smile, CALIFORNIA™
MEDI-CAL HAS DENTAL COVERED

Member Bulletin
MAY 2019
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Learn more about free or low-cost dental services to help keep you and your smile healthy at:

SmileCalifornia.org

FIND A DENTIST

Click for a complete list of Medi-Cal dental providers in your area.

National Family Wellness Month

May is National Family Wellness Month! Medi-Cal Dental wants to remind members to make good oral health habits. You can do this every day as part of your family wellness routine.

As Medi-Cal members, you and your family are covered to see a dentist for regular check-ups and cleanings. You should also practice these habits:

- Floss your teeth once every day
- Brush your teeth two times every day
- Eat a balanced diet and avoid sugary foods and drinks
- Replace your toothbrush after three to four months, or sooner if needed

Family wellness is important at all stages of life!

Babies - You should take them to see a dentist as soon as your baby's first tooth comes in or by their first birthday.

Kids - You can protect your child's back teeth (molars) from cavities with sealants. Molar sealants are white, protective coatings. They are quick and painless to apply.

Teens - Wisdom teeth may come in during the late teens. Wisdom teeth complete the set of permanent teeth. It is important to continue regular dental check-ups throughout the teen years to ensure good oral health well into adulthood.

Pregnancy - When you are pregnant, your oral health is a big part of making sure your baby is healthy. You should see a dentist throughout your pregnancy and after giving birth. Even if you normally only have limited benefits, you have full dental coverage throughout your pregnancy and 60 days postpartum.

Adults - As we get older, good oral health can prevent tooth loss, diabetes, heart disease and even respiratory illnesses.

DHCS | Medi-Cal Dental
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1-800-322-6384 | www.denti-cal.ca.gov

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Seniors - Older adults are more likely to have gum disease and other oral health problems. Lower your risk by brushing twice a day, flossing daily and seeing your dentist regularly.

For more information about ways to stay healthy, you can find more helpful tips and tools at SmileCalifornia.org.

Find a Dentist!

Do you need to find a Medi-Cal dental provider near you? You can easily search for Medi-Cal dental providers by using the Provider Directory or the online lists displayed on two websites!

To find the directory, click the Find a Dentist button on the Smile, California website at SmileCalifornia.org or on the Medi-Cal Dental website at https://www.denti-cal.ca.gov/Beneficiaries/Denti-Cal/Find_A_Dentist/. Please note, dental providers self-attest to the information provided in the Provider Directory; it is updated regularly. Provider(s) identified from search results does not guarantee a Medi-Cal dental provider will be available to accept additional Medi-Cal patients at the time you contact them.

If you cannot find a Medi-Cal dental provider in your area that accepts Medi-Cal patients, please call the Telephone Service Center for help at 1-800-322-6384.

Medi-Cal Dental Member Billing Practices

The Department of Health Care Services (DHCS) would like to inform members about available reimbursement for Medi-Cal covered dental services when paid out-of-pocket. By law, an enrolled Medi-Cal provider is not allowed to bill a Medi-Cal member for services covered by Medi-Cal.

Your Medi-Cal dental provider can charge you for services if you choose to have treatment that is not covered by Medi-Cal. However, it is extremely important for you to understand what benefits are covered by Medi-Cal before signing an agreement with the provider to pay for services. If you have other dental insurance, the dentist must bill your other dental insurance before asking Medi-Cal to pay for your treatment. The Medi-Cal dental provider cannot charge you for private insurance cost-sharing amounts such as deductibles, co-insurance or copayments.

If you get a bill from a Medi-Cal dental provider, call the dental office and ask them why they sent you the bill. The dental office staff will explain the charges and why they are asking you to pay. If you still have questions about what your dentist is charging you, or if you paid for a service that you were not required to pay for, call the Medi-Cal Dental Telephone Service Center at (800) 322-6384 for help with your situation. We may be able to help you get a refund. By law, a Medi-Cal provider must reimburse you for a claim when you show proof to the Medi-Cal dental provider or dental office staff that you had Medi-Cal coverage during the time you received the medically necessary covered service.

