

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

November 2025



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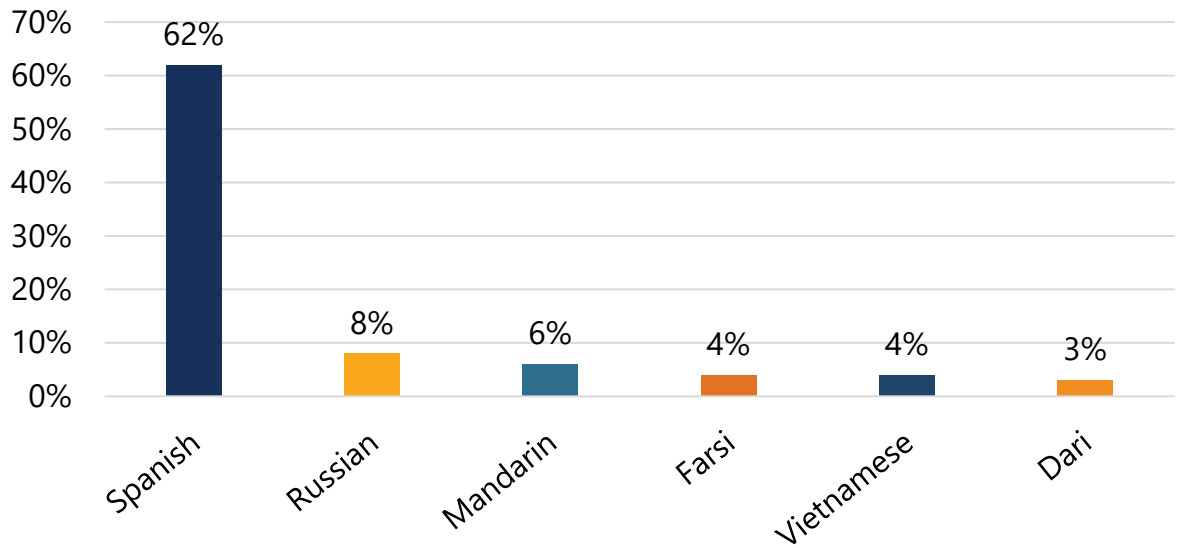
MEMBER CALL VOLUME

Statewide Fee-For-Service (FFS) Quarter 1¹

209,797 - Member calls, including the Language Line Services (LLS) call volume, received from **January through March (Quarter 1) 2025** in the Fee-For-Service (FFS) delivery system.

Category	Quarter 1 2025
Language Line Services	15,962
Requested Languages	56
Calls for Top 6 Languages	87%
Calls for Other Languages	13%

Top 6 LLS Languages - FFS
Quarter 1 2025



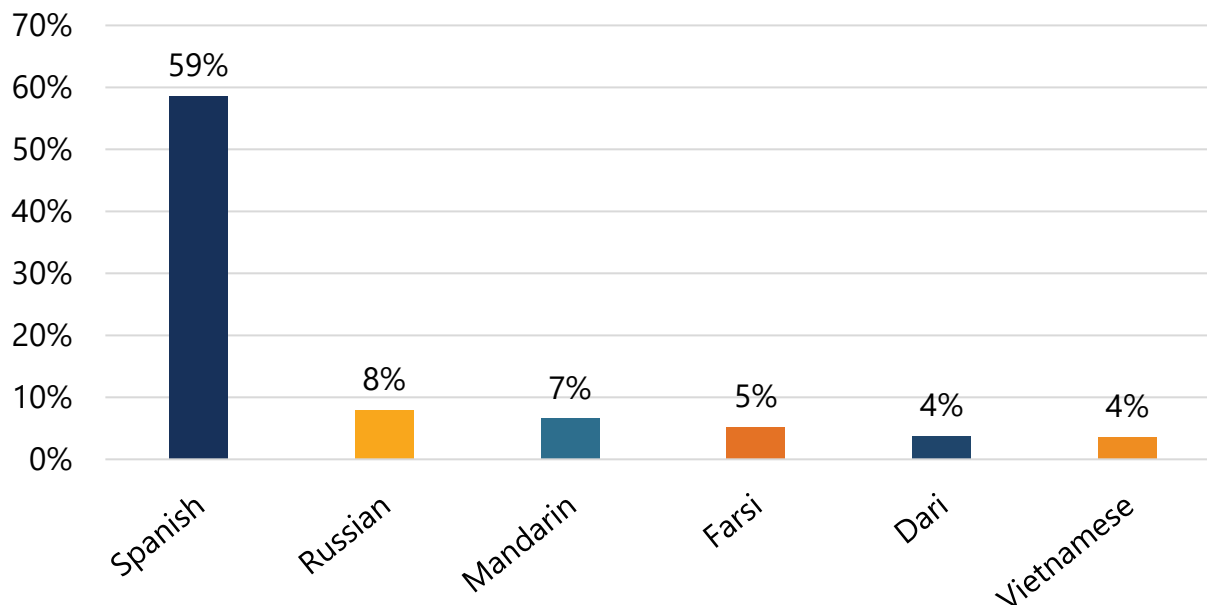
¹ Data Source: Gainwell Technologies as of Augst 2025

Statewide Fee-For-Service (FFS) Quarter 2²

213,641 - Member calls, including the Language Line Services (LLS) call volume, received from **April through June (Quarter 2) 2025** in the Fee-For Service (FFS) delivery system.

Category	Quarter 2 2025
Language Line Services	15,829
Requested Languages	68
Calls for Top 6 Languages	86%
Calls for Other Languages	14%

Top 6 LLS Languages - FFS
Quarter 2 2025



² Data Source: Gainwell Technologies as of October 2025.

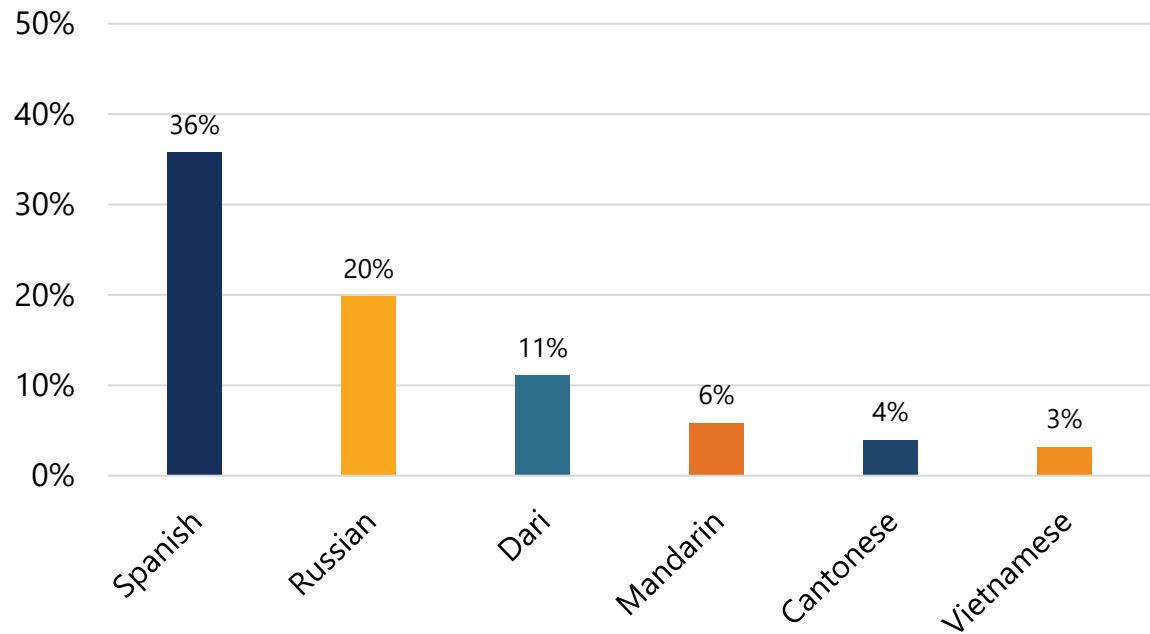
Los Angeles Prepaid Health Plan (PHP) Quarter 1³ CY 2025

29,682- Member calls received from **January through March (Quarter 1) of CY 2025** in the Los Angeles Prepaid Health Plan (PHP) delivery system.

