

Share & Learn: Key Updates and Essential Resources for LOHPs

October 23, 2025

Speakers

Kristin Hoeft (COHTAC), Anthony Eleftherion (Health Research for Action), Pamela Vera (Gainwell), Khadijat Alli (COHTAC)

Facilitators

Janelle Urata and Kristin Hoeft (COHTAC)

Funding & Disclaimer

- **Acknowledgement:** This webinar is funded by the Office of Oral Health (OOH) within the California Department of Public Health. Funding is provided through Proposition 56 – the California Healthcare, Research and Prevention Tobacco Tax Act of 2016 – under Contract 22-10488. The California Oral Health Technical Assistance Center (COHTAC) assists OOH in advancing the California Oral Health Plan through technical assistance and training.
- **Disclaimer:** The presentations today are the content of the speakers and do not necessarily represent the views or opinions of the California Department of Public Health, California Health and Human Services Agency, OOH, or COHTAC.

Housekeeping

- Meeting is being recorded and will be posted on the COHTAC website and YouTube channel – follow-up materials and recording link will be emailed
- Questions, comments, and resource sharing are welcomed in the chat box and will be answered at the end of the presentations – please stay muted until called on
- As always, we appreciate your feedback – please take a minute at the end to complete our evaluation survey

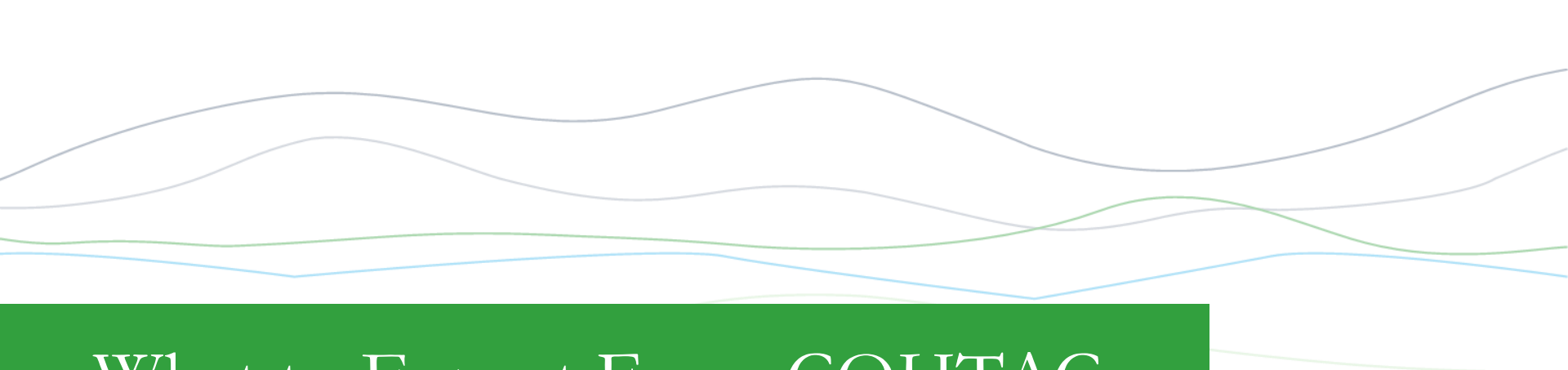
Learning Objectives & Agenda

Objectives

- Understand what to expect from COHTAC in the next two years and how to access, navigate, and find resources on the COHTAC website
- Identify partnership opportunities and understand how to access key resources in collaboration with *Smile, California*
- Encourage feedback, suggestions, and collaborative problem-solving and networking among LOHPs in facilitated discussions

Agenda

- Welcome and overview – [Janelle Urata](#)
- What to expect from COHTAC over the next 2 years – [Kristin Hoeft](#), [Khadijat Alli](#)
- Essential resources
 - *Smile, California* – [Pamela Vera](#)
 - Tour of COHTAC website – [Kristin Hoeft & Anthony Eleftherion](#)
 - Resource sharing – [Khadijat Alli](#)
- Q & A and wrap up – [Janelle Urata](#)



What to Expect From COHTAC Over the Next 2 Years

Kristin Hoeft

What to Expect

Overview of COHTAC's support through June 2027

What is not changing

- Website and toolkits
- Share & Learn webinars
- 1:1 support (email, Zoom)
- California Partnership for Oral Health (CPOH) workgroup support
- Info sharing and coordination

What is new

- Monthly office hours
- Quarterly meet-and-greets

COHTAC Team



**Khadijat
Alli, BA**

School
dental
programs
Social media



**Lisa Berens,
DDS, MPH**

Care
coordination
Medical-
dental
integration



**Rebecca
Hargreaves,
MPP**

CPOH
workgroups
Strategic
planning



**Kristin
Hoeft, PhD,
MPH**

Director
Oral health
literacy
Evaluation



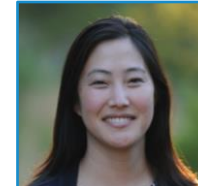
**Aubri
Kotteck, MPH**

Project
management
Email
coordination
Share &
Learns



**Xenia Mendez,
MPH**

Project
management
Resource &
training
development



**Janelle Urata,
RDH, MS**

KOHA
School dental
programs

Contact us at oralhealthsupport@ucsf.edu

New!

COHTAC Office Hours

Monthly opportunities to connect with COHTAC & OOH

- Typically held on 4th Tuesdays of every month from 11am-12pm*
- Drop in or stay for the entire hour– informal way for COHTAC, LOHPs, and OOH to connect, answer questions, and share ideas
- Help us determine what to focus on at upcoming office hours
 - **Oct 28 and Nov 18:** Poll!
 - **Dec 16:** Preparing for National Children's Dental Health Month
 - **2026:** Updating CHIP and other June and August deliverables

What else would you add or prioritize?

**Note: Nov & Dec dates are 3rd Tuesdays (not 4th) because of holidays*



New!

COHTAC Meet-and-Greets

Quarterly opportunities to connect with COHTAC

- Typically held on 1st week every 3 months from 10-11am
- Do you have new members on your team? Join a quarterly meet-and-greet!
 - Helps us all get to know each other better and builds connections
 - Ensures your team members are added to COHTAC contact lists
 - COHTAC will walk through our resources and can answer questions on-the-spot to help get your team members oriented to oral health and the LOHP work plan
- Keep an eye out for email announcements and events posted on our website

Share & Learns

Upcoming topics and schedule

- Typically held on 3rd Thursdays of a month from 10-11:30am
- Topics we are exploring to cover
 - Partnering with Head Start
 - New data resources from the Office of Oral Health
 - Supporting water fluoridation and other forms of fluoride
 - Analyzing and communicating with KOHA data

What else would you add or prioritize?

