

3/1/2020

Important Information About Preventive Care Services Through Medi-Cal

Dear Medi-Cal Beneficiary,

You are getting this letter as a reminder that you or your child can get preventive care services through Medi-Cal. These services are called Early and Periodic Screening, Diagnostic and Treatment (EPSDT) services. EPSDT services include preventive care, screenings, and any needed follow-up care. You may also get a follow-up phone call to discuss preventive care and answer any questions about these services.

Who is eligible for preventive care services?

Infants, children, and youth under age 21 with full-scope Medi-Cal are able to get preventive care and screening services at no cost.

What are preventive care services?

These services help make sure that infants, children, and youth under age 21 get the right care at the right time. Preventive care includes things like:

- health and developmental history
- physical exams
- dental screening
- hearing and vision screening
- lab tests (including blood lead testing)
- screening for mental health or substance use conditions
- referral for diagnostic and treatment services

You or your child can also get vaccinations to keep you healthy, developmental services, and specialty care. Medi-Cal covers preventive care services any time they are needed, even if it is not during your or your child's regular check-up. All of these services are at no cost to you.

Why are preventive care services needed?

Check-ups and screenings are important to help the health care provider find problems early. If a concern is found during a check-up or screening, Medi-Cal covers the care needed to help manage any physical or mental health matter. The doctor, dentist, other health care provider, county Child Health and Disability Prevention program (CHDP), or county mental or behavioral health care provider can get you or your child the diagnostic and treatment services needed.

How do I use preventive care services?

Set up an appointment for any check-ups, screenings, or other preventive care through your or your child's doctor or other health care provider. If you need help finding a doctor or have questions, call your or your child's Medi-Cal health plan. If you do not have a Medi-Cal health plan, call the Medi-Cal Member Help Line below.

Medi-Cal provides transportation to and from appointments for Medi-Cal covered services. If you have questions about how to get help with transportation to an appointment, contact your Medi-Cal health plan or ask your doctor or other provider.

In addition, Medi-Cal offers interpretive services during your child's visit. You can ask your doctor or clinic or call your Medi-Cal health plan for language access and interpretive services.

Who can I call if I have questions?

- **Your or your child's doctor or health care provider.**
- **Medi-Cal Member Help Line**
Medi-Cal Fee-for-Service (also called regular Medi-Cal) beneficiaries can call **1-800-541-5555 (TDD 1-800-430-7077)** or visit: <http://dhcs.ca.gov/mymedi-cal>
- Contact **Member Services** at your or your child's Medi-Cal health plan for general questions or help finding a doctor or other health care provider. This number is on your Medi-Cal health plan ID card.
- **Child Health and Disability Prevention (CHDP)**
Contact your county CHDP Program or your Medi-Cal health plan. Your county information can be found here: <https://www.dhcs.ca.gov/services/chdp/Pages/CountyOffices.aspx>
- **Specialty Mental Health**
Call **1-888-452-8609** or contact your county Mental Health Plan (MHP)
- **Substance Use Disorder**
Call the Department of Health Care Services Substance Use Resource Center at **1-800-879-2772** 24 hours a day, 7 days a week.
- **Medi-Cal Dental**
Call **1-800-322-6384 (TTY 1-800-735-2922)** Monday through Friday 8:00 a.m. to 5:00 p.m.
Visit the Smile, California website at www.smilecalifornia.org
- **Bright Futures**
Promotes preventive care and good health for infants, children and their families.
<https://brightfutures.aap.org>

If you have general questions about Medi-Cal, the Department of Health Care Services (DHCS) Ombudsman Office helps people with Medi-Cal understand their rights and responsibilities. You can call the **DHCS Ombudsman Office** at **1-888-452-8609** Monday through Friday 8:00 a.m. to 5:00 p.m. This call is free.