MEDI-CAL DENTAL SERVICES DIVISION LOS ANGELES STAKEHOLDER FACT SHEET

November 2026

DHCS
CALIFORNIA DEPARTMENT OF
HEALTH CARE SERVICES

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MEMBER CALL VOLUME

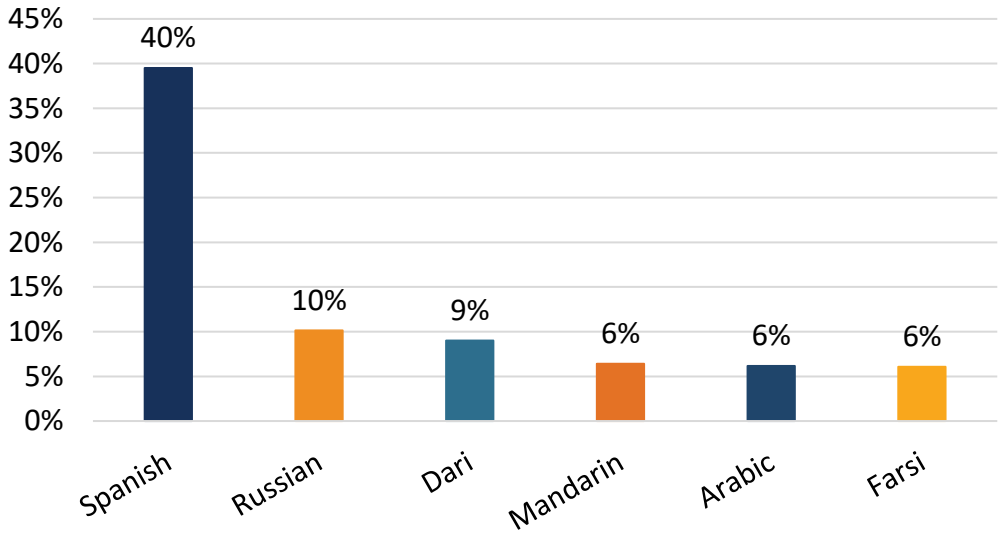
Statewide Fee-For-Service (FFS) Quarter 1 and Quarter 2 2026[1]

230,385 - Member calls, including the Language Line Services (LLS) call volume, received from **January through March (Quarter 1) 2026** in the FFS delivery system.

Category	Quarter 1 2026
Language Line Services	8,551
Requested Languages	79
Calls for Top 6 Languages	75%
Calls for Other Languages	25%

Top 6 LLS Languages - FFS

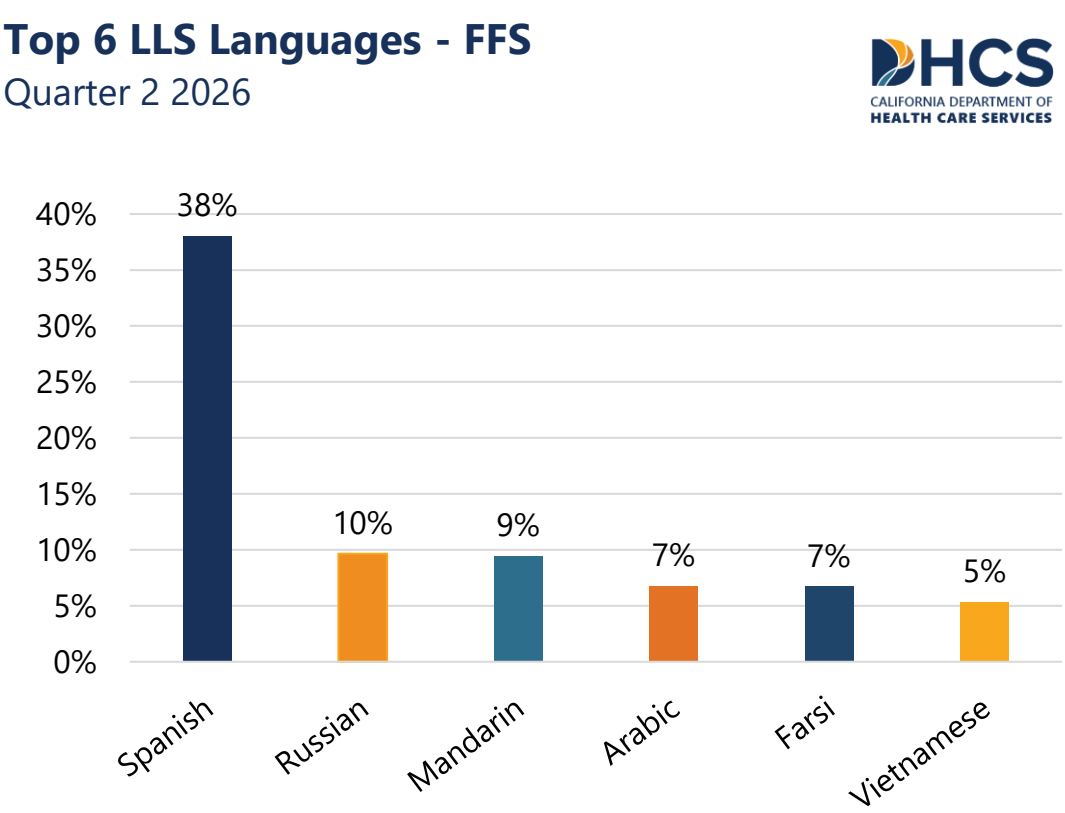
Quarter 1 2026



[1] Data Source: Gainwell Technologies as of August 2026.

250,992 - Member calls, including the LLS call volume, received from **April through June (Quarter 2) 2026** in the Fee-For-Service (FFS) delivery system.

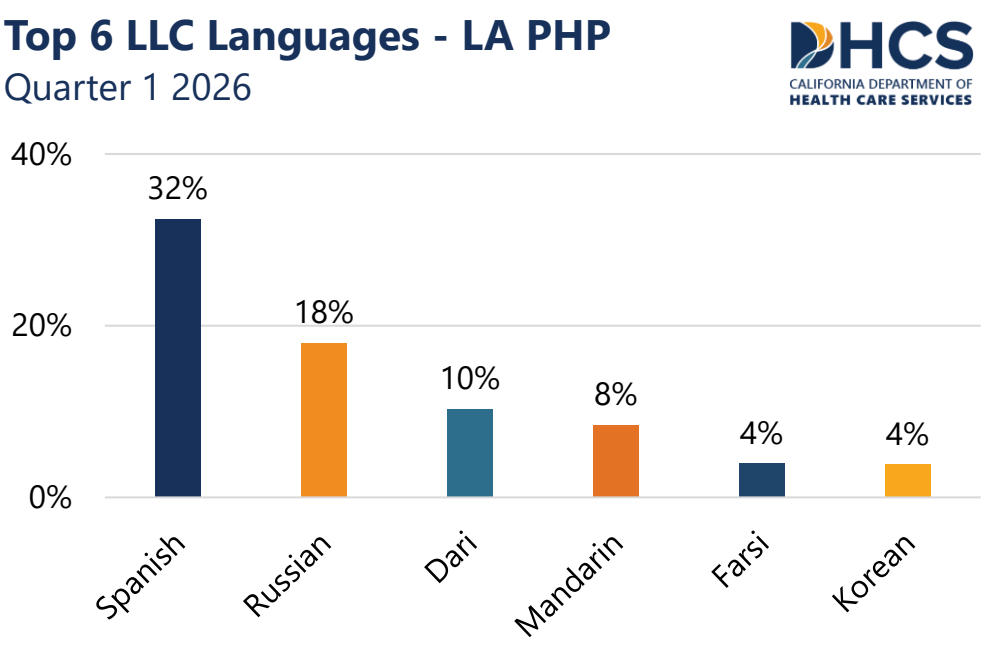
Category	Quarter 2 2026
Language Line Services	9,820
Requested Languages	69
Calls for Top 6 Languages	76%
Calls for Other Languages	24%



