
4. Benefits and services

Medi-Cal benefits covered by Blue Shield Promise

Dental services

Medi-Cal uses managed care plans to provide your dental services. ~~To learn more, go to Health Care Options at <http://dhcs.ca.gov/mymedi-cal>.~~ You can stay in Fee-for-Service Dental, or you can choose the Dental Managed Care. To choose or change your dental plan, call Health Care Options at 1-800-430-4263. You may not be enrolled in a PACE or SCAN plan and a Dental Managed Care plan at the same time.

~~Your Medi-Cal dental services are provided by the Medi-Cal Dental Managed Care Program. For help finding a dentist, or for help getting dental services, you can call Member Services at 1-888-839-9909 (TTY 711).~~

Medi-Cal covers dental services, including:

- Diagnostic and preventive dental services such as examinations, X-rays, and teeth cleanings
- Emergency services for pain control
- Tooth extractions
- Fillings
- Root canal treatments (anterior/posterior)
- Crowns (prefabricated/laboratory)
- Scaling and root planing
- Complete and partial dentures
- Orthodontics for children who qualify
- Topical fluoride

If you have questions or want to learn more about dental services, call the Medi-Cal Dental Program at 1-800-322-6384 (TTY 1-800-735-2922 or 711). You can also go to the Medi-Cal Dental Program website at <https://smilecalifornia.org/>.

If you have questions or want to learn more about dental services and are enrolled in a Dental Managed Care plan, call your assigned Dental Managed Care plan.

Other Blue Shield Promise covered benefits and programs

Major organ transplant

Transplants for children under age 21

In Los Angeles County, state law requires children who need transplants to be referred to the California Children's Services (CCS) program to decide if the child qualifies for CCS. If the child qualifies for CCS, CCS will cover the costs for the transplant and related services.

If the child does not qualify for CCS, Blue Shield Promise will refer the child to a qualified transplant center for evaluation. If the transplant center confirms that the transplant would be needed and safe, Blue Shield Promise will cover the transplant and related services.

~~Blue Shield Promise must refer California Children's Services (CCS) eligible children to a CCS-approved Special Care Center (SCC) for an evaluation within 72 hours of when the child's doctor or specialist identifies the child as a potential candidate for transplant. If SCC confirms that the transplant would be needed and safe, Blue Shield Promise will cover the transplant and related services.~~

Transportation and travel expenses for CCS

~~You may be able to get transportation, meals, lodging, and other costs such as parking, tolls, etc. if you or your family needs help to get to a medical appointment related to a CCS-eligible condition and there is no other available resource. You should call~~

~~Blue Shield Promise and request pre-approval (prior authorization) before you pay out-of-pocket for transportation meals and lodging. Blue Shield Promise does provide non-medical and non-emergency medical transportation as noted in Chapter 4, "Benefits"~~

and services.”

If your transportation or travel expenses are found necessary and Blue Shield Promise verifies that you tried to get transportation through Blue Shield Promise, you can get reimbursed from Blue Shield Promise. We must reimburse you within 60 calendar days of you submitting the required receipts and proof of transportation expenses.

Home and community-based services (HCBS) outside of WCM services

If you qualify to enroll in a 1915(c) waiver, you may be able to get home and community-based services that are not related to a CCS-eligible condition but are necessary for you to stay in a community setting instead of an institution. For example, if you require home modifications to meet your needs in a community-based setting, Blue Shield Promise cannot pay those costs as a CCS-related condition. But if you are enrolled in a 1915(c) waiver, home modifications may be covered if they are medically necessary to prevent institutionalization.