



Member Authorized Representative Frequently Asked Questions

What is an Authorized Representative?

An Authorized Representative is someone you can name and give access to your Protected Health Information (PHI). An Authorized Representative can be family members, friends, or any other individual you choose. For example, you may want your spouse or adult child to help with billing questions, booking appointments, or to be aware of your health status.

Am I required to have an Authorized Representative?

No. However, if you want someone to contact us on your behalf and discuss your Protected Health Information (PHI), you will need to appoint an Authorized Representative.

How do I appoint an Authorized Representative?

You must complete and mail a signed Authorized Representative [form](#) to:

Medi-Cal Dental Program
Attn: Information Security/Privacy Office
P.O. Box 15539
Sacramento, CA 95852-1539

Where can I find the Authorized Representative form?

You can find the Authorized Representative form on the Medi-Cal Dental website [here](#).

Can I have more than one Authorized Representative?

Yes. There is no limit to how many Authorized Representatives you can have, but you must submit a separate form for each person you appoint as an Authorized Representative.

Can I have an organization act as my Authorized Representative?

Yes. You can appoint an organization to act as your Authorized Representative by completing and mailing a signed Authorized Representative [form](#). The appointed organization will then need to complete the Medi-Cal Dental program Authorized Representative Standard Agreement for Organizations [form](#). This form tells us who from that organization can call us and discuss your PHI.

Can I change who I appoint as an Authorized Representative?

Yes. You control who can talk about your PHI with us. You can add, change, or revoke your authorization for an Authorized Representative at any time. If you choose to change a person's Authorized Representative status, you must complete and mail an Authorized Representative form with your new instructions.



Can I remove someone as an Authorized Representative?

Yes. You can remove someone as your Authorized Representative at any time by submitting a new Authorized Representative form with your new instructions.

Can I limit what information each Authorized Representative is able to discuss?

Yes. You can give an Authorized Representative full access to your PHI, or limit what PHI you allow us to discuss with them. Simply provide those instructions on the Authorized Representative form.

Does an Authorized Representative have access to all of my dental records?

The Authorized Representative Form allows you to specify if access is to be granted for all of your PHI or if you want to limit access.

Does completing and signing the Authorized Representative form give the Authorized Representative authority for all my dental care decisions?

No. Completing and signing the Authorized Representative form does not give the Authorized Representative authority to make dental care decisions for you. It does allow the Authorized Representative to have access to your PHI.

Who can act on my behalf to make health care decisions?

A Personal Representative who has been granted legal authority to act on behalf of you. A Personal Representative will be able to make health care decisions regarding a member's dental care.

What is a Personal Representative, and how is a Personal Representative different than an Authorized Representative?

A Personal Representative is a legal representative. They have the same rights and authority as the member. A Personal Representative has the authority to act as the member, and we must discuss the member's PHI with them. For example, a Personal Representative can be a parent acting on behalf of a Medi-Cal dental member who is a minor.

If I have someone join me on a phone call, will you discuss PHI with me and the person I invite?

Yes. However, if you call the Medi-Cal Dental Telephone Service Center and have someone join the call to help you, you may ask us not to talk about your PHI while the other person is present. If you would like us to discuss your PHI while the other person is on the call, you will need to give verbal consent. This kind of permission is only good for one call at a time. If you want to appoint that person to be your Authorized Representative, you will need to complete and send an Authorized Representative form.



Does appointing an Authorized Representative change how you will speak to me as the member?

No. As the member, you have full access to your PHI.

Does appointing an Authorized Representative change how you will speak to my dental provider or potential dental provider?

No. Appointing an Authorized Representative does not change how we will speak to your dental provider.