

MEDI-CAL DENTAL SERVICES DIVISION STATEWIDE FACT SHEET

August 2026

PROGRAM OVERVIEW

14.4 million – Members enrolled in Medi-Cal Dental in June 2026¹:

- » **93%** Fee-For-Service (FFS)
- » **6%** Dental Managed Care (DMC)² 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 DATA³

Delivery System	Safety Net Clinics (SNC) ⁴	SNC Rendering ⁵	Offices ⁶	Office Rendering	SNC and Office Active Rendering ⁷
FFS	594	1,268	7,022	13,325	10,548
GMC	32	149	330	888	480
PHP	95	312	1,142	2,250	1,517
HPSM	N/A	N/A	144	197	143

NEW CASE MANAGEMENT CASES⁸

Measurement Period	FFS ⁹	GMC	PHP
Q4 2025: October - December 2025	126	154	51
Q1 2026: January – March 2026	70	108	83

¹ Data source: DHCS Data Warehouse as of June 24, 2026.

² DMC plans include Health Net, Liberty, and California Dental Network

³ Data Source: DHCS provider data as of April 2026. Duplication may exist in rendering providers serving in SNCs, offices, and across the delivery systems.

⁴ 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

⁵ 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.

⁶ Network data based on enrollment reported by the dental FI-DBO, DMC, and HPSM plans

⁷ Unduplicated active rendering providers between SNCs and offices within the delivery system who have billed at least on service within the last two years.

⁸ Data source: Dental Administrative Services Organization (ASO) and DMC plans. Data represents cases opened during the respective quarter.

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

STATEWIDE LANGUAGE LINE SERVICE (LSS) CALL VOLUME

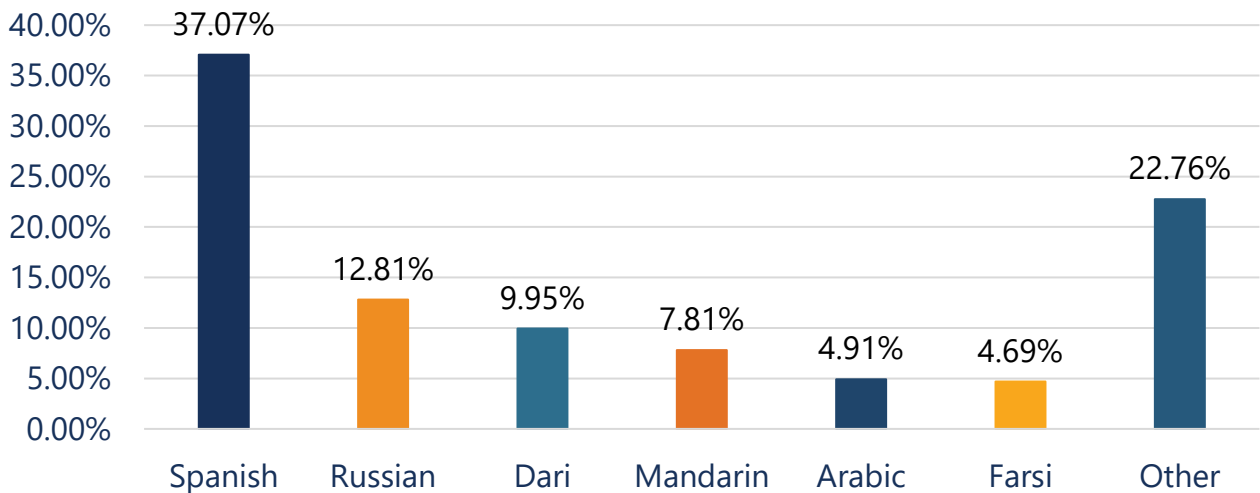
276,139 – Member calls, including call volume received from October to December (Quarter 4) 2025 in the FFS and DMC delivery systems.¹⁰

321,972 – Member calls, including call volume received from January to March (Quarter 1) 2026 in the FFS and DMC delivery systems.

Category ¹¹	Q4 2025	Q1 2026
Total LLS Calls	14,987	14,182
DMC LLS Calls	7,970	5,631
FFS LLS Calls	7,017	8,551
Languages Requested Statewide	83	79
Calls for Top 6 Languages	79.47%	75.18%
Calls for Other Languages	20.53%	24.82%

Top 6 LLS Languages Statewide

October 2025 through March 2026



¹⁰ Data source: DMC Call Center Report and DBO TSC Member Line Report

¹¹ Data source: DMC Linguistic report and DBO Language Line Calls Report

AUTHORIZATION REQUESTS¹²

October 2025 - March 2026¹³

Age	FFS	DMC	Total
0-20	204,621	189,667	394,288
21+	1,056,043	343,906	1,399,949
Total	1,260,664	533,573	1,794,237
Average Turnaround Time (in days)	3.82	2.17	2.99

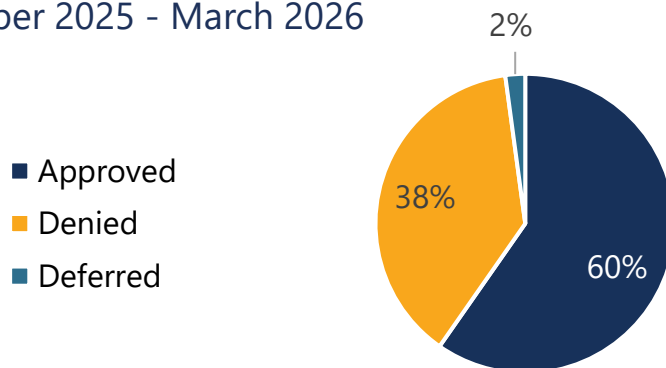
DETERMINATIONS BY DECISION¹⁴

October 2025 – March 2026

Measure	FFS	DMC	FFS + DMC
Approved	892,116	318,818	1,210,934
Denied	586,984	187,016	774,000
Deferred	16,357	27,033	43,390
Total	1,495,457	532,867	2,028,324

Statewide TAR Determination by Decision

October 2025 - March 2026



¹² Authorization requests are referred to as Treatment Authorization Requests in the DMC delivery system and Prior Authorizations in FFS.

¹³ Data source: Data from the FFS and DMC delivery system from the ASO and DMC plans

¹⁴ Data source: Monthly TAR report from the DBO and DMC plans, excluding HPSM

DENIAL REASONS

October 2025 – March 2026

FFS Top Five Denial Reasons in all Age Groups	DMC Top Five Denial Reasons in all Age Groups
1. Periodontal procedure cannot be justified on the basis of pocket depth, bone loss, and/or degree of deposits as evidenced by the submitted radiographs.	1. Medical Necessity
2. Tooth does not meet the Manual of Criteria for a laboratory processed crown. Please re-evaluate for alternate treatment.	2. Prior approval required ¹⁵
3. Cast and prefabricated posts are benefits in endodontically treated devitalized permanent teeth only when crowns have been authorized and/or paid by the program	3. Procedure not listed as plan benefit
4. Procedure included in the fee for another procedure and is not payable separately.	4. Medical Necessity Modification
5. Radiographs reveal that additional procedures are necessary before authorization of the requested service(s) can be considered. Endodontic treatment or retreatment is necessary.	5. Service is not covered. Please refer to your Office Reference Manual for definition of covered teeth/quad/arch, patient ages, and procedure codes.

STATEWIDE STATE HEARING CASES

October 2025 – March 2026

Age Group	Scope ¹⁶	Orthodontic ¹⁷	Conlan ¹⁸
Age 0-20	137	229	15
Age 21+	2,146	9	81
Total	2,283	238	96

¹⁵ Clarification is pending for this denial reason code

¹⁶ Scope: Benefits available under the Medi-Cal Dental

¹⁷ Orthodontic: Treatment that requires braces to align teeth and/or correct occlusion (bite).

