Member Bulletin

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smile, CALIFORNIA™
MEDI-CAL HAS DENTAL COVERED

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.

Getting Dental Care During COVID-19

Good news! After closing in March because of COVID-19, Medi-Cal dentists are back and ready to give you the dental care you need.

Was your dental visit canceled because of COVID-19?

On May 7, 2020, the California Department of Public Health issued guidance on how dental providers can safely reopen and treat you in their office. Please see the flyer and video posted on the *Smile, California* website for what you can expect when you see a dentist.

Do you need to see a dentist?

If you need any dental care, stopped the care you need, or are having a dental emergency, please call your dentist to schedule a visit. If you cannot reach your dentist or they are closed, call the Medi-Cal Dental Telephone Service Center at 1-800-322-6384 or TTY 1-800-735-2922 to get help finding a dentist. The Telephone Service Center is open between 8:00 a.m. and 5:00 p.m., Monday through Friday. The call is free and if you need language help while on the call, or during your visit, that is free too. You can also go online to find a dentist here.

We care about your safety. Here are some of the ways your dental office will keep you safe:

- All patients and dental office staff have to be checked for signs of COVID-19 before going into the dental office.

SmileCalifornia.org

Patients and staff who might have or have COVID-19 should not go into a dental office.

- Depending on local or state requirements, you may be required to wear a face covering or mask.

- Your dentist may have other supplies to keep you safe during your visit.

- Your dentist is also required to clean all office space, rooms, and equipment after each patient.

- Your dental office may have signs and posters about how to safely cough or how to stay six feet apart.

Please note: Your dentist <u>cannot</u> make you pay for a mask or any other COVID-19 costs, including supplies. If you are asked to pay for a mask, please call the Telephone Service Center for help.

What if I need dental care and have COVID-19 or have signs of COVID-19?

If you have COVID-19 or signs of COVID-19 and your dentist is not able to see you until you are well, you can call the 24/7 Free Medi-Nurse call line at 1-877-409-9052 to talk with a nurse about your symptoms and find help in your area.

Oral health is important for your overall health. Don't wait to get the care you need!

<u>Reminder</u>: Call the Free Medi-Nurse Line at 1-877-409-9052 for COVID-19 Questions

The Department of Health Care Services (DHCS) launched an advice line that can connect you with a nurse, day or night, to talk about COVID-19 symptoms and help link you with local resources in your area. These medical professionals are available **24 hours a day, 7 days a week**. This line is for anyone who:

- Does not have insurance, or

- Is a Medi-Cal member but does not have a regular doctor or managed care plan to oversee their care.

The Medi-Nurse line is available in multiple languages, with steps in place that allow you to access interpreters, as needed. When you call, a nurse will answer your questions. They can help you:

- Understand if your symptoms might be related to COVID-19

- Determine whether you need to self-isolate

- Decide if you need to see a doctor to get tested and/or treated

- Connect with a Medi-Cal provider who can help determine presumptive eligibility for Medi-Cal

Call 1-877-409-9052 to reach the Medi-Nurse line. If you have a regular doctor or a health plan, please call them first. If you do not, the Medi-Nurse line can help!

DHCS has made medically necessary COVID-19 testing **FREE** in California, even for people who do not have insurance, r**egardless of documentation status**. For more information about the Medi-Nurse line, please visit the DHCS website here.

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 Hearing, for a total of up to 210 days. This extension will remain in effect until further notice. All other existing State 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 Member Billing Practices

The Department of Health Care Services (DHCS) would like to tell members about available refunds for Medi-Cal covered dental services when paid by a member. By law, an enrolled Medi-Cal provider is not allowed to bill a Medi-Cal member for services covered by Medi-Cal.

Your Medi-Cal dental provider can charge you for services if you choose to have treatment that is not covered by Medi-Cal. But it is very important for you to know what benefits are covered by Medi-Cal before signing an agreement to pay for services. Please read the next

article "Know Your Benefits" for a list of services Medi-Cal covers.

If you have other dental insurance, the dental office must bill your other dental insurance before asking Medi-Cal to pay for your treatment. The dental office cannot charge you for private insurance cost-sharing amounts, such as deductibles, co-insurance, or copayments.

