



# Member Bulletin

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## Add Dental Visits to Your Back-Tooth-School Checklist!

Don't forget to add "Dental Visits" to your back-to-school checklist this year! You can get your children ready for their first day by scheduling dental appointments. With Medi-Cal, they're covered for two dental checkups a year.

Poor oral health can affect attendance, grades, and overall performance in school. By taking your children to the dentist before the school year begins, you can help make sure they won't miss a beat. Remember to bring a list of questions you may have for the dentist. Don't be afraid to share your concerns.

California law requires that children have a dental checkup 12 months before entering public school for the first time or by May 31st of their first year (Kindergarten or 1st Grade). This requirement is called the Kindergarten Oral Health Assessment (KOHA). You can read more about KOHA [here](#).

Check out the Smile, California Oral Health and School Readiness [page](#) for more information.

**Need to find a dentist?** Use our [Find a Dentist tool](#) to find one right for your family.

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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.





# Possible Refund for Out-of-Pocket Payments

Medi-Cal Dental wants to remind you that you may be able to get a refund if you paid out-of-pocket for Medi-Cal covered dental services.

The Medi-Cal refund (Conlan) process is available if you:

1. Received a Medi-Cal covered service on a date that you were eligible for Medi-Cal but were asked to pay for it.
2. Received your Medi-Cal card after you paid for dental services and showed it to your provider, but the provider would not refund what you paid out of pocket.
3. Requested reimbursement within 12 months of treatment.

For more information about the Conlan refund packet, the Conlan process, or if you have other questions, please visit the [Medi-Cal Conlan webpage](#), the [Conlan FAQ webpage](#), or call the Member Telephone Service Center at 800-322-6384.

## Find Kid-Friendly Activity Sheets on *Smile, California*

Did you know that the Smile, California [website](#) has lots of fun, kid-friendly things you can share with your children? And it's all free to download.

There are printable coloring sheets, word-tracing sheets, vocabulary, writing activity sheets, worksheets, certificates, and more!

Some of them are listed for children kindergarten through 5<sup>th</sup> grade, making it easy for you to choose, print, and share.

You can also find fun [videos](#) to watch with your kids.

These activities and videos are a great way to teach your kids about dental visits and taking care of their smiles.

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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: Չանդառաք 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)។

**ພາສາລາວ (Lao)**

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