Connect With Us & Each Other

[LinkedIn](#)



[YouTube](#)



[Slack](#)

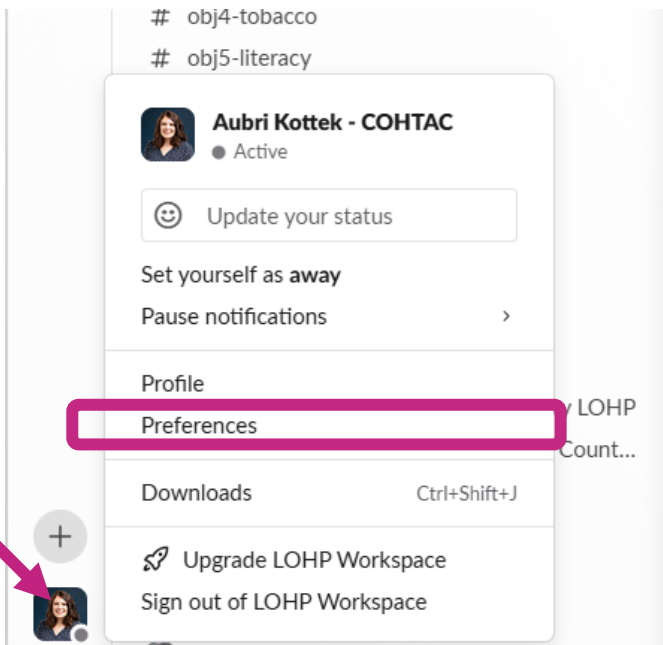


[Facebook](#)



Slack

Adjust notifications to stay connected



Preferences

Notifications

- Navigation
- Home
- Appearance
- Messages & media
- Language & region
- Accessibility
- Mark as read
- Audio & video
- Salesforce
- Connected accounts
- Privacy & visibility
- Advanced

Notify me about...

[About notifications ?](#)

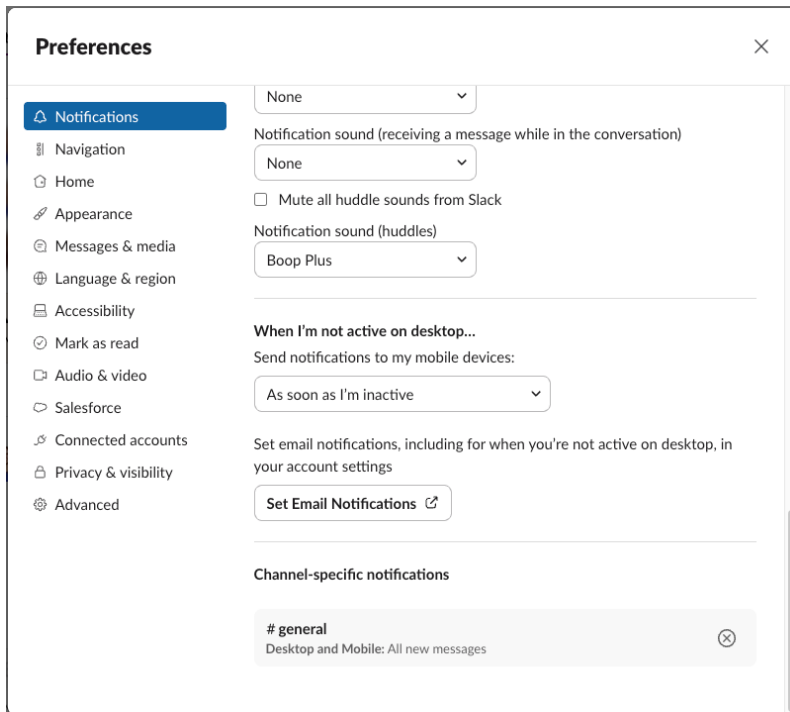
- ☒ All new messages
- ☐ Direct messages, mentions & keywords
- ☐ Nothing
- ☐ Use different settings for my mobile devices
- ☒ Notify me when a huddle starts in one of my channels
- ☒ Notify me about replies to threads I'm following

My keywords

Show a badge (1) in my channel list when someone uses one of my keywords:

Slack cont.

Setting up email notifications



Preferences [Close]

Notifications

None [v]
Notification sound (receiving a message while in the conversation)

None [v]
Notification sound (huddles)

☐ Mute all huddle sounds from Slack

Boop Plus [v]
Notification sound (huddles)

When I'm not active on desktop...

Send notifications to my mobile devices:

As soon as I'm inactive [v]

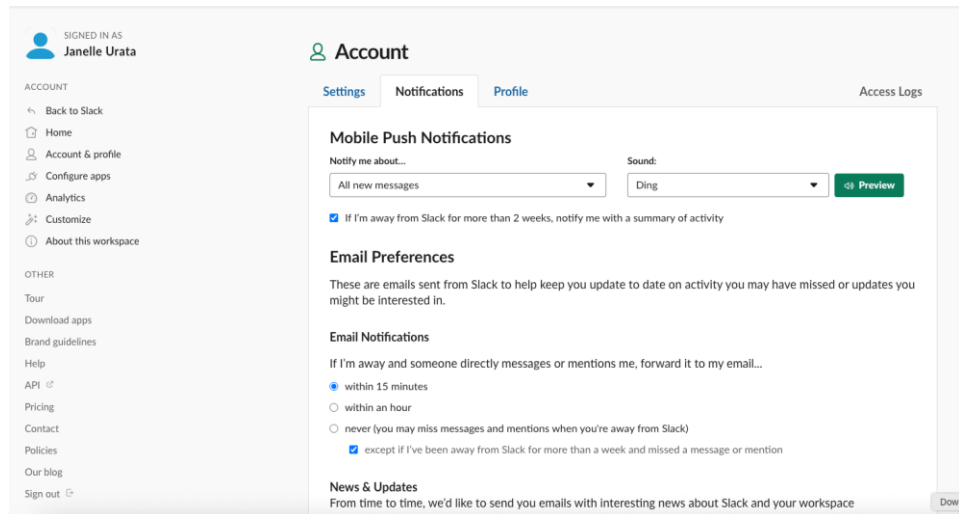
Set email notifications, including for when you're not active on desktop, in your account settings

[Set Email Notifications](#)

Channel-specific notifications

general [Close]
Desktop and Mobile: All new messages

LOHP Workspace



SIGNED IN AS **Janelle Urata**

Account

[Settings](#) [Notifications](#) [Profile](#) [Access Logs](#)

Mobile Push Notifications

Notify me about...
All new messages [v] Sound: Ding [v] [Preview](#)

☒ If I'm away from Slack for more than 2 weeks, notify me with a summary of activity

Email Preferences

These are emails sent from Slack to help keep you update to date on activity you may have missed or updates you might be interested in.

