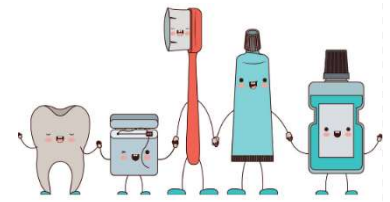




Commonly Asked Questions About Adult Dental Needs



Q: How often should adults visit the dentist?

It is ideal for adults to see the dentist at least every 6 months to 1 year for check-ups. The treating dentist will establish a recommended frequency for dental visits depending on your specific needs.

Q: How many cleanings per year does Medi-Cal Dental cover for adults?

Medi-Cal Dental covers cleanings and check-ups 1 time per year for members aged 21 and up, along with a wide range of dental procedures. See what else is covered: <https://smilecalifornia.org/covered-services/>
Most private dental insurance plans cover cleanings and check-ups for adults twice per year.

Q: How can I find a dentist who works well with me, or a dentist who offers sedation or other specialty procedures?

If you have private dental insurance, a good place to start is by calling the phone number on the back of the dental insurance card. The representative can assist with finding a dentist to meet your needs.

If you have Medi-Cal Dental, you can find a dentist by visiting the Find-A-Dentist search page at https://dental.dhcs.ca.gov/Members/Medi_Cal_Dental/Find_A_Dentist/DentalProviderDirectorySearch or you can call the Telephone Service Center Phone Line at 1-800-322-6384.

If you live in Sacramento County, your Medi-Cal Dental plan may be what is called a Dental Managed Care plan (more information found here: <https://www.dhcs.ca.gov/dental-medi-cal-managed-care-plan-transition/>). These plans are Liberty, HealthNet and California Dental Network (DentaQuest). If you have one of these plans, you may already be assigned to a specific dental provider. If you do not know which provider you are assigned to, you may contact the plan directly. If you need to request a specialist referral, or if you would like to switch your assigned dental provider, you may call the plan directly to request assistance. The contact information for each plan is listed at the end of this document. If you do not know which plan you have, you may call Health Care Options at 1-800-430-4263, select option 2 and follow the prompts.

You may also contact your ACRC Service Coordinator for further assistance. The Service Coordinator can work with the ACRC Dental Coordinator to provide further assistance.

Q: What should I do if I am experiencing a dental emergency?

If you have an established dentist, call to make an appointment as soon as possible. If you do not have a regular dentist or the dental office is closed, call the number on the back of your dental insurance card, or call the Medi-Cal Dental Telephone Service Center at **1-800-322-6384**, for help finding one. If you have a Sacramento County Medi-Cal Managed Care Dental Plan, call the Dental Plan directly for assistance.

For dental problems such as severe pain, swelling, fever, abscess, or other signs of infection, you should be seen as soon as possible, either with your dentist, physician, or through urgent care or the emergency room. You may contact your ACRC Service Coordinator for additional guidance and recommendations, however true dental emergencies require urgent intervention from a doctor or dentist.

Q: Should I have my wisdom teeth removed?

This depends on how the wisdom teeth are forming, whether there is enough room in the mouth to accommodate them, or whether they are causing pain or other issues. Your dentist will be able to recommend whether or not they should be removed. If it is recommended for the wisdom teeth to be removed, your dentist may refer you to an oral surgeon who can perform the extractions, or you may need to locate one on your own. For assistance in locating an oral surgeon, please contact your dental plan or your ACRC Service Coordinator.

Q: What if my dental insurance denies my dental procedures?

Dental procedures can be denied for a multitude of reasons, but there are some options to explore before agreeing to pay out of pocket or foregoing the procedure entirely. The first recommendation is to ask the dentist to send an appeal to the dental plan to reconsider the claim. The dentist should include any additional or missing information. It can sometimes be helpful to include on dental claims that the patient is a Regional Center Client. If this is not successful, you can ask what alternative treatments might be covered instead, or if the procedures can be completed successfully without the extra out-of-pocket charges (more information here:

https://dental.dhcs.ca.gov/MCD_documents/providers/provider_bulletins/Volume_42_Number_16.pdf).

Lastly, a second opinion with a different dentist is always an option and recommended if you are experiencing multiple barriers and being asked to pay large co-pays out of pocket. Your ACRC Service Coordinator can also consult with the ACRC Dental Coordinator for additional options and guidance.

Q: What if I need a translator or transportation to attend dental appointments?

Medi-Cal can help with both. Medi-Cal covers two types of rides: **Non-Medical Transportation (NMT)** and **Non-Emergency Medical Transportation (NEMT)**. Learn more here: <https://smilecalifornia.org/wp-content/uploads/2026/07/SmileCA-Transportation-Services-Flyer-ENG.pdf>. Medi-Cal can also provide translation assistance. Call the Telephone Service Center Phone Line at 1-800-322-6384 to request these services. If you have a Sacramento County Dental Managed Care Plan, contact the plan directly to request these services.

You may also contact your ACRC Service Coordinator for further assistance.

*Below is the contact information for the **Sacramento County Medi-Cal Dental Managed Care plans**. If you are unsure of which plan you have, you may call Health Care Options at 1-800-430-4263, select option 2.*

- **California Dental Network (DentaQuest)** Phone: (833) 479-1984 TTY/TDD 711
Provider Network: <https://www.dentaquest.com/en/members/california-medicaid-dental-coverage/medi-cal-dmc#accordion-c200b89a0e-item-dac722d891>
- **Health Net Dental** Phone: (877) 550-3868 TTY/TDD: (877) 550-3868 (TTY 711)
Provider Network: https://www.healthnet.com/content/healthnet/en_us/members/medi-cal/dental.html
- **Liberty Dental Plan** Phone: (877) 550-3875 TTY/TDD (877) 855-8039
Provider Network: <https://www.libertydentalplan.com/LIBERTY-Dental-Plan-of-California/Medi-Cal/Medi-Cal-Dentist-Search-1.aspx>

Additional Resources:

Medi-Cal Dental Program: <https://smilecalifornia.org/>

Dental Managed Care Plan Directory: <https://www.dhcs.ca.gov/services/managed-care-plan-directory/>

Access for All Smiles dental health resource guide: <https://www.deltadental.foundation/access-for-all-smiles>