

Medi-Cal Dental Statewide Stakeholder Meeting

August 20, 2026
1:00 p.m. – 2:30 p.m.



Agenda

- » Medi-Cal Dental Updates
- » Medi-Cal Dental Managed Care Updates
- » Medi-Cal Dental Fee-For-Service Updates
- » Open Forum

Medi-Cal Dental Updates

- » California State Budget and Federal Legislation Impacts
- » CalAIM Fact Sheet Key Findings
- » Community Health Workers (CHW)
- » Statewide Fact Sheet Key Findings

California State Budget and Federal Legislation Impacts

Dana Durham

Division Chief, Department of Health Care Services

Elimination of Dental Benefits for UIS 19+

Effective Date: July 1, 2027

Terms: [Senate Bill 164](#)

- » UIS members 19+ will move from DMC to Fee-For-Service. Will be limited to emergency dental services only.
- » UIS members 18 and under will continue to receive full-scope Medi-Cal, which includes dental services.
- » Populations that are not affected include:
 - Children under 19 years old with UIS
 - Pregnant/12 months postpartum

Elimination of Dental Benefits for UIS 19+ (Continued)

- » Smile, CA, Medi-Cal Dental, Medi-Cal Dental Benefit Changes webpages updated.
- » Updated social media tool kits on the Medi-Cal Ambassador webpage.
- » Developing an All-Plan Letter (APL 26-005) that will outline upcoming changes to dental coverage to UIS members with the new effective date.

Federal Re-Definition of Qualified Non-Citizens (QNC)

Effective Date: October 1, 2026

Terms: A QNC status determines who can get federally funded full-scope Medi-Cal benefits, and that includes dental coverage.

» Members who lose QNC status due to the re-definition on October 1 and move into UIS will continue to receive their full Medi-Cal dental benefits until July 1, 2027.

Elimination of Proposition 56 Supplemental Payments

Effective Date: July 1, 2026

Terms: Eliminates approximately \$362 million annually for Prop. 56 supplemental payments. Prop. 56 is California's tobacco tax measure that provides supplemental payments to Medi-Cal Dental providers to increase access and incentivize utilization.

» Bulletin: [Volume 42, Number 3](#)

CalAIM Fact Sheet Key Findings

Kelsey Peterson

Unit Chief, Department of Health Care Services

CalAIM Performance Fact Sheet: Key Findings

CalAIM Performance Measures:

1. Pay-For-Performance (P4P): Preventive Services
2. Pay-For-Performance (P4P): Continuity of Care
3. Caries Risk Assessment (CRA)
4. Silver Diamine Fluoride (SDF)

» CalAIM Performance Measures continue to show consistent upward trends¹.

¹ As of June 30, 2026, from the MIS/DSS Data Warehouse and Contractor Reports.

» Early childhood utilization shows steady growth in SDF and CRA among ages 0-6 through CY 2025².

² CY 2025 data is preliminary through runout period.

Community Health Workers (CHW)

Annalisa Howland

Unit Chief, Department of Health Care Services

Statewide Fact Sheet Key Findings

Kelsey Peterson

Unit Chief, Department of Health Care Services

Statewide Fact Sheet: Key Findings

Call Center

The top 6 requested language line call languages for Q4 2025 and Q1 2026 statewide:

1. Spanish
2. Russian
3. Dari
4. Mandarin
5. Arabic
6. Farsi

Enrollment

As of December 2025, 14.4 million members enrolled in Medi-Cal Dental.

Utilization

- Annual Dental Visits (ADV) increased in most plans for both children and adults.
- Statewide top utilized procedure code counts remained consistent for all ages in all delivery systems.

Statewide Fact Sheet: Key Findings (Continued)

Treatment Authorization Requests (TARs)

» The average TAR turnaround time is 2.99 days.