Email Notifications

If I'm away and someone directly messages or mentions me, forward it to my email...

☒ within 15 minutes
☐ within an hour
☐ never (you may miss messages and mentions when you're away from Slack)
☒ except if I've been away from Slack for more than a week and missed a message or mention

News & Updates

From time to time, we'd like to send you emails with interesting news about Slack and your workspace

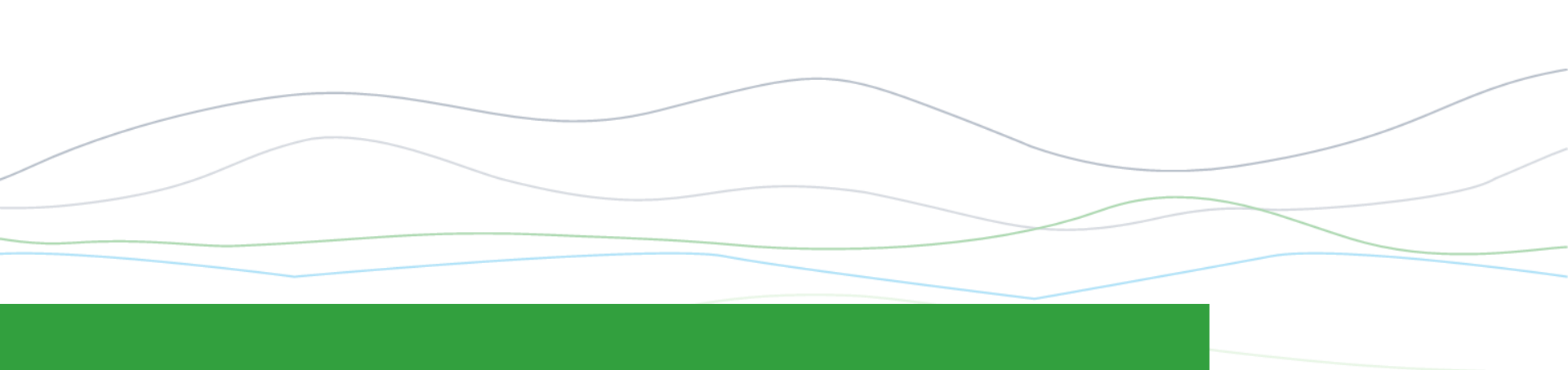


How can COHTAC support LOHPs?

In your breakout rooms:

1. Select a notetaker
2. Round robin share (LOHPs go first!):
 - Name & LOHP/org
 - Your ideas on how COHTAC can support LOHPs
 - Any questions or comments you have for the COHTAC team

