Member Bulletin

smile, CALIFORNIA™
MEDI-CAL HAS DENTAL COVERED

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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.

Update on Medi-Cal Website

The Medi-Cal Dental website has been updated with a new look to the Find-A-Dentist tool.

Check out the website to see the new look in the color scheme, images, and more. You can find direct links to the Find-A-Dentist tool on the *Smile, California* website.

Back-Tooth-School

Don't forget to add "Dental Visits" to your back-to-school checklist this year! You can get your children ready for their first day by scheduling dental appointments. With Medi-Cal, they're covered for two dental checkups a year.

Poor oral health can affect attendance, grades, and overall performance in school. By taking your children to the dentist before the school year begins, you can help make sure they won't miss a beat. Remember to bring a list of questions you may have for the dentist. Don't be afraid to share your concerns.

California law requires that children 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). This requirement is called the Kindergarten Oral Health Assessment (KOHA). You can read more about KOHA here.

Check out the *Smile, California* Oral Health and School Readiness page for more information. *Need to find a dentist?* Use our Find a Dentist tool to find one right for your family.

Possible Refund for Out-of-Pocket Payments

Medi-Cal Dental wants to remind you that you may be able to get a refund if you paid out-of-pocket for Medi-Cal covered dental services.

The Medi-Cal refund (Conlan) process is available if you:

1. Received a Medi-Cal covered service on a date that you were eligible for Medi-Cal but were asked to pay for it.

2. Requested reimbursement within 12 months of treatment.

3. Received your Medi-Cal card after you paid for dental services and showed it to your provider, but the provider would not refund what you paid out of pocket.

For more information about the Conlan refund packet, the Conlan process, or if you have other questions, please visit the Medi-Cal Conlan webpage, the Conlan FAQ webpage, or call the Telephone Service Center at 1-800-322-6384.

Find Online Resources in Multiple Languages

You have access to important Medi-Cal resources in 17 languages. To find yours, visit the *Smile, California* website. You can get information about the:
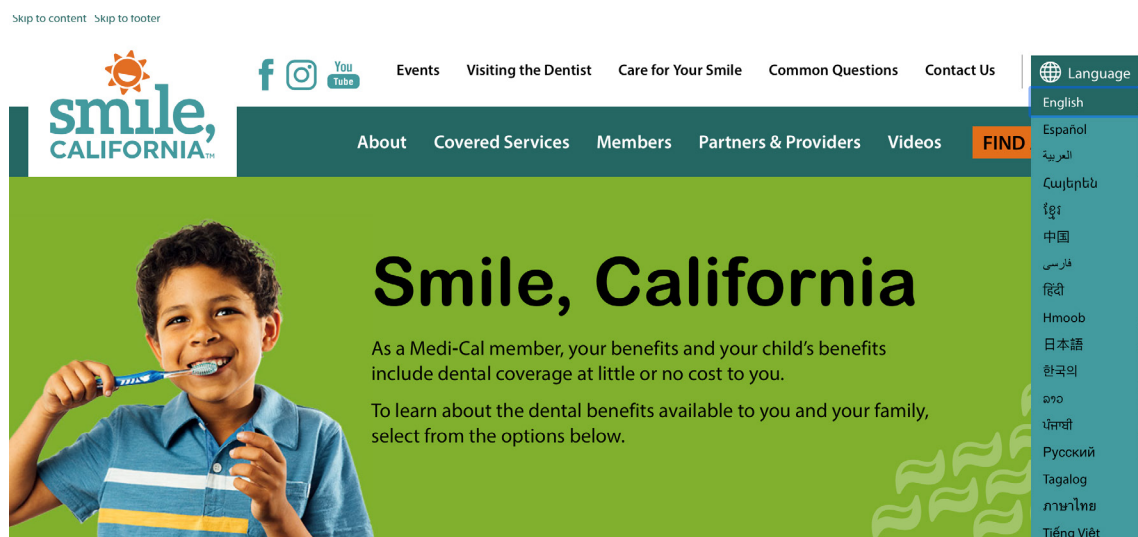
- ✓ Medi-Cal Dental Program
- ✓ Find a Dentist search tool
- ✓ Telephone Service Center
- ✓ *Smile, California* outreach and educational materials
- ✓ Common questions and answers
- ✓ Member Handbook

To view these in your language, simply follow the steps below:

1. **Click** on the globe icon. You will find it in the upper right-hand corner of the *Smile, California* website.

2. **Select** a language from the drop-down.

3. **Explore** the webpage!

If you need more help in your language, please call the Telephone Service Center at 1-800-322-6384.

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)。

Հայ երեն (Armenian)
ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայ երեն, ապա ձեզ անվճար 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).

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。

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।

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, បសវាជំនួយខ្ននកភាសា ដោយមិនគិតឈ្នូល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-800-322-6384 (TTY: 1-800-735-2922)។

ພາ ສາ ລາ ວ (Lao)
ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ ທ່ານ. ໂທຣ 1-800-322-6384 (TTY: 1-800-735-2922).

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