Category	Quarter 1 2025
Language Line Services	2,368
Requested Languages	48
Calls for Top 6 Languages	80%
Calls for Other Languages	20%

Top 6 LLC Languages - PHP Los Angeles

Quarter 1 2025



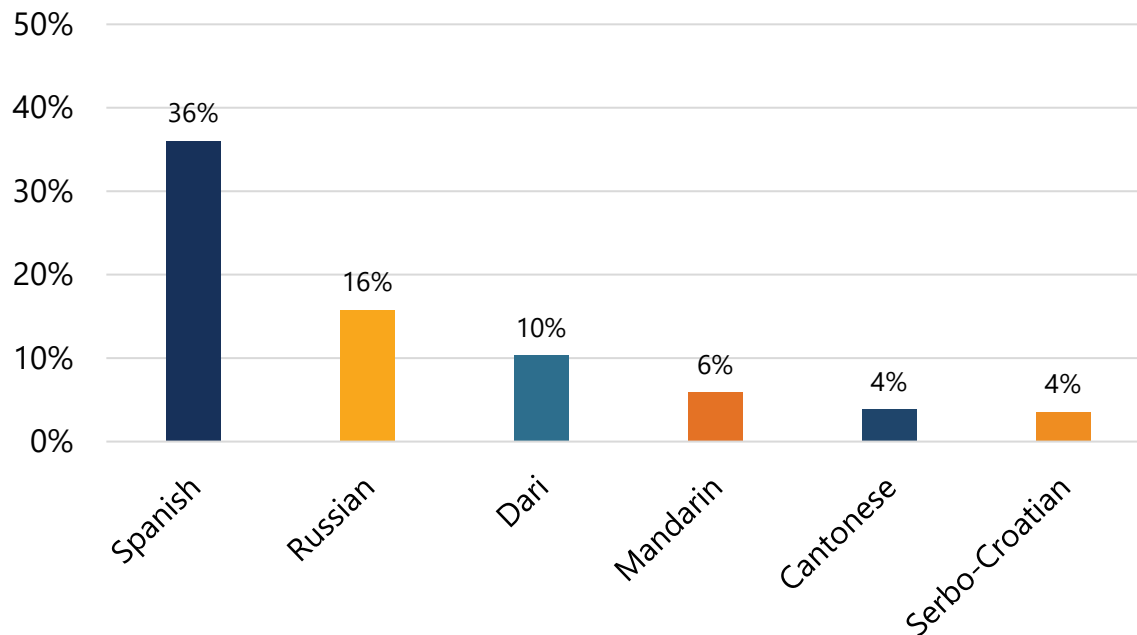
³ Data Source: Call Centers and Linguistic Report from Access Dental Plan, Health Net Dental and Liberty Dental Plan as of October 2025.

Los Angeles Prepaid Health Plan (PHP) Quarter 2⁴

27,852 - Member calls received from **April through June (Quarter 2) 2025** in the Los Angeles Prepaid Health Plan (PHP) delivery system

Category	Quarter 2 2025
Language Line Services	2,348
Requested Languages	50
Calls for Top 6 Languages	75%
Calls for Other Languages	25%

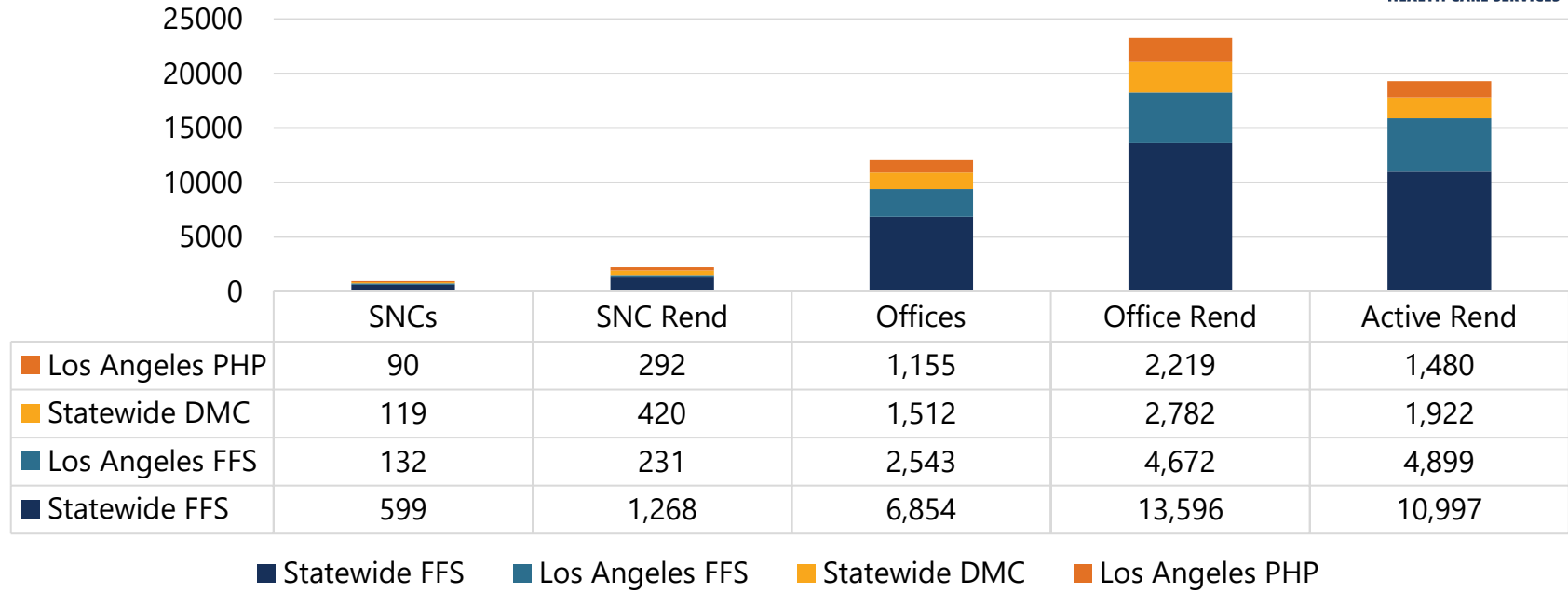
Top 6 LLC Languages - PHP Los Angeles
Quarter 2 2025



⁴ Data Source: Call Centers and Linguistic Report from Access Dental Plan, Health Net Dental and Liberty Dental Plan as of October 2025.

