



Member Bulletin

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Have you heard about Healthy Smile Tips from Smile, California?

It's a new program that delivers 2-3 healthy dental tips every month, via text!

Sign up by texting SMILECA to 31996. For text messages in Spanish, text SONRIECA to 31996.

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.

Your Protections as a Medi-Cal Member

The Department of Health Care Services would like to let members know about a new law ([Senate Bill 639](#)). This law is effective July 1, 2020. You can find out about how this law protects you by reading below. If your dental provider asks for payment directly from you, you have the right to only accept the dental services covered by Medi-Cal Dental. Your dental provider must follow Medi-Cal guidelines. Some covered services need to be approved by Medi-Cal Dental before your treatment can start.

Dental offices may offer you a credit card or loan to cover treatments and services. When this happens, you have rights and protections that help you decide what to pay for.

1. Dental offices must give you a written notice that clearly explains the credit card or loan. If you speak another language, you may request the notice in your language.
2. Dental offices must give you a written treatment plan. The plan must tell you all the dental services you will receive and the cost for each service. If you are seeing a Medi-Cal provider, the provider must tell you if Medi-Cal will pay for another service at a low or no cost to you. **You have the right to choose to accept only services covered by Medi-Cal Dental.** Your dental provider must work with Medi-Cal Dental to help you get the dental services that are covered at a low or no cost. Your dental provider must follow Medi-Cal guidelines. Some covered services need to be approved by Medi-Cal Dental before treatment begins.

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3. If you paid cash for dental services or with a credit card or loan, and ask for a refund for dental services you did not get, your dental provider must refund the cash or refund charges to your credit card or loan within 15 days.
4. Unless you give permission, dental offices may not offer you credit cards or loans when you are in a treatment area (exam room, dental chair, surgery room, or anywhere else you receive dental services). Dental offices may never offer you credit cards or loans after they have given you medication that numbs your mouth, makes you relax or get sleepy.
5. If you have any concerns about credit cards or loans for dental services, talk to your Medi-Cal provider first. They must work with Medi-Cal Dental to try to get the dental services covered.

For more information about your rights under Medi-Cal, check out the Member Handbook section **Your Rights and Responsibilities**. If you have questions about Medi-Cal Dental, please call 1-800-322-6384.

Tips to Deal with Dental Fear

If you are afraid of going to the dentist, you are not alone. About 30 to 40 million Americans do not go to the dentist because of one of these reasons:

- Fear of pain
- Not knowing what to expect
- A bad experience with a dentist
- Fear passed on from others
- Embarrassment

The key is to talk with your dentist and dental staff. They will work with you to find the best way to help you stay calm. **Here are five quick tips from dentists:**

1. **Focus on calm breathing.** When people are nervous, they tend to hold their breath or breath faster.
2. **Watch what you eat and drink.** Stay away from caffeine or sugary foods before your appointment.
3. **Choose a low-stress appointment time.** Choose a time when you will not be rushed.
4. **Use hand signals.** When you feel uncomfortable, use a hand signal to tell the dentist to ease off or stop.
5. **Share your fears.** If you are afraid or anxious, tell your dentist and the dental staff. They will help calm you or change the treatment.

Smile, California can help you prepare for you or your children's next dental visit. Visit SmileCalifornia.org and click on the **Dental Visits** tab for more information. If you have questions about Medi-Cal Dental, please call 1-800-322-6384.

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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)

ՈՒՇԱՂԴՐՈՒԹՅՈՒՆ ԵՐԵ Հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվակապակցում աջակցություն ծառայություններ: Ձանգահարեք 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。

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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)

ਪਿਆਨ 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 1-800-322-6384 (رقم هاتف الصم والبكم: 1-800-735-2922).

हिंदी (Hindi)

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त 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: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, បសវនករនឹងជួយអ្នកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់បរិស្ថាន។ ចូរ ទូរស័ព្ទ 1-800-322-6384 (TTY: 1-800-735-2922)។

ພາສາລາວ (Lao)

ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-322-6384 (TTY: 1-800-735-2922).