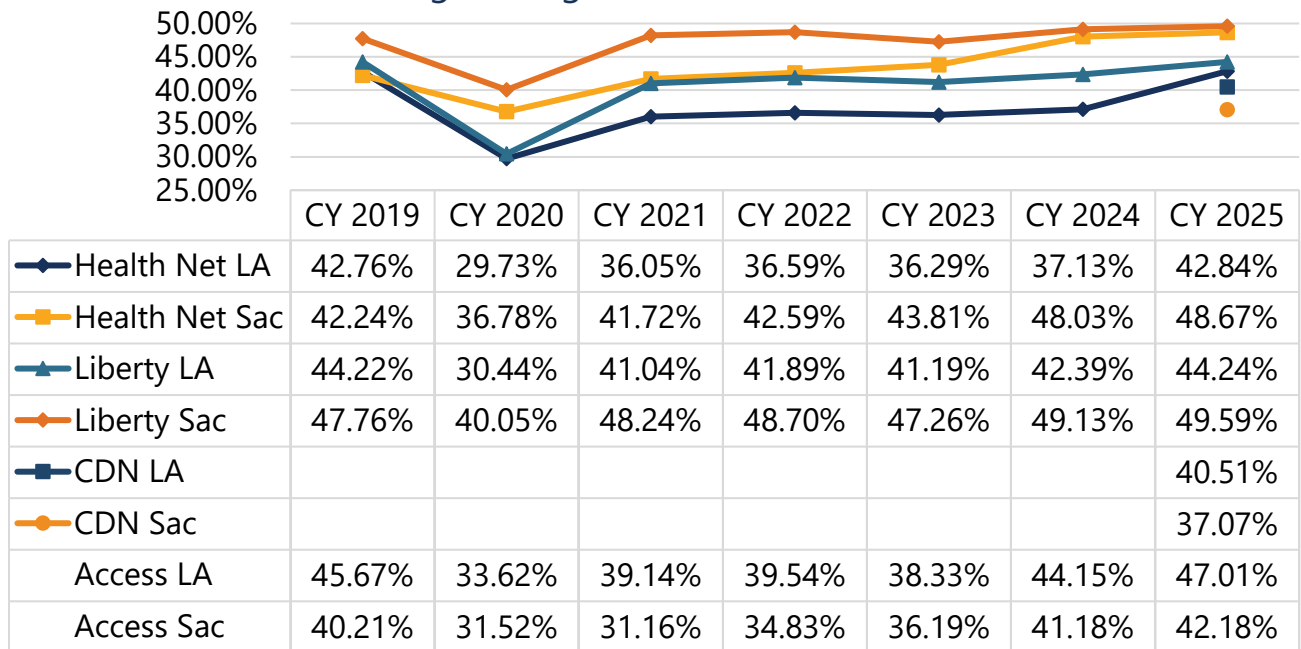
¹⁸ Conlan: Reimbursement process for members

DENTAL UTILIZATION IN CHILDREN AGES 0-20¹⁹

Annual Dental Visits by Plan



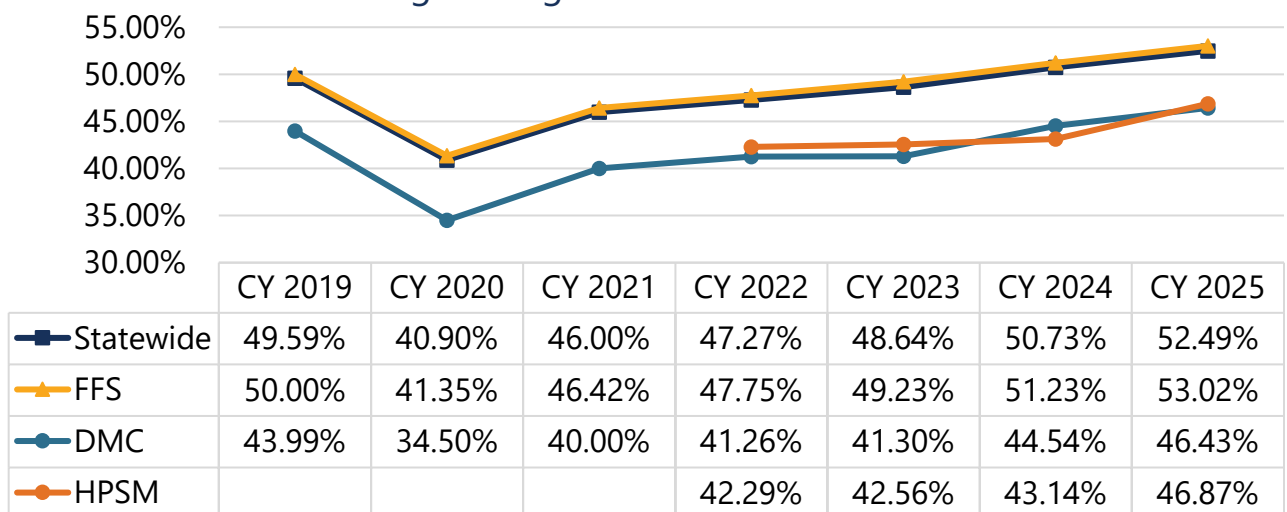
CY 2019 to CY 2025 for Eligibles Ages 0 to 20



Annual Dental Visits by Delivery System



CY 2019 to CY 2025 for Eligibles Ages 0-20

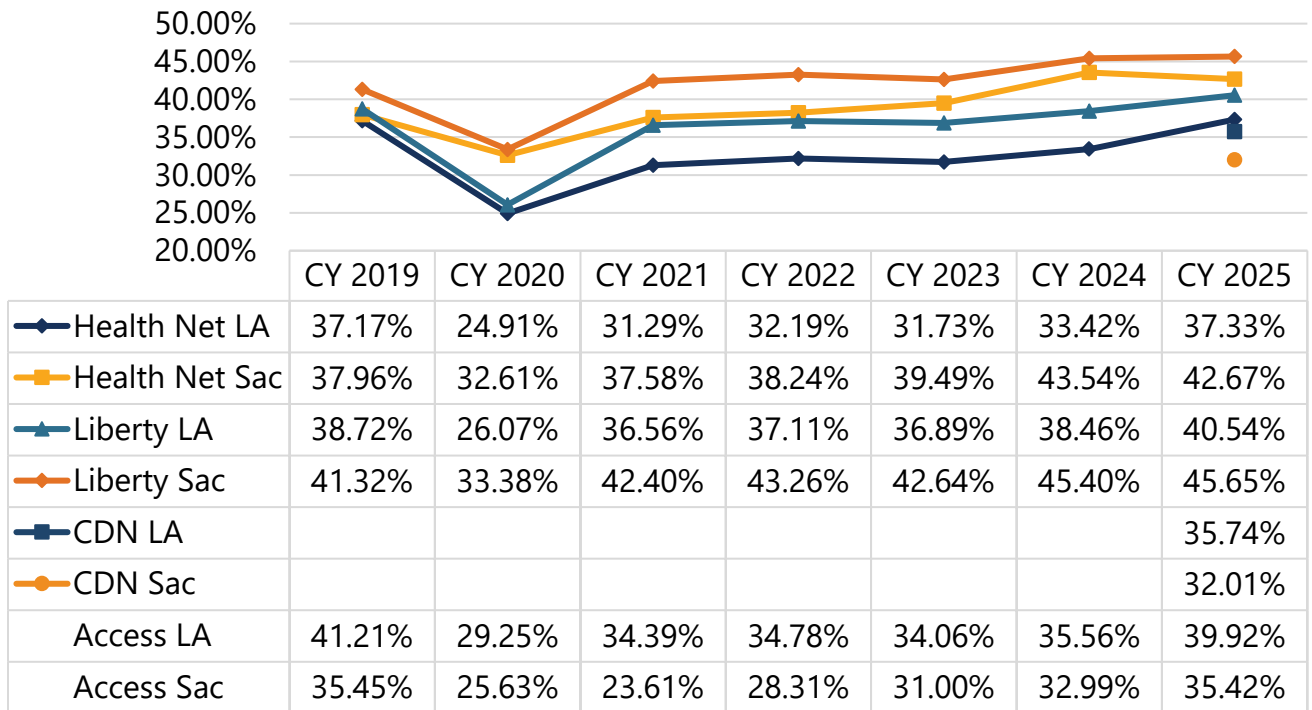


¹⁹ HPSM was effective starting CY 2022 and CDN was effective CY 2025, with utilization covering July- December of each respective year. Utilization for prior years is not applicable. CDNs 1 year utilization data will be available July 2026 and 2 year will be available July 2027.

