

A Healthy  
Smile Never  
Gets Old!



**Medi-Cal Dental**

**As we get older,  
taking care of our  
health becomes  
more and more  
important.**







**As an older adult,  
you are prone to  
gum disease and  
other oral health  
problems.**





**But, no matter  
your age, you  
can keep your  
gums and teeth  
healthy, strong  
and pain-free.**



**Brushing twice  
a day, flossing  
daily and most  
importantly,  
seeing your dentist  
regularly can lower  
your risk for oral  
health problems.**





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# Medi-Cal Dental Program



**Medi-Cal Dental provides free or low-cost check-ups once every 12 months for members 21 and older.**



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# The Medi-Cal Dental Program Provides the Following Free or Low-Cost Services for Older Adults

- Dental exams\*
- X-rays
- Teeth cleaning\*
- Scaling and root planing
- Fluoride varnish\*
- Fillings
- Crowns\*\*
- Root canals
- Tooth removal
- Partial and full dentures
- Denture relines
- Sedation (if medically necessary)

\*Every 12 months

\*\*Crowns may be covered if criteria is met.



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# Dental Case Management Program

Dental Case Management is a program designed for Medi-Cal members with special health care needs who are unable to schedule and coordinate complex treatment plans involving one or more medical and dental providers.

Care coordination services allow Medi-Cal members to call and gain access to extended dental services with the direction and support of Telephone Service Center (TSC) representatives, who can assist members with locating a general or specialist dentist, accessing appointments, translation services, and transportation assistance.

Access care coordination services by calling the Medi-Cal Dental Telephone Service Center, Monday-Friday, 8:00 a.m.-5:00 p.m.

**Telephone Service Center: (800) 322-6384**



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# Adults and Seniors



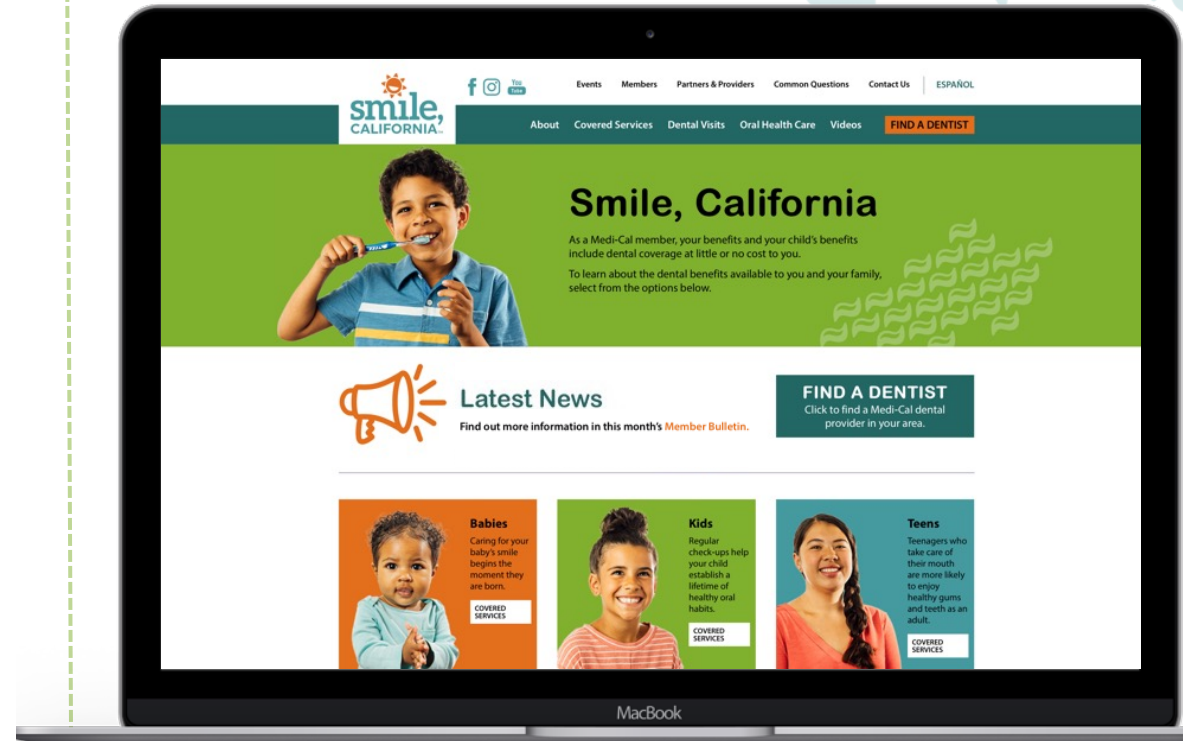
Practicing good dental care can help keep you healthy and enjoy your smile for years to come.

# Commonly Asked Questions



## How do I find a dentist who accepts Medi-Cal?

1. Visit **SmileCalifornia.org**.
2. Click on the **Find A Dentist** button.
3. Click on the **Provider Search Directory**, and pick the option that best fits your needs.
4. Enter your **zip code**, and you're on your way to finding a dentist near your area.



**Telephone Service Center: (800) 322-6384**

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# Commonly Asked Questions



## How do I apply for Medi-Cal dental benefits?

You do not need to apply separately for Medi-Cal Dental. Medi-Cal currently offers dental services as one of the program's many benefits.

Visit [dhcs.ca.gov](https://dhcs.ca.gov) and click on the **Individuals** button at the top of the menu.



