



Welcome to the Coverage
Ambassadors Webinar! We will begin
shortly.

¡Bienvenidos al Seminario Web de
Embajadores de la Cobertura!
Comenzaremos en breve.

Translation and Captions



Spanish Translation - Select three dots on the top right, Language and Speech, Language Interpretation, and select Spanish.

Traducción al español - Seleccione tres puntos en la parte superior a la derecha, Idioma y Habla, Interpretación de Idiomas, y seleccione Español.



Closed captioning - Select the three dots, Language and Speech, Turn on Live Captions.

Subtítulos – Seleccione los tres puntos, Idioma y Habla, active Subtítulos en Vivo.

Chat and Q&A



All participants will remain muted during the meeting.



Use the Chat only for comments or to report technical issues.



Use the Q&A button to submit questions. We will call on participants who enter their questions there.



When called on, please turn on your camera if you're able.

Announcements and Reminders

[Medi-Cal's 60th Anniversary Campaign](#)

[Coverage Ambassador Annual Survey](#)

[March Community Highlights Newsletter](#)

[Coverage Ambassador Webpage](#)

[Become a Coverage Ambassador](#)

Telehealth Options for Medi-Cal Members

Coverage Ambassadors 1:1 Meetings

Contact us:

Email: ambassadors@dhcs.ca.gov

Coverage Ambassadors Webinar

Smile, California: Medi-Cal Dental Health Materials and Resources

Navish Reddy, DHCS

Agenda



- » *About Smile, California*
- » Medi-Cal and Oral Health Materials
- » Oral Health Education Videos
- » YouTube Resources
- » Oral Health Education Videos
- » Supporting Member in Finding a Dental Home Resources
- » Transportation
- » Partner with *Smile, California*

Smile, California and Sonríe, California

Smile California and Sonríe California help members by offering:

- » Easy-to-understand information about Medi-Cal Dental benefits
- » Clear explanations of covered services by age group
- » Guidance to prepare for dental appointments• Short educational videos
- » Tips for maintaining healthy teeth and gums
- » A tool to find Medi-Cal Dental providers
- » Resources that highlight the importance of routine dental care



Medi-Cal and Oral Health Materials

The Smile, California website offers free downloadable resources for Medi-Cal members. Resources can be found in the "Members" and "Partners & Providers tabs.

¡Las sonrisas saludables empiezan con dos!

Cepílese por **2** Minutos

Cepílese **2** Veces Al Día

Visite al Dentista **2** Veces Al Año

Molar Sealants Prevent Cavities

Food and bacteria can become stuck in teeth

Placing sealants is painless and takes only a few minutes

Tooth is protected from cavities

Sealed teeth are protected teeth. Sealants for children and teens

Medi-Cal Has Dental Covered

Regular dental check-ups are important for your overall health. Medi-Cal covers dental services for FREE for all ages. See the chart below for details on covered services.

SERVICES	BABIES	KIDS	TEENS	PREGNANCY	ADULTS & SENIORS
Exams*, x-rays, teeth cleaning, and fluoride varnish	✓	✓	✓	✓	✓
Fillings and tooth removal	✓	✓	✓	✓	✓
Emergency services	✓	✓	✓	✓	✓
Sedation	✓	✓	✓	✓	✓
Molar sealants**	✓	✓	✓	✓	✓
Root canals	✓	✓	✓	✓	✓
Orthodontics (braces)***	✓	✓	✓	✓	✓
Crowns	✓	✓	✓	✓	✓
Partial and full dentures and denture relines	✓	✓	✓	✓	✓
Scaling and root planning	✓	✓	✓	✓	✓

*Some check-ups keep all months, and sometimes more, for members under the age of 21.
**Remainder molar sealants are covered for kids and teens up to age 21.
***For those who qualify.

