



Q&A from *Smile, California* Webinars

Q: Where can I find the research presented?

A: Utilization rates for each county in California can be found on the California Health and Human Services Open Data Portal: [Annual Dental Visit Rates by County](#).

Q: The information on the website is incorrect, there is no annual \$1,800 limit for individuals under 21 or individuals over 21 who live in a nursing home.

A: Medi-Cal will pay up to \$1,800 in a year for covered dental services. You may qualify for no yearly limit if you are pregnant. Dental services may go over the \$1,800 limit if shown to be medically needed. Please visit “About the Medi-Cal Dental Program” to find out more.

Q: How often is the Denti-Cal provider list updated?

A: The Medi-Cal Dental provider referral list is updated daily.

Q: What is being done to increase the number of dental appointments available?

A: *Smile, California* has a dedicated outreach team targeting providers specifically to encourage their participation in the Medi-Cal Program. Statewide recruitment efforts are ongoing including reaching out to Oral Health Jurisdictions throughout California to establish collaborative working relationships as well as attendance at rural community health fairs and conferences. Simultaneously, efforts to educate members on the importance of oral health, how to receive dental care, and direct members to the new member website at www.smilecalifornia.org or they can contact the Telephone Service Center at 1-800-322-6384 to speak to a representative.



Q: How do we change our status from not accepting new patients to accepting new patients on the provider directory?

A: Provider offices should complete the Medi-Cal Dental Patient Referral Service [Form](#), which is available on the Medi-Cal Dental website. Once completed, email the form to: Denti-CalEnrollmentDept@delta.org

Q: Is there a provider directory by county?

A: In the [Find A Dentist](#) application available on the [Smile, California](#) website or [Medi-Cal Dental](#), a search can be done through the Medi-Cal Dental Provider Directory where you can search by, zip code, county, and specialty within mileage requested.

Q: None of our clinics are listed on the provider list. Who would I contact to fix this?

A: Although the Provider Directory only lists FFS Denti-Cal enrolled providers, Safety Net Clinics can be added to this Medi-Cal Dental website at [Dental Clinics Serving Medi-Cal Beneficiaries](#) by completing this [form](#), which is also available on the website. Once completed, email it to DentiCalEnrollmentDept@delta.org

Safety Net Clinics are also available on the [InsureKidsNow Provider Search](#) linked on the [Medi-Cal Dental website](#) or by calling InsureKidsNow at 1-877-KIDS-NOW (1-877-543-7669).

Q: What are your plans to reach monolingual families (Chinese, Vietnamese and other languages) in CA?

A: Our outreach team is partnering with community-based organizations who serve these members to ensure the importance of oral health care is relayed and how to access their Medi-Cal dental benefits in a culturally and linguistically-appropriate manner.



Q: Are you partnering with medical health plans?

A: Outreach efforts currently include collaboration with medical health plans.

Q: What will be provided to parents/caregivers at events?

A: All events will have brochure and flyer distribution as well as appropriate giveaways, such as dental kits, child and infant toothbrushes, Tooth Fairy boxes and educational materials in English and Spanish for children.

Q: Are there going to be stickers available with the *Smile, California* logo to place strategically at medical and dental clinics and government agencies?

A: Yes!