Preventive Service by Plan



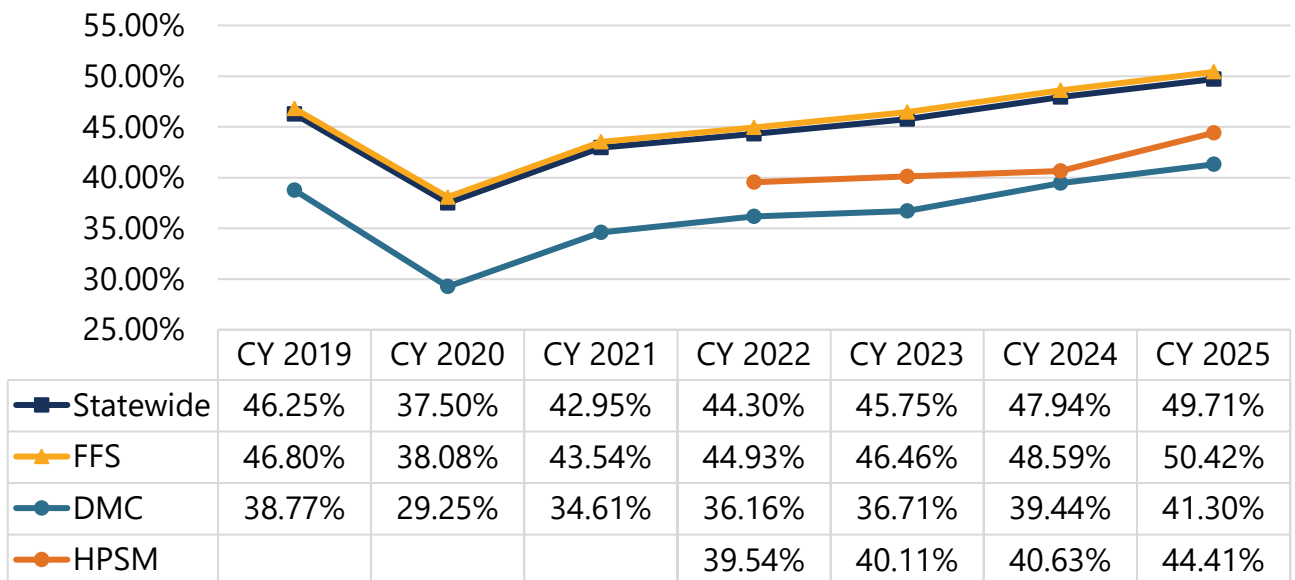
CY 2019 to CY 2025 for Eligibles Ages 0 to 20



Preventive Service by Delivery System



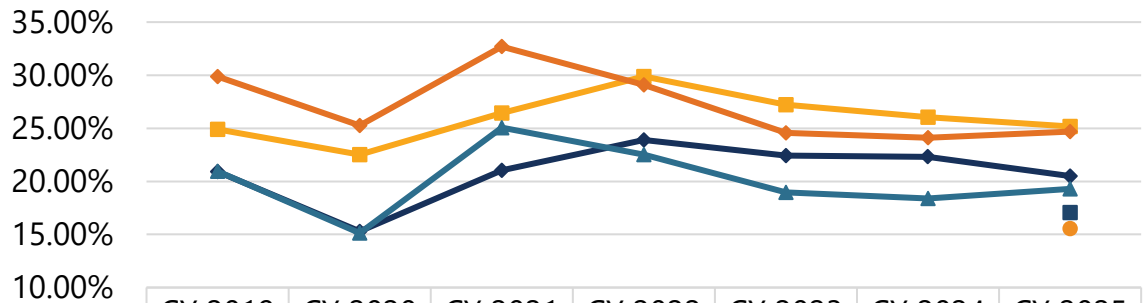
CY 2019 to CY 2025 for Eligibles Ages 0-20



Treatment Services by Plan



CY 2019 to CY 2025 for Eligibles Ages 0 to 20

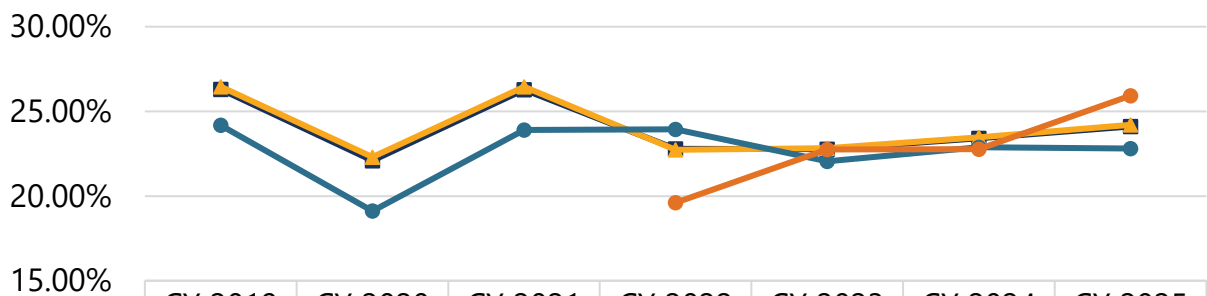


	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024	CY 2025
Health Net LA	20.91%	15.29%	21.04%	23.90%	22.43%	22.31%	20.49%
Health Net Sac	24.89%	22.52%	26.44%	29.88%	27.22%	26.04%	25.16%
Liberty LA	20.94%	15.13%	25.06%	22.51%	18.96%	18.39%	19.30%
Liberty Sac	29.88%	25.25%	32.69%	29.08%	24.57%	24.11%	24.68%
CDN LA							17.06%
CDN Sac							15.56%
Access LA	23.61%	16.36%	20.28%	18.64%	19.24%	22.49%	23.35%
Access Sac	20.91%	14.82%	14.48%	14.28%	14.76%	19.60%	20.81%

Treatment Service by Delivery System



CY 2019 to CY 2025 for Eligibles Ages 0-20

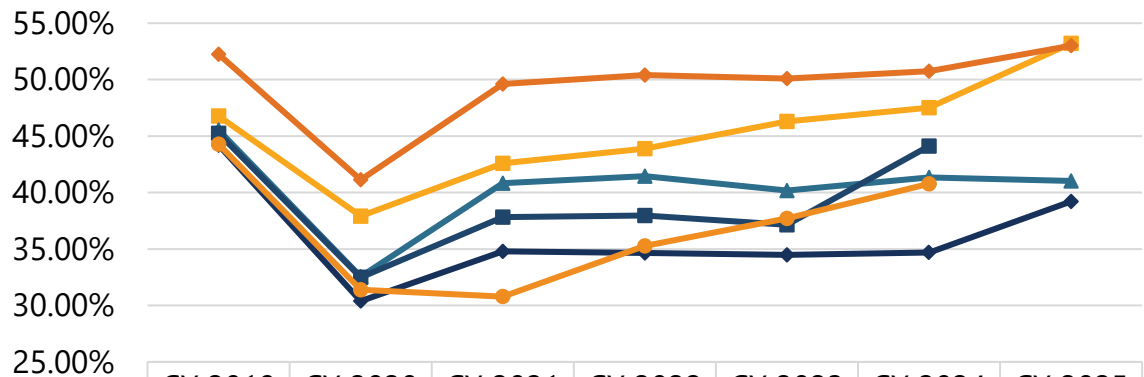


	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024	CY 2025
Statewide	26.31%	22.09%	26.28%	22.79%	22.77%	23.42%	24.12%
FFS	26.46%	22.30%	26.45%	22.74%	22.83%	23.46%	24.20%
DMC	24.18%	19.11%	23.91%	23.95%	22.05%	22.88%	22.81%
HPSM				19.61%	22.76%	22.77%	25.93%

