

Medi-Cal Dental Los Angeles Stakeholder Meeting

May 21, 2025
2:00 p.m. – 4:00 p.m.

Agenda

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

Fee – For – Service Updates

- » Member and Provider Outreach Plan
- » Provider Enrollment
- » Provider Outreach
- » Provider Training and Seminars
- » Provider Portal
- » Member Outreach
- » Smile, CA
- » Care Coordination
- » Case Management
- » Teledentistry
- » 2025 Outreach Efforts

Member and Provider Outreach



- Building on existing initiatives
- Multiple resources
- Ongoing outreach efforts

Providers Accepting New Patients

At the end of **Q4 2024**, there was a total of **5,592** billing service office locations accepting new patients. Of that total, **2,135** were in **Los Angeles** County.

As of Q1 2025, there was an increase of **61** billing service office locations accepting new patients. Of that total, there was an increase 18% (**11**) were in **Los Angeles** County.

PROVIDER ENROLLMENT

Billing Services

At the end of **Q1 2025**, there was a total of **6,762** billing service office locations. There was a total of **2,517** billing service office locations in **Los Angeles** County.

Rendering Services

At the end of **Q1 2025**, there was a total of **13,460** rendering providers. There was a total of **3,663** rendering providers in **Los Angeles** County.

New Provider Enrollment

» Quarter 4 2024

- Total of 128 billing offices
- 96 General Dentists
- 3 Pediatric Dentists
- 9 Certified Orthodontists
- 2 Periodontists
- 4 Endodontists
- 6 Oral Surgeons
- 8 RDHAP's

» Quarter 1 2025

- Total of 120 billing offices
- 88 General Dentists
- 5 Pediatric Dentists
- 12 Certified Orthodontists
- 2 Endodontists
- 2 Oral Surgeons
- 6 RDHAP's

New Provider Enrollment – Los Angeles County

» Quarter 4 2024

- Total of 155 billing offices
- 41 General Dentists
- 1 Pediatric Dentists
- 3 Certified Orthodontists
- 2 Periodontists
- 2 Endodontists
- 4 Oral Surgeons
- 2 RDHAP's

» Quarter 1 2025

- Total of 40 billing offices
- 29 General Dentists
- 1 Pediatric Dentists
- 6 Certified Orthodontists
- 3 Endodontists
- 1 RDHAP's

Provider Outreach Engagements

- » Direct Outreach
- » Partnership Engagement
- » Underserved Counties
- » Communication
- » Onboarding Support
- » Provider Support
- » Onsite Visits, Virtual & In-Person
- » Provider Training

Provider Trainings and Seminars

» Quarter 4 2024

- 6 Basic and EDI Seminars/Webinars
 - 136 Providers Attended
- 6 Advanced Seminars/Webinars
 - 163 Providers Attended
- 1 Orthodontic Webinar
 - 12 Orthodontics Attended

» Quarter 1 2025

- 5 Basic and EDI Seminars/Webinars
 - 96 Providers Attended
- 5 Advanced Seminars/Webinars
 - 187 Providers Attended
- 1 Workshop
 - 8 Providers Attended

Member Outreach Engagements


- » Community and Partnership Engagement
- » Underserved Counties
- » Co-Branding
- » Toolkits for Partners & Primary Care Providers
- » Educational Webinars and Presentations
- » Media Materials

Follow us on Social Media
Facebook: @SmileCalifornia
Instagram: SmileCalifornia

Email us: Hello@smilecalifornia.org or Medi-CalDentalOuterachSNC@GainwellTechnologies.com

Smile, CA: Community Events

Between January and March 2025:

- 
- Contacted 843 Agencies
 - Attended 32 virtual and in-person meetings

Outreach Engagements

- » California School Nurse Organization (CSNO) Conference
- » First 5 San Benito
 - March 1st, 2025
- » YMCA Healthy Kids Day
 - April 26th, 2025
- » School Base Health Alliance
 - April 28th, 2025

Smile, CA: By The Numbers

- As of the end of **Q1 2025**, the *Smile, California* websites have received a combined total of:
 - **9,503,145** visits from **6,393,003** unique users
 - **5,246,756** clicks to the “Find a Dentist” button
 - **689,992** downloads

Access to Care for Medi-Cal Dental Members

- Provider Portal
- Care Coordination
- Case Management
- Teledentistry

Provider Portal Updates

- » User Interface enhancements for registration
- » Modernized appearance and responsiveness
- » Enhanced privacy
- » Self-service account maintenance

The Telephone Service Center (TSC) is available Mon – Fri 8:00am to 5:00PM
1-800-423-0507

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 online [Care Coordination Referral Form](#).

Online Referral Forms



Medi-Cal Dental

Search this website



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Medi-Cal Dental Providers

[Provider Onboarding
Materials](#)

[Provider Portal](#)

[Dental Case Management
Program](#) >

[Care Coordination Referral
Form](#)

Welcome to the Medi-Cal Dental Fee-For-Service (FFS) Providers page. Please visit the available links for helpful information regarding the Medi-Cal Dental FFS Program.

