



**Department of Health Care Services
Medi-Cal 2020 Waiver – Dental Transformation Initiative (DTI)
Safety Net Clinics (SNCs) - Frequently Asked Questions
Domain 1: Increase Preventive Services Utilization
Domain 3: Continuity of Care
May 8, 2017
Updated July 13, 2017**

This document is a compilation of SNC frequently asked questions and responses regarding the Medi-Cal 2020 Dental Transformation Initiative (DTI) Domains 1 and 3, following the March 29, 2017 webinar on encounter data submission. The Department of Health Care Services (DHCS) will update this document as necessary.

A. Overview

1. What is Domain 1: Increase Preventive Services Utilization?

Answer: The goal of Domain 1 is to increase the statewide utilization of preventive services by at least ten (10) percentage points over the five (5) year Waiver 2020 period for Medi-Cal beneficiaries ages one (1) through twenty (20), as aligned with the Centers for Medicare and Medicaid Services (CMS) Oral Health Initiative.

2. What is Domain 3: Continuity of Care?

Answer: The goal of Domain 3 is to increase dental continuity of care for children enrolled in the Medi-Cal program, who receive annual dental exams from a dentist at the same service office location year after year. The department will begin this effort as a pilot in select counties and may implement on a statewide basis if the pilot is determined to be successful, subject to the availability of funding under the DTI Pool.

3. Does DHCS have a specific email address for DTI questions and comments?

Answer: Yes – DTI@dhcs.ca.gov.

4. Does DHCS have a specific stakeholder listserv for DTI?

Answer: Yes, join the DHCS DTI listserv by clicking [HERE](#).

B. DTI Domains 1 & 3 Frequently Asked Questions (FAQ)

Opt-in Process.

1. Do I need to fill out an Opt-in form?

Answer: Safety Net Clinic (SNC) providers that submitted encounter data by October 27, 2016 for Program Year (PY) 1, Calendar Year (CY) 2016 do not need fill out an Opt-in form to

participate in the DTI program. SNC providers who were not participants in PY1 and would like to participate in future PYs, must complete the [Safety Net Clinic Opt-In Form](#).

2. To participate in DTI, does a Safety-Net-Clinic need to be an "03" dental encounter biller?

Answer: Yes, in order to participate in Domain 1 and/or Domain 3 a SNC needs to be an "03" dental encounter biller.

3. What is the DTI status of my National Provider Identifier (NPI)(s) participation?

Answer: Questions regarding your NPI(s) participation, DTI opt-in status, notification letters, incentive payment status, lost checks, reissued checks, and/or baseline & benchmark numbers can be directed to DTI@dhcs.ca.gov. Please allow seven (7) business days to receive a response.

Encounter Data Submission.

1. If a Safety-Net-Clinic submitted baseline data to opt-in to PY1, how do we submit the completed data for 2016 calendar year?

Please refer to the [Encounter Data Submission Process for Safety Net Clinics \(SNC\) Participating in Domain 1 & Domain 3](#) for instructions on submitting PY 1 CY 2016 encounter data.

2. How do Medi-Cal SNCs submit encounter data to Delta?

Step 1: Electronic Data Interchange (EDI) Setup Process If Submitting Electronic Encounter Data

Submitters (SNCs or clearinghouses) must complete and submit an [Electronic Data Interchange \(EDI\) Application](#) to the DHCS DTI In-box (DTI@dhcs.ca.gov) or to the address listed below, unless there is an existing application on file with Medi-Cal.

**Medi-Cal Dental Program
Provider Enrollment
P.O. Box 15609
Sacramento, CA 95852-0609**

DHCS will share the existing or newly submitted EDI applications with Delta Dental. Delta Dental will initiate a testing process with each clearinghouse. This testing process must be completed prior to submission of encounter data to Delta Dental. Upon completion of testing, Delta Dental will provide instructions on how to submit 837D data electronically.