After 5 minutes, we'll come back as a large group and report out



Essential Resources

Pamela Vera, Kristin Hoeft, & Anthony Eleftherion

Medi-Cal Dental *Smile, California*

A Guide for LOHP



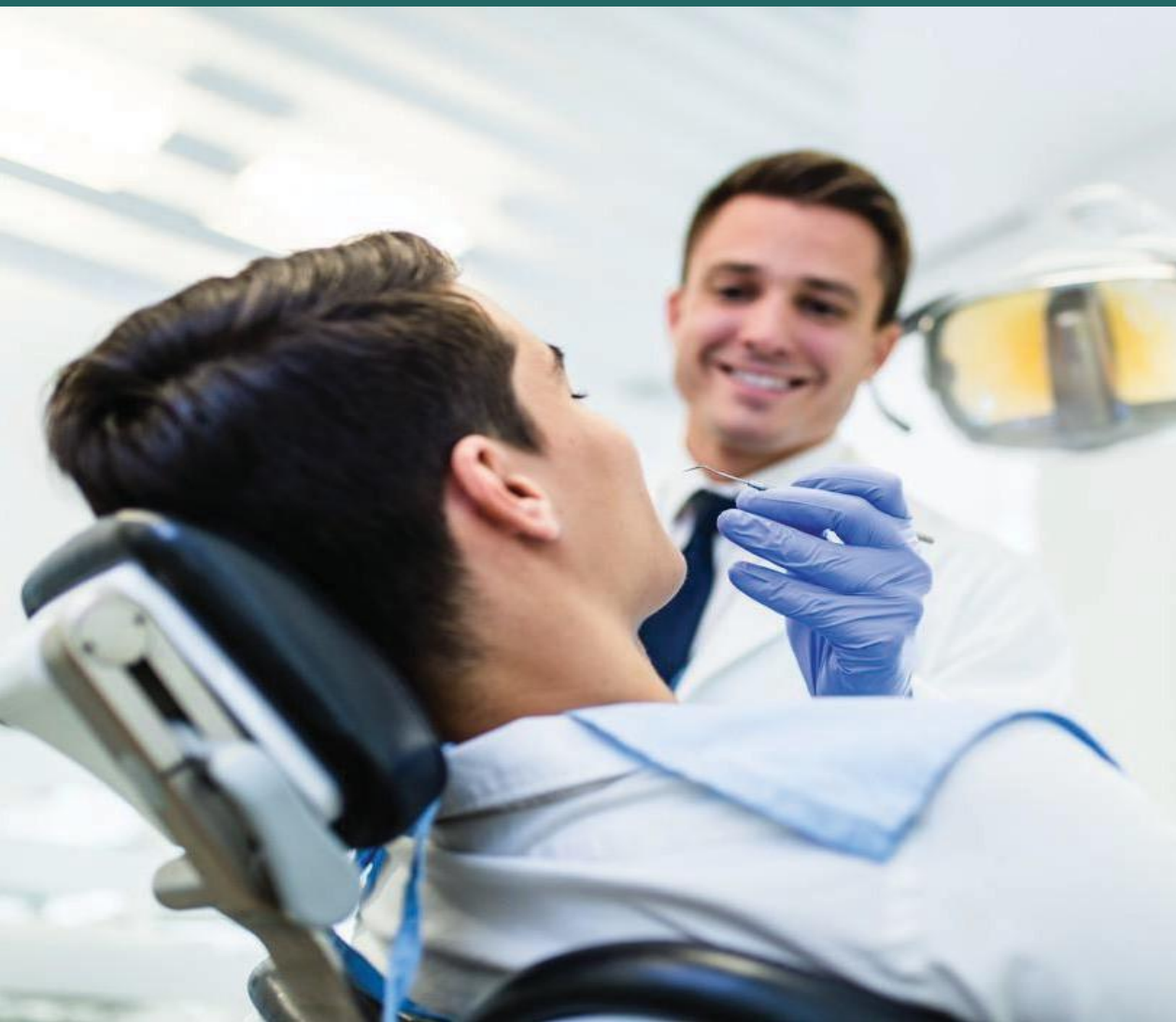
Medi-Cal Dental

Agenda



- Smile, California Resources
- Co-Branding Opportunities
- Smile, CA Partner Toolkit
- Primary Care Physician Toolkit
- Smile Alerts
- Host an Event
- Introduction to Medi-Cal Dental Member and Provider Outreach
- Outreach Representative Map
- Teledentistry
- Care Coordination
- Case Management





Smile, California Resources

SmileCalifornia.org and SonrieCalifornia.org

About

Provides an overview of Medi-Cal Dental



Covered Services

Learn about Medi-Cal covered services by age group



Visiting the Dentist

Helps members get ready for their Medi-Cal Dental appointment



Videos

Short informative Medi-Cal videos



Care for Your Smile

Tips to help members take care of their gums and teeth



Find A Dentist

Tool to help you assist members in finding a Medi-Cal dental provider



Members

Resources to learn about member benefits and the importance of routine dental checkups

Help Members Find a Dental Home

Use the “Find a Dentist” tool to help members locate a Medi-Cal dental provider nearby

- Visit **SmileCalifornia.org** and select “Find a Dentist.”
- Click the “Provider Directory Search” link,
- Enter the member’s zip code
- Provide members with their top three choices using the **Smile Care Plan**



Smile, California Materials

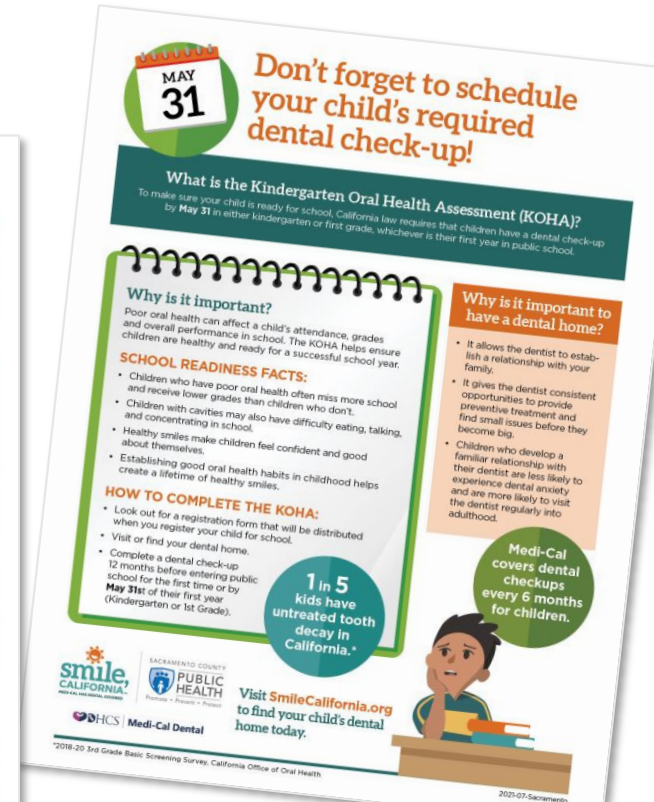
Access free promotional materials, to inspire healthy smiles in your communities:

- Flyers and posters
- Activity sheets for kids
- Ready-to-share social media images and suggested captions
- Website and e-mail signature banners
- And more!



Co-Brand with Us!

Submit a request to feature your organization's logo on a variety of materials, including social media posts, videos, and print materials. Paid co-branding opportunities are also available for organizations with media budgets.

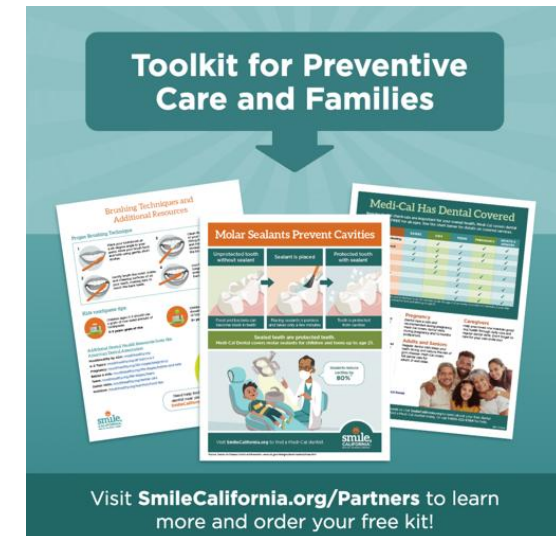


Smile, California Partner Toolkit

We are excited to introduce three brand-new *Smile, California* Community Toolkits, designed to help you provide oral health resources to the communities you serve.

Inside each Community Toolkit, you will find brochures, flyers, posters, and toothbrushes for adults and children that can be displayed or distributed at your clinic, office, or community event.

Ordering your *Smile, California* Community Toolkit is simple! Just complete the [Toolkit Order Request Form](https://smilecalifornia.org/partners-and-providers/smile-california-partner-toolkit/) at <https://smilecalifornia.org/partners-and-providers/smile-california-partner-toolkit/>



Smile, California Primary Physician Toolkit

As a primary care physician, you play a critical role in helping keep Medi-Cal members informed about the importance of regular dental care and the services available to them. Below are the tools and materials to assist you:

- AAP: Children's Oral Health
- Oral Health Coding Fact Sheet for Primary Care Physicians
- Smiles for Life: A National Oral Health Curriculum
- Smile Care Plan
- Practice Good Habits Flyer
- Medi-Cal Has Dental Covered Poster
- Bright Future Guidelines
- American Academy of Pediatrics: Recommendations for Preventative Pediatric Healthcare
- National Maternal and Child Oral Health Resource Center, Nutrition and Oral Health: A Resource Guide
- AAP Fluoridation Video
- Medi-Cal Dental Education Flyer
- Medical Dental Education Pad
- Medi-Cal Dental Pregnancy Materials

<https://smilecalifornia.org/partners-and-providers/primary-care-physician-toolkit/>

Subscribe to Receive Our Smile Alerts

Get timely updates, free resources and campaign information straight to your inbox.



