



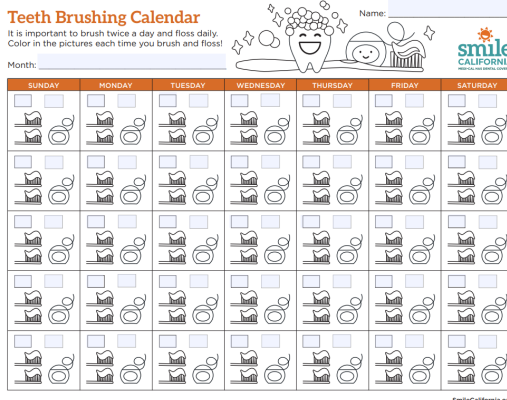
# Member Bulletin

NOVEMBER 2023  
Volume 6, Number 13



## November 1st is National Brush Day

November 1<sup>st</sup> is National Brush Day! Good brushing habits are important, especially after **Halloween**. You can help your child keep their teeth clean by reminding them to brush their teeth. They should brush **twice a day** for **two minutes**. You can download or print the [Teeth Brushing Calendar](#) below. Use the calendar to encourage your child's brushing routine.



We have more kid-friendly materials to make brushing fun online. You can visit the *Smile, California* [Members page](#). There are materials for all ages in different languages!

Brush-up on your child's dental benefits! Visit the Smile, California [Covered Services page](#) for more information.

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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.



Medi-Cal Dental



If you have questions about how to access dental services or need assistance finding a provider, you may contact Medi-Cal Dental. Call the Telephone Service Center at **1-800-322-6384**. The call is free. Medi-Cal Dental representatives are available to assist you from 8:00 a.m. to 5:00 p.m., Monday through Friday.

## Dental Coverage for Members with both Medicare and Medi-Cal

On October 11, 2023, the California Department of Health Care Services (DHCS) released a new fact sheet for dental providers posted here: [Dental Benefits for Patients Dually Eligible for Medicare and Medi-Cal: Information for Dental Providers](#). The fact sheet provides information on dental benefits that Medicare and Medi-Cal offer, and how providers can bill for dental services provided to these members. Medicare, the primary payer for dual eligible members, does not cover most dental care. Medi-Cal covers a variety of dental benefits, administered by Medi-Cal dental providers. A dual eligible member may also receive dental benefits through their Medicare Advantage plan. For dental services covered by Original Medicare or a Medicare Advantage plan, the services must be billed to Original Medicare or the Medicare Advantage plan first.

If you have questions about Medicare, call **1-800-Medicare** (1-800-633-4227 or TTY 1-877-486-2048), or call the Health Insurance Counseling & Advocacy Program at **1-800-434-0222**.

If you have questions about Medi-Cal Dental, call the Telephone Service Center at **1-800-322-6384**. The call is free. Medi-Cal Dental representatives are available to assist you from 8:00 a.m. to 5:00 p.m., Monday through Friday.

## Tips for a Healthy Smile

It is always a great time to make good oral health habits be part of your family's routine. Read the tips below to learn more.

### 1. **Brush and floss your teeth every day.**

Keeping your mouth clean is an important part of your overall health. You should brush and floss two times a day. You can:

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- ✓ Check out the [Brushing Techniques sheet](#) to learn the best way to brush your teeth.
- ✓ Watch the short “Set Your Clean Routine” [video](#) or read this [fotonovela](#) (picture story) with your family for why healthy habits matter.

## **2. Eat a healthy, well-balanced diet.**

Good oral health takes more than just brushing and flossing. To help keep your teeth and gums healthy, you should:

- ✓ Eat a balanced diet from all the food groups.
- ✓ Limit sugary foods and drinks.

## **3. Brush up and utilize your covered dental benefits.**

Medi-Cal provides free or low-cost checkups for members. With Medi-Cal:

- ✓ Kids and teens are covered every six months, and in some cases more often.
- ✓ Adults are covered for a dental exam once every 12 months.
- ✓ You can learn more about what Medi-Cal covers for every age by checking out the Medi-Cal dental [Covered Services](#) webpage.

