

**MEDI-CAL DENTAL SERVICES
DIVISION
LOS ANGELES STAKEHOLDER
FACT SHEET**

May 2025

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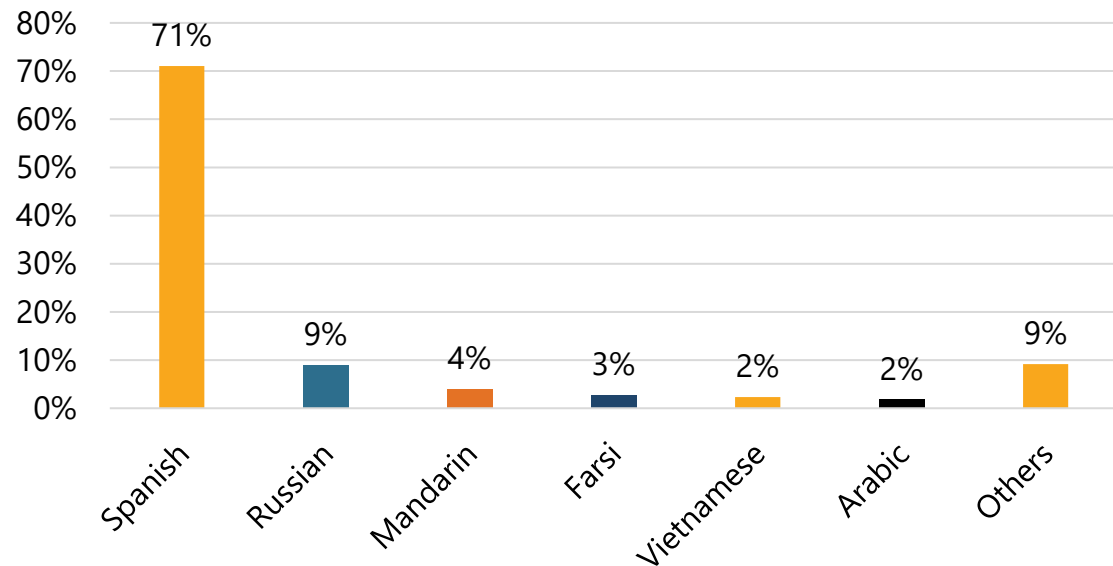
MEMBER CALL VOLUME

Statewide Fee-For-Service (FFS) Quarter 3¹

221,788 - Member calls, including the Language Line Services (LLS) call volume, received from **July to September (Quarter 3) 2024** in the Fee-For Service (FFS) delivery system.

Category	Q3 2024
Language Line Services	18,286
Requested Languages	57
Calls for Top 6 Languages	91%
Calls for Other Languages	9%

Top 6 LLS Languages - FFS
Q3 2024



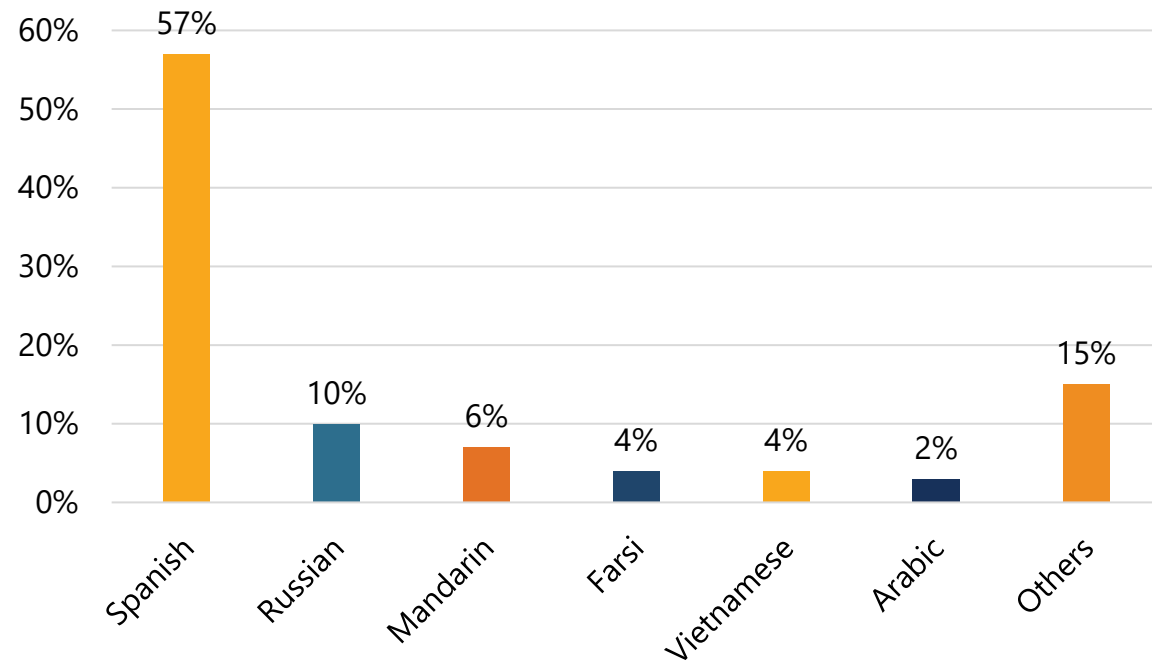
¹ Data Source: Gainwell Technologies as of November 2024.

Statewide Fee-For-Service (FFS) Quarter 4²

187,120 - Member calls, including the Language Line Services (LLS) call volume, received from **October through December (Quarter 4) 2024** in the Fee-For Service (FFS) delivery system.

Category	Q4 2024
Language Line Services	12,737
Requested Languages	50
Calls for Top 6 Languages	85%
Calls for Other Languages	15%

Top 6 LLS Languages - FFS
Q4 2024



² Data Source: Gainwell Technologies as of January 2025.

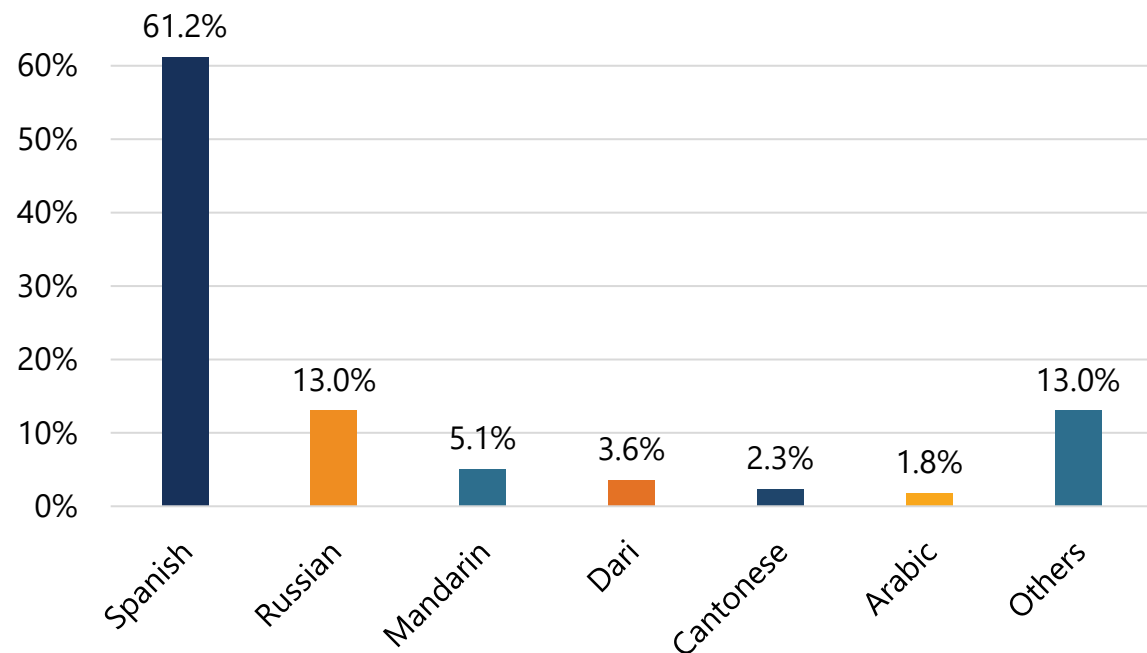
Los Angeles Prepaid Health Plan (PHP) Quarter 3³

39,208 - Member calls received from **July to September (Quarter 3) 2024** in the Los Angeles Prepaid Health Plan (PHP) delivery system.