Providers

» Count of statewide rendering providers as of April 2026:

- SNC: 1,729
- Offices: 16,660

Dental Managed Care (DMC) Oversight

David Ferber

Branch Chief, Department of Health Care Services

Medi-Cal Dental Managed Care Updates

- » Health Net Dental Plan
- » California Dental Network (DentaQuest)
- » Liberty Dental Plan

Health Net Updates

Health Net



Member
Access and
Outreach



Community-
Based
Engagement



Provider
Network and
Training



Medical
Dental
Integration

California Dental Network (DentaQuest) Updates

DentaQuest



Community
Support



Provider
Impact

Liberty Updates

Liberty



Provider
Support &
Outreach



Member
Outreach



Community
Events &
Partners

Medi-Cal Dental FFS Updates

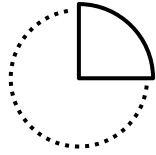
Skye Davis

Director of Member & Provider Services, Gainwell Technologies

Medi-Cal Dental FFS Agenda

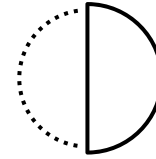
- » Medi-Cal Dental Provider Updates
- » Provider and Member Bulletins
- » *Smile, California*
- » Toolkit for MCHPs and CHWs
- » Benefit Changes
- » Outreach

Provider Enrollment



By the end of Q1 (2026):

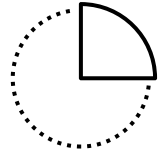
- » There were a total of 7,003 billing service office locations.
- » There were a total of 13,449 rendering providers.



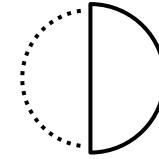
By the end of Q2 (2026):

- » There were a total of 7,060 billing service office locations.
- » There were a total of 13,302 rendering providers.

Provider Enrollment (Continued)

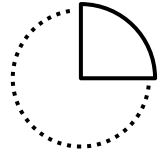


- » 108 Billing offices
- » 72 General Dentists
- » 20 Pediatric Dentists
- » 6 Certified Orthodontists
- » 2 Endodontists
- » 2 Oral Surgeons
- » 6 RDHAPs



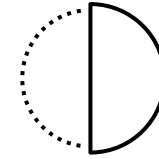
- » 92 Billing offices
- » 61 General Dentists
- » 7 Pediatric Dentists
- » 4 Certified Orthodontists
- » 5 Endodontists
- » 8 Oral Surgeons
- » 7 RDHAPs

Providers Accepting New Patients



By the end of Q1 (2026):

» There were a total of 5,756 billing service office locations accepting new patients.



By the end of Q2 (2026):

» There were a total of 5,745 billing service office locations accepting new patients.

Provider Training



Workshop Training

- » Workshop training integrates key concepts from both the Basic & EDI and Advanced seminars. Provides new or less experienced billing staff with hands-on learning opportunities to strengthen their knowledge of Medi-Cal Dental requirements and build confidence in applying them.

Dental Orthodontic Training

- » Provides orthodontists with a comprehensive overview of enrollment, billing, documentation, and program-specific requirements to ensure accurate and compliant orthodontic service delivery.

Provider Training (Continued)



Basic & EDI Training

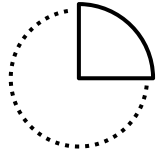
» Covers core administrative processes, including provider policies, member eligibility, billing procedures, and the use of electronic claim submission tools and supporting documentation.



Advanced Training

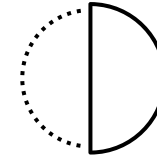
» Focuses on detailed clinical requirements, such as documentation, x-rays, and correct coding, along with program policies that guide how claims are evaluated.

Provider Training Updates



By the end of Q1 (2026):

- » 8 Basic and EDI Seminars/ Webinars (40 attendees).
- » 6 Advanced Seminars/ Webinars (149 attendees).
- » 1 Orthodontic Webinar (9 attendees).



By the end of Q2 (2026):

- » 10 Basic and EDI Seminars/ Webinars (41 attendees).
- » 9 Advanced Seminars/ Webinars (207 attendees).
- » 1 Orthodontic Webinar (33 attendees).

Upcoming Provider Trainings

Medi-Cal Dental Basic and EDI Seminar (E250)

August 26, 2026

8:30 AM - 12:30 PM

DoubleTree by Hilton, Fresno Convention Center

Medi-Cal Dental Advanced Seminar (E251)

August 27, 2026

8:30 AM - 12:30 PM

DoubleTree by Hilton

Fresno Convention Center

Medi-Cal Dental Basic and EDI Webinar (E252)

September 10, 2026

8:30 AM - 12:30 PM

Medi-Cal Dental Advanced Webinar (E253)

September 11, 2026

8:30 AM - 12:30 PM

Medi-Cal Dental Orthodontic Webinar (E254)