DENTAL PROVIDER DATA⁵

Statewide Provider Counts



⁵ Data Source: MIS/DSS Data Warehouse and Contractor Reports as of October 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. 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 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. Network data based on enrollments reported by the dental ASO and DMC plans. 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 MANAGEMENT⁶

Delivery System	New Case Count Q1 2025	Total Q1 2025	New Case Count Q2 2025	Total⁷ Q2 2025
Statewide FFS	87	127	151	277
Access LA	3	3	1	1
Health Net LA	25	162	15	177
Liberty LA	5	68	4	72
LA FFS	8	15	24	39

⁶ Data Source: Contractor Reports as of October 2025 for reporting periods January through June 2025

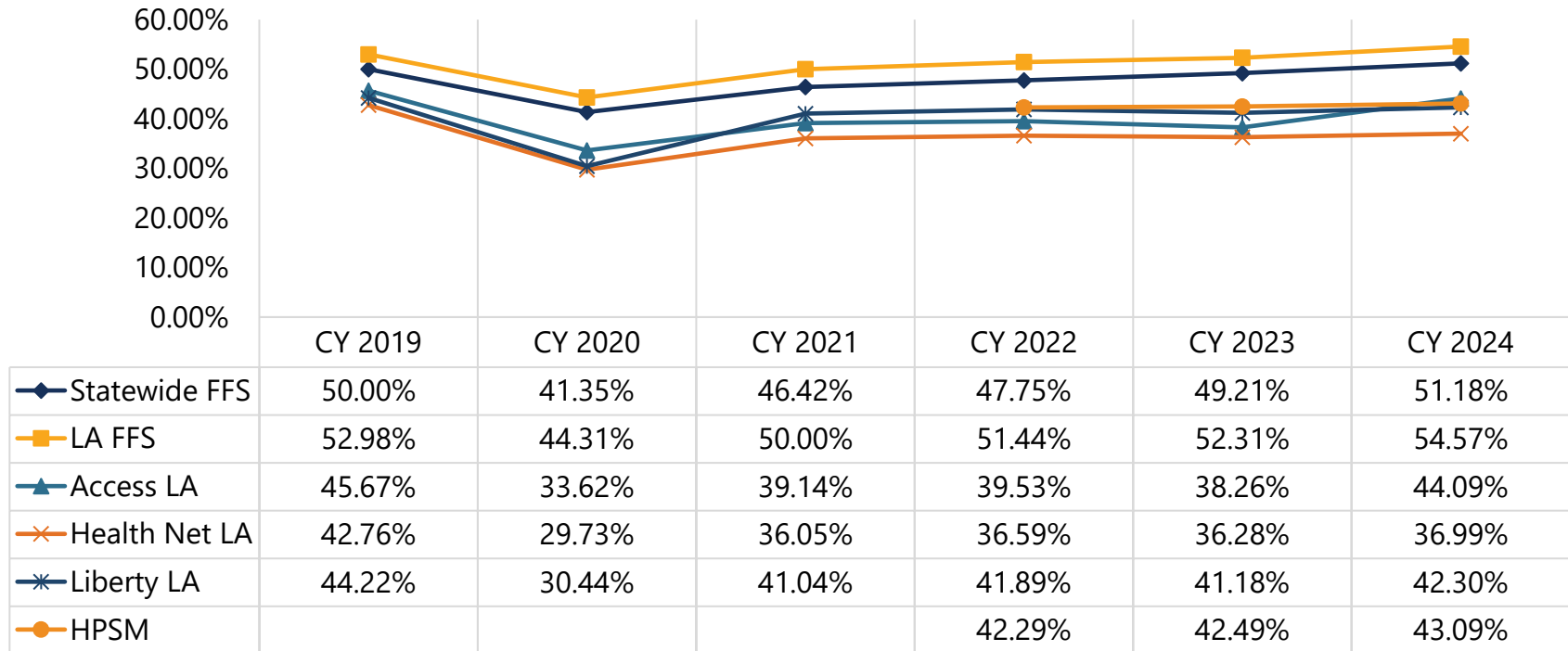
⁷ Total includes new and open cases.

DENTAL UTILIZATION⁸

Utilization in Children Ages 0-20⁹

Annual Dental Services

CY 2019 - CY 2024 for Eligible Members

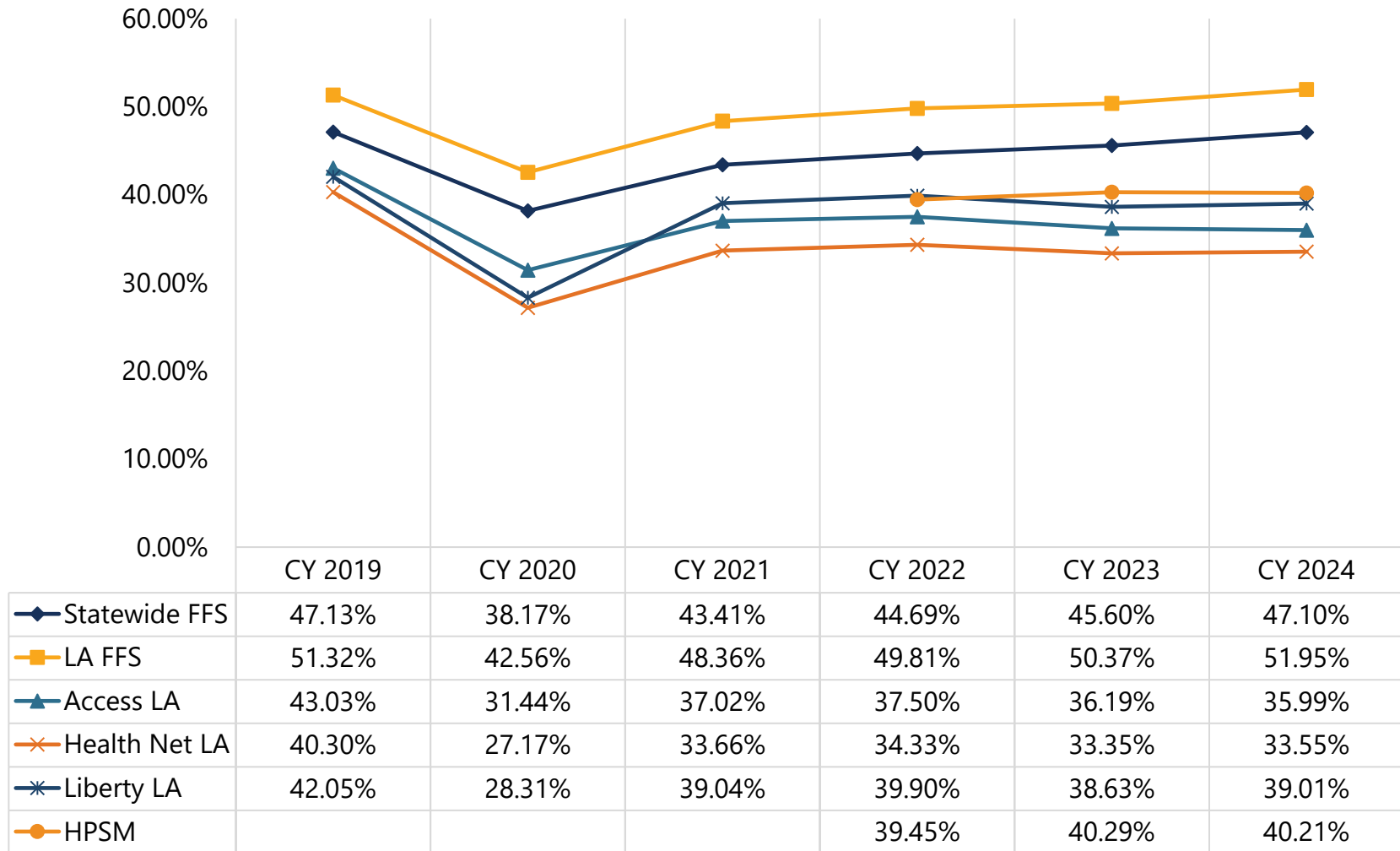


⁸ Data Source: Tableau Dental Dashboard (connects with MIS/DSS data warehouse), including SNC encounters as of September 2025.