A new Payer ID has been assigned specifically for DTI encounter data submissions. This new ID is **DTCA7**. This ID will be used to indicate submitters' DTI encounter data submission.

Only submit Current Dental Terminology (CDT) qualifying procedure codes for [Domain 1](#) and/or [Domain 3](#) eligible for incentive payments.

NOTE: Submitters should initiate the EDI testing process with Delta Dental. The telephone number for Denti-Cal EDI Technical Support is (916) 853-7373.

Step 2: Proprietary Form Submission Process (if not submitting encounter data electronically)

Providers using the [proprietary paper form](#) to submit encounter data should mail completed forms to Delta Dental via this address:

DENTI-CAL

P.O. Box 13189

Sacramento, CA 95813-3189

Providers should not fill in or write in the shaded fields, send adjustments, or attempt to void previously submitted encounter forms. Please note, all required data fields must be completed and all paper submissions must be signed. Only single page claims will be accepted for processing. Submissions received without a signature or required fields cannot be processed and will be returned. If a return address is not provided, forms will be destroyed. Also, no acknowledgement will be provided for received proprietary forms.

- 3. I currently transmit 837i dental claims to Medi-Cal. Will the payer-ID be different for us to transmit encounter data in 837D to Denti-Cal?**

Answer: Yes, the DTI payer ID is **DTCA7**.

- 4. I currently have an EDI billing agreement on file with Medi-Cal. Do I need to sign a new one for Denti-Cal?**

Answer: No, DHCS will honor your currently existing agreement on file with Medi-Cal.

- 5. Who has to sign the submission form if you use a billing service to submit claims?**

Answer: The signatures of the SNC provider and biller are required.

- 6. Does submitting the 837D to Denti-Cal for DTI affect any current 837i billing processes?**

Answer: No, you should continue to send claims to Medi-Cal for adjudication. As a reminder DTI encounter data submitted to Denti-Cal should be adjudicated and paid by Medi-Cal.

- 7. What fees are you supposed to submit if you are sending in the HIS rate for the visit and do not have an associated fee for a particular service for Medi-Cal patients?**

Answer: You may find the fees associated with the specific dental procedure code in the Denti-Cal Provider Handbook, [Schedule of Maximum Allowances \(SMA\)](#) section, however, inclusion

of fees is not required. Incentive payments for qualifying Domain 1 procedures will be paid at 37.5% or 75% of the listed SMA, depending on the benchmark achieved.

Incentive Baselines & Benchmarks.

1. What is the baseline and benchmark for my NPI?

Answer: You may find the baseline and benchmark associated to your NPI on the Initial Notification Letter your service office location received upon opt-in. If you did not receive this letter, you may send an inquiry to DTI@dhcs.ca.gov. Please include the NPI you are inquiring about.

Incentive Calculation Methodology.

1. How are the incentive payments for Domain 1 calculated?

Answer: An example of the Domain 1 incentive payment calculation can be found on pages 2 through 4 of the document linked [HERE](#).

Timelines: Incentive Payments/Data Submission.

1. I received a January 2017 incentive payment for PY 1, what dates of service was I credited for?

Answer: The January 2017 Domain 1 Payments were based on data submitted through:

- *Fee-For-Service*: dates of service from 1/1/2016 through 1/21/2017
- *Dental Managed Care*: dates of service from 1/1/2016 through 9/1/2016
- *Safety Net Clinics (Medi-Cal)*: dates of service starting 1/1/2016, (end date varies by provider data collection template submission date)

DHCS will update the Domain 1 Fact Sheet to reflect these program updates.

2. What are the Domain 1 & 3 data submission deadlines for the June and July 2017 payment?

Answer: SNCs submitting encounter data via proprietary paper forms must submit paper forms to Delta Dental no later than **May 31, 2017**.

SNCs using EDI to submit encounter data electronically must complete testing and then submit encounter data to Delta Dental between **June 1, 2017 and June 23, 2017**.

3. What is the schedule for Domain 1 payments?

Answer: Domain 1 PY payments will be issued three times a year in January, July and January for the duration of the program.