Category	Q3 2024
Language Line Services	2,577
Requested Languages	45
Calls for Top 6 Languages	87.0%
Calls for Other Languages	13.0%

Top 6 LLC Languages - PHP

Los Angeles Q3



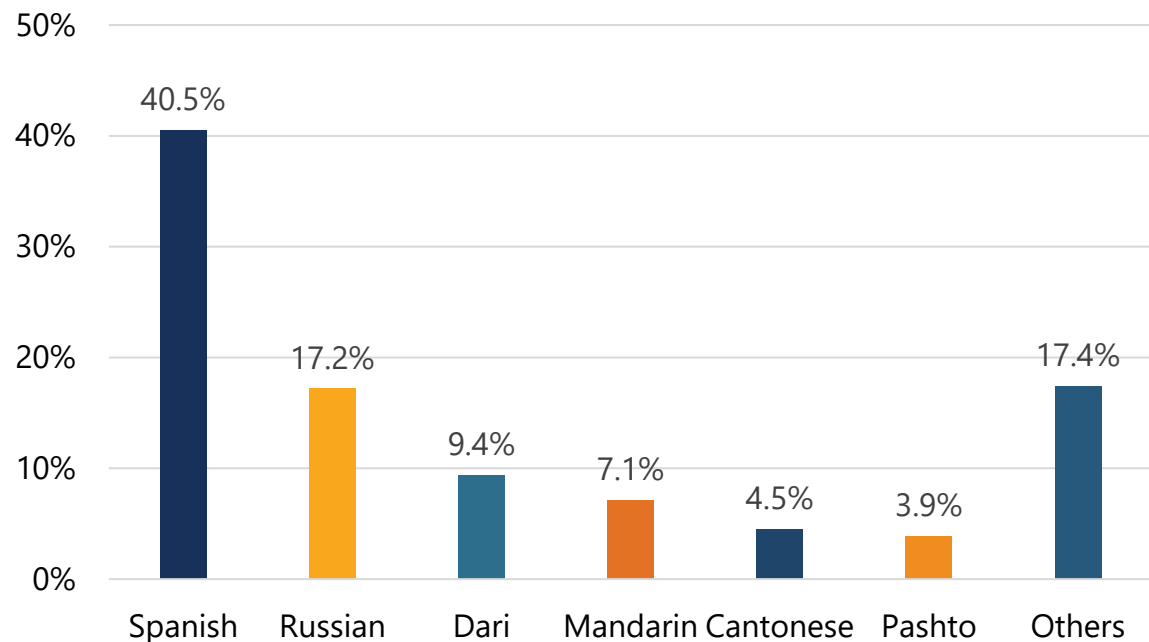
³ Data Source: Call Centers and Linguistic Report from Access Dental Plan, HealthNet Dental and Liberty Dental Plan as of January 2025.

Los Angeles Prepaid Health Plan (PHP) Quarter 4⁴

35,798 - Member calls received from **October to December (Quarter 4) 2024** in the Los Angeles Prepaid Health Plan (PHP) delivery system

Category	Q4 2024
Language Line Services	3,027
Requested Languages	43
Calls for Top 6 Languages	82.6%
Calls for Other Languages	17.4%

Top 6 LLC Languages - PHP
Los Angeles Q4



⁴ Data Source: Call Centers and Linguistic Report from Access Dental Plan, HealthNet Dental and Liberty Dental Plan as of January 2025.

DENTAL PROVIDER DATA⁵

Statewide Provider Counts					
Delivery System	SNCs ⁶	SNC Rend ⁷	Offices ⁸	Office Rend ³	Active Rend ⁹
Statewide FFS	593	1,268	6,728	13,384	10,930
Statewide C	128		1,076	1,880	1,884

Los Angeles County Provider Counts					
Delivery System	SNCs	SNC Rend	Offices	Office Rend	Active Rend
Los Angeles FFS	132	228	2,499	4,634	4,850
Los Angeles PHP	98	469	915	1,581	1,495

Rend = Rendering Providers

5 Data Source: MIS/DSS Data Warehouse and Contractor Reports as of January 2025, 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 DMC delivery systems.

6 SNCs in FFS are based on claims received within the last two years; SNCs in DMC are based on the enrollment reports from plans.

7 SNC rendering providers in FFS are the Ordering, Referring and Prescribing (ORP) providers reported from the Provider Application and Validation for Enrollment (PAVE); DMC is based on the enrollment reports from plans.

8 Network data based on enrollments reported by the dental ASO and DMC plans.

9 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 MANAGEMENT¹⁰

Delivery System	New Case Count Q3 2024	Total Q3 2024	New Case Count Q4 2024	Total ¹¹ Q4 2024
Statewide FFS	147	175	141	196
Access LA	2	3	0	3
Health Net LA	17	113	24	137
Liberty LA	4	51	12	63
LA FFS	9	9	10	10

¹⁰ Data Source: Contractor Reports as of April 2025 for reporting period July to December 2024.

