



# Member Bulletin

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## THIS ISSUE

- pg 1 November 1st is National Brush Day
- pg 1 Kindergarten Oral Health Assessment Program
- pg 2 Medi-Cal Dental Member Resources
- pg 5 COVID-19 Provide Emergency Service Locations Map Removed
- pg 5 Getting Dental Care During COVID-19
- pg 6 Language Assistance

## November 1st is National Brush Day

November 1st is National Brush Day! Remind your child to keep-up good brushing habits, especially after Halloween. Your child should brush their teeth twice a day for two minutes. Helping your child keep their teeth clean and healthy is one of the best things you can do for their overall health. Visit [Smile, California](#) for kid-friendly materials to make brushing fun. For more information about National Brush Day, please visit the [Partnership for Healthy Mouth website](#).

## Kindergarten Oral Health Assessment Program

The Kindergarten Oral Health Assessment (KOHA) is a dental checkup requirement that plays an important role in early prevention and detection of cavities in school-age children. By law, children must have a dental checkup 12 months before entering public school for the first time or by May 31st of their first year (Kindergarten or 1st Grade).

Upon registration, your child's school will give you [a letter](#) explaining the requirement and [a form](#) to be completed by your child's Medi-Cal dentist. Some schools also offer a dental

*Continued on pg 2*

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

### FIND A DENTIST

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



screening program that comes to the school. Participation in this kind of program will require your permission. Once the assessment form has been completed, you are responsible for submitting it to your child's school. You can visit the California Dental Association's website [here](#) for more information about KOHA, including waiver options and translated materials.

If your child entered public school for the first time this year but has not been to the dentist yet, don't worry! You still have time to take them to the dentist by KOHAs May 31st deadline. With Medi-Cal, your child is covered for two dental visits each year. **Need to find a dentist?** Use our [Find a Dentist tool](#) to find one that's right for your family.

Dental offices have made some changes to their dental visits. For what to expect at your next dental visit, please read the article "Getting Dental Care During COVID-19" on page 5 of this bulletin. You can also check out the [Smile, California website](#).

## Medi-Cal Dental Member Resources

As a Medi-Cal member, you have access to a number of *Smile, California* resources from Medi-Cal Dental on [SmileCalifornia.org](#). These resources are designed to educate members on their Medi-Cal dental benefit and the importance of good oral health. The *Smile, California* website and [Members page](#) includes the resources and materials below.

**Healthy Smile Tips** – Healthy Smile Tips from *Smile, California* is an opt-in program that delivers healthy dental tips via text message. Subscribers will receive 2-3 text messages each month and can opt-out at any time. [Click here](#) to sign up!

**Medi-Cal Dental Materials** – Keeping your teeth and gums healthy is important. Poor oral health can impact the way you feel and think. You should go to the dentist regularly, brush and floss, and eat healthy foods. Brush up on your Medi-Cal benefit and ways to keep your smile healthy with these helpful materials.

- **(New!) COVID-19 Resources**
  - What You Should Know About Returning to the Dentist During COVID-19 Flyer ([English](#) and [Spanish](#))
  - [What You Should Know About Returning to the Dentist During COVID-19 Video](#)
- **(New!) [Information about Authorized Representatives and Treatment Authorization Requests](#)**
- **(New!) Senior Member Flyer** ([English](#), [Spanish](#), and [Chinese](#))
- Clean Routine Fotonovela ([Chinese/English](#) and [Vietnamese/English](#))

*Continued on pg 3*



- [Medi-Cal Dental Brochure](#) (more languages available)
- [Medi-Cal Dental Covered Services Flyer](#) (more languages available)
- Brochure for Pregnant Members ([English](#) and [Spanish](#))
- Flyer for Pregnant Members ([English](#) and [Spanish](#))
- Flyer for Former Foster Youth ([English](#) and [Spanish](#))
- [Toothy Tips for Parents](#)
- [Molar Sealant Information Sheet](#) (more languages available)
- Brushing Techniques and Additional Resources ([English](#) and [Spanish](#))
- First Tooth, First Birthday, First Visit Fotonovela ([English](#) and [Spanish](#))
- Seal Today to Prevent Decay Fotonovela ([English](#) and [Spanish](#))
- [Letter for the newly-enrolled](#) (more languages available)
- [Member Complaint Form](#) (more languages available)
- [Medi-Cal Dental Care Coordination and Case Management Overview Presentation](#)