Healthy Smiles from Pregnancy Through the Toddler Years

HCS Medi-Cal Dental smile CALIFORNIA

California Department of Health Care Services Medi-Cal Dental Member Handbook 2023

Healthy Smiles Start with Healthy Foods

Good oral health takes more than just brushing and flossing. Eating a balanced diet from all the food groups and limiting sugary foods and drinks will help keep your teeth and gums healthy.

¡Medi-Cal tiene cobertura dental!

El Programa Medi-Cal Dental proporciona chequeos gratis o de bajo costo cada seis meses para miembros menores de 21 años y cada 12 meses para miembros mayores de 21 años.

Los servicios cubiertos pueden incluir:

Smile Care Plan

Use this plan to get set for your next dental visit.

REASONS TO SCHEDULE AN APPOINTMENT WITH YOUR NEAREST MEDI-CAL DENTIST TODAY!

- Because you can't Medi-Cal has dental covered. Dental check-ups are free or low-cost for Medi-Cal members (eligible for dental benefits).
- It's your baby's first birthday! Make an appointment for your child's first dental visit as soon as their first tooth comes in or by their first birthday, whichever comes first.
- Your child's permanent molars have arrived! Ask their dentist to apply molar sealants. It's quick, painless and can protect your child's back teeth for several years.
- As of January 1, 2018, the Department of Health Care Services restored adult dental benefits for members 21 and older with full-scope dental coverage.

CHOOSE YOUR DENTAL HOME:

Dentist Name: _____
Office Address: _____
Phone Number: _____

Dentist Name: _____
Office Address: _____
Phone Number: _____

Dentist Name: _____
Office Address: _____
Phone Number: _____

GET READY TO GO

- Find a Dentist** - You can find a dentist at SmileCalifornia.org or by calling the Customer Service Center at 1-800-322-6384.
- Confirm the Appointment** - Dental offices appreciate when you can confirm your appointment with them. You can usually give them 24-hour notice.
- Bring Your Medi-Cal Card** - Bring Your Medi-Cal Card/ Benefits Identification Card (BIC) with you to the appointment.
- Ask Questions** - Bring a list of questions you may have for your dentist and do not be afraid to share your concerns.

Visit SmileCalifornia.org to learn more about services available.

Sealants reduce cavities 80%

Find a Medi-Cal dentist.

sonrie CALIFORNIA

Medi-Cal cubre los servicios dentales de su cliente

Como cuidador, usted juega un papel importante para ayudar a su cliente a mantener una sonrisa saludable.

Este Plan de Salud Bucal pertenece a:

Ultima consulta dental: _____
Proxima consulta dental: _____

Smile CALIFORNIA

Pregnancy Dental care is safe and recommended during pregnancy. Medi-Cal covers dental visits during pregnancy and 12 months postpartum.

Adults and Seniors Regular dental visits keep your teeth strong and reduce the risk of gum disease. Medi-Cal covers full dental care for adults 21 and older.

Medi-Cal Dental

smile CALIFORNIA

HEALTHY FOODS = BIG SMILES!

Eating well and practicing good oral care at home every day is an important part of keeping your smile healthy—but don't forget to visit the dentist for regular check-ups! Dental visits are your best defense against cavities and gum disease and can help keep you healthy overall.

Medi-Cal Dental provides free check-ups every six months for members under the age of 21 and every 12 months for members age 21 and over.

Services may include:

- Exams and x-rays
- Sealants
- Scaling and root planning
- Root canal treatments
- Periodontal maintenance
- Orthodontics (braces)
- Complete and partial dentures
- Cleanings
- Fluoride treatments
- Fillings and crowns
- Emergency services
- Tooth removal
- Denture relines

Learn more about your covered services and find a dentist near you at SmileCalifornia.org

Medi-Cal Dental smile CALIFORNIA

YouTube Resources

Smile, California provides FREE educational videos in English and Spanish on [YouTube](#). The resources help educate and promote Medi-Cal dental benefits across communities.

