



Western[®] Dental BENEFITS DIVISION

May 2012

Dear Plan Member:

DO YOU KNOW THAT DENTAL CARE IS COVERED UNDER MEDI-CAL FOR CHILDREN & TEENS?

Oral health is an important part of your children's overall health and well-being! **Your child should have their first dental exam by the 1st tooth or 1st birthday even if there are no teeth. Your child should have a dental exam at least every year .** Your Medi-Cal benefits cover these exams through our dental plan.

Your child's assigned dentist is:

Provider Name
Provider Address
City, State, Zip Code
Provider Telephone Number

Please call your dentist to set up an appointment for your child's first visit. Then every year on your child's birthday, you should schedule their dental visit.

If your child is in need of dental services now and you are having problems getting an appointment, call our Customer Service Department for help. We will be happy to help you in making an appointment with your dentist or help you transfer to another dentist who will see your child.

If you need assistance, call our Customer Service Number, toll-free,

- **Plan Customer Service: 1-800-805-8000**
- **Email: dhmoreferral@westerndental.com**
- **Website: www.westerndental.com**

If you have called our member services line and was not helped in getting an appointment or if your child is denied services, you can call **Department of Managed Health Care Help Center:**

- **Call: 888-466-2219**
- **TDD: 877-688-9891**
- **Email: helpline@dmhc.ca.gov**
- **Website: <http://www.dmhc.ca.gov>**

Thank you for being a member of our dental plan. We look forward to helping you obtain dental care for your children.

Sincerely,

Western Dental Services, Inc.

530 s. main street, orange, california 92868 phone (800) 805-8000