



# Member Bulletin

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## THIS ISSUE

- pg 1 Take the Member COVID-19 Questionnaire
- pg 1 Kindergarten Oral Health Assessment Program
- pg 2 What You Should Know: Medi-Cal Dental Billing
- pg 3 Language Services During A Dental Visit
- pg 4 Medi-Cal Covers Dental During Pregnancy
- pg 6 Language Assistance

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.

## Take the Member COVID-19 Questionnaire

We want to hear from you! Medi-Cal Dental wants to know how the COVID-19 pandemic has affected your ability to get dental care. You can tell us about your experience by taking the Member COVID-19 Questionnaire in [English](#) or [Spanish](#). The questionnaire ends on **May 31, 2021**.

We value your opinion and look forward to your feedback. The results of the questionnaire will be used to find out how we can better serve you.

## 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).

*Continued on pg 2*



When you register your child for school, the school will give you a letter about the dental checkup requirement and a form to be completed by your child's dentist. Some schools offer a dental screening program at the school, but it also requires your permission. Once your child's dentist completes the assessment form, you must turn it in to your child's school.

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 the May 31st deadline. As a Medi-Cal member, 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.

## What You Should Know: Medi-Cal Dental Billing

As a Medi-Cal member, it is important to understand your Medi-Cal dental coverage. Here are some things you should know about Medi-Cal billing rules.

- 1. Your dentist cannot ask you to pay for any service that is covered by Medi-Cal unless you have Medi-Cal coverage with a Share of Cost.** You can learn about your Share of Cost in the [My Medi-Cal booklet](#).
- 2. 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, please call the Telephone Service Center for help.
- 3. You have the right to ask for only services covered by Medi-Cal.** Your dentist must give you a written or electronic treatment plan. The plan will show if Medi-Cal would cover a different, medically necessary service. Your dentist cannot make you get any service that is not a covered benefit.
- 4. Your dentist may charge you if you choose any services not covered by Medi-Cal.** Before signing an agreement to pay for services, ask your dentist which services are or are not covered by Medi-Cal.

*Continued on pg 3*



**5. Your dentist cannot treat you as a cash patient once your Medi-Cal coverage is verified.** They 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 service.

**6. You should call your dental office if you get a 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, call the Telephone Service Center for help. By law, a Medi-Cal provider must refund you when you show proof that you had Medi-Cal coverage for a medically necessary service you received.

**7. Your dental office must bill any other dental insurance you have 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.

For more information, please review the [Medi-Cal Dental Member Handbook](#). If you have questions or need help, please call the Telephone Service Center at 1-800-322-6384.

## Language Services During A Dental Visit

As a Medi-Cal member, you have the right to free language services. If you need an interpreter during a dental visit, we can help. You or your dentist may call the Telephone Service Center (TSC) at 1-800-322-6384. Then, follow the prompts below:

- 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

*Continued on pg 4*



The TSC will connect you to someone who speaks your language and will stay on the call during your appointment as long as you need. They can:

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

Before your visit, please let the dental office staff know if you:

- Will need someone to interpret for you at your appointment
- Prefer to bring a family member or friend to help you talk with your dentist

This will help your dentist prepare for your visit.

**Please note:** Language interpreter services cannot be scheduled in advance of an appointment.

## Medi-Cal Covers Dental During Pregnancy

Did you know that seeing your dentist while you are pregnant is safe? Keeping your teeth and gums healthy is one of the most important things you can do during your pregnancy. It is also an important part of keeping your baby healthy.

As a Medi-Cal member, you are covered during pregnancy and 60 days past the birth of your baby. Medi-Cal provides the following free or low-cost services throughout pregnancy:

- |                            |                             |
|----------------------------|-----------------------------|
| » Dental exams*            | » Crowns**                  |
| » X-rays                   | » Root canals               |
| » Teeth cleaning*          | » Partial and full dentures |
| » Scaling and root planing | » Denture relines           |
| » Fluoride varnish*        | » Tooth removal             |
| » Fillings                 | » Emergency services        |

*Continued on pg 5*



*\*Every 6 months for members under the age of 21, every 12 months for members over the age of 21. More exams allowed when medically necessary.*

*\*\* Crowns on molars or premolars (back teeth) may be covered in some cases.*

When you see your dentist, be sure they know:

- You are pregnant
- How far along you are
- If your pregnancy is considered high risk

Your dentist will answer your questions and make sure you are safe during your visit. If your dentist needs to take X-rays, you will be asked to wear a lead apron for extra protection.

## Pregnancy Resources

- [Smile, California Pregnancy Page](#) – Learn more about how Medi-Cal has you covered during pregnancy.
- [Medi-Cal Covers Dental During Pregnancy Video](#) – Watch this short video on why keeping your smile healthy during pregnancy is so important and how to find a dentist if you need one while you are pregnant.
- [Medi-Cal Covers Dental During Pregnancy Brochure](#) – Discover how pregnancy can impact your oral health, review common questions, and more.
- [Medi-Cal Covers Dental During Pregnancy Flyer](#) – Brush up on the services Medi-Cal covers during pregnancy and ways you and your baby can stay healthy.

Be sure to talk to your doctor and dentist about any questions you may have. For more information, please visit [SmileCalifornia.org](https://SmileCalifornia.org).

*Continued on pg 6*



# 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)**

ՈՒՇԱՊԴՐՈՒԹՅՈՒՆ՝ 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 7*



### **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, បសវនករយើងនឹងជួយអ្នកក្នុងការប្រើប្រាស់សេវាជំនួយភាសា។ តេឡេហ្វូន 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).