Los Angeles (LA) Prepaid Health Plan (PHP) Quarters 1 and 2[2] CY 2026

29,455 - Member calls received from **January through March (Quarter 1) of CY 2026** in the PHP delivery system.

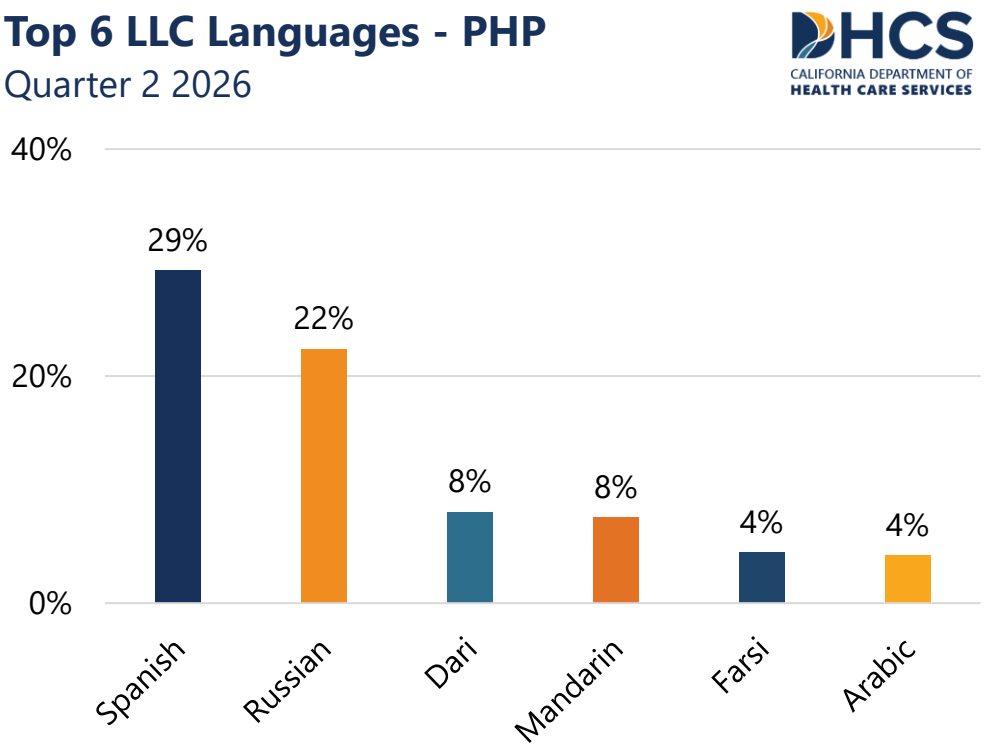
Category	Quarter 1 2026
Language Line Services	910
Requested Languages	34
Calls for Top 6 Languages	77%
Calls for Other Languages	23%



[2] Data Source: Call Centers and Linguistic Report from California Dental Network, Health Net Dental and Liberty Dental Plan as of August 2026.

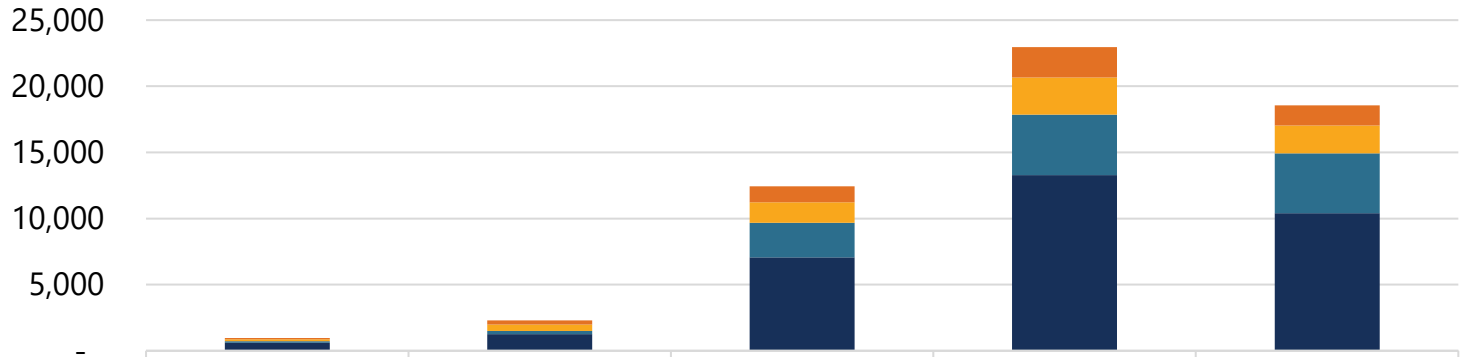
31,215 - Member calls received from **April through June (Quarter 2) of CY 2026** in the PHP delivery system.

Category	Quarter 2 2026
Language Line Services	1,072
Requested Languages	39
Calls for Top 6 Languages	76%
Calls for Other Languages	24%



DENTAL PROVIDER DATA[3]

Statewide Provider Counts



	SNCs	SNC Rend	Offices	Office Rend	Active Rend
Los Angeles Dental MC	97	318	1,199	2,295	1,510
Statewide Dental MC	137	475	1,562	2,805	2,103
Los Angeles FFS	132	232	2,611	4,579	4,524
Statewide FFS	597	1,267	7,058	13,284	10,412

[3] Data Source: MIS/DSS Data Warehouse and Contractor Reports as of July 2026, excluding the Health Plan of San Mateo (HPSM). Duplication may exist in rendering providers serving in Safety Net Clinics (SNC) and offices, and between the FFS and Dental Managed Care (Dental MC) delivery systems. SNCs in FFS are based on claims received within the last two years; SNCs in Dental MC are based on the enrollment reports from plans. SNC rendering providers in FFS are the Ordering, Referring and Prescribing (ORP) providers reported from the Provider Application and Validation for Enrollment (PAVE); Dental MC is based on the enrollment reports from plans. Network data based on enrollments reported by the dental ASO and Dental MC plans. Unduplicated active rendering providers between SNCs and offices within the delivery system who have billed at least one service within the last two years.