⁹ Health Plan of San Mateo (HPSM) was effective starting CY 2022; utilization for prior years is not applicable.

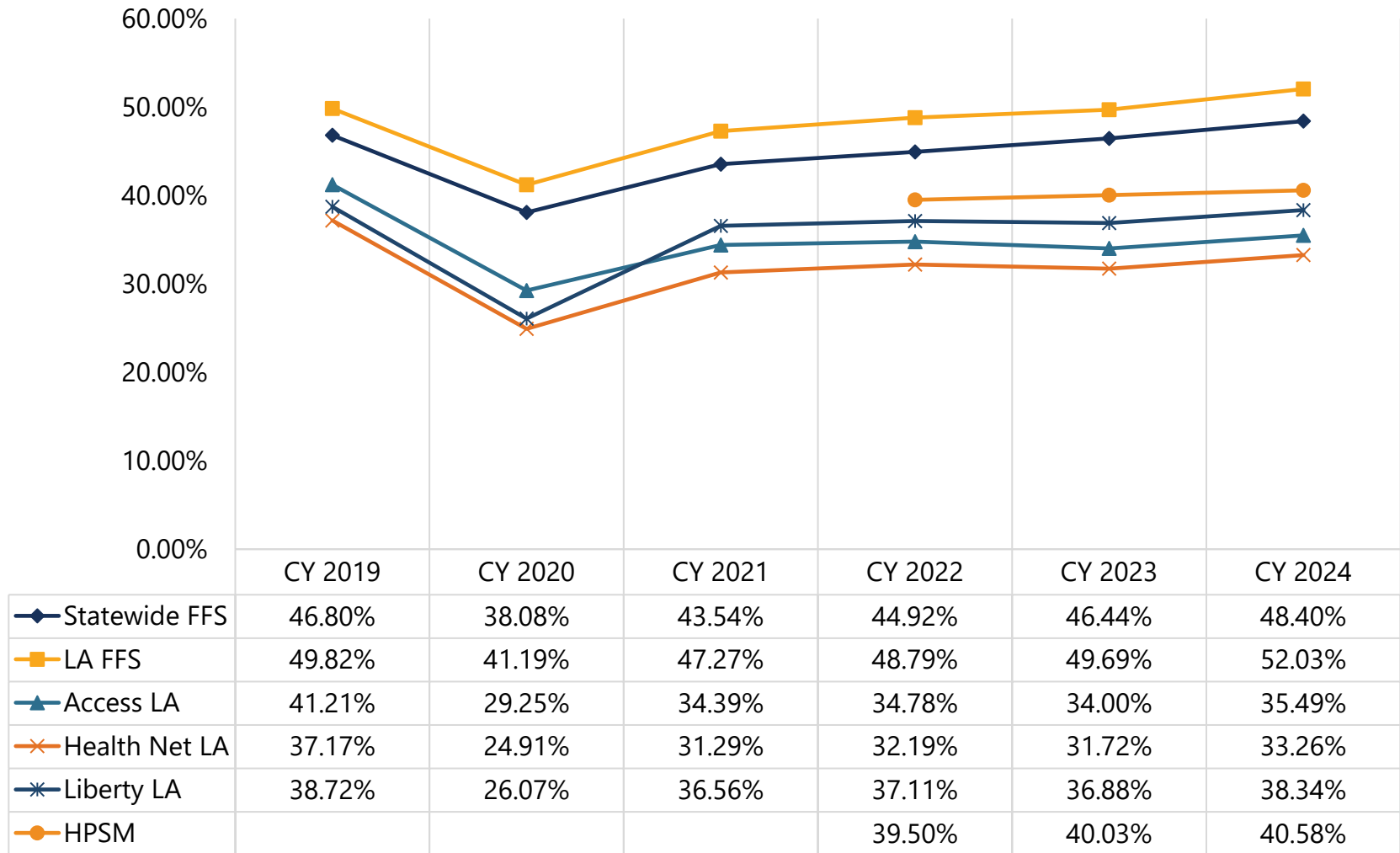
Diagnostic Services

CY 2019 - CY 2024 for Eligible Members



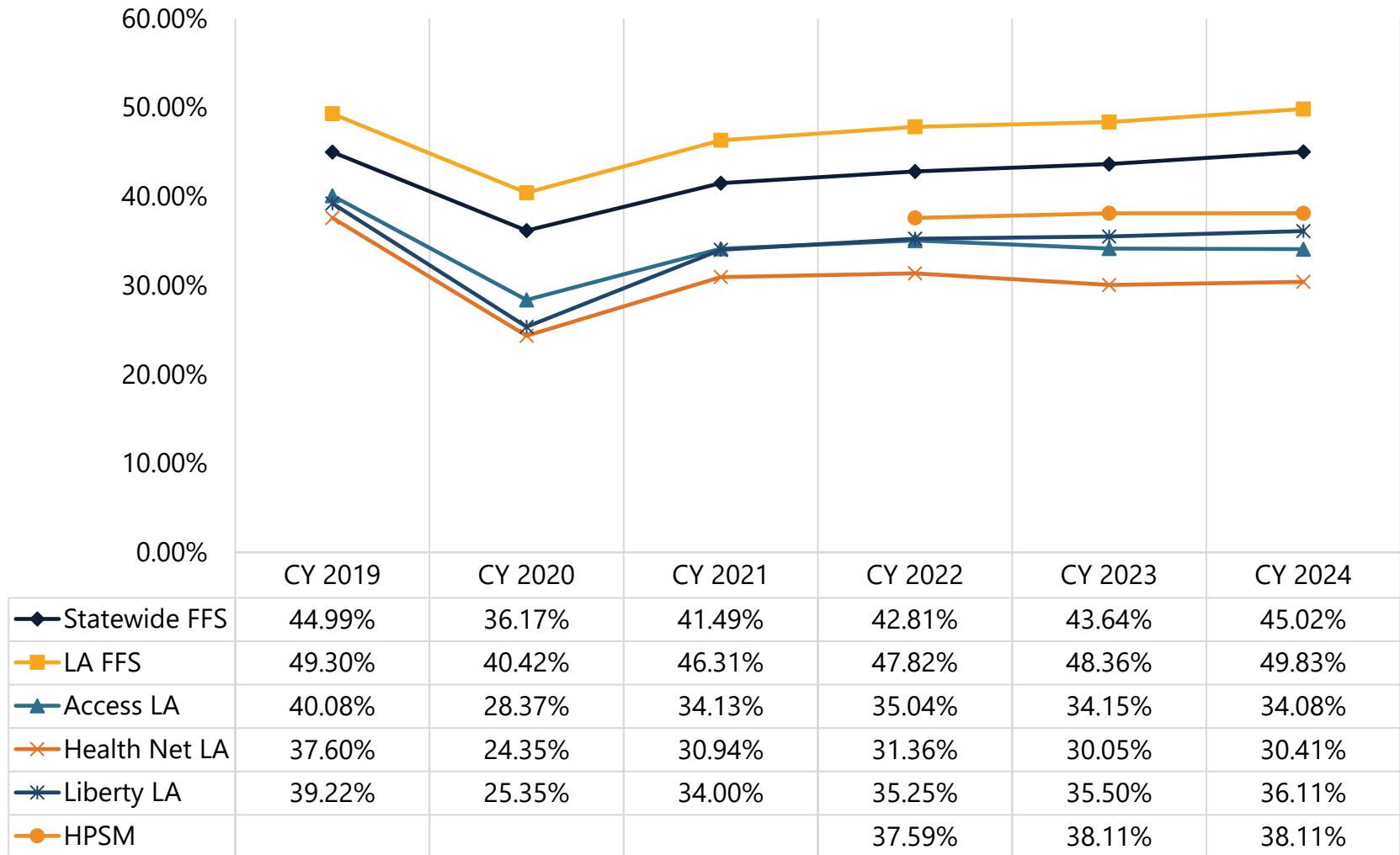
Preventive Services

CY 2019 - CY 2024 for Eligible Members



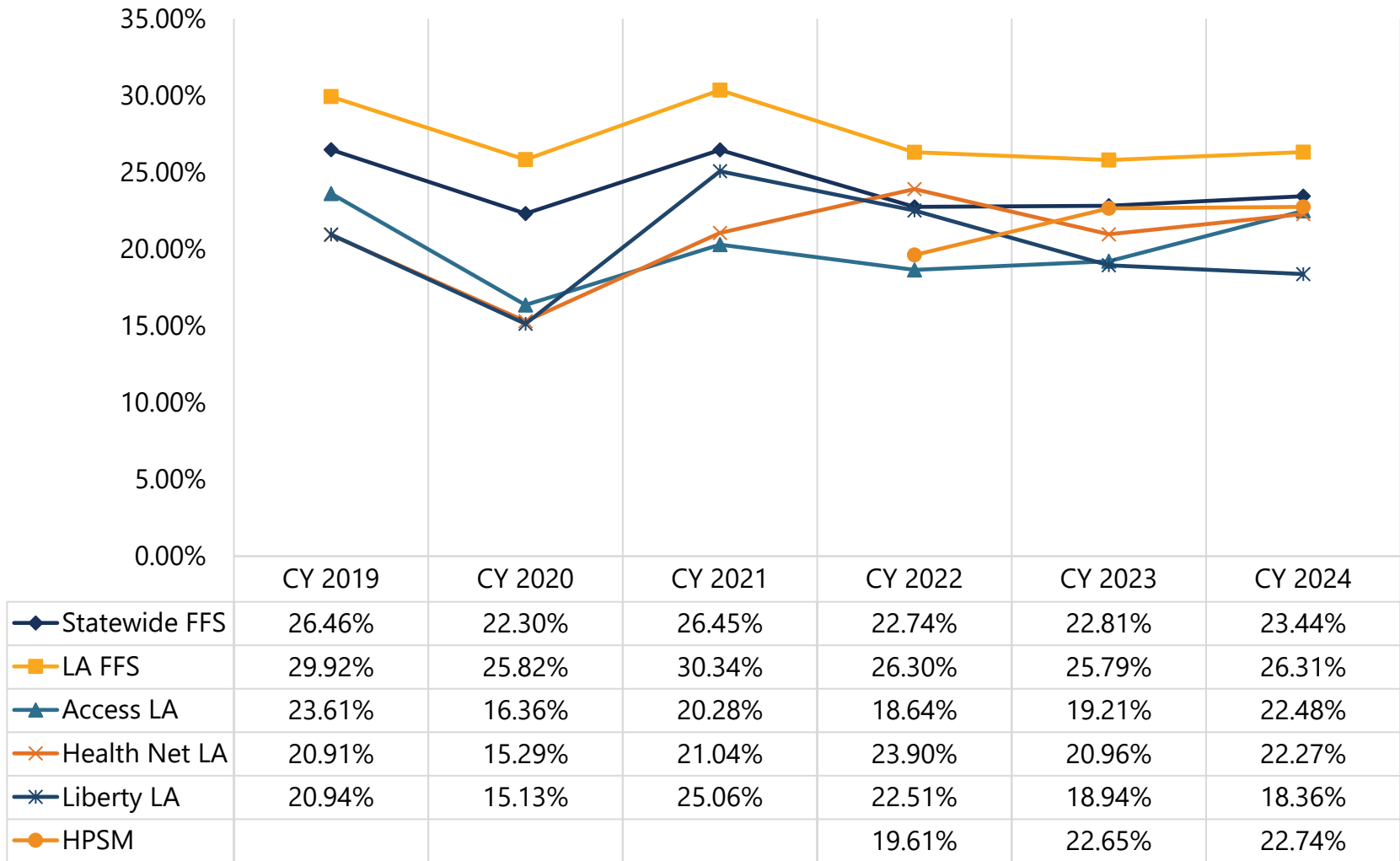
Exams

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)¹⁰

Statewide Top Procedure Counts in CY 2024 (Ages 0-20)¹¹

Procedure	CDT	FFS	DMC	HPSM	Total
Diagnostic	D0230 ^p	10,081,118	347,950	59,450	10,488,518
Diagnostic	D0120 ^{pc}	2,311,153	123,048	23,269	2,457,470
Diagnostic	D0350 ^p	1,380,501	14,337	8,381	1,403,219
Diagnostic	D0272 ^p	1,109,850	32,154	7,941	1,149,945
Diagnostic	D0220 ^{pc}	845,067	125,636	10,354	981,057
Preventive	D1120 ^c	3,140,234	132,463	30,502	3,303,199
Preventive	D1208 ^c	2,027,141	52,276	10,890	2,090,307
Preventive	D1351 ^c	1,653,150	96,448	27,362	1,776,960
Preventive	D1206 ^c	1,030,550	98,343	34,994	1,163,887
Preventive	D1310	991,399	57,462	30,106	1,078,967
Treatment	D2392 ^p	756,039	46,300	6,550	808,889
Treatment	D2930 ^p	559,905	25,632	2,588	588,125
Treatment	D7140 ^p	555,106	24,927	3,920	583,953
Treatment	D9230 ^p	555,567	15,141	2,402	573,110

¹⁰ Data Source: Tableau Dental Dashboard (connects with MIS/DSS data warehouse), including SNC encounters as of September 2025.

