

## DENTAL CARE COORDINATION SERVICES IN SF

Having an early dental home with routine preventive dental visits are associated with better oral health across the lifetime. Good oral health from birth to death is linked to good overall health. Difficulty making a dentist appointment or difficulty in finding the right dentist prevents many families from getting routine preventive treatment. SF CHDP health workers care coordinate all CHDP dental referrals sent to our office (for eligible FFS/Gateway or Straight Medi-Cal CHDP clients), with approximately 90% success rate! The following table lists available care coordination and case management services for dental (and medical) referrals.

Content Notes:

<sup>1</sup>For medical case management questions, contact your SF CHDP provider relations nurse:

**415.575.5712**

<sup>2</sup>Denti-Cal Provider Bulletin  
[https://www.denti-cal.ca.gov/DC\\_documents/providers/provider\\_bulletins/Volume\\_34\\_Number\\_23.pdf](https://www.denti-cal.ca.gov/DC_documents/providers/provider_bulletins/Volume_34_Number_23.pdf)

<sup>3</sup>Anthem Blue Cross Quick Reference Guide, [https://www.anthem.com/ca/provider/f3/s1/t0/pw\\_e232872.pdf?refer=agent](https://www.anthem.com/ca/provider/f3/s1/t0/pw_e232872.pdf?refer=agent)

SF CHDP Care Coordination Services for Children with STRAIGHT FFS/GATEWAY MEDI-CAL						
Agency	Program Type	Telephone	E-mail/Referral Forms	Dental	Medical <sup>1</sup>	Ages
CHDP	Care Coordination	(415) 575-5712	<ul style="list-style-type: none"> <li>•FQHC clinics: PM160 Forms</li> <li>•Non-FQHC clinics: <a href="https://www.sfdph.org/dph/files/MCHdocs/CHDP/CHDP-FFS-Gateway-Care-Coordination-Follow-up-Request-Form-and-Instructions-3-1-18-Fillable-Form-Reader-Extend.pdf">https://www.sfdph.org/dph/files/MCHdocs/CHDP/CHDP-FFS-Gateway-Care-Coordination-Follow-up-Request-Form-and-Instructions-3-1-18-Fillable-Form-Reader-Extend.pdf</a></li> </ul>	All	All	0 to under 21
Other SF Care Coordination Services for Children with MEDI-CAL MANAGED CARE						
Agency	Program Type	Telephone	E-mail/Referral Forms	Dental	Medical	Ages
Denti-Cal	Care Coordination	Beneficiaries: (800) 322-6384	Telephone only	All		All
Denti-Cal	Case Management <sup>2</sup>	Providers only: (800) 423-0507	Referral Forms: <a href="https://www.denti-cal.ca.gov/DC_documents/providers/case_mgmnt_referral_form.pdf">https://www.denti-cal.ca.gov/DC_documents/providers/case_mgmnt_referral_form.pdf</a>	Special Health Care Needs— with complicated Dental Needs		All
SF Health Plan	Child, Adolescent & Transitional Aged Youth (CATY) Care Management program	Beneficiaries or Providers: (415) 615-4515	Email referrals: <a href="mailto:caremanagement_referrals@sfhp.org">caremanagement_referrals@sfhp.org</a> Additional questions: Jess Wiley, Children & Family Program Manager, 415-615-4416 or <a href="mailto:jwiley@sfhp.org">jwiley@sfhp.org</a> SFHP Care Coordination team will connect members assigned to clinics outside of the SFHN, SFCCC or UCSF system with one of SFHP delegated medical group's case management programs.	Members with multiple medical and/or behavioral health care coordination needs, including dental care.		0-17 (SFHN, SFCCC or UCSF clinic patients)
SF Dental Transformation Initiative (DTI) Program	Care Coordination Pilot Project (Program Ends Oct 2020)	Providers only: (415) 575-5681	Referral Forms: <a href="https://sfdti.weebly.com/uploads/1/1/3/6/113613631/dti_medical_dti_managed_care_plan_-_dental_care_coordination.follow-up_request_form_with_instructions_final_2-27-18-fillable.pdf">https://sfdti.weebly.com/uploads/1/1/3/6/113613631/dti_medical_dti_managed_care_plan_-_dental_care_coordination.follow-up_request_form_with_instructions_final_2-27-18-fillable.pdf</a>	Any Dental Need		0-5
Anthem Blue Cross <sup>3</sup>	Case Management	Providers only: (888) 334-0870	Referral Forms: <a href="https://mediproviders.anthem.com/Documents/CACA_CAID_CareMgmtReferralForm.pdf">https://mediproviders.anthem.com/Documents/CACA_CAID_CareMgmtReferralForm.pdf</a> Please fax to 1-866-333-4827 and note your email on referral. Write urgent at top of form if urgent need.	Any Dental Need	Any Medical Need	All