

# **MEDI-CAL DENTAL SERVICES DIVISION STATEWIDE FACT SHEET**

**February 2025**

## PROGRAM OVERVIEW

**14.6 million** – Members enrolled in Medi-Cal Dental in December 2024<sup>1</sup>:

- **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 DATA<sup>6</sup>

Delivery System	Safety Net Clinics (SNC) <sup>2</sup>	SNC Rendering <sup>3</sup>	Offices <sup>4</sup>	Office Rendering	SNC and Office Active Rendering <sup>5</sup>
FFS	590	1,270	6,639	13,169	10,809
GMC	31	141	166	373	390
PHP	89	320	916	1,640	1,476
HPSM	N/A	N/A	135	206	158

## CASE MANAGEMENT<sup>7</sup>

Measurement Period	FFS <sup>8</sup>	GMC	PHP
Q2: April – June 2024	215	93	34
Q3: July - September 2024	160	115	23

<sup>1</sup> Data Source: DHCS Data Warehouse as of January 9, 2025.

<sup>2</sup> 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.

<sup>3</sup> 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.

<sup>4</sup> Network data based on enrollment reported by the dental FI-DBO, DMC, and HPSM plans.

<sup>5</sup> Unduplicated active rendering providers between SNCs and offices within the delivery system who have billed at least one service within the last two years.

<sup>6</sup> Date source: DHCS provider data as of October 2024. Duplication may exist in rendering providers serving in SNCs, offices, and across the delivery systems.

<sup>7</sup> Data source: Dental Administrative Services Organization (ASO) and DMC plans

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

# STATEWIDE LANGUAGE LINE SERVICE (LLS) CALL VOLUME

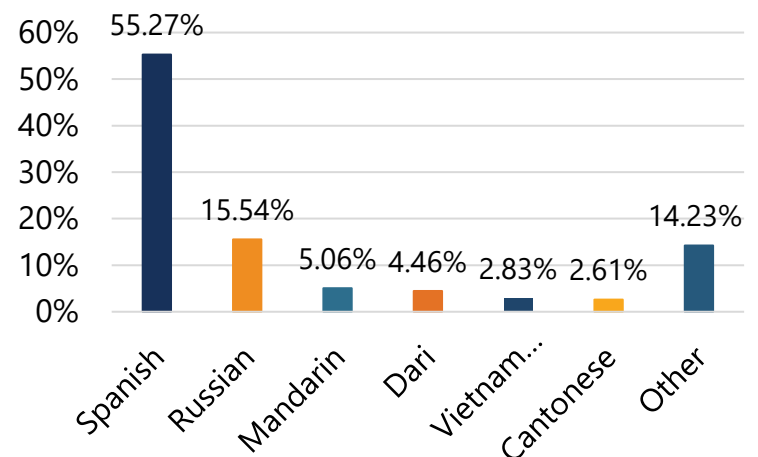
**354,707** – Member calls, including the LLS call volume, received from **April to June (Quarter 2) 2024** in the FFS and DMC delivery systems.

**317,009** – Member calls, including the LLS call volume, received from **July to September (Quarter 3) 2024** in the FFS and DMC delivery systems.

Category	Q2 2024	Q3 2024
Total LLS Calls	16,257	26,310
DMC LLS Calls	6,566	8,024
FFS LLS Calls	9,691	18,286 <sup>9</sup>
Languages Requested	100	96
Calls for Top 6 Languages	84.17%	86.86%
Calls for Other Languages	15.83%	13.14%

## Statewide Top 6 LLC Languages

April through September 2024



# STATEWIDE STATE HEARING CASES

**July-December 2024**

Age Group	Scope <sup>10</sup>	Orthodontic <sup>11</sup>	Conlan <sup>12</sup>
Age 0-20	120	104	12
Age 21+	1,428	4	61
<b>Total</b>	<b>1,548</b>	<b>108</b>	<b>73</b>

<sup>9</sup> All FFS figures are subject to change as we are in process of data verification.

<sup>10</sup> Scope: Benefits available under the Medi-Cal Dental

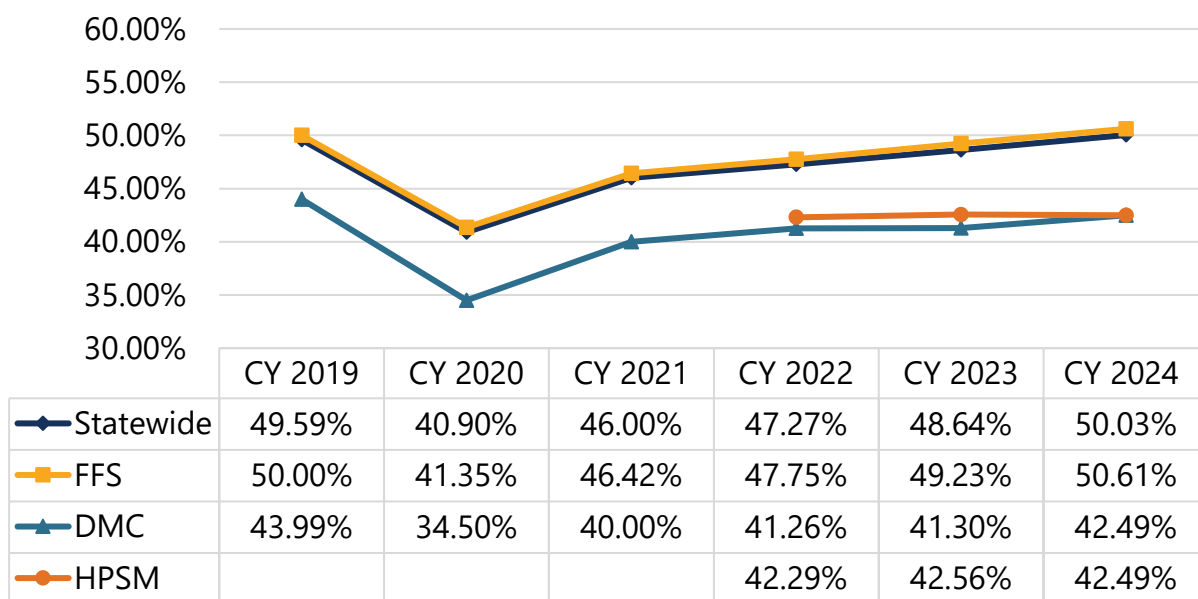
<sup>11</sup> Orthodontic: Treatment that requires braces to align teeth and/or correct occlusion (bite).

<sup>12</sup> Conlan: Reimbursement process for members

## DENTAL UTILIZATION IN CHILDREN AGES 0-20\*

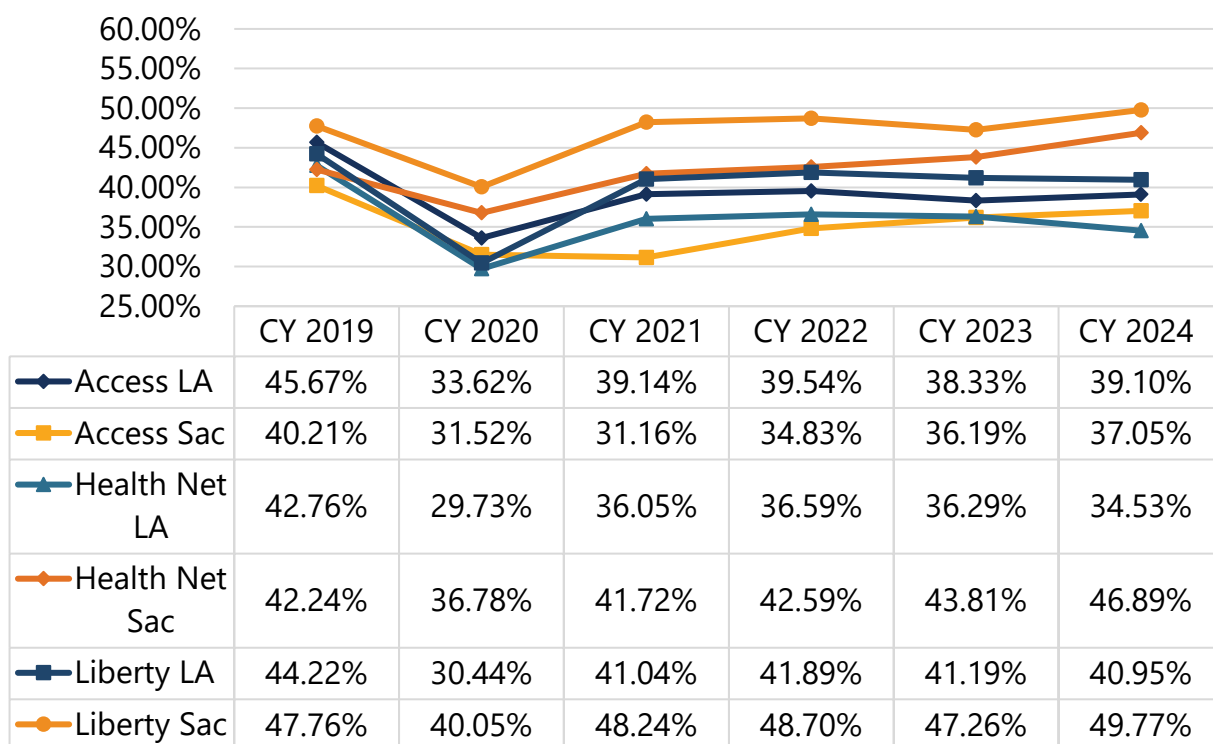
### Annual Dental Visits by Delivery System