DENTAL CASE MANAGEMENT[4]

Delivery System	New Case Count Q1 2026	Total Q1 2026	New Case Count Q2 2026	Total[5] Q2 2026
Statewide FFS	70	247	96	339
California Dental Network LA	16	25	9	30
Health Net LA	59	61	4	60
Liberty LA	8	17	7	18
LA FFS	8	35	13	47

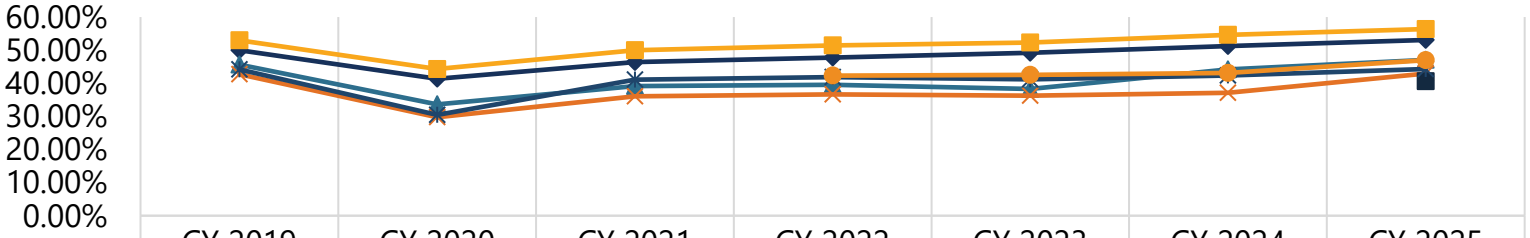
[4] Data Source: Contractor Reports as of August 2026 for reporting periods January through June 2026.
[5] Total includes new and open cases.

DENTAL UTILIZATION[6]

Utilization[7] in Children Ages 0-20[8]

Annual Dental Services

CY 2019 - CY 2025 for Eligible Members



	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024	CY 2025
Statewide FFS	50.00%	41.35%	46.42%	47.75%	49.21%	51.21%	53.07%
LA FFS	52.98%	44.31%	50.00%	51.44%	52.31%	54.62%	56.37%
Access LA	45.67%	33.62%	39.14%	39.53%	38.26%	44.15%	47.05%
Health Net LA	42.76%	29.73%	36.05%	36.59%	36.28%	37.11%	42.93%
CDN LA							40.61%
Liberty LA	44.22%	30.44%	41.04%	41.89%	41.18%	42.37%	44.30%
HPSM				42.29%	42.49%	43.13%	46.97%

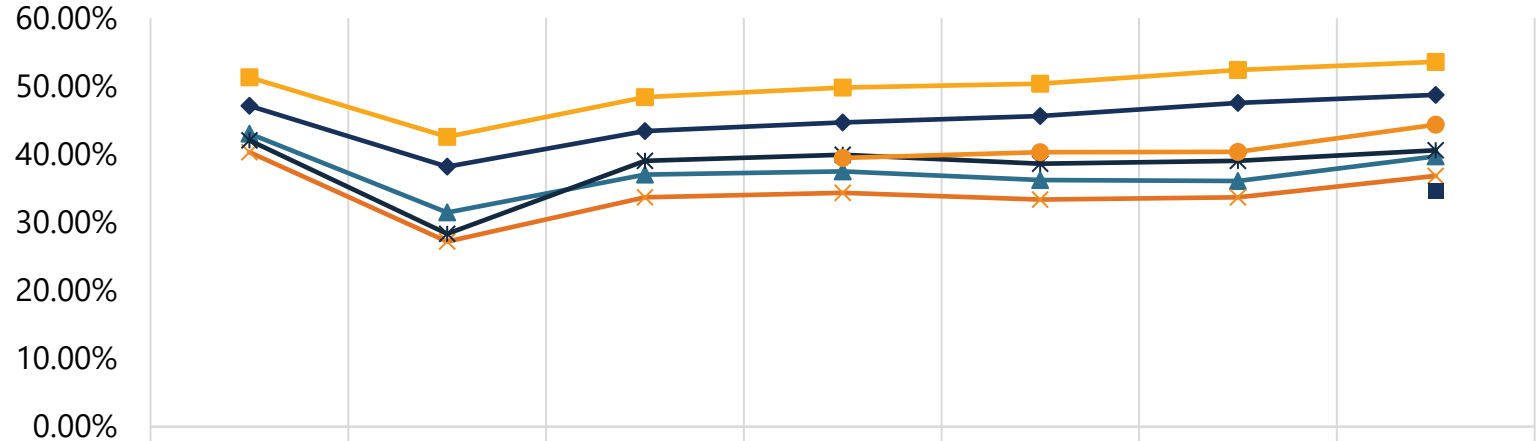
[6] Data Source: Tableau Dental Dashboard (connects with MIS/DSS data warehouse), including SNC encounters as of October 2026.

[7] California Dental Network (CDN) has replaced Access Dental Plan, effective July 1st, 2025. Each member must have a minimum of three consecutive months of eligibility, followed by an additional three-month runout period for claims processing. As a result, January will be the first month in which CDN appears in the data. To maintain continuity and support comparative trend analysis, data from Access Dental activity from January through June will also be included.

[8] Health Plan of San Mateo (HPSM) was effective starting CY 2022; utilization for prior years is not applicable.

