

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

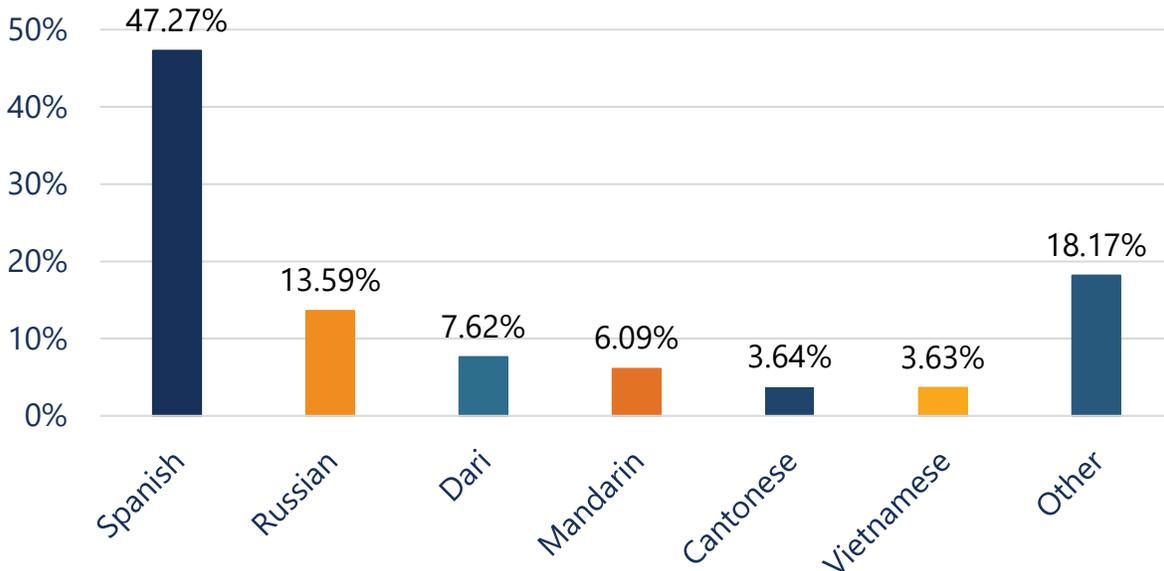
274,842 – Member calls, including call volume received from October to December (Quarter 4) 2024 in the FFS and DMC delivery systems.

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

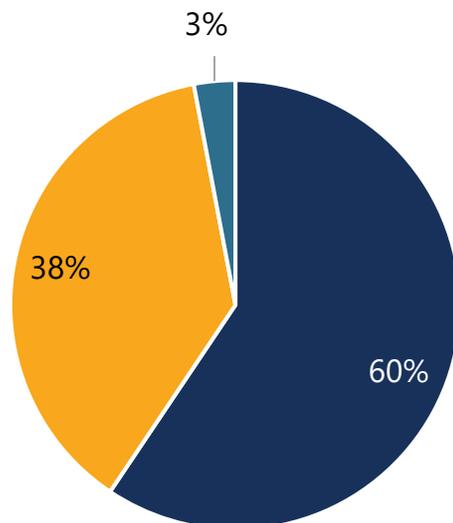
October 2024 – March 2025

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).

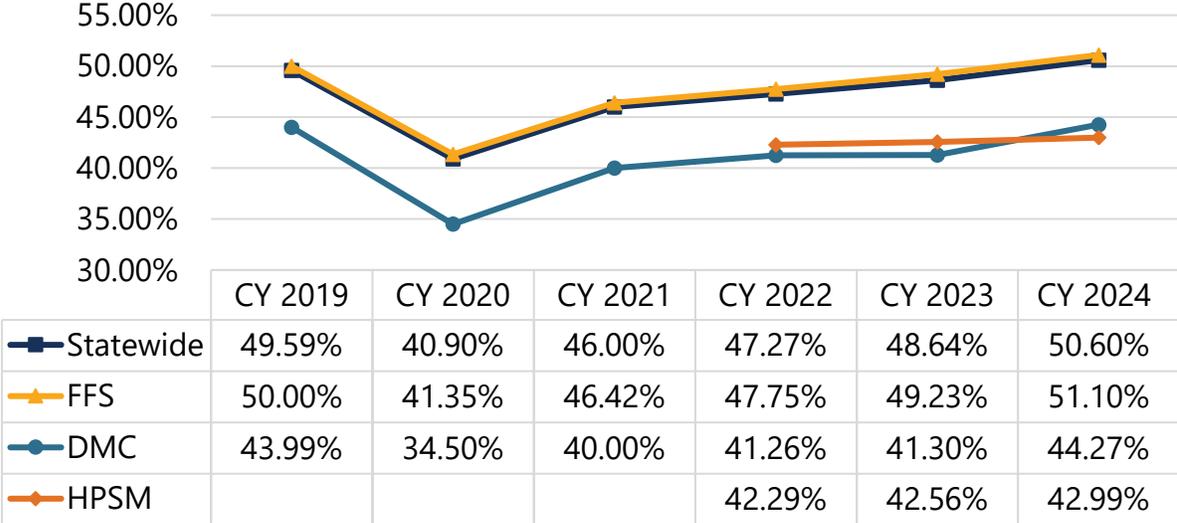
¹³ Conlan: Reimbursement process for members

DENTAL UTILIZATION IN CHILDREN AGES 0-20

Annual Dental Visits by Delivery System



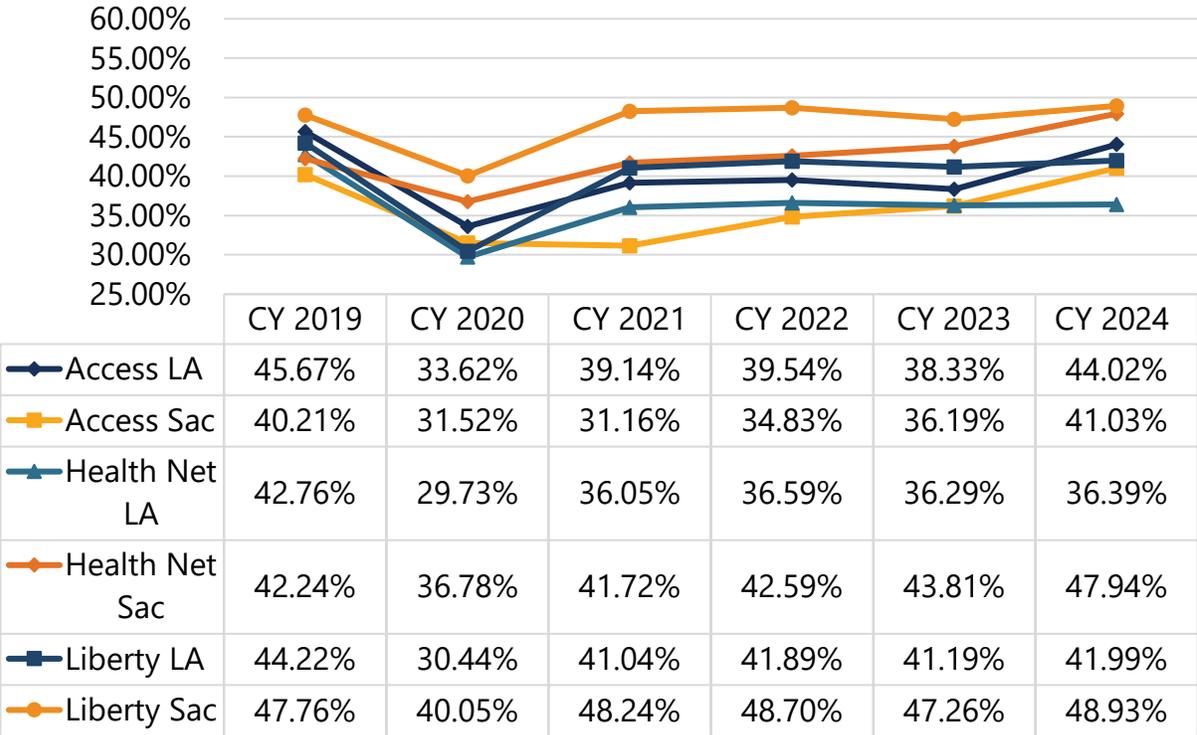
CY 2019 to CY 2024 for Eligibles Ages 0-20



