



THIS ISSUE

- pg 1 October is National Dental Hygiene and Orthodontic Health Month
- pg 2 Getting Dental Care During COVID-19
- pg 3 What to Know: Types of Complaints
- pg 6 Missed Appointments
- pg 6 Check Out the 2021 Member Handbook
- pg 8 Language Assistance

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.

October is National Dental Hygiene and Orthodontic Health Month

Keeping your mouth clean is a big part of your overall health. You should brush and floss your teeth daily and go to your dentist once a year. Children should go twice a year. The American Dental Association (ADA) suggests you:

- Brush twice a day with a toothbrush that has soft bristles and fits your mouth so you can reach all areas easily
- Get a new toothbrush every three to four months, or sooner if needed
- Use ADA-accepted fluoride toothpaste

Dental hygiene is also important when you have braces. When cleaning your teeth, don't forget to use:

- Water for rinsing your mouth (after every meal, snack, or acidic drink)
- A toothbrush
- An interdental brush (a small dental brush that can reach where a regular toothbrush cannot)
- Floss

Continued on pg 2



Check out the American Association of Orthodontists [Six Must-Haves for Cleaning Teeth with Braces or Aligners When You're on the Go](#) for more information. You can also ask your Medi-Cal dentist how best to keep your mouth and braces clean.

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

For more ways to keep your smile healthy, visit the [Smile, California website](#).

Getting Dental Care During COVID-19

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

For what to expect when returning to the dentist, please read this [important COVID-19 message](#) from *Smile, California*. You can also prepare for your appointment by reviewing the *Smile, California* [Visiting the Dentist page](#).

If you stopped seeing your dentist, need any dental care, or have a dental emergency, please call your dentist to schedule a visit.

If you cannot reach your dentist or they are closed, you can find a dentist by:

- » Using the [Find a Dentist search tool](#), or
- » Calling the Telephone Service Center (TSC) toll-free at 1-800-322-6384 or Teletext Typewriter (TTY) at 1-800-735-2922. The TSC is open between 8:00 a.m. and 5:00 p.m., Monday through Friday.

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.

Continued on pg 3



- 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 related costs, including administrative fees. If you are asked to pay or have paid, please call the TSC 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, call the **24/7 Free Medi-Nurse** line at 1-877-409-9052. You can 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!

What to Know: Types of Complaints

Medi-Cal Dental accepts many types of complaints. Some complaints can be resolved quickly by talking to your dentist about the problem first. If you do not want to talk to your dentist, or if the dentist does not solve your problem, we can help.

» Complaints by Phone

To make a complaint over the phone, call the Telephone Service Center (TSC) at 1-800-322-6384. For the Teletext Typewriter (TTY), call 1-800-735-2922.

» Complaints by Email or Mail

To make a written complaint, download the [Medi-Cal Dental Complaint Form](#) from the *Smile, California* website. Fill the form out completely. Then email it to MemberFormReturn@delta.org or mail it to:

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

Continued on pg 4



Complaints are handled differently depending on the type. Understanding how Medi-Cal Dental resolves different types of complaints can help you through the process. Medi-Cal Dental puts complaints into two types: Quality of Care and General.

Quality of Care Complaints

By Phone

If you are not happy with the treatment you got from a Medi-Cal dentist, you may call the TSC. During the call, we will:

1. Ask for your name and the dentist involved
2. Ask you to describe your problem, including the services involved and any action or inaction
3. Check the treatment you were provided by looking up your dental history
4. Do our best to resolve your complaint over the phone
5. Log your complaint
6. Route it for further research

In Writing

If you choose to submit quality of care complaint in writing, we will:

1. Send you a confirmation letter three business days after we receive your complaint by email or mail
2. Research your problem
3. Depending on your complaint, we may:
 - Refer it to a Medi-Cal dental consultant to decide the next course of action
 - Contact you and/or the dentist involved
 - Refer you for a clinical screening exam
 - Send a referral to the appropriate department
4. Send you a letter summarizing the findings and reasons for Medi-Cal Dental's decision within 30 days of our receipt of your complaint

Continued on pg 5



General Complaints

These types of complaints are treated differently depending on the problem. We log, track, and help with all complaints no matter how they are received. Below are examples of general complaints:

- **You have to wait too long for an appointment**
 - » Medi-Cal Dental will:
 1. Log your complaint
 2. Help you make your appointment or find another office
- **You visited a dirty dental office and/or were treated unprofessionally**
 - » Medi-Cal Dental will:
 1. Log your complaint
 2. Refer you to the Dental Board
- **You cannot get a service, treatment, or medicine you need**
 - » Medi-Cal Dental will:
 1. Log your complaint
 2. Send the complaint to the Care Coordination unit
 3. The Care Coordination unit call you right away and help you solve your problem within 24 hours
- **You were charged money at the dental office for a covered dental service, or your dental office keeps sending you a bill you do not think you should not have to pay**
 - » Medi-Cal Dental will:
 1. Log your complaint
 2. Send the complaint to the Correspondence Department
 3. The Correspondence Department will acknowledge the improper billing complaint
 4. Send a letter to the provider telling them about improper billing practices and send you a copy

Continued on pg 6



- **You are concerned about possible fraud**

- » Medi-Cal Dental will:

1. Log your complaint
2. Tell you that your concern will be sent for further review, but will not tell you about the follow up actions

Some complaints may take several steps to reach a resolution. Because of this, we may send your complaint to another department for more research. If this happens, you will receive a follow up call or letter with additional information or updates related to your complaint.

Medi-Cal Dental takes member complaints seriously. To learn more about the complaint process, please check out the [Member Handbook](#), or call the TSC at 1-800-322-6384, or TTY 1-800-735-2922.

Missed Appointments

Regular dental checkups help keep your smile healthy. As a Medi-Cal member, you are responsible for making and keeping your appointments.

If you cannot go, call the dental office at least one day before your appointment. They will help you reschedule. If you miss your appointment, your dentist may document and report your absence to Medi-Cal Dental. If this happens, Medi-Cal Dental will call you and help you reschedule your appointment with the office.

Please note: Your dentist cannot charge you for a missed appointment. If you get a bill for a missed appointment, please call the Telephone Service Center at 1-800-322-6384 for help.

Check Out the 2021 Member Handbook

Want to learn more about how Medi-Cal has dental covered? As a Medi-Cal member, the Member Handbook is your guide to understanding your dental benefit. Visit *Smile, California* website to view the [Member Handbook](#) in 17 languages.

Continued on pg 7



The Member Handbook has helpful information about:

- Your Medi-Cal dental benefit
- Using your dental services
- How to contact us and get help in your language
- Assigning an Authorized Representative
- Transportation services
- How to make a complaint
- Your rights and responsibilities

For other helpful resources and materials, please visit the [*Smile, California website*](#).

Continued on pg 8



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)

ՈՒՇԱՄԻՐՈՒԹՅՈՒՆ՝ 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 9



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, បសវនករយើងនឹងជួយអ្នកក្នុងការប្រើប្រាស់សេវា។ អាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-800-322-6384 (TTY: 1-800-735-2922)។

ພາ ສາ ລາ ອ (Lao)

ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-322-6384 (TTY: 1-800-735-2922).