



# Member Bulletin

AUGUST 2021  
Volume 4, Number 11



## THIS ISSUE

- pg 1 Back-Tooth-School
- pg 2 Know Your Benefits
- pg 4 Need a ride? Medi-Cal can Help!
- pg 5 Find Online Resources in Multiple Languages
- pg 7 Language Assistance

## Back-Tooth-School

This year don't forget to add "Dental Visits" to your back to school checklist! 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](#).

For more information, check out the *Smile, California Oral Health and School Readiness page*. **Need to find a dentist?** Use our [Find a Dentist tool](#) to find one that's right for your family.

*Continued on pg 2*

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.



PO BOX 15539, Sacramento, CA 95852-1539  
1-800-322-6384 | [dental.dhcs.ca.gov](http://dental.dhcs.ca.gov)

[SmileCalifornia.org](http://SmileCalifornia.org)





# Know Your Benefits

Keeping your teeth and gums healthy can help your overall health. That’s why it’s important to know your benefits!

Medi-Cal has guidelines for dental benefits. You must qualify under the guidelines to receive a service. You **do not have to pay for any service that is covered by Medi-Cal** unless you have Medi-Cal coverage with a Share of Cost. You also do not have to agree to any treatment that is not covered by Medi-Cal. You can learn about your Share of Cost in the [My Medi-Cal booklet](#).

The table below shows what Medi-Cal covers at every age.

SERVICES	BABIES	KIDS	TEENS	PREGNANCY	ADULTS	SENIORS
Exam*	☀	☀	☀	☀	☀	☀
X-rays	☀	☀	☀	☀	☀	☀
Teeth cleaning	☀	☀	☀	☀	☀	☀
Fluoride varnish	☀	☀	☀	☀	☀	☀
Fillings	☀	☀	☀	☀	☀	☀
Tooth removal	☀	☀	☀	☀	☀	☀
Emergency services	☀	☀	☀	☀	☀	☀
Sedation	☀	☀	☀		☀	☀
Molar sealants**		☀	☀			
Root canals		☀	☀	☀	☀	☀
Orthodontics (braces)***			☀			
Crowns****			☀	☀	☀	☀
Partial and full dentures			☀	☀	☀	☀
Denture relines			☀	☀	☀	☀
Scaling and root planing			☀	☀	☀	☀

**Exceptions:**

\*Free or low-cost checkups every six months for members under the age of 21, every 12 months for members over the age of 21.

\*\*Permanent molar sealants are covered for kids and teens up to age 21.

\*\*\*For those who qualify.

\*\*\*\*Crowns on molars or premolars (back teeth) may be covered in some cases.

Continued on pg 3



## **BABIES**

Your child's first dental visit should take place after their first tooth appears, but no later than their first birthday. Baby teeth are very important. They help your child chew, speak, and smile.

## **KIDS**

Children start to lose their baby teeth as early as five years old. This is when their permanent teeth begin to grow in. Ask the dentist for molar sealants. Molar sealants help protect your child's molars from cavities.

## **TEENS**

Eating sugary foods and drinks puts teens at a higher risk for gum disease and tooth decay. Teenagers should continue to get regular checkups. This ensures good oral health well into adulthood.

## **PREGNANCY**

Good oral health care helps prevent problems during pregnancy. As a Medi-Cal member, you are covered during pregnancy and 60 days past the birth of your baby.

## **ADULTS**

As you age, taking care of your health becomes more and more important. Good oral health helps your smile as well as your overall health. Effective January 1, 2018, the Department of Health Care Services restored adult dental benefits for members ages 21 and older with full-scope dental coverage.

## **SENIORS**

Older adults are prone to gum disease and other oral health problems. You can lower your risk by brushing twice a day, flossing every day, and seeing your dentist regularly.

When you visit your dentist, remember to bring your Medi-Cal Benefits Identification Card (BIC) and a valid, current photo identification (ID). The dental office uses your BIC or your ID to check your Medi-Cal coverage. Your dentist will tell you which services Medi-Cal covers. They can also help you decide the best treatment.

*Continued on pg 4*



You can find out more about your dental benefit in the [Member Handbook](#) or by visiting [SmileCalifornia.org](https://SmileCalifornia.org). For more information about Medi-Cal billing rules, please read Member Bulletin [Volume 4, Number 10](#).

