



# Provider Bulletin

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## THIS ISSUE

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## Update: Change Healthcare (CHC) Outage

DHCS acknowledges that there are Medi-Cal Dental providers that have been impacted by the recent Change Healthcare (CHC) outage. DHCS is working diligently to mitigate the impact to the Medi-Cal Dental provider community: All providers that have an electronic notification through CHC will be receiving paper notifications until CHC operations can be restored or the provider transfers to another electronic notification submitter. A separate notification when the CHC operations are restored will be published in a future Medi-Cal Dental provider bulletin.

## SIGN UP FOR OUR EMAIL LIST

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](mailto:PAVE@dhcs.ca.gov).

Documents received electronically but not adjudicated by DHCS prior to February 21, 2024

- Documents that did not require supporting documentation or that were received with the required supporting attachments will be processed and remittance advices, notice of actions, and resubmission turnaround documents will be printed and mailed to providers upon adjudication.
- Documents received without the required supporting documentation will be denied due to the absence of the required supporting documentation. Providers must



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[dental.dhcs.ca.gov](http://dental.dhcs.ca.gov)



re-submit their documents with the appropriate supporting documentation for payment/approval consideration. These documents may be submitted through paper or electronically by a different electronic means.

### **HOW CAN I SUBMIT DOCUMENTS FOR PROCESSING?**

1. If you do not utilize CHC for your clearinghouse, there is no impact to your processing. There is no action required by you.
2. If CHC is your clearinghouse, you may:

- a. Submit your documents via paper submission to the following address:

Medi-Cal Dental

PO Box 15610

Sacramento, CA 95852-0610

- b. You may change your clearinghouse. To do so, providers should contact EDI Support. An updated [Option Selection Form](#) is needed to modify EDI enrollment to prevent rejection of documents. This form can be found on the Medi-Cal Dental Web site [Option Selection Form](#). Additional information can be found in the [EDI How-To Guide](#). For information on how to enroll in EDI, please call (916) 853-7373 and select prompt 2 or contact the Telephone Service Center at (800) 423-0507. EDI-related questions can also be emailed to [Medi-CalDentalEDI@delta.org](mailto:Medi-CalDentalEDI@delta.org).