

Medi-Cal Dental Statewide Stakeholder Meeting

February 26, 2025
1:00 p.m. – 3:00 p.m.

Agenda

- »Medi-Cal Dental Updates
- »Gainwell Outreach Updates
- »Dental Managed Care Updates
- »Stakeholder Topics
- »Open Forum

Medi-Cal Dental Updates

- » Fiscal Intermediary – Dental Business Operations (FI-DBO)
- » Provider Enrollment/PAVE Update
- » Dental Managed Care Contract
- » California Advancing and Innovating Medi-Cal 1915(b) Monitoring Requirements
- » California Advancing and Innovating Medi-Cal Oral Health Initiatives Fact Sheet
- » Proposition 56
- » Current Dental Terminology
- » Disaster Assistance
- » Community Health Workers Oral Health Specialty Training Program
- » Medi-Cal Dental Webpage Updates
- » Provider Portal
- » Medi-Cal Dental Statewide Fact Sheet
- » Medi-Cal Dental Outreach Updates
- » Medi-Cal Dental Plan Updates

Fiscal Intermediary – Dental Business Operations

(FI-DBO)

Dana Durham

Provider Enrollment



Out of 211 responses, the average rating of the PAVE Portal was **4.62 out of 5.**

Dental Managed Care (DMC) Contract

David Ferber and Margaret Delmore

Dental Implementation Readiness

- »Liberty Dental Plan
- »DentaQuest
- »HealthNet Dental Plan

CalAIM Oral Health Initiatives Performance

Section 1915(b) Waiver Monitoring Requirements

Dana Durham

CalAIM Oral Health Initiatives Performance Fact Sheet

Kelsey Hovey

Proposition 56 Supplemental Payments

as of November 30, 2024

Fiscal Year	FY 2023-2024	FY 2024-2025
Fee-For-Service (FFS)	\$638.3 millio	\$239.1 million
Dental Managed Care (DMC)	\$38 million	\$14.4 million
Combined	\$676.3 millin	\$253.5 million

Current Dental Terminology (CDT))

- » DHCS is currently working on CDT-25 updates.
- » Provider Bulletin will be released to announce the implementation.
- » Updates to the Provider Handbook are forthcoming.

Disaster Assistance



- DHCS Published a Provider Bulletin article for guidance on those impacted by the fires in Southern California
- DHCS has donated 2,000 toothbrushes.

Community Health Worker (CHW)

- » Certificate Pathway
- » CHW Services & Teledentistry
- » CHW Oral Health Videos and Webpage

CHW Certificate Pathway

- » Certificate Pathway
 - CHW Certificate
 - Violence Prevention Certificate
- » Work Experience Pathway

CHW Webpage & Videos

Community Health Worker Webpage

- Policy Guidelines
- October's CHW Informational Webinar
- Policy Updates
- Provider Bulletin

New Videos

- » Special Health Care Needs
- » Emergency Service Intervention
- » Medi-Cal Dental Benefits
- » Older Adults Oral Health
- » Pregnancy Infant Oral Health
- » School Age Oral Health
- » Oral Hygiene
- » Nutrition

Upcoming Updates to Medi-Cal Dental Webpage

- **Provider Directory Updates**
- **Children's Health Insurance Plan**

Provider Portal

Dana Durham

Medi-Cal Dental Statewide Fact Sheet

Kelsey Hovey

Gainwell Updates

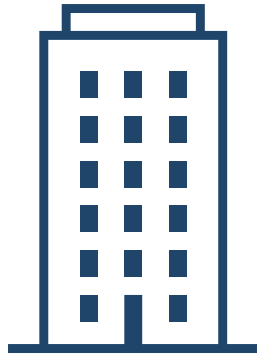
- » Member and Provider Outreach Plan
- » Provider Outreach
- » Provider Trainings and Seminars
- » Member Outreach
- » Smile, CA
- » Care Coordination
- » Teledentistry
- » Case Management
- » CY 2025 Outreach Activities

Member and Provider Outreach



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

Providers Accepting New Patients



At the end of **Q3**, there was
a total of **5,563** billing
service office locations
accepting new patients.



At the end of **Q4**, there was
a total of **5,617** billing
service office locations
accepting new patients.

Providers Accepting New Patients

Quarter 3

- ❖ Total of 72 new billing offices
- ❖ 52 General Dentists
- ❖ 7 Pediatric Dentists
- ❖ 3 Certified Orthodontists
- ❖ 5 Periodontists
- ❖ 2 Endodontists
- ❖ 2 Oral Surgeons
- ❖ 2 RDHAP's

Quarter 4


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

Provider Trainings and Seminars

- Q3 2024
 - 6 basic and EDI Seminars/Webinars
 - 72 Providers Attended
 - 6 Advanced Seminars/Webinars
 - 89 Providers Attended
 - 1 Orthodontic Webinar
 - 33 Orthodontics attended
 - 1 Workshop
 - 201 Attendees
- Q4 2024
 - 6 Basic and EDI Seminars/Webinars
 - 135 Providers attended
 - 6 Advanced Seminars/Webinars
 - 163 Providers Attended
 - 1 Orthodontic Webinar
 - 12 Orthodontics Attended

Smile, CA: Community Events

Between July and December 2024:

- 
- Two wavy, horizontal lines in shades of blue and teal, positioned between the title and the list of achievements.
- Attended 54 virtual and in-person Meetings
 - Contacted 1,508 agencies

Smile, CA: By The Numbers

- As of the end of **Q4 2024**, the *Smile, California* websites have received a combined total of:
 - **8,657,577** visits from **5,890,075** unique users
 - **4,796,833** clicks to the "Find a Dentist" button
 - **685,015** downloads

Activity Highlights

KTXL-TV (Sacramento, CA)
- FOX40 News at 8am
Aired on December 12, 2024
at 8:15 AM
Sacramento, CA, United States



National Children's Dental Health Month

February 1st – February 28th

» California's Health Smile Webinar

- Outreach introduced the **National Children's Dental Health Month (NCDHM)** promotion and its theme during a live webinar on January 22nd.
 - 311 partners attended out of the 496 registered.
 - The session was highly engaging, with participants submitting 86 questions.

» Following the webinar, **43 partners requested to join our Smile Alert database**

Looking Ahead: Outreach

Provider Outreach

- ❖ CDA Conference 2025 in May
- ❖ Provider Portal Webinars in 2025
- ❖ Annual Provider Directory Refresh Campaign

Member Outreach

- ❖ California School Nurse Organization (CSNO) Conference
- ❖ Partner Toolkit
- ❖ Teledentistry
- ❖ In-Person Events
- ❖ Oral Health Education Video Series

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.

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)*

Teledentistry

» Teledentistry Provider Directory

- Added to Medi-Cal Dental and Smile Websites
- Flyer for Emergency Departments

» Teledentistry Services

- Teledentistry by video or phone
- 24 hours a day, 7 days a week

Case Management

- » Dental case management program designed to Medi-Cal Members with special care needs
- » Dental Care Form available at Medi-Cal Dental Website in the Provider Section
 - Members can access case management services by calling the TSC at (800) 423-0527.

Dental Managed Care Updates

» Health Net Dental Plan

- Felisha Scott

» Access Dental Plan

- Destiny Rockwood
- Elizabeth Bishop

» Liberty Dental Plan

- Heather Stearns

Stakeholder Topics



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
 - August 14, 2025
 - Provide any feedback at Dental@dhcs.ca.gov