

MEDI-CAL DENTAL SERVICES DIVISION STATEWIDE FACT SHEET

August 2025

PROGRAM OVERVIEW

14.7 million – Members enrolled in Medi-Cal Dental in June 2025¹:

- » **92%** Fee-For-Service (FFS)
- » **7%** Dental Managed Care (DMC) consisting of Geographic Managed Care (GMC) plans in Sacramento County and Prepaid Health Plans (PHP) in Los Angeles County
- » **1%** Health Plan of San Mateo (HPSM)

PROVIDER DATA²

| Delivery System | Safety Net Clinics (SNC) ³ | SNC Rendering ⁴ | Offices ⁵ | Office Rendering | SNC and Office Active Rendering ⁶ |
|-----------------|---------------------------------------|----------------------------|----------------------|------------------|--|
| FFS | 594 | 1,268 | 6,785 | 13,489 | 11,029 |
| GMC | 30 | 136 | 170 | 404 | 395 |
| PHP | 96 | 335 | 913 | 1767 | 1513 |
| HPSM | N/A | N/A | 144 | 191 | 136 |

CASE MANAGEMENT⁷

| Measurement Period | FFS ⁸ | GMC | PHP |
|-------------------------------|------------------|-----|-----|
| Q4: October – December 2024 | 100 | 86 | 36 |
| Q1 2025: January – March 2025 | 135 | 120 | 33 |

¹ Data source: DHCS Data Warehouse as of June 23, 2025

² Data Source: DHCS provider data as of April 2025. Duplication may exist in rendering providers serving in SNCs, offices, and across the delivery systems.

³ SNCs in FFS are based on claims received within the last two years; SNCs in DMC are based on the enrollment reports from plans; SNC data from HPSM is unavailable

⁴ SNC rendering providers in GGS are the Ordering, Referring, Prescribing (ORP) providers reported from the Provider Application and Validation for enrollment (PAVE); DMC is based on the enrollment reports from plans; SNC data from HPSM is unavailable.

⁵ Network data based on enrollment reported by the dental FI-DBO, DMC, and HPSM plans

⁶ Unduplicated active rendering providers between SNCs and offices within the delivery system who have billed at least on service within the last two years.

⁷ Data source: Dental Administrative Services Organization (ASO) as of July 17, 2025 and DMC plans

⁸ All FFS figures are subject to change as we are in process of data verification.

STATEWIDE LANGUAGE LINE SERVICE (LLS) CALL VOLUME

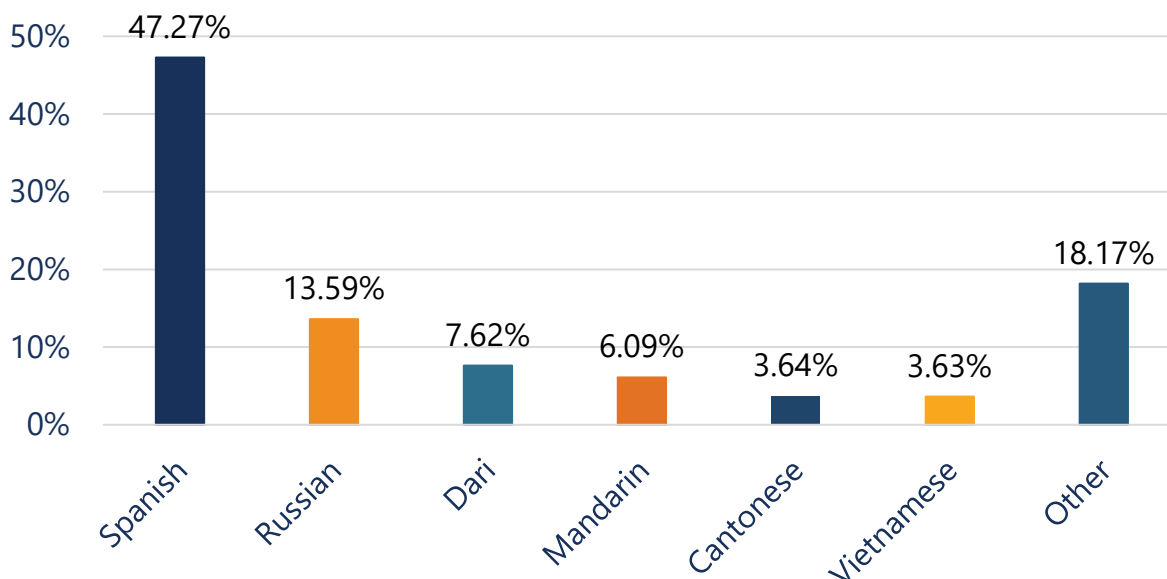
274,842 – Member calls, including call volume received from October to December (Quarter 4) 2024 in the FFS and DMC delivery systems.

297,318 – Member calls, including call volume received from January to March (Quarter 1) 2025 in the FFS and DMC delivery systems.

| Category | Q4 2024 | Q1 2025 |
|---------------------------|---------|---------|
| Total LLS Calls | 22,067 | 24,639 |
| DMC LLS Calls | 9,330 | 8,677 |
| FFS LLS Calls | 12,737 | 15,962 |
| Languages Requested | 73 | 82 |
| Calls for Top 6 Languages | 81.25% | 83.06% |
| Calls for Other Languages | 18.75% | 16.94% |

Top 6 LLC Languages Statewide

October 2024 through March 2025



TREATMENT AUTHORIZATION REQUESTS (TAR)⁹

October 2024 – March 2025

| Age | FFS | DMC | Total |
|-----------------------------------|------------------|----------------|------------------|
| 0-20 | 272,320 | 161,003 | 433,323 |
| 21+ | 1,328,341 | 285,729 | 1,614,070 |
| Total | 1,600,661 | 446,732 | 2,047,393 |
| Average Turnaround Time (in days) | 2.8 | 3.35 | 3.08 |

TAR DETERMINATION¹⁰

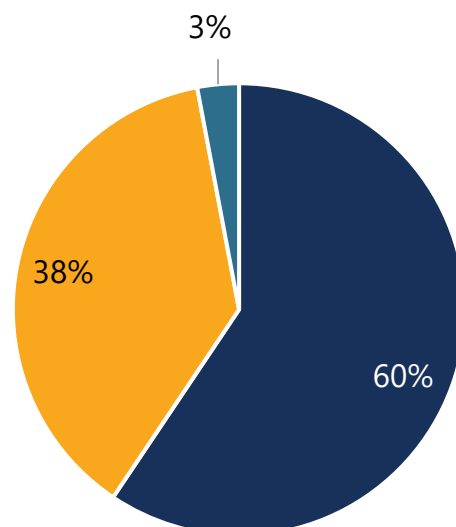
October 2024 – March 2025

| Measure | FFS | DMC | FFS + DMC |
|--------------|------------------|----------------|------------------|
| Approved | 1,141,353 | 280,174 | 1,421,527 |
| Denied | 732,017 | 164,751 | 896,768 |
| Deferred | 32,699 | 35,221 | 67,920 |
| Total | 1,906,069 | 480,146 | 2,386,215 |

TAR Determination by Decision

October 2024 - March 2025

- Approved
- Denied
- Deferred



⁹ Data source: Data from the FFS and DMC delivery systems from the ASO and DMC plans

¹⁰ Data source: Monthly TAR report from the ASO and DMC plans, excluding HPSM

TAR DENIAL REASONS

October 2024 – March 2025

| FFS Top Five TAR Denial Reasons in all Age Groups | DMC Top Five Denial Reasons in all Age Groups |
|--|---|
| Periodontal procedure cannot be justified on the basis of pocket depth, bone loss, and/or degree of deposits as evidenced by the submitted radiographs. | Medical Necessity |
| Tooth does not meet the Manual of Criteria for a laboratory processed crown. Please re-evaluate for alternate treatment. | Medical Necessity Modification |
| Cast and prefabricated posts are benefits in endodontically treated devitalized permanent teeth only when crowns have been authorized and/or paid by the program | Procedure not listed as a plan benefit |
| Procedure included in the fee for another procedure and is not payable separately | Prior approval required |
| Per radiographs, documentation or photographs, the need for the procedure is not medically necessary. | Out of Network |