CY 2019 to CY 2024 for Eligibles Ages 0 to 20



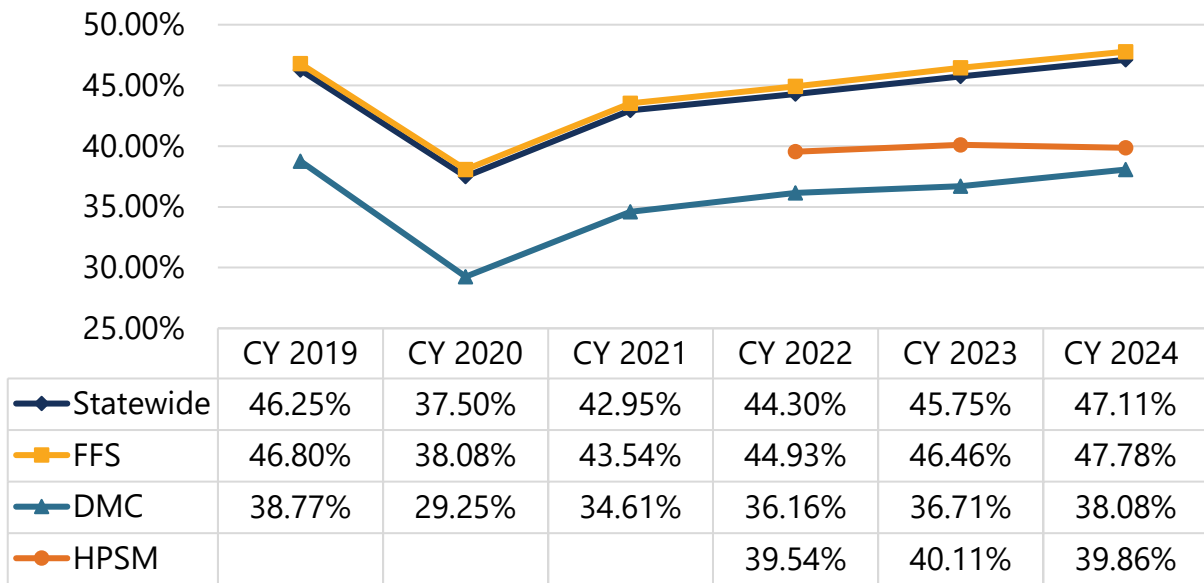
### Annual Dental Visits by DMC Plan

CY 2019 to CY 2024 for Eligibles Ages 0 to 20



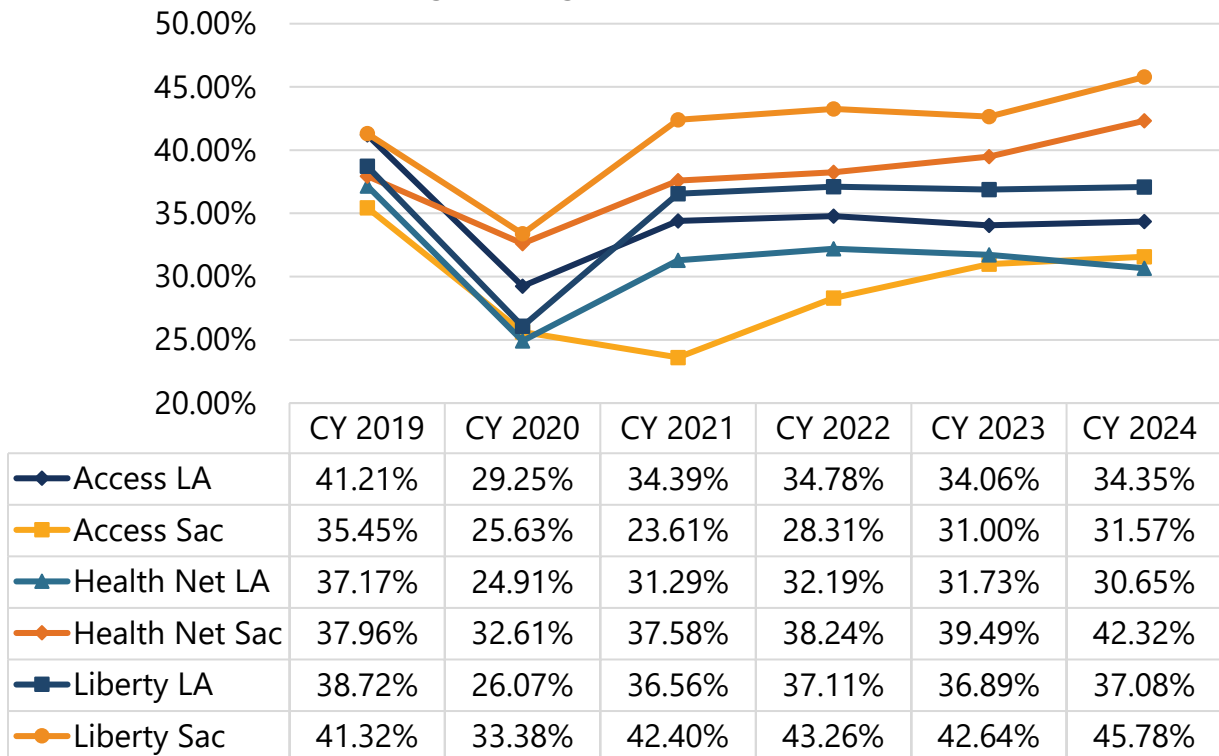
## Preventive Service by Delivery System

