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

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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](http://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](http://www.premierlife.com)

- **Health Net of California (Dental)**
  (800) 977-7303
  [www.healthnet.com](http://www.healthnet.com)

- **Liberty Dental Plan of California**
  (888) 703-6999
  [www.libertydentalplan.com](http://www.libertydentalplan.com)

**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:
Herman Ostrow School of Dentistry of USC
USC CHAMP
1149 S Hill St. H550
Los Angeles, CA 90015
(213) 740-1314
[champ.usc.edu](http://champ.usc.edu)

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