

Denti-Cal California Medi-Cal Dental Bulletin

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This Issue:

- Effective December 1, 2015 Denti-Cal will No Longer Return Radiographs or Photographs to Providers

Training Seminars

Reserve an [available spot](#) for one of our open training seminars.

Provider Enrollment Assistance Line

Speak with an Enrollment Specialist. [Go here for more information!](#)

Wednesday, Aug. 19, 8 am - 4 pm.

Effective December 1, 2015 Denti-Cal will No Longer Return Radiographs or Photographs to Providers

Beginning December 1, 2015, Denti-Cal will no longer be returning printed diagnostic documentation (e.g., radiographs or photographs) to providers, regardless of whether providers request to have their documentation returned or when the documentation was received. Providers are reminded that, according to the accepted standard of dental practice and the Medi-Cal Dental Provider Handbook, the fewest number of radiographs needed to provide a diagnosis shall be taken. Providers are also reminded that only copies of radiographs are to be submitted because original radiographs must be a part of the patient's clinical record and must be retained by the provider at all times. Providers are advised that patient records may be subject to audits and that it is the responsibility of the provider to maintain the patient record. Additional information regarding diagnostic documentation can be found in "[Section 2 – Program Overview](#)" in the Provider Handbook.

For questions regarding this please call the Denti-Cal Provider Customer Service line at 800-423-0507.