Overall Utilization 1 Year by Plan



CY 2019 to CY 2025 for Eligibles Ages 0 to 20

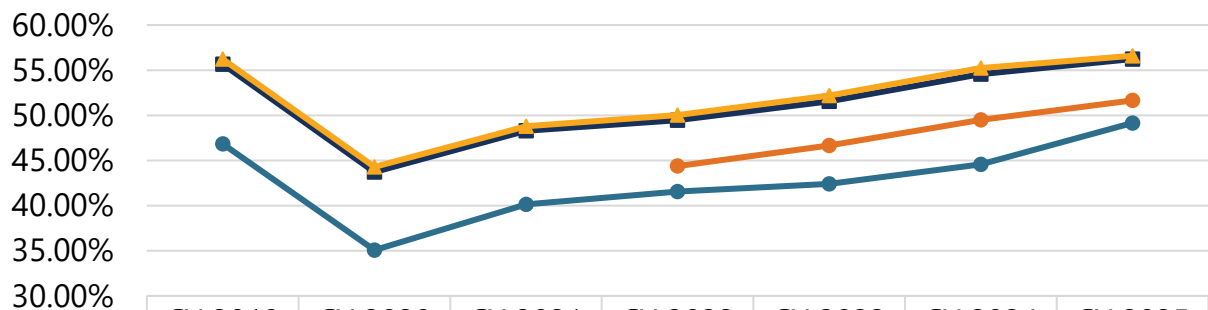


	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024	CY 2025
Health Net LA	44.21%	30.39%	34.79%	34.64%	34.48%	34.69%	39.22%
Health Net Sac	46.79%	37.92%	42.58%	43.89%	46.29%	47.51%	53.22%
Liberty LA	45.53%	32.55%	40.84%	41.44%	40.17%	41.33%	41.04%
Liberty Sac	52.26%	41.13%	49.62%	50.40%	50.09%	50.74%	53.01%
Access LA	45.24%	32.48%	37.81%	37.98%	37.13%	44.13%	
Access Sac	44.28%	31.40%	30.78%	35.28%	37.72%	40.78%	

Overall Utilization 1 Year by Delivery System



CY 2019 to CY 2025 for Eligibles Ages 0-20

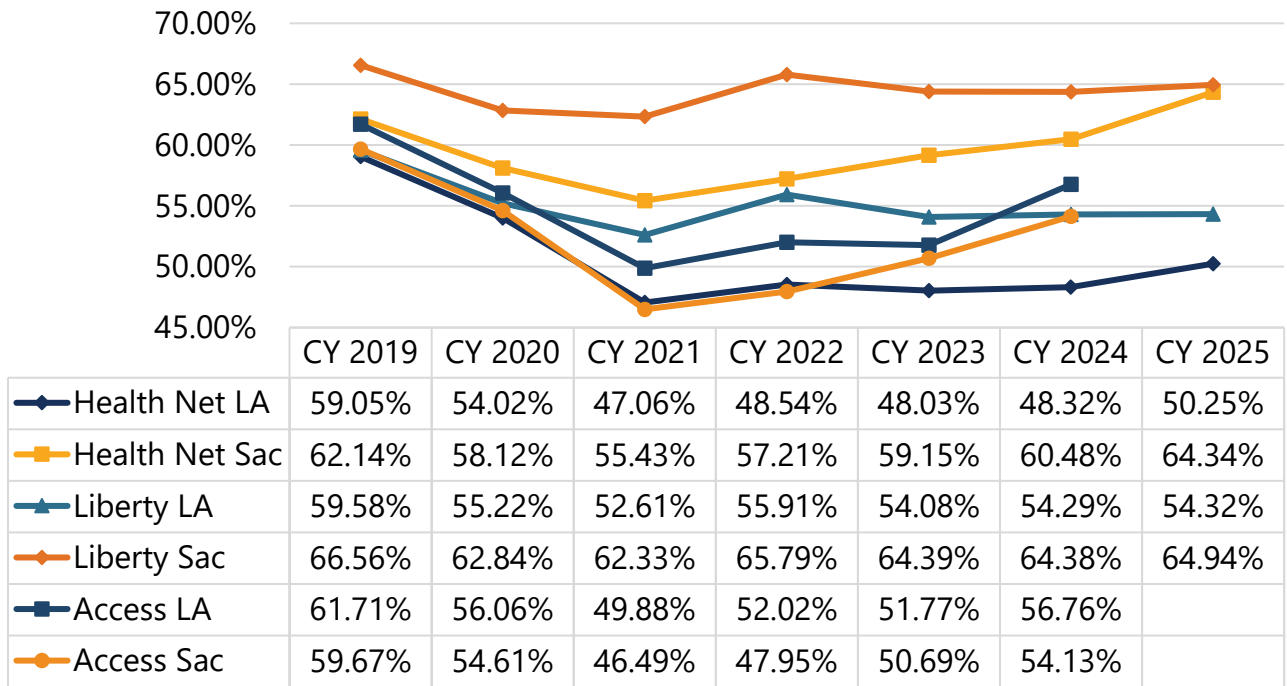


	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024	CY 2025
Statewide	55.65%	43.72%	48.28%	49.47%	51.54%	54.55%	56.24%
FFS	56.23%	44.29%	48.80%	50.03%	52.18%	55.22%	56.60%
DMC	46.85%	35.08%	40.14%	41.56%	42.41%	44.58%	49.16%
HPSM				44.38%	46.67%	49.52%	51.65%

Overall Utilization 2 Year by Plan



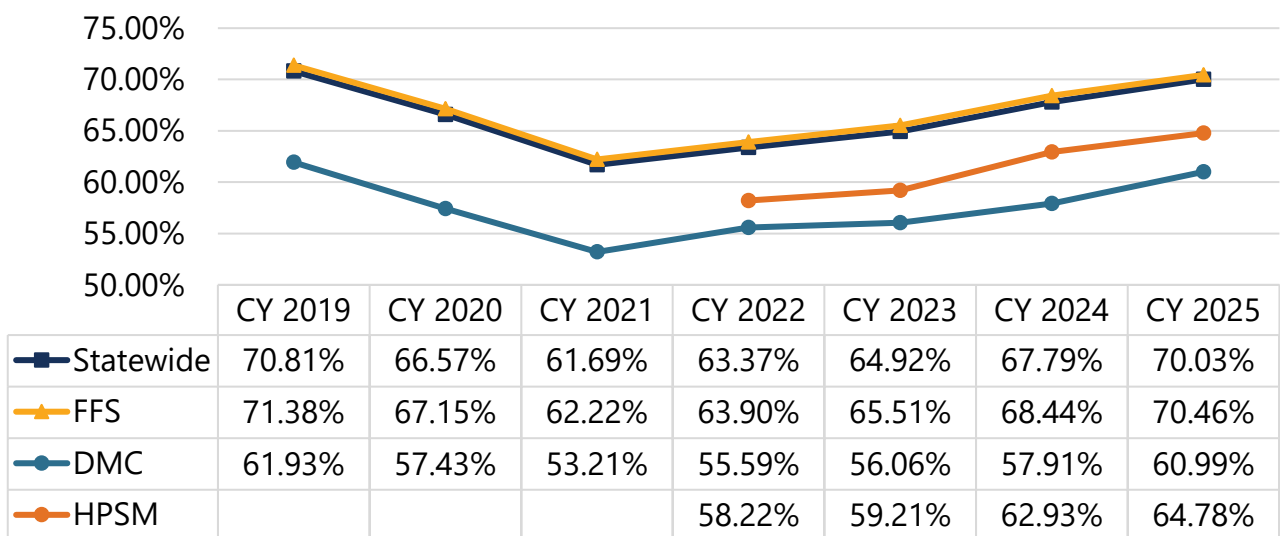
CY 2019 to CY 2025 for Eligibles Ages 0 to 20