CY 2019 to CY 2024 for Eligibles Ages 0 to 20



## Preventive Service by Plan

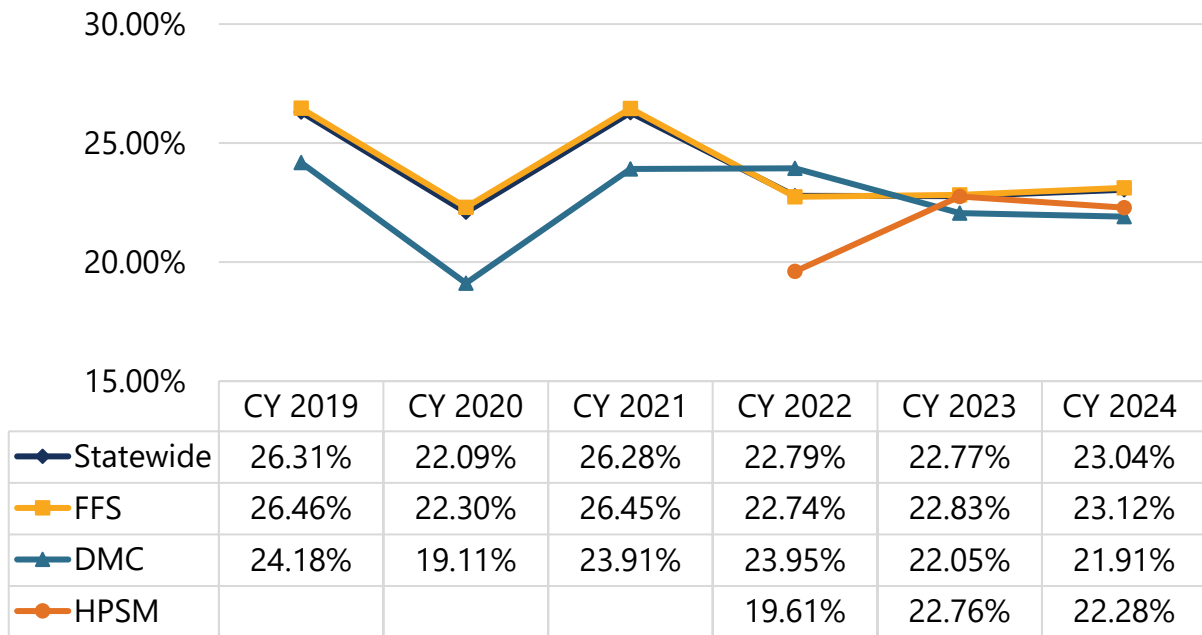
CY 2019 to CY 2024 for Eligibles Ages 0 to 20



\* HPSM was effective starting CY 2022, utilization for prior years is not applicable.

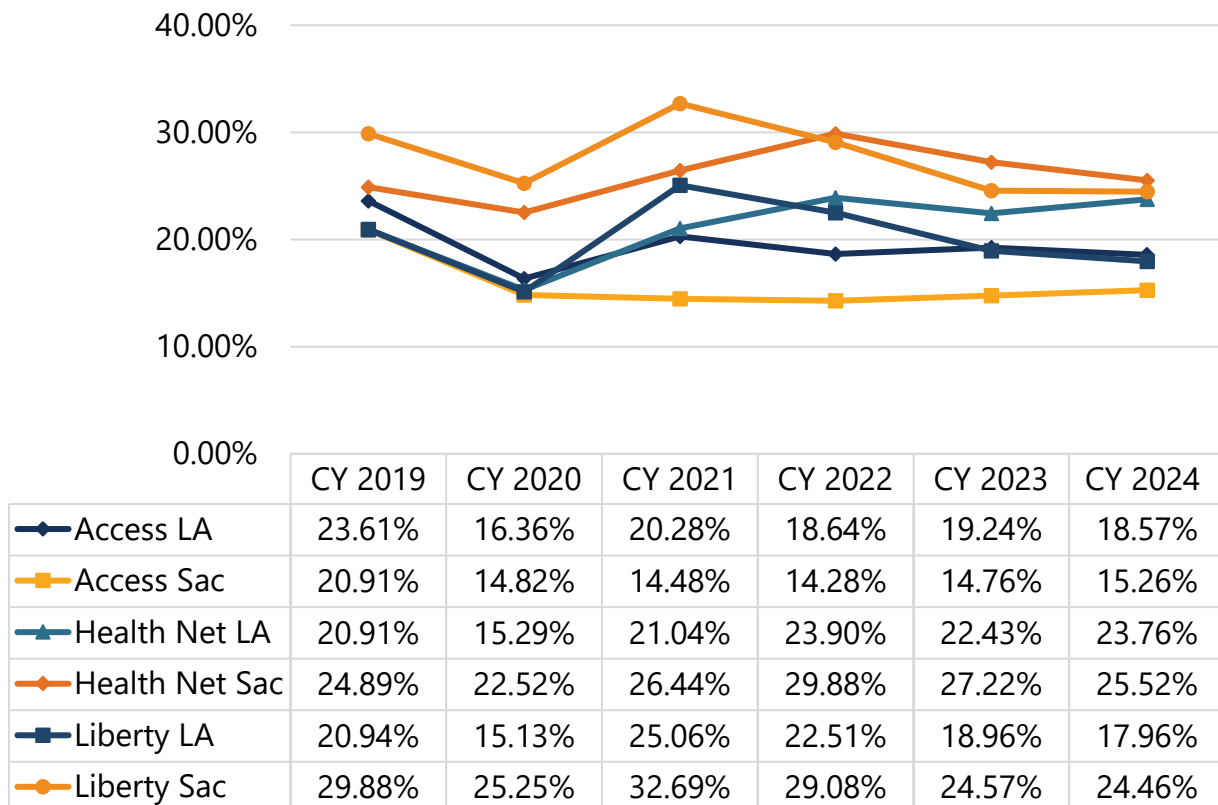
## Treatment Services by Delivery System

