

Denti-Cal California Medi-Cal Dental Bulletin

September 2015
Volume 31, Number 14

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Training Seminars

Reserve an available spot for one of our open training seminars.

Webinar

Basic & EDI/D575 - Sept. 4, 2015

Garden Grove

Basic & EDI/D576 - Sept. 16, 2015
Advanced/D577 - Sept. 17, 2015

Burlingame

Basic & EDI/D578 - Sept. 22, 2015
Advanced/D579 - Sept. 23, 2015

Provider Enrollment Assistance Line

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

Wednesday, Sept. 16, 8 am - 4 pm.

Reminder: Apply for the Medi-Cal Electronic Health Record (EHR) Incentive Program!

Denti-Cal providers may be eligible to receive incentive payments for adopting, implementing, or upgrading, and meaningfully using [Certified Electronic Health Records \(EHR\)](#) in their practices. The Department of Health Care Services (DHCS) has established the Office of Health Information Technology to provide assistance and to coordinate the [Medi-Cal EHR Incentive Program](#) for wider health information collection and exchange. The maximum incentive payment for Denti-Cal providers is \$63,750 over a period of 6 years, if eligibility requirements are met. The first year payment is \$21,250 with 5 subsequent payments of \$8,500. Providers can receive incentive payments from Medi-Cal through 2021. However, the last year providers can enroll in the program is 2016.

Providers with 30% or more Denti-Cal patient volumes may be eligible for the incentive program. The patient volume calculations can be from any 90-day period from the previous calendar year. Please see the [Understanding Medi-Cal and Needy Individual Encounters](#) guide for further information regarding valid encounter types. Denti-Cal providers are encouraged to review the [Provider Medi-Cal EHR Incentive Program Frequently Asked Questions](#). Additional information is also available on the [Medi-Cal EHR](#) website.

Questions regarding the Medi-Cal EHR Incentive Program can be submitted by email to DHCS at Medi-Cal.EHR@dhcs.ca.gov.

Best Practices for Providers in Addressing No-Show Rates

The Denti-Cal program is dedicated to improving beneficiary utilization and helping providers decrease the number of patients who fail to show or cancel appointments. When patients do not attend scheduled appointments, dental offices suffer as they have reduced capacity to schedule other patients and may potentially lose revenue from missed appointments and increased overhead costs.

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A recent study of Iowa pediatric dentists by the University of Iowa, College of Dentistry, showed that there are several methods to encourage and sustain good appointment keeping habits by patients¹. In Iowa, 90% of all pediatric dentists participate in Medicaid, with around 54% of these practices contributing to the data of the study. The study concluded that the method of appointment reminders is a significant factor in promoting good appointment-keeping behavior along with payer mix, patient gender, and practice longevity. Significant findings included:

- Reminders delivered by e-mail result in lower appointment failure and cancellation rates.
- Appointment reminders delivered in English and Spanish result in fewer failed appointments as opposed to reminders delivered in only English.
- Appointment reminders delivered by both the dental staff and an automated system result in fewer failed appointments.
- If the notification of attendance policy is delivered in person, patients are more likely to attend the appointment.
- If a patient is informed that they violated attendance policy, practices generally saw fewer failed appointments.

Denti-Cal encourages providers to aid patients and their families by using these methods of appointment reminders so that children and adults receive the preventive and regular dental care they need while improving utilization and access to care for Denti-Cal patients.

The Denti-Cal program thanks you for your time and commitment to ensuring access to all beneficiaries. If you have any questions, please contact the Provider Customer Service line at 1-800-423-0507.

¹J.D. Anderson, M.J. Kanellis, and F. Qian. "Factors Affecting Appointment-Keeping Behavior in Iowa Pediatric Dental Practices." *International Association for Dental Research*, 20 Mar. 2013. <https://iaedr.confex.com/iaedr/13iaags/webprogram/Paper172689.html>

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.

NEED MORE INFORMATION?

Provider Enrollment Workshops



Are you a dental provider who is interested in joining the Denti-Cal program but don't know where to start? Do you have questions about the Denti-Cal enrollment process? Then please drop-in anytime during the hours scheduled below to attend one of our enrollment workshops! Registration is preferred, but not required.

Date/Time:	Location:	County:
Wednesday, Sept. 10, 2015 8:00 AM- 4:00 PM Register Now!	Double Tree 924 W. Huntington Drive Monrovia, CA 91016	Los Angeles County
Wednesday, Sept. 24, 2015 8:00 AM- 4:00 PM Register Now!	Double Tree 34402 Pacific Coast Hwy Dana Point, CA 92629	Orange County