

Your guide to dental coverage

Dental care is included in your Blue Shield TotalDual Plan (HMO D-SNP), combining Medicare and Medi-Cal benefits, so you get the dental services you need in one simple plan.



Covered dental care with \$0 copay

Your plan includes dental services with a \$0 copay to keep you healthy and your smile bright. A full list of covered services and procedures can be found in the Member Handbook. Some services include:

- Annual dental exam, teeth cleaning, and fluoride varnish
- X-rays
- Deep cleaning
- Dentures and denture relines
- Crowns
- Fillings
- Root canals
- Tooth removal
- Emergency services

Dental services not covered by Medicare or Medi-Cal may have a copay. To avoid unexpected costs ask your dentist about coverage.



Visit a Delta Dental dentist

Delta Dental dentists in your plan take both Medicare and Medi-Cal. Use the website or call customer service to find a dentist. Dentists not in the plan may charge fees.

To find a dentist:

- Scan the QR code with your smartphone to visit the Delta Dental portal, enter your location, and then select Find a *dentist*.
- Call Delta Dental customer service at **(866) 247-2486 (TTY: 711), 8 a.m. to 8 p.m., Monday - Friday**. For simple questions, use Delta Dental's automated phone system, available 24/7.



Schedule an appointment

Call to make an appointment with a Delta Dental dentist. Be sure to bring both your Blue Shield ID card and your Medi-Cal benefits ID card to every dental appointment.



Need a ride to the dentist?

If you need transportation to and from your dental appointment for no extra cost, call **(855) 200-7544 (TTY: 711)**, 24 hours a day, seven days a week or visit callthecar.com.



Questions? We're here to help.

Call Blue Shield Customer Service at **(800) 452-4413 (TTY: 711)**, 8 a.m. to 8 p.m. PT, seven days a week. They can help you:

- Understand what dental services are covered.
- Manage dental bills. Do not pay them – call us first.
- Connect with a Care Navigator for appointments.

Know your rights when you get dental care:

- Ask for dental services covered with a \$0 copay. You don't have to receive services that are not covered.
- Review and agree on your treatment before you get care.
- You can't be billed or charged for deductibles, coinsurance, or copayments.
- You can be charged for services that are not covered. If you paid for a covered dental service, you may be eligible for a refund.

Most dental benefits are available through Medi-Cal Dental Fee-for-Service (FFS) and Dental Managed Care (DMC) delivery systems. For more information:

Call: (800) 322-6384. The call is free. Medi-Cal Dental FFS representatives are available to assist you from 8 a.m. to 5 p.m., Monday through Friday.

TTY: (800) 735-2922. This number is for people who have difficulty with hearing or speaking. You must have special telephone equipment to call it.

Website: visit dental.dhcs.ca.gov or smilecalifornia.org.

In addition to Medi-Cal Dental FFS, you may get dental benefits through a DMC plan. DMC plans are available in Los Angeles County only. If you want more information about dental plans or want to change dental plans, contact Health Care Options at (800) 430-4263 [TTY: (800) 430-7077], 8 a.m. to 6 p.m., Monday through Friday. The call is free. DMC contact information is also available at dental.dhcs.ca.gov/Contact_Us/DMC_Member_Contact_Information/DMCMemberContactInformation.

To opt out of future nonrequired communications, please call Customer Service at the number on your Blue Shield member ID card.

Blue Shield of California is an HMO D-SNP plan with a Medicare contract and a contract with the California State Medicaid Program. Enrollment in Blue Shield of California depends on contract renewal.

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