



# Medi-Cal Dental Care Coordination & Case Management Overview



# Care Coordination

Care coordination services are offered by the Telephone Service Center (TSC). Care coordination services allow Medi-Cal members to call and gain access to dental services with the direction and support of our TSC agents, who assist members with:

- Locating a General Dentist, Specialist Dentist or a Clinic that offers dental services
- Accessing appointments
- Language Assistance and American Sign Language Service
- Transportation Assistance

Members can access care coordination services by calling the TSC at (800) 322-6384.



# Care Coordination Case Examples

## **Example I:**

A member called the Telephone Service Center (TSC) in pain and was transferred to Care Coordination because they have been trying to schedule an appointment for oral surgery in Los Angeles. The member does not own a vehicle and needs assistance arranging transportation. An oral surgeon was located, and an appointment was scheduled. The member was informed. A care coordination representative contacted the member's health plan to coordinate transportation and provided appointment information.

## **Example II:**

A member called the TSC to check the status of a Treatment of Authorization (TAR). The call was transferred to a care coordination representative to research the request, no TAR was found in the system. As a result the office was contacted and instructed on how to submit the TAR correctly.



# Care Coordination Case Examples

## **Example III:**

A member called the TSC with a primary language of Mandarin, the Language Line Service was contacted. The member is requesting language interpreter services for their appointment. The member and provider were directed to contact the TSC and request Language Line Services during the appointment. The care coordination representative and Language Line Services were conferenced in to assist during the member's appointment.

## **Example IV:**

A member called the TSC in need of an American Sign Language (ASL) interpreter. A provider was located in the member's area, and an appointment was scheduled. A care coordination representative coordinated ASL services during the dental appointment. This information was communicated to the member and provided prior to the appointment.



# Case Management

- Case Management is a program designed for members with mental, physical and/or behavioral diagnosis or diagnoses who are unable to schedule and coordinate complex treatment plans involving one or more medical and dental providers.
- Qualifying special healthcare needs include: physical, developmental, mental, sensory, behavioral, cognitive or emotional impairment or other limiting condition that requires medical management, health care intervention and/or use of specialized services or programs.
- Upon receipt of a referral, the case management team will assist Medi-Cal members who have complex treatment plans that require coordination among multiple practitioners. This may include engaging with Medi-Cal managed care plan liaisons and dental managed care plan liaisons as needed.



# Case Management

- Referrals for case management services are initiated by the members' dental provider, medical provider, case manager, case worker or other healthcare professional and are based on a current, comprehensive evaluation and treatment plan.
- The Case Management referral form is located on the Medi-Cal Dental website: <https://dental.dhcs.ca.gov/>. After completing the referral form, it must be securely emailed to [DentalCaseManagement@delta.org](mailto:DentalCaseManagement@delta.org).
- Please visit our [Provider Forms Page/Dental Case Management section](#) to download and email a [Case Management Referral form](#). Providers can call the Telephone Service Center at (800) 423-0507 for any questions about the referral form.



# Case Management Case Examples

## Example I:

7-year-old member with an intellectual disability and attention deficit hyperactivity disorder who needs multiple restorations under general anesthesia. Member cannot withstand dental care in a dental office with local anesthesia because of his medical conditions. Member will need a surgery center or hospital dental provider that can treat him with his medical conditions.

## Example II:

32-year-old member with traumatic brain injury who has increased dental discomfort due to gaps in treatment history. The member is unable to open his mouth fully because of excess scar tissue which can be removed after his dental care is completed. The member needs a dental evaluation and treatment before he can proceed with reconstructive surgery to his face and jaw. An oral surgeon providing hospital dentistry was located for the member because he required general anesthesia for treatment.



# Case Management Case Examples

## Example III:

68-year-old member living in a skilled nursing facility who is bed ridden, unable to sit up and has an irremovable trach tube needs assistance coordinating dental services between her dental provider and the local hospital. The member's conservator has been unsuccessful on their own and needs assistance to schedule the member's dental care. Case management contacted the dental provider and the local hospital to schedule operatory time for the member's treatment.

## Example IV:

16-year-old member with severe autism needs an initial exam and treatment. Due to the member's disability, he can be combative, cannot follow commands and will not sit in a dental chair for treatment. The member needs a dental provider who is comfortable working with difficult patients in a hospital setting because he will need to be sedated in order to receive treatment. Case management arranged for a pedodontist who can see patients in a hospital and can successfully treat the member.