Scan the QR code to subscribe!

E-mail us directly at hello@smilecalifornia.org



September is Pain Awareness Month

In September, we're reminded that it's not only a time for the changing seasons, but it's also National Pain Awareness Month. This month is a crucial opportunity for us to reflect on the significance of proactive health practices, particularly when it comes to our oral well-being.

One of the most effective ways to prevent dental problems is by scheduling regular dental check-ups. These appointments go beyond just cleaning your teeth - they allow your dentist to assess your oral health, identify any areas of concern, and provide guidance to maintain a healthy smile.



NEW VIDEO SERIES – Myth vs. Fact: Dental Edition

Partners,

We are thrilled to announce the launch of our new initial common myths about dental check-ups and highlighting preventive care. Introducing the "Myth Vs. Fact: Dental series!

In collaboration with active Medi-Cal dental providers, our dentists have worked closely with us to create videos aimed at helping you make informed decisions about their oral health.

This three-part video series delves into crucial topics such as baby teeth, the benefits of dental sealants, and the significance of regular dental visits. Each video features a different Medi-Cal dentist sharing their expertise.

We encourage you to watch, download, and repost these videos on social media platforms! Be sure to tag us on [Facebook](#) and [Instagram](#) with the hashtag [#SmileCalifornia](#) when you share.

FIRST VIDEO NOW LIVE – Dental Check-up

We are kickstarting the "Myth Vs. Fact" series' first video from South Los Angeles. Dr. Banty addresses a common myth about dental care for babies, emphasizing the importance of the first dental visit or first birthday. Myth debunked! [Watch](#) and [download](#) the "Myth Vs. Fact: Dental Check-up, First Visit" video by clicking the buttons below.



Hello Partners,

As summer winds down and children are preparing to return back-to-school, we are excited to share updates and insights on promoting children's oral health. While summer has been a time for fun and relaxation, it is still important to keep kids' healthy routines on track. This month, we are offering practical tips and resources to help keep families' smiles healthy and strong.

Happy Teeth, Happy Kids: National Tooth Fairy Day and Early Childhood Dental Habits

Did you know that baby teeth play a crucial role in your child's ability to speak clearly and chew effectively? National Tooth Fairy Day is more than just a tradition of money and treats; it is a celebration of the important milestones in every child's dental health, growth, and development.

As we gear up for National Tooth Fairy Day on August 22nd, we encourage you to explore and share the resources available on [SmileCalifornia.org](#) and [SonrieCalifornia.org](#). You can find and download educational materials on dental health, engaging activities for children, and essential information for parents about the development of their child's teeth and the importance of early dental visits. By using these resources below, you can help promote healthy dental habits to ensure happy and healthy smiles for kids this summer.

- [Activities and Coloring Sheets for Children](#) in English and Spanish.
- [Educational Videos](#) in English and Spanish.
- [Fotonovelas](#) in English and Spanish.
- Educational Resources:
 - Medi-Cal Has Dental Covered flyer: [English](#) | [Spanish](#)
 - Toothy Tips for Parents flyer: [English](#) | [Spanish](#)
 - Healthy Smiles from Pregnancy Through the Toddler Years brochure: [English](#) | [Spanish](#)
 - Fluoride Infographic: [English](#) | [Spanish](#)



Introduction to Medi-Cal Dental Member and Provider Outreach

Smile, California Outreach Team

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Dental Services Advocacy Director

Dr. Gene Gowdey
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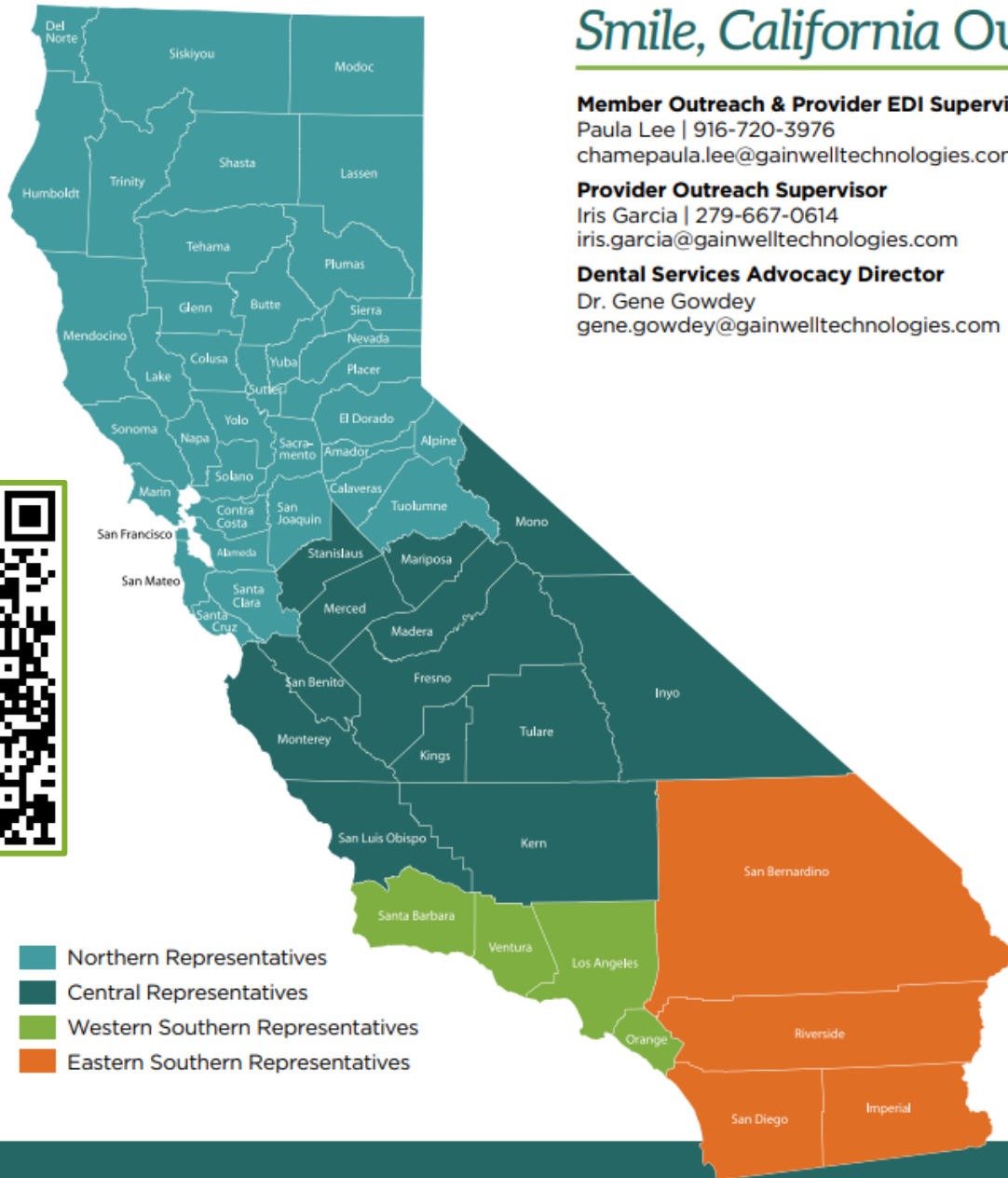
Western Southern