STATEWIDE STATE HEARING CASES

October 2024 – March 2025

| Age Group | Scope ¹¹ | Orthodontic ¹² | Conlan ¹³ |
|--------------|---------------------|---------------------------|----------------------|
| Age 0-20 | 166 | 155 | 10 |
| Age 21+ | 1,899 | 8 | 82 |
| Total | 2,065 | 163 | 92 |

¹¹ Scope: Benefits available under the Medi-Cal Dental

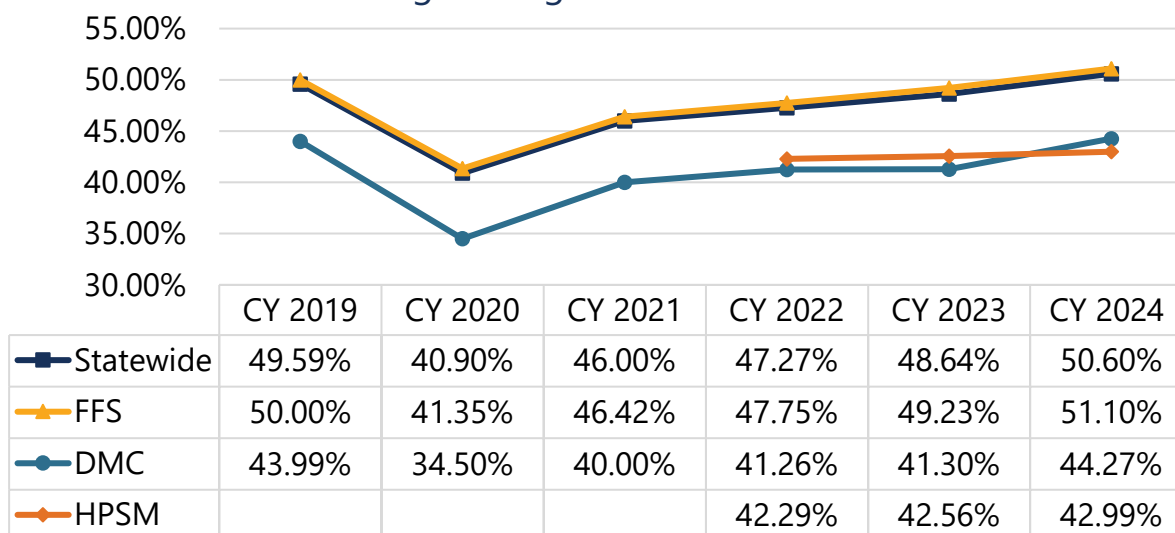
¹² Orthodontic: Treatment that requires braces to align teeth and/or correct occlusion (bite).

