

Medi-Cal Dental Statewide Stakeholder Meeting

February 16, 2024
9:00 a.m. – 11:00 a.m.

Agenda

- » Medi-Cal Dental Program Updates
- » Outreach Updates
- » Continuous Coverage Requirement Unwinding
- » Stakeholder Topics
- » Open Forum

Medi-Cal Dental Program Updates



Dental Managed Care Procurement

- » Dental Managed Care (DMC) Request for Proposal (RFP): August 3, 2023
- » Administrative Bulletin 5: November 8, 2023
- » Proposal Due Date: February 22, 2024, 4:00 p.m. PT
- » Notice of Intent to Award: May 21, 2024
- » Appeal deadline: May 28, 2024
- » Proposed Contract Award date: May 29, 2024
- » Proposed Contract Execution date: June 12, 2024
- » Proposed Operations Period Commencement date: January 1, 2025

Dental Managed Care Contract

- » 54-Month Operations
- » Quality Improvement and Oral Health Equity Transformation Program
- » Accountability and Commitment to Compliance
- » Increased Focus on Integrating Medical and Dental Care

Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey

- » SPH Analytics
- » Key Drivers of Satisfaction
- » Trends Analysis for Survey Years: 2020, 2021, and 2022
- » Survey Results:
 - Ensure member satisfaction
 - Monitor and improve quality of services
 - Plan for improvement

Medi-Cal 2020 Waiver Dental Transformation Initiative Fact Sheet



California Advancing and Innovating Medi-Cal Section 1915(b) Waiver Monitoring Requirements

- » Data to evaluate the utilization between Fee-for-Service and Dental Managed Care in the following metrics:
 - Annual Dental Visits
 - Use of Preventive Services
 - Use of Sealants
 - Medi-Cal Dental Reports
- » Data necessary to monitor health outcomes and quality metrics at the local and aggregate level
- » Data necessary to monitor grievances and appeals
- » [CalAIM 1915\(b\) Waiver Special Terms and Conditions](#)

California Advancing and Innovating Medi-Cal Oral Health Initiatives Performance Fact Sheet



San Mateo Medi-Cal Dental Fee-for-Service



Proposition 56

Supplemental Payments

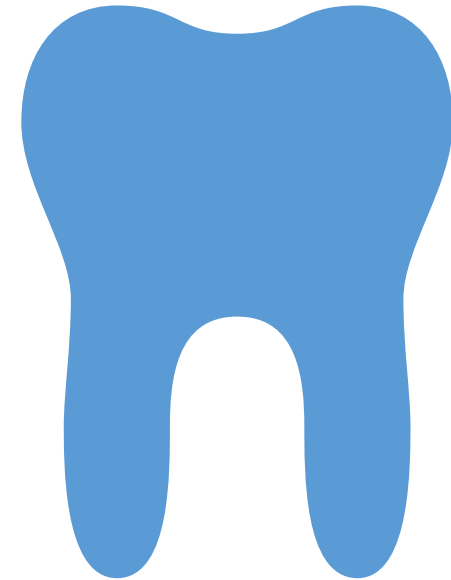
as of November 30, 2023

Fiscal Year 2022-23

- » \$ 635.9 million total
- » \$ 602.5 million FFS
- » \$ 33.4 million DMC

Fiscal Year 2023-24

- » \$ 232.2 million total
- » \$ 219.0 million FFS
- » \$ 13.2 million DMC

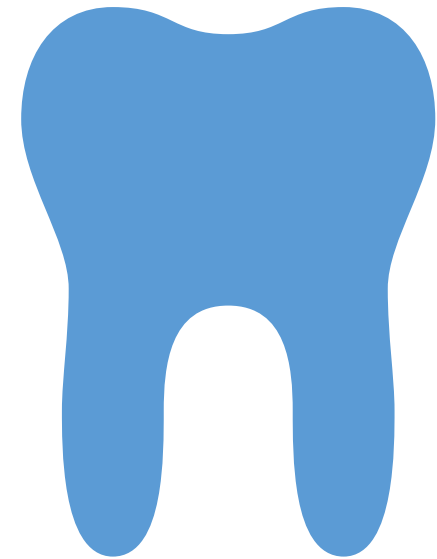


Teledentistry

- » D9995 Synchronous live transmission encounter
- » D9996 Asynchronous store and forward encounter
- » DHCS Teledentistry Survey: January 31, 2024 – April 30, 2024
 - Provider teledentistry utilization
 - Types of teledentistry interactions
 - New patient teledentistry interaction utilization
- » DHCS Teledentistry Resource webpage
 - Teledentistry FAQ
 - Teledentistry Quick Reference Guide

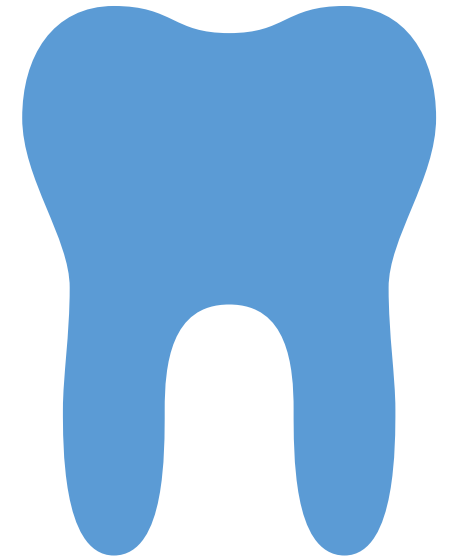
Community Health Workers (CHW) Oral Health Specialty Training Program

- » DHCS is working to implement a CHW policy for Medi-Cal Dental.
 - Oral Health Specialty Training Program
- » The policy will align with the Medi-Cal CHW policy implemented July 1, 2022.