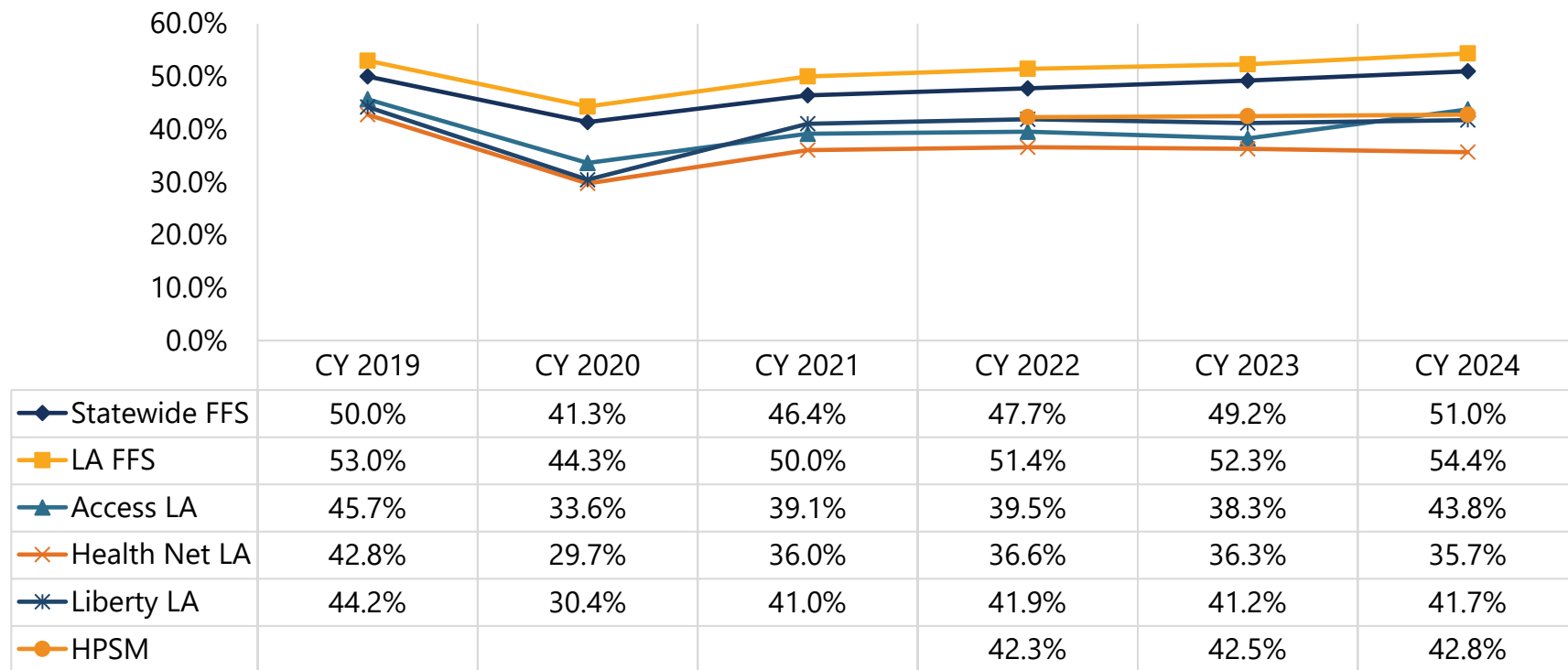
¹¹ Total includes new and open cases.

DENTAL UTILIZATION¹²

Utilization in Children Ages 0-20¹³

Annual Dental Services

CY 2019 - CY 2024 for Eligible Members

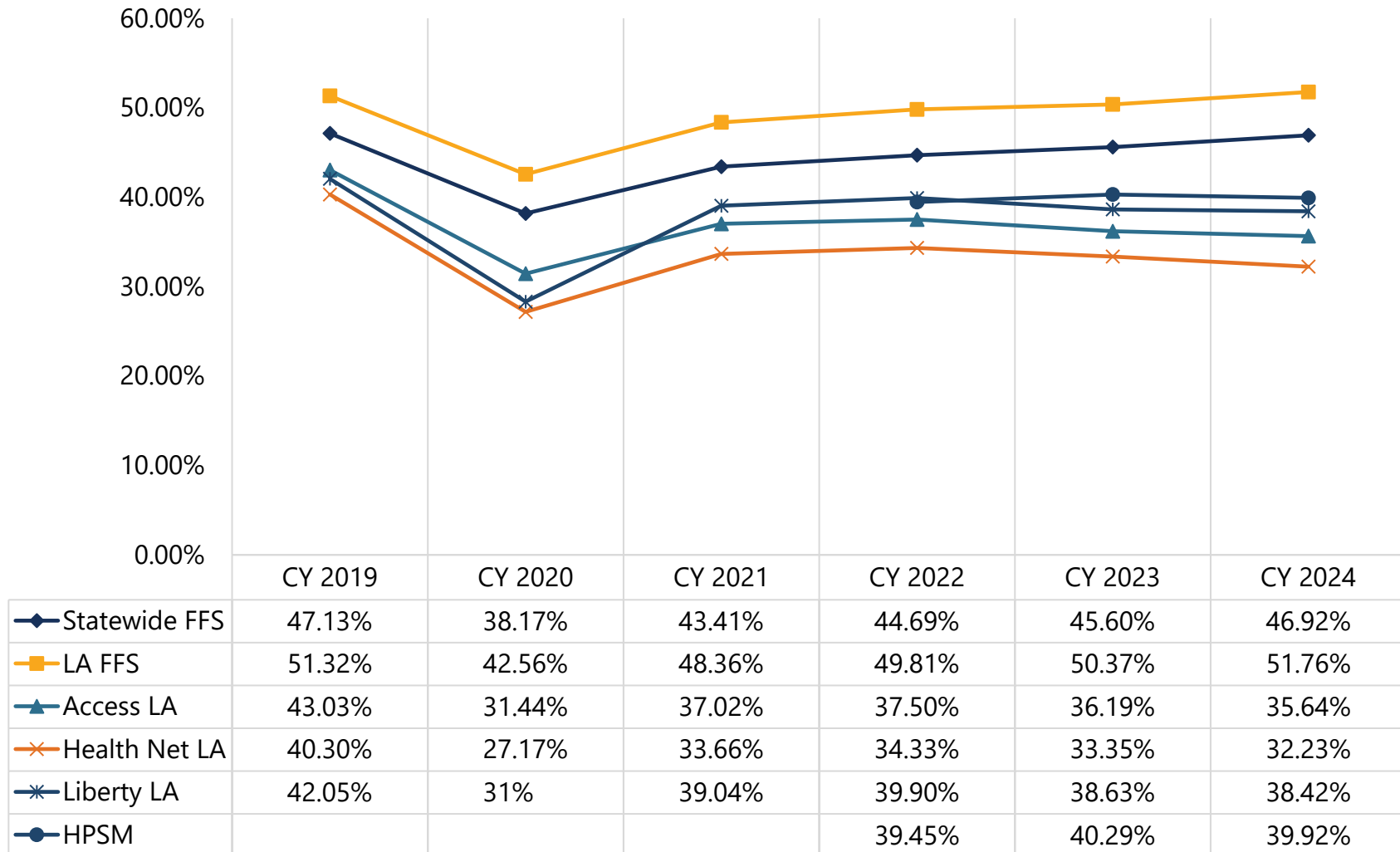


¹² Data Source: Tableau Dental Dashboard (connects with MIS/DSS data warehouse), including SNC encounters as of March 2025.

¹³ Health Plan of San Mateo (HPSM) was effective starting CY 2022; utilization for prior years is not applicable.