Overall Utilization 2 Year by Delivery System



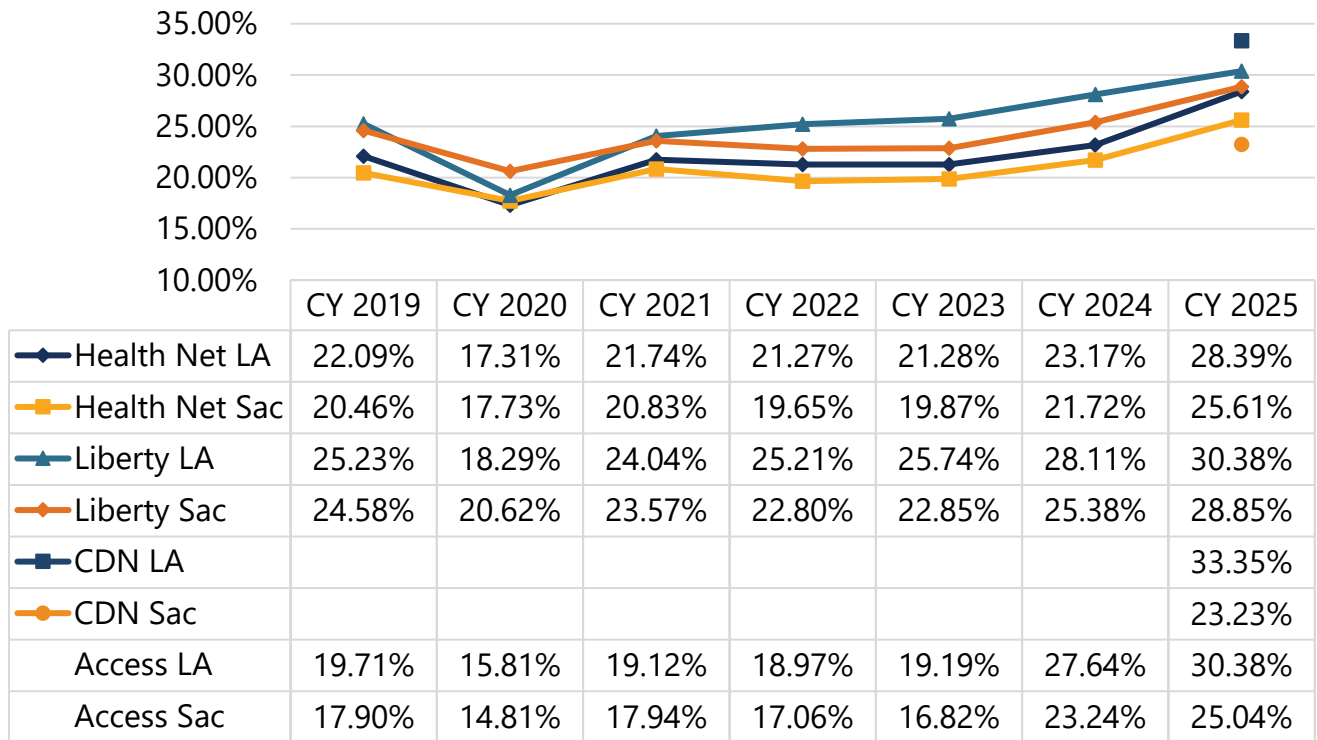
CY 2019 to CY 2025 for Eligibles Ages 0-20