**Smile, California Videos** - Watch short videos about Medi-Cal Dental, covered services, and more.

- [What You should Know About Returning to the Dentist During COVID-19](#)
- [Medi-Cal Has Dental Covered](#)
- [Seal Today to Prevent Decay](#)
- [Medi-Cal Covers Dental During Pregnancy](#)

**Kid-Friendly Materials** - Make dental health fun! Helping your children keep their teeth clean and healthy is one of the best things you can do for their overall health.

- **Coloring Activities**
  - [Molar sealants coloring activity](#)
  - [Clean routine coloring activity](#)
  - [Healthy Teeth for Me! activity storybook](#)
- **Kindergarten-1st Grade**
  - [Dental Vocabulary Tracing Activity](#)
  - [Things That Make Me Smile! Worksheet](#)
  - [Design Your Own Toothbrush, Floss, and Toothpaste](#)
  - [Good for My Teeth, Bad for my Teeth Worksheet](#)

*Continued on pg 4*



- **2nd-3rd Grade**
  - [Healthy Smile Vocabulary Worksheet](#)
  - [Things That Make Me Smile! Writing Activity](#)
  - [Sally Goes to the Dentist Reading Activity](#)
  - [Smile Activities Worksheet](#)
  - [Good for My Teeth, Bad for My Teeth Worksheet](#)
- **4th-5th Grade**
  - [Dental Sentences](#)
  - [Things That Make Me Smile! Writing Activity](#)
  - [What Do Sugary Drinks Do To Your Teeth? Science Experiment](#)
  - [Healthy Teeth are an Important Part of a Healthy You Reading Activity](#)
  - [Healthy Smile Pledge Certificate](#)
- [Teeth Brushing Calendar](#)

**Member Bulletin** - Stay up-to-date on the latest Medi-Cal Dental updates and *Smile, California* campaign news. New Member Bulletins are published each month to the [SmileCalifornia.org](#) homepage under the Latest News section. Past Member Bulletins can be found on the Medi-Cal Dental website [here](#).

**Member Handbook** - Check out the [Member Handbook](#) to learn more about your Medi-Cal benefit and the Medi-Cal Dental Program.

**Transportation** - Need a ride? Medi-Cal can help! For information on how you can get transportation assistance, please read Member Bulletin [Volume 3, Number 11](#) pages 5 and 6.

**Language Assistance** - If you or a family member speak another language, free [language assistance services](#) are available. To read about a recent language update to the member automated call system, please read Member Bulletin [Volume 3, Number 12](#) page 2.

**Find a Dentist** - Need to find a Medi-Cal dentist near you? You can easily search for one by clicking the Find a Dentist button on the [SmileCalifornia.org](#) homepage. The [Find a Dentist page](#) has different links you can use to find a dentist that's right for you and your family.

We're committed to the oral health of our Medi-Cal members. With so much to discover, please check [SmileCalifornia.org](#) often for new resources and updates!

*Continued on pg 5*



# COVID-19 Provider Emergency Service Locations Map Removed

Medi-Cal Dental has removed the COVID-19 Provider Emergency Service Locations map from the Medi-Cal Dental website. If you need to find a dentist, you can still easily search for one by clicking the Find a Dentist button on the [SmileCalifornia.org](https://SmileCalifornia.org) homepage. You can also visit the [Find a Dentist page](#) directly.

If you cannot find a dentist in your area who accepts Medi-Cal or your regular dental office is closed, please call the Telephone Service Center at 1-800-322-6384 for help.

## 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 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.

**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.

*Continued on pg 6*



- 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!

*Continued on pg 7*



# 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 Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցություններ: 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。

Continued on pg 8



**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, បសវនកររបស់យើងអាចជួយអ្នកក្នុងការប្រើប្រាស់សេវាជំនួយភាសាបានឥតគិតថ្លៃ។ 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).