September 18, 2026

8:30 AM - 12:30 PM

Upcoming Provider Trainings (Continued)

Medi-Cal Dental Basic and EDI Seminar (E255)

September 24, 2026

8:30 AM - 12:30 PM

California Center for the Arts, Escondido

Medi-Cal Dental Advanced Seminar (E256)

September 25, 2026

8:30 AM - 12:30 PM

California Center for the Arts, Escondido

Provider Training Resources

**For more information,
contact us:**

- » **Website:** [Provider Training](#)
- » **Telephone Service Center (TSC):** (800) 423-0507
- » **Email:** [Email](#)

The screenshot shows the Medi-Cal Dental website. At the top, there's a blue header with the HCS logo (California Department of Health Care Services) and the Medi-Cal Dental logo. A search bar is on the right. Below the header, a navigation menu includes 'Members', 'Providers', 'Related', and 'Contact Us'. The breadcrumb trail reads: 'Home | Dental Providers | Medi-Cal Dental | Provider Training'. The main heading is 'Provider Training'. The text states: 'Medi-Cal Dental offers an extensive training program that has been designed to meet the needs of both new and experienced providers and their staff.' Below this is the section 'In-Person Seminars and Webinars' with the instruction: 'Click the button below to view all of the upcoming training seminars and reserve your seat.' A blue button labeled 'Current Seminar Schedule' is present. Below the button, it says: 'Click on the links below to view a description of each type of provider training seminar.' There is a list of four seminar types, each in a light gray box with a blue plus icon on the right: 'Basic and EDI Seminars', 'Advanced Seminars', 'Orthodontic Seminars', and 'Workshop'. At the bottom, a section titled 'Continuing Education (CE) Credits are available for the following in-person courses:' lists two items: 'Basic and EDI Seminars - 4 CE Credits' and 'Advanced Seminars - 4 CE Credits'.

GOV Translate Settings

HCS MEDICAL CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES Medi-Cal Dental

Search this website

Members Providers Related Contact Us

Home | Dental Providers | Medi-Cal Dental | Provider Training

Provider Training

Medi-Cal Dental offers an extensive training program that has been designed to meet the needs of both new and experienced providers and their staff.

In-Person Seminars and Webinars

Click the button below to view all of the upcoming training seminars and reserve your seat.

Current Seminar Schedule

Click on the links below to view a description of each type of provider training seminar.

- Basic and EDI Seminars +
- Advanced Seminars +
- Orthodontic Seminars +
- Workshop +

Continuing Education (CE) Credits are available for the following in-person courses:

- Basic and EDI Seminars - 4 CE Credits
- Advanced Seminars - 4 CE Credits

Provider Bulletins: Overview

By the end of Q1 (2026):

- » 6 bulletins published.
- » 3 special bulletins published.

By the end of Q2 (2026):

- » 3 bulletins published.
- » 5 special bulletins published.

For more information:

- » To suggest a bulletin or request more information, email Medi-Cal Dental Publication.
- » For current Provider Bulletins, visit the Medi-Cal Dental Provider Bulletins web page.

Provider Bulletins (June – July 2026)

Provider Bulletin #	Publication Date	Topics Covered
<u>Volume 42 Number 20</u>	July 2026	CRNAs Rendering Anesthesia Services in Dental Settings
<u>Volume 42 Number 19</u>	July 2026	• Changes to Adult Dental Benefits Based on Immigration Status Delayed Until July 1, 2027 • Planned Changes to Prospective Payment System (PPS) Rates Delayed Until July 1, 2027 • Discontinuation of Proposition 56 Supplemental Payments Delayed Until July 1, 2027
<u>Volume 42 Number 18</u>	June 2026	• Upcoming Medi-Cal Dental Provider Portal Webinars July 24 and 31 • Preventive Care and CalAIM: Make This a Sealant Summer! • Expedite Payments Using the Provider Portal • Summer Emergencies and Trauma • All Providers Must Be Enrolled Before Treating Medi-Cal Members

Provider Bulletins (April – June 2026)

