Medi-Cal Dental Presentation

Medi-Cal Dental

June 2025

Agenda

➢ Overview & Purpose of the Presentation

➢ Overview of Medi-Cal Dental Fee-For-Service (FFS)

➢ Benefit Exhaustion

➢ Provider Engagement & Transition Support

➢ Member Complaints & Provider Training

➢ Questions & Answers

Overview & Purpose

Overview & Purpose of Presentation

Through the California Association of Health Plans, DHCS received some inquiries about how they serve their Medi-Cal members. This presentation will address those questions and concerns.

Overview of
Medi-Cal Dental Fee-For-Service (FFS)

DHCS

Medi-Cal Has Dental Covered

Medi-Cal covers dental services for **FREE** services for all ages.

2X PER YEAR — **FREE** check-ups twice a year, and sometimes more for members *under* the age of 21.

1X PER YEAR — **FREE** check-up once a year for members 21 and *older*.

SERVICES	BABIES	KIDS	TEENS	PREGNANCY	ADULTS & SENIORS
Exams*, x-rays, teeth cleaning, and fluoride varnish	✓	✓	✓	✓	✓
Fillings and tooth removal	✓	✓	✓	✓	✓
Emergency services	✓	✓	✓	✓	✓
Sedation	✓	✓	✓		✓
Molar sealants**		✓	✓		
Root canals		✓	✓	✓	✓
Orthodontics (braces)***			✓		
Crowns			✓	✓	✓
Partial and full dentures and denture relines			✓	✓	✓
Scaling and root planing			✓	✓	✓

*Free check-ups every six months, and sometimes more, for members under the age of 21 and every 12 months for members 21 and older.
**Permanent molar sealants are covered for kids and teens up to age 21.
***For those who qualify.

SmileCalifornia.org and SonrieCalifornia.org

About
Provides an overview of Medi-Cal Dental

Covered Services
Learn about Medi-Cal covered services by age group

Partner Toolkit
Resources to helps you provide oral health resources

Videos
Short informative Medi-Cal videos

Care for Your Smile
Tips to help members take care of their gums and teeth

Find A Dentist
Tool to help you assist members in finding a Medi-Cal dental provider

Primary Physician Toolkit
Resources to help keep Medi-Cal members informed about the important of regular dental care

Medi-Cal Dental FFS Provider, Utilization and Performance Data

» **Number of Medi-Cal Dental Enrolled Providers**

Safety Net Clinics (SNC) 1	SNC Rendering Providers	Enrolled Offices	Enrolled as Rendering Office	Active Rendering Providers
610	1,293	6,364	12,495	10,444

» **County Level Information**

Statewide_Fact_Sheet_Feb24

» **Utilization and Performance Data**

- Dental FFS and DMC Performance Fact Sheet
- FFS Performance Measures
- Dental_Performance_Measures-High_Level

Medi-Cal Dental Member and Provider Outreach Efforts

- **Annual Outreach Plan**
  - Targets underserved and high-need populations
  - https://www.dhcs.ca.gov/services/Documents/2023-Medi-Cal-Dental-Member-and-Provider-Outreach-Plan.pdf
- **Outreach & Education**
  - Culturally relevant materials provided in toolkit to physicians, clinics, and community partners
  - Smilecalifornia.org
  - https://smilecalifornia.org/partners-and-providers/presentations-for-partners/
- **Community Partnership**
  - Collaborations with health plans, public agencies, and nonprofit
  - https://smilecalifornia.org/partners-and-providers/primary-care-physician-toolkit/
  - https://smilecalifornia.org/partners-and-providers/smile-california-partner-toolkit/
- **Recruitment**
  - Recruitment campaigns to increase Medi-Cal Dental providers

Smile, California Primary Physician Toolkit

As a primary care physician, you play a critical role in helping keep Medi-Cal members informed about the important of regular dental care and the services available to them. Below are the tools and materials to assist you:

- AAP: Children's Oral Health
- Oral Health Coding Fact Sheet for Primary Care Physicians
- Smiles for Life: A National Oral Health Curriculum
- Smile Care Plan
- Practice Good Habits Flyer
- Medi-Cal Has Dental Covered Poster
- Bright Future Guidelines

- American Academy of Pediatrics: Recommendations for Preventative Pediatric Healthcare
- National Maternal and Child Oral Health Resource Center, Nutrition and Oral Health: A Resource Guide
- AAP Fluoridation Video
- Medi-Cal Dental Education Flyer
- Medical Dental Education Pad
- Medi-Cal Dental Pregnancy Materials

https://smilecalifornia.org/partners-and-providers/primary-care-physician-toolkit/

Host an Event with *Smile, California*
Connect with Your Community

Looking to host an event for your community?

Share event details such as event type, location, audience and attendees to hello@SmileCalifornia.org or Medi-CaldentalOutreachSNC@gainwelltechnologies.com

We'll assess how we can support your efforts with printed resources, promotional materials, and in-person events.

Together, let's make oral health a priority in your community.

Mobile Van Events

Smile, California offers mobile van stops across the state, providing accessible dental care to communities.