If you get a bill from your dental office, call and ask why they sent you the bill. The dental office staff will explain the charges and why they are asking you to pay. If you still have questions about the bill, or if you paid for a service covered by Medi-Cal, call the Telephone Service Center at 1-800-322-6384 for help. We may be able to help you get a refund. By law, a Medi-Cal provider must refund you for a claim when you show proof that you had Medi-Cal coverage for a medically necessary service you received.

When your Medi-Cal coverage is verified, your Medi-Cal dental provider cannot treat you as a cash patient and cannot bill you for all or part of the costs of a Medi-Cal covered service, except to collect the Medi-Cal copayment or share of cost. For example, if you have a share of cost amount, you will have to pay that amount before Medi-Cal will pay for the treatment.

For more information about your Medi-Cal dental benefit, please visit SmileCalifornia.org. If you have questions, please call the Telephone Service Center at 1-800-322-6384.

Know Your Benefits

Keeping your teeth healthy can help your overall health. That's why it's important to know your dental benefits. The table below shows what Medi-Cal covers at every age. Medi-Cal has guidelines for these dental benefits. You must qualify under the guidelines to receive a service. You can find more information in the Member Handbook at SmileCalifornia.org/Members.

SERVICES	BABIES	KIDS	TEENS	PREGNANCY	ADULTS	SENIORS
Exam*	☀	☀	☀	☀	☀	☀
X-rays	☀	☀	☀	☀	☀	☀
Teeth cleaning	☀	☀	☀	☀	☀	☀
Fluoride varnish	☀	☀	☀	☀	☀	☀
Fillings	☀	☀	☀	☀	☀	☀
Tooth removal	☀	☀	☀	☀	☀	☀
Emergency services	☀	☀	☀	☀	☀	☀
Sedation	☀	☀	☀		☀	☀
Molar sealants**		☀	☀			
Root canals		☀	☀	☀	☀	☀

SERVICES	BABIES	KIDS	TEENS	PREGNANCY	ADULTS	SENIORS
Orthodontics (braces)***			☀			
Crowns			☀	☀	☀	☀
Partial and full dentures			☀	☀	☀	☀
Denture relines			☀	☀	☀	☀
Scaling and root planing			☀	☀	☀	☀

Exceptions:
Free or low-cost check-ups every six months for members under the age of 21, every 12 months for members over the age of 21.
**Permanent molar sealants are covered for kids and teens up to age 21.
***For those who qualify.

BABIES
Your child's first dental visit should take place after their first tooth appears, but no later than their first birthday. Baby teeth are very important. They help your child chew, speak, and smile.

KIDS
Children start to lose their baby teeth as early as five years old. This is when their permanent teeth begin to grow in. Ask the dentist for molar sealants. Molar sealants help protect your child's molars from cavities.

TEENS
Eating sugary foods and drinks puts teens at a higher risk for gum disease and tooth decay. Teenagers should continue to get regular check-ups. This ensures good oral health well into adulthood.

PREGNANCY
Good oral health care helps prevent problems during pregnancy. As a Medi-Cal member, you are covered during pregnancy and 60 days past the birth of your baby.

ADULTS
As you age, taking care of your health becomes more and more important. Good oral health helps your smile as well as your overall health. Effective January 1, 2018, the Department of Health Care Services restored adult dental benefits for members ages 21 and older with full-scope dental coverager.

SENIORS
Older adults are prone to gum disease and other oral health problems. You can lower your risk by brushing twice a day, flossing every day, and seeing your dentist regularly.

When you visit your dentist, remember to bring your Medi-Cal Benefits Identification Card (BIC) and a valid, current photo identification (ID). The dental office uses your BIC or your ID to check your Medi-Cal coverage. Your dentist will tell you which services Medi-Cal covers. They can also help you decide the best treatment.

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)。

Հայ երեն (Armenian)
ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայ երեն, ապաձեզ անվճար կարող են տրամադրվել լեզվական աշակցության ծառայություններ ։ Զանգահարեք 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。

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៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, បសវាជំនួយខ្នែនកភាសា ដោយមិនគិតឈ្នួល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-800-322-6384 (TTY: 1-800-735-2922)។

ພາ ສາ ລາ ວ (Lao)
ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ ທ່ານ. ໂທຣ 1-800-322-6384 (TTY: 1-800-735-2922).