Annual Dental Visits by Plan

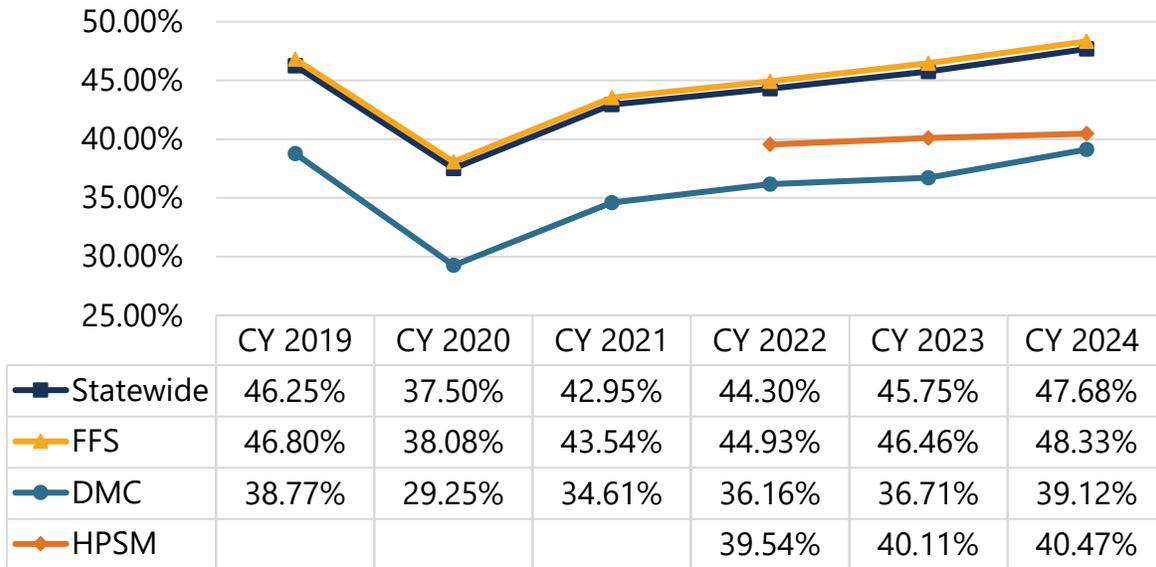


CY 2019 to CY 2024 for Eligibles Ages 0 to 20



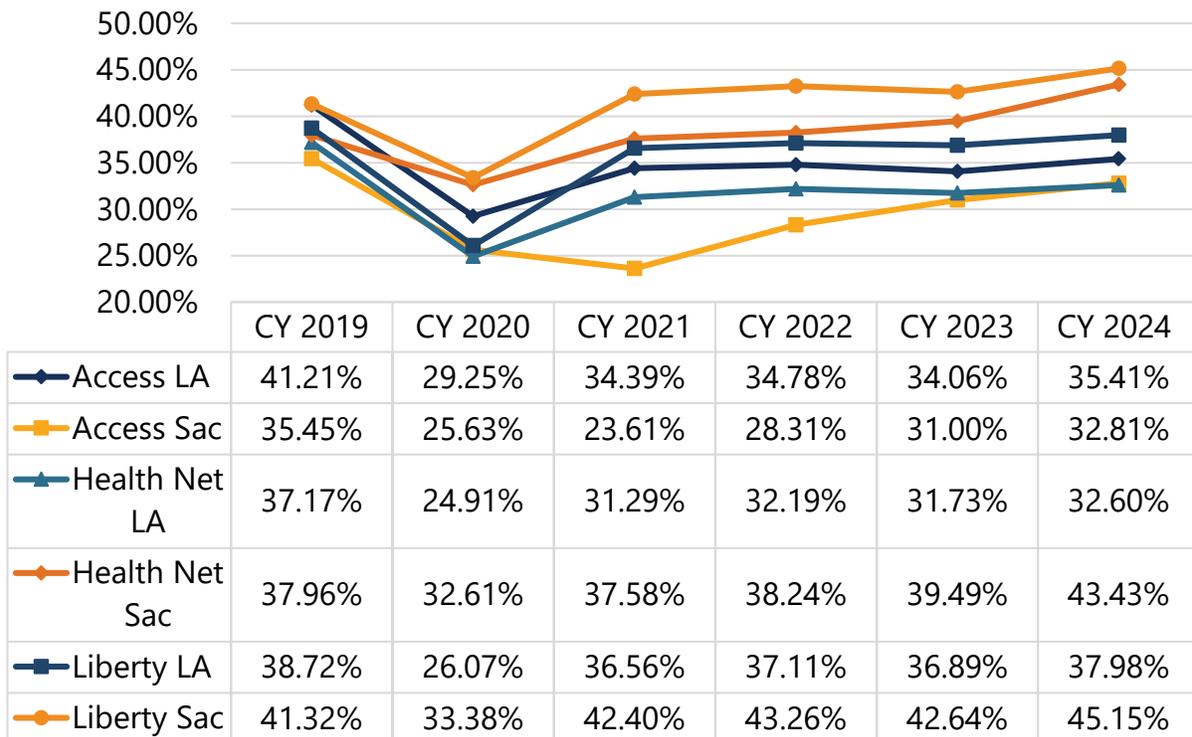
Preventive Services by Delivery System

CY 2019 to CY 2024 for Eligibles Ages 0 to 20



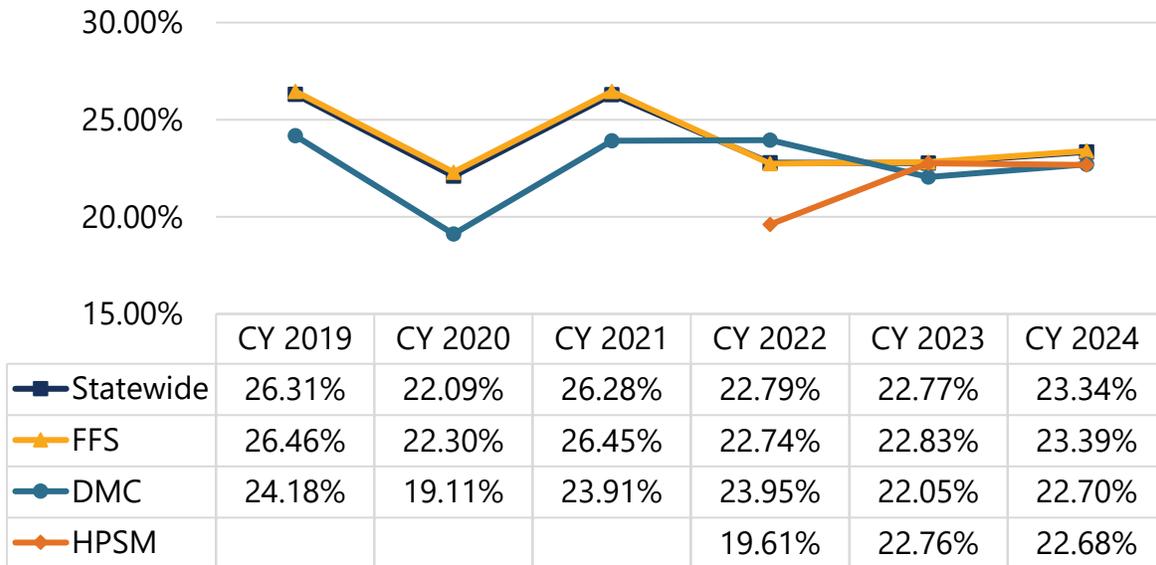
Preventive Services by Plan

CY 2019 to CY 2024 for Eligibles Ages 0 to 20



