



# Member Bulletin

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## Oral Health Literacy Toolkit: Patient Brochure

Medi-Cal members can learn about oral health literacy and why it matters. Check out the [Oral Health Literacy Toolkit website](#) and [Patient Brochure](#).

The Patient Brochure explains what to expect during a dental visit and how to prepare for it. The brochure includes information on:

- How to get ready for a dental visit
- Who you will meet at the visit
- What happens during a visit
- Staying safe from diseases such as COVID-19 when visiting the dentist

You can also visit the [“Visiting the Dentist” webpage](#) on the *Smile, California* website for other resources.

To learn more about your dental benefits, visit the [Smile, California website](#) today, or call the Telephone Service Center at 1-800-322-6384.

## Your Protections as a Medi-Cal Member

The Department of Health Care Services would like to remind you about a law that went into effect on July 1, 2020. You can find out

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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.





about how this law protects you by reading below. If your dental provider asks for payment directly from you, you have the right to only accept the dental services covered by Medi-Cal. Your dental provider must follow Medi-Cal guidelines. Some covered services need to be approved by Medi-Cal Dental before your treatment can start.

Dental offices may offer you a credit card or loan to cover treatments and services. When this happens, you have rights and protections that help you decide what to pay for.

1. Dental offices must give you a written notice that clearly explains the credit card or loan. If you speak another language, you may request the notice in your language.
2. Dental offices must give you a written treatment plan that tells you all the dental services you will receive and the cost for each service. Your dental provider must tell you if Medi-Cal will pay for another service at a low or no cost to you. You have the right to choose to accept only services covered by Medi-Cal Dental. Your dental provider must work with Medi-Cal Dental to help you get the dental services that are covered at a low or no cost. Your dental provider must follow Medi-Cal guidelines. Some covered services need to be approved by Medi-Cal Dental before treatment begins.
3. If you paid out-of-pocket for dental services with a credit card, loan or cash and ask for a refund for dental services you did not get, your dental provider must refund the cash or refund charges to your credit card or loan within 15 days.
4. Unless you give permission, dental offices may not offer you credit cards or loans when you are in a treatment area (exam room, dental chair, surgery room, or anywhere else you receive dental services). Dental offices may never offer you credit cards or loans after they have given you medication that numbs your mouth, makes you relax or get sleepy.
5. If you have any concerns about credit cards or loans for dental services, talk to your Medi-Cal provider first. They must work with Medi-Cal Dental to try to get the dental services covered.

For more information about your rights under Medi-Cal, check out the [Member Handbook](#) section Your Rights and Responsibilities. If you have questions about Medi-Cal Dental, please call 1-800-322-6384.

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# Update on Medi-Cal Dental Website

If you haven't been to the [Medi-Cal Dental website](#) in a while, it has a been updated with 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](#).

## Medi-Cal Dental Case Management Program

Medi-Cal Dental offers additional support to members with special health care needs. These services are provided through a program called Case Management. Case Management is for members who have special health care needs based on mental, physical, behavioral, or other diagnosed conditions that require a member to receive services in a setting, like a hospital. A Medi-Cal member 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

Any person who meets the criteria above may complete the [case management referral form](#) to request your case management services.

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.

Case Management Referral Form website [address](https://dental.dhcs.ca.gov/Dental_Providers/Medi-Cal_Dental/Dental_Case_Management_Program/Dental_Case_Management_Referral/): [https://dental.dhcs.ca.gov/Dental\\_Providers/Medi-Cal\\_Dental/Dental\\_Case\\_Management\\_Program/Dental\\_Case\\_Management\\_Referral/](https://dental.dhcs.ca.gov/Dental_Providers/Medi-Cal_Dental/Dental_Case_Management_Program/Dental_Case_Management_Referral/).

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# 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 the *Smile, California* website in [17 languages](#).

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 [Smile, California website](#).

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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 ԵՐԵ Հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվակապակցում աջակցություն ծառայություններ: 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, បសវនករនឹងជួយអ្នកក្នុងការប្រើប្រាស់សេវាជំនួយភាសា។ 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).