¹³ Conlan: Reimbursement process for members

DENTAL UTILIZATION IN CHILDREN AGES 0-20

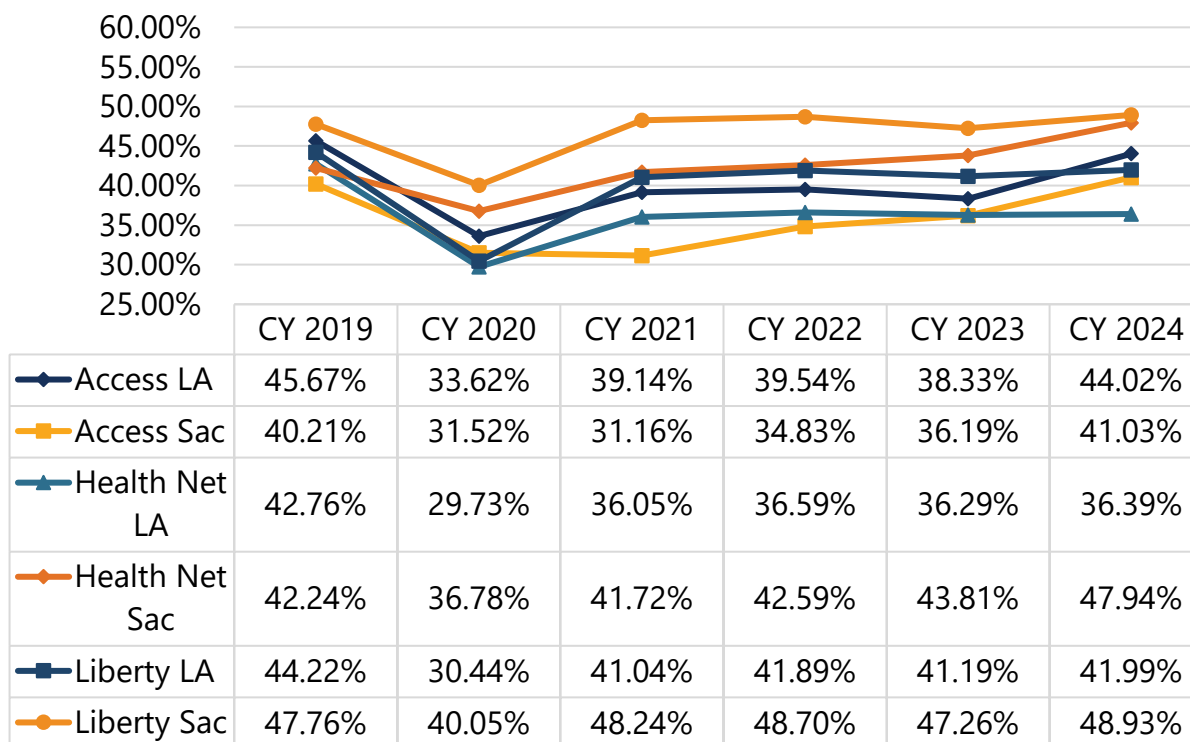
Annual Dental Visits by Delivery System

CY 2019 to CY 2024 for Eligibles Ages 0-20



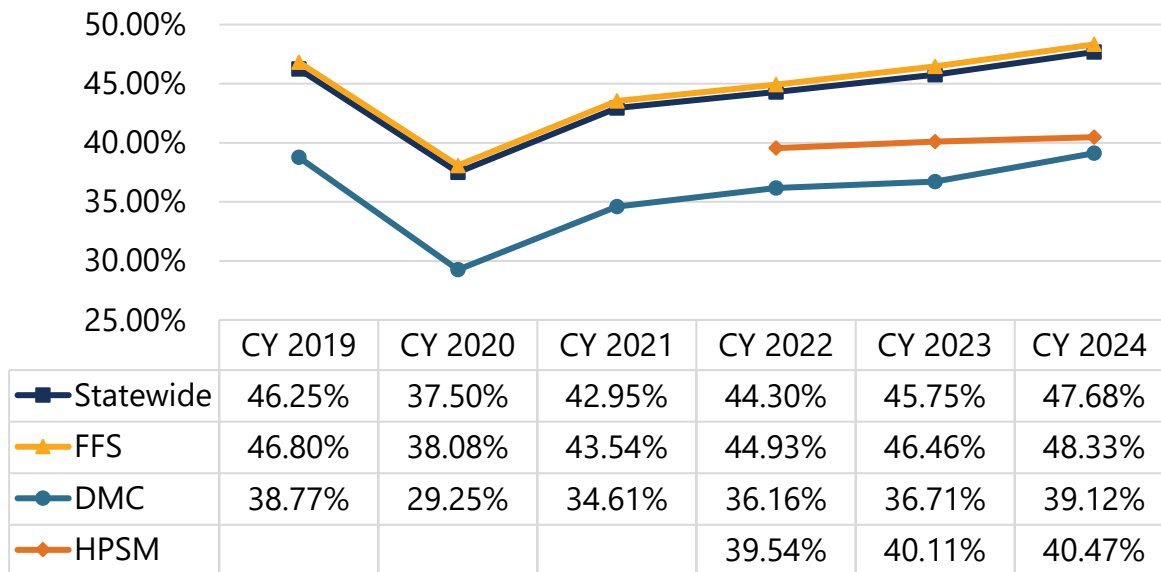
Annual Dental Visits by Plan

CY 2019 to CY 2024 for Eligibles Ages 0 to 20



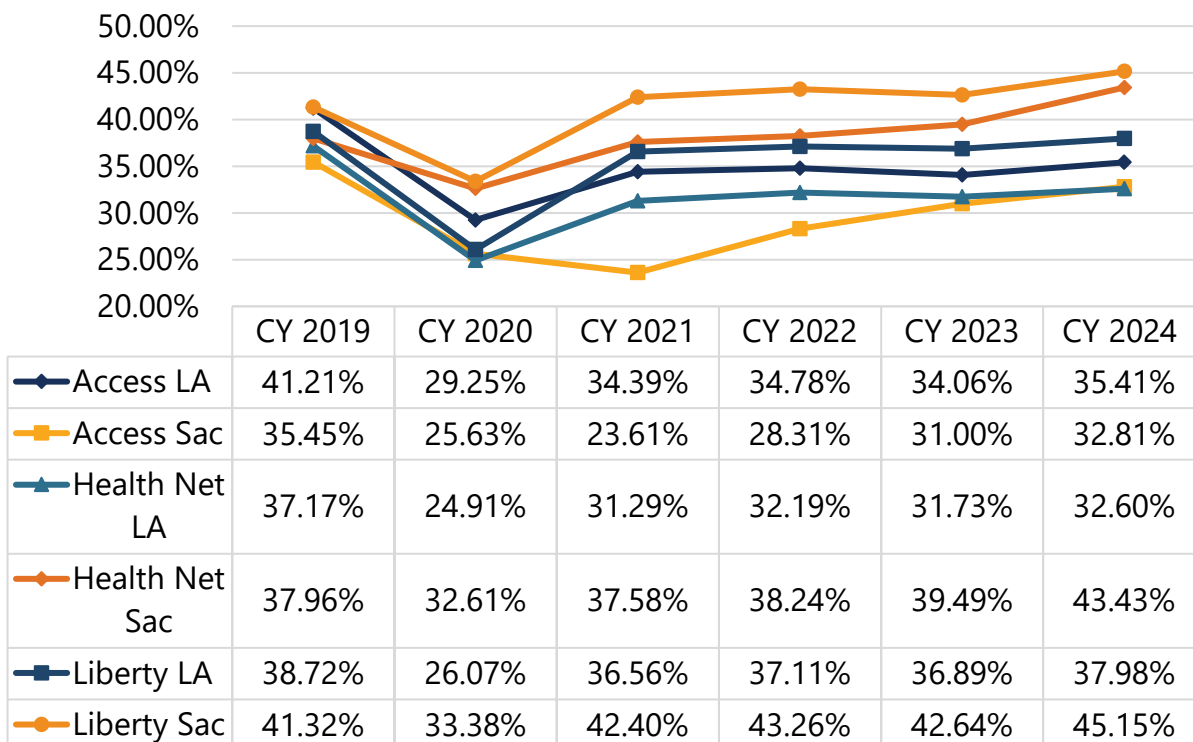
Preventive Services by Delivery System

CY 2019 to CY 2024 for Eligibles Ages 0 to 20



