



Member Bulletin

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Happy New Year from *Smile, California*

Happy New Year! The New Year is a great time for you and your children to set good oral health habits. This means brushing and flossing your teeth two times every day. It also means visiting the dentist regularly. Members 21 and over are covered to have a dental check-up every 12 months. Members under age 21 are covered to have a dental check-up every 6 months. Visit the *Smile, California* [Find a Dentist page](#) to find a dentist near you, or call the Telephone Service Center at 1-800-322-6384. Then, ring in the New Year by scheduling dental appointments!

Wondering what to expect at the dental office? For information about visiting the dentist during COVID-19, please read the “Getting Dental Care During COVID-19” article on page 2.

Coming Soon: 2021 Member Customer Service Satisfaction Survey

We are pleased to announce a new Member Customer Service Satisfaction Survey is coming February 2021! This survey is for

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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.



Medi-Cal members who use their dental benefit. You can take the survey to share your experiences with Medi-Cal dental offices and the Medi-Cal Dental Telephone Service Center. You can complete the survey online or by mail. The exact location of the online survey will be posted in a future member article. The survey will also be available in these languages: Arabic, Armenian, Cambodian, Chinese, English, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Punjabi, Russian, Spanish, Tagalog, Thai, and Vietnamese.

We value your opinion and look forward to your feedback. The results of the survey will be used to find out how we can better serve you. This information is important in helping Medi-Cal meet the needs of members like you across California.

Getting Dental Care During COVID-19

Medi-Cal dentists are open and ready to give you the dental care you need.

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 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.

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- 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!

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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 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: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, បសវនករនឹងជួយអ្នកក្នុងការប្រើប្រាស់សេវាជំនួយភាសា។ អាចមានសំរាប់បរិស្ថាន 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).