



HPSM Dental

Quick-Start Guide

HPSM DENTAL: YOUR NEW DENTAL PLAN

On January 1, 2022, Health Plan of San Mateo (HPSM) began managing your dental benefits through a new program called HPSM Dental. That means, as an HPSM Medi-Cal or CareAdvantage member:

- Your dental benefits are managed locally by HPSM
- You only need to call one phone number for information about both your health care and dental care
- You only need one card to use your health and dental benefits

The California Department of Health Care Services (DHCS) sent you three (3) notices that explain the change in how your dental benefits will be managed. The only change is that you now get your dental benefits from HPSM. Your Medi-Cal eligibility and benefits, as well as all other benefits managed by HPSM, do not change.

This guide book will introduce you to the HPSM Dental benefit. Make sure you keep it so you can refer to it if you have questions. You can also visit www.hpsm.org/dental, check the Member Handbook for your benefit plan or call HPSM using the contact information below.

HPSM Medi-Cal Members

Call Member Services at **1-800-750-4776** or **650-616-2133**.

TTY: **1-800-735-2929** or dial **7-1-1**.

Call center hours are Monday - Friday, 8:00 a.m. - 6:00 p.m.

HPSM CareAdvantage Members

Call the CareAdvantage Unit at **1-866-880-0606** or **650-616-2174**.

TTY: **1-800-735-2929** or dial **7-1-1**.

Call center hours are Monday - Sunday, 8:00 a.m. - 8:00 p.m.

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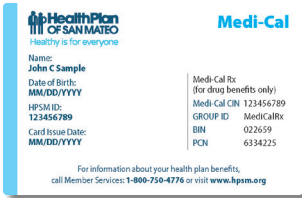
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START USING YOUR DENTAL PLAN

ID Cards You Need to Get Dental Care

Each HPSM member in your household should have their own HPSM member ID card.

HPSM Medi-Cal and CareAdvantage members will need their HPSM ID card to use dental benefits. You will need to bring your HPSM member ID card with you to your dental appointments.



HPSM Medi-Cal
Benefits ID Card



HPSM CareAdvantage
Benefits ID Card

If you do not have your HPSM Member ID Card, you can order or print a new one by logging in to HPSM's Member Portal at www.hpsm.org/member-portal. You may also request a new card by calling HPSM. (See contact information on page 2.)

It is recommended that all members make sure they also have their Medi-Cal Benefits Identification Card (BIC). The BIC is a plastic card with a poppy flower or blue and white design.

If you need a new BIC, call San Mateo County Human Services Agency at **1-800-223-8383** to ask for a new card.



Medi-Cal Benefits
ID Card (BIC)

CHOOSE A DENTIST FROM HPSM'S NETWORK

You can get the most from your HPSM Dental benefits by selecting an HPSM network dentist at www.hpsm.org/find-a-provider. If you

want a printed directory mailed to you, email customersupport@hpsm.org.

If you do not have online access, or looked for a dentist and could not find one, call

HPSM for help. (See contact information on page 2.) Once you have chosen a dental provider, call their office to schedule your first appointment.



You can get dental care from a provider who is not enrolled in HPSM Dental's network until December 31, 2022. Starting on January 1, 2023, HPSM Dental will only pay for services you get from providers who are in HPSM Dental's network.

However, if you are in the middle of care or need ongoing care, you can ask HPSM if you can keep seeing your current dentist until your treatment ends.

Learn more about Continuity of Care by visiting www.hpsm.org/continuity-of-care or refer to your member handbook.

Cost of Dental Services

Unless you have Medi-Cal coverage with a Share of Cost, your dentist cannot ask you to pay for any treatment that is covered by Medi-Cal Dental. You can learn about your Share of Cost in the "My Medi-Cal" booklet. This is the booklet you received with your new Medi-Cal enrollment packet. You can also read it online at www.dhcs.ca.gov/Documents/myMediCal.pdf.

HPSM dentists cannot charge you for private insurance cost-sharing amounts. This includes deductibles, co-insurance or private insurance copayments.

If you have other dental coverage, HPSM Dental will be your secondary coverage.

COVERED DENTAL SERVICES

Below is a quick reference guide for common services available to members. There is no limit for covered, medically necessary dental services. Your dentist can help you pick the best treatment and determine which services you can get through your HPSM Dental coverage.

Kids (up to 21 years old)

Services	When it is covered
Dental exam	Every 6 months
Full mouth x-rays	Once every 3 years (additional x-ray benefits available; urgent x-rays allowed as needed)
Teeth cleaning	Every 6 months
Deep cleaning	Every 2 years (13 or older only)
Fillings	- Baby tooth: once a year - Permanent tooth: once every 3 years
Fluoride varnish	Every 4 months
Tooth removal	As often as needed
Emergency services	As often as needed
Crowns	- Baby tooth: once a year - Permanent tooth: 3-5 years depending on crown type
Molar sealant	Once per tooth every 3 years
Root canal	As often as needed
Dentures (partial & full)	Every 5 years
Dentures (partial & full) adjustments & repairs	2-4 times per year (depending on the adjustment or repair needed)
Orthodontics (braces)	For children who qualify (when medically necessary, or correction is needed)

Members living in a nursing facility or intermediate care facility are eligible for more services. Pregnant women also have additional benefits. **For more information about covered benefits, see your Member Handbook – www.hpsm.org/member-handbooks.**

Adults (21 and older)

Services	When it is covered
Dental exam	Once a year
Full mouth x-rays	Once every 3 years (additional x-ray benefits available; urgent x-rays allowed as needed)
Teeth cleaning	Once a year
Deep cleaning	Every 2 years
Fillings	Every 3 years per tooth
Fluoride varnish	Every 4 months
Tooth removal	As often as needed
Emergency services	As often as needed
Crowns	Every 3-5 years (limited coverage for molars)
Molar sealant	Not covered
Root canal	As often as needed
Dentures (partial & full)	Every 5 years
Dentures (partial & full) adjustments & repairs	2-4 times per year (depending on the adjustment or repair needed)
Orthodontics (braces), implants & bridges	Not covered

BENEFITS OF GETTING DENTAL CARE

After visiting the dentist, you may notice whiter teeth and fresher breath right away. But did you know that getting regular dental care can also help you stay healthy and avoid illness? Keep reading to learn more!

