

**Los Angeles Dental Stakeholder Meeting – February 21, 2019  
Department of Health Care Services (DHCS) Follow-up Items**

Agenda Item/Topic	DHCS Response
<p><b>Prop 56 Dental Loan Repayment Program:</b></p> <p>Can DHCS provide the criteria for the Dental Loan Repayment Program?</p>	<p>DHCS released the CalHealthCares fact sheet to stakeholders that contains the final criteria and application submission deadline. In addition, DHCS included this information on the April 2019 Provider Bulletin (<a href="#">Volume 35, Number 13</a>). More information can also be found at the <a href="#">CalHealthCares</a> website.</p>
<p><b>Language Assistance:</b></p> <p>a. How does DHCS know what materials need to be translated into other languages?</p> <p>b. What are the structures for 274 Health Care Provider Directory on Language Line Services?</p>	<p>a. DHCS complies with <a href="#">Section 1557 of the Affordable Care Act</a> and the United States Health and Human Services Office for Civil Rights (OCR), which requires entities to provide meaningful access of vital written materials to each individual with limited English proficiency and to post taglines in the top 15 languages spoken by individuals. DHCS offers 16 threshold languages in translations for vital written materials. Vital written materials are those that affect eligibility or indicate a change in benefits. Other written materials will include a tagline to receive translation assistance.</p> <p>b. It is voluntary for Fee-For-Service dental offices to provide their spoken language information. However, it is included in the 274 provider network data form that Dental Managed Care Plans will begin reporting to DHCS beginning September 2019.</p>
<p><b>Member Reimbursement:</b></p> <p>Is the reimbursement form available in other languages?</p>	<p>Member reimbursement (aka Conlan) is only available in English; however, beginning March 2019, the packet includes tag lines in 16 threshold languages. A member or authorized representative can contact the Customer Service Center at (800) 322-6384 for interpreting assistance.</p>