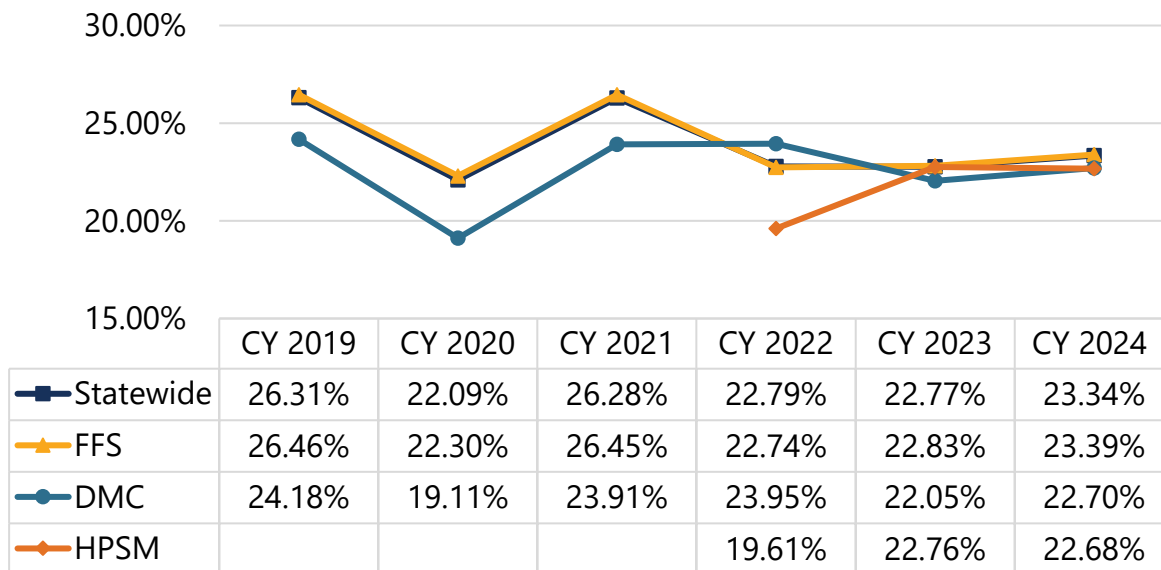
Preventive Services by Plan

CY 2019 to CY 2024 for Eligibles Ages 0 to 20



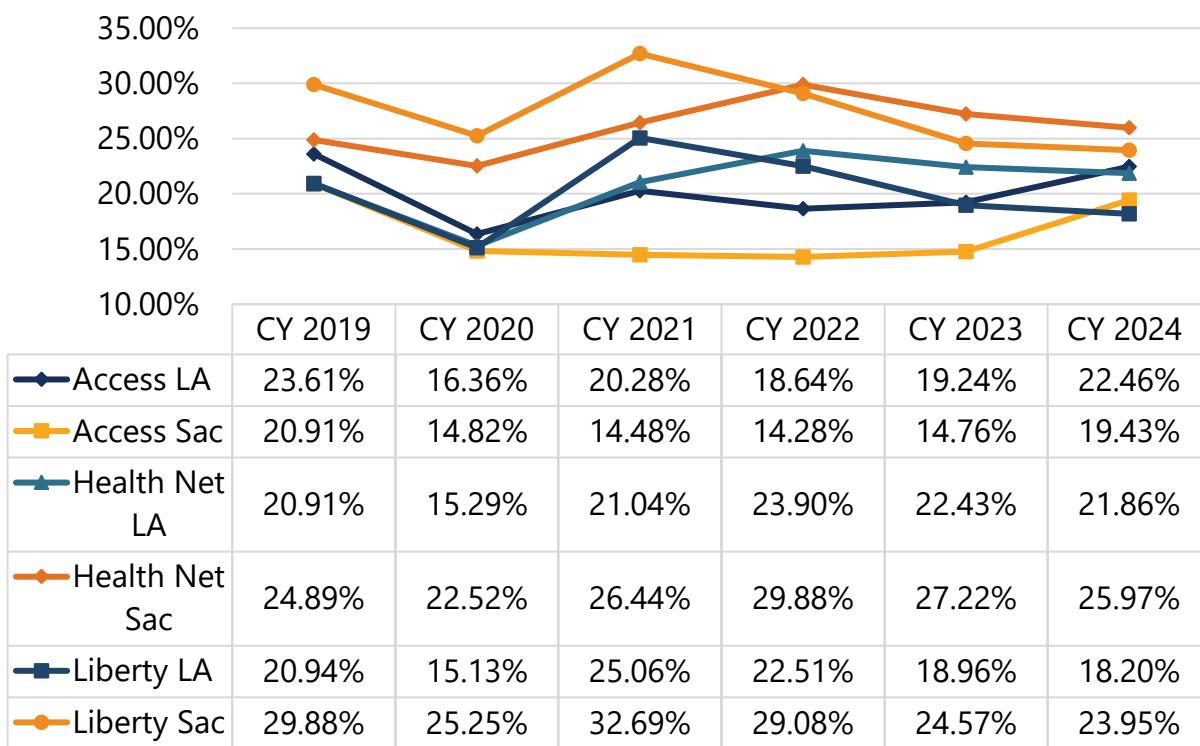
Treatment Services by Delivery System

CY 2019 to CY 2024 for Eligibles Ages 0 to 20



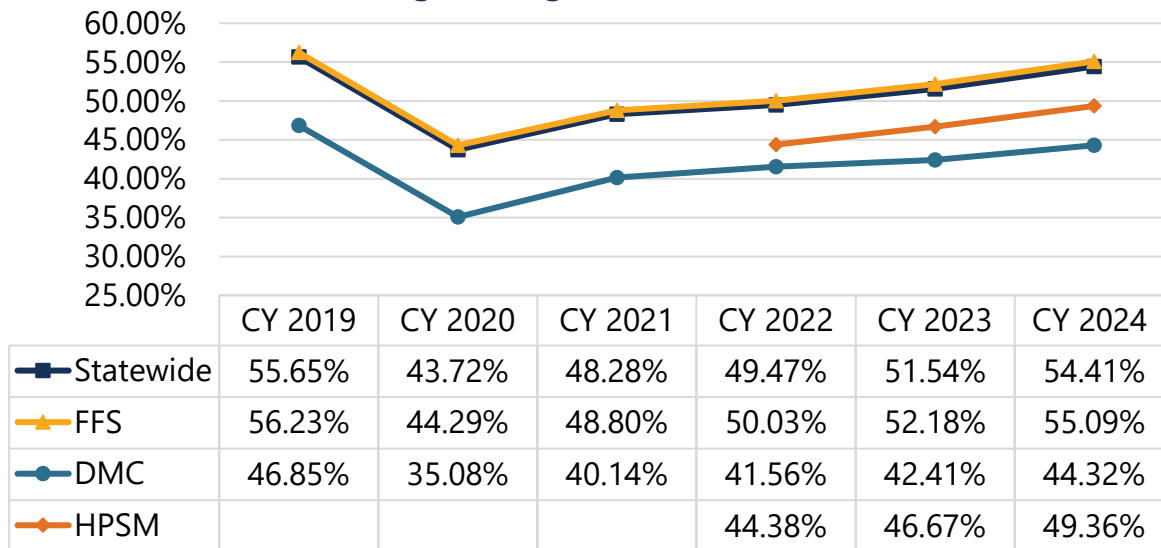
Treatment Services by Plan

CY 2019 to CY 2024 for Eligibles Ages 0 to 20



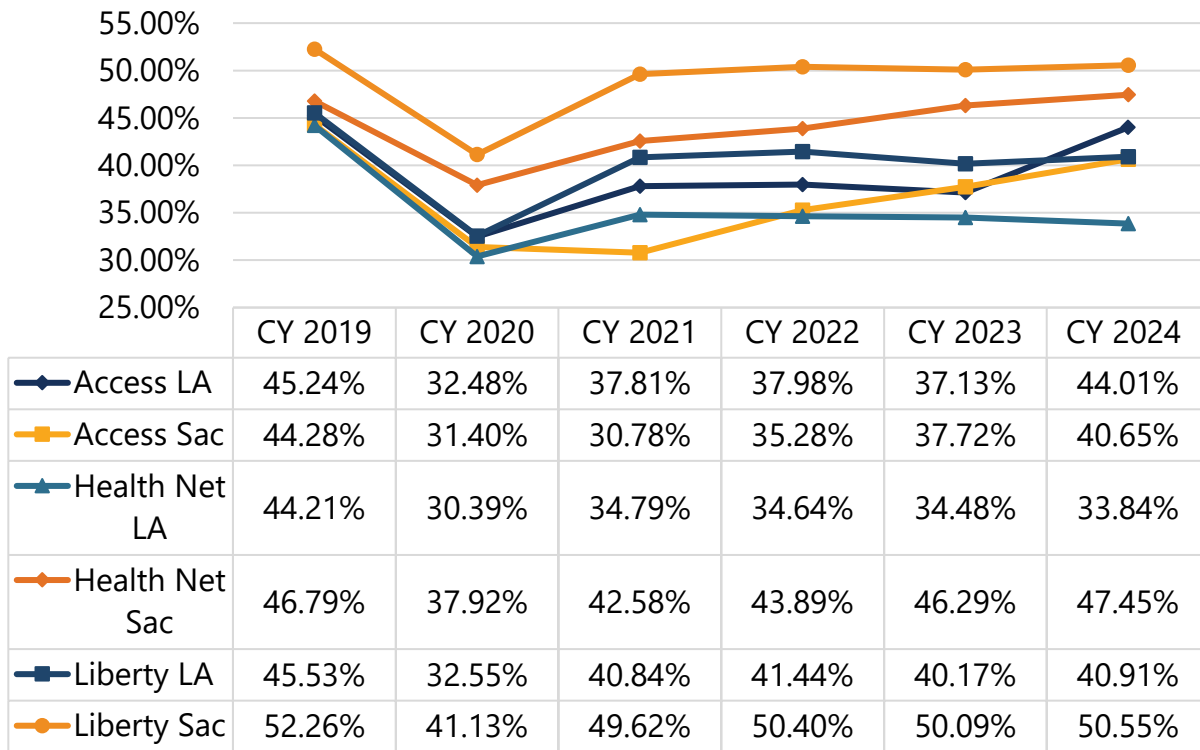
Overall Utilization 1 Year by Delivery System

