



# Member Bulletin

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## 2023 Member Customer Service Satisfaction Survey

Medi-Cal Dental is pleased to announce that a new Member Customer Service Satisfaction Survey is now available! This survey will allow our members to share their thoughts about our Telephone Service Center. One lucky winner who completes the survey could win a \$75 gift card!

The survey is in 19 languages and are posted on the [Smile, California homepage](#) and the [Medi-Cal Dental website](#) until June 2, 2023. The survey was also mailed to some Medi-Cal members on April 3, 2023.

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

Note: You can only complete the survey once.

## State Hearing Extension for Members

DHCS received federal Section 1135 approval to temporarily extend the 90 days to up to an additional 120 days, 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 on May 11, 2023.

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Learn more about free or low-cost dental services to help keep you and your smile healthy at [SmileCalifornia.org](http://SmileCalifornia.org).

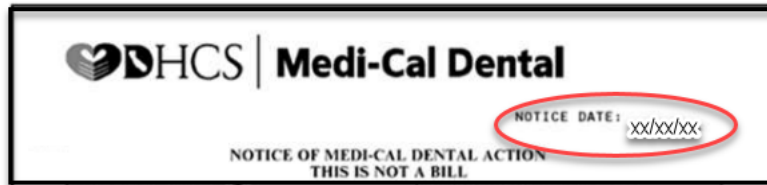
### FIND A DENTIST

Click for a complete list of Medi-Cal dental providers in your area.





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.

## 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 [here](#).

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## 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;
- In person at your local county office; or,
- Online by visiting the [Covered California website](#)

For more information, visit the Department of Health Care Services website [here](#). Looking to learn about your Medi-Cal dental benefit? Visit the [Smile, California website](#) today!

# New Brochure: “Healthy Smiles from Pregnancy Through the Toddler Years”

Smile, California has a new brochure called, “Healthy Smiles from Pregnancy Through the Toddler Years”. It is available in English, Spanish, Chinese, Vietnamese, and Korean on [SmileCalifornia.org](#).

This brochure is to inform pregnant individuals and parents about the importance of good oral health for them and their babies. It also includes information about the Medi-Cal Dental Program.

Smile, California has more materials about dental care and coverage during and after pregnancy. Click [here](#) to view the Medi-Cal Dental Pregnancy Materials page.

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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: Չանգահարեք 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, បសវនករនឹងជួយអ្នកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់បរិស្ថាន។ 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).