CY 2019 to CY 2024 for Eligibles Ages 0 to 20



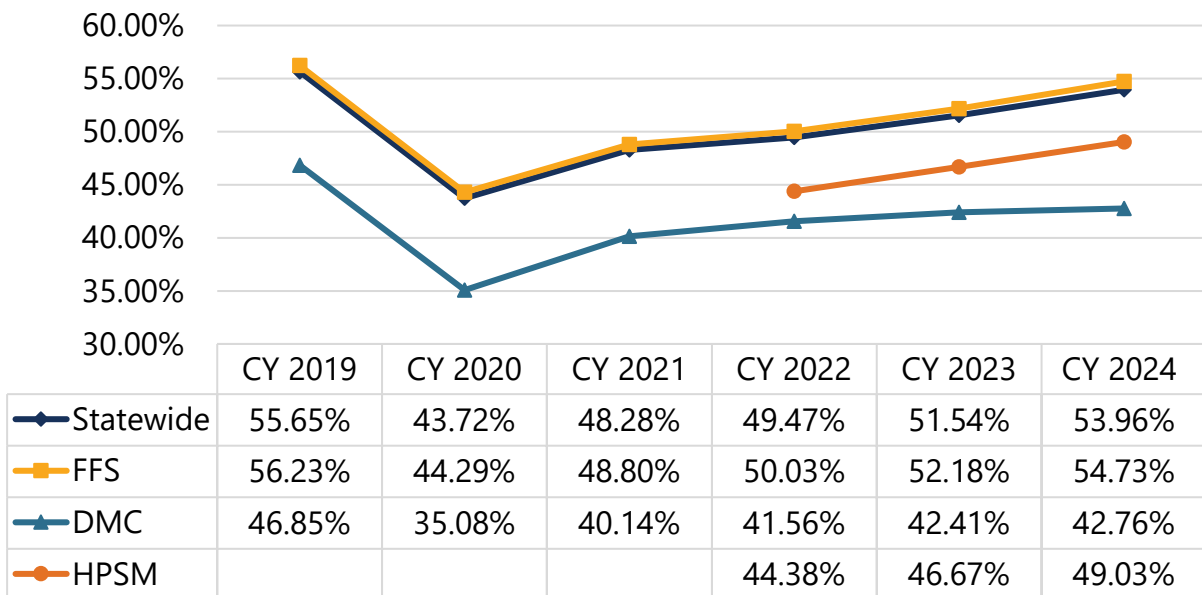
## Treatment Services by DMC Plan

CY 2019 to CY 2024 for Eligibles Ages 0 to 20



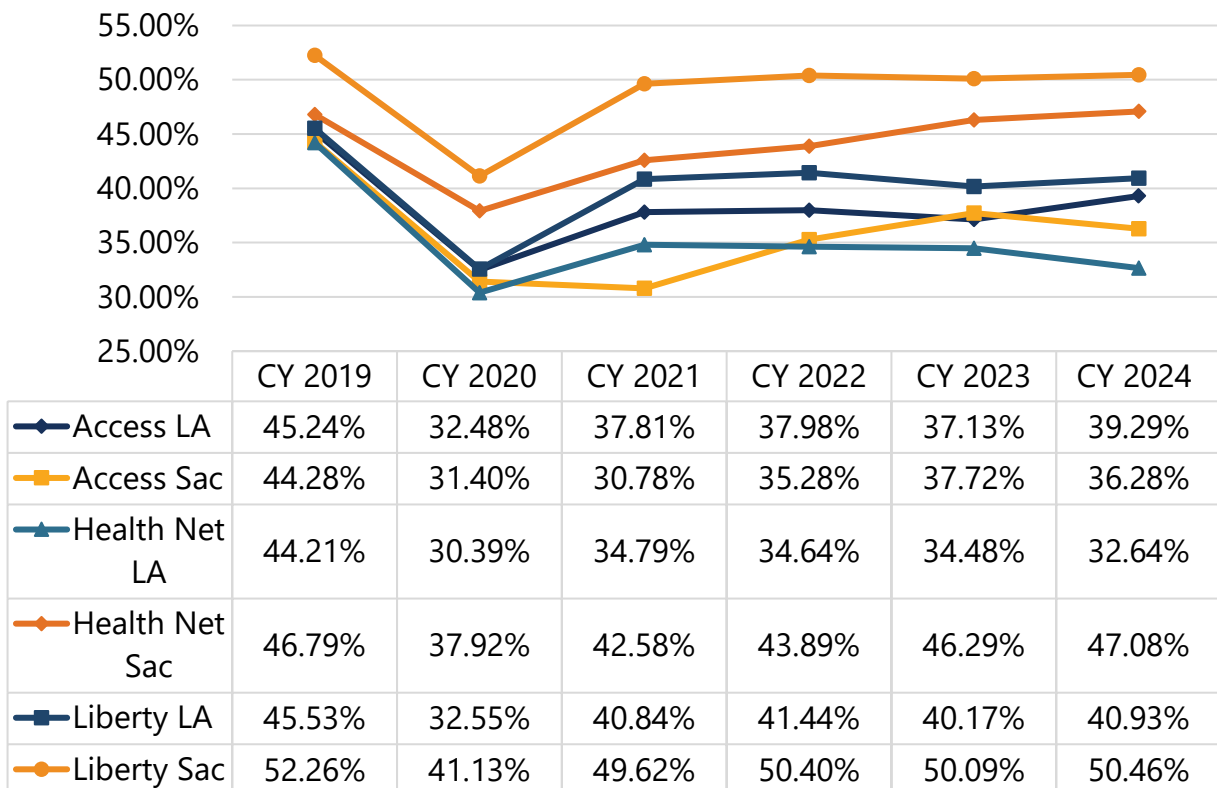
## Overall Utilization 1 Year Delivery System

CY 2019 to CY 2024 for Eligibles Ages 0 to 20



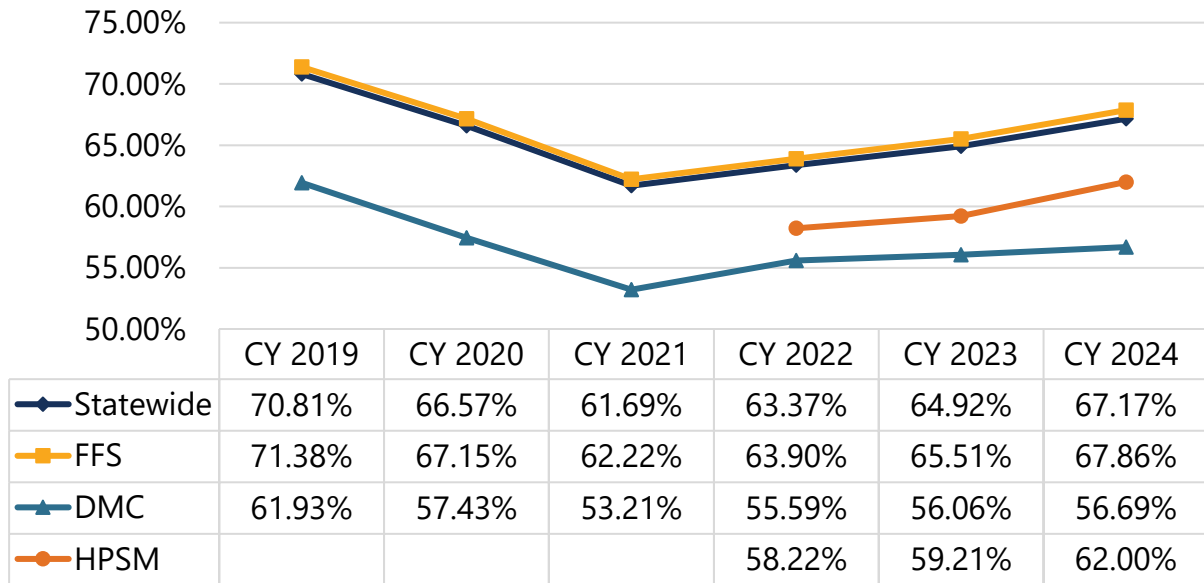
## Overall Utilization 1 Year by DMC Plan

CY 2019 to CY 2024 for Eligibles Ages 0 to 20



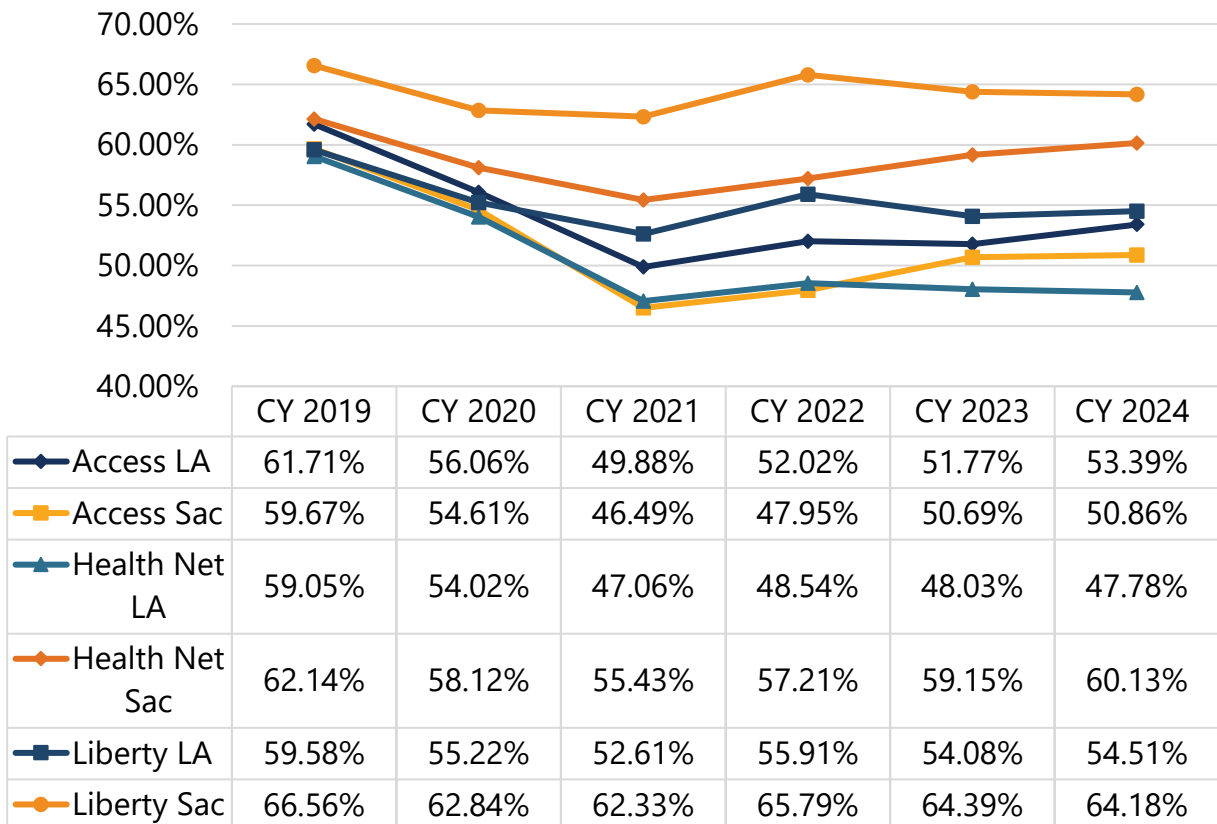
## Overall Utilization 2 Year by Delivery System