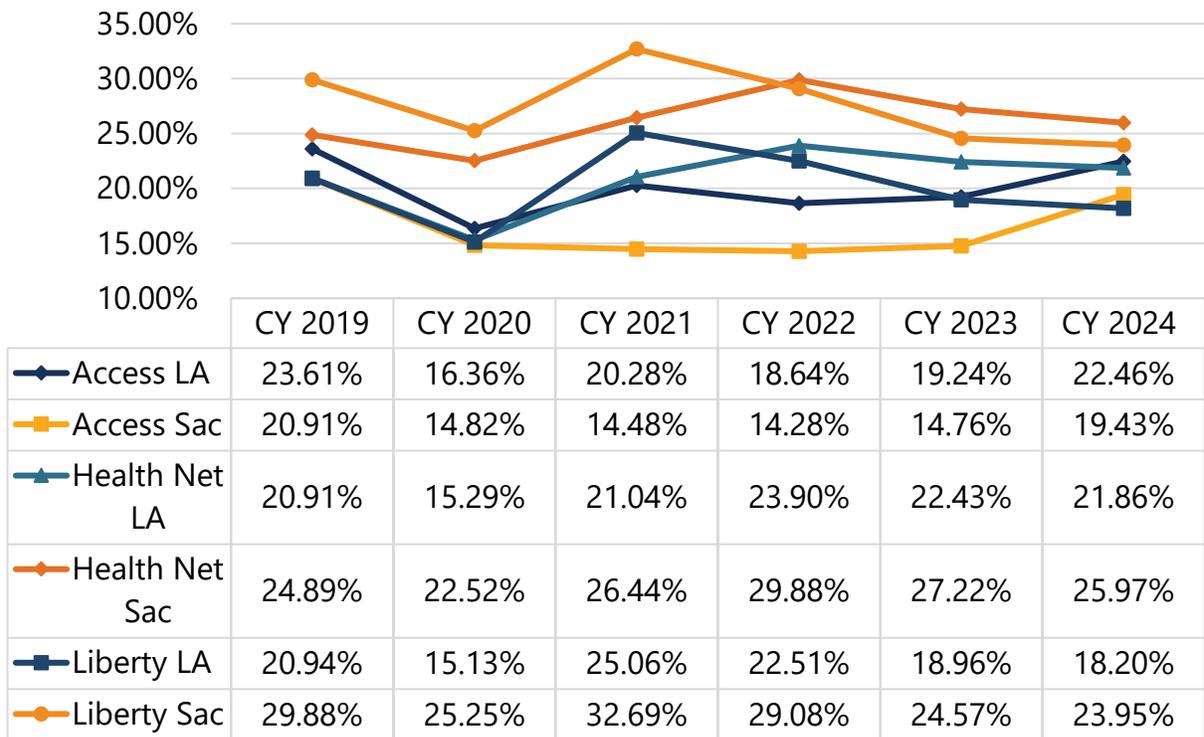
Treatment Services by Delivery System

CY 2019 to CY 2024 for Eligibles Ages 0 to 20



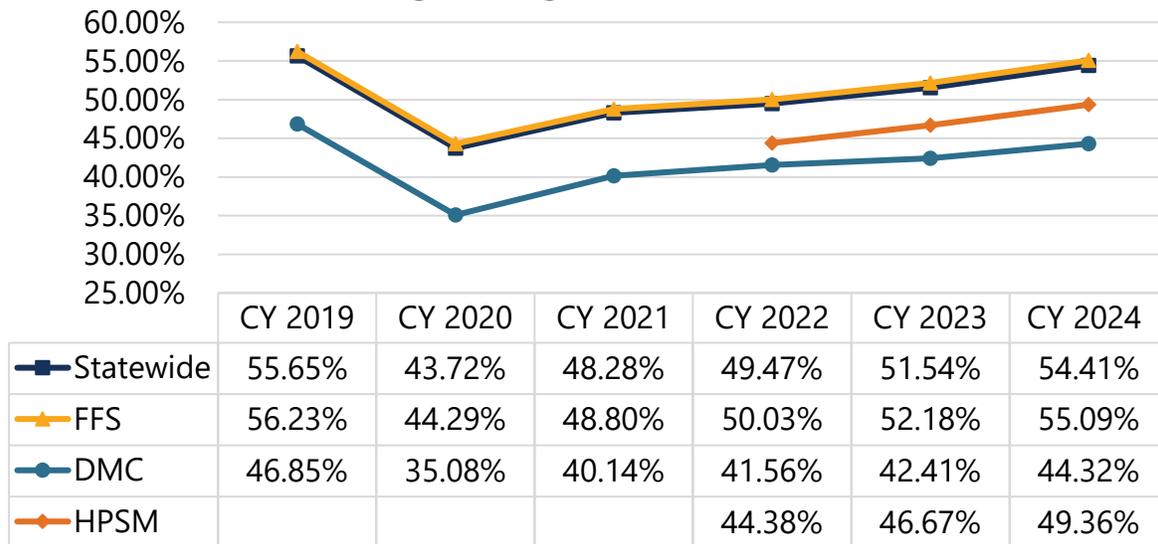
Treatment Services by Plan

CY 2019 to CY 2024 for Eligibles Ages 0 to 20



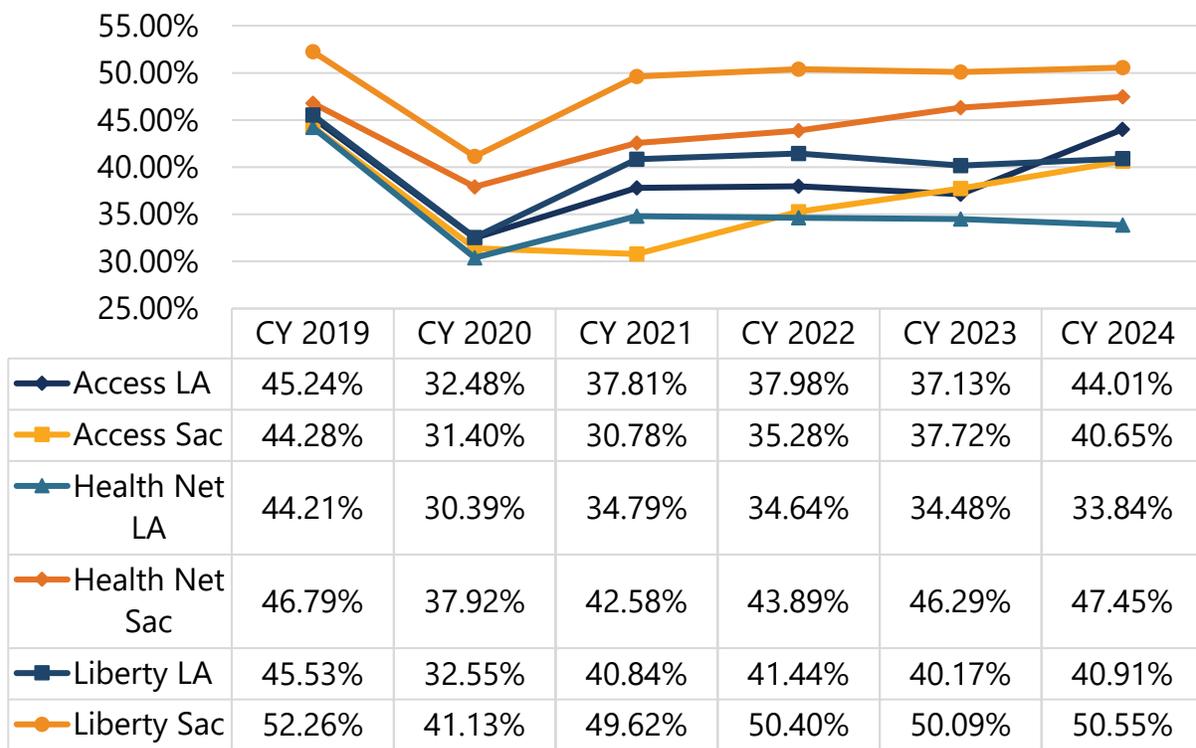
Overall Utilization 1 Year by Delivery System

