



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

FIND A DENTIST

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

February is National Children's Dental Health Month

National Children's Dental Health Month celebrates smiles! This month is a great time to help your children set good oral health habits. Making dental care fun can be a wonderful place to start, and *Smile, California* has materials that make it easy. You can find them on the *Smile, California* [Kid-Friendly Material page](#). This page offers coloring activities and educational materials for children of all ages. Simply download and share with your children!

National Children's Dental Health Month is also the perfect time to schedule dental appointments for you and your children. You can easily search for a dental provider online at any time. Click the **Find a Dentist** button on the SmileCalifornia.org homepage. Or, go directly to the [Find a Dentist page](#) and click on any link to find a dentist near you.

Dental offices have made some changes to their dental visits. For what to expect at your next dental visit, please read the Member Bulletin article [Getting Dental Care During COVID-19](#) on page 2. You can also check out the *Smile, California* website [here](#) for more information.

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2021 Online Member Customer Service Satisfaction Survey

We are pleased to announce a new Member Customer Service Satisfaction Survey is now available! This survey is for Medi-Cal members who use their dental benefit and is available through March 17, 2021. You can take the survey to share your experiences with Medi-Cal dental offices and the Telephone Service Center. The survey is available in these languages: Arabic, Armenian, Cambodian, Chinese, English, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Punjabi, Russian, Spanish, Tagalog, Thai, and Vietnamese.

The survey was also mailed to a randomly chosen group of Medi-Cal members on February 1, 2021. However, all members are invited to take the survey online [here](#). If you received the survey by mail, you can respond by mail or take the online survey.

We value your opinion and look forward to your feedback. The results of the survey will be used to find out how Medi-Cal can better serve all Medi-Cal members.

Your Protected Health Information How to Assign an Authorized Representative

Did you know that you can give another person access to your dental information? To allow Medi-Cal Dental to discuss your Protected Health Information (PHI) with anyone other than yourself or your legal Personal Representative (PR), you must assign an Authorized Representative (AR). An AR can be any trusted person you choose. Assigning an AR is optional. You do not need an AR to discuss your own PHI.

To give someone permission to discuss your PHI with us, you will need to do one of the following:

- **Give your verbal consent.** For example, if you and a trusted person call Medi-Cal Dental, a representative will ask you if your PHI can be discussed on the call with the other person. You can simply reply “yes” to give verbal consent. This kind of permission is only good for that call.

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- **Complete, sign, and submit an AR form.** An AR form authorizes us to speak to your trusted person without you needing to be on the call each time.
 - You can find the form on the Medi-Cal Dental website [here](#).
 - You can send the completed form to: memberformreturn@delta.org, or mail the completed form to the address below:

Medi-Cal Dental Program
Attn: Information Security/Privacy Office
P.O. Box 15539
Sacramento, CA 95852-1539

Please remember the important tips below when submitting an AR form. These will help us efficiently process your AR request.

- **Do not list multiple names on one AR form.** There is no limit to how many ARs you can have, but you must submit a separate form for each person you choose as an AR.
- **Print clearly.** We use the information you provide on the AR form to verify your AR when they call us.
- **Be very specific with any special instructions.** Your AR may help you with all duties related to Medi-Cal Dental, but you can also limit the AR duties. Examples of AR duties include:
 - Give us information we ask for
 - Report changes
 - Provide assistance during calls to Medi-Cal Dental
 - Help with State Hearings and complaints
- **Both you and your AR must sign the AR form.** If we do not receive a completed AR form signed by you *and* your AR, we cannot release your PHI to that person.

Aside from you and your AR, we only share your PHI with your dental provider or legal PR. Examples of a PR include parents of a minor, legal guardian, Medical Power of Attorney, Executor of Estate, or a deceased person's next of kin. An AR is not the same as a PR. A PR can make health related decisions and an AR cannot.

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You can find more information about ARs by reading [Information about Authorized Representatives and Treatment Authorization Requests](#) and [Member Authorized Representative Frequently Asked Questions](#). If you have questions about ARs or the AR form, please call the Telephone Service Center at 1-800-322-6384.

Complaint Forms Now Accepted by Email

Medi-Cal Dental accepts complaints by phone, mail, and now email. Some complaints can be resolved quickly by first talking to your dental provider about the problem. If you do not want to talk to your dental provider first, or if the dental provider does not solve your problem, you may call the Telephone Service Center at 1-800-322-6384 to file a complaint or send a written complaint by mail or email.

If you choose to send a written complaint, you can download the [Medi-Cal Dental Complaint Form](#) from the Medi-Cal Dental website. This form is available in 17 languages, including English. You can now send the completed form to memberformreturn@delta.org. You can also mail the completed form to Medi-Cal Dental at the address below:

Medi-Cal Dental Program
Member Services Group
P.O. Box 15539
Sacramento, CA 95852-1539

You will receive a confirmation letter five calendar days after we receive your complaint. For more information about the complaint process, please refer to the [Member Handbook](#).

Member Automated Call System Available in Multiple Languages

Medi-Cal Dental recently updated the member automated call system to include eight new languages. As a Medi-Cal member, you have the right to an interpreter at no charge. When you call the Telephone Service Center (TSC) at 1-800-322-6384, follow the prompts to access these languages:

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- English, press 1
- Spanish, press 2
- Mandarin, press 3
- Vietnamese, press 4
- Russian, press 5
- Farsi, press 6
- Korean, press 7
- Cantonese, press 8
- Arabic, press 9
- Armenian, press 10
- For a language not listed, press 11

You can also ask for language assistance when you call the TSC. An interpreter can answer your questions and:

- Explain what your dentist tells you at your visit
- Explain your plan of care
- Talk to dental staff

If you get to your dental visit and need an interpreter in the dental office, you or your dentist may call the TSC at 1-800-322-6384. Please note that language interpreter services cannot be scheduled before an appointment.

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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)

ՈՒՇԱՂԴՐՈՒԹՅՈՒՆՆԵՐԻ ԵՐԵ Հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվակապակցում աջակցություն ծառայություններ: Ձանդահարեք 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, បសវនកររបស់យើងនឹងជួយអ្នកដោយមិនគិតថ្លៃ 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).