

Q & A

Department of Health Care Services:

1. **With [CHDP](#) sunseting, will the FV training and certification stay active or be replaced with another organization or training?**

MDSO does not have plans to provide a fluoride training/certificate. Fluoride varnish can be provided by the member's medical or dental provider.

2. **For Cal-AIM and the CHW benefit- where is the info about what CHWs would be paid (or what percentage would they be reimbursed) for given services?**

Per SPA 22-0001, DHCS released a benefits policy that includes the minimum qualifications for CHWs to provide services eligible for reimbursement through Medi-Cal. Furthermore, DHCS is currently seeking to implement CHW services as a covered dental benefit to the Medi-Cal Dental which would permit CHWs to render services pursuant to Current Dental Terminology (CDT) code D9994 (Dental Case Management, Patient Education to Improve Oral Health Literacy). The intent is for CHWs to provide case management and educational services that are reimbursable through the Medi-Cal dental benefit.

The SPA Public Notice was posted on March 6, 2024: [SPA 23-0016 Public Notice \(ca.gov\)](#)

CDT code		Rate
D9994	each 30 minutes: 1 Patient	\$26.66
D9994	each 30 minutes: 2-4 Patients	\$12.66
D9994	each 30 minutes: 5-8 Patients	\$9.46

What would they pay CHWs at FQHCs providing services related to dental (like education, care coordination)?

With the exception of Tribal FQHCs, the PPS rate is inclusive of CHW services at this time.

What is the "threshold" to be reimbursable by Medi-Cal? (These questions were sent in by our managed care plan partners).

Please see the following guidance document for CHW policy: [Medi-Cal Provider Manual for the CHW](#).

3. **When will the care coordination referral form be active on your website?**

The care coordination form is currently available online Medi-Cal Dental website > Dental Providers: Medi-Cal Dental (Fee-For-Service) Providers > Care Coordination Referral Form: [Care Coordination Referral Form](#).

Smile, California:

4. **How can we request the Smile, California van to be at an event?**

You can request the Smile, California dental van to be at an event by contacting your local Member Outreach Representative. A [representative map](#) will be provided.

5. **Is there a go-to spot to find resources about loan forgiveness programs for dental professionals....especially those that encourage graduates to enter more public health-leaning practices (FQHCs and such)?**

Loan repayment resources can be found on the Medi-Cal Dental website> Providers> Dental Providers: Medi-Cal Dental(Fee-For-Service) Providers> Services To Providers> [Loan Repayment Resources](#).

6. What are the eligibility criteria and are there any limitations for the transportation assistance provided by Medi-Cal (such as maximum mileage)? We've heard from some of our outlying areas that they have been denied due to distance.

Members may qualify for transportation if their appointment is medically necessary. They can find more details in the [Member Handbook](#). To request transportation assistance, they can call the Telephone Service Center Phone Line at **1-800-322-6384**. The transportation must be used only for necessary health care covered by the Medi-Cal. If they need a ride to their appointment, but you do not qualify for medically necessary non-emergency transportation services, below is a list of [Approved Nonmedical Transportation Providers](#).

7. In the past, we've had some pregnant individuals indicate that their Medi-Cal dentist would not treat them because they were pregnant. If and when this comes up again, what is our best course of action to, first, make sure the individual is cared for properly and, second, to provide education to the dentist? We are not dental professionals so it would be best for them to hear it from a dental professional authority. Is there someone from Smile, California that could provide that education to the dentist? Who can we contact?

Provider Relations can assist with contacting the provider and provide education and training to the dentist and staff. The [representative map](#) will be provided.

8. Can staff provide trainings to local dental societies on how to become Medi-Cal dental providers? This may help increase the workforce. I understand changes have been made, especially with the use of the PAVE system to help navigate providers process easier.

Trainings to local dental societies can be scheduled by contacting our Provider Outreach Dental Consultant or local Provider Representative. A [representative map](#) will be provided.