CY 2019 to CY 2024 for Eligibles Ages 0 to 20



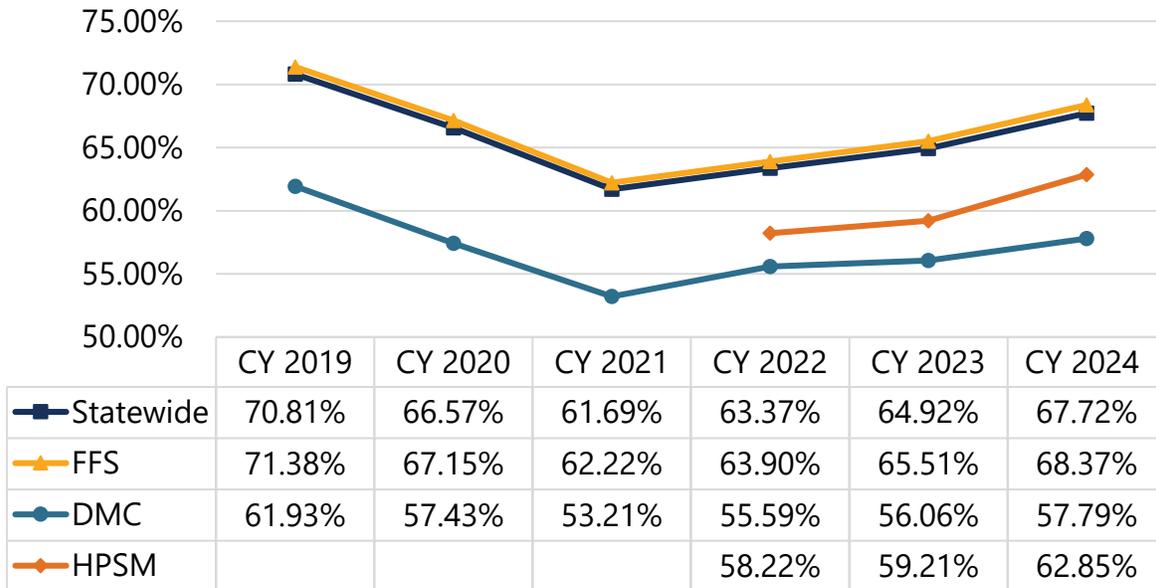
Overall Utilization 1 Year by Plan

CY 2019 to CY 2024 for Eligibles Ages 0 to 20



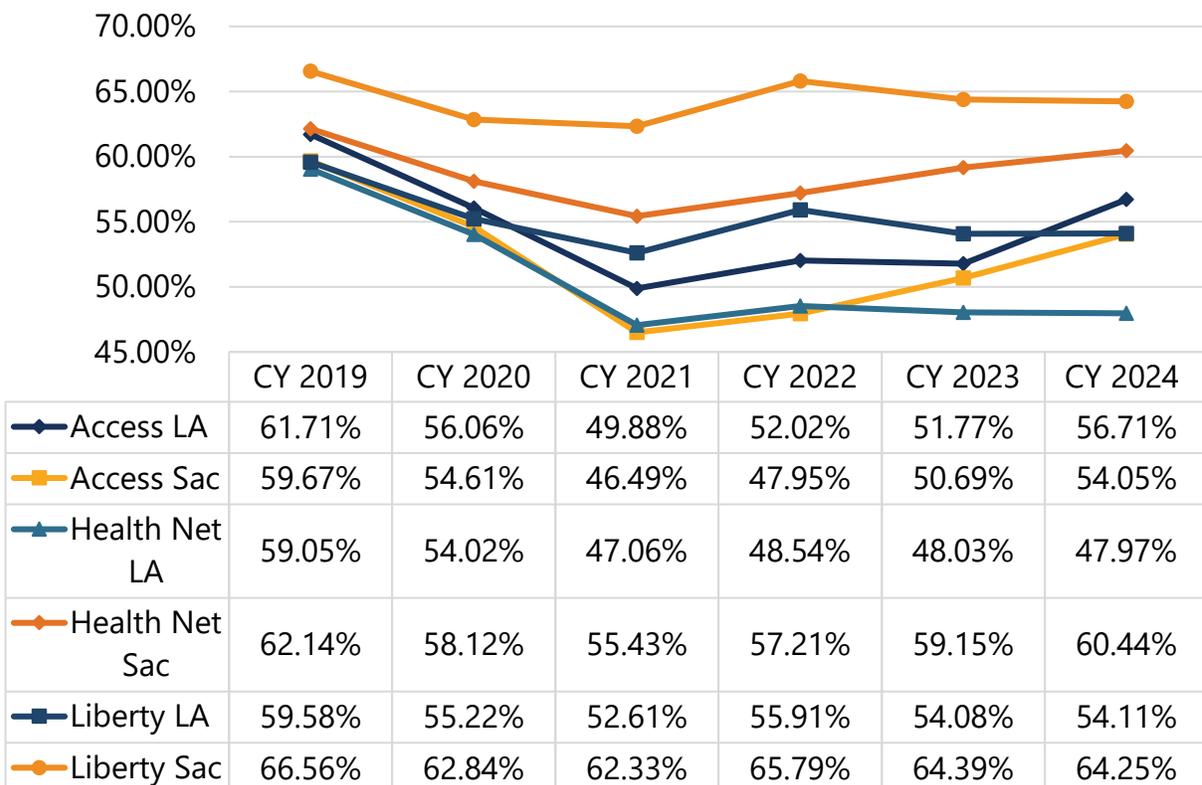
Overall Utilization 2 Year by Delivery System

CY 2019 to CY 2024 for Eligibles Ages 0 to 20



Overall Utilization 2 Year by Plan

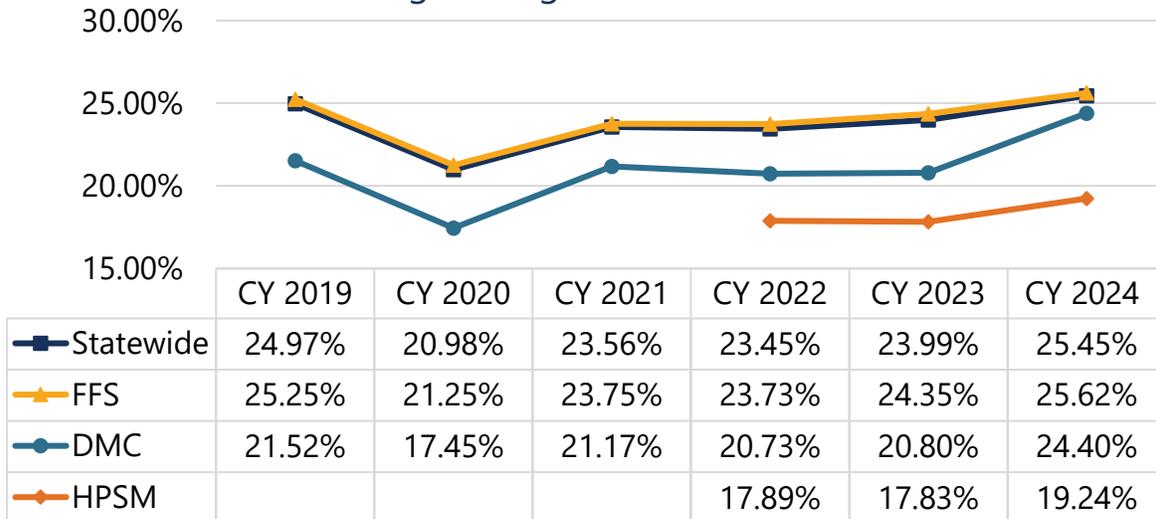
CY 2019 to CY 2024 for Eligibles Ages 0 to 20