¹¹ 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 in CY 2024 (Ages 0-20) Continued

Procedure	CDT	FFS	DMC	HPSM	Total
Treatment	D2391 ^P	498,265	30,613	5,026	533,904
Orthodontic	D8670 ^P	80,798	9,752	841	91,391
Orthodontic	D8680 ^P	13,433	509	26	13,968
Orthodontic	D8080 ^P	9,745	462	283	10,490
Orthodontic	D8660	*	2,007	*	2,224
Orthodontic	D8703	736	17	27	780

Los Angeles County Top Procedure Counts in CY 2024

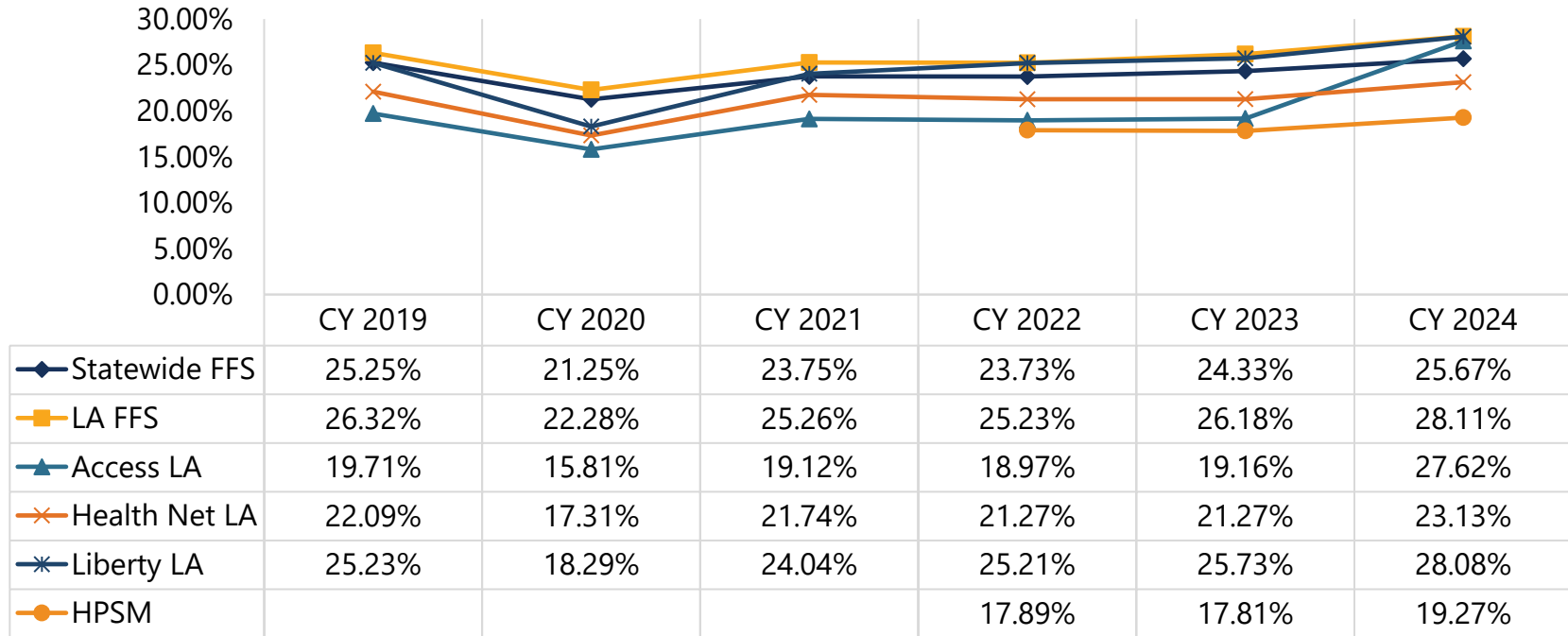
Procedure	CDT	FFS	DMC	Total
Diagnostic	D0230 ^P	3,017,512	74,327	3,091,839
Diagnostic	D0120 ^{PC}	707,409	32,514	739,923
Diagnostic	D0272 ^P	358,783	9,958	368,741
Diagnostic	D0350 ^P	350,878	4,071	354,949
Diagnostic	D0220 ^P	258,712	25,138	283,850
Preventive	D1120 ^C	946,262	37,353	983,615
Preventive	D1208 ^C	638,828	20,803	659,631
Preventive	D1351 ^C	552,912	28,549	581,461
Preventive	D1206 ^C	288,513	20,298	308,811
Preventive	D1310	286,902	8,271	295,173
Treatment	D2392 ^P	202,535	12,569	215,104
Treatment	D7140 ^P	167,733	3,647	171,380
Treatment	D9230 ^P	163,528	2,433	165,961
Treatment	D2150 ^P	143,312	1,646	144,958
Treatment	D2391 ^P	134,988	7,808	142,796
Orthodontic	D8670 ^P	23,547	408	23,955
Orthodontic	D8680 ^P	3,813	0	3,832
Orthodontic	D8080 ^P	2,906	22	2,937
Orthodontic	D8703	151	0	151
Orthodontic	D8704	147	0	147