## **4. Find a dental home.**

Your family should visit the dentist regularly. Dental visits are your **best defense** against cavities and gum disease.

When you find a dentist you like, continue going to that dental office. This creates a dental home at a dental office your family feels safe and comfortable visiting, and:

- ✓ Lets the dental staff create a relationship with your family.
- ✓ Reduces dental anxiety.
- ✓ Gives the dentist a better chance to catch problems early on.

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To find a Medi-Cal dentist that is right for your family, visit the [Find a Dentist page](#) today. You can also visit the [Get to Know a Medi-Cal Dentist page](#) to hear from some of our Medi-Cal dentists.

If you have questions about the Medi-Cal Dental or need additional assistance, please call the Telephone Service Center at **1-800-322-6384**. The call is free. Medi-Cal Dental re

## Sacramento County Dental Managed Care Plan Parity

As part of the California Advancing and Innovating Medi-Cal (CalAIM) 1915(b) waiver Special Terms and Conditions (STC), the Department of Health Care Services (DHCS) conducted a parity evaluation to assess the performance (utilization) of Sacramento County dental managed care (DMC) plans compared to the statewide dental fee-for-service (FFS) delivery system. The evaluation was based on utilization measures for calendar year 2022 in the following categories: Annual Dental Visits, Preventive Dental Services, and Use of Sealants for children and adults.

Based on the evaluations, DHCS has determined that none of the three DMC plans operating in Sacramento County – Access Dental Plan, Health Net Dental, and Liberty Dental Plan – met parity with statewide FFS utilization averages in all required measures. As a result, members currently enrolled in DMC plans will have the option to enroll in FFS.

Beginning in November 2023, DHCS will send notices to approximately 614,000 members currently enrolled in DMC plans in Sacramento County. The notices will inform affected DMC members of their option to either stay with their current plan or disenroll and join FFS because their current DMC plan did not ensure adequate quality of services. This disenrollment will be effective on December 1, 2023. The notice will provide information on how members can access dental services if they choose FFS or their option to choose an alternate DMC plan only if the member is able to establish an access to care issue in FFS. This notice will be sent only once to currently enrolled DMC plan members in Sacramento County.

Additionally, effective December 1, 2023, newly eligible Medi-Cal members will be enrolled by default into dental FFS. Starting in November 2023, newly eligible Medi-Cal members in

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Sacramento County will no longer receive a Medi-Cal Choice Packet for DMC enrollment. Newly eligible individuals will instead receive a dental FFS welcome packet containing an insert informing the member of their option to select a DMC plan if the member is able to establish access to care issues within the dental FFS delivery system. The notice will direct members to contact Medi-Cal Dental to determine if an access to care issue exists, and if an access to care issue does exist, a choice packet to enroll in a DMC plan will be sent. The insert will continue to be mailed to newly enrolled members in Sacramento County until DHCS procures for new DMC plans in this county.

To review dental FFS and DMC performance reports, visit the [Dental Data Reports webpage](#).

Members will still get the same dental coverage whether they are in FFS or in a DMC plan.

Below are member questions and answers. Additional information regarding this change is available at <https://smilecalifornia.org/sacramento/>.

### **What is changing?**

In Sacramento County, beginning on December 1, 2023, you can stay with your DMC plan or receive your dental services via the dental FFS delivery system in Sacramento County. You can only enroll in another DMC plan if you can show that you have had problems accessing care through the FFS delivery system.

### **Why is this changing?**

This change is occurring because your DMC plan failed to meet contract requirements and standards regarding adequate quality of care and services, such as providing the same quality of services offered in the FFS provider network.

### **How long can I stay in FFS?**

You may stay in the dental FFS delivery system until there are new DMC plans available in Sacramento County. If you choose to disenroll from any plan and join the dental FFS delivery system, you will be required to choose a new DMC plan when those plans become available. You will receive a separate notice about when those plans will be available.