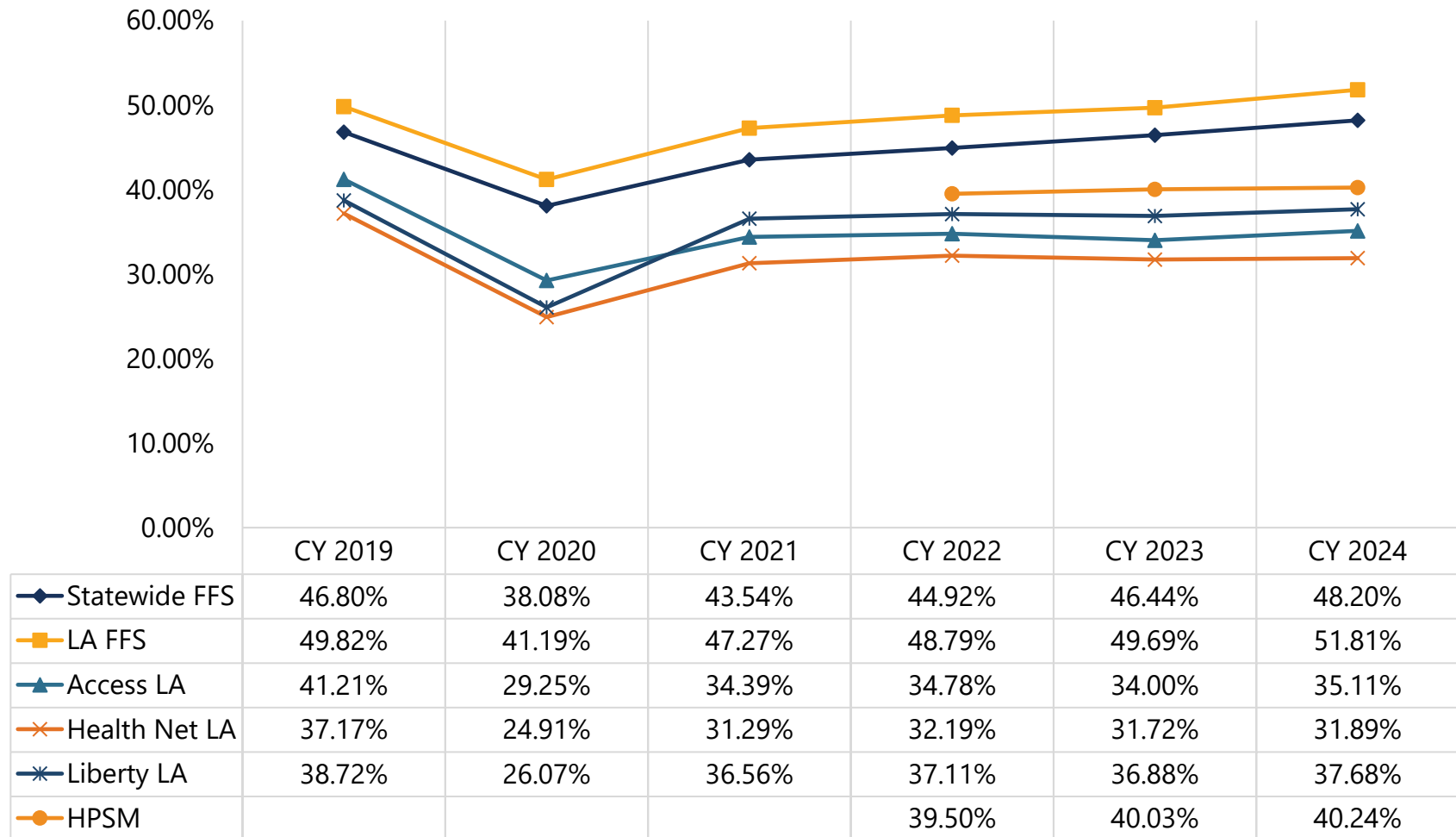
Diagnostic Services

CY 2019 - CY 2024 for Eligible Members



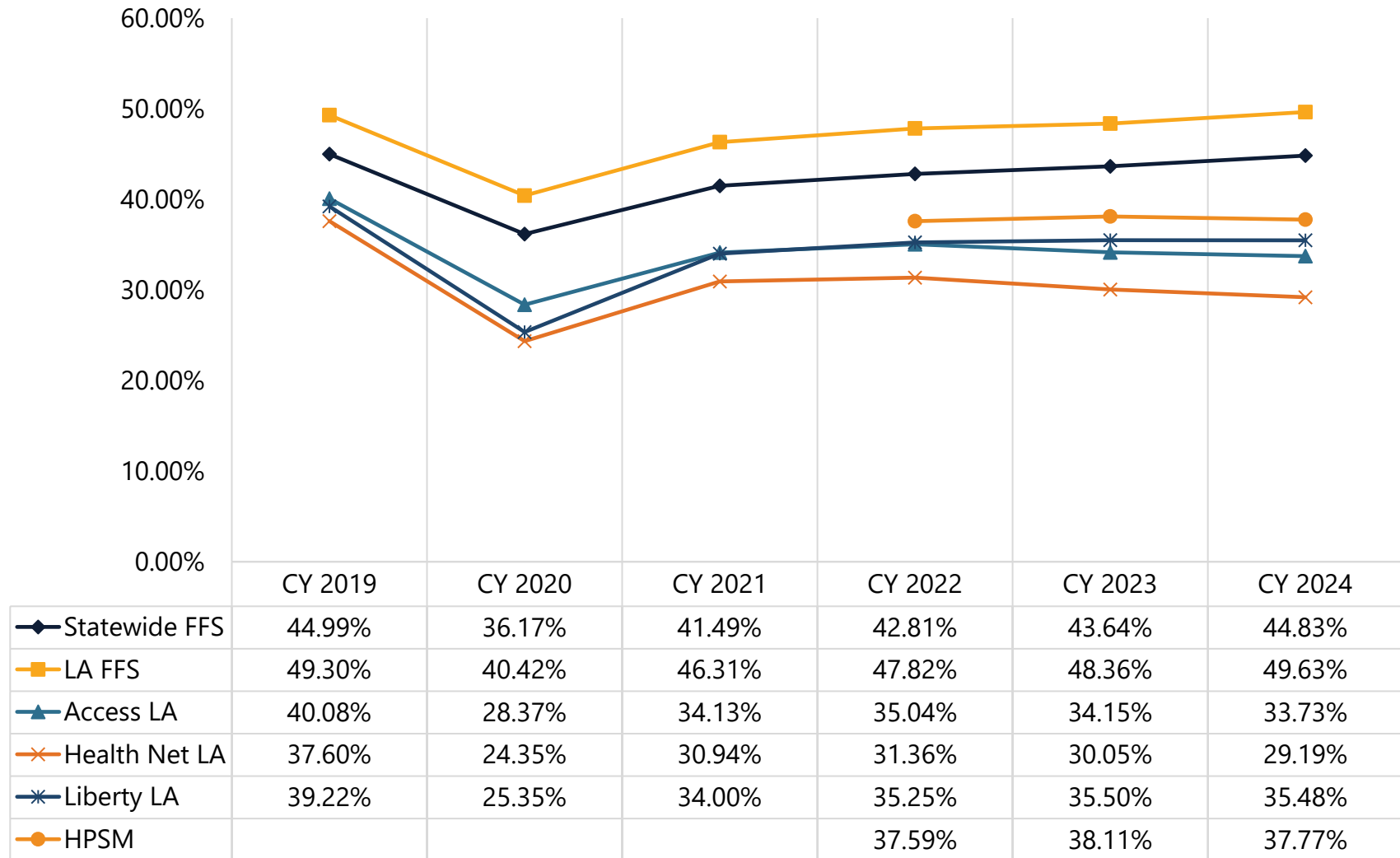
Preventive Services

CY 2019 - CY 2024 for Eligible Members



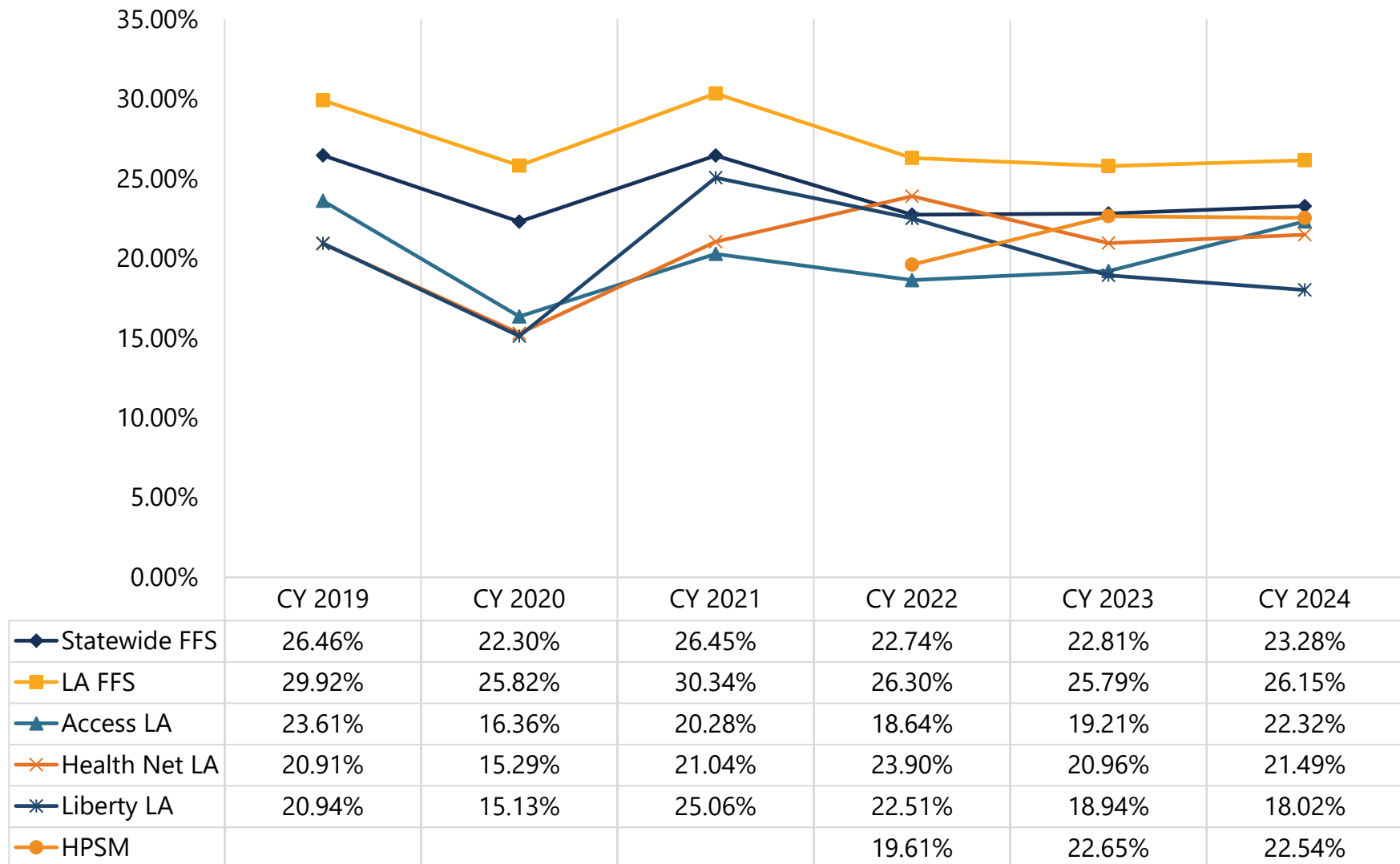
Exams

CY 2019 - CY 2024 for Eligible Members



Treatment Services

CY 2019 - CY 2024 for Eligible Members



TOP PROCEDURES BY CATEGORY IN CHILDREN (AGES 0-20) ¹⁴

Statewide Top Procedure Counts in CY 2024 Ages 0-20 ¹⁵

Procedure	CDT	FFS	DMC	HPSM	Total
Diagnostic	D0230 ^p	10,013,556	338,302	58,605	10,410,463
Diagnostic	D0120 ^{pc}	2,292,591	120,549	23,024	2,436,164
Diagnostic	D0350 ^p	1,365,020	13,405	8,302	1,386,727
Diagnostic	D0272 ^p	1,101,506	31,069	7,870	1,140,445
Diagnostic	D0220 ^{pc}	837,408	122,060	10,203	969,671
Preventive	D1120 ^c	3,114,037	129,291	30,038	3,273,366
Preventive	D1208 ^c	2,009,096	50,992	10,570	2,070,658
Preventive	D1351 ^c	1,636,903	94,304	26,932	1,758,139

¹⁴ Data Source: Tableau Dental Dashboard (connects with MIS/DSS data warehouse), including SNC encounters as of March 2025.

¹⁵ 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 (Ages 0-20) in CY 2024 (Ages 0-20) Continued

Procedure	CDT	FFS	DMC	HPSM	Total
Preventive	D1206 ^c	1,023,714	96,280	33,817	1,153,811
