

**Los Angeles Dental Stakeholder Meeting – December 13, 2018
Department of Health Care Services (DHCS) Follow-up Items**

Agenda Item/Topic	DHCS Response
<p>Alignment Services for Partial and Full Dentures:</p> <p>Overview/discussion on coverage of alignment services for partial and full dentures – for example, what are the parameters for getting this service?</p>	<p>We have the four following procedure codes in regard to alignment (adjustment) for partial and full dentures:</p> <ul style="list-style-type: none"> • D5410 – Adjust complete denture – maxillary • D5411 – Adjust complete denture – mandibular • D5421 – Adjust partial denture – maxillary • D5422 – Adjust partial denture – mandibular <p>These services are all a benefit once per DOS, per provider with a frequency of twice in a 12-month period. However, as noted in the Medi-Cal Dental Provider Handbook (Section 5; Page 5-44), Prosthodontic (Removable) General Policies, it states, “The fee for any removable prosthesis, reline, tissue conditioning or repair <i>includes all adjustments necessary</i> for six months after the date of service by the same provider”. This is also stated in the criteria for the partial and denture codes.</p>
<p>Laboratory Processed Crowns:</p> <p>Overview/discussion on coverage of laboratory processed crowns.</p>	<p>Criteria for Laboratory Processed Crowns is in the Medi-Cal Dental Provider Handbook, Section 5, Page 5-20. Both children and adults can receive lab processed crowns on anterior teeth as long as the tooth meets the tooth specific criteria. Children can also receive a lab processed crown on posterior teeth as long as it meets the tooth specific criteria. However, for adults, posterior lab processed crowns must not only meet the tooth specific criteria but also be an abutment for a cast partial denture. This criteria was put in place by legislation and can only be changed if a bill is sponsored to change the criteria.</p>
<p>Outreach:</p> <p>Update on the 2019 Provider and Member Outreach Plan – when will it be released?</p>	<p>The 2019 Medi-Cal Dental Member and Provider Outreach Plan is now available on the DHCS Website.</p>

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<p>Case Management:</p> <p>Provide LA County data on utilization of Telephone Service Center Case Management.</p>	<p>We have limited information; however, since the implementation, there have been 16 referrals, and one was from LA County. We will include this information in the Fact Sheet as more data is available.</p>
<p>Telephone Service Center:</p> <p>a. Training provided to TSC staff on authorized representatives (AR) and AR forms.</p> <p>b. Language calls requested/fulfilled by the TSC- how does the TSC inform members of language supports and coordinate the</p>	<p>a. The Telephone Service center (B09) Manual is used for training and TSC representatives use it as a reference for authorized representative forms. An excerpt from the B09 manual states, <i>“Members may authorize the release of information regarding their protected health information (PHI) to their representatives. Authorization from a member for another individual or group to act in his/her behalf may be written or verbal. Written authorizations from the beneficiary must contain the member’s Medi-Cal ID Number (MEDS ID) and signature, and identify the name of the representative. Telephone authorizations may be accepted when the representative provides the member’s social security number and confirms the member’s name and date of birth. Representatives who may submit written correspondence and complaints/grievances or ask for PHI on a member’s behalf may include, but are not limited to:</i></p> <ul style="list-style-type: none">• <i>Parents, stepparents, foster parents or guardians of a minor child.</i>• <i>Relatives or representatives of members who are incapable of phoning in or writing.</i>• <i>Representatives of public agencies, conservators or attorneys.</i> <p><i>Whenever a person identifies himself as a representative of the member, the inquiry is entered into the Beneficiary Correspondence Tracking System (BCTS).”</i></p> <p>b. Members are informed by their dental provider that language assistance services are available, and in Member Bulletins(Volume 2, Number 2), posted on the Smile California website.</p>

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<p>provision of language services? For example, based on data shared at the December meeting, the percentage of Spanish language services seems very low given the demographics of the Medi-Cal Dental population.</p>	<p>Language Assistance information can also be found on the Medi-Cal Dental website and in the Medi-Cal Dental Member Handbook (page 3).</p>