The screenshot shows the YouTube channel page for "Smile, California". The channel name is "Smile, California" with the handle "@SmileCalifornia", 551 subscribers, and 97 videos. The bio reads: "Welcome to the official Smile, California campaign YouTube page. Smile, California is the ...more" and includes the website "smilecalifornia.org" and "2 more links". A "Subscribe" button is visible.

The "Videos" section features a carousel of six video thumbnails:

- Jasmin Goes to the Dentist Read-Along Video**: 2:39, 267 views • 1 month ago
- Video de lectura guiada Jasmin va al dentista**: 3:06, 113 views • 1 month ago
- Servicios de teleodontología de Medi-Cal Dental - las...**: 0:39, 24 views • 2 months ago
- Medi-Cal Dental Teledentistry Services - Social Media**: 0:36, 20 views • 2 months ago
- Servicios de teleodontología de Medi-Cal Dental**: 1:23, 190K views • 2 months ago
- Medi-Cal Dental Teledentistry Services**: 1:06, 290K views • 2 months ago

Below the video carousel is a section titled "Smile, California Oral Health Education Videos" with a "Play all" button. This section contains a row of six video thumbnails with titles:

- Understanding Your Medi-Cal Dental Benefits
- Getting Help During Dental Emergencies
- Caring for Members with Disabilities and Special Health Care Needs
- Golden Years, Healthy Smiles!
- An Early Start on Good Oral Health
- Fight Cavities in Children and Teens

The left sidebar includes navigation options: Home, Shorts, Subscriptions, You, History, Sign in to like videos, comment, and subscribe, Sign in, Explore, Shopping, Music, Movies & TV, and Show more. The bottom left corner shows "More from YouTube" with links to YouTube Premium, YouTube TV, and YouTube Music.

Oral Health Education Videos

The screenshot shows a YouTube interface with a search bar containing "Oral Health Education Videos Smile, California". The left sidebar includes navigation options like Home, Shorts, Subscriptions, You, and History, along with a "Sign in" button and an "Explore" section with Shopping, Music, Movies & TV, and Show more. The main content area features a playlist titled "Smile, California Oral Health Education Videos" with 9 videos and 6,979 views. The first video is "Understanding Your Medi-Cal Dental Benefits" (3:51). Below the playlist are five video thumbnails with their titles and view counts:

- 1. Understanding Your Medi-Cal Dental Benefits – Oral Health Education Videos (1.7K views • 8 months ago)
- 2. Getting Help During Dental Emergencies – Oral Health Education Videos (1K views • 8 months ago)
- 3. Caring for Members with Disabilities and Special Health Care Needs – Oral Health Education Videos (1K views • 8 months ago)
- 4. Golden Years, Healthy Smiles – Oral Health Education Videos (850 views • 4 months ago)
- 5. An Early Start on Good Oral Health – Oral Health Education Videos (871 views • 4 months ago)

Below the fifth video, the title "Fight Cavities in Children and Teens – Oral Health Education Videos" is visible. A QR code with a smile logo is located in the bottom right corner of the screenshot.

For more information, reach out to
Medi-CalOutreachSNC@gainwelltechnologies.com.

Supporting Members in Finding a Dental Home (1 of 2)

Use the “Find a Dentist” Tool:

- » Visit SmileCalifornia.org and select "Find a Dentist"
- » Click the "Provider Directory Search" link
- » Enter the member's zip code
- » Provide members with their top three choices using the Smile Care Plan

Care Coordination Services Can Help Members:

- » Schedule dental appointments
- » Find a general dentist or dental specialist
- » Access interpreter support, including American Sign Language
- » Arrange transportation to and from dental visits

To request these services, complete the [Care Coordination Referral Form](#) or call the Telephone Service Center at 1-(800) 322-6384, Monday through Friday, from 8:00 a.m. to 5:00 p.m.