Provider Bulletin #	Publication Date	Topics Covered
<u>Volume 42</u> <u>Number 17</u>	June 2026	• Orange County State of Emergency Provider Resources and Contact Guidelines • Cone Beam Computed Tomography Auto Denials and Documentation Requirements • Provider Seminars Offer the Latest Medi-Cal Dental Information
<u>Volume 42</u> <u>Number 16</u>	June 2026	• How to Submit Claim Inquiry Forms (CIFs) Electronically • Enhanced Protections for Medi-Cal Members • Important Changes to Adult Dental Benefits Based on Immigration Status • Discontinuation of Proposition 56 Supplemental Payments • Attend a Provider Seminar for the Latest Medi-Cal Dental Information
<u>Volume 42</u> <u>Number 11</u>	April 2026	Join Us At The 2026 Anaheim CDA Convention

Provider Bulletins (March – April 2026)

Provider Bulletin #	Publication Date	Topics Covered
<u>Volume 42</u> <u>Number 10</u>	April 2026	CDT-26 Update Coding and Policy Changes Effective May 1
<u>Volume 42</u> <u>Number 09</u>	March 2026	• Best Practices for Working with Billing Intermediaries • How to Avoid Common Claim and Treatment Authorization Request Errors • Member Eligibility Verification • Updates to the Online Care Coordination Form • Member Transportation is Available • Discontinuation of Proposition 56 Supplemental Payments
<u>Volume 42</u> <u>Number 08</u>	March 2026	• Paper-Based Enrollment Application Process During System Outages • Required Enrollment for Ordering, Referring, and Prescribing (ORP) Providers

Provider Bulletins (February – March 2026)

Provider Bulletin #	Publication Date	Topics Covered
<u>Volume 42</u> <u>Number 07</u>	March 2026	• Medi-Cal Dental Provider Portal • Large EDI DC-006C Envelopes Temporarily on Back Order
<u>Volume 42</u> <u>Number 06</u>	March 2026	• Teledentistry Updates and Resources • Teledentistry Expansion Policy: D9430 • Kindergarten Oral Health Assessment Requirement • Interpretation Services in California • Discontinuation of Proposition 56 Supplemental Payments
<u>Volume 42</u> <u>Number 05</u>	February 2026	CDT Code D2740 Benefit and Billing
<u>Volume 42</u> <u>Number 04</u>	February 2026	Medi-Cal Dental Provider Portal Required Password Reset Following System Migration

Member Bulletins: Overview

By the end of Q1 (2026):

» 3 bulletins published.

By the end of Q2 (2026):

» 3 bulletins published.

For more information:

» To suggest a bulletin or request more information, email Medi-Cal Dental Publication.

» For all Member Bulletins, visit the [Medi-Cal Dental Member Bulletins web page](#).

Member Bulletins (June – August 2026)

Member Bulletin #	Publication Date	Topics Covered
<u>Volume 09, Number 11</u>	August 2026	• Add Dental Visits to Your Back-Tooth-School Checklist • Important Information on Treatment Authorization Requests (TARs) • Missed Appointments Hurt More Than Just Yourself
<u>Volume 09, Number 10</u>	July 2026	Medi-Cal Dental Benefit Changes Delayed
<u>Volume 09, Number 09</u>	July 2026	• Is It Teething Time for Your Baby? • Find Kid-Friendly Activity Sheets on Smile, California • How to Request a State Hearing • What You Should Know About Medi-Cal Dental Billing
<u>Volume 09, Number 08</u>	June 2026	2026 Member Customer Service Satisfaction Survey

Member Bulletins (March – May 2026)

Member Bulletin #	Publication Date	Topics Covered
<u>Volume 09, Number 07</u>	May 2026	• How to Care for Your Smile While Traveling • Don't Miss a Clinical Screening Appointment • Medi-Cal Covers Dental During Pregnancy
<u>Volume 09, Number 06</u>	May 2026	• May is Older Americans Month • Find Online Resources in Your Language • Visiting the Dentist
<u>Volume 09, Number 04</u>	March 2026	• Online Care Coordination Updates • Don't Wait Until It Hurts • Kindergarten Oral Health Assessment

Member Bulletins (January – February 2026)

Member Bulletin #	Publication Date	Topics Covered
<u>Volume 09, Number 03</u>	February 2026	• Dental Days to Celebrate in March • Get to Know Your Dental Professionals • Learn More About Medi-Cal Dental Benefits with Smile, California Videos • Your Protected Health Information – How to Assign an Authorized Representative
<u>Volume 09, Number 02</u>	January 2026	• February is National Children’s Dental Health Month • Caregivers: Helping Your Loved One Maintain a Healthy Smile • 7 Vitamins and Minerals Your Mouth Needs
<u>Volume 09, Number 01</u>	January 2026	• Happy New Year from Smile, California • Medi-Cal Changes in 2026 • Check Out a Mobile Dental Van Event • Need a Ride? Medi-Cal Can Help!

