



Member Bulletin

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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.

2021 Online Member Customer Service Satisfaction Survey

The Member Customer Service Satisfaction Survey is available now through March 17, 2021. This survey is for Medi-Cal members who use their dental benefit. You can take the survey to share your experiences with Medi-Cal dental offices and the Telephone Service Center. You will find the survey in Arabic, Armenian, Cambodian, Chinese, English, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Punjabi, Russian, Spanish, Tagalog, Thai, and Vietnamese.

The survey was mailed to a randomly chosen group of Medi-Cal members on February 1, 2021. However, all members are invited to take the survey online [here](#). If you received the survey by mail, you can respond by mail or take the online survey.

We value your opinion and look forward to your feedback. The results of the survey will be used to find out how Medi-Cal can better serve all Medi-Cal members.

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Coming Soon: *Smile, California* Website Update

We are excited to share the new *Smile, California* webpages in other languages will be coming March 2021. The new webpages will help members find Medi-Cal Dental resources in 15 languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Punjabi, Russian, Tagalog, Thai, and Vietnamese. You will be able to find these resources in other languages:

- Information about the Medi-Cal Dental Program
- Find a Dentist search tool
- Telephone Service Center contact information
- *Smile, California* outreach and educational materials
- Answers to common questions

You can find the full *Smile, California* site at SmileCalifornia.org. Or visit the full Spanish site at SonrieCalifornia.org. If you need more help in your language, please call the Telephone Service Center at 1-800-322-6384.

Important: Keep Your Contact Information Current

Help us keep your contact information current. This allows you to get important updates and materials from Medi-Cal Dental. These include:

- Provider referrals
- Member Complaint Forms
- Medi-Cal Dental notices about your dental treatment
- Medi-Cal Out of Pocket Refund Requests

If you need to update your information, please contact your local County Social Services office. A complete list of county offices can be found on the Department of Health Care Services website [here](#).

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Kindergarten Oral Health Assessment Program

The Kindergarten Oral Health Assessment (KOHA) is a dental checkup requirement that plays an important role in early prevention and detection of cavities in school-age children. By law, children must have a dental checkup 12 months before entering public school for the first time or by May 31st of their first year (Kindergarten or 1st Grade).

When you register your child for school, the school will give you a letter about the dental checkup requirement and a form to be completed by your child's dentist. Some schools offer a dental screening program at the school, but it also requires your permission. Once your child's dentist completes the assessment form, you must turn it in to your child's school.

If your child entered public school for the first time this year but has not been to the dentist yet, don't worry! You still have time to take them to the dentist by the May 31st deadline. With Medi-Cal, your child is covered for two dental visits each year. **Need to find a dentist?** Use our [Find a Dentist tool](#) to find one that's right for your family.

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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)

ՈՒՇԱՂԴՐՈՒԹՅՈՒՆՆԵՐ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվակապակցում 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, បសវនករនឹងជួយអ្នកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់បរិស្ថាន។ 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).