

Medi-Cal Dental Statewide Stakeholder Meeting

August 14, 2025
1:00 p.m. – 3:00 p.m.

Agenda

- Fee-For-Service
- Dental Manage Care
- Medi-Cal Dental
- Stakeholder Topics
- Open Forum

Fee-For-Service Updates

- Provider Enrollment
- Provider Training
- Provider Portal
- Provider Engagements
- Member Complaint
- Adjudication
- Physician Toolkits
- Mobile Van Events
- Member Outreach

PROVIDER ENROLLMENT

Billing Services

At the end of Q2 2025, there was a total of 6,846 billing service office locations.

Rendering Services

At the end of Q2 2025, there was a total of 13,557 rendering providers.

New Provider Enrollments

Quarter 1 2025

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

Quarter 2 2025

- Total of 109 billing offices
- 78 General Dentists
- 4 Pediatric Dentists
- 14 Certified Orthodontists
- 2 Endodontists
- 3 Oral Surgeons
- 7 RDHAPs

Provider Training – Webinars and Seminars

- Q2 2025
 - 8 Basic and EDI Seminars/Webinars
 - 140 Providers attended
 - 8 Advanced Seminars/Webinars
 - 181 Providers Attended
 - 1 Orthodontic Webinar
 - 11 Orthodontics Attended
 - 4 Learning Management Systems
 - 14 Providers Attended

[Medi-Cal Dental Provider Training Schedule](#)

Provider Bulletin

- Medi-Cal dental provider portal is implementing a new 4-digit provider identification number (PIN), replacing the previous method of using the last four digits of your social security number and your date of birth
 - Provider Portal User Guide Updates
 - [Click Here](#)
 - FAQs
 - [Click Here](#)
 - Training Webinars
 - [Click Here](#)

California Dental Association (CDA)

May 15 – May 17, 2025

- Anaheim, CA
 - Reached out and exchanged numbers with local field representatives for contact.
 - Provided information on April bulletin and CalAIM Bulletin for recruitment purposes.

California Dental Hygienist Association (CDHA)

May 16, 2025

- Spring Scientific Session
 - Approximately 325 attendees
- Gainwell provided information on the April bulletin and CalAIM bulletin for recruitment purposes.

Smile, CA: Community Events

- Between April to June 2025:
 - Updates and Highlights
 - Contacted 988 agencies
 - Attended 28 Virtual and in-person Meeting
 - [Click Here](#)



Smile, CA: By The Numbers

- As of the end of **Q2 2025**, the *Smile, California* websites have received a combined total of:
 - **10,183,312** visits from **6,917,001** unique users
 - **5,622,743** clicks to the “Find a Dentist” button
 - **693,630** downloads
- Smile, CA provided:
 - 26,600 pieces of material to partners for distribution
 - 1 smile Alert
 - Gained **306** Smile Alert subscribers for a total of 4,436 subscribers.

Mobile Van Events

- DHCS and Gainwell are partnering with Smile Dental Services for Mobile Events in underserved communities starting in September 2025.
- If you would like to feature your event on the *Smile, California* websites, reach out to:
 - [Hello@SmileCalifornia.org](mailto>Hello@SmileCalifornia.org) or
 - MediCaldentalOutreachSNC@gainwelltechnologies.com

Primary Physician Toolkit

- At the end of Quarter 2, 2025, the Smile, CA Primary Toolkit page received a combined total of:
 - 201 visits from 111 active users
- In an effort to increase awareness of oral health and strengthen the connection between medical and dental care, Smile, CA offers the Smile, CA Primary Care Physician Toolkit.
- For more information about the Primary Care Physician Toolkit, please visit the link below.
 - [Smile, CA Primary Physician Toolkit Website](#)

Oral Health Education Videos

- Providing oral health education to members about the importance of dental care as a part of overall health.
- Videos can be accessed at:
 - [Oral Health Videos.dhcs.ca.gov](https://www.dhcs.ca.gov/oralhealth/videos)

Looking Ahead: Outreach Events and Opportunities

- **Provider Outreach**
 - Bay Area Dental Expo
 - San Diego Dental Convention
- **Member Outreach**
 - Mobile Dental Van Events
 - Updated Outreach Map
 - Back to School
 - 2025 Member and Provider Outreach Plan

Partnering with Medi-Cal Medical Managed Plans

- Locating a general, specialist, or clinic that offers dental services
- Accessing appointments
- Language and transportation assistance
- Presentations
- Outreach Support.

For Outreach Support, Managed Health Plan Dental Liaisons can reach out to
Medi-CalDentalOutreachSNC@gainwelltechnologies.com.

TAR/Claim Adjudication

- **Processing Times**
 - **TARs (Treatment Authorization Request)**
 - 5 State workdays
 - **Claims**
 - 20 State Workdays
 - **CIFs (Claim Inquiry Form)**
 - 15 State Workdays

For more information about codes and messages, please refer to the Provider Handbook. For questions, please call the Telephone Service Center at (800)423-0507.

Dental Managed Care (DMC) Transition

David Ferber
Branch Chief

Dental Managed Care Updates

- **Health Net Dental Plan**
 - Felisha Scott
- **California Dental Network**
 - Rick Callery
- **Liberty Dental Plan**
 - Destiny Rockwood

Health Net

Two wavy, horizontal lines in shades of blue and teal, positioned below the title and above the name.

Felisha Scott

DentaQuest

Two thick, wavy lines in dark blue and teal colors sweep across the middle of the slide, creating a dynamic, flowing effect.

Rick Callery

Liberty Dental Network

Two wavy, horizontal lines in shades of blue and teal, positioned below the title and above the name.

Destiny Rockwood

Medi-Cal Dental Updates

- State Fiscal Year 25-26 Budget Impact
- CalAIM Fact Sheet Key Findings
- Cultural Competency Training
- Adjudication Reason Code (ARC) Update
- Community Health Workers (CHW)
- Statewide Fact Sheet Key Findings

State Fiscal Year 25-26 Budget Impact

Dana Durham
Division Chief

CalAIM Fact Sheet

Key Findings

Kelsey Peterson

Unit Chief

Cultural Competency Training

Noor Hasan

Dental Hygienist Consultant

Adjudication Reason Code (ARC) Updates

Dr. Bryan Nokelby

Dental Program Consultant

Community Health Workers (CHW)

May Saeteurn

Branch Chief

Statewide Fact Sheet

Key Findings

Kelsey Peterson

Unit Chief

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: **February 2026**

Provide any feedback at Dental@dhcs.ca.gov