



Member Bulletin

SEPTEMBER 2022
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Smile, California Facebook Live Events

Please join us for this month's Facebook Live events! An English presentation will be held on **September 28th** and a Spanish presentation will be held on **September 30th**.

We'll tell you all about your Medi-Cal dental benefit and answer your questions about the Medi-Cal Dental Program. Stay for the full presentation and you could win a \$50 VISA gift card!

What: *Smile, California* Facebook Live:
Smile, your Medi-Cal benefits include dental!

Where:

- **ENGLISH:** <https://fb.me/e/1XVPOPINb>
- **SPANISH:** <https://fb.me/e/1Yjj4taeZ>

When/Language:

- **ENGLISH:** Wednesday, September 28, 2022 at 1:00 PM Pacific Standard Time
- **SPANISH:** Friday, September 30, 2022 at 1:00 PM Pacific Standard Time

In the meantime, we'd love to connect with you online! "Like" our [Facebook page](#) or follow us on [Instagram](#) to get updates on the *Smile, California* campaign. You can also visit SmileCalifornia.org - or SonrieCalifornia.org for Spanish - to learn more.

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Learn more about free or low-cost dental services to help keep you and your smile healthy at SmileCalifornia.org.

FIND A DENTIST

Click for a complete list of Medi-Cal dental providers in your area.



Medi-Cal Increases Asset Limit

On July 1, 2022 the asset limit for Medi-Cal programs for people who are 65 or older or disabled increased. These changes apply to things you own, which can be counted for Medi-Cal eligibility. These items include bank accounts, cash, second vehicles and homes, and other financial resources.

The previous limits were \$2,000 for one person, and \$3,000 for a couple. The new limits are \$130,000 for one person, and an additional \$65,000 for each additional family member.

Please call Medi-Cal Member Services at (800) 541-5555 for help. Or visit the [Asset Limit Changes FAQ](#) webpage for more information.

September is Healthy Aging Month

A healthy smile never gets old! September is a great time to brush up on good dental habits and your [covered services](#). Help keep your teeth and gums healthy by making sure you:

- ✓ Brush your teeth twice a day and floss daily.
- ✓ If you have dentures, clean them daily with cleaners made for dentures. Remember to brush your gums with a soft toothbrush.
- ✓ Eat a healthy, well-balanced diet.
- ✓ See the dentist for a checkup once a year.

As a Medi-Cal member, you may qualify for the following free or low-cost services:

- Dental exams (every 12 months)
- Teeth cleaning (every 12 months)
- Fluoride treatment (every 12 months)
- X-rays
- Deep cleaning (scaling and root planing)

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- Fillings
- Crowns
- Root canals
- Partial and full dentures
- Denture relines
- Tooth removal
- Emergency services
- Other medically necessary dental services

Your safety is important now more than ever. Please follow your dentist's instructions when visiting the dental office. For what to expect on your next visit, please read [this important COVID-19 message](#) from Smile, California.

Need to find a dentist? Use our [Find a Dentist tool](#) to find one that's right for you.

What to Know: Types of Complaints

Medi-Cal Dental accepts many types of complaints. Sometimes, a quick talk with your dentist can solve the problem. If you do not want to talk to your dentist, or if the dentist does not solve your problem, we can help.

➤ Complaints by Phone

You can call the Telephone Service Center (TSC) at 1-800-322-6384 to make a complaint. For the Teletext Typewriter (TTY), call 1-800-735-2922.

➤ Complaints by Email or Mail

To make a complaint, You can download the [Medi-Cal Dental Complaint Form](#) from the Smile, California website. You have to fill the form out completely. You can email it to MemberFormReturn@delta.org or mail it to:

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

Complaints are handled differently depending on the type. Medi-Cal Dental divides the complaints into two groups. Quality of Care and General Complaints.

- **Quality of Care Complaints**

By Phone

If you are not happy with the dental work you got from a Medi-Cal dentist, you can call or write the TSC. During the call, we will:

1. Ask for your name and your dentist's name
2. Ask you to tell us about your problem with the service you received
3. Look up your dental history to see the treatment you received
4. Do our best to resolve your complaint over the phone
5. Log your complaint
6. Send it for further research

In Writing

If you choose to submit a Quality-of-Care Complaint in writing, we will:

1. Send you a confirmation letter three business days after we receive your complaint by email or mail
2. Research your problem
3. Depending on your complaint, we may:
 - ✓ Refer it to a Medi-Cal dental consultant to decide the next steps
 - ✓ Contact you and/or the dentist involved
 - ✓ Refer you for a clinical screening exam

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✓ Send a referral to the appropriate department

4. Send you a letter with the results and reasons for Medi-Cal Dental's decision within 30 days of receiving your complaint

- **General Complaints**

Medi-Cal Dental treats these types of complaints differently depending on the problem. We log, track, and help with all complaints, no matter how we receive them. Below are examples of general complaints:

- You have to wait too long for an appointment
 - Medi-Cal Dental will:
 1. Log your complaint
 2. Help you make your appointment or find another office
- You visited a dirty dental office and/or were treated unprofessionally
 - Medi-Cal Dental will:
 1. Log your complaint
 2. Refer you to the Dental Board
- You cannot get a service, treatment, or medicine you need
 - Medi-Cal Dental will:
 1. Log your complaint
 2. Send the complaint to the Care Coordination unit
 3. The Care Coordination unit will call you right away and help you solve your problem within 24 hours
- You were charged money at the dental office for a covered dental service, or your dental office keeps sending you a bill that you do not think you should have to pay

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➤ Medi-Cal Dental will:

1. Log your complaint
2. Send the complaint to the Correspondence Department
3. The Correspondence Department will acknowledge the improper billing complaint,
and
4. Send a letter to the provider telling them about improper billing practices and send you a copy

- You are concerned about possible fraud

➤ Medi-Cal Dental will:

1. Log your complaint

Your concern will be reviewed further with the appropriate department. Some complaints may take several steps to get resolved. We may send your complaint to another department for more research. If this happens, you may receive a follow-up call or letter with more information about your complaint.

Please check out the [Member Handbook](#) to learn more about the complaint process.

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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 աջակցությունները: Չանդառաքեք 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)

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, បសវនករនឹងជួយអ្នកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់បរិស្ថាន។ ចូរ ទូរស័ព្ទ 1-800-322-6384 (TTY: 1-800-735-2922)។

ພາ ສາ ລາ ອ (Lao)

ໂປດລາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-322-6384 (TTY: 1-800-735-2922).