CY 2019 to CY 2024 for Eligibles Ages 0 to 20



## Overall Utilization 2 Year by DMC Plan

CY 2019 to CY 2024 for Eligibles Ages 0 to 20

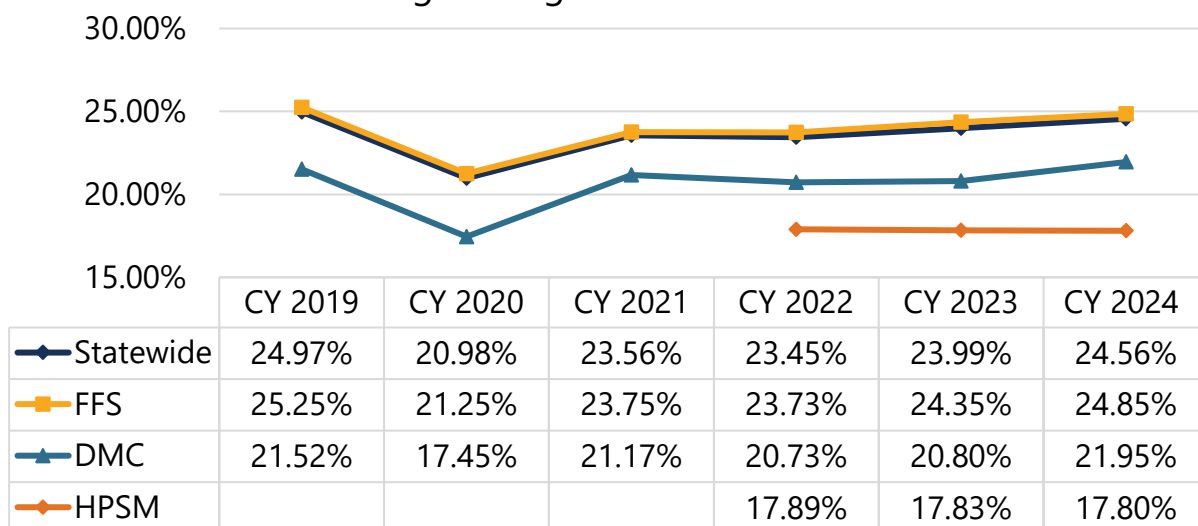




## DENTAL UTILIZATION IN ADULTS AGES 21+\*

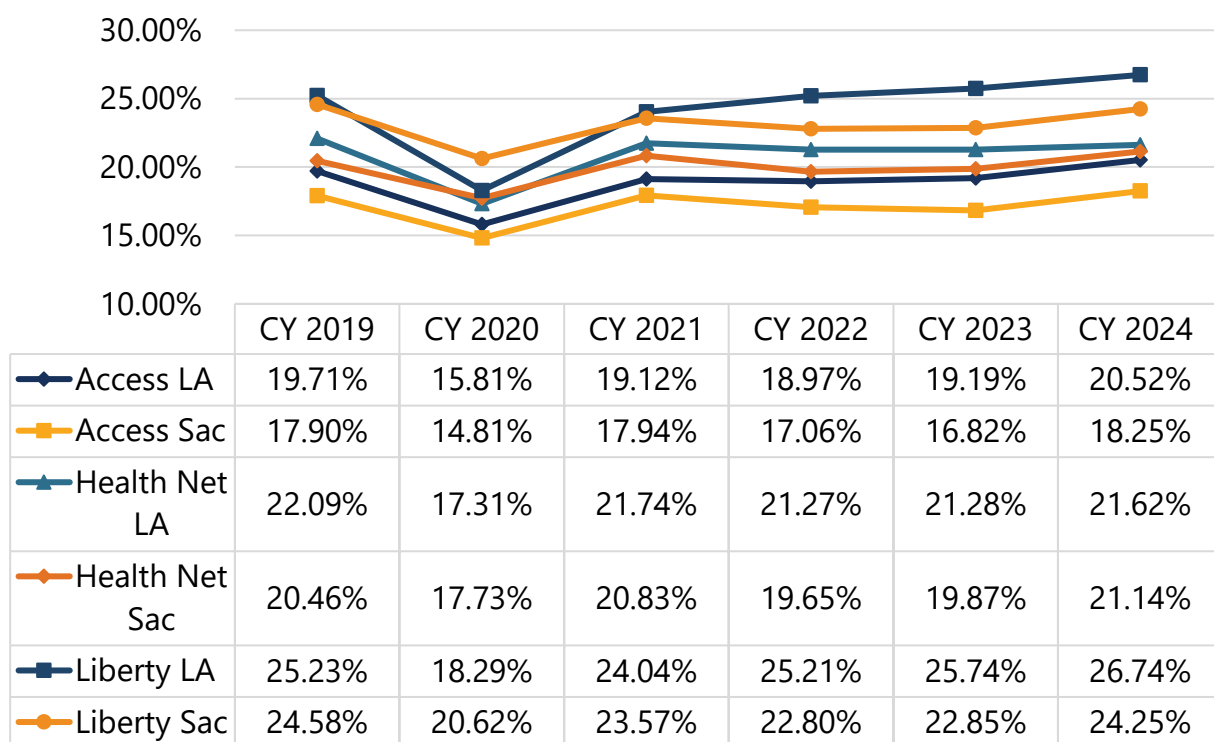
### Annual Dental Visits by Delivery System

CY 2019 to CY 2024 for Eligibles Ages 21 and Over



### Annual Dental Visits by DMC Plan

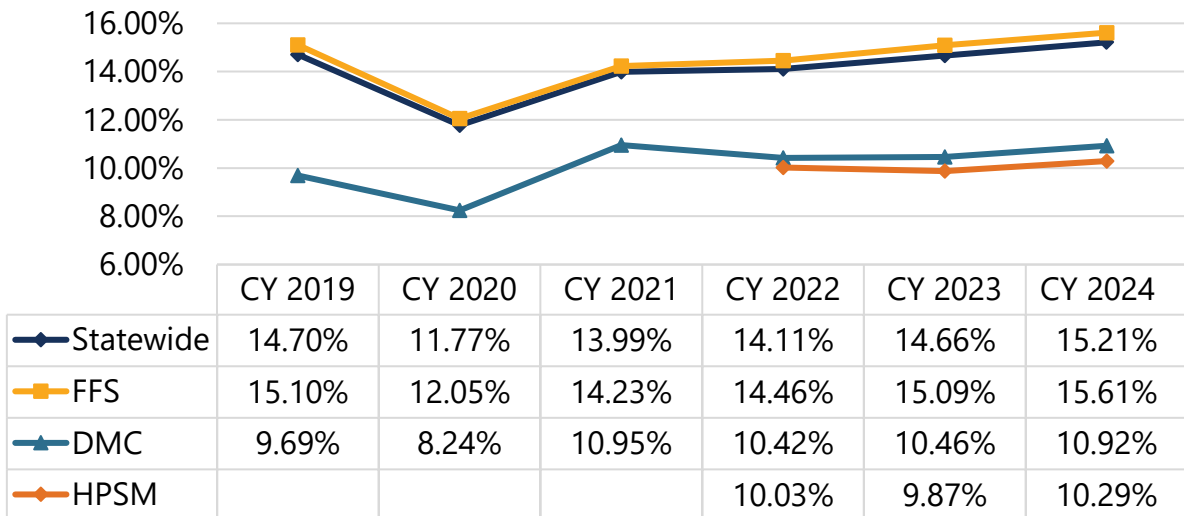
CY 2019 to CY 2024 for Eligibles Ages 21 and Over



\* HPSM was effective starting CY 2022, utilization for prior years is not applicable.

