

Denti-Cal California Medi-Cal Dental Bulletin

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Training Seminars:

Want to learn more about the
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our website to [Reserve Your Spot](#).

Riverside
Ortho/D341 - Sept 14, 2011

Riverside
Advanced/D342 - Sept 15, 2011
Full & Closed

San Diego
Basic & EDI/D343 - Sept 16, 2011

Registering and Using the National Provider Identifier (NPI)

All providers are required to obtain a National Provider Identifier (NPI) prior to enrolling in the Medi-Cal program. Denti-Cal continues to encourage currently enrolled providers to obtain, register with Denti-Cal, and use their National Provider Identifier (NPI). Providers who do not have an NPI are strongly encourage to request one from the National Plan and Provider Enumeration System (NPPES) website: <https://nppes.cms.hhs.gov>.

Registering Your NPI

Before providers can use their NPI on Denti-Cal forms, both the billing NPI and rendering NPI *must* be registered with Denti-Cal. Providers can register their NPI in one of two ways:

- Online via the Denti-Cal NPI Collection System. To expedite NPI registration, register via the Denti-Cal NPI Collection System found on the Denti-Cal website. Go to www.denti-cal.ca.gov and click on the National Provider Identifier (NPI) tab, and then on the [Register Your NPI](#) link. Print the confirmation page from the website as a record of registration. After completing the registration process, please allow three (3) business days prior to submitting documents with the NPI.
- Using the NPI Registration Form DHS 6218. To obtain the paper NPI Registration Form [DHS 6218](#) and instructions on how to register your NPI, visit the Denti-Cal website at www.denti-cal.ca.gov and click on the National Provider Identifier (NPI) tab, and then on the [Register Your NPI](#) link.

Remember to retain a copy of the letter received from Denti-Cal as a record of registration. Providers should not use their NPIs when submitting documents for authorization or payment until they have received a confirmation letter from Denti-Cal, which can take up to 15 business days.

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HIGHLIGHT

For Faster Denti-Cal Payments, Enroll in Direct Deposit Today!



Denti-Cal encourages providers to enroll in the direct deposit program. With direct deposit, Denti-Cal automatically deposits its payments into a provider's designated savings or checking account, which means:

- No more lost or misdirected checks
- No more waiting for checks to arrive in the mail
- No more trips to the bank
- Payments are available faster

To participate in the program, providers must complete and sign a Direct Deposit Enrollment Form. Providers can obtain a form by calling the Telephone Service Center at (800) 423-0507, or by writing to Denti-Cal at this address:

Denti-Cal
Attn: Provider Enrollment Department
PO Box 15609
Sacramento, CA 95852-0609

The back of the form contains instructions for completing the Direct Deposit Enrollment Form. The Direct Deposit Enrollment Form must include the following:

- The provider's original signature (in blue ink)
- A preprinted, voided check attached to the form

Providers must mail the completed form to Denti-Cal at the address shown above.

Upon receipt of the Direct Deposit Enrollment Form, Denti-Cal sends a "test" deposit to the bank. This will result in a "zero" deposit for that payment date. The test cycle usually takes three to four weeks to complete. During the test cycle period, providers will continue to receive Denti-Cal payment checks through the mail.

The amount of each deposit will appear on the corresponding Explanation of Benefits once direct deposit begins.

More information about direct deposit can be found in "Section 3: Enrollment Requirements" of the provider Handbook.

Using an NPI

Denti-Cal providers are to use their registered NPI on the following forms:

- ◆ Treatment Authorization Request/Claim (DC-202, DC-209, DC-217)
- ◆ Claim Inquiry Form (DC-003)
- ◆ Forms Reorder Request (DC-204)
- ◆ Notice of Authorization (DC-301)

Unregistered NPI Can Lead to Denied Claims

Claims with an unregistered NPI will be denied with Adjudication Reason Code 319A, which reads as follows:

- 319A** The submitted rendering provider NPI is not registered with Denti-Cal. Prior to requesting re-adjudication for a dated, denied procedure on a Claim Inquiry Form (CIF), the rendering provider NPI must be registered with Denti-Cal.

To avoid denials on claims due to unregistered NPI, providers should wait for confirmation of registration before using the NPI.

For questions about the Denti-Cal NPI Collection System or registration of the NPI, please call Denti-Cal toll-free at (800) 423-0507.

Submit Claims and TARs Electronically through Electronic Data Interchange (EDI)

EDI enrollment allows providers to send Treatment Authorization Requests (TARs), claims and Notices of Authorization (NOA) for payment over the telephone line or through File Transfer Protocol (FTP) directly from the office or through a billing intermediary or clearinghouse to Denti-Cal. EDI-enrolled providers can also receive the Notice of Authorization (NOA) and Resubmission Turnaround Document (RTD) forms electronically. Submitting claims electronically reduces processing time for claims, makes billing and tracking documents easier, and helps maximize computer capabilities.

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In conjunction with the forms mentioned above, Denti-Cal accepts digitized radiographs and attachments submitted through electronic attachment vendors National Electronic Attachment, Inc. (NEA), National Information Services (NIS), and Tesia-PCI, LLC.

Providers must apply and be approved by Denti-Cal to participate in the EDI program. Denti-Cal will send the provider a letter confirming the provider's EDI enrollment.

A provider submitting claims electronically is required to undergo certification for the Health Insurance Portability and Accountability Act (HIPAA)-compliant format. If a provider is submitting claims electronically through a contracted clearinghouse, only the clearinghouse must be certified.

In this case, a provider must ensure that its contracting clearinghouse has been certified through Denti-Cal, prior to submitting claims.

For an EDI Enrollment Packet, please contact Provider Services toll-free at (800) 423-0507. For an EDI How-To Guide or other information on submitting Denti-Cal claims and Treatment Authorization Requests (TARs) electronically, please call EDI Support at (916) 853-7373. Requests may also be sent by e-mail to denti-caledi@delta.org. Providers may also access EDI enrollment forms and How-To Guides from the Denti-Cal website: www.denti-cal.ca.gov/WSI/Prov.jsp?fname=EDI.

No Claim Activity for 12 Months

Providers who have had no claim activity (submitting no claims or requesting reimbursement) in a 12-month period shall be deactivated per **Welfare and Institutions Code Section 14043.62 (a)** which reads as follows:

The department shall deactivate, immediately and without prior notice, the provider's number, including all business addresses used by a provider to obtain reimbursement from the Medi-Cal program when warrants or documents mailed to a provider's mailing address or its pay to address, if any, or its service or business address, are returned by the United States Postal Service as not deliverable or when a provider has not submitted a claim for reimbursement from the Medi-Cal program for one year. Prior to taking this action the department shall use due diligence in attempting to contact the provider at its last known telephone number and ascertain if the return by the United States Postal Service is by mistake or shall use due diligence in attempting to contact the provider by telephone or in writing to ascertain whether the provider wishes to continue to participate in the Medi-Cal program. If deactivation pursuant to this section occurs, the provider shall meet the requirements for reapplication as specified in this article or the regulations adopted thereunder.

If you have not had any claim activity in a 12-month period, and wish to remain an active provider in the Denti-Cal Program, please complete the attached No Claim Activity form and mail it to:

Denti-Cal
California Medi-Cal Dental Program
PO Box 15609
Sacramento, CA 95852-0609

If your provider number is deactivated, you must reapply for enrollment in the Denti-Cal Program. To request an enrollment package contact Denti-Cal toll-free at (800) 423-0507



PO Box 15609
 Sacramento, CA
 95852-0509
 (800) 423-0507