DENTAL UTILIZATION IN ADULTS AGES 21+

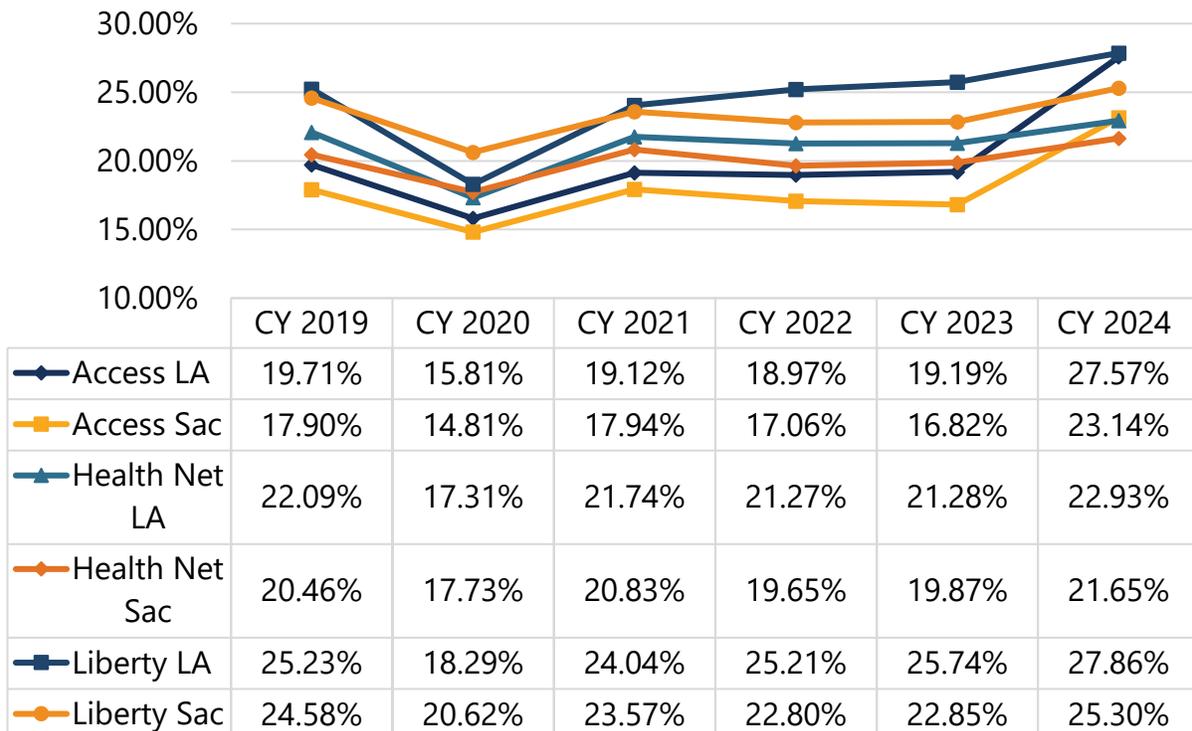
Annual Dental Visits by Delivery System

CY 2019 to CY 2024 for Eligibles Ages 21 and Over



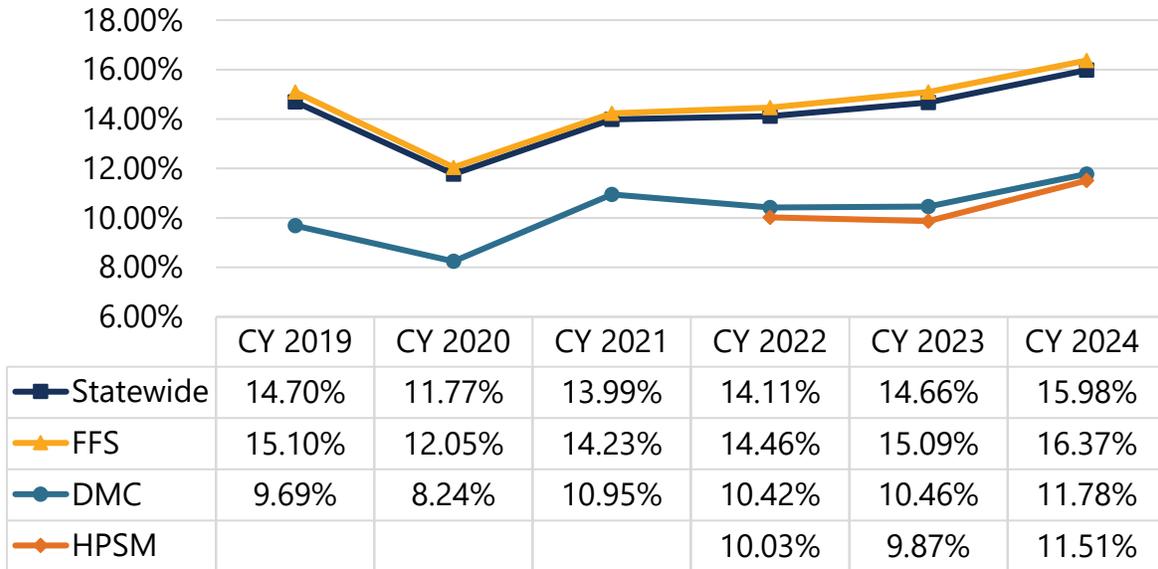
Annual Dental Visits by DMC Plan

CY 2019 to CY 2024 for Eligibles Ages 21 and Over



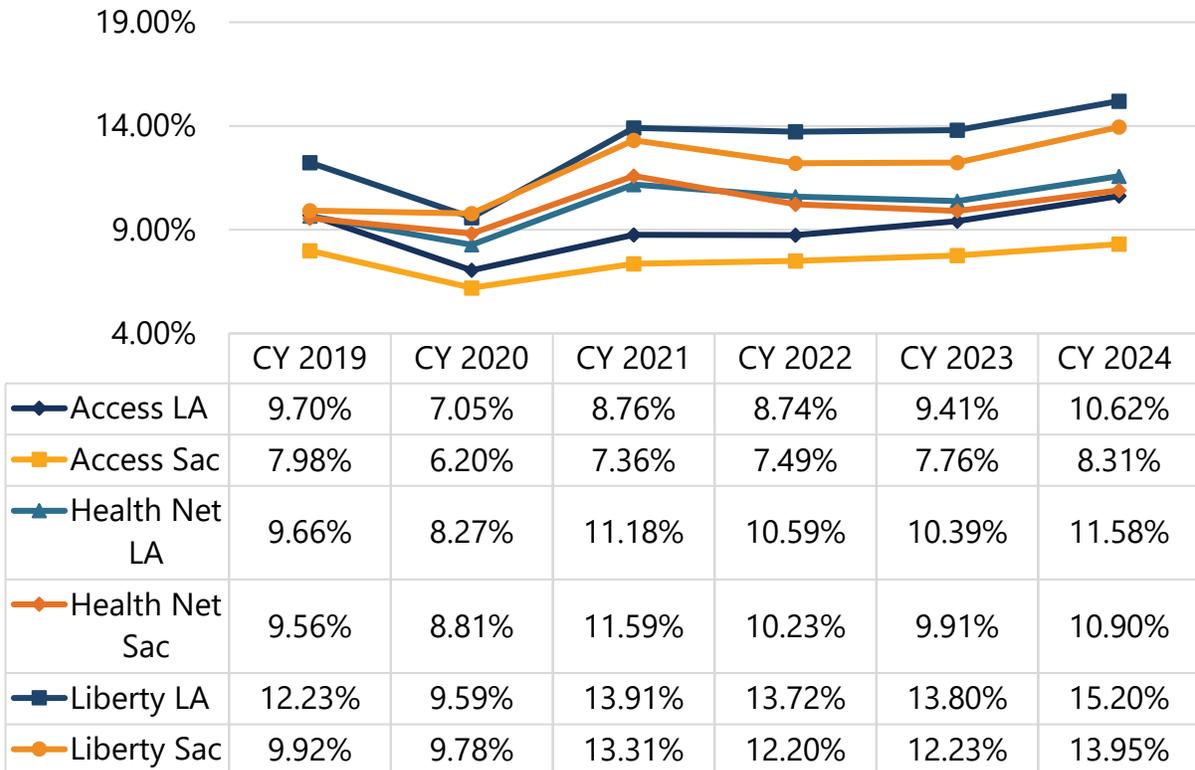