4. When do we submit encounter data and are there any limitations?

Answer: Please see answer to question 2 above for **PY 1** submissions deadlines. SNCs that would like to participate in PYs 2 through 5, must complete and submit the [Safety Net Clinic Opt-In Form](#) and PY encounter data by the deadlines included in the tables below.

Domain 1

PROGRAM YEAR (PY)	PY OPT-IN DEADLINE	PY ENCOUNTER DATA SUBMISSION DEADLINE*	PY INCENTIVE PAYMENT DATES
PY 1 (2016)	October 27, 2016	June 23, 2017	January and July 2017 and January 2018
PY 2 (2017)	October 31, 2017	April 30, 2018	January and July 2018 and January 2018
PY 3 (2018)	October 31, 2018	April 30, 2019	January and July 2019 and January 2018
PY 4 (2019)	October 31, 2019	April 30, 2020	January and July 2020 and January 2018
PY 5 (2020)	October 31, 2020	April 30, 2021	January and July 2021 and January 2018

*After PY 1, existing and new SNC service office locations will be subject to the department's pre-determined benchmark based on their county, until redetermination. The benchmark will be derived from the county's proportional expected contribution to the statewide utilization increase of existing service office locations. These service office locations numbers will be the average number of additional beneficiaries among all of the existing service office locations in the county necessary to increase the utilization statewide by 2% per year.

The selected pilot counties for Domain 3 are:

- Del Norte • El Dorado • Marin • Nevada • Shasta • Alameda • Fresno • Kern • Modoc
- Riverside • Stanislaus • Yolo • Madera • Placer • San Luis Obispo • Santa Cruz
- Sonoma

Domain 3

PROGRAM YEAR (PY)	PY OPT-IN DEADLINE	PY ENCOUNTER DATA SUBMISSION DEADLINE**	PY INCENTIVE PAYMENT DATES
PY 1 (2016)	October 27, 2016	May 31, 2017	July 2017
PY 2 (2017)	October 31, 2017	April 30, 2018	July 2018
PY 3 (2018)	October 31, 2018	April 30, 2019	July 2019
PY 4 (2019)	October 31, 2019	April 30, 2020	July 2020
PY 5 (2020)	October 31, 2020	April 30, 2021	July 2021

**SNC service office locations are required to submit two PYs of encounter data when opting into this domain. Data will be analyzed to identify SNC service office locations that provided an examination (CDT Codes D0120, D0150, or D0145) to beneficiaries ages 20 and under at the same service office location year after year, up to six (6) consecutive years if opted-in by October 27, 2016.

Regarding limitations please follow the submission guidelines below.

Encounter Submission Guidelines:

- Do not submit encounter data for Dental Managed Care (DMC) beneficiaries as this data is sent to DHCS directly by the applicable DMC Plan.
- Send only encounter data that has been adjudicated and paid by Medi-Cal.
- Do not send encounter data if the associated visit code was denied by Medi-Cal.
- Submit encounter data electronically OR use the proprietary paper form.
- Submit only CDT qualifying procedure codes for Domain 1 and Domain 3.
- Encounter data should only be sent for eligible beneficiaries.
- Encounter data should be sent one time only. Do not send any attachments.

Submit all eligible codes for the Domain(s) you are participating in. Eligible codes for each domain may be found in the Fact Sheets located [HERE](#). You may submit encounter data for Domain 1 and Domain 3 at the same time.

Other.

1. **My FQHC has 3 sites. For Domain 3, can the patient be seen in any of the 3 sites and be counted?**

Answer: FQHCs typically submit claims on behalf of the FQHC for all service office locations. If this is your current practice, the patient may be seen in any of the 3 locations.

DTI Forms and Access Links.

1. [Safety Net Clinic Opt-in form.](#)
2. [Electronic Data Interchange Application.](#)
3. [Dental Transformation Initiative \(DTI\) Proprietary Encounter Form for Paper Billing.](#)