



# Member Bulletin

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## THIS ISSUE

- pg 1 October is National Dental Hygiene and Orthodontic Health Month
- pg 2 Need a ride? Medi-Cal Can Help!
- pg 3 Refund for Out-of-Pocket Payments
- pg 4 Language Assistance

## October is National Dental Hygiene and Orthodontic Health Month

October is National Dental Hygiene and National 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 a properly sized toothbrush to brush your teeth two times each day
- Replace your 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 is a must when you have braces. Don't forget to use a toothbrush, interdental brush (a small dental brush that can reach where a regular toothbrush can't), and floss when cleaning your teeth. 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 for more ways to keep your smile clean.

You can find more helpful tips and tools on the new Smile, California website at [SmileCalifornia.org](#).

*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.





## Need a ride? Medi-Cal Can Help!

Medi-Cal can help with rides. Medi-Cal covers two types of rides: non-medical transportation (NMT) and non-emergency medical transportation (NEMT). If you can travel by car, bus, train, or taxi, but do not have a ride to your appointment, NMT services can be set up. You can also use NMT if you need to pick up prescriptions, medical supplies, or equipment.

For help with an NMT ride, follow the steps below:

- If you are enrolled in a health plan, call your Member Services for help with NMT services.
- If you are enrolled in a Medi-Cal Dental Managed Care (DMC) plan, call your [DMC plan](#) for help with NMT services.
- If you have trouble getting a ride from a health plan or DMC plan, call the Telephone Service Center at 1-800-322-6384. Your county Medi-Cal office may also be able to help you get an NMT ride.

For more information about approved NMT providers, visit the Department of Health Care Services [website](#).

As mentioned above, the other type of ride is called non-emergency medical transportation (NEMT). Medi-Cal offers NEMT services to eligible members based on a medical need. Your medical or dental provider can decide if you need NEMT services. NEMT services cover wheelchair vans, litter vans, ambulances, or air transportation. You should ask for a ride as soon as you can before your scheduled appointment. If you have or will have many upcoming appointments, your medical or dental provider can ask for advance transportation to cover future appointments.

For help with an NEMT ride, follow the steps below:

- If you are enrolled in a DMC plan, call your Member Services for help with NEMT services. You will need a prescription from a licensed provider.
- If you have Fee- For-Service Medi-Cal, please let your provider know and they will assist or contact the San Diego Field Office at 1-858-495-3666.

*Continued on pg 3*



## Refund for Out-of-Pocket Payments

On January 1, 2018, optional adult dental benefits returned to Medi-Cal members who are 21 and over, restoring full Medi-Cal dental benefits. When adult dental was restored, deep cleaning (Scaling and Root Planing) became a benefit for Medi-Cal members 13 years and older. However, some adult members may have paid for the deep cleaning after it became a benefit of the Medi-Cal Dental Program. By law, Medi-Cal Dental providers must refund members who paid for covered medically necessary services and have provided proof of Medi-Cal coverage.

If you paid for a deep cleaning after January 1, 2018, you might be eligible for a refund. To request a refund, call the Telephone Service Center at 1-800-322-6384 to speak to a representative and request a Conlan Reimbursement Packet. The representative can also answer any questions you have. Once you get the packet, follow the instructions and mail it to the address on the form.

You will receive a letter once Medi-Cal Dental receives the packet.

For questions or more information about the repayment process, please call the Telephone Service Center at 1-800-322-6384.

*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)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ ԵՐԵ խոսում էք հայերեն, ապաձեզ անվճար կարող են տրամադրվել լեզվակապակցում ծառայություններ: Ձանգահարեք 1-800-322-6384 (TTY (հենատիպ)՝ 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)**

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, បសវនករជនរងគ្រោះភាសា 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).