



# Member Bulletin

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### Have you heard about Healthy Smile Tips from Smile, California?

It's a new program that delivers 2-3 healthy dental tips every month, via text!

Sign up by texting SMILECA to 31996. For text messages in Spanish, text SONRIECA to 31996.

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.

## How to Find a Provider for a Dental Emergency during COVID-19

Many dental offices are closed due to coronavirus (COVID-19) restrictions. If you have dental pain or a dental emergency, call your dental office for treatment. If your dental office is closed or you do not have a dentist, you can find one using the [COVID-19 Provider Emergency Service Location](#) map on the Medi-Cal Dental and *Smile, California* websites. You can also call the Telephone Service Center at 1-800-322-6384, and we will help you find a dental office or clinic. If there are no dentists available in your area and you need a ride, we can help you get a free ride there.

## Teledentistry Information for Members during COVID-19

During the novel coronavirus (COVID-19) crisis, to comply with social distancing, Medi-Cal dental providers can provide some care through telehealth technology. Some dental consultations can be done over telephone or video. If you already have a dental provider, you should call that office first and ask if they offer teledentistry. Your dental provider can tell you more about how they perform teledentistry. During the telephone or video appointment, your dental provider will decide if you need emergency treatment and will ask you to go into the office.

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For a video appointment, you will need one of these:

- Smart phone
- Smart tablet
- Laptop
- Personal computer

If you do not have a regular dentist, or your dental office is closed, call the Medi-Cal Dental Telephone Service Center at 1-800-322-6384, and we will help you find one. We can also help you get free transportation if there are no dental offices open in your area.

Visit the [CDPH website](#) and [DHCS website](#) to stay informed about COVID-19.

☀ **Remember to keep smiling – we will get through this together!** ☀

## State Hearing Extensions for Members during COVID-19

Due to the coronavirus (COVID-19) public health emergency, the Department of Health Care Services (DHCS) has extended the timeframe for State Hearing requests. Normally, State Hearing requests are accepted up to 90 days after the date on the Notice of Action (NOA). If the 90-day deadline would have occurred between March 1, 2020 through the end of the COVID-19 public health emergency, you are now allowed up to an additional 120 days to request a State Fair Hearing, for a total of up to 210 days. This extension will remain in effect until further notice. All other existing State Fair Hearing processes remain unchanged.

If your dentist told you a treatment was denied and you did not receive a NOA, please call the Telephone Service Center at 1-800-322-6384.

For more information about the State Hearing process, please review the [Member Handbook](#).

## Medi-Cal Dental Website Change

The Medi-Cal Dental website address changed on March 31, 2020. The old address was [www.denti-cal.ca.gov](http://www.denti-cal.ca.gov) and changed to [dental.dhcs.ca.gov](http://dental.dhcs.ca.gov). You can learn more about the change on page 2 of the Member Bulletin [Volume 2, Number 8](#). You may see a link to the old address in some materials. Don't worry! You can still click on old links to go to the Medi-Cal Dental website. If you saved any links or bookmarks to the old address, we suggest you update those to the new address. No changes have been made to [SmileCalifornia.org](http://SmileCalifornia.org).

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# Information for Members about COVID-19

Medi-Cal members' health and well-being are our top priority. The Department of Health Care Services (DHCS) continues to closely monitor the emerging COVID-19 pandemic, and encourages you to follow the recommended safety procedures and protocols from the [federal Centers for Disease Control and Prevention \(CDC\)](#) and [California Department of Public Health \(CDPH\)](#).

- Avoid close contact with people who are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash and wash your hands.
- Avoid touching your eyes, nose, and mouth.
- Clean and disinfect objects and surfaces you touch.
- Stay home when you are sick, except to get medical care.
- Wash your hands often with soap and water for at least 20 seconds.

If you have dental pain or a dental emergency, contact your dental office for treatment. If you do not have a regular dentist, or your dental office is closed, call the Medi-Cal Dental Telephone Service Center at 1-800-322-6384, and we will help you find one. We can also help you get free transportation if there are no dental offices open in your area.

A dental emergency requires immediate treatment. You can find examples of dental emergencies [here](#) and below:

- Bleeding that does not stop
- Painful swelling in or around your mouth
- Severe pain
- Facial trauma, such as injury to jawbone and face
- Gum infection with pain or swelling
- After surgery treatment (dressing change, stitch removal)
- Broken or knocked out tooth
- Snipping or adjusting wires in braces that hurt your cheek or gums

A routine dental visit is not an emergency. Below are examples of non-emergencies:

- Regular visits for exams, cleanings, and x-rays
- Regular visits for braces

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- Removal of teeth that aren't painful
- Treatment of cavities that aren't painful
- Teeth whitening

**Call 911 if you have a life-threatening situation.**

Visit the [CDPH website](#) and [DHCS website](#) to stay informed about COVID-19.

**☀ Remember to keep smiling – we will get through this together! ☀**

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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)**

ՈՒՇԱՂԴՐՈՒԹՅՈՒՆ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցությունները: 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。

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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: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, បសវនករនឹងជួយអ្នកក្នុងការប្រើប្រាស់សេវាជំនួយភាសា។ អាចមានសំរាប់ប្រើអ្នក។ ចូរ ទូរស័ព្ទ 1-800-322-6384 (TTY: 1-800-735-2922)។

**ພາສາລາວ (Lao)**

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