



MEDI-CAL DENTAL PLANS INFORMATION

If your child is enrolled in Medi-Cal, he/she has dental benefits through one of these programs:

- + Regular Medi-Cal Dental Program (**Denti-Cal**)
- + Medi-Cal Dental **Plans**:
 - + Access Dental Plan
 - + Liberty Dental Plan
 - + Health Net Dental Plan

Please note:

- ✓ To receive HEALTH care services through Medi-Cal, you **must** choose a medical **PLAN**
- ✓ To receive DENTAL care through Medi-Cal, you **may choose** one of the **Dental Plans (Access, Liberty, Health Net) or Regular Medi-Cal (Denti-Cal)**
- ✓ If you choose a dental plan then:
 - + You must select a dentist within your plan
 - + You can change your plan every month

Once you find a dentist for your child, continue taking your child to the same dental office as recommended by your dentist

- ✓ If you are not sure whether your child has a dental plan or not, please, call (800) 322-6384

For help with Medi-Cal Dental plans, please contact **MAXIMUS**, the State's Health Care Options Contractor at toll-free:

(800) 430-4263 (for English)
(800) 430-3003 (for Spanish)

MAXIMUS can help you with:

- + Enrollment into a plan
- + Disenrollment from a plan
- + Changing a plan


Children need to visit the dentist before their first birthday

Please note:


- + Changes are to be requested by the **main** Medi-Cal applicant
- + You will need the Benefits Identification Card (Medi-Cal ID number)* for **each** individual you are requesting changes for
- + Monthly cut-off date for plan changes is **20th** of every month

* If you misplaced the Benefits Identification Card (BIC), contact DPSS LA County Customer Services at (310) 258-7400


If your child is currently enrolled in the **Regular Medi-Cal Dental Program (Denti-Cal)**, for more information or help finding a dentist, please contact:

 **Denti-Cal**
(800) 322-6384
Monday through Friday
8:00 a.m. to 5:00 p.m.
www.denti-cal.ca.gov

If your child is currently enrolled in one of the **Medi-Cal Dental plans**, for more information or help finding a dentist, please contact the plan directly:

 Access Dental Plan:
(888) 414-4110
www.premierlife.com


 Health Net of California (Dental)
(800) 977-7303
www.healthnet.com

 Liberty Dental Plan of California
(888) 703-6999
www.libertydentalplan.com




If you are not eligible for any of these programs/plans then our team might be able to help locate free or low cost dental care services for your child

Complaints Process


Step 1:

 File a complaint with the plan directly (see contact information on the left)

Please note:

-  There is **thirty days** grievance period
-  There is an **expedited** process for cases with a treatment need (72 hours)
-  If you are not happy with the plan's decision, proceed with Step 2

Step 2:

 File an appeal with The Department of Managed Health Care (DMHC)
(888) 466-2219

This information sheet is produced by

USC CHAMP
Children's Health and Maintenance Program

For more information, please contact:
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