

Healthy Families Transition: Dental Services

Healthy Families is low-cost insurance for children and teens. It provides health, dental and vision coverage to children who do not have insurance and do not qualify for free Medi-Cal.

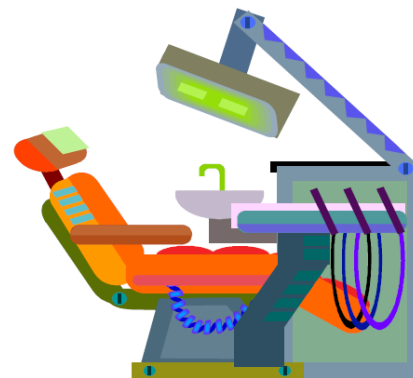
Dental Program changes January 1, 2013

Pursuant to Assembly Bill (AB) 1494, (Committee on Budget, Chapter 28, statutes of 2012) (Amended by AB 1468, Chapter 438), most of the Healthy Families Program (HFP) enrollees will transition to Medi-Cal as targeted low-income Medicaid children, as allowed under federal law, to begin no sooner than January 1, 2013. The transition will occur in four phases: March, April, August and September for a total of 875,000 children. A HFP enrollee's dental services will transition at the same time as their medical coverage.

All children, with the exception of children residing in Sacramento and Los Angeles counties, will be provided dental services under Denti-Cal. Children residing in Sacramento County will be provided dental services through a dental managed care plan. Children residing in Los Angeles County will be provided dental services through either a dental managed care plan or Denti-Cal.

All [Healthy Families Program](#) members will receive letters that explain the changes to the program. Parents should watch for letters from the State. Information to remember:

- Children currently enrolled in the Healthy Families will continue to have health dental and vision coverage.
- Healthy Families Program is still open and is accepting new enrollment.
- The move to Medi-Cal will begin no sooner than January 2013 for the first 200,000 children. The transition will occur in phases based on the health plan the child is enrolled in.
- The first families received mailed letters from Healthy Families beginning late Oct. 2012. The letters explained the steps that will take place. To read the Notice to members visit [www.healthyfamilies.ca.gov/Publications/HF LT 991 EN 10312012.pdf](http://www.healthyfamilies.ca.gov/Publications/HF_LT_991_EN_10312012.pdf) Before Healthy Families beneficiaries are transitioned they will receive:
 - A general notice
 - A 60-day notice
 - A 30- day notice
 - Medi-Cal Welcome Packet
 - A Beneficiary Identification Card
 - A confirmation notice indicating if they are enrolled in a dental managed care plan or Denti-Cal.
- It is very important to keep address and telephone number up-to-date with Healthy Families so that families will receive the latest information.
- Families need to continue to pay their Healthy Families premiums in order to maintain coverage in the program.



Sacramento County

All HFP transitioned beneficiaries in Sacramento County will be enrolled into a dental managed care plan. To ensure your dentist can continue to treat your child as a current beneficiary contact your current HFP dental plan. Use the toll free number list posted at <http://www.denti-cal.ca.gov/WSI/ManagedCare.jsp?fname=ManagedCarePlanDir> to contact the Dental Managed Care Plan Directory.

Los Angeles County

All HFP beneficiaries enrolled in Access Dental, Health Net of CA, Safe Guard Health or Western Dental will remain with the same dental plan. To ensure your dentist can continue to treat your child as a current beneficiaries contact your current HFP dental plan. To contact the Dental Managed Care Plan Directory, use the toll free number list posted at <http://www.denti-cal.ca.gov/WSI/ManagedCare.jsp?fname=ManagedCarePlanDir>

All HFP beneficiaries enrolled in Delta Dental, Delta Care, or Access Premier will be transitioned into Denti-Cal. To treat these beneficiaries, the dentist must be enrolled in Denti-Cal. To confirm a dentist's enrollment in Denti-Cal, call the Beneficiary Customer Service Line at 1-800-322-6384. Or use the website finder tool at www.denti-cal.ca.gov/WSI/Default.jsp?fname=Default.

All other counties

All HFP beneficiaries (except as noted above) will be transitioned into Denti-Cal. To treat these beneficiaries, the dentist must be enrolled in Denti-Cal. If the dentist is currently enrolled in Denti-Cal, the dentist may provide services to the Healthy Families Program beneficiaries once they transition.

Current Denti-Cal Beneficiaries

Ensure your provider is on the Patient Referral List! If you have any questions or need assistance finding a dentist, call the Beneficiary Customer Service Line at 1-800-322-6384. Or use the website finder tool at www.denti-cal.ca.gov/WSI/Default.jsp?fname=Default

Once beneficiaries transition into the Medi-Cal program the provider will bill Denti-Cal for dental services provided. If the provider currently serves Healthy Families Program patients, the provider will continue to check eligibility through the normal processes. If the patient is no longer eligible with Healthy Families, the provider will check the patient's Medi-Cal eligibility. To check Medi-Cal eligibility, please call 1-800-456-2387.

When the provider is not enrolled in Denti-Cal

If the provider would like to continue treating Healthy Families patients once they transition, the provider must enroll as stated above, depending on the county. The provider's enrollment application will be expedited. For questions about the enrollment process, call the Provider Customer Service line at 1-800-423-0507.

Additional resources:

For Healthy Families Program information, visit www.healthyfamilies.ca.gov .

For Healthy Families transition updates, visit the [Healthy Families Transition](#) tab at www.Denti-Cal.ca.gov .

For Denti-Cal monthly provider bulletins, visit www.denti-cal.ca.gov/WSI/