

Your guide to dental coverage

Dental care is included in your Blue Shield Medicare + Medi-Cal Plan (HMO D-SNP).

You get more dental services with combined Medicare and Medi-Cal coverage.



Covered dental care with \$0 copay

Your plan includes dental services with a \$0 copay including X-rays, fillings, root canals, and more to keep your smile healthy. The examples below show what some dental services may cost with Medi-Cal only – and what you pay with our plan.

Dental service	Estimated costs with Medi-Cal only	Costs with Blue Shield Medicare + Medi-Cal Plan
Evaluation	\$102	\$0
Crown	\$1,315	\$0
Bridge	\$1,255	\$0
Denture	\$1,373	\$0
Deep cleaning	\$961/quadrant	\$0



Visit a Delta Dental dentist

Delta Dental dentists in your plan accept both Medicare and Medi-Cal, so you can get covered dental care with a \$0 copay. To help avoid extra costs, choose a dentist in your plan.

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. PT, Monday – Friday**. For simple questions, use Delta Dental's automated phone system, available 24/7.



To schedule care

Call a network dentist to make an appointment. Be sure to bring the Blue Shield, Medi-Cal, and Delta Dental ID cards with you to every dental appointment.



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 before you get care. A full list of the services covered is available in your Member Handbook.
- Manage dental bills. Do not pay them – call us first.
- Find an appointment for a day and time that works for you.
- Schedule a free ride to and from your dental appointment.

Know your rights when you get dental care:

- Review and agree on your treatment before you get care.
- You don't have to receive services that are not covered. You can ask for services that come with a \$0 copay only.
- You can't be billed or charged for deductibles, coinsurance, or copayments.
- 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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