Notice of Medi-Cal Dental Action Update

If your dental treatment request is denied or changed, you will receive a Notice of Medi-Cal Dental Action. The notice tells you why the dental treatment is denied, changed, or pending. It also tells you what you can do if you do not agree.

Medi-Cal Dental recently expanded the number of reasons for denied, changed, or pending treatment that may be listed on the notice. The notice will tell you about a change or a pending action for the dentist or Medi-Cal Dental. You should talk to your dentist if you have any questions about the notice or you can call the Telephone Service Center at 1-800-322-6384.

If you do not agree with the Notice of Medi-Cal Dental Action, you should first talk to your dentist about options or next steps. If you and your dentist agree that a different treatment plan is not an option, you can request a State Hearing. You can find more information in the Member Handbook and in this Member Informational Document which can be found on the Smile, California website on the Members tab under the Medi-Cal Dental Materials drop-down or on the Medi-Cal Dental website Members page under Important Links.

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Member Automated Call System Update

Medi-Cal Dental has updated the member automated call system to include eight (8) new languages. As a Medi-Cal member, you have the right to an interpreter at no charge. When you call the Telephone Service Center (TSC) at 1-800-322-6384, follow the prompts to access these languages:

- English, press 1
- Spanish, press 2
- Mandarin, press 3
- Vietnamese, press 4
- Russian, press 5
- Farsi, press 6
- Korean, press 7
- Cantonese, press 8
- Arabic, press 9
- Armenian, press 10
- For a language not listed, press 11

You can also ask for language assistance when you call the TSC. An interpreter can answer your questions and:

- Explain what your dentist tells you at your visit
- Explain your plan of care
- Talk to dental staff

If you get to your dental visit and need an interpreter in the dental office, you or your dentist may call the TSC at 1-800-322-6384. Please note that language interpreter services cannot be scheduled before an appointment.

Medi-Cal Member Identification

Make sure you are ready for your next dental visit! Remember to bring the items below each time you visit the dentist:

» **Medi-Cal Benefits Identification Card (BIC)**: The BIC is identification (ID) for Medi-Cal members. Having the card does not guarantee eligibility for Medi-Cal benefits.

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» **Valid, current photo ID**: Bring a valid, current California photo ID, such as a driver’s license or ID card. If your photo ID has expired, the dental office will accept it up to six months from the expiration date.

» **Social Security Number (SSN)**: If a foster child has not received a BIC, the dental office can use the foster child’s SSN to check eligibility.

» **Other dental coverage**: If you have other dental coverage, bring that information to show the dental office.

Your dental office uses these items to check your Medi-Cal coverage and eligibility. Your dental office will tell you which dental services are covered by Medi-Cal. They can also help you decide the best treatment.

Below are examples of Medi-Cal ID cards.

**BIC Poppy Design:**

![BIC Poppy Design](image)

**BIC Pre-Poppy Design:**

![BIC Pre-Poppy Design](image)

**Medi-Cal Identification Card Presumptive Eligibility:**

![Medi-Cal Identification Card Presumptive Eligibility](image)

**Immediate Need Card:**

![Immediate Need Card](image)

If you have any questions about your Medi-Cal coverage or eligibility, please call the Telephone Service Center at 1-800-322-6384.

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Important: Your Contact Information

Help us keep your contact information current so you can receive important updates. Some examples include:

- Provider referrals
- Member Complaint Forms
- Medi-Cal Dental notices about your dental treatment
- Refund claims

If you need to update your information, please contact your local County Social Services office. A complete list of county offices can be found on the Department of Health Care Services website here.

October is National Dental Hygiene and Orthodontic Health Month

Did you know that keeping your mouth clean is an important part of your overall health? You should brush and floss your teeth daily and go to your dentist regularly. The American Dental Association’s (ADA) Mouth Healthy website suggests that you:

- Use the right size toothbrush to brush your teeth two times each day
- Get a new toothbrush after three to four months, or sooner if needed
- Brush with an ADA compliant toothbrush. Check the packaging for the ADA-accepted seal

Keeping your mouth clean and regular dental visits are also a must when you have braces. When cleaning your teeth, don’t forget to use:

- Water for rinsing your mouth (after every meal, snack, or acidic drink)
- A toothbrush
- An interdental brush (a small dental brush that can reach where a regular toothbrush can’t)
- Floss

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Check out the American Association of Orthodontists article [Six Must-Haves for Cleaning Teeth with Braces or Aligners When You’re on the Go](#) for more information. You can also ask your Medi-Cal dentist how best to keep your mouth and braces clean.

**Need to find a dentist?** You can [click here](#) to find one online. For more ways to keep your smile healthy, visit [SmileCalifornia.org](#).

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**Find a Dentist**

Do you need to find a Medi-Cal dentist near you? You can easily search for one by clicking on the Find a Dentist button on [SmileCalifornia.org](#).

Once you click on the [Find a Dentist](#) button you can view the lists to find one. We understand it may be hard to find an open dental office during COVID-19 restrictions; to help you locate one, please check out the [COVID-19 Provider Emergency Service Locations](#) map on the Medi-Cal Dental website.

If you cannot find a dentist in your area who accepts Medi-Cal or your regular dental office is closed, please call the Telephone Service Center at 1-800-322-6384 for help.
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)**

**Tagalog (Tagalog – Filipino)**

**한국어 (Korean)**

**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)**
ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսու մեք հայերեն, ապաձեզ անվճար կարող են տրամադրվել լեզվական աջակցություն ու ծրագիր ունենալ: Զանգահարեք 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。

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Hmoob (Hmong)

Punjabi (Punjabi)
ਧਾਤ ਤਿਧੀਆਂ: ਸਾਥੀ ਪੰਜਾਬੀ ਬੋਲਣ ਦੇ ਵੀ ਸੁੱਖ ਦੇਸ਼ ਦੇ ਸੰਬੰਧ ਵਿਚ ਸੰਬੰਧ ਹੋ ਜਾਣਗੇ। 1-800-322-6384 (TTY: 1-800-735-2922) ਤੋਂ ਕਾਲਨਾ ਨਾਲ ਕੋਲ ਕਰੋ।

Arabic (Arabic)
لا تتوفر خدمات الترجمة في العربية، اتصل عبر رقم الديجيتال: 1-800-322-6384 (TTY: 1-800-735-2922) في أوقات صمت وصوت.

Hindi (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।

Thai (Thai)

Cambodian (Cambodian)
ប្រយ័ត្ត: ប្រការអត្ថបទក្នុងភាសាខ្មែរ, ប្រការមួយអំពីការប្រើប្រាស់ ផ្នែកមួយការប្រើប្រាស់នៅក្នុងភាសាខ្មែរ តែ ការេ 1-800-322-6384 (TTY: 1-800-735-2922)។

Lao (Lao)
ປະເທດ: ເໜຶ້າໜ້າ ການບໍລິການຊ່ວຍເຫຼືອດ້ວຍພາສາ, ການບໍລິການຊ່ວຍເຫຼືອດ້ວຍພາສາ, ການບໍລິການຊ່ວຍເຫຼືອດ້ວຍພາສາ ອາຍ ທຸກ 1-800-322-6384 (TTY: 1-800-735-2922).