When your Medi-Cal eligibility is verified, the Medi-Cal dental provider cannot treat you as a private-pay patient and cannot bill you for all or part of the costs for a Medi-Cal covered service, except to collect the Medi-Cal copayment or share of cost. For example, if you have a share of cost amount, you will have to pay that amount before the Medi-Cal dental provider can ask Medi-Cal to pay for the treatment.

Below is a list of frequently requested services which are also on SmileCalifornia.org, under Covered Services, and in the Member Handbook.

SERVICES	BABIES	KIDS	TEENS	PREGNANCY	ADULTS	SENIORS
Exam*	☀	☀	☀	☀	☀	☀
X-rays	☀	☀	☀	☀	☀	☀
Teeth cleaning	☀	☀	☀	☀	☀	☀
Fluoride varnish	☀	☀	☀	☀	☀	☀
Fillings	☀	☀	☀	☀	☀	☀
Tooth removal	☀	☀	☀	☀	☀	☀
Emergency services	☀	☀	☀	☀	☀	☀
Sedation	☀	☀	☀		☀	☀
Molar sealants**		☀	☀			
Root canals		☀	☀	☀	☀	☀
Orthodontics (braces)***			☀			
Crowns			☀	☀	☀	☀
Partial and full dentures			☀	☀	☀	☀
Denture relines			☀	☀	☀	☀
Scaling and root planing			☀	☀	☀	☀

*Free or low-cost check-ups every six months for members under the age of 21, every 12 months for members over the age of 21.

**Molar sealants are covered for teens up to age 21.

***For those who qualify.

If you cannot find a Medi-Cal dental provider in your area that accepts Medi-Cal patients, please call the Telephone Service Center for help at 1-800-322-6384.

Language Assistance

English
ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-800-322-6384 (TTY: 1-800-735-2922).

Español (Spanish)
ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-322-6384 (TTY: 1-800-735-2922).

Tiếng Việt (Vietnamese)
CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-322-6384 (TTY: 1-800-735-2922).

Tagalog (Tagalog – Filipino)
PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-322-6384 (TTY: 1-800-735-2922).

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

1-800-322-6384 (TTY: 1-800-735-2922).번으로 전화해 주십시오.

繁體中文(Chinese)
注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-322-6384 (TTY: 1-800-735-2922)。

Հայերեն (Armenian)
ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապաձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ : Զանգահարեք 1-800-322-6384 (TTY (հեռատիպ)՝ 1-800-735-2922):

Русский (Russian)
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-322-6384 (телетайп: 1-800-735-2922).

فارسی (Farsi)
توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-800-322-6384 (TTY: 1-800-735-2922) تماس بگیرید.

日本語 (Japanese)
注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-322-6384 (TTY: 1-800-735-2922) まで、お電話にてご連絡ください。

Hmoob (Hmong)
LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-322-6384 (TTY: 1-800-735-2922).

ਪੰਜਾਬੀ (Punjabi)
ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-800-322-6384 (TTY: 1-800-735-2922) 'ਤੇ ਕਾਲ ਕਰੋ।

العربية (Arabic)
ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 6384-322-800-1 (رقم هاتف الصم والبكم: 2922-735-800-1).

हिंदी (Hindi)
ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ़्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-322-6384 (TTY: 1-800-735-2922) पर कॉल करें।

ภาษาไทย (Thai)
เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-322-6384 (TTY: 1-800-735-2922).

ខ្មែរ (Cambodian)
ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, បសវាជំនួយខ្នកភាសា បោយមិនគិតឈ្នួល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-800-322-6384 (TTY: 1-800-735-2922)។

ພາສາລາວ (Lao)
ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ ທ່ານ. ໂທຣ 1-800-322-6384 (TTY: 1-800-735-2922).