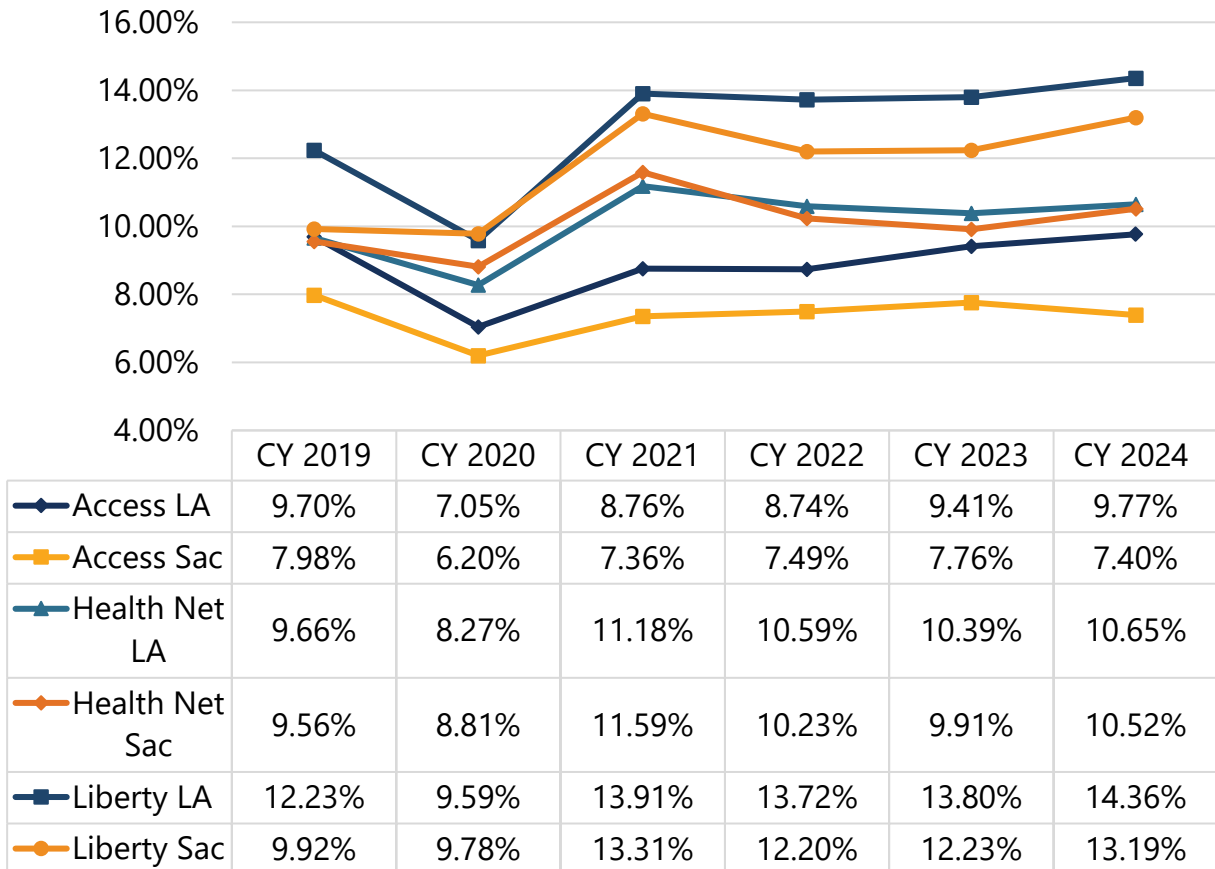
## Preventive Service by Delivery System

CY 2019 to CY 2024 for Eligibles Ages 21 and Over



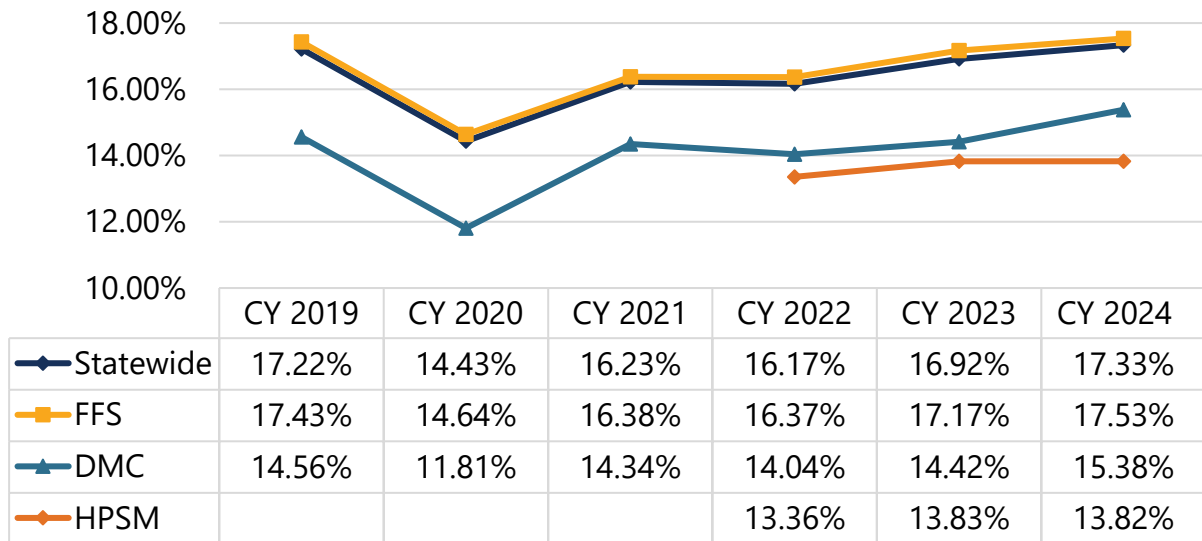
## Preventive Service by DMC Plan

CY 2019 to CY 2024 for Eligibles Ages 21 and Over



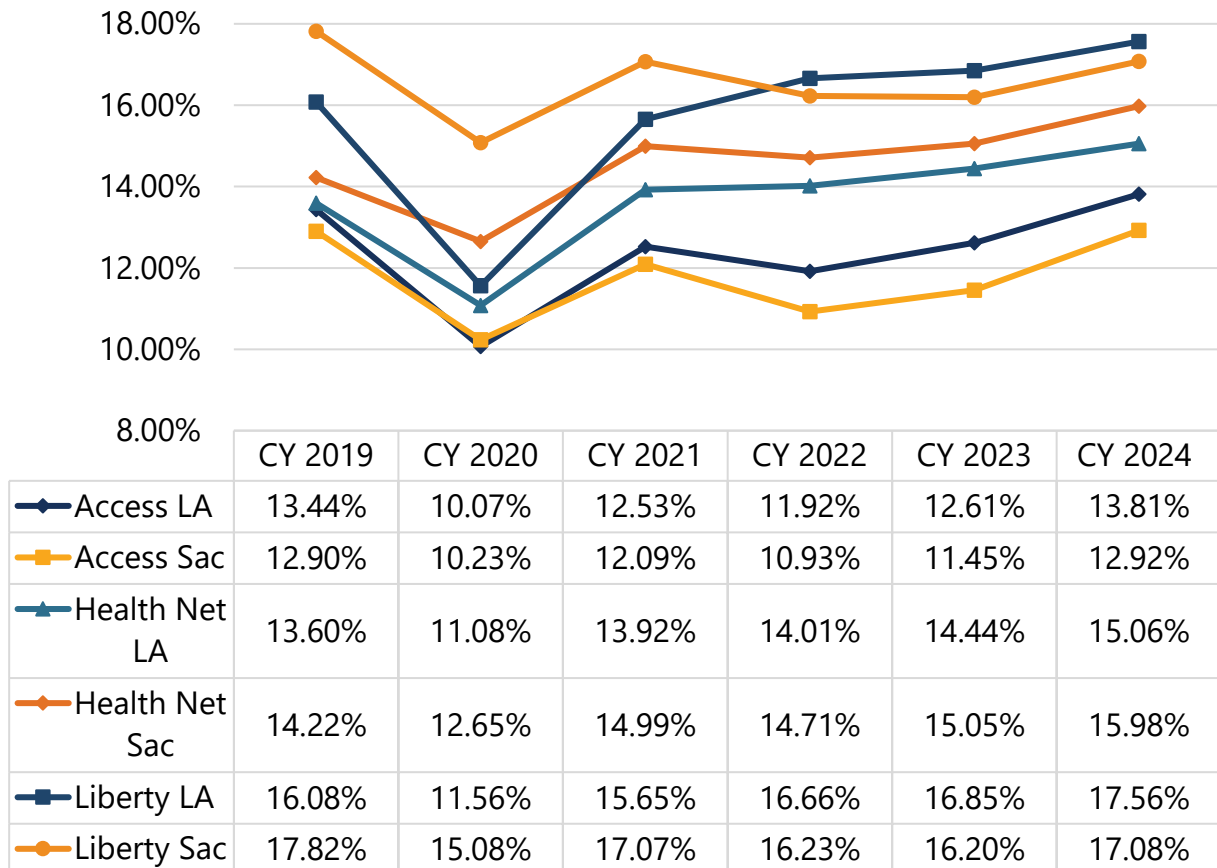
## Treatment Services by Delivery System