If you are interested in becoming a Medi-Cal Dental Provider: Please contact the Provider Telephone Service Center at 1-800-423-0507

What's New

Required Form Information

- **Member's Name**
- **Member's Legal Guardian (if applicable)**
- **Member's Medi-Cal ID (BIC Number), if known**
- **Date of Birth**
- **Specify the Needs Tier Level (1, 2, 3, or 4)***
 - Tier 1 – Orthodontic Referral - Member Has a Dental Home
 - Tier 2 – No abnormalities Noted - Member Needs a Dental Home
 - Tier 3 – Appearance of Caries and/or Other Periodontal Issues Noted
 - Tier 4 – Member is in Pain Due to Dental Needs and/or Profound Urgent Needs Visible
- Items with an asterisk are not necessarily required when the member or member representative is requesting. However, the request will need to include dental needs.

Requested Form Information *(Continued)*

- **What dental treatment does the member need?***
 - Diagnostic and Preventive (procedures such as x-rays, exams, and routine cleanings)
 - Restorative Care (procedures such as cavity fillings)
 - Endodontics (procedures such as root canals)
 - Periodontics (procedures such as scaling and root planning and periodontal maintenance)
 - Prosthodontics (procedures such as full and partial dentures)
 - Emergency Services (emergency services if the member is in pain or immediate need of a dentist)
 - Orthodontics
 - Pediatric Dental
 - Oral Surgery (procedures such as extractions)
- **Is this a member with special healthcare needs that may require general anesthesia?***
 - Yes
 - No
- **If you believe this is a member with special healthcare needs that**
- **may require general anesthesia, please list the reason(s)***

Case Management

- Dental case management program designed to Medi-Cal Members with special care needs
- The dental Case Management Referral Form is available at Medi-Cal Dental Website in the Provider Section
 - Healthcare providers and case workers can refer Members for case management services using the online [Case Management Referral Form](#).

Teledentistry

- **Medi-Cal Benefit**

- Offering members convenient access to dental care through phone or video consultations.

- **Teledentistry flyers**

- Available on both Smile, Ca and Sonrie, CA websites

- **Provider Lists**

- Found on Medi-Cal dental website, Smile, CA website, and Sonrie, CA website.

With Teledentistry, You Can:

- Talk to a dentist anytime, anywhere
- Get a quick advice for urgent dental problems
- Catch dental problems early
- Keep your smile healthy

Looking Ahead: Outreach

- Provider Outreach
 - CDA Conference 2025 in May
 - Provider Portal Webinars in 2025
 - Annual Provider Directory Refresh Campaign
- Member Outreach
 - Partner Toolkit
 - Teledentistry
 - In-Person Events
 - Oral Health Education Video Series

Gainwell Closing Remarks

Dental Managed Care (DMC) Contract

David Ferber

Program Quality Assurance and Monitoring Branch

Dental Managed Care Updates

- Liberty Dental Plan
- HealthNet Dental Plan
- Access Dental Plan
- DentaQuest

LIBERTY DENTAL PLAN

Implementation readiness and current updates

Heather Sterns and Destiny Rockwood



HEALTH NET

Implementation readiness and current updates

Felisha Scott



ACCESS DENTAL PLAN

current updates

Elizabeth Bishop



DENTAQUEST

Implementation Readiness

Karyn Dugger

Medi-Cal Dental Updates

- Cultural Competency Training
- Adjudication Reason Code (ARC)
- Current Dental Terminology (CDT)
- Community Health Worker
- LASH Fact Sheet

Cultural Competency Training

Noor Hasan

Dental Hygienist Consultant

Adjudication Reason Code (ARC) Updates

Dr. Bryan Nokelby

Dental Program Consultant

Current Dental Terminology (CDT) 25

- April 1st, Medi-Cal's dental procedure were updated.
- Provider Bulletin Volume 41, Number 5 now live.
- Now posted on the Provider Handbook webpage.

Community Health Workers (CHW)

May Saeteurn, Chief

Policy Development Branch

LASH Fact Sheet

Key Findings

» Top 6 Language Line Call Languages

- Fee – For – Service

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

» Top 6 Language Line Call Languages

- Dental Managed Care

1. Spanish
2. Russian
3. Dari
4. Mandarin
5. Cantonese
6. Pashto

» Top utilized Procedure Code Counts

- Have remained consistent for all ages in all delivery systems statewide.

» Children Utilization

- Preventative services
 - Increased in all plans

» Adult Utilization

- Increases in annual dental visits, diagnostic services, exams, preventive services, treatment.

» Total Los Angeles County Active Rendering Providers (Q4 2024)

- Fee – For – Service: 4,850
- Pre-Paid Health Plan: 1,495

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 Los Angeles Stakeholder Meeting
 - November 2025
 - Please provide feedback to Dental@dhcs.ca.gov