

# Medi-Cal Dental Statewide Stakeholder Meeting

February 26, 2026  
1:00 p.m. – 3:00 p.m.

# Agenda

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

# Fee-For-Service Updates

- Provider Enrollment
- Provider Training Seminars
- Provider Portal
- SMYLE
- Provider Bulletins
- Outreach Events
- Dental Service Advocacy

# PROVIDER ENROLLMENT

## Billing Services

At the end of Q4 2025, there was a total of 6,946 billing service office locations.

## Rendering Services

At the end of Q4 2025, there was a total of 13,437 rendering providers.

# New Provider Enrollments

## Quarter 3 2025

- Total of 70 billing offices
- 5 General Dentists
- 7 Pediatric Dentists
- 9 Certified Orthodontists
- 2 Endodontists
- 2 RDHAPs

## Quarter 4 2025

- Total of 98 billing offices
- 67 General Dentists
- 14 Pediatric Dentists
- 6 Certified Orthodontists
- 1 Endodontists
- 2 Oral Surgeons
- 8 RDHAPs

# PROVIDER ACCEPTING NEW PATIENTS

## Q3 2025

## Q4 2025

At the end of Q3 2025, there were **5,729** billing service office locations accepting new patients.

At the end of Q4 2025, there were **5,739** billing service office locations accepting new patients.

# Provider Training – Webinars and Seminars

- Q4 2025
- 9 Basic and EDI Seminars/Webinars
  - 101 Providers attended
- 9 Advanced Seminars/Webinars
  - 115 Providers Attended
  - 2 Orthodontic Webinar
  - 33 Orthodontics Attended

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

# Provider Portal

- 4-digit Provider Identification Number (Pin)
  - Replacing the previous method of using the last four digits of your Social Security Number and date of birth.
- Helpful Links
  - Hyperlinks for quick access to forms and information to assist you.
- Export Results
  - Download search authorization results to Excel and in a PDF format.
- User Guide
  - Resource to help navigate through the Provider Portal
- Delegates
  - Add and remove functions that the Delegate may perform on behalf of the Provider service location
- Multifactor Authentication (MFA)
  - Email verification code with expiration time

Please contact the Telephone Service Center by calling 1 (800) 423-0507 to speak to an agent or to leave a message or Email: [Medi-CalDentalWebAppTechSupport@gainwelltechnologies.com](mailto:Medi-CalDentalWebAppTechSupport@gainwelltechnologies.com).

# Strengthening Many Young Lives Everyday (SMYLE)

Strengthening Many Young Lives Everyday (SMYLE) is available on the Medi-Cal [Dental Learning Management System \(LMS\)](#).

SMYLE is an additional training option that can be used to satisfy the one-time mandatory training requirement for payment of the Caries Risk Assessment (CRA) bundle benefit. Training offers 2 CE credits.

Providers may complete either the SMYLE course or the Treating Young Kids Everyday (TYKE) course to meet the training requirement.

Providers must submit an attestation form and proof of course completion to:  
[Medi-CalDentalEnrollmentDept@gainwelltechnologies.com](mailto:Medi-CalDentalEnrollmentDept@gainwelltechnologies.com).

For assistance in LMS, contact the Telephone Service Center at (800) 423-0507 or email [medi-caldentalseminarreservation@gainwelltechnologies.com](mailto:medi-caldentalseminarreservation@gainwelltechnologies.com)

# Provider Bulletin

- Volume 42, Number 02
  - [Click Here](#)
  - New adjudication Reason Codes
  - Immigration State Eligibility Changes
  - ARC113A Reminder
  - NOA Authorization Period Extended to 12 months
  - Provider Seminars Offer the Latest Medi-Cal Dental Information
- Volume 42, Number 03
  - [Click Here](#)
  - 2026 Anaheim CDA Convention
  - Enhanced Protections for Medi-Cal Members
  - Discontinuation of Proposition 56 Supplemental Payments
  - National Children's Dental Health Month Promotional Items
  - Anesthesia Records

Sign up for our Email List! [Click Here](#)

# Smile, CA: By The Numbers

- As of the end of **Q4 2025**, the *Smile, California* websites have received a combined total of:
  - **11,570,488** visits from **8,010,328** unique users
  - **156,972** new visitors
  - **6,426,386** clicks to the “Find a Dentist” button
  - **698,502** downloads
  - **6.4M** impressions and a reach of over **21.2K** on Facebook;  
**1.8M** impressions and a reach of over **9.8K** on Instagram.