CY 2019 to CY 2024 for Eligibles Ages 21 and Over



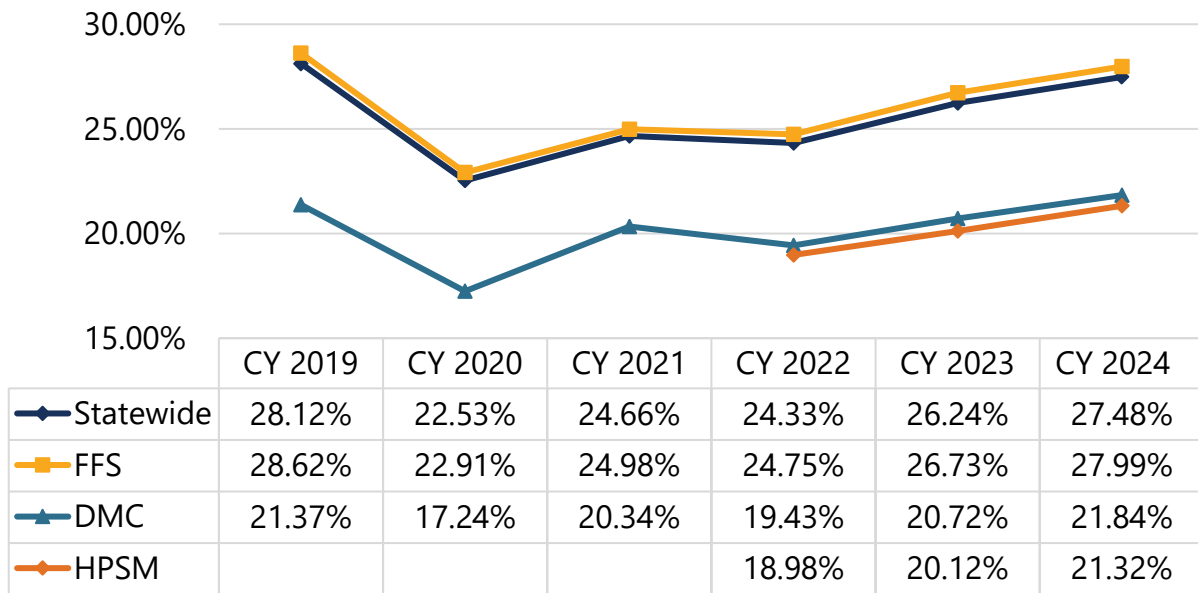
## Treatment Services by DMC Plan

CY 2019 to CY 2024 for Eligibles Ages 21 and Over



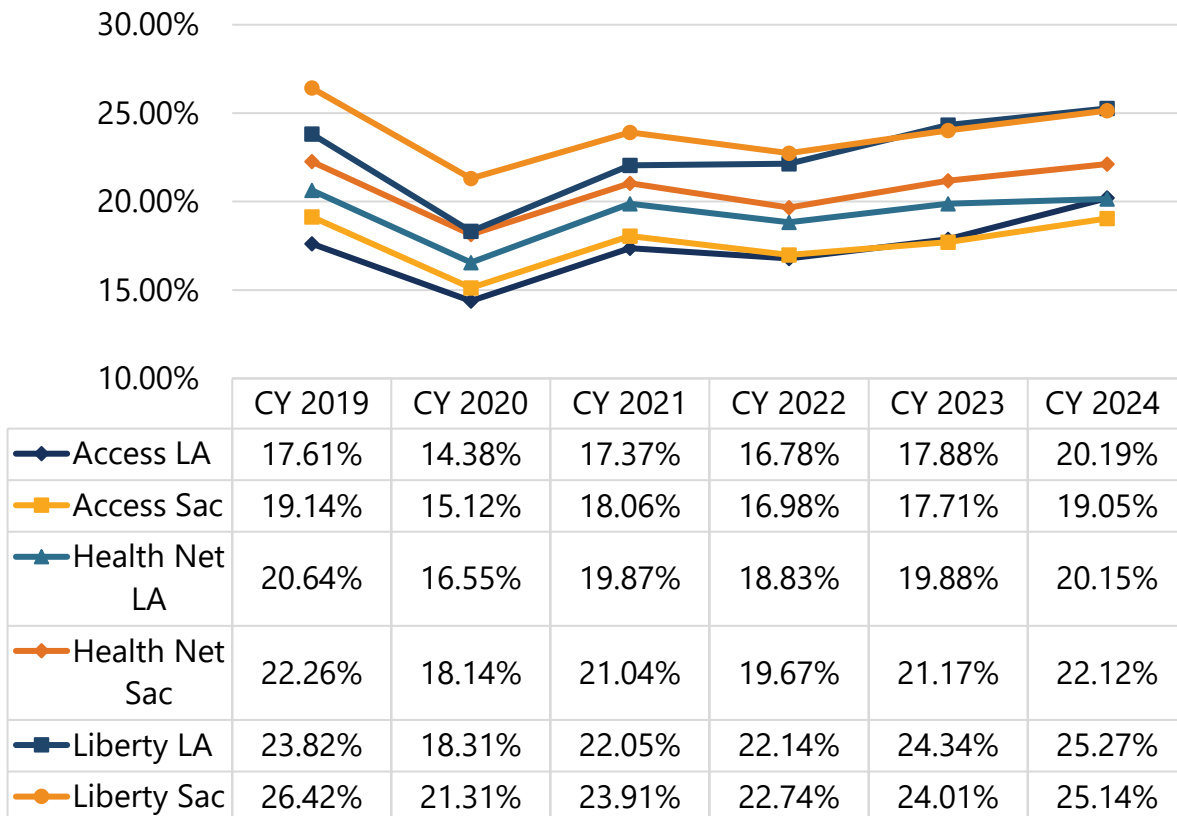
## Overall Utilization 1 Year by Delivery System

CY 2019 to CY 2024 for Eligibles Ages 21 and Over



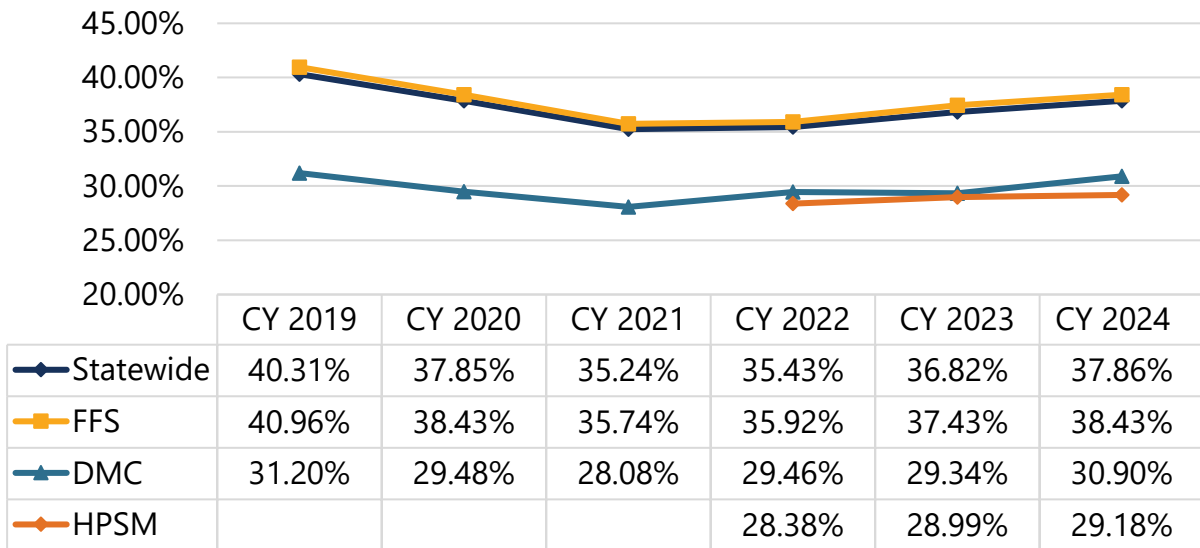
## Overall Utilization 1 Year by DMC Plan

