

# Member Bulletin OCTOBER 2022 Volume 5. Number 13



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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.

# 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 an acidic drink like soda)
- A toothbrush
- An interdental brush (a small dental brush that can reach where a regular toothbrush cannot)
- Floss

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Check out the American Association of Orthodontists <u>Six Must-Haves for Cleaning Teeth</u> with Braces or Aligners When You're on the <u>Go</u> 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.

# Medi-Cal Dental Update – Crowns for Back Teeth on Adults

Medi-Cal Dental now allows crowns for adults on their back teeth when needed. Dentists recommend crowns when it is medically necessary to repair the tooth.

Since your back teeth are more likely to get cavities over time, crowns help protect the tooth.

Medi-Cal Dental now covers crowns on back teeth when medically necessary, no matter your age. Before this change, your dentist could usually only do this work for children.

# Missed Appointments

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

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 <u>cannot</u> charge you money 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 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 in <u>17 languages.</u>

The Member Handbook has helpful information about:

- The Medi-Cal Dental Program
- Where to find online resources
- How to contact us and get help in your language
- Assigning an Authorized Representative
- Using dental services under Medi-Cal
- Your Medi-Cal dental benefit
- Medi-Cal dental providers
- Getting dental care and the cost of dental services
- Transportation services
- The Case Management program
- How to make a complaint
- The State Hearing process
- Common Dental terms and definitions
- Your rights and responsibilities
- Your privacy

For other helpful resources and materials, please visit the <u>Smile, California website</u>.



# 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).

#### <u>Tagalog (Tagalog – Filipino)</u>

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 6384-322-800-1 ( 2922-735-800-1:TTY) 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।

(Arabic) قىبرعلا

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).