Diagnostic Services

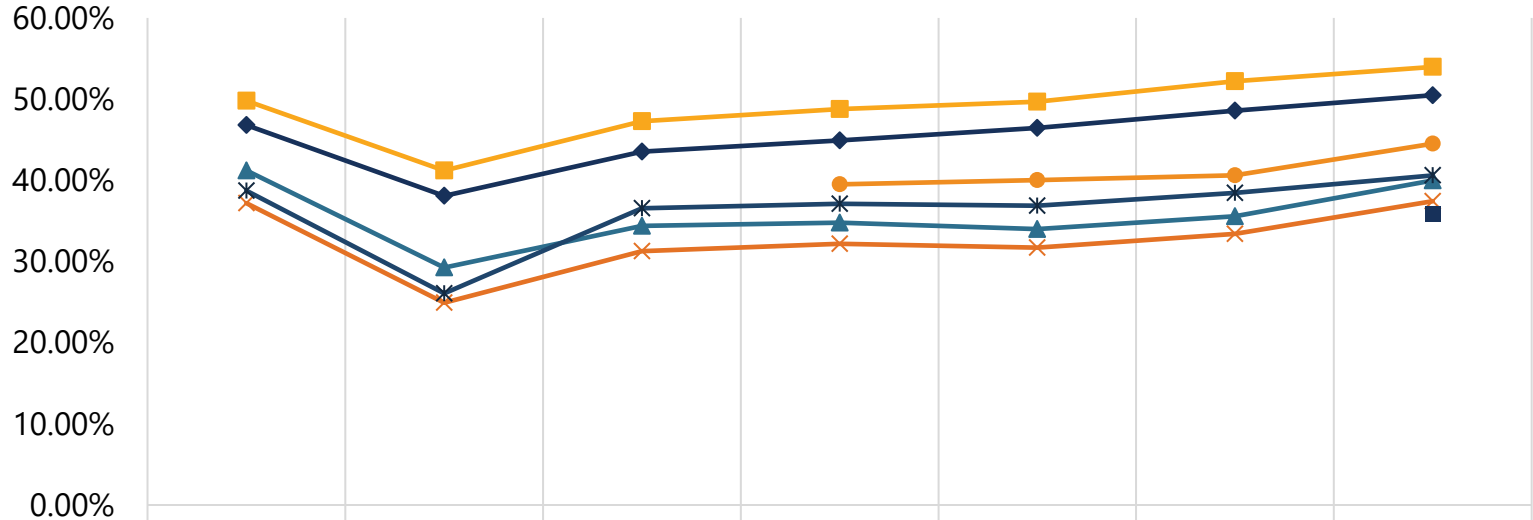
CY 2019 - CY 2025 for Eligible Members



	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024	CY 2025
Statewide FFS	47.13%	38.17%	43.41%	44.69%	45.60%	47.53%	48.72%
LA FFS	51.32%	42.56%	48.36%	49.81%	50.37%	52.39%	53.57%
Access LA	43.03%	31.44%	37.02%	37.50%	36.19%	36.07%	39.69%
Health Net LA	40.30%	27.17%	33.66%	34.33%	33.35%	33.67%	36.82%
CDN LA							34.61%
Liberty LA	42.05%	28.31%	39.04%	39.90%	38.63%	39.05%	40.60%
HPSM				39.45%	40.29%	40.35%	44.34%

Preventive Services

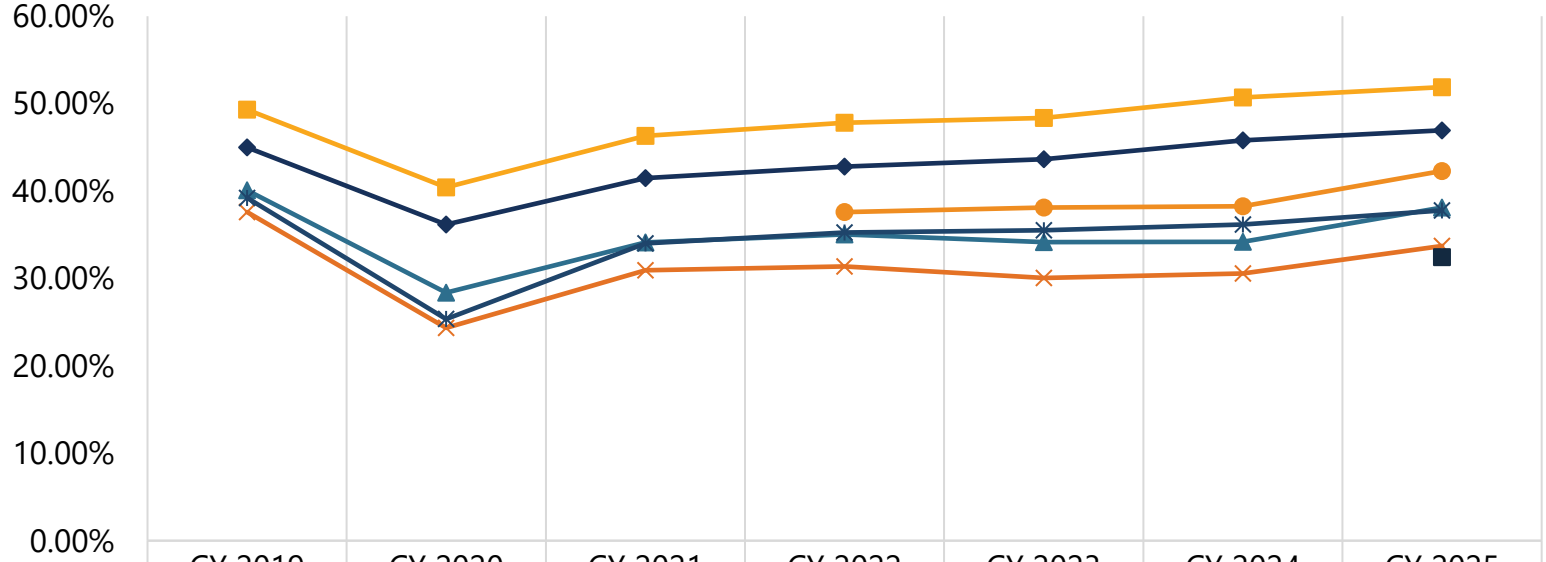
CY 2019 - CY 2025 for Eligible Members



	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024	CY 2025
Statewide FFS	46.80%	38.08%	43.54%	44.92%	46.44%	48.57%	50.48%
LA FFS	49.82%	41.19%	47.27%	48.79%	49.69%	52.21%	53.97%
Access LA	41.21%	29.25%	34.39%	34.78%	34.00%	35.56%	39.99%
Health Net LA	37.17%	24.91%	31.29%	32.19%	31.72%	33.41%	37.43%
CDN LA							35.84%
Liberty LA	38.72%	26.07%	36.56%	37.11%	36.88%	38.44%	40.60%
HPSM				39.50%	40.03%	40.62%	44.51%