CY 2019 to CY 2024 for Eligibles Ages 0 to 20



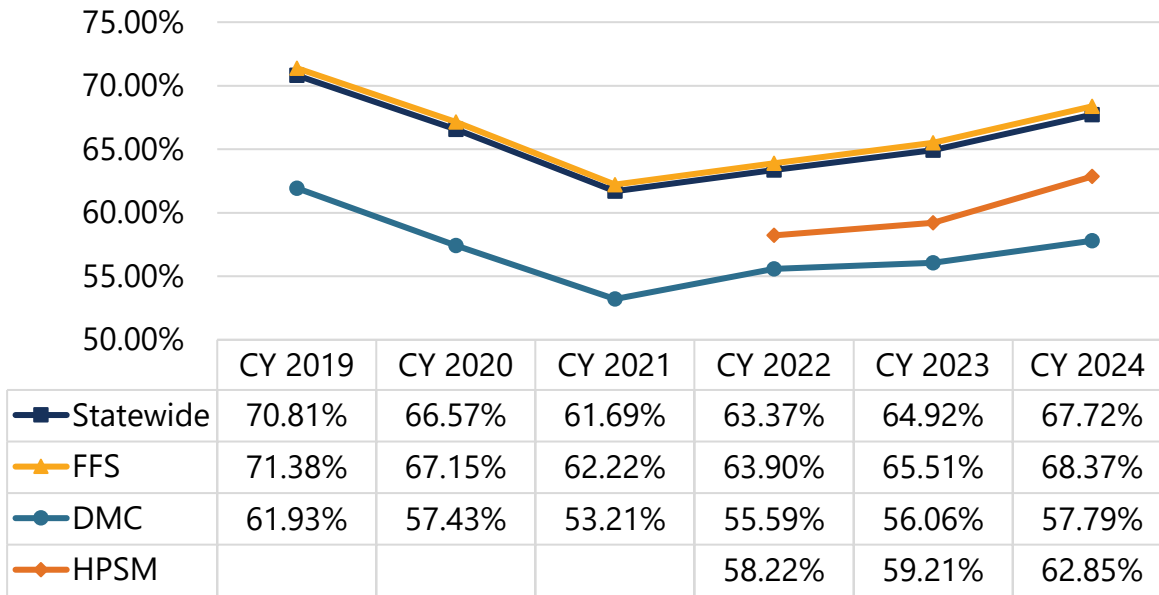
Overall Utilization 1 Year by Plan

CY 2019 to CY 2024 for Eligibles Ages 0 to 20



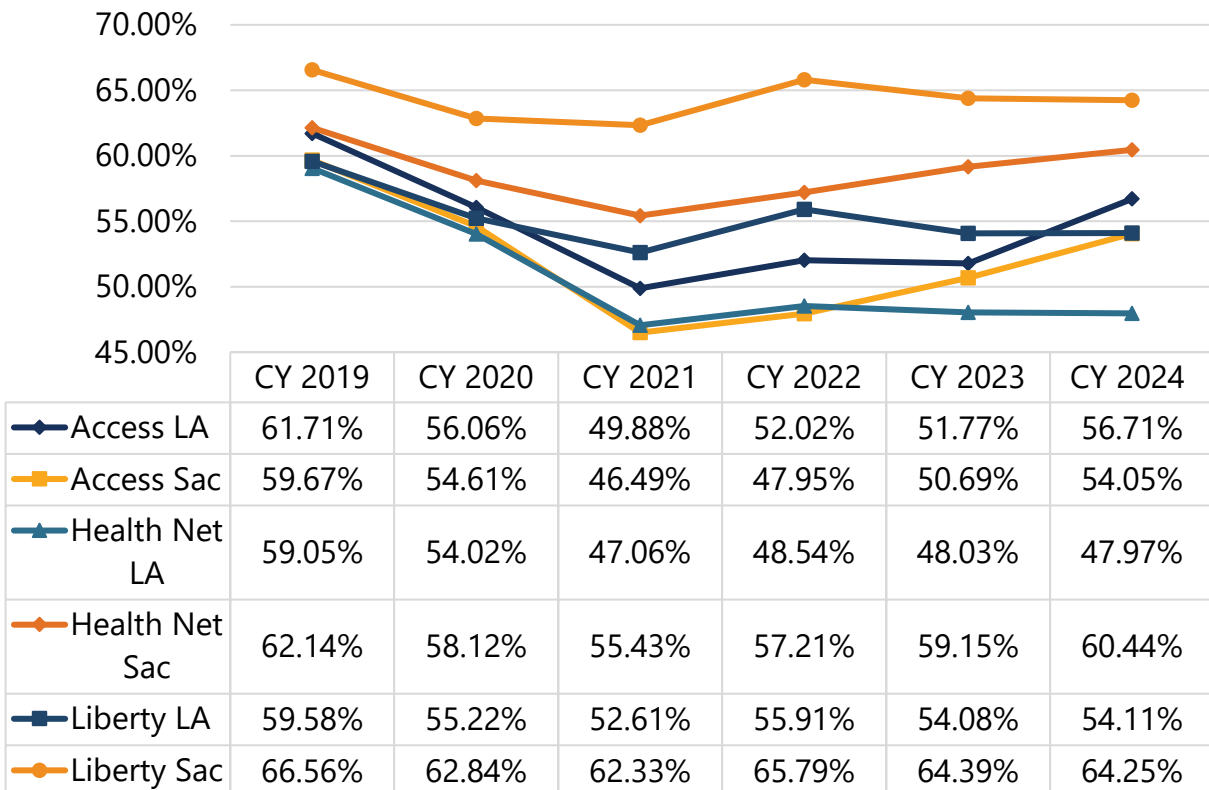
Overall Utilization 2 Year by Delivery System

CY 2019 to CY 2024 for Eligibles Ages 0 to 20



Overall Utilization 2 Year by Plan

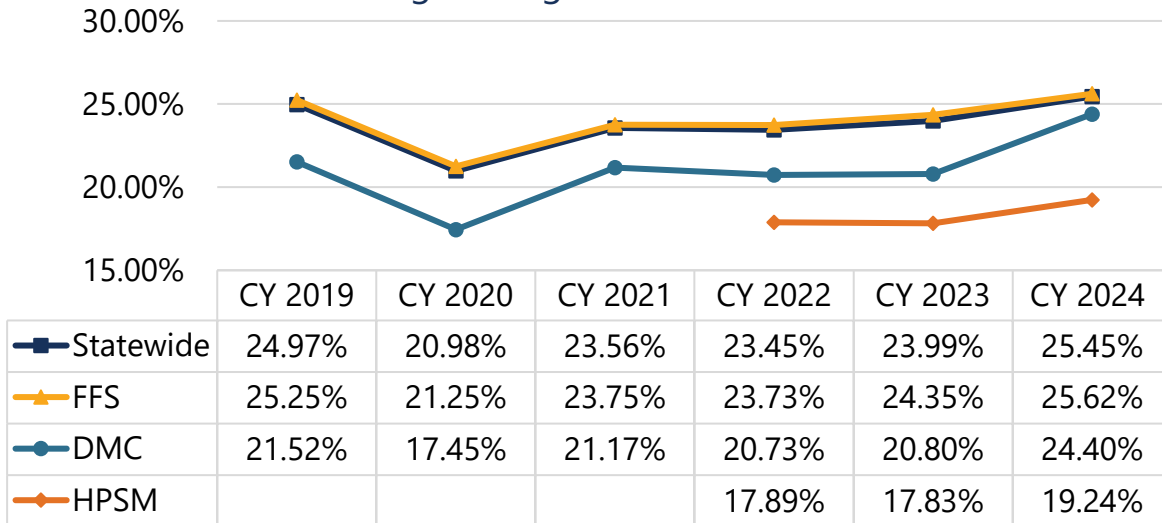
CY 2019 to CY 2024 for Eligibles Ages 0 to 20



