

May 29, 2026

Your Dental benefits may change starting July 1, 2026

Dear Medi-Cal Member,

Starting on **July 1, 2026**, California's Medi-Cal program will stop covering dental services for some adult members, except for emergencies. This means that some Health Plan of San Mateo (HPSM) members may no longer have non-emergency dental benefits through HPSM Dental. This change is based on immigration status. If you are affected by this change, your other healthcare benefits, including medical and behavioral care, are not changing at this time.

If this change affects you, we encourage you to schedule any needed dental visits before **June 30, 2026**, while your full dental benefits are still available.

Does this change affect me?

To find out if the change applies to you, read the Immigration Status Chart at: <https://www.dhcs.ca.gov/Medi-Cal/Pages/immigration-status-categories.aspx>.

People younger than 19 years of age are **not** affected by this change.

People 19 years and older with certain immigration statuses will be able to get non-emergency dental services through a program called Medi-Cal Dental (also called "fee-for-service") if they are:

- Pregnant, and up to one year after the end of pregnancy.
- Between the ages of 19 and 26, and were in foster care on their 18th birthday.

There are other people that this change will not affect. Please review the Immigration Status Chart at the link above carefully, to find out if this change applies to you.

Individuals who no longer qualify for HPSM Dental or for Medi-Cal Dental will still be able to access **emergency** dental services through Medi-Cal Dental. Read below for more detail.

What are emergency dental services?

Emergency dental services are treatments needed right away to stop severe pain or diagnose and treat sudden, serious medical problems. Emergency dental services can be for:

- Bleeding that does not stop
- Painful swelling in or around your mouth
- A toothache or jaw pain
- Injuries to your face or jawbone
- A broken or knocked-out tooth
- Infection in your gums or teeth with pain or swelling
- After surgery care (such as bandage changes or stitch removal)
- Cutting or fixing wires in braces that hurt your cheeks or gums

To learn more about emergency services, go to: <https://smilecalifornia.org/common-questions-2/what-should-i-do-if-i-have-a-dental-emergency/>.

If this change applies to me, what do I need to know?

- If this change affects you, you can use your HPSM Dental benefits until **June 30, 2026**. Starting July 1, 2026, you will no longer have full-scope dental benefits from HPSM Dental.
- If this change affects you and you no longer have HPSM Dental benefits, you can go to a Medi-Cal Dental provider for care if you have a dental emergency.
 - To find a Medi-Cal dentist near you, go to: <https://dental.dhcs.ca.gov/find-a-dentist/home>. Or call Medi-Cal Dental at **1-800-322-6384**.
 - To learn more about Medi-Cal Dental, go to: <https://smilecalifornia.org/>.
- If your immigration status changes, or to report that you are pregnant or are within 12 months after your pregnancy ended, contact your local county Medi-Cal office to find out if you may re-qualify for dental services. The San Mateo County office is:

San Mateo County Human Services Agency
 400 Harbor Blvd., #B
 Belmont, CA 94002
 (650) 802-6470
 Office hours are 8:00 a.m. to 5:00 p.m.

Learn more about this change:

For answers to questions about which immigration statuses the changes affect, read the Frequently Asked Questions (FAQ) available online: Use your smartphone to scan the QR code below or go to <https://www.dhcs.ca.gov/services/Pages/Medi-Cal-Dental-Benefit-Changes-Frequently-Asked-Questions.aspx>



For more help:

- Call Medi-Cal Dental Monday – Friday, 8 a.m. to 5 p.m. (except State holidays) at **1-800-322-6384**. The call is free.
- For questions about eligibility, benefits, and services, call the Medi-Cal Help Line Monday – Friday, 8 a.m. to 5 p.m. (except State holidays) at **1-800-541-5555**. The call is free.
- For help using your benefits and understanding your rights, email **MMCDOmbudsmanOffice@dhcs.ca.gov**. Or call **1-888-452-8609** (TTY: 711 for California State Relay), Monday – Friday, 8 a.m. to 5 p.m., except State holidays. The call is free. Or, go to: **<https://www.dhcs.ca.gov/services/MH/Pages/mh-ombudsman.aspx>**.
- For help choosing health and dental plans, call Medi-Cal Health Care Options (HCO) Monday – Friday, 8 a.m. to 6 p.m. at **1-800-430-4263** (TTY: 1-800-430-7077). The call is free. Or go to Medi-Cal HCO at **www.healthcareoptions.dhcs.ca.gov**.
- For questions about your current HPSM Dental plan, call the number on the back of your HPSM ID card. The call is free.
- To learn more about Medi-Cal program changes, go to: **<https://www.dhcs.ca.gov/Medi-Cal/Pages/changes.aspx>**.
- For questions about changes to the scope of Medi-Cal coverage based on immigration status, email **ImmigrationPolicy@dhcs.ca.gov**.
- The San Mateo County local Medi-Cal office is:
San Mateo County Human Services Agency
400 Harbor Blvd., #B
Belmont, CA 94002
(650) 802-6470
Office hours are 8:00 a.m. to 5:00 p.m.
- To find local county Medi-Cal offices in other counties, go to: **dhcs.ca.gov/COL**.

Your health plan can answer some of your questions

We understand that news like this can be worrying. Please remember that Health Plan of San Mateo can support you. If you have questions or need more information, you can visit their website at www.hpsm.org or call them at 650-616-2894 (TTY: 1-800-735-2929 or dial 7-1-1). Call center hours are Monday through Friday from 8:00 a.m. to 6:00 p.m.

Thank you,

Department of Health Care Services