



# Member Bulletin

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Learn more about free or low-cost dental services to help keep you and your smile healthy at: [SmileCalifornia.org](https://SmileCalifornia.org)

### FIND A DENTIST

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

## Back to School

Whether your children are headed back to a classroom or distance learning this year, healthy smiles are important! You can help your children get ready for their first day by scheduling dental appointments. With Medi-Cal, they're covered for two dental visits each year. Dental offices have made some changes to their dental visits. You can learn more about what to expect at your next visit by reading the article "Getting Dental Care During COVID-19" on page 2 of this bulletin and checking out the [Smile California website](#).

By taking your children to the dentist before the school year begins, their dentist can make a treatment plan so they won't miss a beat. Remember to bring a list of questions you may have for your dentist and don't be afraid to share your concerns.

Need to find a dentist? Use our [Find a Dentist tool](#) to find one that's right for your family.

## September is Healthy Aging Month

A healthy smile never gets old! Seniors, September is a great time to brush up on your covered services. On January 1, 2018, adult dental benefits returned for members ages 21 and older with full-scope dental coverage. You can use your dental benefit

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and schedule visits to the dentist once a year. Regular check-ups and daily brushing and flossing can help you keep your mouth healthy and pain free.

You may qualify for free or low-cost services below:

- Dental exams (every 12 months)
- Teeth cleaning (every 12 months)
- Fluoride treatment (every 12 months)
- X-rays
- Deep cleaning (scaling and root planing)
- Fillings
- Crowns
- Root canals
- Partial and full dentures
- Denture relines
- Tooth removal
- Emergency services
- Other medically necessary dental services

**Your safety is important, now more than ever.** Please follow your dentist's instructions when visiting the dental office. For what to expect at your next visit, please read the next article "Getting Dental Care During COVID-19" and visit the [Smile, California website](#).

## Getting Dental Care During COVID-19

**Good news! After closing in March because of COVID-19, Medi-Cal dentists are back and ready to give you the dental care you need.**

### **Was your dental visit canceled because of COVID-19?**

On May 7, 2020, the California Department of Public Health issued [guidance](#) on how dental providers can safely reopen and treat you in their office. Please see the [flyer and video](#) posted on the *Smile, California* website for what you can expect when you see a dentist.

### **Do you need to see a dentist?**

If you need any dental care, stopped the care you need, or are having a dental emergency, please call your dentist to schedule a visit. If you cannot reach your dentist or they are closed, call the Medi-Cal Dental Telephone Service Center at 1-800-322-6384 or TTY 1-800-735-2922 to get help finding a dentist. The Telephone Service Center is open

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between 8:00 a.m. and 5:00 p.m., Monday through Friday. The call is free and if you need language help while on the call, or during your visit, that is free too. You can also go online to find a dentist [here](#).

**We care about your safety.** Here are some of the ways your dental office will keep you safe:

- All patients and dental office staff have to be checked for signs of COVID-19 before going into the dental office. Patients and staff who might have or have COVID-19 should not go into a dental office.
- Depending on local or state requirements, you may be required to wear a face covering or mask.
- Your dentist may have other supplies to keep you safe during your visit.
- Your dentist is also required to clean all office space, rooms, and equipment after each patient.
- Your dental office may have signs and posters about how to safely cough or how to stay six feet apart.

**Please note:** Your dentist cannot make you pay for a mask or any other COVID-19 costs, including supplies. If you are asked to pay for a mask, please call the Telephone Service Center for help.

### What if I need dental care and have COVID-19 or have signs of COVID-19?

If you have COVID-19 or signs of COVID-19 and your dentist is not able to see you until you are well, you can call the 24/7 Free Medi-Nurse call line at 1-877-409-9052 to talk with a nurse about your symptoms and find help in your area.

Oral health is important for your overall health. Don't wait to get the care you need!

## UPDATE: Medi-Cal Dental Member Billing Practices

**ATTENTION:** By law, your dentist cannot make you pay for a mask or any other COVID-19 related costs, including administrative fees. If you are asked to pay, or have paid, for a mask or other COVID-19 related costs, please call the Telephone Service Center for help.

Read below about what you can do if your provider charges you for a service covered by Medi-Cal. The Department of Health Care Services (DHCS) would like to remind members about available refunds for Medi-Cal covered dental services when paid by a member.

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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. But it is very important for you to know what benefits are covered by Medi-Cal before signing an agreement to pay for services. Please review the table below for a list of commonly used covered services by age.

| 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  |        |      | ☀     | ☀         | ☀      | ☀       |

**Exceptions:**

\*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.

\*\*Permanent molar sealants are covered for kids and teens up to age 21.

\*\*\*For those who qualify.

\*\*\*\* Crowns on molars or premolars (back teeth) are only covered in some cases. Please talk to your dentist if you have questions about crowns.

If you have other dental insurance, the dental office must bill your other dental insurance before asking Medi-Cal to pay for your treatment. The dental office cannot charge you for private insurance cost-sharing amounts, such as deductibles, co-insurance, or copayments.

If you get a bill from your dental office, call and ask 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 the bill, or if you paid for a service covered by Medi-Cal, call the Telephone Service Center at 1-800-322-6384 for help. We may be able to help you get a refund.

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By law, a Medi-Cal provider must refund you for a claim when you show proof that you had Medi-Cal coverage for a medically necessary service you received.

When your Medi-Cal coverage is verified, your Medi-Cal dental provider cannot treat you as a cash patient and cannot bill you for all or part of the costs of 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 Medi-Cal will pay for the treatment.

For more information about your Medi-Cal dental benefit, please visit [SmileCalifornia.org](https://SmileCalifornia.org). If you have questions, please call the Telephone Service Center at 1-800-322-6384.

## 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
- Litter vans
- Ambulances
- Air transportation

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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)**

ՈՒՇԱՂԴՐՈՒԹՅՈՒՆ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցությունները: 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: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, 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).