DENTAL UTILIZATION IN ADULTS AGES 21+²⁰

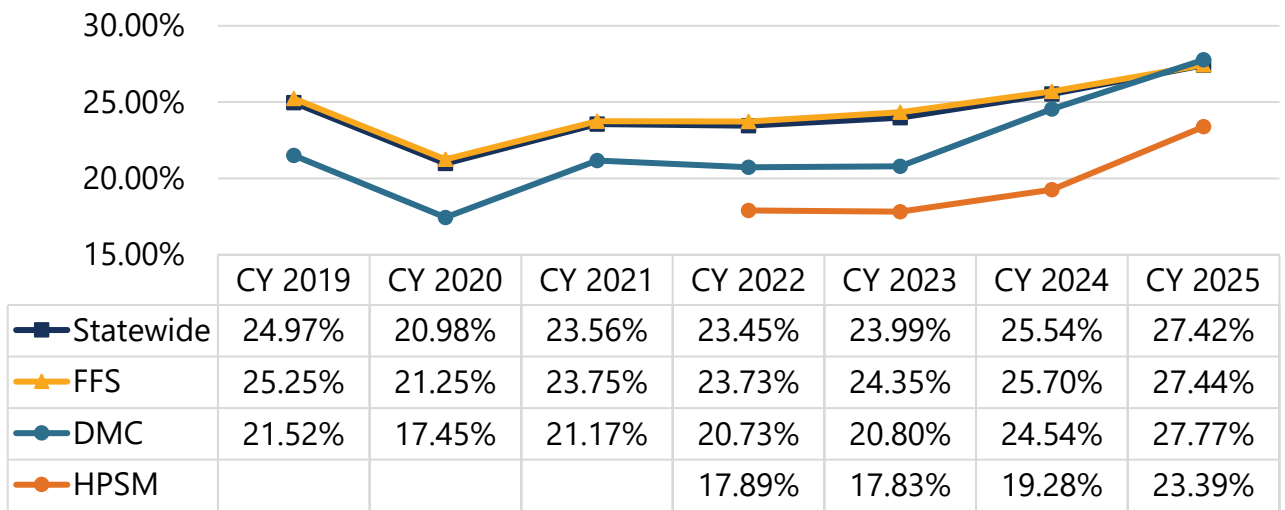
Annual Dental Visits by DMC Plan

CY 2019 to CY 2025 for Eligibles Ages 21 and Over



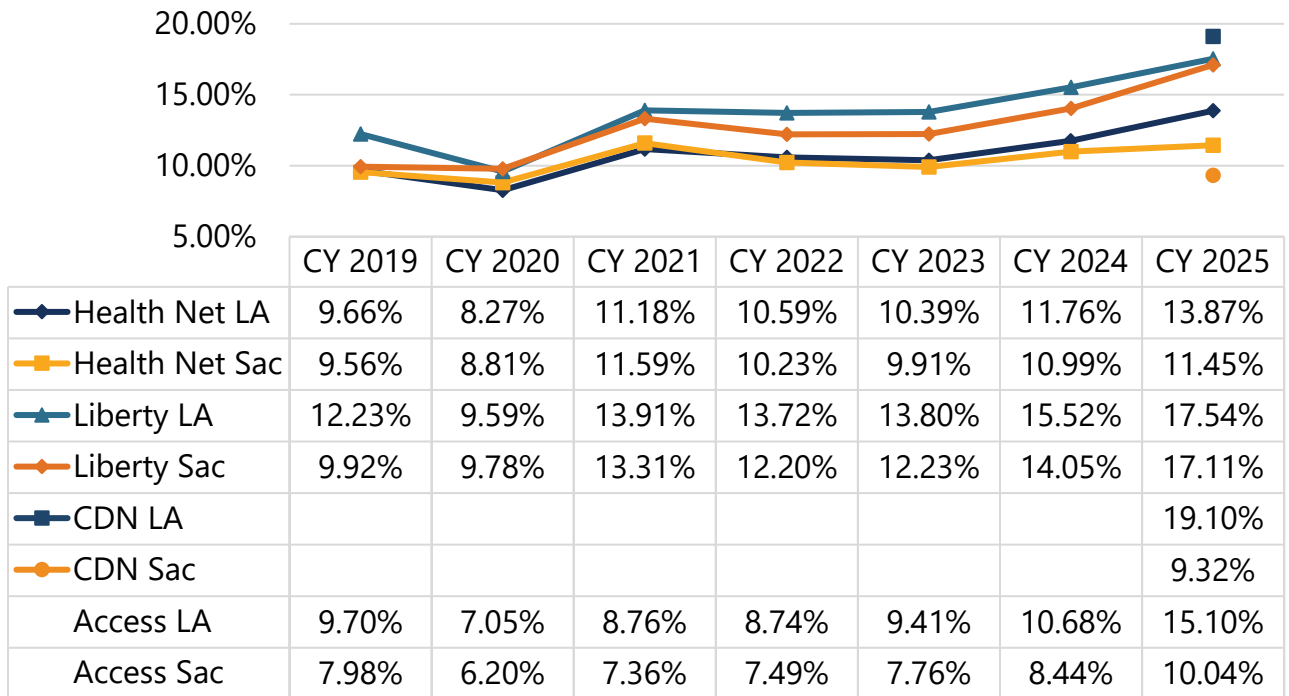
Annual Dental Visits by Delivery System

CY 2019 to CY 2025 for Eligibles Ages 21 and Over



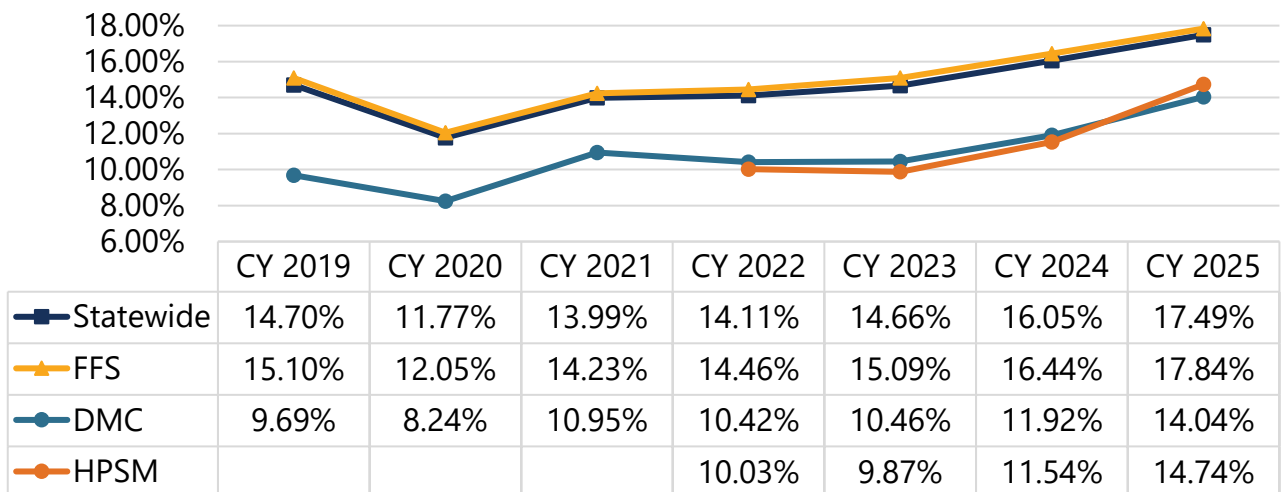
Preventive Services by DMC Plan

CY 2019 to CY 2025 for Eligibles Ages 21 and Over



Preventive Services by Delivery System

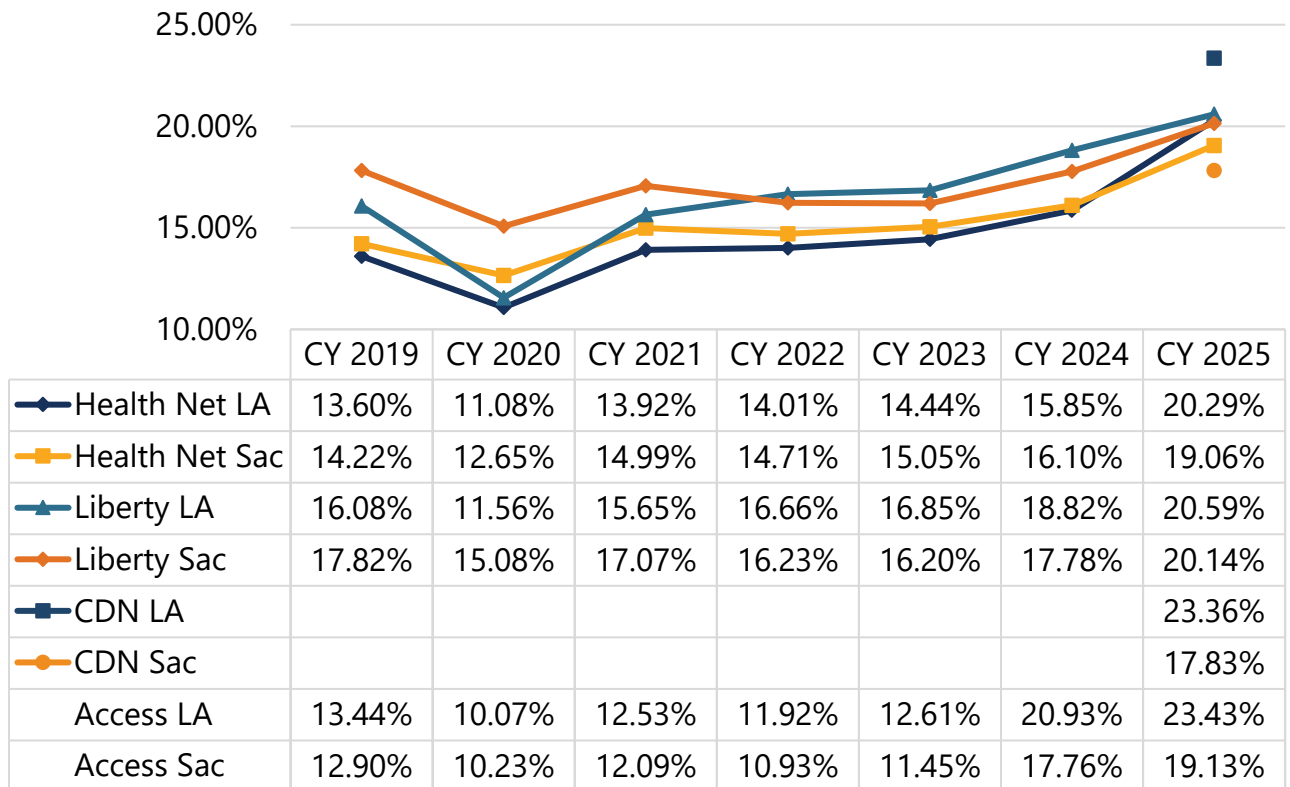
CY 2019 to CY 2025 for Eligibles Ages 21 and Over



²⁰ HPSM was effective starting CY 2022 and CDN was effective CY 2025, with utilization covering July- December of each respective year. Utilization for prior years is not applicable. CDNs 1 year utilization data will be available July 2026 and 2 year will be available July 2027.