Supporting Members in Finding a Dental Home (2 of 2)

Teledentistry:

- » Members can receive dental care remotely through teledentistry.
- » A list of providers offering teledentistry is available under the “Find a Dentist” button on the Medi-Cal Dental, SmileCalifornia.org and SonrieCalifornia.org websites.

Dental Case Management:

- » Dental Case Management connects members to extra support for their dental care needs.
- » Members can be referred by a dentist, doctor, case worker, or healthcare provider.
- » For more details, visit the SmileCalifornia.org website and view the [Medi-Cal Dental Member Handbook](#).



Transportation Services



- » Medi-Cal offers transportation to and from appointments for services covered by Medi-Cal.
- » There are two types of transportation for appointments:
 - Nonmedical transportation (NMT) is transportation by private or public vehicle for people who do not have another way to get to their appointment.
 - Nonemergency medical transportation (NEMT) is transportation by ambulance, wheelchair van, or litter van for those who cannot use public or private transportation.

Accessing Transportation Services



Call the Telephone Service Center at 1-800-322-6384. Available Monday–Friday, from 8 a.m. to 5 p.m.

- » Information about transportation services can be found on the [DHCS website](#).
- » To request assistance with transportation through a care coordinator, call the Telephone Service Center at 1-800-322-6384 or use the [online care coordination referral form](#).
- » If the member receives Medi-Cal dental as Fee-for-Service (FFS), the or authorized representative may email DHCSNMT@dhcs.ca.gov to request help coordinating transportation.
- » If the member receives Medi-Cal dental through a Dental Managed Care Plan, contact the [plan's Member Services department](#) to request NMT. Members must attest to the plan that all other available transportation resources have been reasonably exhausted.

Connect with Your Member Outreach Representative

Smile, California representatives are available statewide to answer questions, provide referrals to dentists accepting new patients, host presentations, participate at community events, and share oral health tips.

Connect with a representative to help promote healthy smiles in your community!



Smile, California Outreach Team (1 of 2)