DENTAL UTILIZATION IN ADULTS AGES 21+

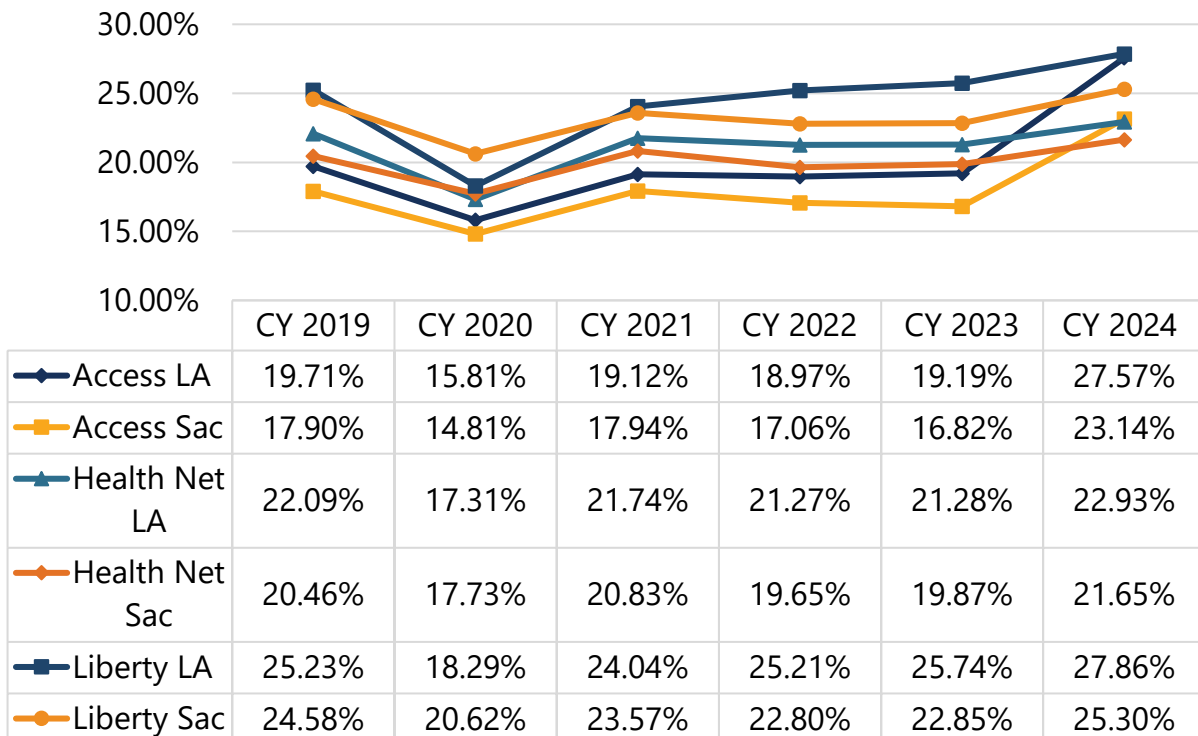
Annual Dental Visits by Delivery System

CY 2019 to CY 2024 for Eligibles Ages 21 and Over



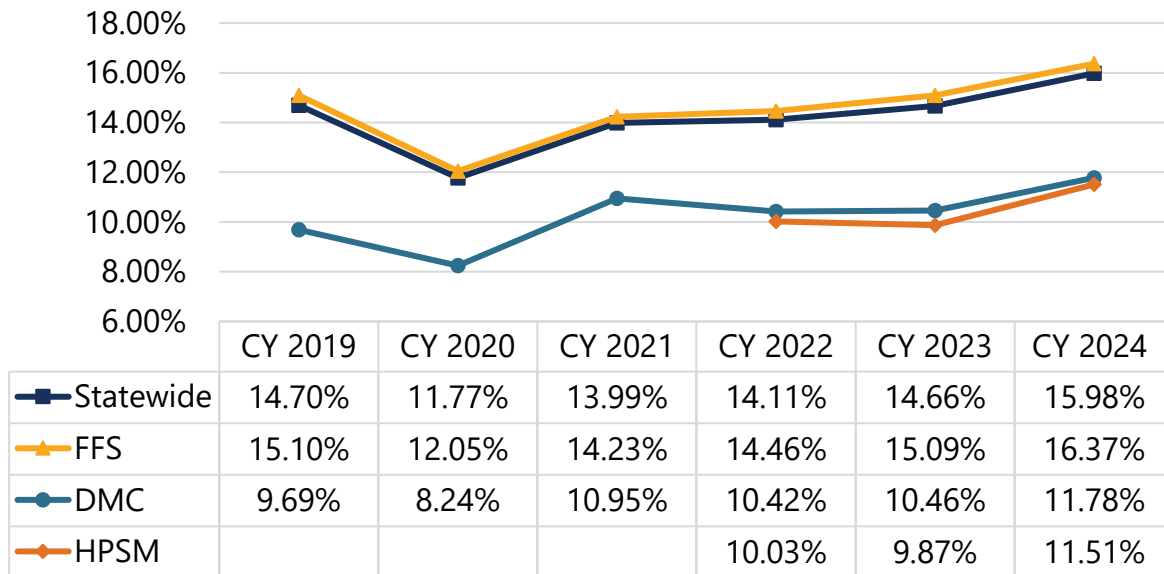
Annual Dental Visits by DMC Plan

CY 2019 to CY 2024 for Eligibles Ages 21 and Over



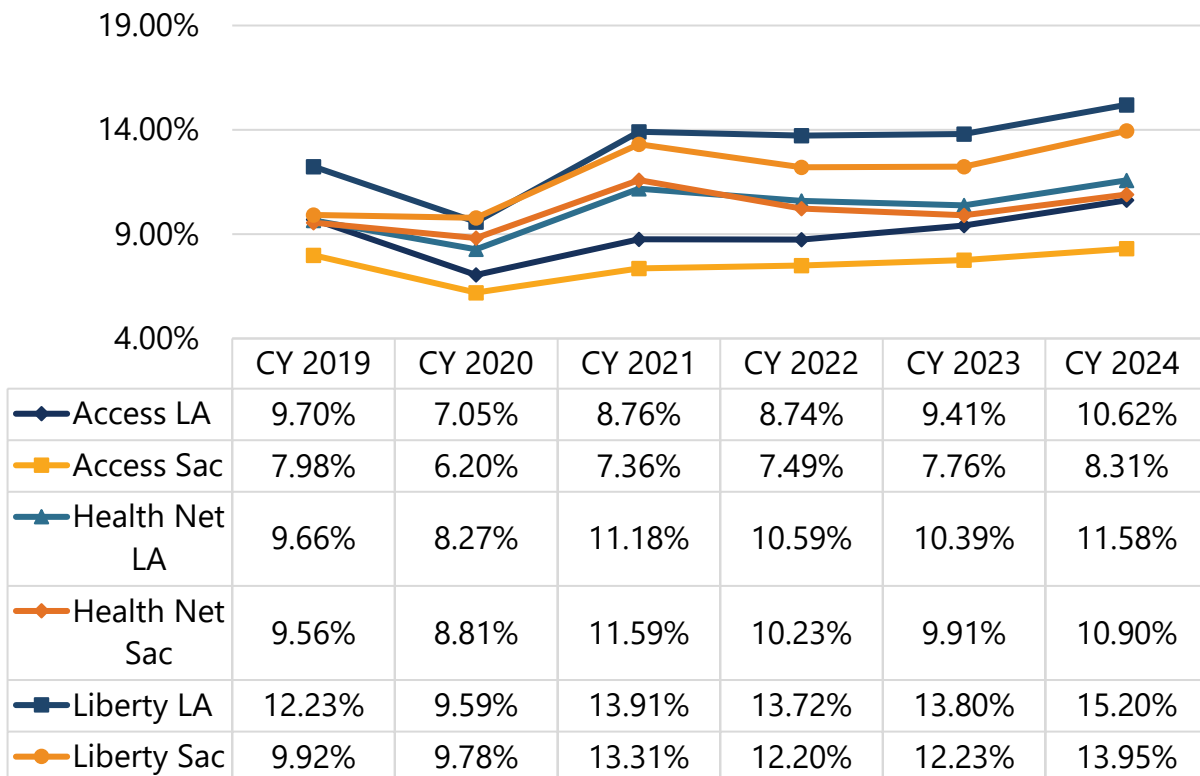
Preventive Services by Delivery System

CY 2019 to CY 2024 for Eligibles Ages 21 and Over