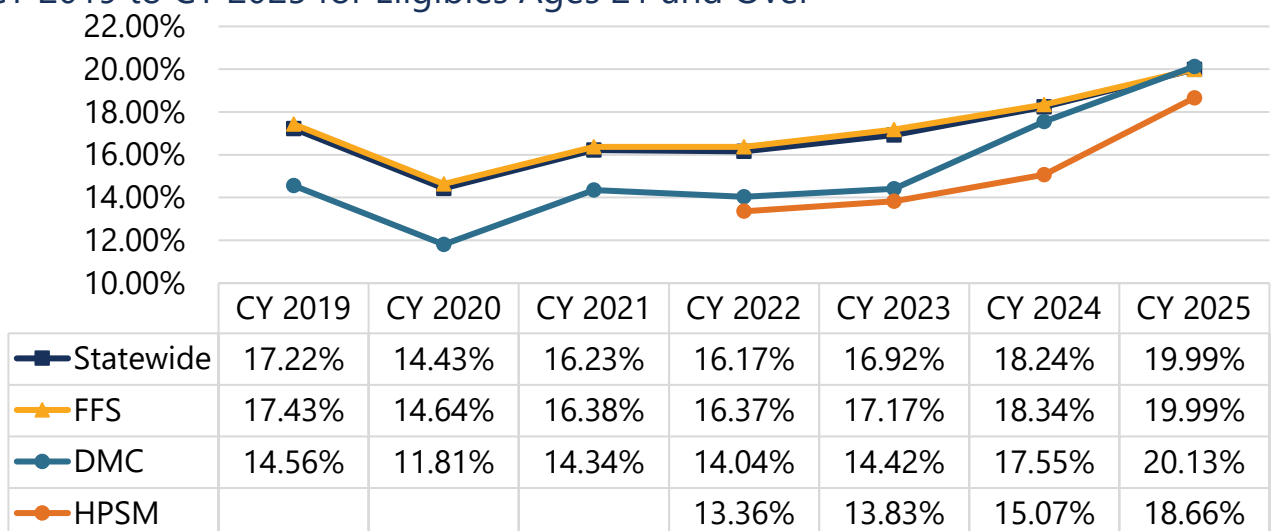
Treatment Services by DMC Plan

CY 2019 to CY 2025 for Eligibles Ages 21 and Over



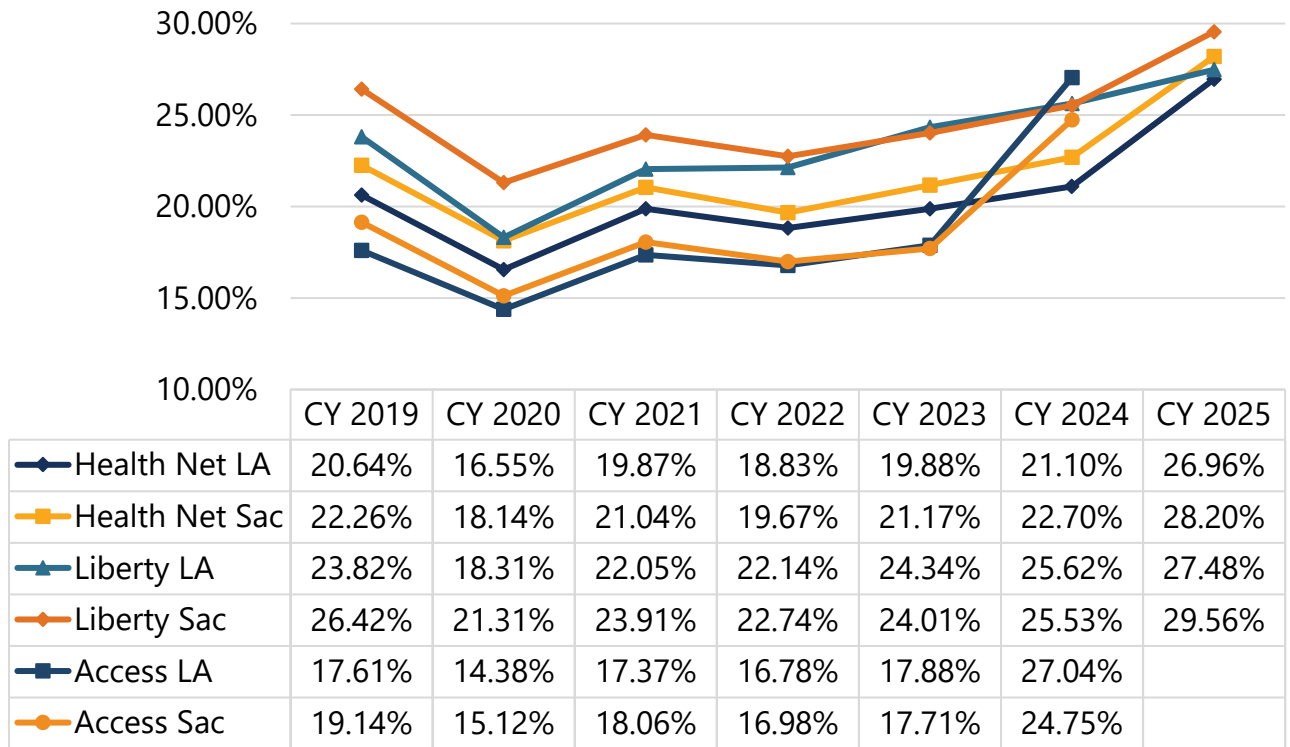
Treatment Services by Delivery System

CY 2019 to CY 2025 for Eligibles Ages 21 and Over



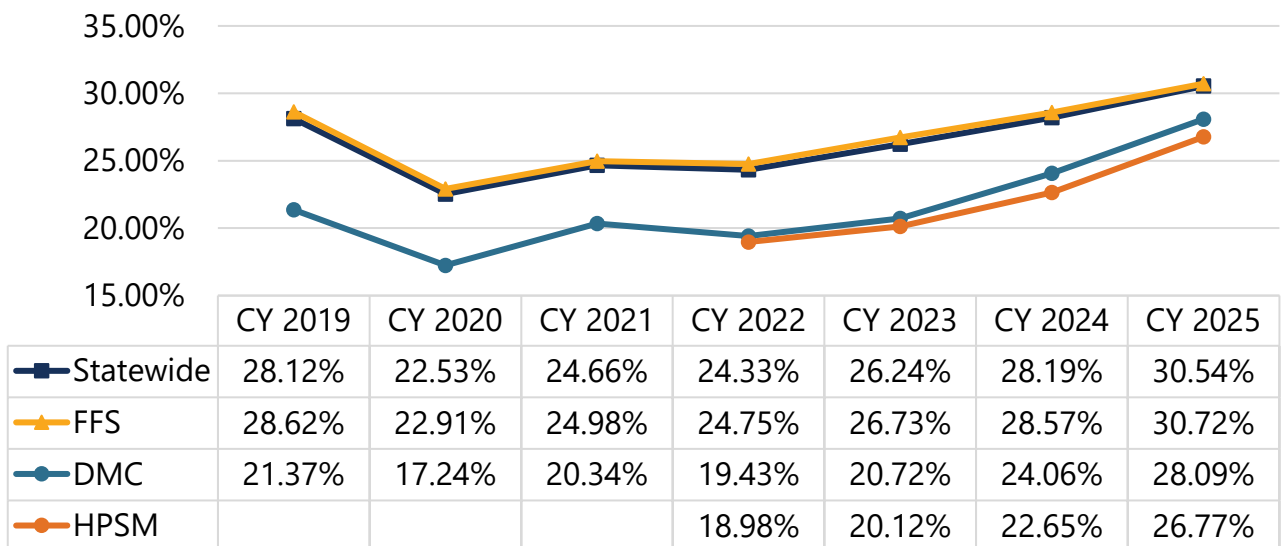
Overall Utilization 1 Year by DMC Plan

CY 2019 to CY 2024 for Eligibles Ages 21 and Over



Overall Utilization 1 Year by Delivery System

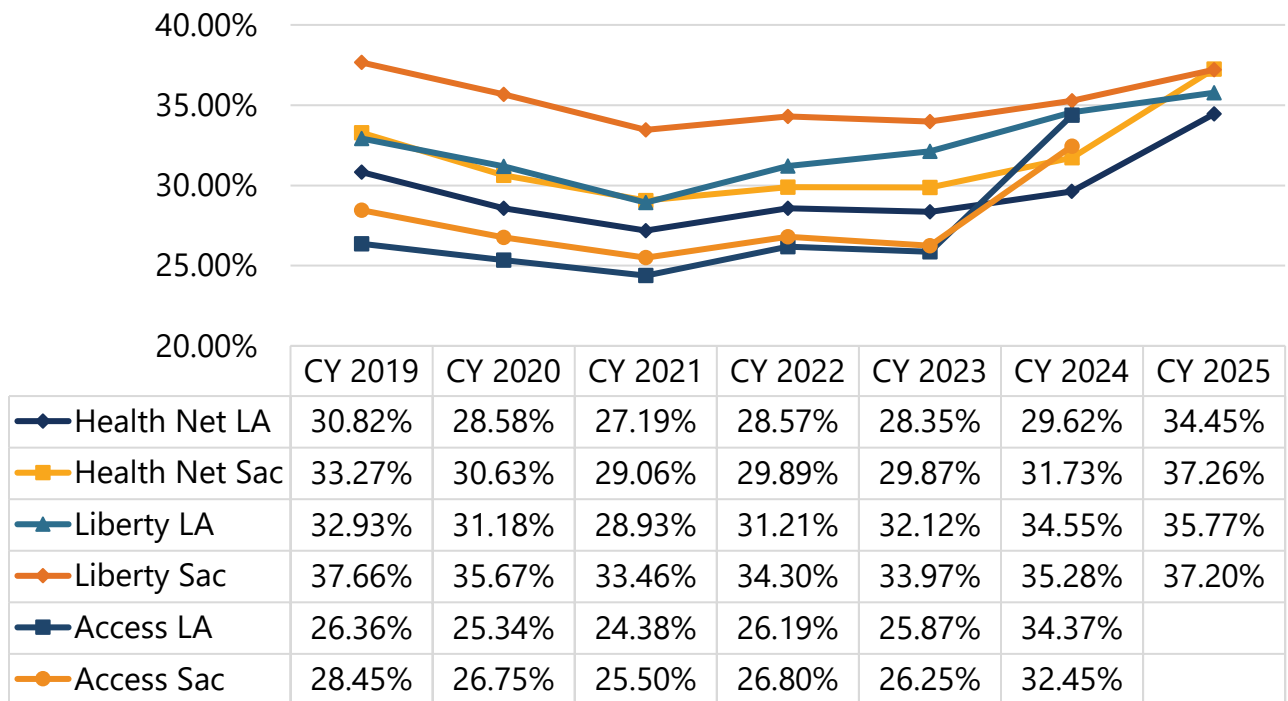
CY 2019 to CY 2025 for Eligibles Ages 21 and Over



Overall Utilization 2 Year by DMC Plan



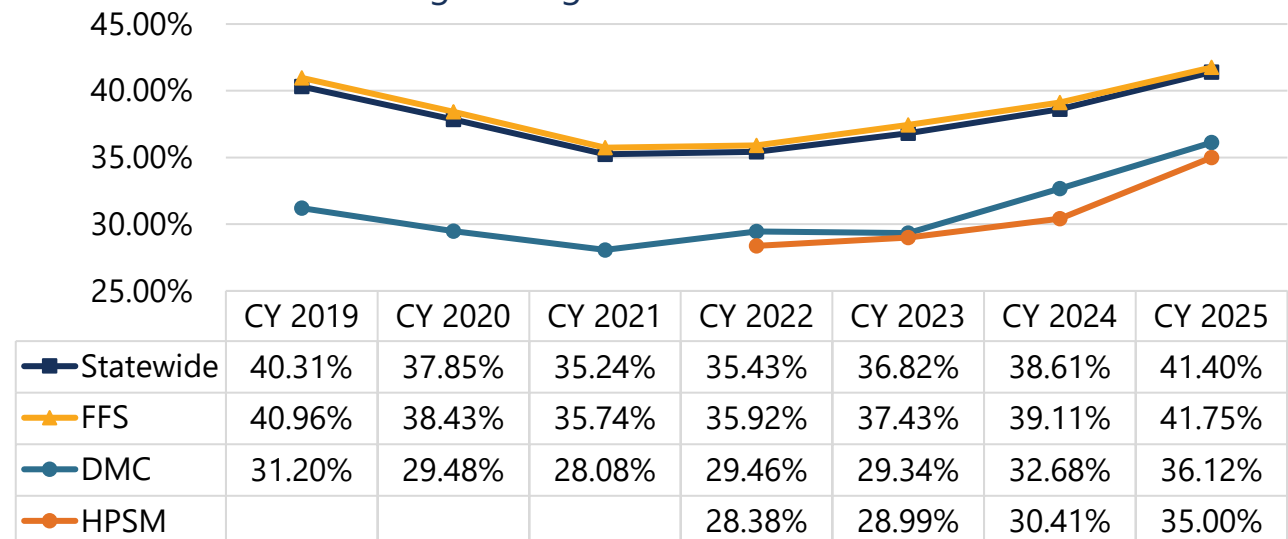
CY 2019 to CY 2024 for Eligibles Ages 21 and Over



Overall Utilization 2 Year by Delivery System



CY 2019 to CY 2024 for Eligibles Ages 21 and Over



STATEWIDE TOP PROCEDURE COUNTS²¹

Top Procedure Counts in Children (Ages 0-20) for CY 2025

Procedure	CDT	FFS	DMC	HPSM	Total
Diagnostic	D0230 ^P	10,236,416	314,403	63,827	10,614,646
Diagnostic	D0120 ^{PC}	2,559,091	122,715	26,663	2,708,469
Diagnostic	D0350 ^P	1,411,014	18,065	16,104	1,445,183
Diagnostic	D0272 ^P	1,080,932	33,025	8,186	1,122,143
Diagnostic	D0220 ^{PC}	879,830	130,139	11,251	1,021,220
Preventive	D1120 ^C	3,441,367	137,150	33,893	3,612,410
Preventive	D1208 ^{PC}	2,005,104	41,516	11,867	2,058,487
Preventive	D1351 ^C	1,750,800	80,160	21,152	1,852,112
Preventive	D1206 ^{PC}	1,354,184	111,596	29,876	1,495,656
Preventive	D1310	1,040,532	66,637	20,909	1,128,078
Treatment	D2392 ^P	782,613	41,543	8,361	832,517
Treatment	D2930 ^P	558,985	22,655	3,378	585,018
Treatment	D9230 ^P	562,164	16,220	3,195	581,579
