DHCS

TOBY DOUGLAS
Director

State of California-Health and Human Services Agency
Department of Health Care Services

EDMUND G. BROWN JR.
Governor

March 23, 2012

Dear Parent or Guardian:

I am troubled by problems described in a recent news article about Sacramento County Medi-Cal dental care. The article said that some children have been unable to schedule an appointment with a dentist. Others had pain for long periods of time before they could get help. We are taking strong action to fix these problems and improve this program. Our goal is to ensure all children receive excellent and timely dental care.

Medi-Cal works with several dental managed care plans in Sacramento County. You may choose your dental plan, but if you do not choose one, the state will choose one for you. Your dental plan must give you a list of dentists who can provide care. If you cannot schedule an appointment, your dental plan must help you. Also, if your child is in pain, your dental plan must help you get care within 24 hours. *There is no cost to you for your child's dental care.*

If you experience problems and know which dental plan you have, please call your plan's Member Services number to get help right away. The numbers are:

- Access Dental Member Services – (877) 821-3234
- Community Dental Member Services – (800) 764-5393
- Health Net of California Member Services – (800) 977-7307
- LIBERTY Dental Member Services – (888) 703-6999
- Western Dental Member Services – (800) 805-8000

If you don't know which dental plan you have, please call Health Care Options at (800) 430-4263, to identify which plan to call. If you need help getting an appointment or if your child is denied services, please call the Department of Managed Health Care's Help Center at (888) 466-2219.

Please save this letter so that you can reach us if you need assistance in the future. Remember, there is *no cost to you* for your child's dental care.

Sincerely

Jane Ogle

Jane Ogle
Deputy Director
Health Care Delivery Systems