



# Member Bulletin

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## THIS ISSUE

- pg 1 February is National Children's Dental Health Month
- pg 2 2022 Member Customer Service Satisfaction Survey
- pg 2 Tips for a Healthy Smile
- pg 4 Coming Soon: 2022 Member Handbook
- pg 5 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.

## February is National Children's Dental Health Month

Celebrate [National Children's Dental Health Month \(NCDHM\)](#) with us! NCDHM promotes the importance of good oral health and regular dental visits for children.

*Smile, California* has materials that make it easy for you to help your children learn how to take care of their smiles. Visit the NCDHM [Resources for Parents and Caregivers page](#) for:

- Superhero coloring sheets
- Teeth brushing calendar
- Fotonovelas (picture stories)
- Dental health education packets by grade
- And more!

Simply download any of the materials listed above and share them with your children.

NCDHM is also the perfect time to schedule dental appointments for your children. **Need to find a dentist?** You can easily search for a dentist online at any time. Visit the [Find a Dentist page](#) to find one near you.

*Continued on pg 2*



# 2022 Member Customer Service Satisfaction Survey

We are pleased to announce a new Member Customer Service Satisfaction Survey is now available! Please take the survey to share your experience with the Telephone Service Center. The survey is online [here](#). You can also find the survey in 17 languages on the [Smile, California homepage](#) or the [Medi-Cal Dental website](#). It will be open until **March 17, 2022**.

The survey will also be mailed on February 1, 2022 to a randomly chosen group of Medi-Cal members. If you receive the survey by mail, you can respond by mail or take the online survey. The survey is offered in these languages:

- Arabic
- Armenian
- Cambodian
- Chinese (Mandarin and Cantonese)
- English
- Farsi
- Hindi
- Hmong
- Japanese
- Korean
- Lao
- Punjabi
- Russian
- Spanish
- Tagalog
- Thai
- Vietnamese

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

## Tips for a Healthy Smile

The start of a new year is a great time to make good oral health habits part of your family's routine. Read the tips below to learn more.

### 1. **Brush and floss your teeth every day.**

Keeping your mouth clean is an important part your overall health. You should brush **two times a day** and **floss daily**. You can:

*Continued on pg 3*



- » Check out the [Brushing Techniques sheet](#) to learn the best way to brush your teeth
- » Watch the short Set Your Clean Routine [video](#) or read this [fotonovela](#) (picture story) for why healthy habits matter

## 2. Eat a healthy, well balanced diet.

Good oral health takes more than just brushing and flossing. To help keep your teeth and gums healthy, you should:

- » Eat a balanced diet from all the food groups
- » Limit sugary foods and drinks

## 3. Brush up on your covered services.

Medi-Cal provides free or low-cost checkups for members. With Medi-Cal:

- » Adults are covered for a dental exam **once every 12 months**
- » Kids and teens are covered **every 6 months**

You can learn more about what Medi-Cal covers at every age by checking out the [Covered Services page](#).

## 4. Find a dental home.

Your family should visit the dentist regularly. Dental visits are your **best defense** against cavities and gum disease.

When you find a dentist that you like, continue going to that dental office. This creates a **dental home**. A dental home is a dental office that your family feels safe and comfortable visiting. It:

- » Lets dental staff create a relationship with your family
- » Reduces dental anxiety
- » Gives the dentist a better chance to catch problems early on

To find a Medi-Cal dentist that's right for your family, visit the [Find a Dentist page](#) today. You can also visit the [Get to Know a Medi-Cal Dentist page](#) to hear from some of our Medi-Cal dentists.

*Continued on pg 4*



# Coming Soon: 2022 Member Handbook

The 2022 Member Handbook will be available soon on the *Smile, California* website. The Member Handbook is your guide to understanding your Medi-Cal dental benefit. It has important information about:

- Using your dental benefits
- How to contact us and get help in your language
- Authorized Representatives
- Transportation services
- How to make a complaint
- Your rights and responsibilities

You can find the Member Handbook online [here](#) in 17 languages. For other helpful resources and materials, please visit the [Smile, California website](#).

*Continued on pg 5*



# 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 6*



### **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).

### **हंदी (Hindi)**

ध्यान दें: यदि आप हंदी 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, បសវនករយើងនឹងជួយអ្នក ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-800-322-6384 (TTY: 1-800-735-2922)។

### **ພາ ສາ ລາ ອ (Lao)**

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