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# Commonly Asked Questions



## What should I do to prepare for my dental appointment?

**Bring Your Medi-Cal Card:** Bring Your Medi-Cal Card/Benefits Identification Card (BIC) with you to the appointment. The office staff will ask to see the card to complete your patient information. Under special circumstances, you can still be seen for dental services without a Medi-Cal Card/BIC.

**Ask Questions:** Bring a list of questions you may have for your dentist and do not be afraid to share your concerns.

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# Commonly Asked Questions



## How many times a year can I visit the dentist?

If you are age 21 or older, you are covered for free or low-cost checkups once a year.



# Commonly Asked Questions



**I need an interpreter.  
Can someone help me?**

Yes. We have interpreters who can help. We can also help you find a Medi-Cal dental provider who speaks your language or who has office staff who speak your language.

**Telephone Service Center: (800) 322-6384**



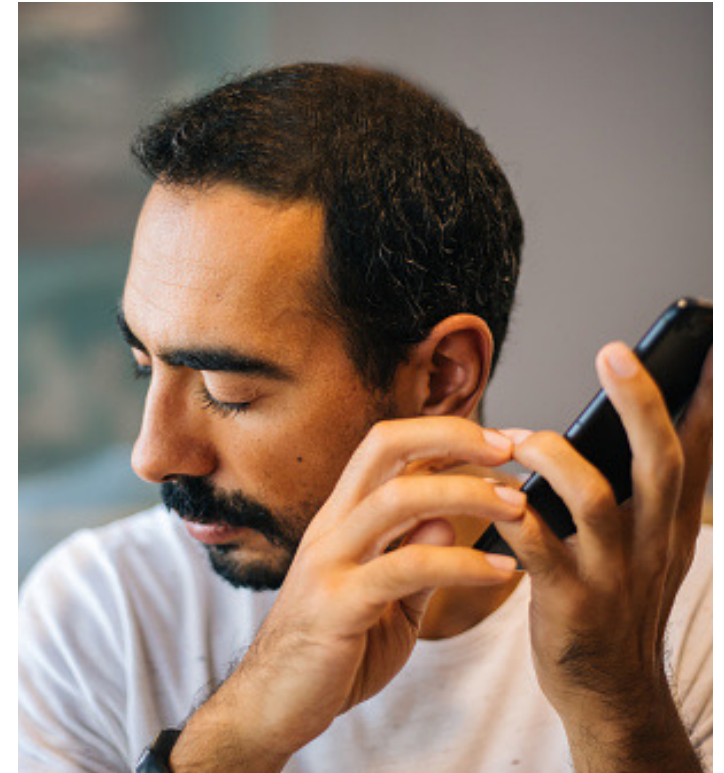
# Commonly Asked Questions



## What if I am hearing-impaired or speech-impaired?

If you have limitations with hearing or speaking, call us Monday through Friday, from 8 a.m. to 5 p.m., at our Teletext Typewriter (TTY) line at **(800) 735-2922**.

At all other times, please call the California Relay Service Telecommunication Devices for the Deaf (TDD) and TTY at **711** to get the help you need.



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# Commonly Asked Questions



## What if I don't have a way to get to the appointment?

Medi-Cal provides non-medical and non-emergency transportation services to eligible members.

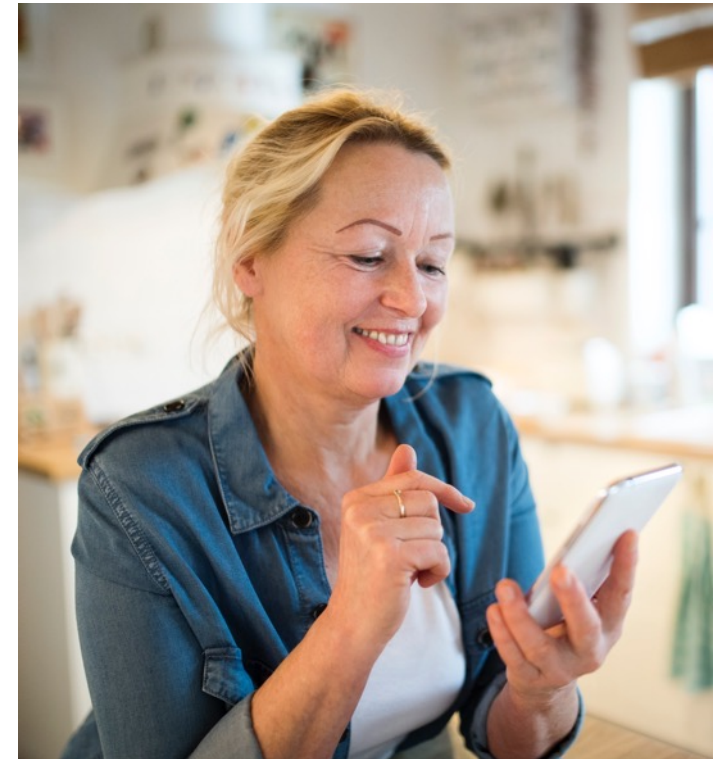
For transportation assistance, call the Telephone Service Center phone line at **(800) 322-6384**.

# Commonly Asked Questions



## What happens if I miss an appointment?

It is important that you show up for your dental appointments. If you know you will not be able to make your appointment, call at least 24 hours in advance to cancel and reschedule. If you are unable to call 24 hours in advance to cancel, be sure you call as soon as possible.







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For more information  
about your Medi-Cal dental  
benefits, visit **SmileCalifornia.org**  
or call **(800) 322-6384**.

**Smile on!**



**Medi-Cal Dental**