Exams

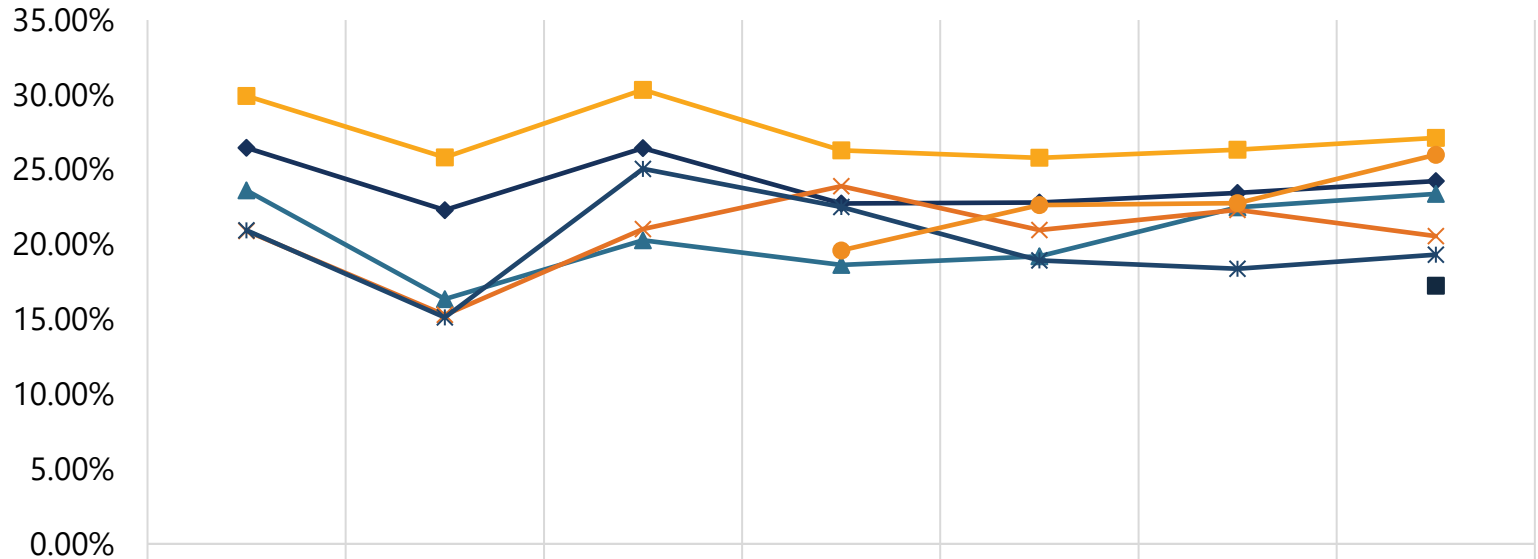
CY 2019 - CY 2025 for Eligible Members



	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024	CY 2025
Statewide FFS	44.99%	36.17%	41.49%	42.81%	43.64%	45.78%	46.95%
LA FFS	49.30%	40.42%	46.31%	47.82%	48.36%	50.69%	51.89%
Access LA	40.08%	28.37%	34.13%	35.04%	34.15%	34.18%	38.12%
Health Net LA	37.60%	24.35%	30.94%	31.36%	30.05%	30.57%	33.73%
CDN LA							32.45%
Liberty LA	39.22%	25.35%	34.00%	35.25%	35.50%	36.16%	37.77%
HPSM				37.59%	38.11%	38.26%	42.30%

Treatment Services

CY 2019 - CY 2025 for Eligible Members



	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024	CY 2025
Statewide FFS	26.46%	22.30%	26.45%	22.74%	22.81%	23.45%	24.23%
LA FFS	29.92%	25.82%	30.34%	26.30%	25.79%	26.33%	27.13%
Access LA	23.61%	16.36%	20.28%	18.64%	19.21%	22.49%	23.39%
Health Net LA	20.91%	15.29%	21.04%	23.90%	20.96%	22.31%	20.56%
CDN LA							17.26%
Liberty LA	20.94%	15.13%	25.06%	22.51%	18.94%	18.39%	19.33%
HPSM				19.61%	22.65%	22.75%	26.00%

TOP PROCEDURES BY CATEGORY IN CHILDREN (AGES 0-20)[9]

Statewide Top Procedure Counts in CY 2025 (Ages 0-20)[10]

Procedure	CDT	FFS	Dental MC	HPSM	Total
Diagnostic	D0230[p]	10,240,152	312,413	64,019	10,616,584
Diagnostic	D0120[pc]	2,572,627	122,357	26,738	2,721,722
Diagnostic	D0350[p]	1,414,153	16,730	16,117	1,447,000
Diagnostic	D0272[p]	1,081,419	32,377	8,215	1,122,011
Diagnostic	D0220[pc]	879,109	127,908	11,296	1,018,313
Preventive	D1120[c]	3,460,077	139,857	34,894	3,634,828
Preventive	D1208[c]	2,009,495	42,108	11,926	2,063,529
Preventive	D1351[c]	1,762,599	80,535	21,214	1,864,348
Preventive	D1206[c]	1,370,354	113,257	29,938	1,513,549
Preventive	D1310	1,042,380	68,320	20,266	1,130,966
Treatment	D2392[p]	784,828	41,785	8,403	835,016
Treatment	D2930[p]	560,222	22,848	3,396	586,466
Treatment	D9230[p]	564,949	16,371	3,212	584,532
Treatment	D7140[p]	531,260	22,100	4,127	557,487
Treatment	D2391[p]	512,783	29,006	6,283	548,072

[9] Data Source: Tableau Dental Dashboard (connects with MIS/DSS data warehouse), including SNC encounters as of October 5, 2026.

[10] Suppression (*) and complementary suppressions (**) are applied. For more information on suppressions, please see DHCS Data De-Identification Guidelines (DDG). Annotation code "p" refers to Proposition 56 dental codes and "c" are the CalAIM dental codes. CDT definitions are in the Manual of Criteria.

Statewide Top Procedure Counts in CY 2025 (Ages 0-20) Continued

Procedure	CDT	FFS	Dental MC	HPSM	Total
Orthodontic	D8670[P]	85,762	7,684	2,700	96,146
Orthodontic	D8680[P]	13,532	476	79	14,087
Orthodontic	D8080[P]	10,798	490	565	11,853
Orthodontic	D8660	0	1,942	186	2,128
Orthodontic	D8703	1,041	**	*	1,058

Los Angeles County Top Procedure Counts in CY 2025 (Ages 0-20)

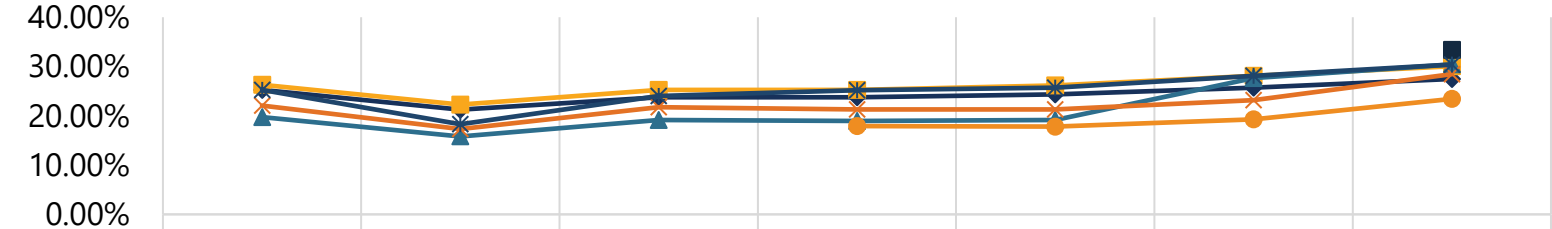
Procedure	CDT	FFS	Dental MC	Total
Diagnostic	D0230[p]	3,087,993	45,773	3,133,766
Diagnostic	D0120[pc]	758,342	24,630	782,972
Diagnostic	D0350[p]	370,864	3,459	374,323
Diagnostic	D0272[p]	352,228	8,261	360,489
Diagnostic	D0220[p]	267,034	21,531	288,565
Preventive	D1120[c]	1,007,446	31,747	1,039,193
Preventive	D1208[c]	624,437	16,599	641,036
Preventive	D1351[c]	555,491	17,734	573,225
Preventive	D1206[c]	365,533	18,161	383,694
Preventive	D1310	295,728	8,996	304,724
Treatment	D2392[p]	215,234	8,923	224,157
Treatment	D9230[p]	165,072	2,575	167,647
Treatment	D7140[p]	160,143	2,620	162,763
Treatment	D2391[p]	138,677	5,603	144,280
Treatment	D2150[p]	124,117	685	124,976
Orthodontic	D8670[p]	25,352	220	25,619
Orthodontic	D8680[p]	4,009	0	4,015
Orthodontic	D8080[p]	3,301	14	3,325
Orthodontic	D8704	164	0	164
Orthodontic	D8703	163	0	163

