



## San Mateo County Dental Care Referral & Care Coordination Guidelines for People on Medi-Cal

General dental care access information for San Mateo County residents:

[www.smchealth.org/accessing-oral-health-care](http://www.smchealth.org/accessing-oral-health-care)



Everyone with Medi-Cal insurance coverage in San Mateo County either receives dental insurance through [Health Plan of San Mateo Dental](#) or [Kaiser Foundation Health Plan, Medi-Cal Dental Fee-For-Service \(Smile, CA\)](#):

- [Health Plan of San Mateo \(HPSM\) Dental members](#): new as of 2022, all Medi-Cal members with HPSM have managed dental care.

To find a dentist or specialist, (a general dentist visit is required before being referred to a specialist), all members need to call the HPSM Dental phone line or send HPSM Dental an email. If the phone line goes to voicemail, the member needs to **leave a message with their name and contact information to receive a call back.**

- **HPSM Dental direct phone line:** 650-616-1522
- **Email:** [Dental@hpsm.org](mailto:Dental@hpsm.org)
- [How to prepare for your dental visit with a HPSM Dental provider](#)
  - Bring both your **HPSM ID** card and your **Medi-Cal BIC** card to your dental appointments.
  - Tell the dental office you have “HPSM Dental” insurance.
- [Kaiser Foundation Health Plan, Medi-Cal Dental Fee-For-Service \(Smile, CA\)](#): new as of 2024, Kaiser Medi-Cal members’ dental coverage moves to Medi-Cal Dental [\(Smile, CA\)](#). Flyer about this change in [English](#) and [Spanish](#).
  - **Phone-** Medi-Cal Dental Customer Service Center: 1-800-322-6384 (TTY 1-800-735-2922). Monday-Friday, 8am-5pm.
  - **Website:** [Find a Medi-Cal Dental provider here](#)
  - Tell the dental office you have “Medi-Cal Dental” insurance
  - [Medi-Cal Dental Care Coordination Referral Form](#) – can be completed by medical professionals, including Community Health Workers and school nurses



### Oral Public Health Program

**Kaiser Permanente Member Services-** general Member Services, not specific to dental care.

- **Phone:** 1-855-839-7613 (TTY 711). 24 hours a day, 7 days a week. Spanish: (800) 788-0616. Chinese Dialects: (800) 757-7585.
- **Website:** [Medi-Cal changes for members assigned to Kaiser Permanente](#)

### **Transportation and Language Assistance:**

Medi-Cal members can request transportation assistance and translation / language services for appointments if needed.

- **For Health Plan of San Mateo members:**
  - [Transportation assistance](#)
  - [Language Assistance Services](#)
- **For Kaiser Foundation Health Plan Medi-Cal members:**
  - Contact Member Services 24 hours a day, 7 days a week for transportation and language assistance:
    - English: (855) 839-7613 (TTY 711).
    - Spanish: (800) 788-0616
    - Chinese Dialects: (800) 757-7585

### **Children Without Health Insurance:**

- **Medi-Cal:** Call the [SMC Health Coverage Unit](#) to see if they're eligible to apply for Medi-Cal. **Apply early for Medi-Cal, as the process may take 1-2 months.**  
*As of 1/1/24, immigration status does not matter when applying for Medi-Cal. Applying for or using Medi-Cal will not affect immigration status. The U.S. government does not consider getting health care, food, and housing benefits as part of the public charge rule.*
  - [SMC Health Coverage Unit](#). (650) 616-2002.
  - [Health Coverage Unit general flyer in English and Spanish](#)
- **Covered California:** If the child or family doesn't qualify for Medi-Cal, Covered California applications [can be completed here](#).

### **General Oral Health Education and Handouts for Kids and Families:**

- [Oral health information from SMC Health's Oral Public Health Program](#)
- [Half pager in English and Spanish](#) - how to find a dentist, enroll in Medi-Cal, and get oral health information.