



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



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 \(Smile, CA\)](#):

1. [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, 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**. A general dentist visit is required before being referred to a specialist.

- **HPSM Dental direct phone line:** 650-616-1522
- **Email:** 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.
- [Transportation assistance](#) - 1-844-856-4389
- [Language Assistance Services](#) - To get an interpreter, call your provider at least five business days before your visit. Let your provider know that you would like an interpreter to be with you at your visit. Your provider will schedule an interpreter.

2. [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](#)



Oral Public Health Program

- 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.
- **Transportation and language assistance:** 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.