

Access Dental Plan Member Portal Frequently Asked Questions



A new portal for Access Dental Plan (ADP) Medi-Cal LAPHF and GMC members is coming in January 2024. We've listed some common questions and answers to help with the transition.

Q. When will the new portal be available?

A. The new portal will be available January 15, 2024.

Q. What are the new portal features?

A. The new portal will allow you to quickly get information on your own instead of calling us. In the new portal, you will be able to:

- View, download, and print your plan ID card **(New!)**
- Connect through your mobile device **(New!)**
- See your referrals **(New!)**
- Find a dentist (if you don't already have one) or change your dentist
- See your benefits and coverage
- See your authorizations, claims, and more
- Get plan documents and resources (e.g., member handbooks)

Q. How can I access the new portal? Will this affect my current login?

A. You will access the new portal on the same website you use today, www.premierlife.com/camedicaid.

You will need to create a new login. Your username on the new portal will be your primary email address. Have your Access Dental ID card ready to set up your new login.

Q. How do I get my Access Dental ID card or member ID number so I can register?

A. You will need your member ID to register. Your member ID is printed on your Access Dental ID card and Medi-Cal Benefits Identification Card (BIC).

Q. Can I connect my family members into one account?

A. Yes, the new member portal will link your dependents / family members that are under age 18.

Q. When will I receive more information on the new portal?

A. We'll send you more information in Dec 2023 to get you started. You can also check the website www.premierlife.com/camedicaid in January 2024 for help.

Q. Who do I contact if I have questions?

A. You can call us if you have any questions. We are available 8:00 am – 5:00 pm PST, Monday through Friday.

- Sacramento County: 877-821- 3234 (TTY/TDD 711)
- Los Angeles County: 888-414-4110 (TTY/TDD 711)