



Member Bulletin

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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.

2023 Member Customer Service Satisfaction Survey

Medi-Cal Dental will soon have a new Member Customer Service Satisfaction Survey. The survey will be online on April 3, 2023! This survey will allow our members to share their thoughts about our Telephone Service Center. One lucky winner could win a \$75 gift card!

The survey will be online in 19 languages on the [Smile, California homepage](#) or the [Medi-Cal Dental website](#). Some members will also get the survey in the mail. The survey will be online until June 2, 2023.

Note: You can only complete the survey once.

We value your ideas. The results of this survey will help us serve you better.

Visiting the Dentist

Regular dental checkups help keep your smile healthy. With Medi-Cal, adults are covered for **one visit per year** and children are covered for **two visits per year**, and sometimes more.

Get Ready to Go

- **Find a Dentist** – You can easily search for a Medi-Cal dentist online. Just visit the [Smile, California Find-A-Dentist page](#).

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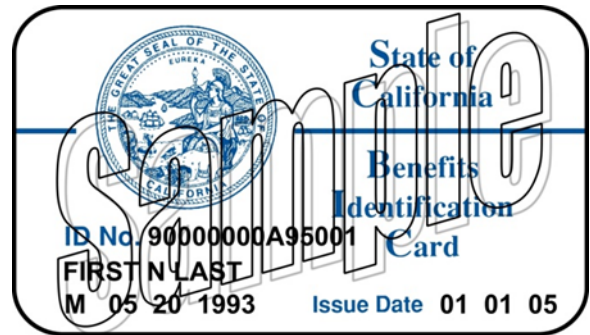


- **Confirm the Appointment** – Dental offices appreciate when you can confirm your appointment with them. If you need to cancel, make sure you give them at least a 24-hour notice.
- **Bring Your Medi Cal Card** – Bring your Medi Cal Card/Benefits Identification Card (BIC) with you to the appointment. The office staff will ask to see the card to complete your prenatal patient information. Below are examples of valid cards.

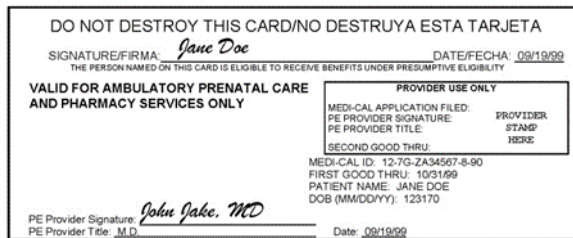
BIC Poppy Design:



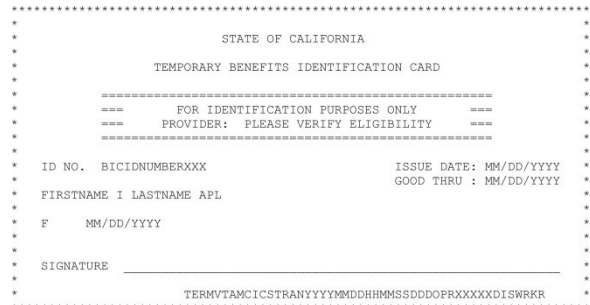
BIC Pre-Poppy Design:



Medi-Cal Identification Card Presumptive Eligibility:



Immediate Need Card:



- **Ask Questions** – Bring a list of questions you may have for your dentist. Do not be afraid to share your concerns.

What to Expect During the Exam

- **Baby's First Visit** – A dental visit for your baby is faster than a full exam. Your baby can often stay in your lap the entire time. The dentist may check your baby's mouth by looking inside or rubbing a finger on the gums and teeth. This will not hurt your baby in any way.

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During your baby's first dental visit, the dentist will make sure your baby's gums and teeth are in good shape. Your dentist will also talk with you about:

- * How to care for your baby's mouth
 - * Baby bottle tooth decay
 - * Teething and milestones of development
 - * How food affects oral health
- **Your Child's Exam** – During your child's visit, the dentist might want to take x-rays of your child's teeth. X-rays are done at least once a year to check development. X-rays also help look for problems, like early signs of cavities.