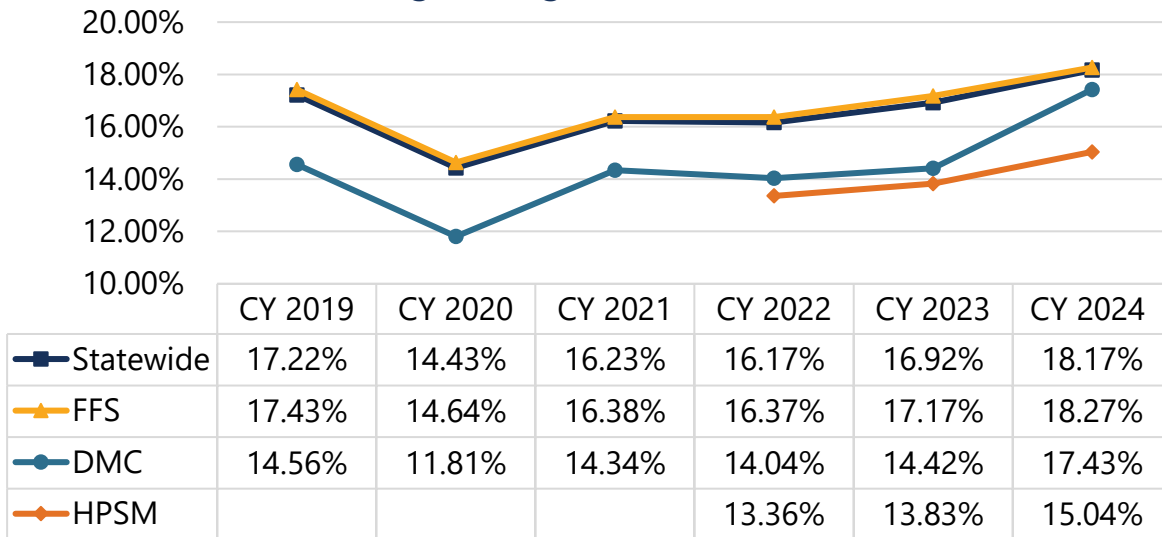
Preventive Services by DMC Plan

CY 2019 to CY 2024 for Eligibles Ages 21 and Over



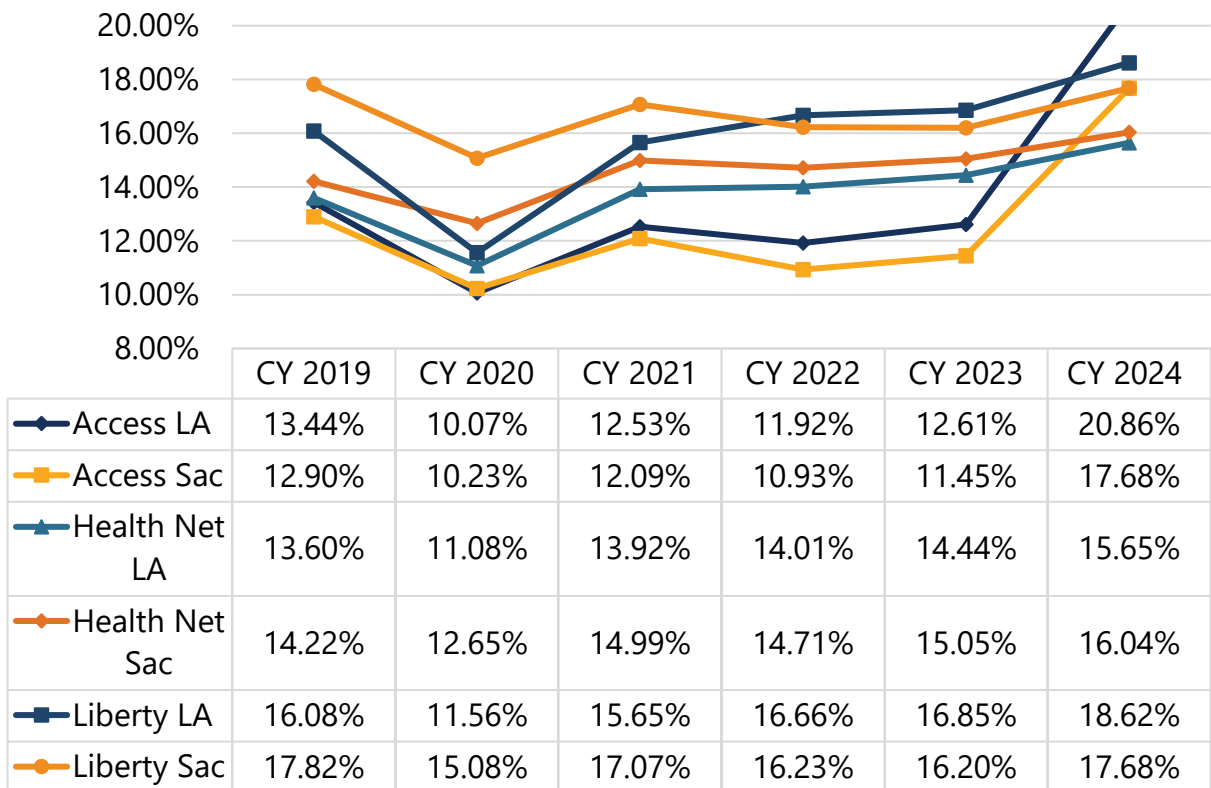
Treatment Services by Delivery System

CY 2019 to CY 2024 for Eligibles Ages 21 and Over



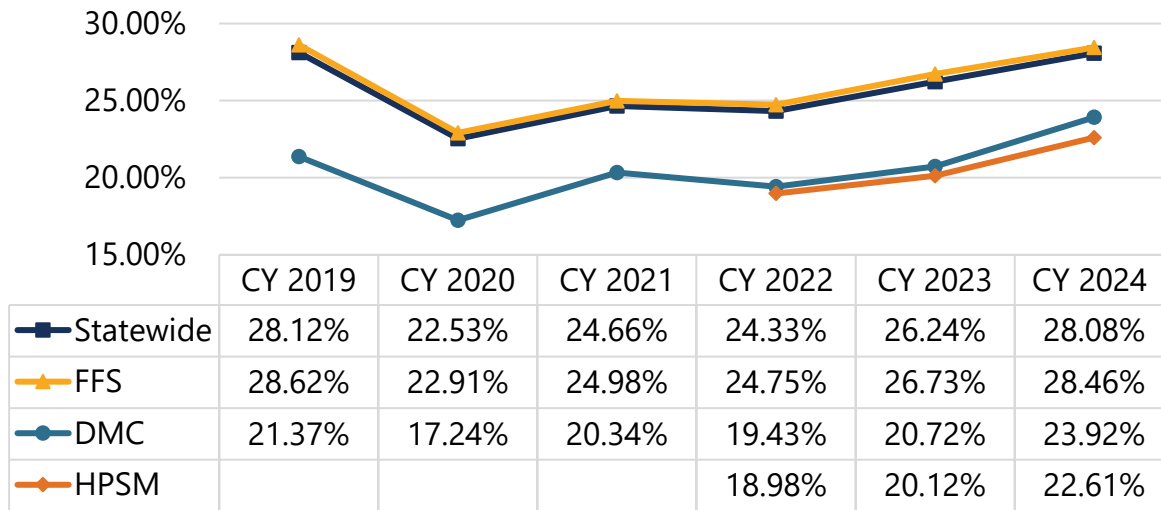
Treatment Services by DMC Plan

CY 2019 to CY 2024 for Eligibles Ages 21 and Over



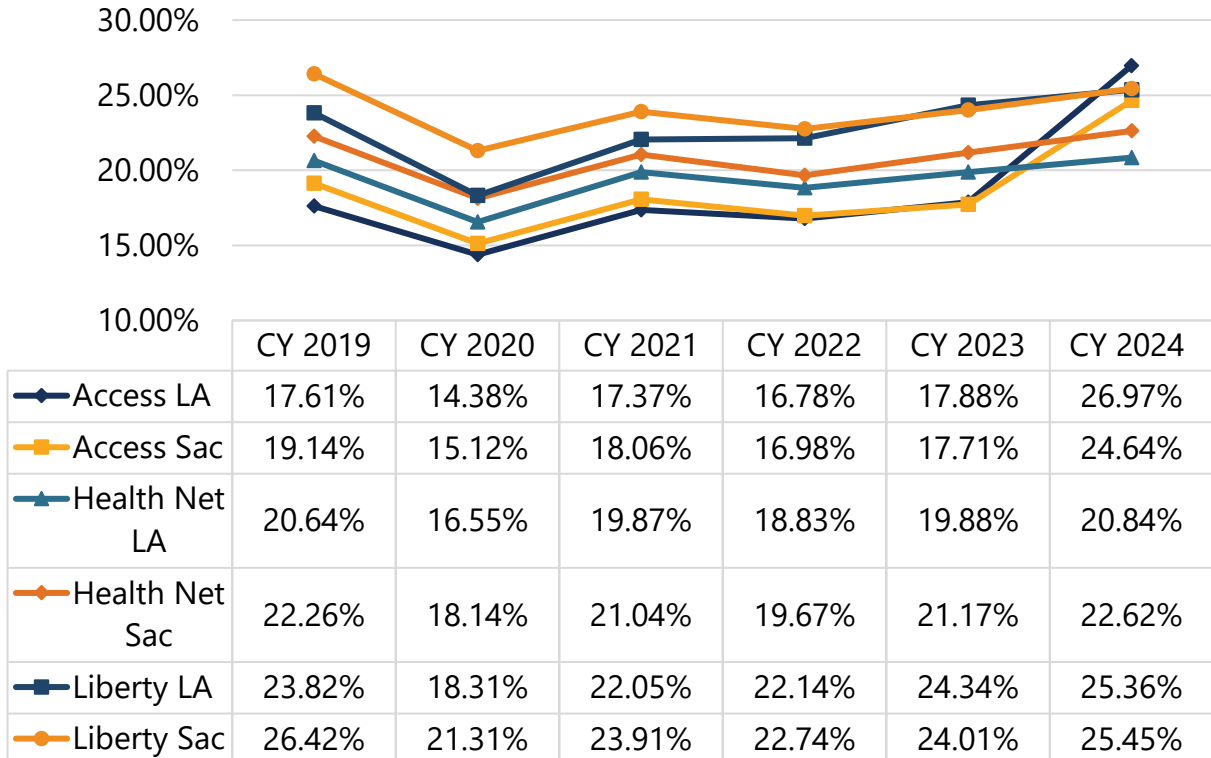
Overall Utilization 1 Year by Delivery System

