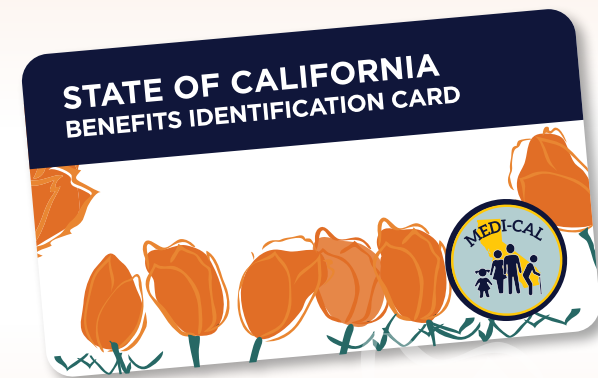


Medi-Cal Dental Managed Care Option to Switch to Dental Fee-For Service for Sacramento County Residents



Beginning **DECEMBER 1, 2023**, Medi-Cal members have the option to switch from Medi-Cal Dental Managed Care (DMC) to Medi-Cal Dental Fee-For-Service (FFS). Dental FFS covers the same dental services as DMC.

To learn more, visit SmileCalifornia.org/Sacramento or call the Telephone Service Center at **1-800-322-6384**.



Overview

Beginning **December 1, 2023**, in Sacramento County, Medi-Cal will allow you to get dental services through the Medi-Cal Dental Fee-For-Service (FFS) delivery system. This is because your Medi-Cal Dental Managed Care (DMC) plan did not meet acceptable standards for quality of services. For example, your plan may not have met standards for making sure members received cavity prevention services.



Below are questions and answers to help you better understand the option to switch.

What is Dental Managed Care (DMC)?

In DMC, Medi-Cal members must select one of three dental plans (*Health Net Dental, Liberty Dental, or Access Dental*). If you do not select a plan within 30 days, one will be assigned to you. After a plan is selected, you can choose a provider that works with that plan. If you do not choose a provider within 30 days, one will be assigned to you.

What is Dental Fee-For-Service (FFS)?

In dental FFS (also known as regular Medi-Cal), members have the option to select any dentist enrolled as a Medi-Cal dental FFS provider. You can find a list of dental FFS providers by visiting [SmileCalifornia.org/Find-a-Dentist](https://www.smilecalifornia.org/Find-a-Dentist). Access the Member Handbook to learn more about your covered dental services by visiting [SmileCalifornia.org/Member-Handbook](https://www.smilecalifornia.org/Member-Handbook).

How do I know if I have DMC or FFS?

If you live in Sacramento County, contact your case worker or the Medi-Cal Dental Telephone Service Center: 1-800-322-6384 TTY: 1-800-430-7077 or 711 to verify if you have DMC or FFS.

Is there a cost for switching from DMC to FFS?

No, there is no cost to switch from DMC to Dental FFS.

Is transportation provided with FFS?

Yes, Medi-Cal offers transportation to and from appointments. In FFS, professional medical transportation companies can provide Nonemergency medical transportation and Nonmedical transportation.

Learn more about transportation services available:

[SmileCalifornia.org/Transportation](https://www.smilecalifornia.org/Transportation).

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. At this time, if you want to stay with your DMC plan, you do not need to do anything.

How can I choose dental 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 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 the 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 dental FFS.



How will I know if my dentist is in dental 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: **1-800-430-7077** or **711**

Tell them which DMC plan you are currently in, but that you want to move to the dental FFS delivery system and would like to keep the same dentist after you want to move to dental FFS and would like to keep the same dentist after December 1, 2023. 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 dental FFS if I have a planned dental service or am currently going through a dental procedure?

Yes, you can choose to go into dental FFS.

- **If you choose dental FFS and your dentist is part of dental FFS**, you can continue to stay with your dentist.
- **If you choose dental FFS and your dentist is not part of dental 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.



What should I do when I get a notice in the mail that my plan is not meeting acceptable standards?

Choose one of two ways to receive your dental services:

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

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

- **If you choose to stay with your DMC plan**, you can continue receiving your dental services as you do today.
- **If you choose to join dental 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 dental FFS provider 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: dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx

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



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 dental plan, call Health Care Options at **1-800-430-4263** (TTY: **1-800-430-7077** or **711**), Monday through Friday, 8 a.m. to 6 p.m. Or visit their website at healthcareoptions.dhcs.ca.gov.