Preventive	D1310	983,870	55,398	29,147	1,068,415
Treatment	D2392 ^p	747,101	44,489	6,462	798,052
Treatment	D2930 ^p	554,590	23,083	2,543	580,216
Treatment	D7140 ^p	549,109	22,880	3,835	575,824
Treatment	D9230 ^p	549,496	13,714	2,356	565,566
Treatment	D2391 ^p	491,955	29,597	4,983	526,535
Orthodontic	D8670 ^p	78,013	9,384	782	88,179
Orthodontic	D8680 ^p	12,316	435	20	12,771
Orthodontic	D8080 ^p	9,558	456	272	10,286

Statewide Top Procedure Counts (Ages 0-20) in CY 2024 (Ages 0-20) Continued

Procedure	CDT	FFS	DMC	HPSM	Total
Orthodontic	D8660	*	1,960	*	2,169
Orthodontic	D8703	721	16	27	764

Los Angeles County Top Procedure Counts in CY 2024¹⁶

Procedure	CDT	FFS	DMC	Total
Diagnostic	D0230 ^p	3,002,476	70,919	3,073,395
Diagnostic	D0120 ^{pc}	703,157	31,391	734,548
Diagnostic	D0272 ^p	356,732	9,711	366,443
Diagnostic	D0350 ^p	347,264	3,909	351,173
Diagnostic	D0220 ^p	256,820	24,170	280,990
Preventive	D1120 ^c	940,269	35,864	976,133
Preventive	D1208 ^c	634,683	20,239	654,922
Preventive	D1351 ^c	549,381	27,556	576,937
Preventive	D1206 ^c	286,916	19,228	306,144
Preventive	D1310	285,053	7,870	292,923

¹⁶ Data Source: Tableau Dental Dashboard (connects with MIS/DSS data warehouse), including SNC encounters as of March 2025