This is a great reminder for parents and caregivers about the importance of regular dental check-ups and their role in overall health.

You can find more detail about upcoming events at https://smilecalifornia.org/events/

If you would like to feature your event on Smile, California website, you can reach to hello@smilecalifornia.org

Smile, California Outreach Team
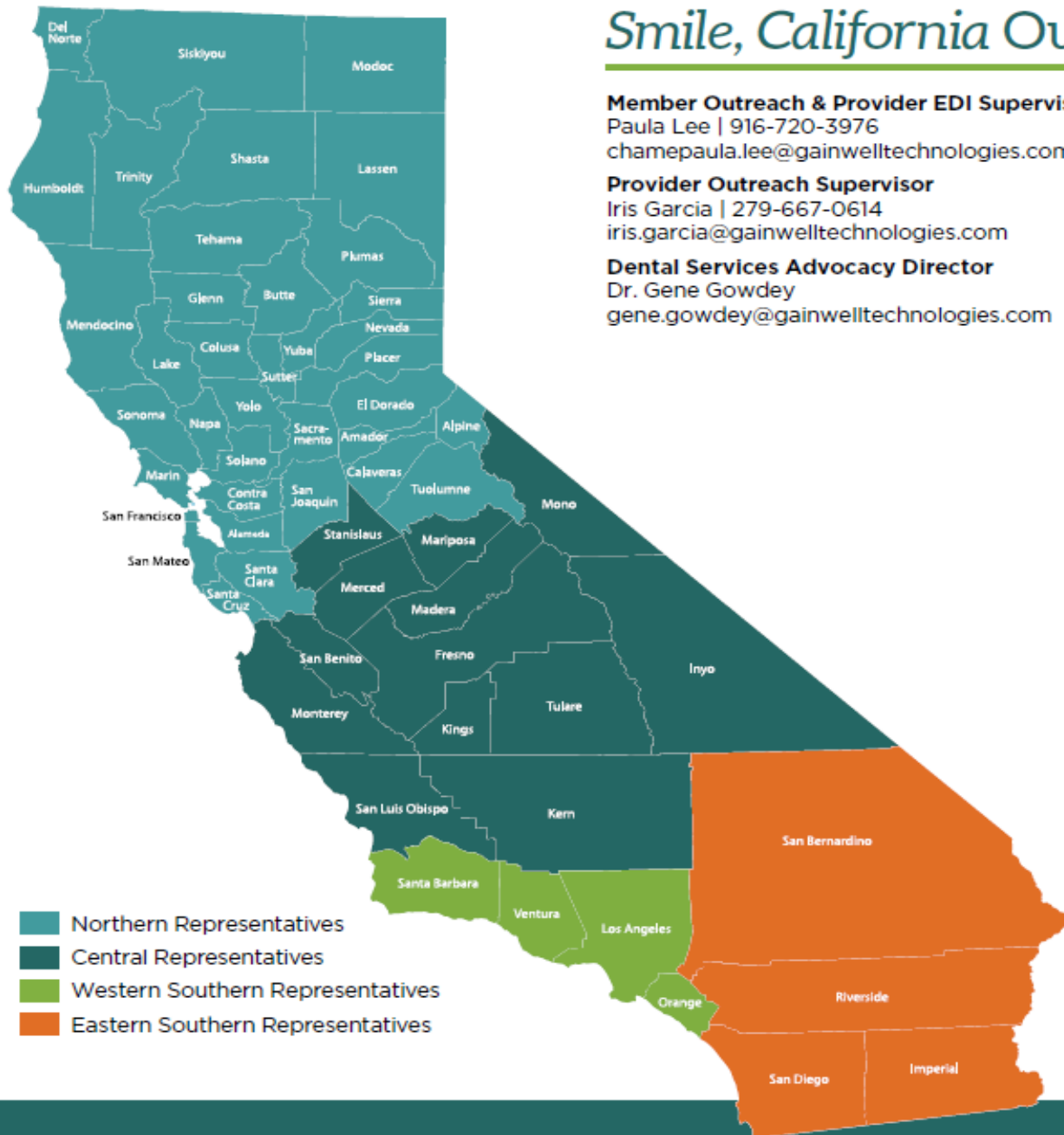
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Northern Representatives
Central Representatives
Western Southern Representatives
Eastern Southern Representatives

This Regional Representative contact list is for respective member and provider representatives to assist stakeholders with local events, questions about Smile, California, and provider recruitment opportunities. This list is not for public distribution. Please refer all members to the Telephone Service Center Line at 1-800-322-6384 and providers to the Provider Telephone Service Line at 1-800-423-0507 for general inquiries and customer service support.

Medi-Cal Dental

smile, CALIFORNIA
MEDI-CAL HAS DENTAL COVERED

Member Benefits

Guidance on Supporting Members Accessing Medi-Cal Dental Services

» Medi-Cal Dental services can either be Fee-For-Service (FFS) or Dental Managed Care (DMC): https://dental.dhcs.ca.gov/Providers/DentalProviders

» All members will receive 90-day, 60-day, and 30-day notices in the mail about their transition to either FFS or DMC.