DENTAL UTILIZATION IN ADULTS AGES 21 AND OVER[11]

Utilization[12] in Ages 21 and Over[13]

Annual Dental Services

CY 2019 - CY 2025 for Eligible Members 21+



	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024	CY 2025
Statewide FFS	25.25%	21.25%	23.75%	23.73%	24.33%	25.68%	27.47%
LA FFS	26.32%	22.28%	25.26%	25.23%	26.18%	28.13%	30.05%
Access LA	19.71%	15.81%	19.12%	18.97%	19.16%	27.64%	30.42%
Health Net LA	22.09%	17.31%	21.74%	21.27%	21.27%	23.16%	28.45%
CDN LA							33.38%
Liberty LA	25.23%	18.29%	24.04%	25.21%	25.73%	28.11%	30.41%
HPSM				17.89%	17.81%	19.27%	23.43%

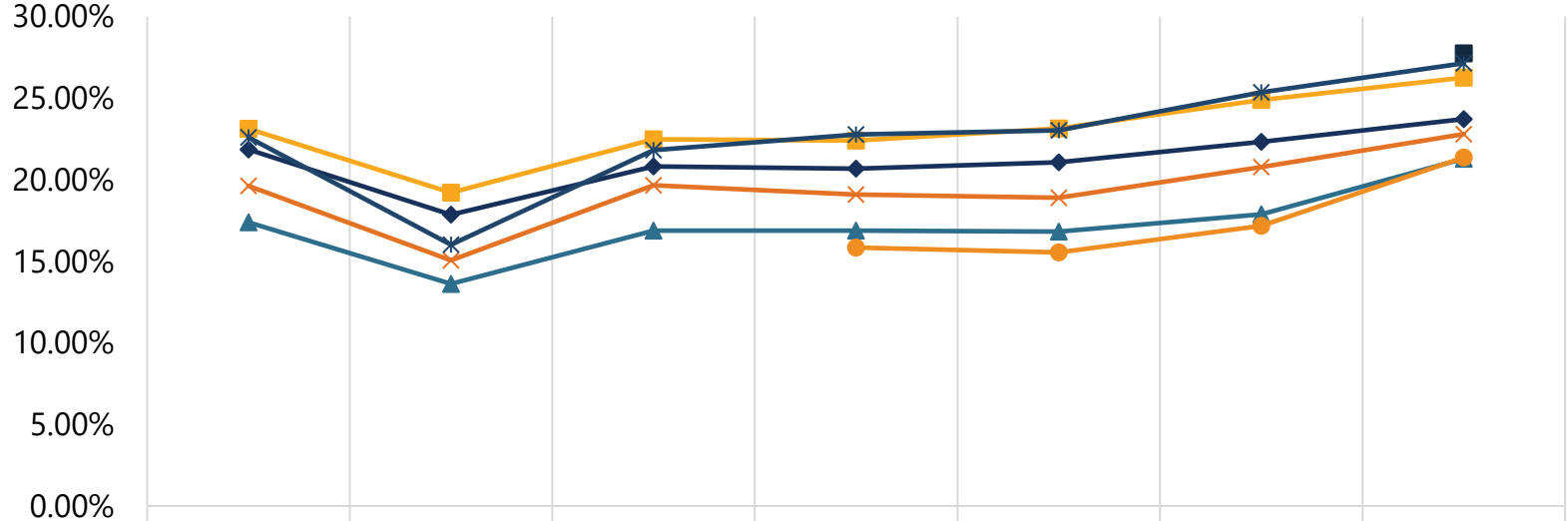
[11] Health Plan of San Mateo (HPSM) was effective starting CY 2022; utilization for prior years is not applicable.

[12] California Dental Network (CDN) has replaced Access Dental Plan, effective July 1st, 2025. Each member must have a minimum of three consecutive months of eligibility, followed by an additional three-month runout period for claims processing. As a result, January will be the first month in which CDN appears in the data. To maintain continuity and support comparative trend analysis, data from Access Dental activity from January through June will also be included.

[13] Data Source: Tableau Dental Dashboard (connects with MIS/DSS data warehouse), including SNC encounters as of October 2026.

Diagnostic Services

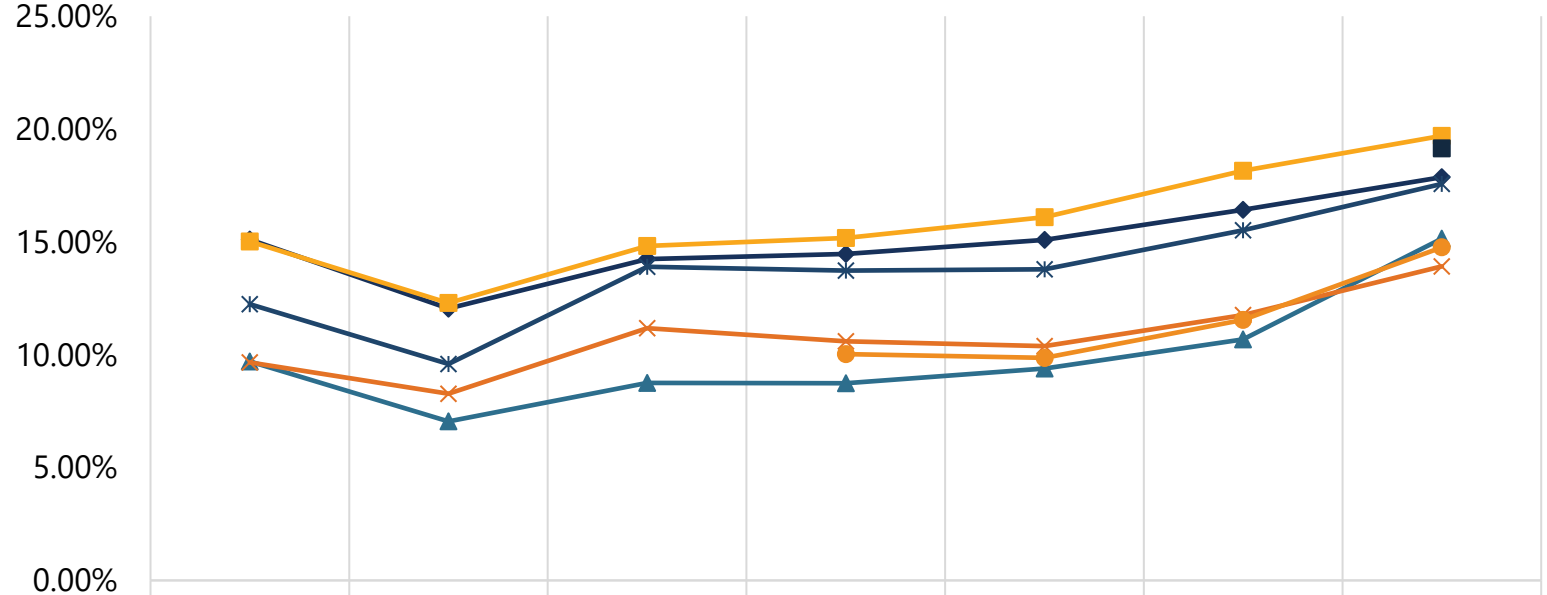
CY 2019 - CY 2025 for Eligible Members 21+



