

Member Bulletin MAY 2022 Volume 5, Number 7



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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.

NEW: Extended Timeframe for State Hearing Requests During COVID-19

Please note: The extended timeframe to submit a State
Hearing request will remain in effect until further notice. On
March 1, 2020, the Department of Health Care Services (DHCS)
extended the timeframe from 90 days to 210 days from the
date on the Notice of Action (NOA) for Medi-Cal members to
request State Hearings when a treatment is changed or denied.

You can find the date at the top of your NOA. All other existing State Hearing processes will stay the same.



What if I need help with my State Hearing?

You can represent yourself at the State Hearing. A friend, lawyer, or any other person can also represent you. You are responsible for making the arrangements if you want someone else to represent you. To get free legal help, you can:

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- Call the Public Inquiry and Response Unit of CDSS at **1-800-952-5253**. This unit can also help with general information about the State Hearing process.
- Call the California Department of Consumer Affairs at 1-800-952-5210 or TTY 1-800-326-2297.
- Call the local Legal Aid Society in your county at 1-888-804-3536.

You can learn more by reading the <u>Member Handbook</u> State Hearing Process section. If your dentist told you a treatment was changed or denied and you did not receive a NOA, please call the Telephone Service Center at 1-800-322-6384 for help.

Reminder: Pregnancy Coverage Extended Starting April 1st

Starting April 1, 2022, Medi-Cal will extend dental coverage **during pregnancy** and **12 months postpartum**. Reminders will be posted in future Member Bulletins. For the latest Medi-Cal Dental updates, visit SmileCalifornia.org.

Do You Qualify for Medi-Cal?

Medi-Cal offers free or low-cost health care and dental benefits to eligible California residents. Your eligibility determines the types of benefits you have access to through Medi-Cal. You **do not** need to apply separately for dental coverage, because it is a part of the Medi-Cal program.

Find Out if You are Eligible

You can find out if you are eligible by calling your local County Social Services office. You can access a complete list of county offices <u>here</u>.

Apply for Medi-Cal

There are many ways to apply for Medi-Cal! You can apply:

• By mail using the Medi-Cal Single Streamlined Application

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- In person at your <u>local county office</u>
- Online by visiting the <u>Covered California website</u>

For more information, visit the Department of Health Care Services website <u>here</u>. Looking to learn about your Medi-Cal dental benefit? Visit the <u>Smile, California website</u> today!

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)。

Հաղ երեն (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվ մար կարող են տրամադրվել լեզվական աջակցության ծառայություններ : Զանգահարեք 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).

(Farsi) فارسى

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 6384-322-800-735-735 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)

ਧਿਆਨ 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।

(Arabic) <u>قىبرعلا</u>

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 6384-322-800-1 (رقم هاتف الصم والبكم: 2922-730-10).

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៖ បរើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, បសវាជំនួយខ្នួនកភាសា បោយមិនគិត្ត្យល គឺអាចមានសំរារ់របរើអ្នក។ ចូរ ទូរស័ព្ទ 1-800-322-6384 (TTY: 1-800-735-2922)។

ພາສາລາວ (Lao)

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັງຄ່າ, ແມ່ນມີພ້ອມໃຫ້ ທ່ານ. ໂທຣ 1-800-322-6384 (TTY: 1-800-735-2922).