Good Oral Health Improves Overall Health

Taking care of your teeth helps protect you from oral infections that can cause or worsen chronic illnesses (such as cardiovascular disease and pneumonia). Some chronic conditions (like diabetes and osteoporosis) can negatively impact oral health. Plus, if you are pregnant, bad bacteria in the mouth can affect your baby's health. So, if you are pregnant or have a chronic condition, dental care is especially important.

Good dental care even helps people feel better about themselves. It can prevent childhood speech disorders that can negatively affect kids' self-esteem and ability to learn. Plus, a brighter smile can make you happier no matter what your age!

Regular Dental Care Prevents Painful Problems

Maybe you've avoided going to the dentist because you are afraid it will be painful. But did you know that dentists are trained to treat teeth gently and only do dental work that you can handle? Plus, dentists today have more ways to minimize pain than ever before. These include topical and local anesthesia (i.e., numbing gels and novocaine shots). Dentists can also prescribe pain medications that you can take after a visit.

Also, regular checkups and cleanings prevent cavities and dental emergencies that can cause severe pain. So, the longer you avoid the dentist, the more painful getting dental care is likely to be. The sooner you get dental care, the less painful it will be – now and in the future.

Start Your Kids on Lifelong Dental Care Habits

Bringing children to the dentist teaches them that taking care of their teeth is important. Kids need dental care as soon as their first teeth come in. Children under six need help brushing their teeth, and the dentist can show you how to help them. The dentist can also teach you and your children good daily oral hygiene habits at any age.

Following your dentist's advice will help keep your kids' teeth healthy and strong. Plus, visiting the dentist makes it more likely that they will take good care of their teeth throughout their lives.

Three Keys to Daily Dental Hygiene

While going to the dentist is important, you need to take good care of your teeth every day to have a clean, healthy smile. Make these habits part of your daily routine!

1. Brush twice a day
2. Floss once a day
3. Limit sugary foods and drinks, especially soda

WHAT TO EXPECT WHEN YOU VISIT THE DENTIST

Bring your HPSM ID Card to Your Appointment

Show your card at the front desk and fill out any paperwork you are asked to complete. The dental staff will bring you from the waiting room to the exam room when they are ready for you.

You Will Get a Dental Exam

As part of the exam, you may get x-rays so your dentist can see inside your teeth, gums and jawbone. Your dentist will also use a metal tool to probe your mouth for decay, cavities, gum recession and other dental problems. The dentist may ask about your dental hygiene habits, diet and if you have felt any pain in your mouth.

Your Teeth Will Be Cleaned

If you have not been to the dentist for a while, you may need a deep cleaning. This type of cleaning is more intensive than the usual cleaning and takes longer. To start to get your gums healthier, the dentist may only clean half your teeth during the first visit. This will help reduce the sensitivity your gums will experience while tartar build-up is removed. In that case, the dentist will schedule a second visit on another day to finish cleaning your teeth later.

At the start of the cleaning, a suction tube will be put inside your mouth near your cheek to prevent drooling. Either the dentist or a dental hygienist will clean your teeth. They will floss between your teeth, then use tools to carefully scrape plaque and tartar off of your teeth. If you feel pain, tell your dentist or hygienist. They will be extra-gentle in over-sensitive areas. They will also let you take a break if you want.

When the cleaning is done, you will rinse your mouth. Then the dental hygienist will polish your teeth with paste using an electric buffer. Finally, you will rinse again. Then your dental work is done for the day!

Your Dentist Will Tell You If You Need More Care

Your dentist will let you know if there are any problems with your teeth or gums that need to be fixed. If there are, they will explain the procedure you need and when to get it done.

Your dentist may also explain how to take care of your teeth. That may include instructions on how to brush and floss, as well as what foods to avoid. Plus, they may give you a free toothbrush along with sample-sized toothpaste and floss.

Your dentist will also tell you when to visit again. They may be able to schedule your next visit at the front desk.

Common Dental Procedures

In addition to cleaning, you may need other dental procedures if your teeth or gums are damaged.

Here are some of the most common ones.

- **Fillings** repair holes in teeth caused by cavities, decay and fractures
- **Fluoride varnish** prevents tooth decay by strengthening the enamel
- **Crowns** completely cover teeth that are more badly damaged
- **Root canals** clean bacteria out of an infected tooth's root
- **Dentures** are used when most or all of the teeth have been taken out

HOW TO GET HELP IN OTHER LANGUAGES

If your dentist or specialist does not speak your language, free interpretation services are available. This will help you talk to your dentist. You can get phone interpreters for all routine in-person visits. Just ask your dentist to call one. In special cases, an interpreter can go to the visit with you.

Visit www.hpsm.org/member/language-services for more information.

APPEALS AND COMPLAINTS

If you have a complaint or want to appeal a service we denied, call HPSM. (See contact information on page 2.) You may be able to appeal our decision.

For questions about appeals and complaints, read the Member Handbook for your plan, or visit www.hpsm.org/member/file-a-complaint.