Preventive Services by Delivery System

CY 2019 to CY 2024 for Eligibles Ages 21 and Over



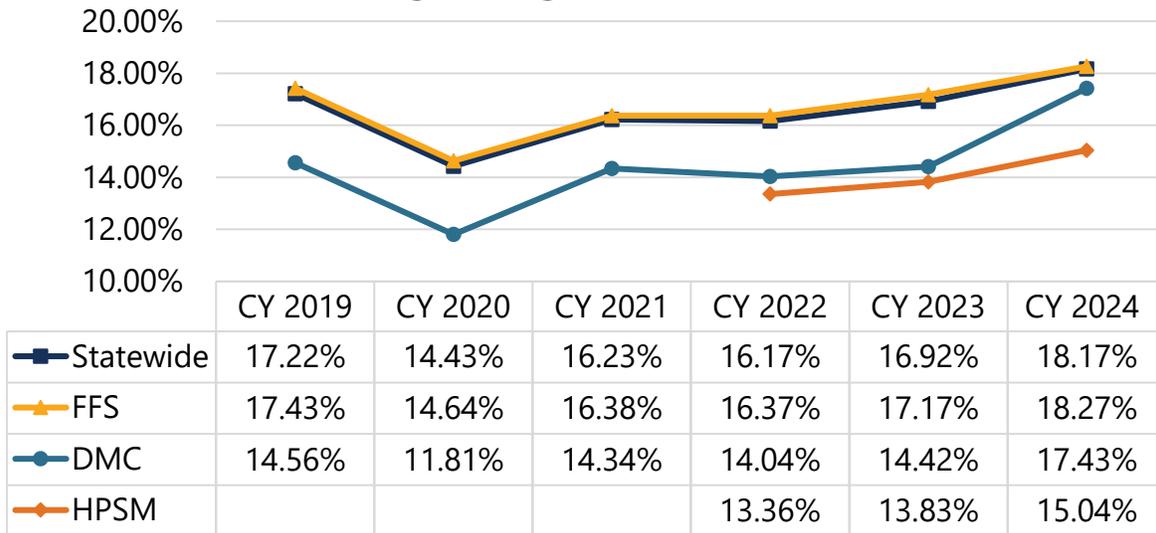
Preventive Services by DMC Plan

CY 2019 to CY 2024 for Eligibles Ages 21 and Over



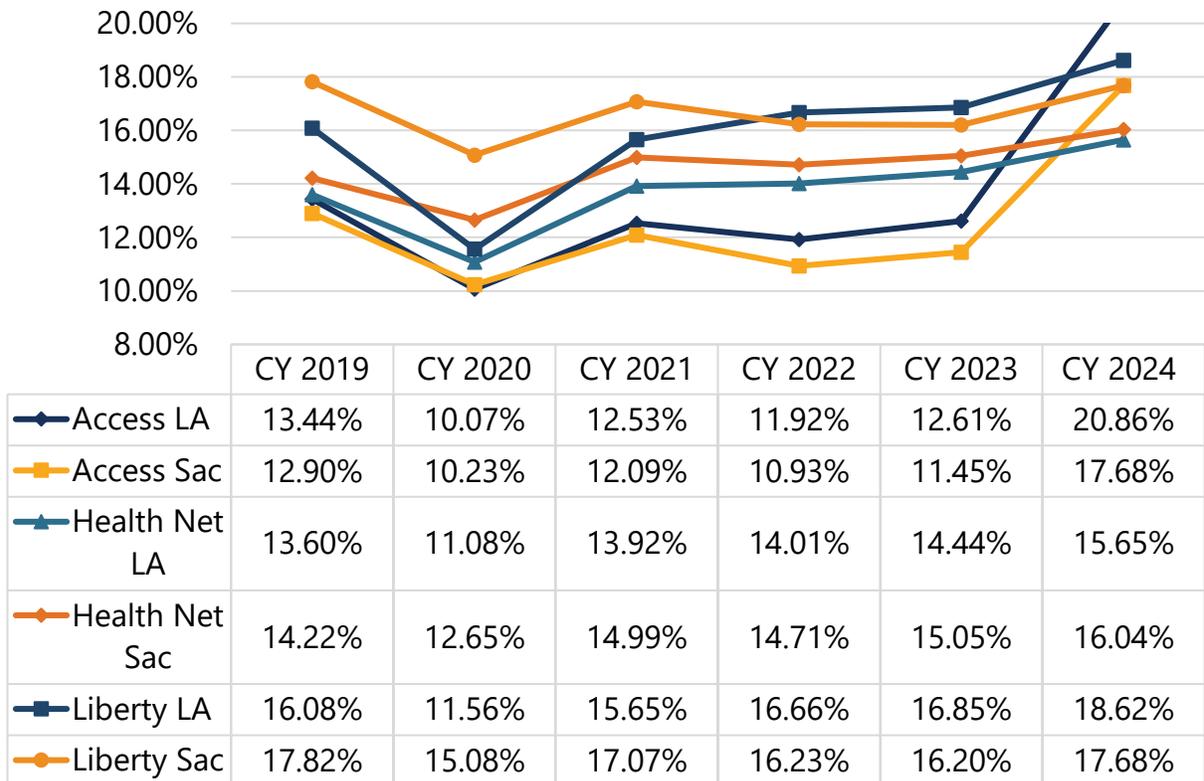
Treatment Services by Delivery System

