



Member Bulletin

MARCH 2019
Volume 2, Number 3



THIS ISSUE

- pg 1 American Sign Language Translation and Language Interpreter Services
- pg 2 4 Spring Tips for a Healthy Mouth
- pg 3 Language Assistance

American Sign Language Translation and Language Interpreter Services

Medi-Cal dental members can receive American Sign Language (ASL) translation and language interpreter services at no cost. If you need ASL or language interpreter services, call us Monday through Friday from 8 a.m. and 5 p.m. on our TTY line at (800) 855-7100. At all other times, call the California Relay Service TDD/TTY at 711 to get the ASL help you need.

You must request the ASL interpreter three days before your dental appointment. When asking for ASL help, please have the following information:

- Date of dental appointment
- Start and end time of appointment
- Appointment type (for example, "dental appointment, surgical appointment, consultation, etc.")
- Name of person needing ASL services and his or her Member ID
- Office location address and phone number
- Office contact person name

Your dental office can also call Medi-Cal Dental and ask that an ASL translator come to your appointment.

Language interpreters are available in 17 threshold languages. For language interpreter services, call the Medi-Cal Dental Telephone Service Center (TSC) for help at (800) 322-6384. Tell the TSC staff what language you speak. The TSC will call interpreters if you speak another language.

The TSC can help you find a dental office who speaks your language. You can also call the TSC to interpret for you when you have to talk to your dentist on the phone. If you get to your appointment and need someone to interpret for you at the dental office, you or your dentist may call the TSC. The TSC will get an interpreter in your language to help.

Continued on pg 2

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.



4 Spring Tips for a Healthy Mouth

Doing some spring cleaning? Don't forget to check your bathroom counter! For a clean mouth, add these four items to your cleaning checklist.

1. Take Care of Your Toothbrush

Get in the habit of changing your toothbrush every three or four months. Your toothbrush loses its ability to reach small spaces when its bristles wear down. Kids may need new brushes more often because they tend to be a little harder on them than adults. Don't share toothbrushes. Rinse them with tap water after use and store them upright to dry.

2. Check the expiration date on your mouthwash

Most mouthwash has the shelf life listed on the bottle. Using mouthwash past the expiration date can affect not only its taste but also its effectiveness, so double check that yours is still good to go.

3. Replenish your floss supply

The recommended length of floss is 18 inches per flossing session. With a daily flossing schedule, that adds up to roughly 45 feet of floss a month! Stock up to avoid running out.

4. Schedule a dentist appointment

Regular visits to the dentist should already be a part of your schedule. If you've been skimping on these visits or a new problem has popped up, call your dental office to set up an appointment. Spring and fall are great times to book cleanings, as these seasons may be the least likely to conflict with any vacation plans.

Continued on pg 3



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)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ ԵՐԵ Խոսում էք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվակցում 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 4



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)

ਧਿਆਨ 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: បរិស្ថានជនរងគ្រោះភាសាខ្មែរ, បសវនករខ្មែរភាសា បោលមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-800-322-6384 (TTY: 1-800-735-2922)។

ພາ ສາ ລາ ວ (Lao)

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