DENTAL UTILIZATION IN ADULTS AGES 21 AND OVER¹²

Utilization in Children Ages 21 and Over¹³

Annual Dental Visits

CY 2019 - CY 2024 for Eligible Members 21+

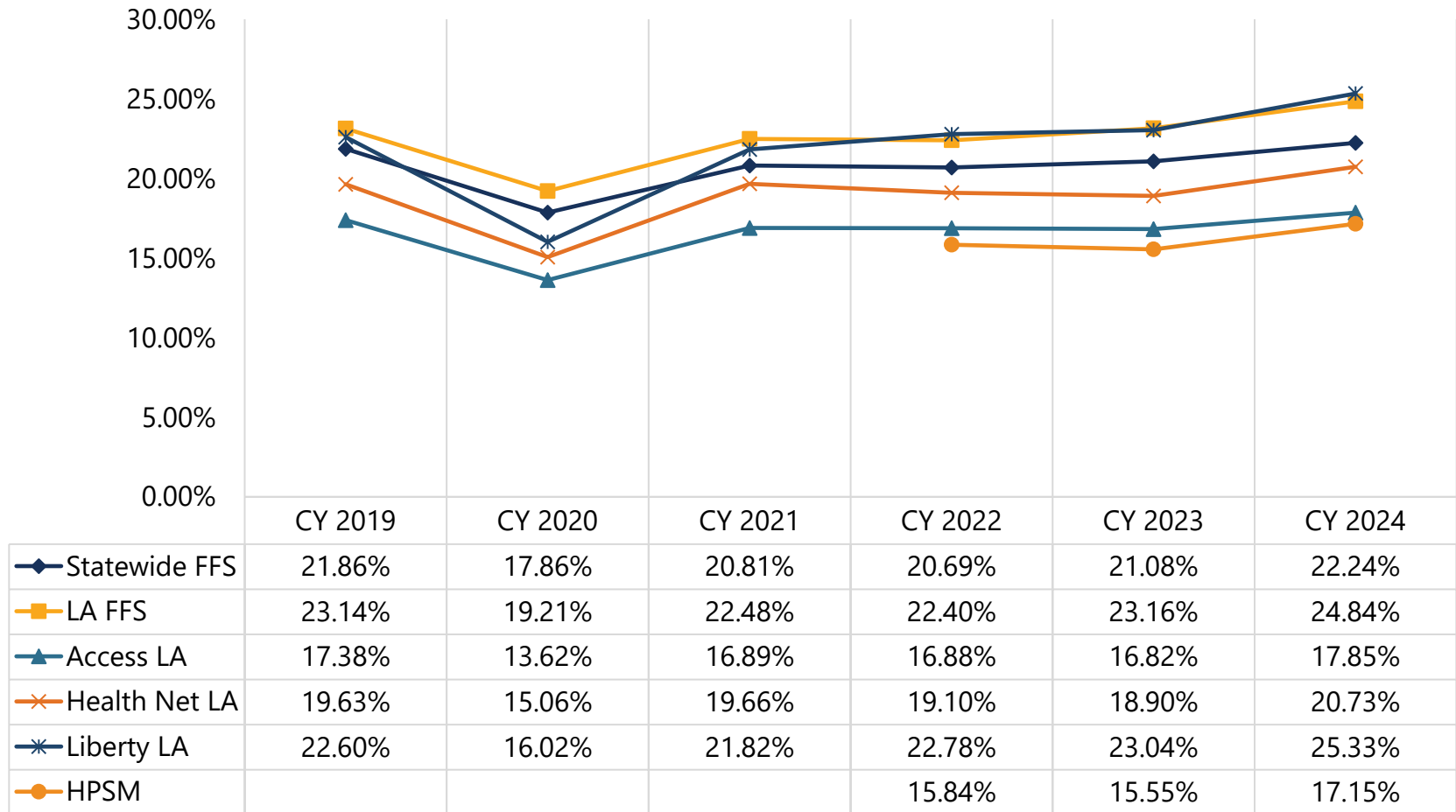


¹² Health Plan of San Mateo (HPSM) was effective starting CY 2022; utilization for prior years is not applicable.

¹³ Data Source: Tableau Dental Dashboard (connects with MIS/DSS data warehouse), including SNC encounters as of September 2025.

