



Member Bulletin

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DHCS Medi-Cal Dental Website Now Features Google Translate

In August 2023, the Department of Health Care Services (DHCS) added Google Translate on the Medi-Cal Dental [website](#).

This option is an added feature to the current translation services, which increases the translation options for the website on the static webpages.

On the Medi-Cal Dental [website](#), go to the “Language” link in the top right corner of the page and select the desired language from the dropdown box. Once the desired language is selected, click the back button to see the previous page in the selected language. Translation is available for over 100 languages. Once the website is translated, Google Translate can be disabled at any time.

The Google Translate widget translates most of the website content, including the Find-A-Dentist Provider [search](#).

However, the Google Translate widget is not available for PDFs, which are not static webpages. PDFs are available in multiple language versions on the Medi-Cal Dental website.

For more information about Google Translate, visit the [Google Translate website](#).

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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.





October is National Dental Hygiene and Orthodontic Health Month

Keeping your mouth clean is a big part of your overall health. You should brush and floss your teeth daily and go to your dentist once a year. Children should go twice a year. The American Dental Association (ADA) suggests you:

- Brush your teeth twice a day with a toothbrush that has soft bristles and fits your mouth so you can reach all areas easily.
- Get a new toothbrush every three to four months, or sooner if needed.
- Use ADA-accepted fluoride toothpaste.

Dental hygiene is also important when you have braces. When cleaning your teeth, don't forget to use:

- Water for rinsing your mouth (after every meal, snack, or an acidic drink like soda).
- A toothbrush.
- An interdental brush (a small dental brush that can reach where a regular toothbrush cannot).
- Floss.

Check out the American Association of Orthodontists [Six Must-Haves for Cleaning Teeth with Braces or Aligners When You're on the Go](#) for more information. You can also ask your Medi-Cal dentist how best to keep your mouth and braces clean.

Need to find a dentist? Use our [Find a Dentist tool](#) to find one that's right for you.

For more ways to keep your smile healthy, visit the [Smile, California website](#).

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Missed Appointments

Regular dental checkups help keep your smile healthy. You are responsible for making and keeping your appointments as a Medi-Cal member.

If you cannot go, call the dental office at least one day before your appointment. They will help you reschedule. If you miss your appointment, your dentist may document and report your absence to Medi-Cal Dental. If this happens, Medi-Cal Dental will call you and help you reschedule your appointment with the office.

Please note: Your dentist cannot charge you money for a missed appointment. If you get a bill for a missed appointment, please call the Telephone Service Center at 1-800-322-6384 for help.

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. Information about Medi-Cal covered dental benefits is in the [Member Handbook](#).

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.

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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: Չանդառաքեք 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, បសវ័ន្តបន្តសេវាភាសា បោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ 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).