



Provider Bulletin

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THIS ISSUE

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Originating From Optum
Change Healthcare

Medi-Cal Dental Claims Originating from Optum Change Healthcare

The Department of Health Care Services (DHCS) has become aware that Optum/Change Healthcare (CHC) has experienced a network service interruption as a result of a cyber security issue.

According to [Optum's website](#), the interruption began on February 21, 2024, and is under investigation. DHCS is working to understand the impacts and has suspended direct connection to CHC services, where appropriate.

At this time, there is no evidence that this event has impacted DHCS's network or systems, and CHC has not notified DHCS that this incident has affected the privacy of our clients' and members' data under Medi-Cal Dental. We are monitoring CHC connectivity and domains for services under their umbrella. We are also working with our cyber security team to confirm that updates are current.

We will continue to observe this situation as it unfolds and will update you as new information becomes available.

Questions about this notice may be directed to the Telephone Service Center at **(800) 423-0507**.

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Learn the latest Medi-Cal Dental news and information by signing up for our Medi-Cal Dental Fee-For-Service Provider email distribution list [here](#).

TRAINING SEMINARS

To reserve a spot online or view a complete list of training seminars, go to the [Provider Training Seminar Schedule](#).

PROVIDER ENROLLMENT

To enroll in the Medi-Cal Dental Program, or check the status of an existing enrollment application, click [here](#) or email PAVE@dhcs.ca.gov.



Medi-Cal Dental

dental.dhcs.ca.gov