified to reflect these changes:

330A Beneficiary is not eligible for Medi-Cal dental benefits. Verify beneficiary's enrollment in Healthy Families which may include dental benefits.

Denti-Cal will use Policy Code 16 for disallowed claims. The code has been modified to reflect these changes:

16 Beneficiary not elig for Medi-Cal; may have benefits through Healthy Families.

Please refer to Section 4, "Treating Beneficiaries" in the Denti-Cal Program Provider Handbook as a guide for identifying Medi-Cal eligibility or insurance coverage.

Aid Code	Benefits	SOC	Program Description
9H	HF services only (no Medi-Cal)	N/A	The Healthy Families (HF) Program provides a comprehensive health insurance plan for uninsured children from 1 to 19 years of age whose family's income is at or below 200 percent of the federal poverty level. HF covers medical, dental and vision services to enrolled children.

If you have any questions, please call the Denti-Cal Telephone Service Center at (800) 423-0507.