Treatment	D7140 ^P	529,798	21,970	4,101	555,869
Treatment	D2391 ^P	511,143	28,852	6,268	546,263
All Services	D0230 ^P	10,233,947	311,169	63,827	10,608,943
All Services	D1120 ^C	3,441,367	137,150	33,893	3,612,410
All Services	D0120 ^{PC}	2,557,692	120,890	26,663	2,705,245
All Services	D1208 ^C	2,005,104	41,516	11,867	2,058,487
All Services	D1351 ^C	1,750,800	80,160	21,152	1,852,112

²¹ Data Source: MIS/DSS Data Warehouse queried on June 24, 2026, including SNC encounters

Top Procedure Counts in Adults (Ages 21+) for CY 2025

Procedure	CDT	FFS	DMC	HPSM	Total
Diagnostic	D0230 ^P	4,153,868	158,819	32,523	4,345,210
Diagnostic	D0350 ^P	1,274,133	18,422	9,286	1,301,841
Diagnostic	D0150 ^{PC}	1,076,679	103,795	14,103	1,194,577
Diagnostic	D0210 ^{PC}	762,067	72,228	9,669	843,964
Diagnostic	D0120 ^{PC}	710,761	57,130	11,877	779,768
Preventive	D1110 ^P	968,858	69,273	16,837	1,054,968
Preventive	D1208 ^{PC}	506,620	22,132	9,135	537,887
Preventive	Z0120	471,333	40	44	471,417
Preventive	D1206 ^{PC}	393,839	45,845	8,975	448,659
Preventive	Z0121	312,721	149	27	312,897
Treatment	D4341 ^P	1,206,216	58,362	24,656	1,289,234
Treatment	D9430 ^P	690,773	68,857	5,063	764,693
Treatment	D7210 ^P	667,680	28,774	7,351	703,805
Treatment	D4910 ^P	569,120	26,255	8,180	603,555
Treatment	D2392 ^P	537,658	38,755	14,987	591,400
All Services	D0230 ^P	4,152,200	156,839	32,523	4,341,562
All Services	00003	2,704,303	602	428	2,705,333
All Services	D0350 ^P	1,273,195	17,270	9,286	1,299,751
All Services	D4341 ^P	1,206,216	58,362	24,656	1,289,234
All Services	D0150 ^{PC}	1,072,005	98,214	14,103	1,184,322