CY 2019 to CY 2024 for Eligibles Ages 21 and Over



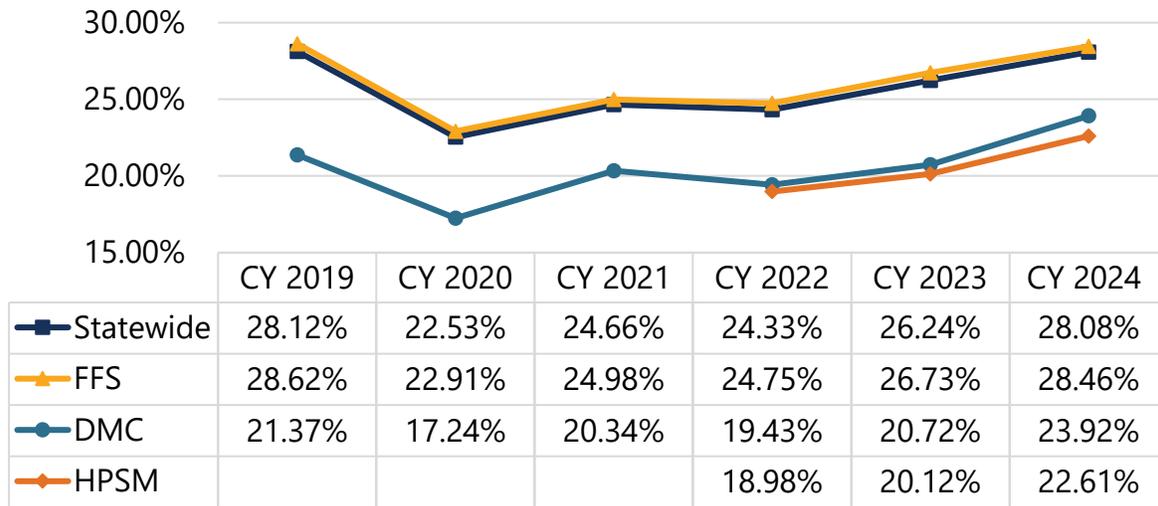
Treatment Services by DMC Plan

CY 2019 to CY 2024 for Eligibles Ages 21 and Over



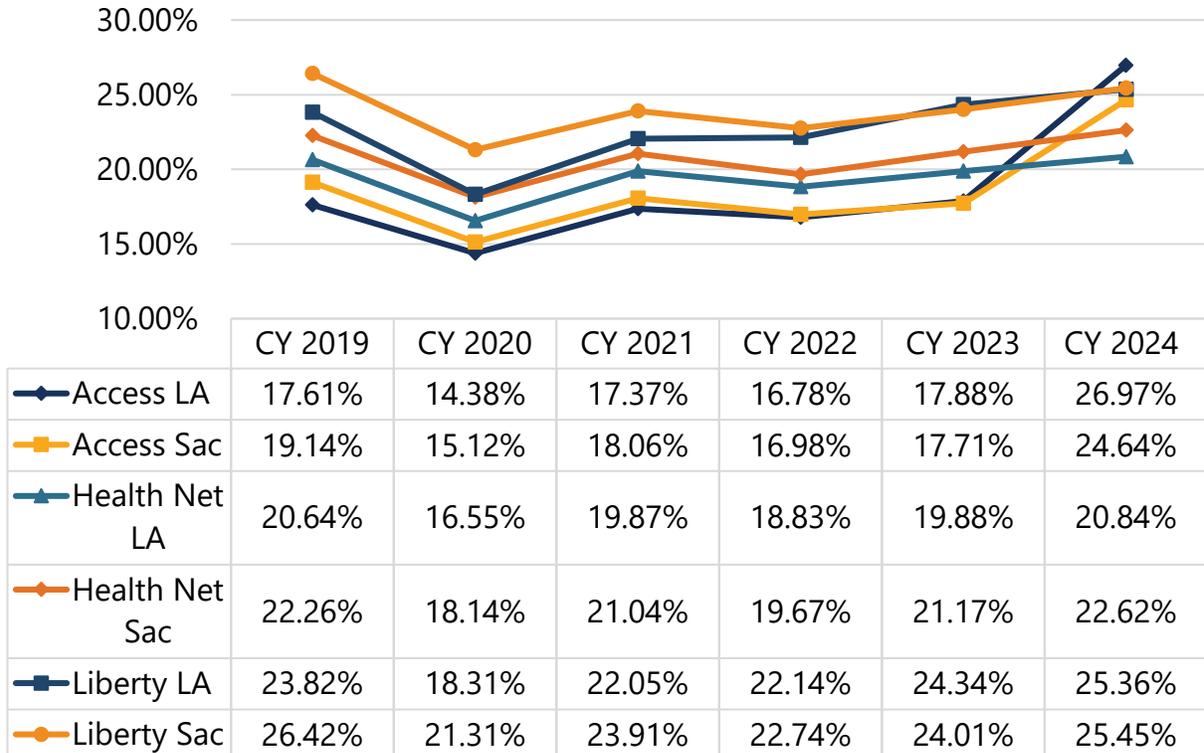
Overall Utilization 1 Year by Delivery System

CY 2019 to CY 2024 for Eligibles Ages 21 and Over