## Smile, CA: Community Events

- Between October and December 2025:
  - Updates and Highlights
    - Attended **18** in-person events
    - Attended **14** virtual and **5** in-person meetings
    - Contacted **931** agencies
    - [Click Here](#)



# Mobile Van Events

- Calaveras County Dental Van Event

February 23-24, 2026, 8 a.m. – 5 p.m.

San Andreas Central Library

1299 Gold Hunter Road, San Andreas, CA 95249

- 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](mailto:MediCaldentalOutreachSNC@gainwelltechnologies.com)

# LOOKING AHEAD: OUTREACH EVENTS AND OPPORTUNITIES

## Provider Outreach

- California Society of Pediatric Dentistry  
3/13/2026 - 3/14/2026  
San Diego, CA 92109
- The 45<sup>th</sup> Annual Midwinter Convention  
3/26/2026 – 3/27/2026  
Sacramento, CA 95814
- 2026 Anaheim CDA Convention  
5/14/2026 – 5/16/2026  
Anaheim, CA 92109

## Member Outreach

- 2026 CareForce Coachella Valley Clinic  
2/27/2026 - 3/11/2026  
Indio, CA 92109
- Spring Family Leadership Community Resource Fair  
3/3/2026  
Salinas, CA 92109
- Day of Play Starry Cinema & Resource Fair  
4/19/2026  
San Diego, CA 92115

# Dental Services Advocacy

- Point of Escalation for Complex Care Coordination and Care Management
- Collaboration with State Dental Program Consultants and DHCS staff
- Provide professional opinions to recommend solutions to difficult issues.
- Resource to suggest Policy Change Recommendations to DHCS with the intention to improve member/provider experiences.
- A resource to suggest strategies and approaches that will reduce barriers to care.
- A resource to suggest systemwide improvements that may reduce disparities and inequities.

# Advocacy Supports for Strategic Initiatives

- Oral Health Education Videos
  - Understanding Your Medi-Cal Dental Benefits
  - Caring for Members with Disabilities and Special Health Care Needs
  - Getting Help During Dental Emergencies
- Videos can be accessed at:
  - [Oral Health Videos.dhcs.ca.gov](https://www.dhcs.ca.gov/OralHealthVideos)

For more information, reach out to  
**Medi-CalOutreachSNC@gainwelltechnologies.com.**

# Dental Managed Care (DMC) Oversight

David Ferber  
*Branch Chief*

# Dental Managed Care Updates

- **Health Net Dental Plan**
  - Felisha Scott & Dr. Timothy Martinez
- **California Dental Network**
  - Rick Callery
- **Liberty Dental Plan**
  - Destiny Rockwood

# HealthNet Updates

- Big Smiles VBP Program
- Member Outreach
- Smile Dental Partnership
- Provider Outreach

Felisha Scott

Dr. Timothy Martinez

# DentaQuest Updates

- Meeting the Team
- Community Support
- Provider Impact

Rick Callery

# Liberty Updates

- Provider Outreach
- Member/Community Events
- Value-Based Care Program

Destiny Rockwood

# Medi-Cal Dental Updates

- State Fiscal Year 25-26 Budget Impact
- CalAIM Fact Sheet Key Findings
- 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

Katherine Martinez

*Health Program Specialist I*

# Adjudication Reason Code (ARC) Updates

Dr. Bryan Nokelby

*Dental Program Consultant*

# Community Health Workers (CHW)

May Saeteurn

*Branch Chief*

# Statewide Fact Sheet

## Key Findings

Sarah Costa

*Health Program Specialist I*

# 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](mailto:dental@dhcs.ca.gov)

# Closing Remarks

Next Statewide Stakeholder  
Meeting: **August 14, 2026**

Provide any feedback at [Dental@dhcs.ca.gov](mailto:Dental@dhcs.ca.gov)