Your dentist or a hygienist will then clean your child's teeth. They will finish up by polishing and flossing your child's teeth.

If your child already has molars, the dentist will look to see if your child needs sealants. Molar sealants are coatings placed on top of the teeth farthest back in the mouth. They protect against harmful bacteria and cavities.

- **Your Exam** – If this is your first dental visit, you may have a full set of x-rays taken of your teeth. You will also be asked about your dental history. The dentist will look for problems with your gums and teeth. The dentist will recommend preventive services to protect your teeth from disease or restorative services to fix any damage to your teeth.

To learn more about your dental benefit, visit the [Smile, California website](#) today.

Medi-Cal Dental Case Management Program

Medi-Cal Dental offers additional support to members with certain needs. These services are provided through a program called Case Management. Case Management is for members who have:

- Mental disabilities
- Physical disabilities

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- Behavioral disabilities
- Diagnoses that make the member unable to coordinate complex treatment with one or more providers

You must be referred to get Case Management services. You may be referred by your:

- ✓ Medi-Cal dental provider
- ✓ Medical provider
- ✓ Case manager
- ✓ Case worker
- ✓ Other healthcare professional

Once your case has been accepted, the Medi-Cal Case Management team will help you coordinate your care. Please talk to your dental or healthcare provider if you need Case Management services.

What if Your Medi-Cal Treatment is Approved Through a State Hearing?

If you get a pink Pre-Approval of Dental Treatment letter after requesting a State Hearing, it means some or all of your requested services have been approved. You have 180 days from the date of the letter to complete your treatment. If your pink letter is for orthodontic treatment, you must give the letter to the orthodontist within 180 days. If you agree with the approved treatment, you may cancel the hearing by calling the California Department of Social Services at 855-266-1157.

You can take the pink letter to a Medi-Cal dentist of your choice. You may choose a different dentist than the one that submitted your Treatment Authorization Request (TAR). You can find a Medi-Cal dentist by using the [Find-A-Dentist tool](#) on the *Smile, California* website, or by calling the Telephone Service Center at 800-322-6384.

The dentist will not need to submit a new TAR. They will submit a Medi-Cal Dental Claim form along with the pink letter after they complete your treatment.

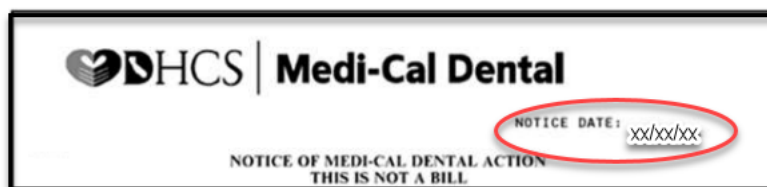
Orthodontic treatment, however, requires both the pink letter and TAR before beginning treatment to link the treating provider to the treatment.

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State Hearing Extension for Members

DHCS received federal Section 1135 approval to temporarily extend the 90 days to up to an additional 120, for a total of up 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. This temporary extension was effective March 1, 2020 and will terminate upon termination of the public health emergency, **May 11, 2023**.

You can find the notice 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 file for a State Hearing you can:

- 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.
- Send a request to the address on the back of the NOA

For free legal help, you can:

- Call the local Legal Aid Society in your county at 1-888-804-3536.

You can learn more by reading the [Member Handbook 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.

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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)

ՈՒՇԱՂԴՐՈՒԹՅՈՒՆՆԵՐ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցությունները: 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。

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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)

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: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, បសវនករនឹងជួយអ្នកក្នុងការប្រើប្រាស់សេវាជំនួយភាសាបានឥតគិតថ្លៃ។ អាចមានសំរាប់បរិស្ថាន ចូរ ទូរស័ព្ទ 1-800-322-6384 (TTY: 1-800-735-2922)។

ພາສາລາວ (Lao)

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