Dental Managed Care Plan	Provider Contact (Sacramento County)	Provider Contact (Los Angeles County)
Liberty Dental Plan	(800) 268-9012	(888) 703-6999
Health Net Dental Plan	(800) 675-6110	(800) 675-6110
California Dental Network	(833) 479-1984	(855) 388-6257

Overview of Medi-Cal Dental FFS Member Benefits

» $1,800 per Member, per year per for covered dental service

- This $1,800 cap is known as a "soft cap" because there is no limit for covered, medically necessary dental services, or for members who are pregnant or under the age of 21.

- In other words, the annual $1,800 per member per year dental soft cap does not apply to dental procedures Medi-Cal Dental deems medically necessary

Benefits Exhaustion Notifications

» No Member Alerts for Benefits Exhaustion

- Since Members can receive services beyond the $1,800 per year soft cap, there are currently no alert protocols in place

- If Providers submit a treatment authorization request (TAR) for a procedure, the Provider will receive a notice of authorization (NOA). The NOA includes the soft cap remaining balance for the calendar year

Provider Engagement & Support in Assisting Members to Access Dental Services

Access to Care Points

Care Coordination

Case Management

Medi-Cal Dental

Care Coordination

Locating general, specialist, or clinic that offer dental services

Accessing appointments

Language assistance

Transportation assistance

Members can access care coordination services by calling the TSC at (800) 322-6384 or the Care Coordination Referral Form.

Care Coordination

Vol. 40 No. 17

Care Coordination and Dental Case Management Program Overview

- [Medi-Cal Dental Care Coordination & Case Management Overview](#)

Care Coordination Bulletins

- [Provider Bulletin Vol 40. No 17:Medi-Cal Dental Care Coordination Service](#)
- [Member Bulletin Vol 24 No 5: Medi-Cal Dental Care Coordination Services](#)

Vol. 24 No. 5

Members can access care coordination services by calling the TSC at (800) 322-6384 or the [Care Coordination Referral Form](#).

Case Management

» The dental Case Management program is designed for Medi-Cal Members with special care needs.

» The dental Case Management Referral Form is available at the Medi-Cal Dental Website in the Provider Section.

» Case Management Bulletin

Vol. 8 No. 5

» Provider Bulletin: Vol 8 No 5: Case Management Program

Healthcare providers and case workers can refer Members for case management services using the online Case Management Referral Form.

Opportunities to Facilitate Member Referrals

» Leverage medical MCP dental liaisons to disseminate information to medical providers on how to complete the **Care Coordination Referral Form**

» Periodic meetings to calibrate and answer medical MCP dental liaison's questions

» Remind medical MCP dental liaisons of Care Coordination Services available through Medi-Cal Dental at outreach events:

Opportunities to Enhance Medical Provider Involvement in Care Coordination

» Identification of referral pathways and contact information

- Identify the medical MCP dental liaison (person/team)

- Medical MCP dental liaisons can help to bridge that gap with obtaining proficiency in using the Care Coordination Referral Forms

» Knowledge transfer of scope of dental service available at Medi-Cal Dental

- Provide medical MCP dental liaisons with the information, [resources](#), links and train them on how to use the online referral forms.

- Develop standardized questions for when ending calls and ask if the provider is aware of coordination of language services and transportation available to the member they are referring/calling about

Member Complaints & Provider Training

Addressing Complaints Related to Dental Access and Coverage Confusion

» Dental Access:

- FFS does not have average wait time for primary care, preventive care, and specialty care appointments as they are independent contractor.

  - See Member Bulletin for Volume_8_Number_05.pdf

» Coverage Confusion

- Medi-Cal Members are not aware they have dental coverage

- Members can call the Medi-Cal Dental Telephone Service Center (TSC) or contact Member Representatives who will inform callers of covered services and that dental providers are available to assist with their dental needs

Addressing Complaints Related to Dental Access and Coverage Confusion

» Member Complaints

- If a member is dissatisfied with their current type of coverage, for example, if they have emergency-only coverage but want full coverage—they will be referred to their local county office for assistance

- If Members have other complaints, Members can call the Medi-Cal Dental TSC to file the complaint

- Members can also file a complaint using Smile California complaint process

  - [Forms | Smile California](#)

Addressing Complaints Related to Dental Access and Coverage Confusion

» Covered Service:

- If a Treatment Authorization Request (TAR) is denied due to the service not being a covered benefit or not meeting the required criteria, the member should be referred to request a State Hearing

  - What is a State Hearing? | Smile California

Medical Provider Training and Resources

» Provider Seminars, Webinars and Presentations

- Training packets are available on the dental.dhcs.ca.gov website

  - https://dental.dhcs.ca.gov/Providers/Medi_Cal_Dental/Provider_Training/ProviderTraining

» Learning Management System (LMS)

» Websites

- https://dental.dhcs.ca.gov/Providers/MedicalDentalProviders

  - Sign up for bulletins

- https://smilecalifornia.org

Questions?