	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024	CY 2025
Statewide FFS	21.86%	17.86%	20.81%	20.69%	21.08%	22.33%	23.72%
LA FFS	23.14%	19.21%	22.48%	22.40%	23.16%	24.89%	26.26%
Access LA	17.38%	13.62%	16.89%	16.88%	16.82%	17.87%	21.29%
Health Net LA	19.63%	15.06%	19.66%	19.10%	18.90%	20.78%	22.80%
CDN LA							27.75%
Liberty LA	22.60%	16.02%	21.82%	22.78%	23.04%	25.36%	27.14%
HPSM				15.84%	15.55%	17.17%	21.37%

Preventive Services

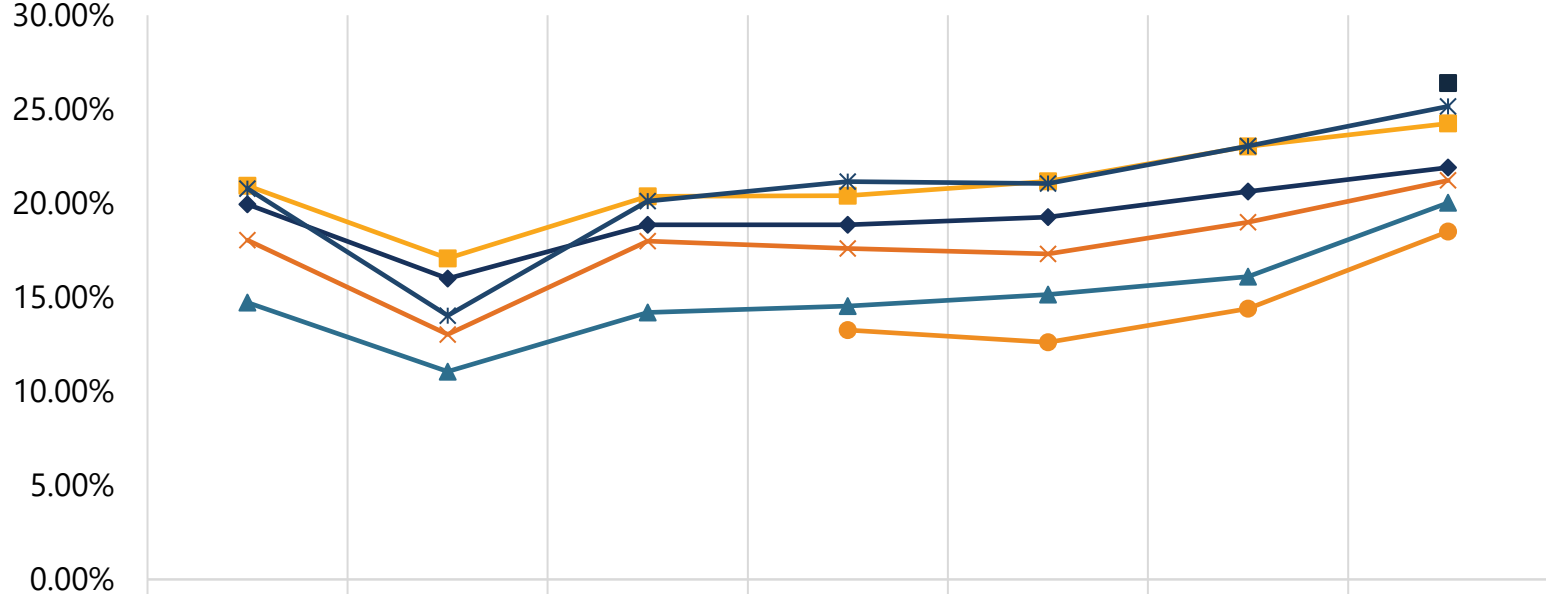
CY 2019 - CY 2025 for Eligible Members 21+



	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024	CY 2025
Statewide FFS	15.10%	12.05%	14.23%	14.46%	15.08%	16.42%	17.87%
LA FFS	15.02%	12.29%	14.82%	15.18%	16.10%	18.16%	19.70%
Access LA	9.70%	7.05%	8.76%	8.74%	9.40%	10.68%	15.14%
Health Net LA	9.66%	8.27%	11.18%	10.59%	10.38%	11.76%	13.92%
CDN LA							19.14%
Liberty LA	12.23%	9.59%	13.91%	13.72%	13.79%	15.52%	17.57%
HPSM				10.03%	9.86%	11.54%	14.76%

