



Member Bulletin

JUNE 2020
Volume 3, Number 6



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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

FIND A DENTIST

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

Your Protected Health Information

Beginning June 29, 2020, Medi-Cal Dental will require that a signed Authorized Representative (AR) form be on file before a member's Protected Health Information (PHI) can be discussed with anyone other than the member or the member's legal Personal Representative (PR). An AR can be any trusted person you choose. Assigning an AR is optional. You do not need an AR to discuss your own PHI.

To give someone permission to discuss your PHI with us, you will need to do one of the following:

- **Give your verbal consent.** For example, if you and a trusted person call Medi-Cal Dental, a representative will ask you if your PHI can be discussed on the call with the other person. You can simply reply "yes" to give verbal consent. This kind of permission is only good for that call.
- **Complete, sign, and submit an AR form.** An AR form authorizes us to speak to your trusted person without you needing to be on the call each time. There is no limit to how many ARs you can have, but you must submit a separate form for each person you choose as an AR.
 - You can find the form on the Medi-Cal Dental website [here](#).

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- Complete and mail a signed AR form to:
Medi-Cal Dental Program
Attn: Information Security/Privacy Office
P.O. Box 15539
Sacramento, CA 95852-1539

Aside from you and your AR, we only share your PHI with your dental provider or legal PR. Examples of a PR include parents of a minor, legal guardian, Medical Power of Attorney, Executor of Estate, or deceased's next of kin.

You can find more information about ARs by checking out the Member Authorized Representative Frequently Asked Questions (FAQs) on the Medi-Cal Dental website [here](#) or on the Smile, California website under the Common Questions tab [here](#). If you have questions about ARs or the new AR form, please call the Telephone Service Center at 1-800-322-6384.

Three Tips for a Healthy Mouth

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

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

Some 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.

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 changed to www.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.

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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)

ՈՒՇԱՊԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական 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。

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

ພາ ສາ ລາ ອ (Lao)

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