CY 2019 to CY 2024 for Eligibles Ages 21 and Over



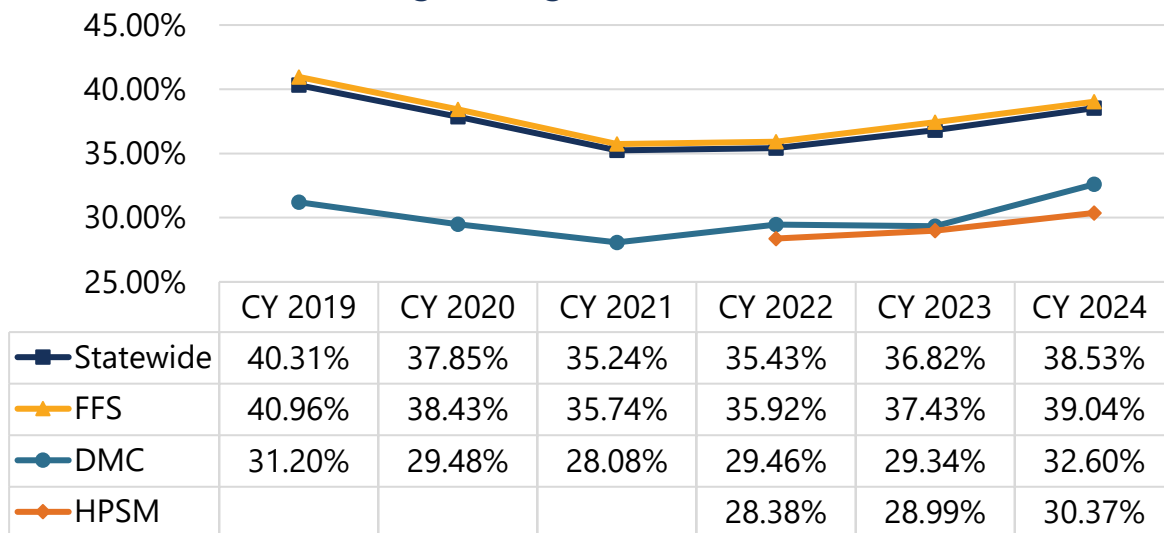
Overall Utilization 1 Year by DMC Plan

CY 2019 to CY 2024 for Eligibles Ages 21 and Over



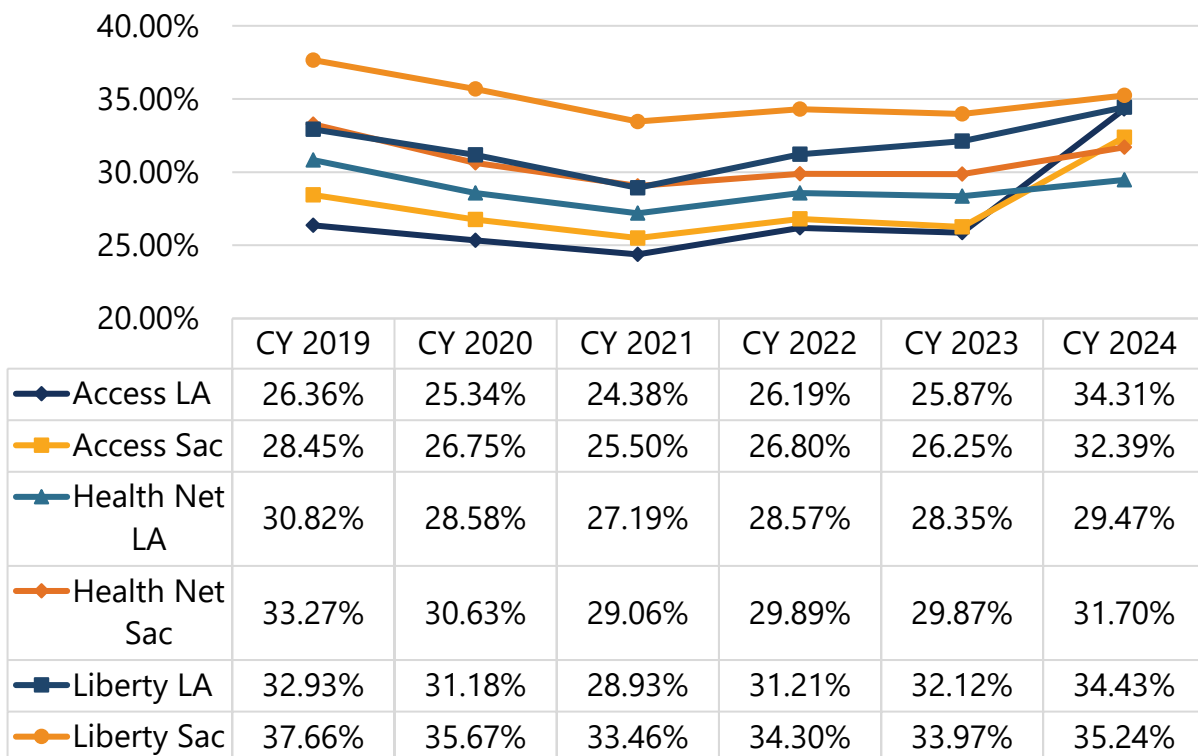
Overall Utilization 2 Year by Delivery System

CY 2019 to CY 2024 for Eligibles Ages 21 and Over



Overall Utilization 2 Year by DMC Plan

CY 2019 to CY 2024 for Eligibles Ages 21 and Over



STATEWIDE TOP PROCEDURE COUNTS¹⁴

Top Procedure Counts in Children (Ages 0-20) for CY 2024

| Procedure | CDT | FFS | DMC | HPSM | TOTAL |
|--------------|---------------------|------------|---------|--------|------------|
| Diagnostic | D0230 ^P | 10,062,471 | 344,879 | 59,217 | 10,466,567 |
| Diagnostic | D0120 ^{PC} | 2,306,603 | 122,113 | 23,199 | 2,451,915 |
| Diagnostic | D0350 ^P | 1,376,397 | 13,824 | 8,366 | 1,398,587 |
| Diagnostic | D0272 ^P | 1,107,742 | 31,646 | 7,925 | 1,147,313 |
| Diagnostic | D0220 ^{PC} | 842,497 | 124,263 | 10,325 | 977,085 |
| Preventive | D1120 ^C | 3,132,707 | 131,165 | 30,397 | 3,294,269 |
| Preventive | D1208 ^{PC} | 2,021,246 | 51,712 | 10,819 | 2,083,777 |
| Preventive | D1351 ^C | 1,648,150 | 95,708 | 27,243 | 1,771,101 |
| Preventive | D1206 ^{PC} | 1,029,198 | 97,527 | 34,931 | 1,161,656 |
| Preventive | D1310 | 989,027 | 56,798 | 29,887 | 1,075,712 |
| Treatment | D2392 ^P | 753,027 | 45,747 | 6,535 | 805,309 |
| Treatment | D2930 ^P | 557,790 | 25,173 | 2,585 | 585,548 |
| Treatment | D7140 ^P | 553,149 | 24,321 | 3,900 | 581,370 |
| Treatment | D9230 ^P | 553,041 | 14,680 | 2,392 | 570,113 |
| Treatment | D2391 ^P | 496,097 | 30,293 | 5,025 | 531,415 |
| All Services | D0230 ^P | 10,062,471 | 344,879 | 59,217 | 10,466,567 |
| All Services | D1120 ^C | 3,132,707 | 131,165 | 30,397 | 3,294,269 |
| All Services | D0120 ^{PC} | 2,306,603 | 122,113 | 23,199 | 2,451,915 |
| All Services | D1208 ^C | 2,021,246 | 51,712 | 10,819 | 2,083,777 |
| All Services | D1351 ^C | 1,648,150 | 95,708 | 27,243 | 1,771,101 |

¹⁴ Data Source: MIS/DSS Data Warehouse queried on June 24, 2025, including SNC encounters

Top Procedure Counts in Adults (Ages 21+) for CY 2024

| Procedure | CDT | FFS | DMC | HPSM | TOTAL |
|--------------|---------------------|-----------|---------|--------|-----------|
| Diagnostic | D0230 ^P | 3,652,622 | 171,935 | 21,800 | 3,846,357 |
| Diagnostic | D0150 ^{PC} | 1,045,810 | 92,318 | 10,835 | 1,148,963 |
| Diagnostic | D0350 ^P | 1,082,497 | 11,347 | 6,534 | 1,100,378 |
| Diagnostic | D0210 ^{PC} | 779,055 | 59,982 | 8,394 | 847,431 |
| Diagnostic | D0120 ^{PC} | 564,174 | 50,201 | 8,181 | 622,556 |
| Preventive | D1110 ^P | 929,870 | 62,358 | 12,910 | 1,005,138 |
| Preventive | D1208 ^{PC} | 498,561 | 22,240 | 6,644 | 527,445 |
| Preventive | Z0120 | 437,304 | 43 | 106 | 437,453 |
| Preventive | D1206 ^{PC} | 336,601 | 36,740 | 5,806 | 379,147 |
| Preventive | Z0121 | 303,006 | 236 | 34 | 303,276 |
| Treatment | D4341 ^P | 1,076,043 | 70,880 | 18,907 | 1,165,830 |
| Treatment | D7210 ^P | 606,244 | 33,977 | 5,281 | 645,502 |
| Treatment | D9430 ^P | 583,585 | 56,150 | 4,801 | 644,536 |
| Treatment | D2392 ^P | 514,877 | 39,700 | 10,484 | 565,061 |
| Treatment | D2391 ^P | 477,252 | 34,053 | 10,834 | 522,139 |
| All Services | D0230 ^P | 3,652,622 | 171,935 | 21,800 | 3,846,357 |
| All Services | 00003 | 2,404,631 | 632 | 678 | 2,405,941 |
| All Services | D4341 ^P | 1,076,043 | 70,880 | 18,907 | 1,165,830 |
| All Services | D0150 ^{PC} | 1,045,810 | 92,318 | 10,835 | 1,148,963 |
| All Services | D0350 ^P | 1,082,497 | 11,347 | 6,534 | 1,100,378 |