Los Angeles County Top Procedure Counts in CY 2024 (Ages 0-20) Continued

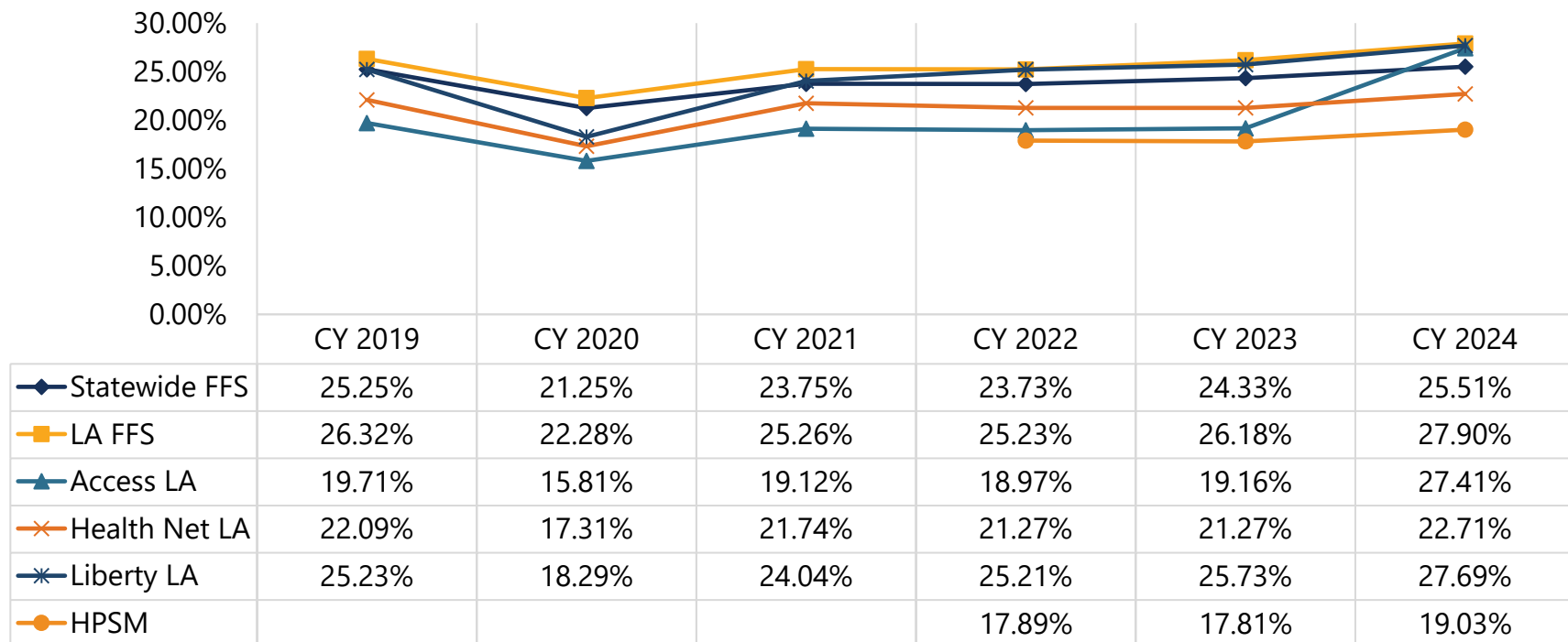
Procedure	CDT	FFS	DMC	Total
Treatment	D2392 ^p	200,692	12,178	212,870
Treatment	D7140 ^p	166,464	3,483	169,947
Treatment	D9230 ^p	162,628	2,298	164,926
Treatment	D2150 ^p	142,526	1,607	144,133
Treatment	D2391 ^p	133,709	7,545	141,254
Orthodontic	D8670 ^p	22,419	398	22,817
Orthodontic	D8680 ^p	*	*	3,460
Orthodontic	D8080 ^p	*	*	2,884
Orthodontic	D8703	144	0	144
Orthodontic	D8704	141	0	141

DENTAL UTILIZATION IN ADULTS AGES 21 AND OVER¹⁷

Utilization in Children Ages 21 and Over¹⁸

Annual Dental Visits

CY 2019 - CY 2024 for Eligible Members 21+

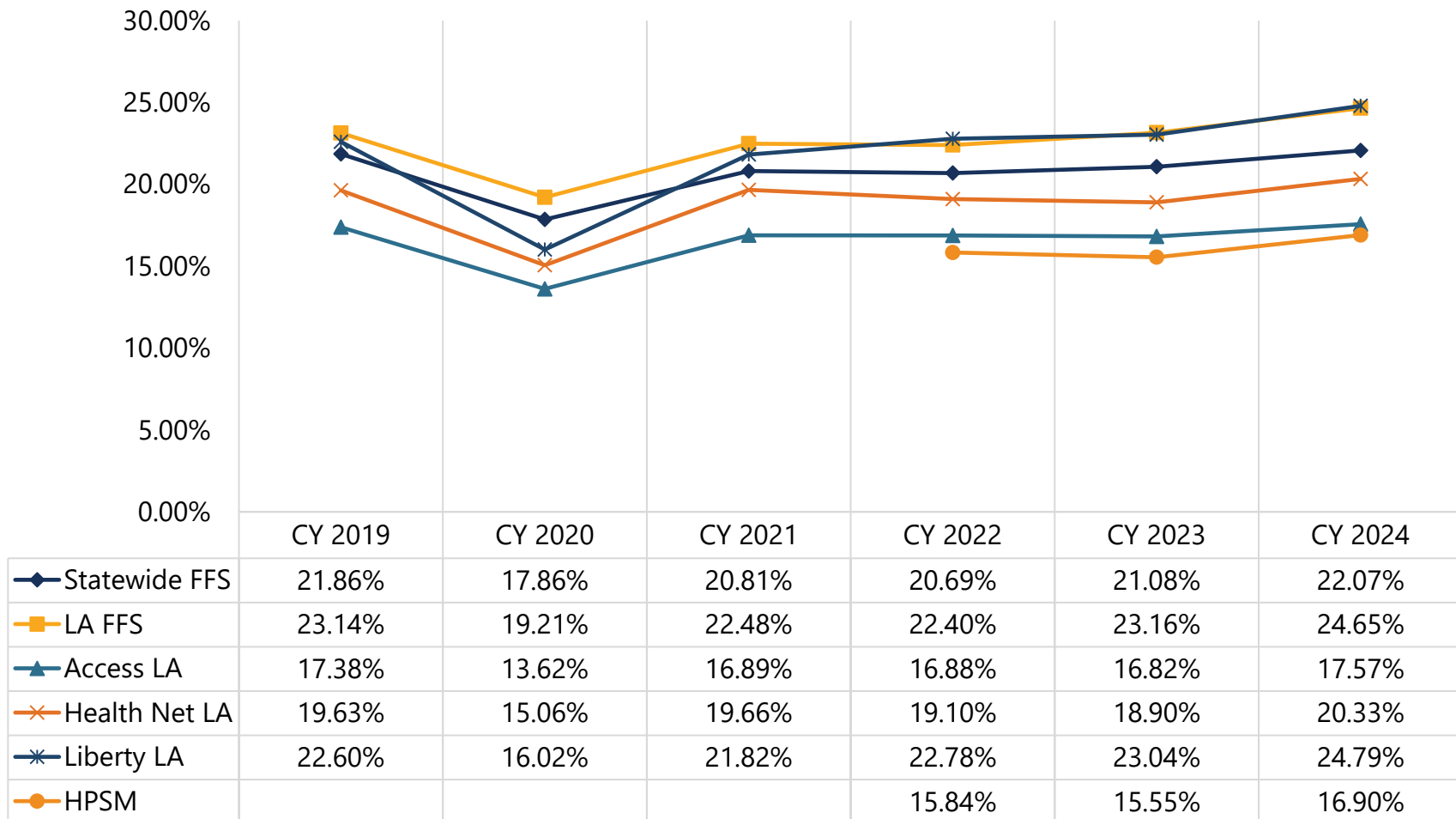


¹⁷ Health Plan of San Mateo (HPSM) was effective starting CY 2022; utilization for prior years is not applicable.

¹⁸ Data Source: Tableau Dental Dashboard (connects with MIS/DSS data warehouse), including SNC encounters as of March 2025.

