

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 of **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



Members

Providers

Related

Contact Us

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



**LIBERTY
DENTAL PLAN®**

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