### **Can I stay with my current DMC plan?**

Yes. Currently, if you want to stay with your DMC plan, you do not need to do anything.

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## **How can I choose FFS?**

If you no longer want to stay with your DMC plan, call Health Care Options (HCO) to choose to receive your dental services via the dental FFS delivery system.

You can call HCO Monday through Friday, 8 a.m. to 6 p.m., or visit their website at <https://www.healthcareoptions.dhcs.ca.gov/enroll>.

### **Health Care Options**

**1-800-430-4263**

**TTY:**

**1-800-430-7077**

**or**

**711**

## **Can I keep seeing my dentist after December 1, 2023, if I choose FFS?**

- **If your dentist is part of the dental FFS delivery system, yes, you can keep the same dentist.**
- **If your dentist is not part of dental FFS delivery system, you will need to select a new dentist.** The Medi-Cal Dental Program can help you find a new dentist in FFS.

## **How will I know if my dentist is in FFS?**

To check if your dentist is in the dental FFS delivery system, call the Medi-Cal Dental Telephone Service Center, Monday through Friday, 8 a.m. to 5 p.m.

Medi-Cal Dental Telephone Service Center:

**1-800-322-6384**

**TTY:**

**1-800-735-2922**

**or**

**711**

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Tell them that you are currently with a Sacramento DMC plan but want to move to the dental FFS delivery system and would like to keep the same dentist after December 1. They can tell you if your dentist is a dental FFS provider. If your dentist is not a dental FFS provider, they can help you find a new dentist.

**Can I choose the dental FFS delivery system if I have a planned dental service or am currently going through a dental procedure?**

Yes, you can choose the dental FFS delivery system.

- **If you choose the dental FFS delivery system and your dentist is part of FFS**, you can continue to stay with your dentist.
- **If you choose the dental FFS delivery system and your dentist is not part of FFS**, you cannot stay with your dentist. The Medi-Cal Dental program will help you find a new dentist.

**Can I choose another DMC plan if I am in a different DMC plan or FFS?**

You can choose another DMC plan only if you are enrolled in FFS and cannot get the care you need in FFS.

**How do I get dental services after December 1, 2023?**

- **If you choose to stay with your current DMC plan**, you can continue receiving your dental services.
- **If you choose to join FFS**, contact the Medi-Cal Dental Telephone Service Center at **1-800-322-6384**, Monday through Friday, 8 a.m. to 5 p.m. (TTY 1-800-735-2922 or 711). They will help you find a FFS dentist and schedule any dental appointments after December 1, 2023.

You should already have a Medi-Cal Benefits Identification Card (BIC). The BIC is a plastic card with a “poppy flower” or a “blue and white” design. Always take your BIC with you to all dental visits. When you go to the dentist, make sure you show your BIC to the front office. If you need a new BIC, please call your county office:

<https://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx>.

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You will no longer be able to use the card provided by the Sacramento DMC plan if you choose to leave the plan.

**BIC Poppy Design:**



**BIC Pre-Poppy Design:**



### What should I do now?

Choose one of two different ways to receive your dental services:

- Do nothing and keep your current DMC plan.
- Disenroll from your current DMC plan and join the dental FFS delivery system.

### What if I have questions?

If you have questions about these changes, please call the Medi-Cal Dental program at **1-800-322-6384**, Monday through Friday, 8 a.m. to 5 p.m. (TTY 1-800-735-2922 or 711).

If you have questions about dental plan enrollment or would like to change your DMC plan, call Health Care Options at 800-430-4263 (TTY: 1-800-430-7077 or 711), Monday – Friday, 8 a.m. to 6 p.m. Or go to Health Care Options at <https://www.healthcareoptions.dhcs.ca.gov>.

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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 լեզվակապակցում աջակցությունները: 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, បសវនករជំនួយខ្លួនភាសា បោយមិនគិតថ្លៃ ក៏អាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-800-322-6384 (TTY: 1-800-735-2922)។

**ພາ ສາ ລາ ອ (Lao)**

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