



# Member Bulletin

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## Visiting the Dentist

Regular dental checkups help keep your smile healthy. With Medi-Cal, adults are covered for **one visit per year** and children are covered for **two visits per year**, and sometimes more.

### Get Ready to Go

- **Find a Dentist** – You can easily search for a Medi-Cal dentist online by visiting the *Smile, California* [Find a Dentist](#) page or completing the online [Care Coordination Referral Form](#).
- **Confirm the Appointment** – Dental offices appreciate when you can confirm your appointment with them. If you need to cancel, make sure you give them at least a 24-hour notice.
- **Bring Your Medi-Cal Card** – Bring your Medi-Cal Card/ Benefits Identification Card (BIC) with you to the appointment. The office staff will ask to see the card to complete your patient information. Below are examples of valid cards.

*Continued on pg 2*

### THIS ISSUE

- pg 1 Visiting the Dentist
- pg 3 Medi-Cal Dental Case Management Program
- pg 4 What if Your Medi-Cal Treatment is Approved Through a State Hearing?
- pg 5 Language Assistance

Learn more about free or low-cost dental services to help keep you and your smile healthy at [SmileCalifornia.org](https://SmileCalifornia.org).

### FIND A DENTIST

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



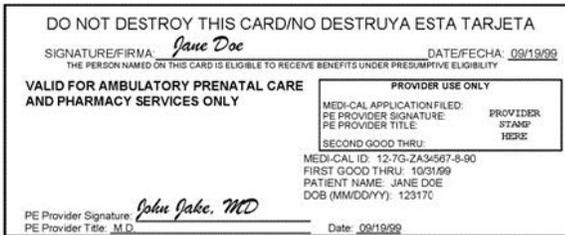
**BIC Poppy Design:**



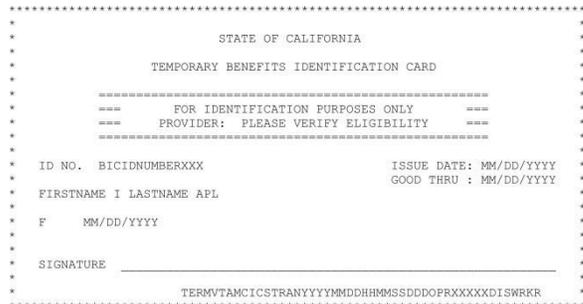
**BIC Pre-Poppy Design:**



**Medi-Cal Identification Card Presumptive Eligibility:**



**Immediate Need Card:**



- **Ask Questions** – Bring a list of questions you may have for your dentist. Do not be afraid to share your concerns.

**What to Expect During the Exam**

- **Baby’s First Visit** – A dental visit for your baby is faster than a full exam. Your baby can often stay in your lap the entire time. The dentist may check your baby’s mouth by looking inside or rubbing a finger on the gums and teeth. This will not hurt your baby in any way.

During your baby’s first dental visit, the dentist will make sure your baby’s gums and teeth are in good shape. Your dentist will also talk with you about:

- \* How to care for your baby’s mouth
- \* Baby bottle tooth decay
- \* Teething and milestones of development
- \* How food affects oral health

- **Your Child’s Exam** – During your child’s visit, the dentist might want to take x-rays of your child’s teeth. X-rays are done at least once a year to check development. X-rays also help look for problems, like early signs of cavities.

*Continued on pg 3*



Your dentist or a hygienist will then clean your child's teeth. They will finish up by polishing and flossing your child's teeth.

If your child already has molars, the dentist will look to see if your child needs sealants. Molar sealants are coatings placed on top of the teeth farthest back in the mouth. They protect against harmful bacteria and cavities.

- **Your Exam** – If this is your first dental visit, you may have a full set of x-rays taken of your teeth. You will also be asked about your dental history. The dentist will look for problems with your gums and teeth. The dentist will recommend preventive services to protect your teeth from disease or restorative services to fix any damage to your teeth.

Please note that having the BIC card does not guarantee eligibility for Medi-Cal benefits. Your provider will confirm your Medi-Cal eligibility at your appointment. If your BIC was stolen, you must tell your local police and your county social services office. You should give as much information about the theft as possible. If you are issued a new BIC card, your old BIC card will no longer be valid. Contacts for local County Social Services can be found [here](#).

If you need more help, visit our *Smile, California* website or contact the Telephone Service Center at (800) 322-6384. The call is free. Medi-Cal Dental representatives are available 8:00 a.m. to 5:00 p.m., Monday through Friday to assist you and the Medi-Cal Dental Interactive Voice Response System (IVR) can navigate you to the services you need on the phone.

## Medi-Cal Dental Case Management Program

Medi-Cal Dental offers additional support to members with certain needs. These services are provided through Case Management, which is designed for Medi-Cal members with special health care needs who are unable to schedule and coordinate complex treatment plans involving one or more medical and dental providers. Case Management is for members who have:

- Mental disabilities
- Physical disabilities

*Continued on pg 4*



- Behavioral disabilities
- Diagnoses that make the member unable to coordinate complex treatment with one or more providers

The member must be referred to case management by their:

- ✓ Medi-Cal dental provider
- ✓ Medical provider
- ✓ Case manager
- ✓ Case worker
- ✓ Other healthcare professional

To receive Case Management assistance, the member's dental provider, medical provider, case manager, case worker, or other healthcare professional must complete an online [Case Management Referral Form](https://dental.dhcs.ca.gov/Providers/MedicalDentalProviders) on the Medi-Cal Dental website at <https://dental.dhcs.ca.gov/Providers/MedicalDentalProviders>.

If a provider, case manager, case worker, or health care professional has questions about submitting the referral, they can contact the Medi-Cal Dental Telephone Service Center at **(800) 423-0507**. All referrals are evaluated to determine eligibility based on case management criteria.

Referrals that do not meet case management criteria will be routed to Care Coordination for assistance. Care coordination services allow Medi-Cal members to call and gain access to our telephone service representatives, who can assist members with locating and securing an appointment with a general or specialty dentist, translation and interpreter services, and transportation assistance.

## What if Your Medi-Cal Treatment is Approved Through a State Hearing?

If you get a pink Pre-Approval of Dental Treatment letter after requesting a State Hearing, it means some or all of your requested services have been approved. You have 365 days from the date of the letter to complete your treatment. If your pink letter is for orthodontic

*Continued on pg 5*



treatment, you must give the letter to the orthodontist within 365 days. If you agree with the approved treatment, you may cancel the hearing by calling the California Department of Social Services at 855-266-1157.

You can take the pink letter to a Medi-Cal dentist of your choice. You may choose a different dentist than the one that submitted your Treatment Authorization Request (TAR). You can find a Medi-Cal dentist by using the [Find-A-Dentist tool](#) on the *Smile, California* website, completing the online [Care Coordination Referral Form](#), or by calling the Telephone Service Center at **(800) 322-6384**.

The dentist will not need to submit a new TAR. They will submit a Medi-Cal Dental Claim form along with the pink letter after they complete your treatment.

Orthodontic treatment, however, requires both the pink letter and TAR before beginning treatment to link the treating provider to the treatment.

*Continued on pg 6*



# 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 para idiomas. 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)**

ՈՒՇԱԴՐ ՈՒԹՅ ՈՒՆ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լրիվ անվճար անվճար թյան ծառայություններ: 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。

*Continued on pg 7*



**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، فان 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, បសវនករជំនួយខ្លួនភាសា បោយមិនគិតថ្លៃ ក៏អាចមានសំរាប់អ្នក។ 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).