



# Member Bulletin

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## Medi-Cal Covers Dental During Pregnancy

Did you know that oral health care is safe throughout pregnancy? To keep both you and your baby healthy, it is recommended that you see your dentist for a cleaning and exam before your baby is born. As a Medi-Cal member, you are covered during pregnancy and 60 days past the birth of your baby. Medi-Cal provides the following free or low-cost services during pregnancy:

- Dental exams\*
- X-rays
- Teeth cleaning\*
- Scaling and root planing
- Fluoride varnish\*
- Fillings
- Crowns\*\*
- Root canals
- Partial and full dentures
- Denture relines
- Tooth removal
- Emergency services

*\*Every 6 months for members under the age of 21, every 12 months for members over the age of 21. More exams allowed when medically necessary.*

*\*\*Crowns on molars or premolars (back teeth) are only covered in some cases. Please talk to your dentist if you have questions about crowns.*

You can learn more about how Medi-Cal has you covered during pregnancy on the *Smile, California* website Covered Services page under the [Pregnancy tab](#).

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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.



To check out additional pregnancy resources, click on the links below:

- [Medi-Cal Covers Dental During Pregnancy Video](#) - Watch this brief video from *Smile, California* to learn why keeping your smile healthy during pregnancy is so important and how to find a dentist if you need one while you are pregnant!
- [Medi-Cal Covers Dental During Pregnancy Brochure](#) - Discover how pregnancy can impact your oral health, review common questions, and more!
- [Medi-Cal Covers Dental During Pregnancy Flyer](#) - Brush up on the services Medi-Cal covers during pregnancy and ways you and your baby can stay healthy!

Be sure to talk to your doctor and dentist about any questions you may have. For more information, please visit [SmileCalifornia.org](https://SmileCalifornia.org).

## Member Automated Call System Update

Medi-Cal Dental has updated the member automated call system to include eight (8) new languages. As a Medi-Cal member, you have the right to an interpreter at no charge. When you call the Telephone Service Center (TSC) at 1-800-322-6384, follow the prompts to access these languages:

- English, press 1
- Spanish, press 2
- Mandarin, press 3
- Vietnamese, press 4
- Russian, press 5
- Farsi, press 6
- Korean, press 7
- Cantonese, press 8
- Arabic, press 9
- Armenian, press 10
- For a language not listed, press 11

You can also ask for language assistance when you call the TSC. An interpreter can answer your questions and:

- Explain what your dentist tells you at your visit
- Explain your plan of care
- Talk to dental staff

If you get to your dental visit and need an interpreter in the dental office, you or your dentist may call the TSC at 1-800-322-6384. Please note that language interpreter services cannot be scheduled before an appointment.

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# 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.

**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. 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 cannot 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

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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!

## 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/#Member\\_Handbook](https://SmileCalifornia.org/Members/#Member_Handbook).

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

\*\*\*\*Crowns on molars or premolars (back teeth) are only covered in some cases. Please talk to your dentist if you have questions about crowns.

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## **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 coverage.

## **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.

# **Need a ride? Medi-Cal Can Help!**

Medi-Cal can help with rides. Medi-Cal covers two types of rides. One type is called non-medical transportation (NMT). If you can travel by car, bus, train, or taxi, but do not

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have a ride to your appointment, NMT services can be set up. You can also use NMT if you need to pick up prescriptions, medical supplies, or equipment.

For help with an NMT ride, follow the steps below:

- If you are enrolled in a health plan, call the plan's Member Services for help with NMT services.
- If you are enrolled in a Medi-Cal Dental Managed Care (DMC) plan, call your DMC plan for help with NMT services.
- If you have trouble getting a ride from a health plan or DMC plan, call the Telephone Service Center at 1-800-322-6384. Your county Medi-Cal office may also be able to help you get an NMT ride.

Need more information about approved NMT providers? You can access the list on the Department of Health Care Services website.

The other type of ride is called non-emergency medical transportation (NEMT). Medi-Cal offers NEMT services to eligible members based on a medical need. Your medical or dental provider can decide if you need NEMT services. NEMT services cover these rides:

- Wheelchair vans
- Litter vans
- Ambulances
- Air transportation

You should ask for a ride as soon as you can before your scheduled appointment. If you have or will have many upcoming appointments, your medical or dental provider can ask for advance transportation to cover future appointments.

For help with an NEMT ride, follow the steps below:

- If you are enrolled in a DMC plan, call your Member Services for help with NEMT services. You will need a prescription from a licensed provider.
- If you have Fee-For-Service Medi-Cal, please let your provider know and they will help you get the NEMT ride or you can call the Medi-Cal San Diego Field Office at 1-858-495-3666.

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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 ԵՐԵ Հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվակապակցում աջակցություն 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。

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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, បសវនករនឹងជួយអ្នកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់បរិស្ថាន។ 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).