Member Outreach and Provider EDI Supervisor

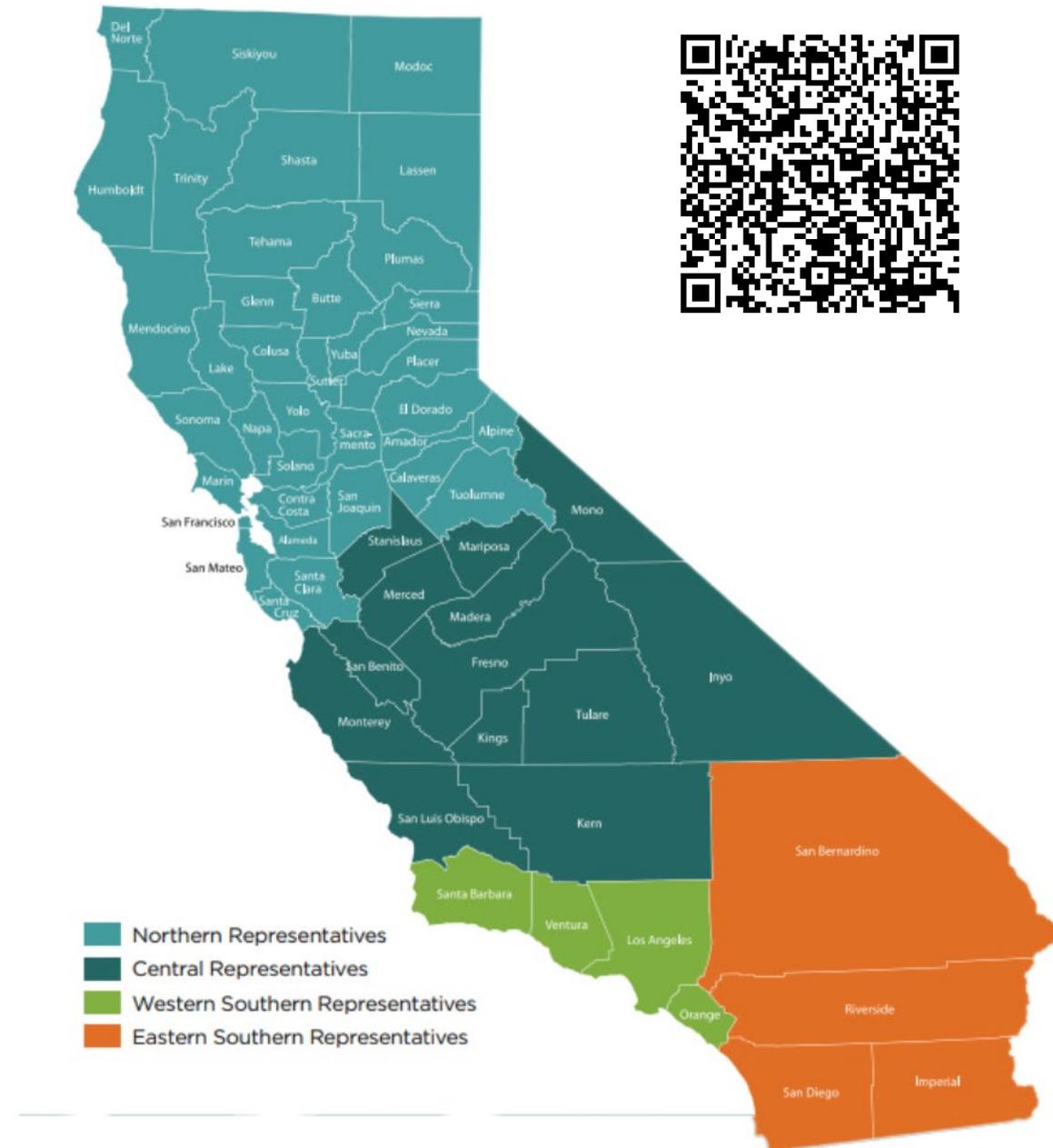
- » Paula Lee | 916-720-3976
- » chamepaula.lee@gainwelltechnologies.com

Provider Outreach Supervisor

- » Rebecca Murray | 279-221-0304
- » Rebecca.murray@gainwelltechnologies.com

Dental Services Advocacy Director

- » Dr. Gene Gowdey
- » Gene.gowdey@gainwelltechnologies.com



Smile, California Outreach Team (2 of 2)

Member Representatives

Northern

- » Darren Vinson | 279-667-0742
- » Darren.vinson@gainwelltechnologies.com

Central

- » Dwayne Calloway | 916-720-2587
- » Dwayne.calloway@gainwelltechnologies.com

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Central

- » Marie Dawn Rodriguez | 916-407-4289
- » Dawnmarie.rodriguez@gainwelltechnologies.com

Western Southern

- » Vivian Lin | 916-604-8301
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Eastern Southern

- » Elsie Barrow | 279-667-0712
- » Elsienore.barrow@gainwelltechnologies.com

Host an Event with *Smile, California*

Connect with Your Community

- » Looking to host an event for your community?
- » Share event details such as event type, location, audience and attendees to hello@SmileCalifornia.org or Medi-CaldentalOutreachSNC@gainwelltechnologies.com
- » We'll assess how we can support your efforts with printed resources, promotional materials, and in-person events.
- » Together, let's make oral health a priority in your community.



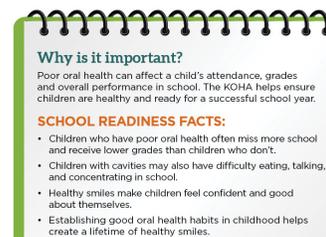
Mobile Van Events

- » Smile, California Bringing Services Directly to Rural Communities and Underserved Counties
- » Providing no-cost preventive and diagnostic services
- » Increasing access where traditional dental resources are limited
- » If you would like to feature your event on the Smile, California websites, reach out to hello@smilecalifornia.org or Medi-CalDentalOutreachSNC@gainwelltechnologies.com.