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vivian.lin@gainwelltechnologies.com

Eastern Southern

Ruby Mejia | 916-852-2307
ruby.mejia@gainwelltechnologies.com

This Regional Representative contact list is for respective member and provider representatives to assist stakeholders with local events, questions about Smile, California, and provider recruitment opportunities. This list is not for public distribution. Please refer all members to the Telephone Service Center Line at 1-800-322-6384 and providers to the Provider Telephone Service Line at 1-800-423-0507 for general inquiries and customer service support.



- Northern Representatives
- Central Representatives
- Western Southern Representatives
- Eastern Southern Representatives



Host an Event with *Smile, California*

Connect with Your Community

Looking to host an event for your community?

Share event details such as event type, location, audience and attendees to hello@SmileCalifornia.org or Medi-CalDentalOutreachSNC@gainwelltechnologies.com

We'll assess how we can support your efforts with printed resources, promotional materials, and in-person events.

Together, let's make oral health a priority in your community.





Overview of Teledentistry, Care Coordination, and Case Management

Teledentistry

- Teledentistry is a Medi-Cal benefit, offering members convenient access to dental care through phone or video consultations.
- The teledentistry flyer is available on both *Smile, California* and *Sonrie, California* websites
- A list of providers who offer teledentistry is available on the Medi-Cal Dental website, *Smile, California* and *Sonrie, California* websites

With Teledentistry, You Can:



Talk to a
dentist
anytime,
anywhere.



Get quick
advice for
urgent dental
problems.



Catch
dental
problems
early.



Keep
your
smile
healthy.

Medi-Cal Dental Care Coordination

Care Coordination representatives are ready to help Medi-Cal Fee-For-Services members with:

- Appointment Scheduling
- Locating a general dentist or dental specialist
- Language and American Sign language assistance
- Transportation



Accessing Care Coordination Services

Members can connect to Care Coordination Services by either:

- Completing the [Care Coordination Referral Form](#); **or**
- Calling the Telephone Service Center at **(800) 322-6384** between Monday through Friday, 8:00am to 5:00pm



Source: Member Bulletin, June 2024, Vol. 7, No.9,
[https://dental.dhcs.ca.gov/MCD_documents/members/member_bulletin
s/Volume_07_Number_09.pdf](https://dental.dhcs.ca.gov/MCD_documents/members/member_bulletins/Volume_07_Number_09.pdf)

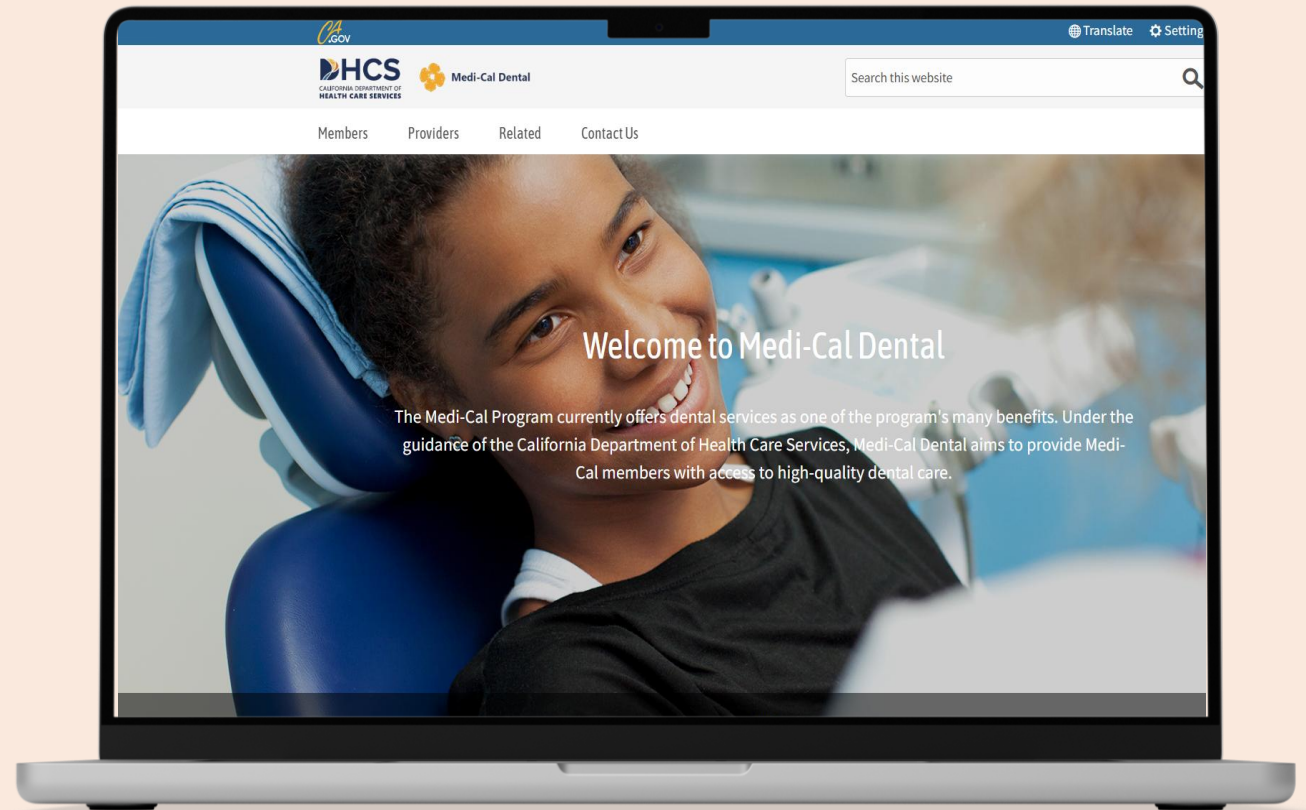
A laptop screen showing a web form titled "Care Coordination Referral Form". The form has a blue header and contains several numbered sections with input fields and radio buttons.