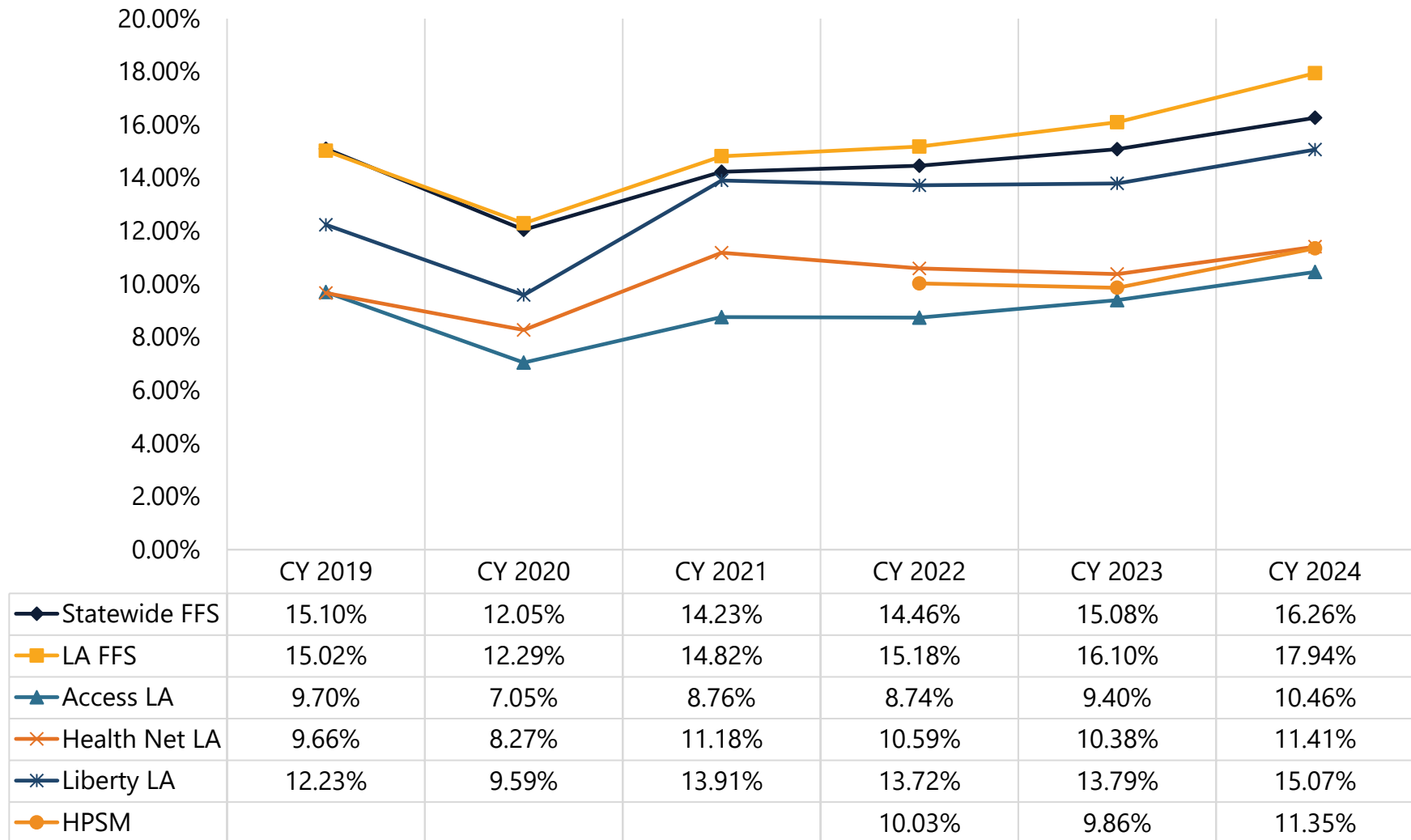
Diagnostic Services

CY 2019 - CY 2024 for Eligible Members



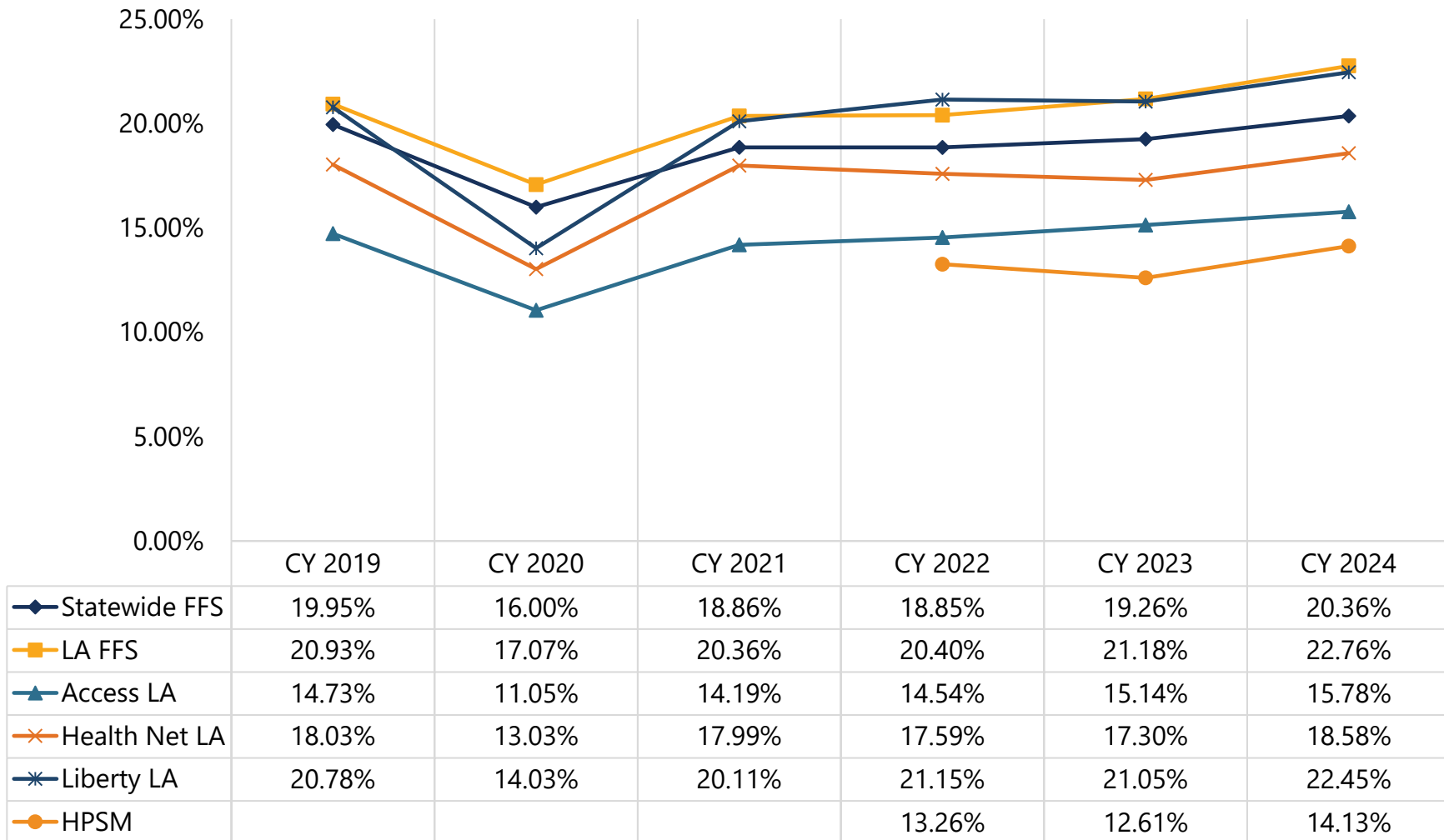
Preventive Services

CY 2019 - CY 2024 for Eligible Members



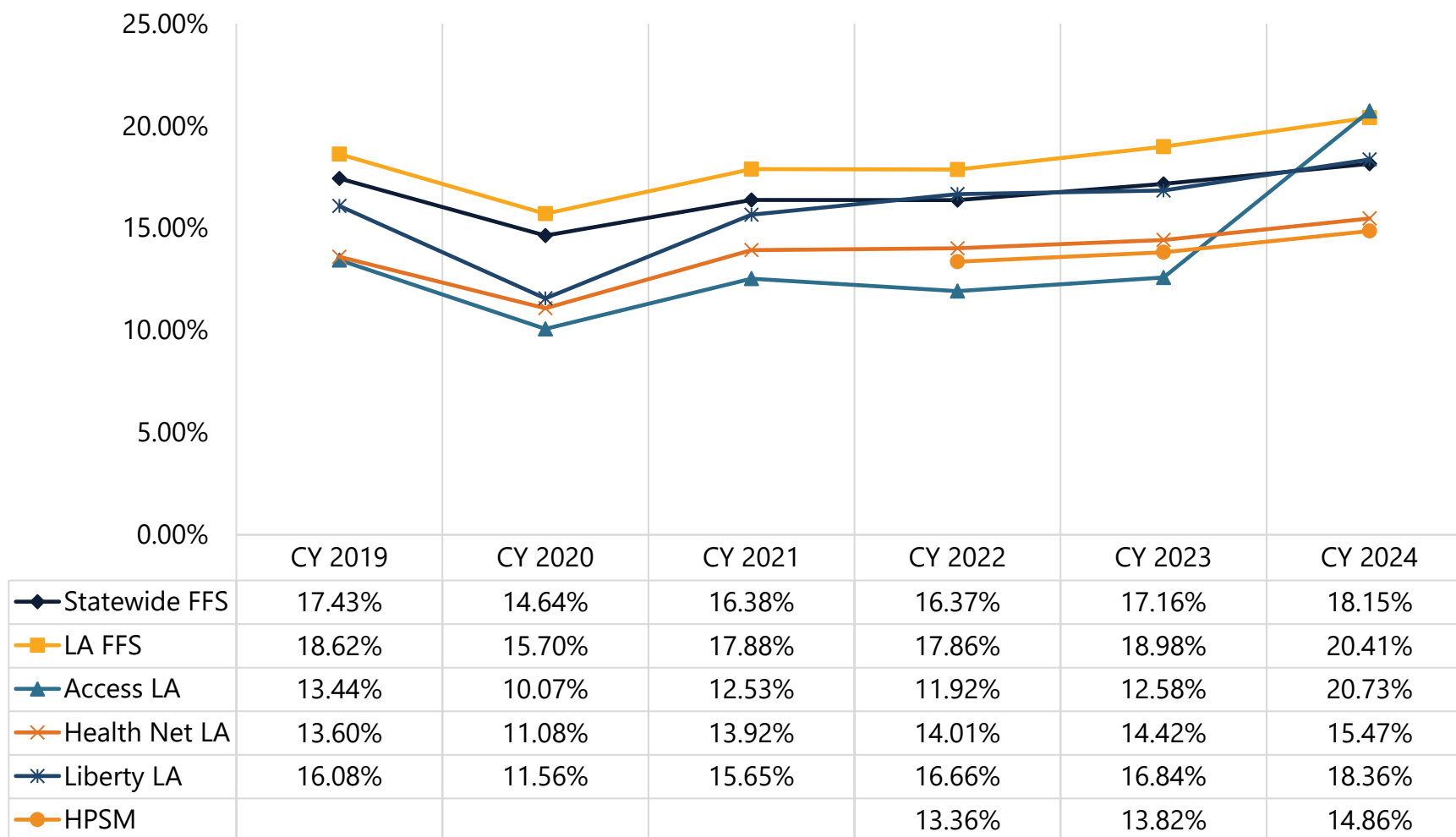
Exams

CY 2019 - CY 2024 for Eligible Members



Treatment Services

CY 2019 - CY 2024 for Eligible Members



TOP PROCEDURES BY CATEGORY IN ADULTS (AGES 21 AND OVER) ¹⁹

Statewide Top Procedure Counts in CY 2024 (Ages 21 and Over) ²⁰

Procedure	CDT	FFS	DMC	HPSM	Total
Diagnostic	D0230 ^p	3,622,299	169,193	21,619	3,813,111
Diagnostic	D0150 ^{pc}	1,035,396	91,081	10,602	1,137,079
Diagnostic	D0350 ^p	1,073,045	10,794	6,490	1,090,329
Diagnostic	D0210 ^{pc}	772,525	59,271	8,171	839,967
Diagnostic	D0120 ^{pc}	558,784	49,581	8,040	616,405
Preventive	D1110 ^p	920,227	61,484	12,693	994,404
Preventive	D1208 ^{pc}	493,138	21,907	6,544	521,589
Preventive	Z0120	435,952	42	105	436,099
Preventive	D1206 ^p	333,884	36,244	5,641	375,769
Preventive	Z0121	301,837	227	34	302,098

¹⁹ 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](#)

²⁰ Data Source: Tableau Dental Dashboard (connects with MIS/DSS data warehouse), including SNC encounters as of March 2025.

Statewide Top Procedure Counts in CY 2024 (Ages 21 and Over) Continued

Procedure	CDT	FFS	DMC	HPSM	Total
Treatment	D4341 ^P	1,055,270	69,755	18,547	1,143,572
Treatment	D9430 ^P	576,989	55,284	4,708	636,981