Smile, California: Website Statistics

Visit **Instagram**
@SmileOnCalifornia

Visit **Facebook**
@SmileCalifornia

Visit **YouTube**
@SmileCalifornia

Top 3 Downloaded Resources (Q1 and Q2):

1. Member Handbook
2. Kindergarten Oral Health Assessment Flyer
3. Medi-Cal Has Dental Covered Flyer – Chinese

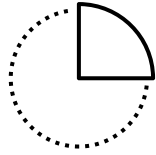
Times users selected the "Find a Dentist" button:

- » Q1: 108,999
- » Q2: 96,015

Website Visits:

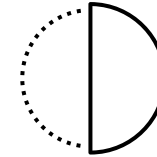
- » In Q1, 165,583 visits from 113,360 users.
- » In Q2, 152,332 visits form 100,249 users.

Smile, California: Community Events



By the end of Q1 (2026):

- » Attended **13** in-person community events in non-underserved counties and **0** in-person meetings.
- » Attended **18** virtual meetings for underserved counties and **12** virtual meetings for non-underserved counties.
- » Contacted **1,248** agencies.



By the end of Q2 (2026):

- » Attended **6** in-person community events in underserved counties and **9** in-person community events in non-underserved counties.
- » Attended **5** virtual meetings for underserved counties and **15** virtual meetings for non-underserved counties.
- » Contacted **971** agencies.

Smile, California: Mobile Dental Van

120 adults and 58 children served*

- » 82 enrolled Medi-Cal members
- » 95 individuals with no insurance
- » 1 individual with private insurance

* Does not include reporting from Lassen (7/28 – 7/29) Glenn County 10/13 – 10/14)

535 total services delivered

- 170 Exams
- 139 X-Rays
- 78 Cleanings
- 86 Fluoride varnish
- 14 Sealants
- 19 Scaling & root planing
- 10 Minor restorative
- 19 Simple surgery

Smile, California: Mobile Dental Van (Continued)

- » **100 referrals** made to connect families to a Medi-Cal Dental provider in their area
- » **200 dental kits** distributed
- » **2 local media outlet features** (San Benito and Del Norte County)
- » **6 Smile Alerts** published to promote the stops



Dental Toolkit



Dental Toolkit
for Managed Care
Health Plan (MCHP)
Dental Liaisons and
Community Health
Workers (CHWs)

- » The Dental Toolkit supports MCHP Dental Liaisons and CHWs in helping Medi-Cal members access needed dental services.
- » The Toolkit helps:
 - » Connect members to covered dental benefits
 - » Reduce barriers to care
 - » Assist with MCHPs and CHWs search, scheduling and transportation
 - » Support multilingual outreach and education

Medi-Cal Dental Benefit Changes in 2027

- » As upcoming Medi-Cal Dental benefits changes have been delayed until July 1, 2027.
- » Available educational materials include:
 - Flyers in 19 threshold languages
 - Videos
 - Presentations
 - Social media images
 - And more!

For more information:

- » Visit the Smile, California Benefit Changes web pages in both [English](#) and [Spanish](#).

Outreach Efforts

Member Outreach

Glenn County Mobile Van Event

10/13/26 - 10/14/26

Willows, CA 95988

2026 Back-to-School by L.A. Care and Blue Shield

8/19/2026 & 8/22/26

El Monte, CA 95988

Provider Outreach

2026 Bay Area Dental Expo

8/21/26 – 8/22/26

Santa Clara, CA 95988

Questions?

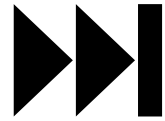


Open Forum

- » For questions, please use the hand raising function.
- » When you are called upon to speak, please unmute your microphone and introduce yourself.
- » You may also email dental@dhcs.ca.gov.



Closing Remarks



Next Statewide Stakeholder
Meeting is scheduled for
February 25, 2027



Please provide feedback at
Dental@dhcs.ca.gov.