



# Member Bulletin

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## THIS ISSUE

- pg 1 Updates to the *Smile, California* Website
- pg 1 Fill Out Conlan Refund Packet Online
- pg 2 Fill Out Medi-Cal Dental Complaint Forms Online
- pf 3 New Feature for Customer Service Center Assistance

## Updates to the *Smile, California* Website

Keep an eye out for updates on the *Smile, California* website.

Medi-Cal Dental is changing the name of Telephone Service Center (TSC) to Customer Service Center (CSC). The phone number will remain the same, 1-800-322-6384, available Monday through Friday 8:00am to 5:00pm. Also, forms will be updated with new email addresses for you to return your form via email as of May 13, 2024.

## Fill Out a Conlan Refund Packet Online

Starting May 13, 2024, Medi-Cal Dental is making it easier to fill out and submit a Conlan refund packet. You will soon be able to submit the packet online on the Smile, California website. You will not need to print, stamp, mail, or download the packet.

The new online filing feature for a Conlan refund packet will allow you to:

1. Fill out your personal information.
2. List providers you are requesting a refund from.

*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.



Medi-Cal Dental





3. Upload required documents for your Conlan claim.
4. Sign and submit the form.

Medi-Cal Dental wants to remind you that you may be able to get a refund if you paid out-of-pocket for Medi-Cal covered dental services. You can also download the form on the Smile, California website at <https://smilecalifornia.org/members/forms/>. This form is available in 17 languages, including English.

You may call the Member Service at 1-800-322-6384 to send the Conlan refund packet by mail, or if you have other questions.

You can mail the completed form to Medi-Cal Dental at the address below:

Medi-Cal Dental  
Member Services Group  
P.O. Box 15539  
Sacramento, CA 95852-1539

## Fill Out a Medi-Cal Dental Complaint Form Online

Starting May 13, 2024, Medi-Cal Dental is making it easier to fill out and submit a Medi-Cal Dental Complaint Form. You will soon be able to submit the form online without the need to print and stamp or download the form yourself.

You will be able to:

- Fill out your personal information.
- Add your representative (If not submitting for yourself).
- Add the dental provider information.
- Choose a type of complaint.
- Add comments to your complaint.
- Sign and submit the form online.

In the meantime, Medi-Cal Dental accepts complaints by phone, mail, and email. You can quickly resolve some complaints by first talking to your provider. If you do not want to talk to your provider first, or if the provider does not solve your problem, you may call the Member Service line at 1-800-322-6384 to file a complaint. You can send a written complaint by mail or email.

*Continued on pg 3*



If you choose to send a written complaint, you can download the complaint form from the Medi-Cal Dental website. This form is available in 17 languages, including English. You can get the form at <https://smilecalifornia.org/members/forms/>.

You can mail the completed form to Medi-Cal Dental at the address below:

Medi-Cal Dental  
Member Services Group  
P.O. Box 15539  
Sacramento, CA 95852-1539

## New Feature for Customer Service Center Assistance

Updates are coming to the Customer Service Center assistance line starting May 13, 2024. Soon you will be able to speak or press a certain key on your phone to ask for an interpreter at no charge. When you call the Customer Service Center at 1-800-322-6384, there are 10 language options. When you call, it would ask you to continue in English or choose a language as shown in the table below:

| Language   | Please Press or Say the number |
|------------|--------------------------------|
| English    | 1                              |
| Spanish    | 2                              |
| Mandarin   | 3                              |
| Vietnamese | 4                              |
| Russian    | 5                              |
| Farsi      | 6                              |
| Korean     | 7                              |
| Cantonese  | 8                              |
| Arabic     | 9                              |
| Armenian   | 10                             |

If the language you need is not listed, press the (\*) key or say, “other language” and a Customer Service Center agent will help you find an interpreter.

*Continued on pg 4*



# 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 լեզվական աջակցություններ: 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。

Continued on pg 5

**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).