## Need a ride? Medi-Cal can Help!

Medi-Cal can help with rides. Medi-Cal covers two types of rides. One type is called non-medical transportation (NMT). If you can travel by car, bus, train, or taxi, but do not have a ride to your appointment, NMT services can be set up. You can also use NMT if you need to pick up prescriptions, medical supplies, or equipment.

### **For help with an NMT ride, follow the steps below:**

- If you are enrolled in a health plan, call the plan's Member Services for help with NMT services.
- If you are enrolled in a a Medi-Cal Dental Managed Care (DMC) plan, call your [DMC plan](#) for help with NMT services.
- If you have trouble getting a ride from a health plan or DMC plan, call the Telephone Service Center at 1-800-322-6384. Your county Medi-Cal office may also be able to help you get an NMT ride.

Need more information about approved NMT providers? You can access the list on the Department of Health Care Services [website](#).

The other type of ride is called non-emergency medical transportation (NEMT). Medi-Cal offers NEMT services to eligible members based on a medical need. Your medical or dental provider can decide if you need NEMT services. NEMT services cover these rides:

- Wheelchair vans
- Litter vans
- Ambulances
- Air transportation

*Continued on pg 5*



You should ask for a ride as soon as you can before your scheduled appointment. Your medical or dental provider can ask for future transportation to cover existing and future appointments.

**For help with an NEMT ride, follow the steps below:**

- If you are enrolled in a DMC plan, call your Member Services for help with NEMT services. You will need a prescription from a licensed provider.
- If you have Fee-For-Service Medi-Cal, please let your provider know and they will help you get the NEMT ride, or you can call the Medi-Cal San Diego Field Office at 1-858-495-3666.

## Find Online Resources in Multiple Languages

You have access to important Medi-Cal resources in 15 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

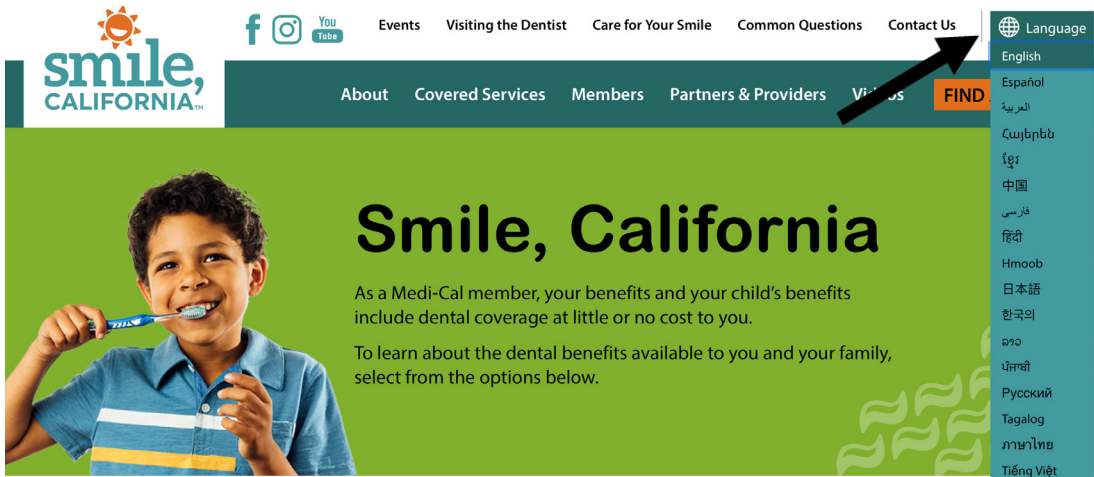
To view these in your language, simply follow the steps below:

- 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.

*Continued on pg 6*



[Skip to content](#) [Skip to footer](#)



### 3. Explore the webpage

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

*Continued on pg 7*



# 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)**

ՈՒՇԱՂԴՐՈՒԹՅՈՒՆ 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。

*Continued on pg 8*



**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: បរិស្ថានជនរុក្ខជាតិកម្ពុជា ភាសាខ្មែរ, បសវនករជំនាញខ្ពស់ភាសា បោយមិនគិតថ្លៃ គឺអាចមានសំរាប់បរិស្ថាន 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).