



Member Bulletin

JULY 2020
Volume 3, Number 8



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

It's a 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.

COVID-19 Guidance for Dental Visits

Medi-Cal members' health and well-being are our top priority. The Department of Health Care Services (DHCS) continues to closely monitor the emerging COVID-19 pandemic. We encourage you to follow the recommended safety procedures and protocols from the [federal Centers for Disease Control and Prevention](#) and [California Department of Public Health](#) (CDPH).

CDPH recently published new guidance for dental providers to begin reopening dental offices to start providing dental care. If your dental office reopens or if you are requested to attend a clinical screening appointment, you should expect to follow new or adjusted rules for entering the office. For example, you may have your temperature taken before you enter the dental office, and you may see posters showing proper cough/sneeze and hand hygiene procedures. You should also expect to answer a series of screening questions, most likely when you schedule your appointment, a couple of days before your appointment and again when you arrive for your visit. If you own a protective mask, please wear it to your appointment. These changes are to protect you and other patients.

Examples of dental care you may now be able to receive are:

- Regular visits for exams, cleanings, and x-rays
- Regular visits for braces

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- Removal of teeth that are not painful
- Treatment of cavities that are not painful

There are many factors to safely reopening dental offices. Not all dental providers may be able to provide all types of care at this time. Please contact your dental office for treatment. If your dental office is closed or is not offering the care you need at this time, or you do not have a dentist, you can call the Telephone Service Center at 1-800-322-6384 for assistance.

Medi-Cal dental providers cannot charge you for Personal Protective Equipment or other COVID-19 related costs. Please contact the Telephone Service Center at 1-800-322-6384 if a dental office asks you to pay for those costs.

Call 911 if you have a life-threatening situation.

Visit the [CDPH website](#) and [DHCS website](#) to stay informed about COVID-19.

☀ **Remember to keep smiling - we will get through this together!** ☀

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 and the lists available on [SmileCalifornia.org](#).

Click on the [Find a Dentist](#) button to view the lists or use the directory to search for a provider. Provider(s) displayed on the search results do not guarantee a Medi-Cal dental provider will accept new Medi-Cal patients at the time you contact them.

We understand that it may be difficult to find a dental provider during COVID-19 shutdowns. For a complete list of open dental offices, please check out the [COVID-19 Provider Emergency Service Locations](#) map on the Medi-Cal Dental website.

If you cannot find a dental provider in your area who accepts Medi-Cal or your regular dental office is closed, please call the Telephone Service Center (TSC) at 1-800-322-6384. We can help you find a dental provider and make an appointment.

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Need a ride? Medi-Cal Can Help!

Medi-Cal can help with rides. Medi-Cal covers two types of rides. One type is called non-medical transportation (NMT). If you can travel by car, bus, train, or taxi, but do not have a ride to your appointment, NMT services can be set up. You can also use NMT if you need to pick up prescriptions, medical supplies, or equipment.

For help with an NMT ride, follow the steps below:

- If you are enrolled in a health plan, call the plan's Member Services for help with NMT services.
- If you are enrolled in a Medi-Cal Dental Managed Care (DMC) plan, call your [DMC plan](#) for help with NMT services.
- If you have trouble getting a ride from a health plan or DMC plan, call the Telephone Service Center at 1-800-322-6384. Your county Medi-Cal office may also be able to help you get an NMT ride.

Need more information about approved NMT providers? You can access the list on the Department of Health Care Services [website](#).

The other type of ride is called non-emergency medical transportation (NEMT). Medi-Cal offers NEMT services to eligible members based on a medical need. Your medical or dental provider can decide if you need NEMT services. NEMT services cover these rides:

- Wheelchair vans
- Ambulances
- Litter vans
- Air transportation

You should ask for a ride as soon as you can before your scheduled appointment. If you have or will have many upcoming appointments, your medical or dental provider can ask for advance transportation to cover future appointments.

For help with an NEMT ride, follow the steps below:

- If you are enrolled in a DMC plan, call your Member Services for help with NEMT services. You will need a prescription from a licensed provider.
- If you have Fee-For-Service Medi-Cal, please let your provider know and they will help you get the NEMT ride or you can call the Medi-Cal San Diego Field Office at 1-858-495-3666.

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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)

ՈՒՇԱՂԴՐՈՒԹՅՈՒՆՆԵՐ 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, បសវនករនឹងជួយអ្នកក្នុងការប្រើប្រាស់សេវាជំនួយភាសា។ អាចមានសំរាប់ប្រើអ្នក។ 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).