CY 2019 to CY 2024 for Eligibles Ages 21 and Over



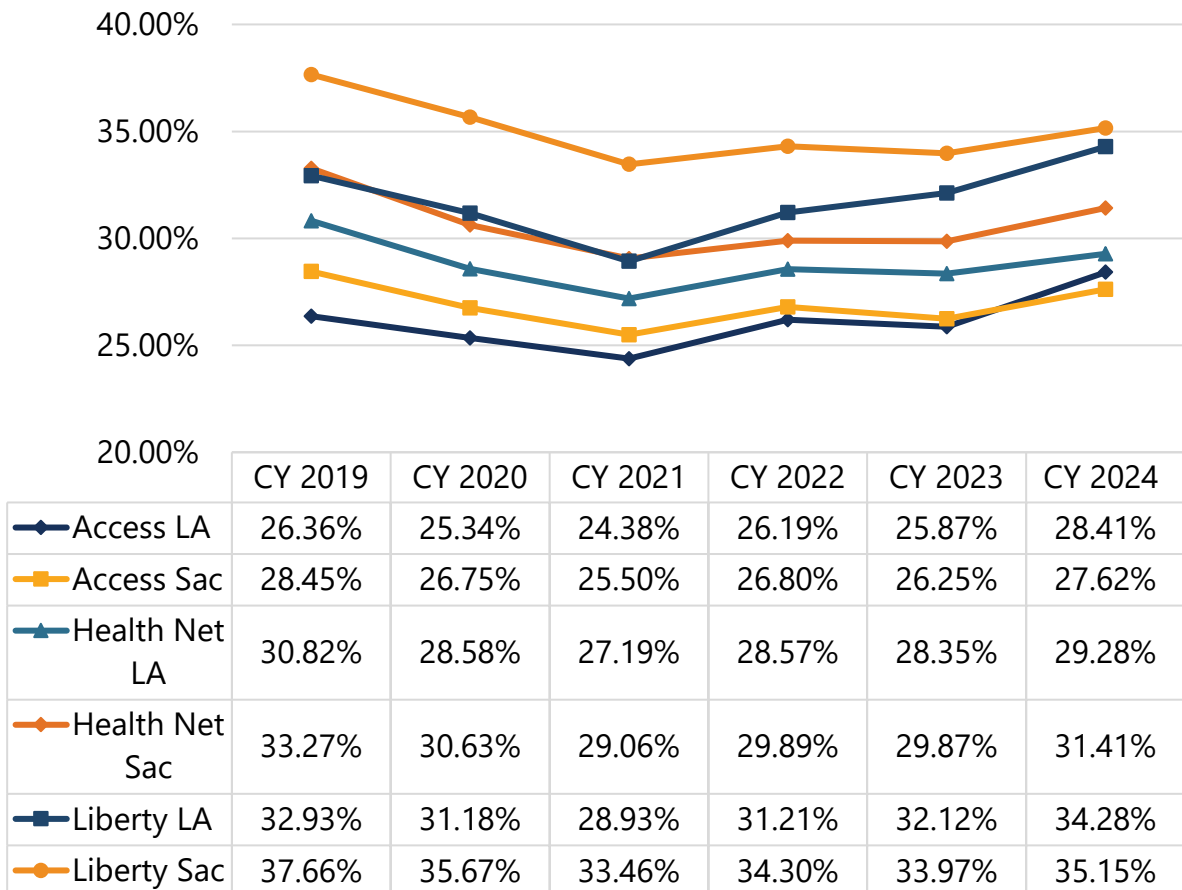
## Overall Utilization 2 Year by Delivery System

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 COUNTS<sup>13</sup>

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

Procedure	CDT	FFS	DMC	HPSM	Total
Diagnostic	D0230 <sup>P</sup>	9,888,951	333,087	59,932	10,281,970
Diagnostic	D0120 <sup>PC</sup>	2,255,049	118,929	23,570	2,397,548
Diagnostic	D0350 <sup>P</sup>	1,319,417	14,176	8,033	1,341,626
Diagnostic	D0272 <sup>P</sup>	1,091,532	31,273	8,178	1,130,983
Diagnostic	D0220 <sup>PC</sup>	822,006	122,287	10,310	954,603
Preventive	D1120 <sup>C</sup>	3,069,052	127,836	30,371	3,227,259
Preventive	D1208 <sup>C</sup>	1,990,584	50,376	10,743	2,051,703
Preventive	D1351 <sup>C</sup>	1,621,392	93,746	28,932	1,744,070
Preventive	D1206 <sup>C</sup>	1,001,896	96,451	31,373	1,129,720
Preventive	D1310	963,000	56,188	27,570	1,046,758
Treatment	D2392 <sup>P</sup>	731,784	45,310	6,272	783,366
Treatment	D2930 <sup>P</sup>	545,010	24,068	2,636	571,714
Treatment	D7140 <sup>P</sup>	542,719	23,910	3,844	570,473
Treatment	D9230 <sup>P</sup>	537,899	14,579	2,403	554,881
Treatment	D2391 <sup>P</sup>	481,257	29,906	4,946	516,109
All Services	D0230 <sup>P</sup>	9,888,951	333,087	59,932	10,281,970
All Services	D1120 <sup>C</sup>	3,069,052	127,836	30,371	3,227,259
All Services	D0120 <sup>PC</sup>	2,255,049	118,929	23,570	2,397,548
All Services	D1208 <sup>C</sup>	1,990,584	50,376	10,743	2,051,703
All Services	D1351 <sup>C</sup>	1,621,392	93,746	28,932	1,744,070

<sup>13</sup> Data Source: MIS/DSS Data Warehouse queried on January 10, 2025, including SNC encounters

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

Procedure	CDT	FFS	DMC	HPSM	Total
Diagnostic	D0230 <sup>P</sup>	3,535,732	165,168	20,797	3,721,697
Diagnostic	D0150 <sup>PC</sup>	996,214	90,025	9,631	1,095,870
Diagnostic	D0350 <sup>P</sup>	1,002,525	11,311	5,940	1,019,776
Diagnostic	D0210 <sup>PC</sup>	743,861	58,151	7,492	809,504
Diagnostic	D0120 <sup>PC</sup>	548,863	47,930	7,852	604,645
Preventive	D1110 <sup>P</sup>	892,878	59,331	12,030	964,239
Preventive	D1208 <sup>PC</sup>	479,696	21,318	6,283	507,297
Preventive	Z0120	422,246	33	114	422,393
Preventive	D1206 <sup>P</sup>	320,796	34,532	5,185	360,513
Preventive	Z0121	285,958	220	30	286,208
Treatment	D4341 <sup>P</sup>	978,519	67,077	16,813	1,062,409
Treatment	D7210 <sup>P</sup>	566,010	33,979	4,799	604,788
Treatment	D9430 <sup>P</sup>	554,970	44,762	4,527	604,259
Treatment	D2392 <sup>P</sup>	484,017	38,298	8,607	530,922
Treatment	D2391 <sup>P</sup>	446,668	32,696	9,465	488,829
All Services	D0230 <sup>P</sup>	3,535,732	165,168	20,797	3,721,697
All Services	00003	2,294,209	569	735	2,295,513
All Services	D0150 <sup>PC</sup>	996,214	90,025	9,631	1,095,870
All Services	D4341 <sup>P</sup>	978,519	67,077	16,813	1,062,409
All Services	D0350 <sup>P</sup>	1,002,525	11,311	5,940	1,019,776