DHCS
CALIFORNIA DEPARTMENT OF
HEALTH CARE SERVICES

Medi-Cal

XX/XX/XXXX

JOHN SAMPLE
1234 SAMPLE STREET
ANYTOWN CA 90000

Dear Medi-Cal Member,

Starting on **July 1, 2026**, Medi-Cal will stop covering dental services for some adult members, except for emergencies. This change is based on immigration status. The change only affects Medi-Cal members who are aged 19 and older and do not qualify for federal full-scope Medi-Cal.

To find out if the change applies to you, read the Immigration Status Chart at: **https://www.dhcs.ca.gov/Medi-Cal/Pages/immigration-status-categories.aspx**.

You will keep full-scope Medi-Cal with dental benefits regardless of your immigration status if:

- You are pregnant (and up to one year after the pregnancy ends), or
- You are under age 19, or
- You are under age 26 and were in foster care on your 18th birthday

If you do not qualify for full-scope Medi-Cal with dental benefits, you can get emergency dental services.

What are emergency dental services?
Emergency dental services are treatments needed right away to stop severe pain or diagnose and treat sudden, serious medical problems. Emergency dental services can be for:

- Bleeding that does not stop
- Painful swelling in or around your mouth
- A toothache or jaw pain
- Injuries to your face or jawbone
- Infection in your gums or teeth with pain or swelling

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- After surgery care (such as bandage changes or stitch removal)

- A broken or knocked-out tooth

- Cutting or fixing wires in braces that hurt your cheeks or gums

To learn more about emergency services, go to**: https://smilecalifornia.org/common-questions-2/what-should-i-do-if-i-have-a-dental-emergency/.**

What do I need to know?

- If this change affects you, you can use your Medi-Cal dental benefits until **June 30, 2026**. Starting July 1, 2026, you will no longer have full-scope dental benefits and may be disenrolled from your Medi-Cal Dental Plan (Dental Managed Care Plan).

- If you have a dental emergency, you can go to a Medi-Cal dental provider for care.

- To find a Medi-Cal dentist near you, go to: **https://dental.dhcs.ca.gov/find-a-dentist/home**. Or call Medi-Cal Dental at **1-800-322-6384**.

- To learn more about Medi-Cal Dental, go to: **https://smilecalifornia.org/**.

- If your immigration status changes, contact your local county Medi-Cal office to find out if you may qualify for dental services. Find your local county Medi-Cal office information at: **dhcs.ca.gov/COL**.

- To report that you are pregnant or are within 12 months after your pregnancy ended, contact your local county Medi-Cal office.

- You will keep your Medi-Cal Dental benefits and be moved to the Medi-Cal Dental Program (fee-for-service) for your full dental benefits if you are:

  - Pregnant or one-year postpartum (after pregnancy), and/or

  - A foster child/youth or former foster youth under age 26 who was in foster care on your 18th birthday

Learn more about Medi-Cal Dental

For answers to questions about which immigration statuses the changes affect, read the Frequently Asked Questions (FAQ).

Use your smartphone to scan the QR code below or go to **https://www.dhcs.ca.gov/services/Pages/Medi-Cal-Dental-Benefit-Changes-Frequently-Asked-Questions.aspx**

For more help:

- Call the Medi-Cal Dental Monday – Friday, 8 a.m. to 5 p.m. (except State holidays) at **1-800-322-6384**. The call is free.

- For questions about eligibility, benefits, and services, call the Medi-Cal Help Line Monday – Friday, 8 a.m. to 5 p.m. (except State holidays) at **1-800-541-5555**. The call is free.

- For help using your benefits and understanding your rights, email **MMCDOmbudsmanOffice@dhcs.ca.gov**. Or call **1-888-452-8609** (TTY: 711 for California State Relay), Monday – Friday, 8 a.m. to 5 p.m., except State holidays. The call is free. Or, go to: **https://www.dhcs.ca.gov/services/MH/Pages/mh-ombudsman.aspx**.

- For help choosing health and dental plans, call Medi-Cal Health Care Options (HCO) Monday – Friday, 8 a.m. to 6 p.m. at **1-800-430-4263** (TTY: 1-800-430-7077). The call is free. Or go to Medi-Cal HCO at **www.healthcareoptions.dhcs.ca.gov**.

- For questions about your dental plan, call the number on the back of your Medi-Cal Dental Plan card. The call is free.

- To learn more about Medi-Cal program changes, go to: **https://www.dhcs.ca.gov/Medi-Cal/Pages/changes.aspx**.

- For questions about changes to the scope of Medi-Cal coverage based on immigration status, email **ImmigrationPolicy@dhcs.ca.gov**.

- To find your local county office, go to: **dhcs.ca.gov/COL**.

Thank you,

Department of Health Care Services