Care Coordination Referral Form

1. Member's Name
2. Member's Legal Guardian (if applicable)
3. Member's Medi-Cal ID (BIC Number) if known
4. Date of Birth
5. Member's Gender
☐ Woman
☐ Man
☐ Non-binary
6. Member's Ethnicity

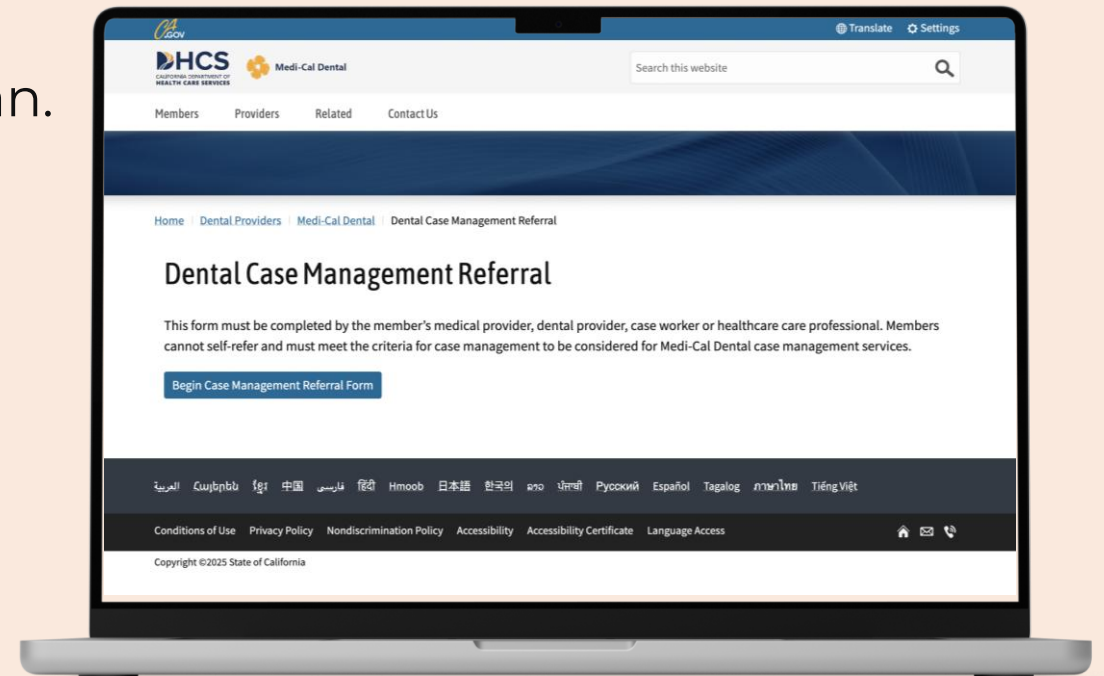
Support for Members with Special Needs

- The Dental Case Management program is here to help members with special medical, physical, and/or behavioral needs access care.
- The program is specifically designed to help with scheduling and coordinating complex treatment plans involving one or more medical and dental providers.



Referring Members to Dental Case Management

- Members can be referred to Dental Case Management by their medical or dental provider, case worker, or healthcare professional.
- Referrals are based on a current, comprehensive evaluation and treatment plan.
- To refer a member, complete the online [Case Management Referral Form](#).



For more information about Medi-Cal dental
benefits and to find a dentist, visit
SmileCalifornia.org or call the Telephone
Service Center at **1-800-322-6384**.

Follow us on social media!

 @SmileCalifornia

 @SmileOnCalifornia

Email us!

hello@smilecalifornia.org or
Medi-CalDentalOutreachSNC@gainwelltechnologies.com



Medi-Cal





**It's Time
to Ask
Questions**

Smile, California & LOHPs

Pamela Vera

Tour of COHTAC Website

Kristin Hoeft & Anthony Eleftherion

What Is Oral Health Literacy (OHL)?

- The ability to find, understand, and use oral health information
- Applies to individuals, healthcare professionals, and organizations
- Our focus: How caring professionals can support and promote health literacy in our organizations and among patients — by using OHL best practices
- The [OHL Toolkit](#) is all about how to use and promote OHL.



How Oral Health Literacy Helps Patients & Community Members

- Lower rates of dental caries and periodontal disease.
- More use of preventive services.
- Better participation in their own care.
- More likely to get the care they need.

How OHL Helps Dental Practices

- **Adopting OHL techniques in your practice can:**
 - Improve relationships with your patients by increasing their comfort and trust.
 - Increase patients' loyalty to your practice and encourage them to return.
 - Increase patients' adherence to instructions.
 - Improve equity of care by making your practice more accessible and welcoming to all patients.



The Oral Health Literacy Toolkit

UCSF

University of California San Francisco

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UCSF Health

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California Oral Health
Technical Assistance Center

CDPH Office of Oral Health

Toolkits

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Oral Health Literacy Toolkit

Oral Health Literacy Toolkit

This set of resources for oral health providers offers an overview of what oral health literacy is and why it matters, as well as practical tools and roadmaps for improving the health literacy of dental practices.

This toolkit was developed by and is based on research conducted by Health Research for Action, a research center of UC Berkeley's School of Public Health, in collaboration with the California Department of Public Health Office of Oral Health.