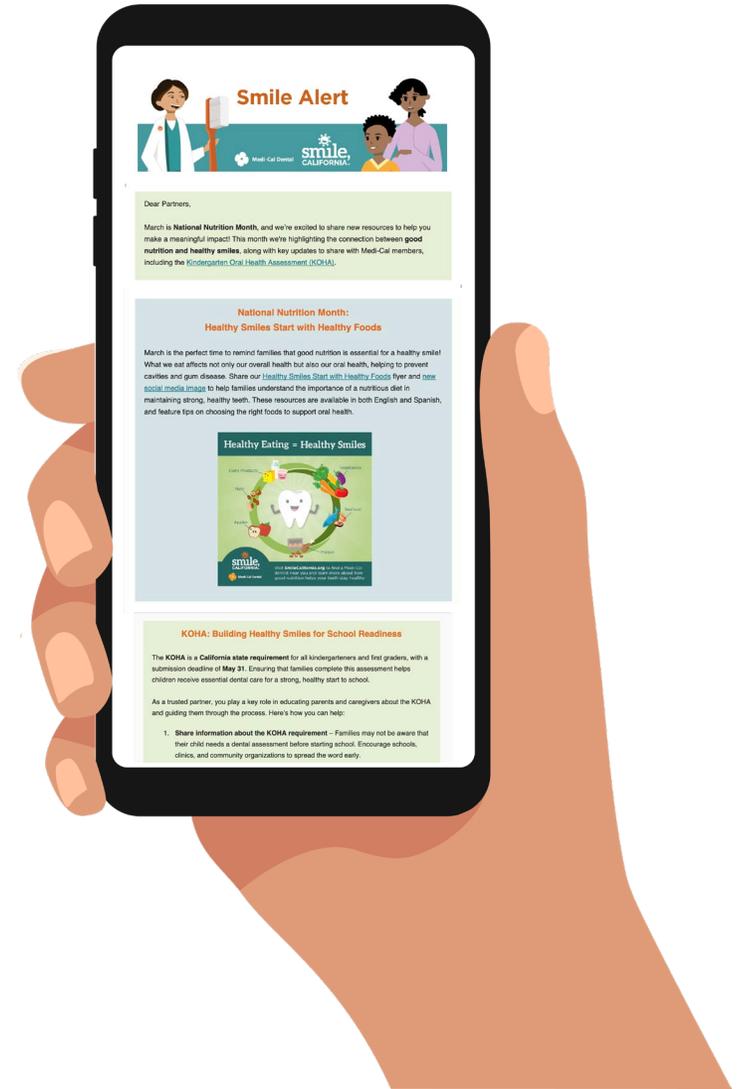
Co-Brand with Us!

Submit a request to feature your organization's logo on a variety of materials, including social media posts, videos, and print materials. Paid co-branding opportunities are also available for organizations with media budgets.



Subscribe to Receive Our Smile Alerts

Get timely updates, free resources and campaign information straight to your inbox. Scan the QR code to subscribe!



Email us at hello@smilecalifornia.org

Resources

For more information about resources and in-person seminars, visit the Medi-Cal Dental [website](#) or call the Telephone Service Center at 1-800-541-5555.

For Medi-Cal dental benefit information or to find a dentist, visit SmileCalifornia.org or call the Telephone Service Center at 1-800-322-6384.

Follow us on social media:

- » Facebook: @SmileCalifornia
- » Instagram: @SmileOnCalifornia

Email us:

- » hello@smilecalifornia.org
- » Medi-CalDentalOutreachSNC@gainwelltechnologies.com





Questions?



Please take a moment
to answer our live poll.

Reminder



Please submit Community Events/
Highlights for May and June by **May 6, 2026.**

2026 Coverage Ambassador Webinar Dates



- » May 28, 2026
- » July 30, 2026
- » September 24, 2026
- » November 19, 2026