

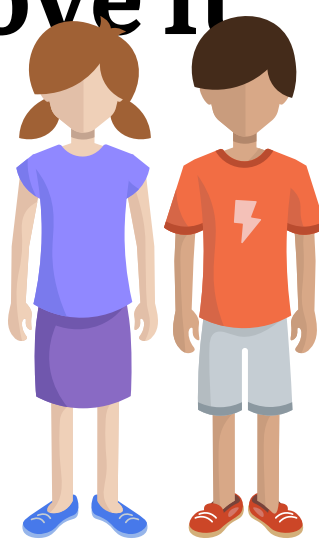
Dental Providers Perception of the Medi-Cal Dental System in the San Joaquin Valley: A Local Perspective

Availability of Dental Providers in the San Joaquin Valley (SVJ)

- Only **one-third** of dentists in California are enrolled in the Medi-Cal Dental program also known as Denti-cal
- There is **one** dentist for **5000** certified eligible Medi-cal Dental patient in the SVJ
- This shortage of dentists accepting Medi-Cal Dental patients adversely affected their access to regular dental care.

The Central Valley Health Policy Institute conducted a series of interviews with local dental providers and 2 focus groups with Provider Relations Representatives, in an attempt to understand their perspective of the Medi-Cal Dental program and to share their suggestions to improve it

54%



of Media-Cal Dental children, beneficiaries in the SVJ **did not** have a dental visit in the past 12 months

77%



of Media-Cal Dental adult beneficiaries in the SVJ **did not** have a dental visit in the past 12 months

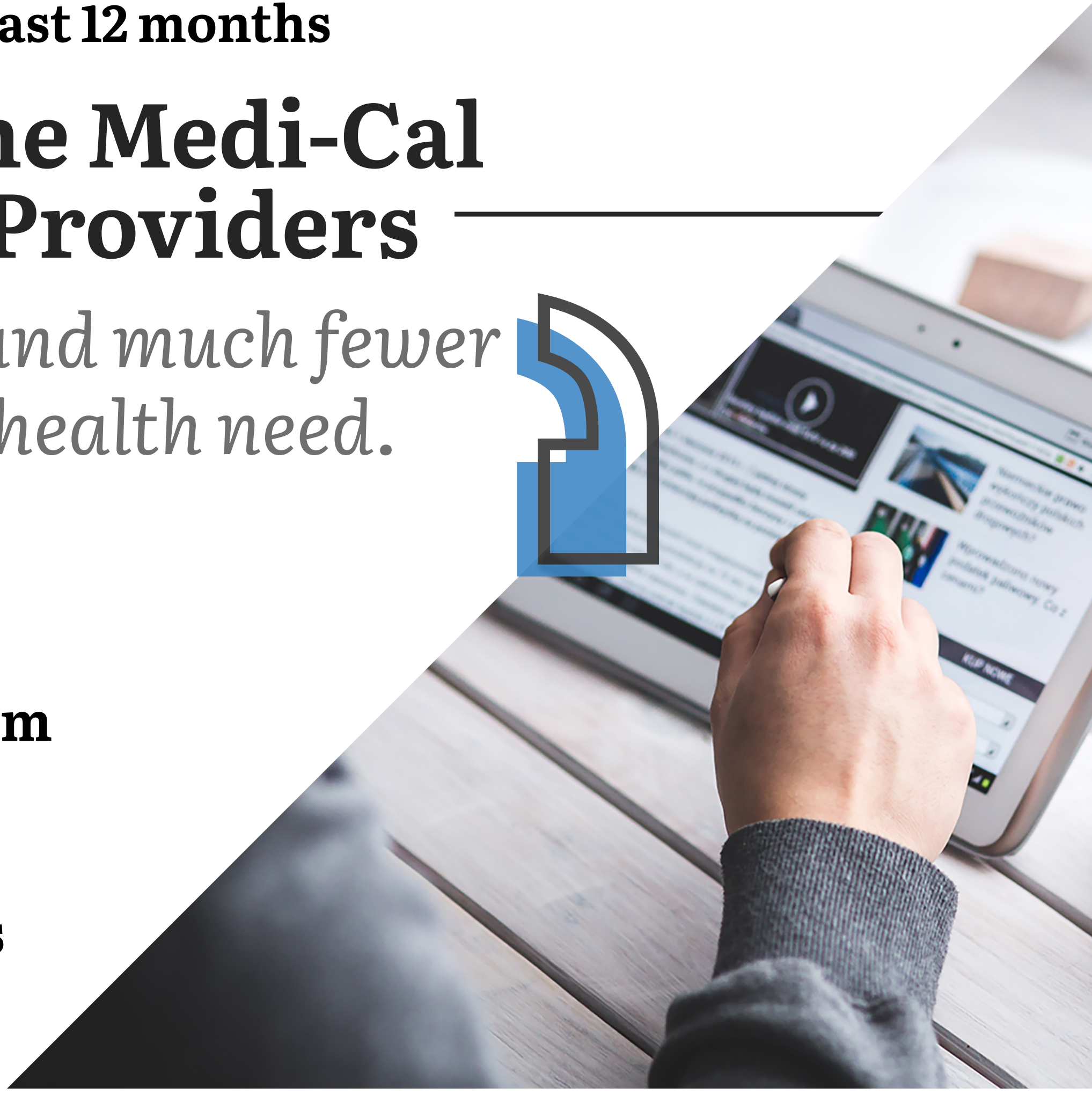
Beneficiaries' Challenges with the Medi-Cal Dental Program as Perceived by Providers



We have fewer options for adults and much fewer options for adults with special health need.



- Long wait time
- Transportation
- Lack of awareness about the program
- Limited coverage
- Language
- Shortage of providers who accepts Medi-Cal Dental beneficiaries



Providers' Challenges with the Medi-Cal Dental Program as Perceived by Providers



It was so hard to work within the limits of the Denti-Cal rules and guidelines which do not take patient's needs into consideration, so my hands were tied to do what the patient needed."



- Burdensome enrolment, billing, and Treatment Authorization Request Processes
- Low reimbursement rate
- Denial of payments and required Treatment Authorization Requests
- High Patients' no-show rate

Facilitators



For the first time, there is an incentive for the dentist to give the patient a good experience to bring back the family and the patient.



- Services are provided at no cost
- Case management, translation, and transportation services
- The recent improvement in the reimbursement rates

How to Improve the Medi-Cal Dental Program?



- Ease the process
- Sustainably improve the reimbursement rates
- Improve the population awareness about the program
- Expand and improve the quality of services covered especially for adults
- Improve provider-system communication

For more information and a detailed report please visit <https://www.fresnostate.edu/chhs/cvhipi>

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