



Member Bulletin

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Medi-Cal Eligibility Expansion for Adults 50 Years of Age or Older

As of May 1, 2022, the new Older Adult Expansion will give full scope Medi-Cal to adults ages 50 and older who qualify for Medi-Cal. Your immigration status does not matter. This includes free and low-cost dental services.

To learn more about this change, you can visit the Department of Health Care Services [website](#). To learn more about Medi-Cal dental covered services, visit SmileCalifornia.org.

Important: Keep Your Contact Information Current

Help us keep your contact information current. This allows you to get important updates and materials from Medi-Cal Dental. These include:

- Provider referrals
- Member Complaint Forms
- Medi-Cal Dental notices about your dental treatment
- Medi-Cal Out of Pocket Refund Requests

If you need to update your information, please contact your local

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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.





County Social Services office or visit [KeepMediCalCoverage.org](https://www.KeepMediCalCoverage.org). A complete list of county offices can be found on the Department of Health Care Services website [here](#).

Taking Care of Your Smile

Keeping your teeth healthy is very important. It is one of the best things you can do for your overall health. You can do this by:

- ✓ Brushing twice a day and flossing daily
- ✓ Eating a balanced diet
- ✓ Limiting sugary foods and drinks
- ✓ Visiting your dentist for regular checkups

Medi-Cal provides free or low-cost dental checkups every 6 months for members under the age of 21 and every 12 months for members age 21 and over. Visit the *Smile, California* [website](#) to learn more!

Clinical Screening for Dental Treatment

Your Medi-Cal dentist may need to get approval from Medi-Cal Dental before they provide certain treatments. Medi-Cal Dental will review your dentist's approval request and might have to double check the requested treatment in person.

If this happens, you will receive a Notice of Dental Examination Appointment letter from Medi-Cal Dental. This letter tells you to go to a dental exam appointment. The dental exam is called a clinical screening.

The appointment will last about 15-30 minutes. No dental work will be provided by the clinical screening dentist. You do not have to pay for the appointment. Once the appointment is over, the dentist will mail a report to Medi-Cal Dental. The report will be used to decide the next steps for treatment and/or the right level of care.

IMPORTANT: Here are a few things to keep in mind for any clinical screening you receive.

- You may call the phone number listed on the Notice of Dental Examination Appointment letter to ask about directions to your dental exam. Do not call the phone number for any other reason.
- If you are unable to keep the appointment, please call the Telephone Service Center (TSC) at least two days before the appointment. If you miss the appointment without telling us, the requested services may be denied.

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- Be on time for your appointment. If you arrive late, your appointment may have to be rescheduled.
- If the clinical screening is for a new denture, then you should bring your old dentures with you to the appointment.
- The clinical screening report is only sent to Medi-Cal Dental. You will not receive a copy.
- The clinical screening dentist is not allowed to tell you if your treatment is approved or denied, or what they recommend for you.

For more information about the clinical screening process, please read the [Member Handbook](#) section **Why is Medi-Cal Dental asking me to go for a dental exam with another dental provider?** ([English version](#), page 15).

If you have any more questions, please call the Telephone Service Center at 1-800-322-6384. When you call, let us know the “Screening #” located on the bottom right hand corner of the Notice of Dental Examination Appointment letter.

Find Online Resources in Your Language

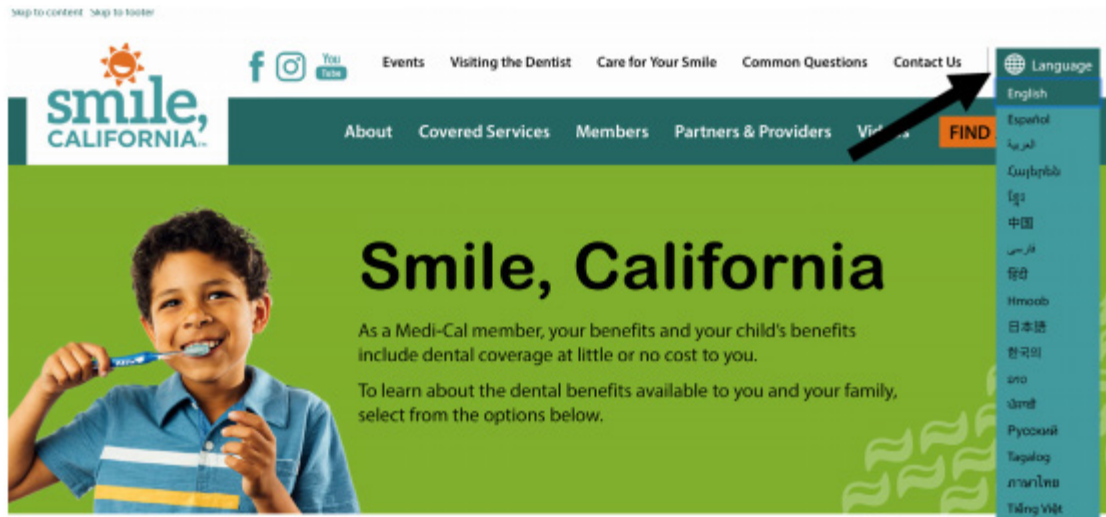
You have access to important Medi-Cal Dental resources in 19 languages. To find yours, visit the *Smile, California* [website](#). You can get information about the:

- ✓ 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.

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3. **Explore** the webpage!

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

Sacramento County Member Transitions from Dental Fee-for-Service into Dental Managed Care

As part of the [Statewide Medi-Cal Managed Care Enrollment for select Dual Beneficiaries](#) and [select non-dual Beneficiaries \(#5\)](#), certain eligible members in Sacramento County were required to enroll into a medical and dental managed care plan. Please note: [Dental Managed Care](#) (DMC) is not mandatory enrollment in any county except for Sacramento.

It is important for all stakeholders to know that there are transition of care protections available. Federal regulations require Medicaid-managed care plans, including DMC plans, to implement a transition of care policy consistent with federal requirements. Existing patients of Dental Fee-For-Service (FFS) providers that are now in DMC plans may continue to receive Medi-Cal covered dental services with their FFS provider for a limited time as long as the provider and member meet specific criteria.

Members, or their representatives, are able to contact their individual plans and request to continue seeing their Dental FFS providers through a transition/continuity of care request. Providers and their patients may refer to the Dental [All Plan Letter 17-011e](#) for additional information regarding the specific criteria.

For more information about the Medi-Cal Dental Program, follow this [link](#) or go to [Smile, California](#).

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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 աջակցություններ: 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: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, បសវនករនឹងជួយអ្នកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់បរិស្ថាន។ ចូរ ទូរស័ព្ទ 1-800-322-6384 (TTY: 1-800-735-2922)។

ພາ ສາ ລາ ອ (Lao)

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