Exams

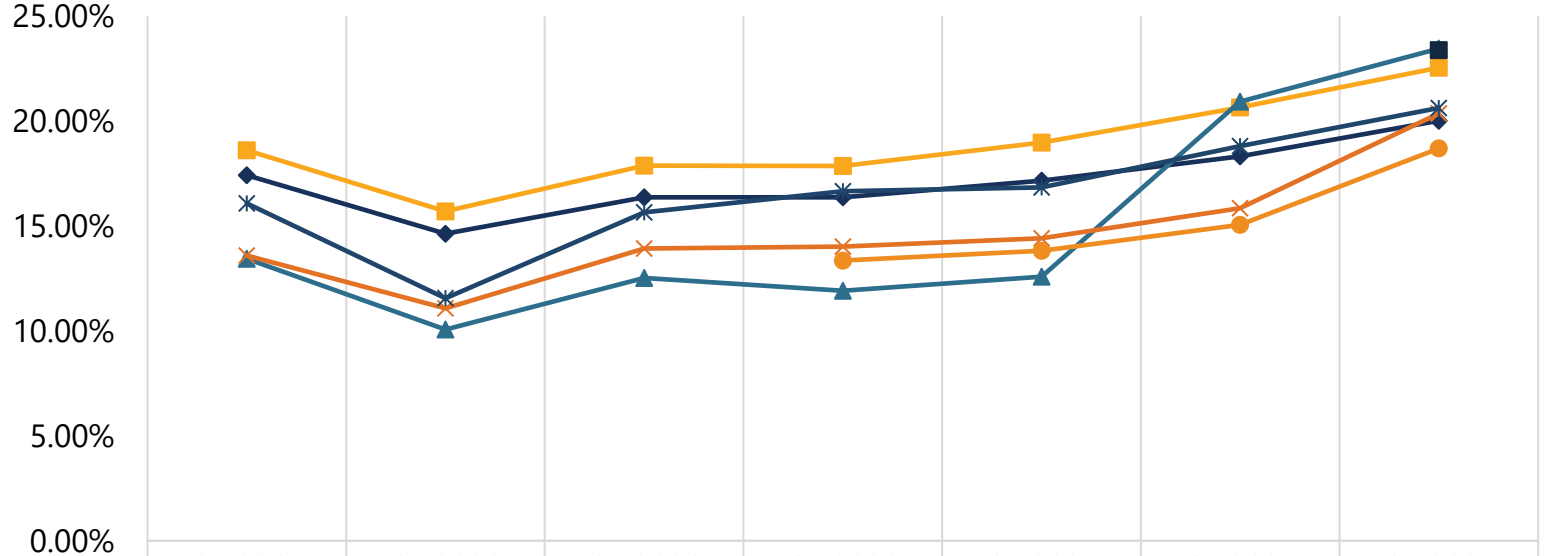
CY 2019 - CY 2025 for Eligible Members 21+



	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024	CY 2025
Statewide FFS	19.95%	16.00%	18.86%	18.85%	19.26%	20.63%	21.90%
LA FFS	20.93%	17.07%	20.36%	20.40%	21.18%	23.02%	24.24%
Access LA	14.73%	11.05%	14.19%	14.54%	15.14%	16.10%	20.03%
Health Net LA	18.03%	13.03%	17.99%	17.59%	17.30%	18.99%	21.21%
CDN LA							26.40%
Liberty LA	20.78%	14.03%	20.11%	21.15%	21.05%	23.04%	25.15%
HPSM				13.26%	12.61%	14.40%	18.49%

Treatment Services

CY 2019 - CY 2025 for Eligible Members 21+



	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024	CY 2025
Statewide FFS	17.43%	14.64%	16.38%	16.37%	17.16%	18.32%	20.02%
LA FFS	18.62%	15.70%	17.88%	17.86%	18.98%	20.65%	22.55%
Access LA	13.44%	10.07%	12.53%	11.92%	12.58%	20.92%	23.46%
Health Net LA	13.60%	11.08%	13.92%	14.01%	14.42%	15.85%	20.36%
CDN LA							23.38%
Liberty LA	16.08%	11.56%	15.65%	16.66%	16.84%	18.81%	20.63%
HPSM				13.36%	13.82%	15.06%	18.70%

TOP PROCEDURES BY CATEGORY IN ADULTS (AGES 21 AND OVER) [14]

Statewide Top Procedure Counts in CY 2025 (Ages 21 and Over)[15]

Procedure	CDT	FFS	Dental MC	HPSM	Total
Diagnostic	D0230[p]	4,158,305	157,584	32,605	4,348,494
Diagnostic	D0350[p]	1,276,700	15,889	9,302	1,301,891
Diagnostic	D0150[pc]	1,079,409	99,862	14,161	1,193,432
Diagnostic	D0210[pc]	760,594	69,234	9,734	839,562
Diagnostic	D0120[pc]	715,732	56,353	11,908	783,993
Preventive	D1110[p]	971,424	70,366	16,877	1,058,667
Preventive	D1208[pc]	508,099	22,693	9,150	539,942
Preventive	Z0120	502,909	41	46	502,996
Preventive	D1206[p]	396,746	46,256	9,013	452,015
Preventive	Z0121	335,254	153	28	335,435

[14] Suppression (*) and complementary suppressions (**) are applied. For more information on suppressions, please see DHCS Data De-Identification Guidelines (DDG). Annotation code "p" refers to Proposition 56 dental codes and "c" are the CalAIM dental codes. CDT definitions are in the Manual of Criteria.

[15] Data Source: Tableau Dental Dashboard (connects with MIS/DSS data warehouse), including SNC encounters as of October 2026.

Statewide Top Procedure Counts in CY 2025 (Ages 21 and Over) Continued

Procedure	CDT	FFS	Dental MC	HPSM	Total
Treatment	D4341[P]	1,210,756	59,001	24,779	1,294,536
Treatment	D9430[P]	692,443	69,633	5,033	767,109
Treatment	D7210[P]	669,812	29,016	7,408	706,236
Treatment	D4910[P]	570,517	26,425	8,453	605,395
Treatment	D2392[P]	538,881	39,167	15,010	593,058
Orthodontic	D8670[P]	**	*	17	31
Orthodontic	D8999	14	0	0	14
Orthodontic	D8695	0	0	*	*
Orthodontic	D8660	0	0	*	*
Orthodontic	D8680	*	0	*	*

Los Angeles County Top Procedure Counts in CY 2025 (Ages 21 and Over)[16]

Procedure	CDT	FFS	Dental MC	Total
Diagnostic	D0230[p]	1,608,942	61,112	1,670,054
Diagnostic	D0350[p]	355,721	42,582	398,303
Diagnostic	D0150[pc]	390,243	7,660	397,903
Diagnostic	D0210[pc]	247,689	33,580	281,269
Diagnostic	D0120[pc]	240,607	25,577	266,184
Preventive	D1110[p]	343,549	31,312	374,861
Preventive	D1208[p]	176,571	14,370	190,941
Preventive	D1206[p]	135,297	12,036	147,333
Preventive	Z0120	119,209	0	119,216
Preventive	Z0121	**	*	101,517
Treatment	D4341[a]	481,477	31,470	512,947
Treatment	D9430[p]	230,079	30,935	261,014
Treatment	D4910[p]	226,789	14,914	241,703
Treatment	D7210[p]	203,251	10,667	213,918
Treatment	D2392[p]	179,497	15,763	195,260
Orthodontic	D8999	*	**	*
Orthodontic	D8670[p]	0	**	*
Orthodontic	D8695	0	0	0
Orthodontic	D8680	0	0	0

[16] Data Source: Tableau Dental Dashboard (connects with MIS/DSS data warehouse), including SNC encounters as of October 2026.