Children's Presumptive Eligibility (CPE)

- » Specified Medi-Cal providers will be eligible to participate, including Dental Providers.
- » Providers will have to meet qualification standards to become qualified Child Presumptive Eligibility providers.



Medi-Cal Dental Statewide Stakeholder Fact Sheet



All Plan Letter (APL) 23-028

- » Dental Services – Intravenous Moderate Sedation and Deep Sedation/General Anesthesia
- » Attachment A: Policy for Intravenous Moderate Sedation and Deep Sedation/General Anesthesia
- » Attachment B: Prior Authorization/Treatment Authorization Requests and Reimbursement Scenarios

Sealants for a Healthy Smile campaign



CDT 24

- » CDT-24 is effective for dates of services on or after February 1, 2024.
- » Global procedures
 - Restorative service
 - D2989 excavation of a tooth resulting in the determination of non-restorability
 - Implant service
 - D6089 accessing and retorquing loose implant screw
 - Sleep Apnea
 - D9957 screening for sleep related breathing disorders

Fiscal Intermediary Dental Business Operations



Upcoming Updates to Medi-Cal Dental Webpage

» Provider Directory Updates

- Search by Provider name
- Search by Business name
- Identify Providers that have completed Cultural Competency Training

» Language Option

- American Sign Language

» Care Coordination Forms

- Registered Dental Hygienists: request care coordination for members

Provider Enrollment Updates

- » Provider Application and Validation for Enrollment (PAVE)
- » New Service
 - Provider Enrollment Division (PED) and Delta Dental
 - Assisting providers that have received a PAVE deficiency letter
- » Registered Dental Hygienists (RDH)
 - RDH, RDH in Alternative Practice, and RDH Extended Functions
 - Rendering Application: permit affiliation with broader range of practice types

Medi-Cal Dental Manual of Criteria Updates

» Diagnostic General Policies

- Radiograph Exemption
- Photographs may be used in lieu of radiographs for patients with special healthcare needs in situations where radiographs cannot be obtained because of the patient's medical condition, physical ability, or cognitive function. Specific documentation of why radiographs could not be obtained must accompany the Treatment Authorization Request (TAR) or claim.

Specialty Dental Clinic Grant Program

- » California Health Facilities Financing Authority (CHFFA)
 - Specialty Dental Clinic Grant Program (SDCGP)
 - Chapter 45, Budget Act of 2022, Section 47
 - April 1, 2024, 5:00 p.m.: deadline to apply for first round funding
 - Eligible applicants: must be enrolled and certified as a Medi-Cal Program Provider
 - For detailed information:
 - Med-Cal Dental Provider Bulletin Volume 39, Number 25

Outreach Updates



FFS Provider and Member Outreach

- » Member Outreach Updates
- » Smile, CA Updates
- » Provider Outreach Updates



Member Outreach Updates

- » Hosted 5 virtual and 4 in-person member presentations
- » 4 virtual meetings: underserved counties
- » 22 virtual meetings: non-underserved counties
- » 1 in-person meeting: non-underserved county
- » 2 in-person community events: underserved counties
- » 21 in-person community events: non-underserved counties
- » 479 agencies: contacted in underserved counties
- » 2,515 agencies: contacted in non-underserved counties

Member Outreach Updates

» Mobile Van Events

» 4th Quarter 2023

- 4 mobile van events in underserved counties
 - 49 members received examinations, cleanings, and sealants
- Oral Hygiene Instructions
 - Oral Health kit distribution
- Member Outreach Team
 - Referrals to Medi-Cal Dental Providers
 - Respond to questions about dental benefits



Member Outreach Updates

Date	City	Event/Activity
1/10/24	Coachella	California Farmworker Foundation January Resource Fair
1/26/24	Anaheim	Cal-Optima Anaheim Community Resource Fair
2/6/24	Redding	Shasta County SDS Children's Event
2/24/24	Stockton	San Joaquin County Give Kids A Smile Resource Fair
2/24/24	Los Angeles	Frank D Lanterman Regional Center Dental Fair
3/1/24	Riverside	Franklin Elementary School Wellness Health Fair

Smile, CA Updates

- » 2,127,972 new visitors to SmileCalifornia.org
 - 1,422,248 unique users
- » 1,147,805 clicks to "Find a Dentist"
- » 316,567 downloads
- » 2 Smile Alert emails
- » 48 new Smile Alert subscribers
- » 6,830 pieces of materials distributed to ten organizations
 - Community health fairs, dental screenings, and other related events



Provider Outreach Updates

- » Annual Provider Directory Outreach
- » Provider Recruitment Efforts
 - New Billing Service locations: 49
 - New Rendering Providers: 52
 - New Service locations: 27
- » Provider Training and Seminars: 17 events
 - Basic Trainings: 119 Provider attendance
 - Advanced: 76 Provider attendance

DMC Provider and Member Outreach



Continuous Coverage Requirement: Unwinding

Medi-Cal Beneficiaries:

Take action to keep your Medi-Cal

Your local county office will mail you a letter about your Medi-Cal coverage.



The letter will tell you if:

Your county needs information from you to renew your Medi-Cal

or

Your Medi-Cal was renewed automatically



If you get a renewal form, please fill it out and return it right away.



Check that your local county office has your updated information, including your name, current address, email address, and phone number.

For more details and to learn how to update your contact information, visit [KeepMediCalCoverage.org](https://www.KeepMediCalCoverage.org)



Office Name
Physical Address Line 1
Physical Address Line 2
Phone Number
Website

Stakeholder Topics



Open Forum

- » Questions or comments?
- » You may also email dental@dhcs.ca.gov with questions or comments.



Medi-Cal Dental Statewide Stakeholder meeting

August 9, 2024