The Oral Health Literacy Toolkit is expected to grow and evolve in response to oral health providers' needs and further research. Currently, the Oral Health Literacy Toolkit consists of these components:

Oral Health Literacy in Practice

- Introduction to oral health literacy for oral healthcare providers
- Simple roadmap for assessing your practice and implementing change at your own pace
- Strategies for communicating clearly and empowering patients
- Example scripts and templates
- 24 pages, meant for digital viewing

ORAL HEALTH LITERACY TOOLKIT



Oral Health Literacy
in Practice

Toolkits

► Oral Health Literacy Toolkit

Tobacco Cessation Toolkit

Brush in a Box Toolkit

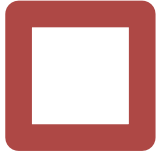
Fluoridation Manual

Leveraging Medi-Cal Innovations:
A Toolkit for Local Oral Health
Programs

School-Linked Dental Program
Manual

Step 1: Preparation

Step 2: Program Setup &
Logistics



Where to
download
the toolkit

[oralhealthsupport.ucsf.edu/
oral-health-literacy-toolkit](https://oralhealthsupport.ucsf.edu/oral-health-literacy-toolkit)



First 5 California Kit for Parents

First 5 California's Kit for New Parents is available in five languages: English, Spanish, Chinese, Korean, and Vietnamese. Order 1 or 100, and it will be shipped to you for free.



Oral Health in the Kit



Advice for Pregnant People

The kit explains why oral healthcare is important during pregnancy and helps parents find a dentist and get care.



Nutrition Information

Offers advice on good nutrition, including eating calcium-rich foods and avoiding sugary snacks and drinks.



Oral Health Advice for All Ages

The kit provides age-appropriate oral health advice. This includes information on:

- How to clean a baby's gums
- How to brush a toddler's teeth
- When children are old enough to brush on own
- When a baby should see a dentist
- Ways to prevent tooth decay
- How to find a dentist and affordable dental care

For Free Bulk Orders

To order the kit in bulk, email parentkit@first5.ca.gov. Include all of the following in your email:

- Subject line "Kit bulk ordering account"
- Your organization's name
- Your name, email address, and phone number
- Your county
- Requested quantity of kit by language

Order for Free Now

To order a single kit, scan the QR code with your phone.



WHAT'S IN THE KIT

The kit comes in a reusable shopping bag and contains these items:

- California Parent Guide
- What to Do When Your Child Gets Sick book
- Touch and feel baby/toddler book
- Poison Control brochure and magnet
- Paid Family Leave brochure
- Brain development card and brochure



F5 Kit for New Parents Bulk Orders

- Email parentkit@first5.ca.gov
- Include:
 - Name and phone number
 - County and organization name
 - Mailing address (no PO boxes)
 - Quantity of kits by language

Contact

Anthony Eleftherion: aeleftherion@berkeley.edu
<https://healthresearchforaction.org>



Resource Sharing

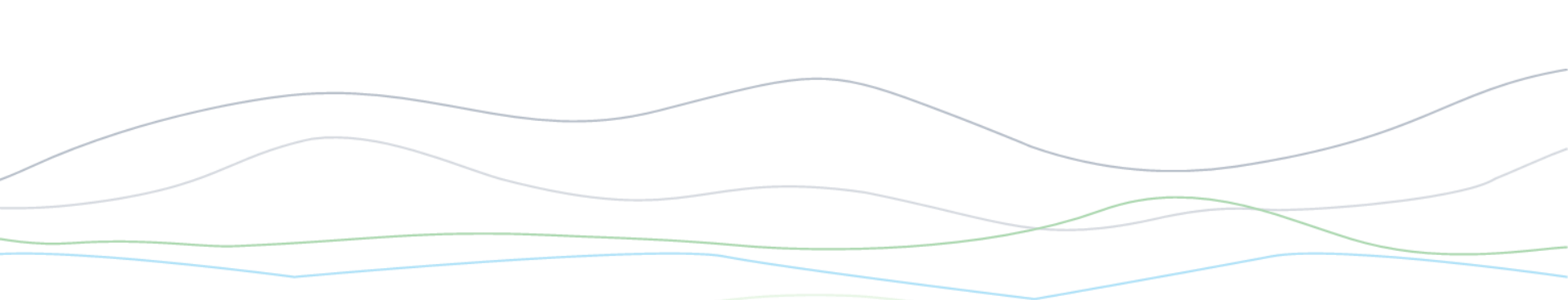
Khadijat Alli

Resources & Tips

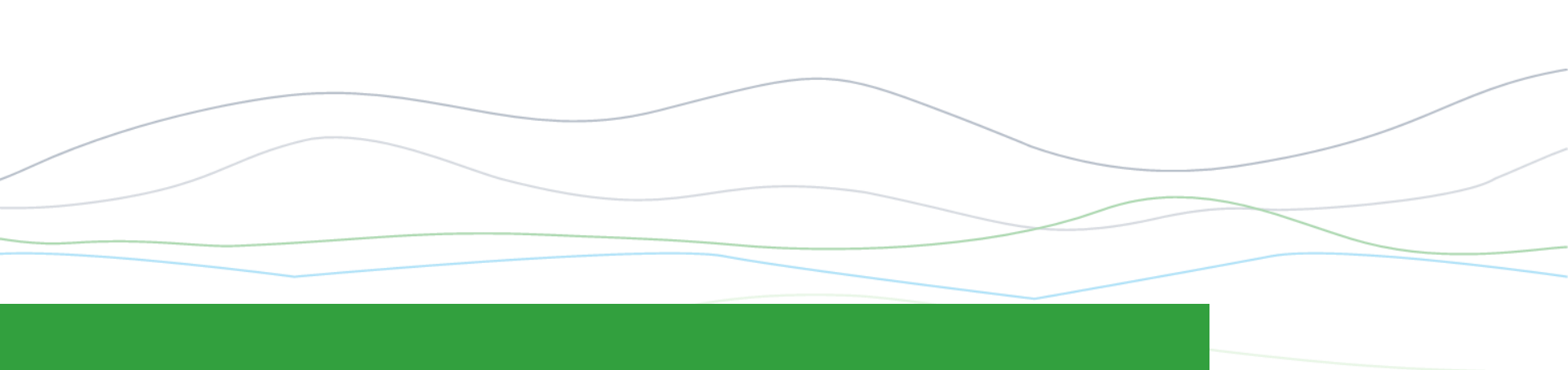
Shared from LOHP convenings

What are your favorite resources and tips?

- Ideas/tips from convenings: [Bakersfield](#), [Sacramento](#)
- [California Pathways into Public Health \(Cal-PPH\)](#): host students for internship (14-15 weeks) or fellowship (12-13 months)
- New edition of [ADA Fluoridation Facts](#) – FREE to download
 - Scroll and click on “Read Fluoridation Facts” for PDF
- California Dental Association (CDA): [Fluoridation Facts Sheet](#)
- Colgate’s [Bright Smiles, Bright Futures “virtual van”](#) – free 20-30-min live virtual educational session (brushing, nutrition, handwashing) for kids <12 with oral care kits



Q & A



Thank You