Treatment	D7210 ^P	597,241	32,844	5,194	635,279
Treatment	D2392 ^P	509,594	39,133	10,216	558,943
Treatment	D2391 ^P	471,727	33,400	10,688	515,815
Orthodontic	D8999	28	0	0	28
Orthodontic	D8670 ^P	*	*	0	13
Orthodontic	D8660	0	*	*	*
Orthodontic	D8680	*	*	0	*
Orthodontic	D8704	0	0	*	*

Los Angeles County Top Procedure Counts in CY 2024 (Ages 21 and Over)²¹

Procedure	CDT	FFS	DMC	Total
Diagnostic	D0230 ^p	1,382,876	76,213	1,459,089
Diagnostic	D0150 ^{pc}	355,903	42,606	398,509
Diagnostic	D0350 ^p	315,831	6,264	322,095
Diagnostic	D0210 ^{pc}	256,192	31,024	287,216
Diagnostic	D0120 ^{pc}	190,534	24,188	214,722
Preventive	D1110 ^p	326,874	30,023	356,897
Preventive	D1208 ^p	177,477	14,507	191,984
Preventive	Z0120	108,367	10,110	118,477
Preventive	D1206 ^p	*	*	110,245
Preventive	Z0121	*	*	76,144

²¹ Data Source: Tableau Dental Dashboard (connects with MIS/DSS data warehouse), including SNC encounters as of March 2025.

Los Angeles County Top Procedure Counts in CY 2024 (Ages 21 and Over) Continued

Procedure ²²	CDT	FFS	DMC	Total
Treatment	D4341 ^a	428,064	41,114	469,178
Treatment	D9430 ^p	187,649	22,552	210,201
Treatment	D7210 ^p	180,933	11,687	192,620
Treatment	D4910 ^p	173,656	17,558	191,214
Treatment	D2392 ^p	160,834	13,282	174,116
Orthodontic	D8670 ^p	*	0	*
Orthodontic	D8999	*	0	*
Orthodontic	D8210	*	0	*
Orthodontic	D8680	0	*	*

²² No orthodontic services were received by adults in Sacramento County.