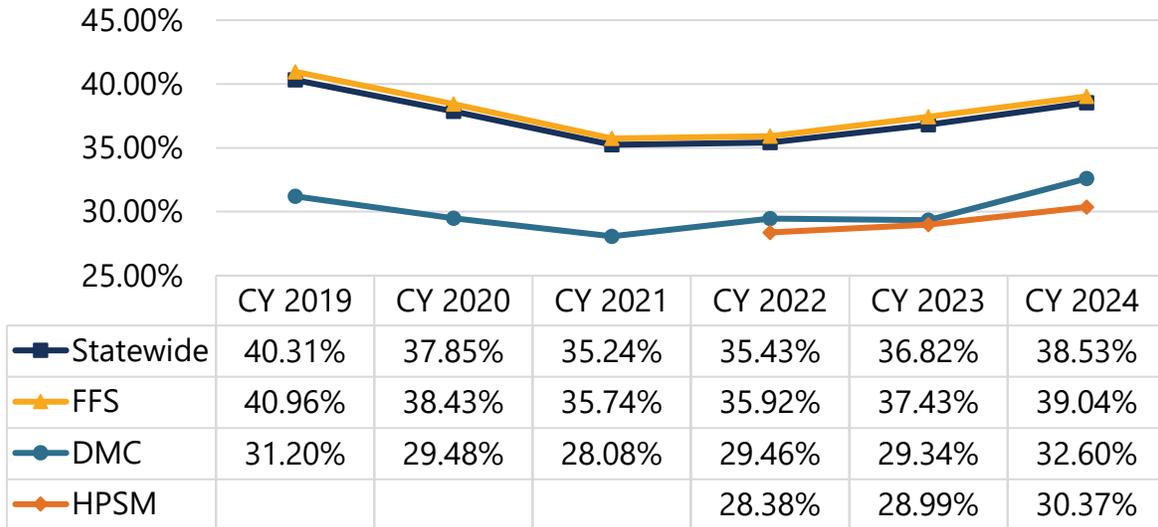
Overall Utilization 1 Year by DMC Plan

CY 2019 to CY 2024 for Eligibles Ages 21 and Over



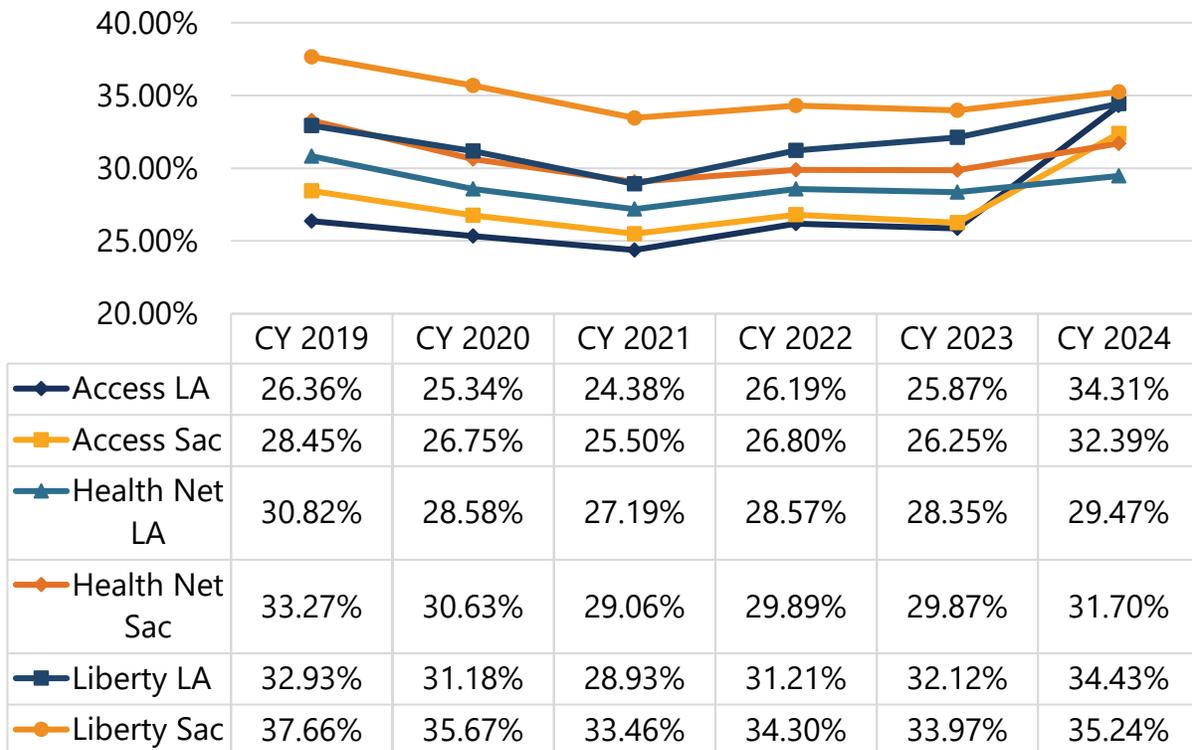
Overall Utilization 2 Year by Delivery System

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 Date 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