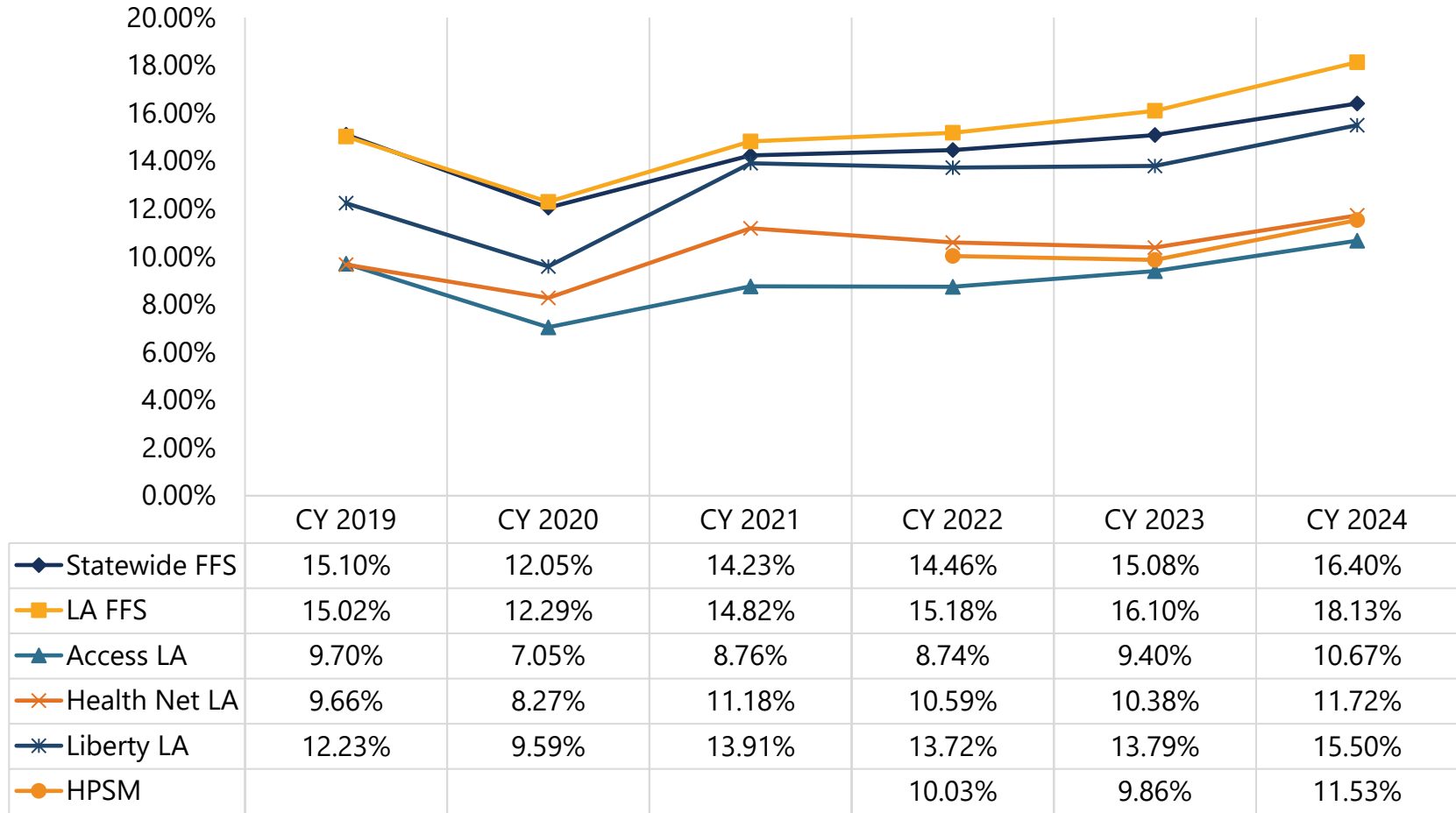
Diagnostic Services

CY 2019 - CY 2024 for Eligible Members



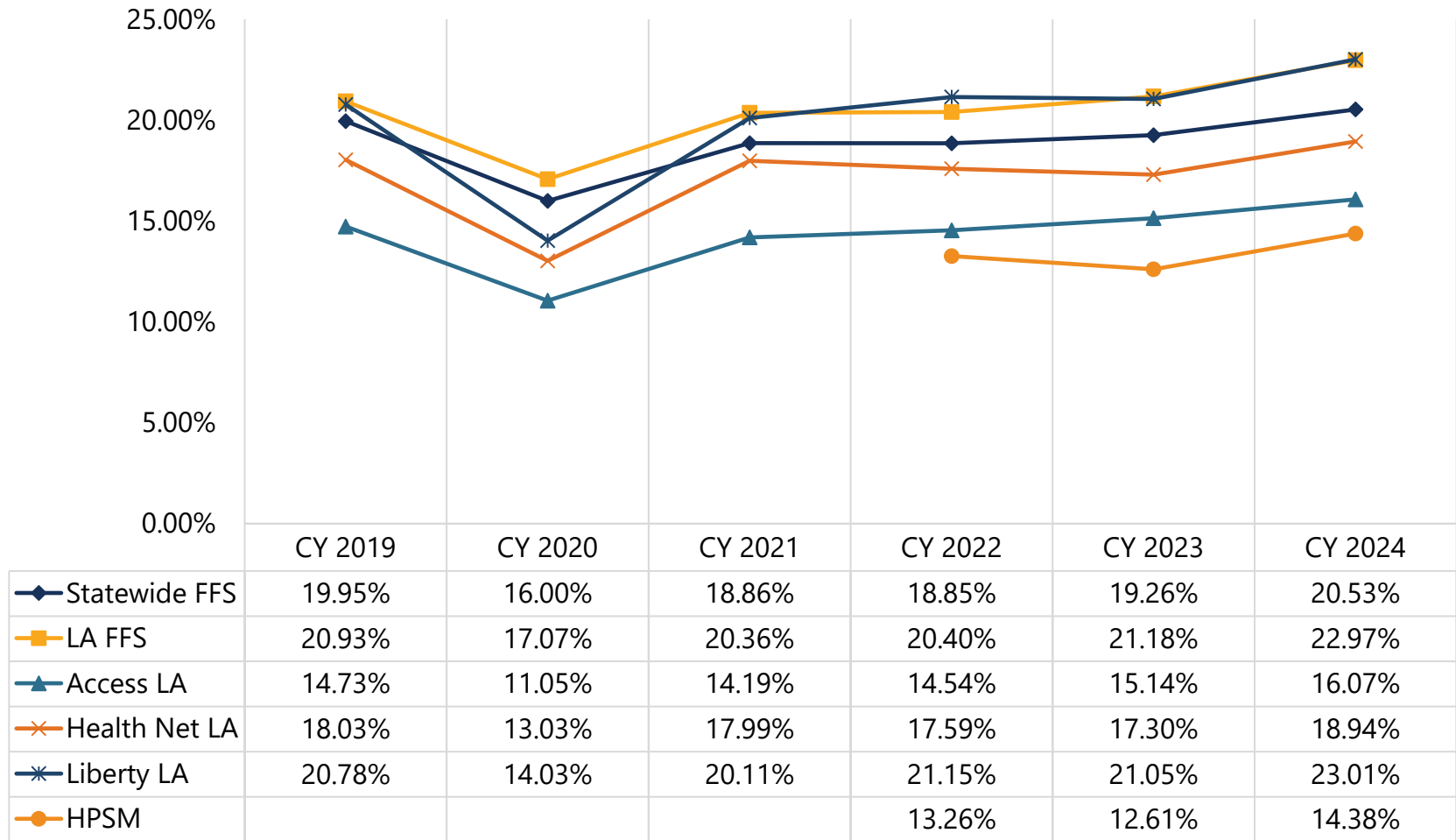
Preventive Services

CY 2019 - CY 2024 for Eligible Members



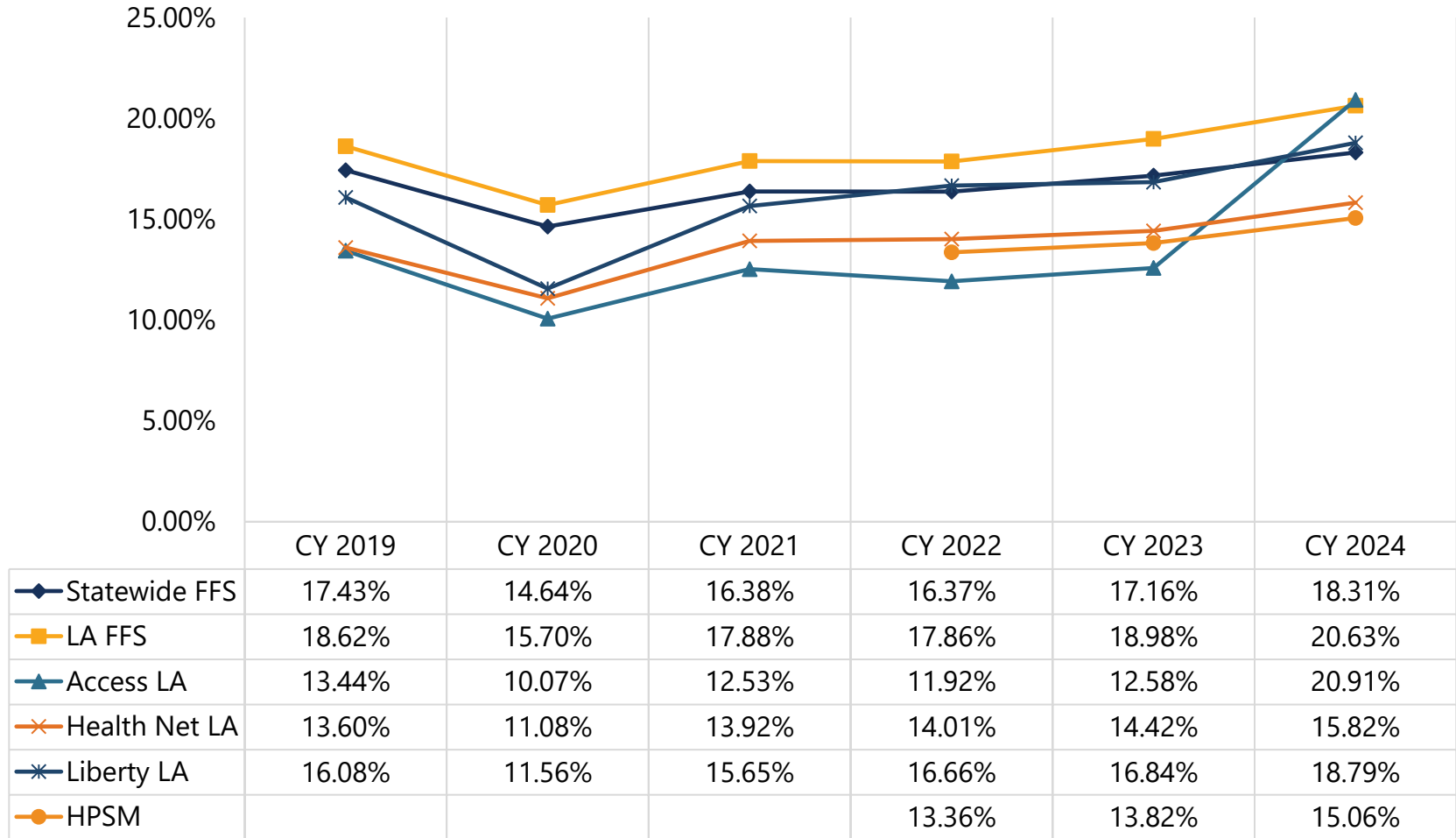
Exams

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) ¹⁴

Statewide Top Procedure Counts in CY 2024 (Ages 21 and Over) ¹⁵

Procedure	CDT	FFS	DMC	HPSM	Total
Diagnostic	D0230 ^p	3,659,314	174,137	21,828	3,855,279
Diagnostic	D0150 ^{pc}	1,048,524	93,356	10,864	1,152,744
Diagnostic	D0350 ^p	1,084,674	11,572	6,541	1,102,787
Diagnostic	D0210 ^{pc}	780,949	60,546	8,412	849,907
Diagnostic	D0120 ^{pc}	565,419	50,775	8,194	624,388
Preventive	D1110 ^p	931,951	63,121	12,950	1,008,022
Preventive	D1208 ^{pc}	499,724	22,547	6,664	528,935
Preventive	Z0120	456,909	43	109	457,061
Preventive	D1206 ^p	337,258	37,223	5,814	380,295
Preventive	Z0121	326,054	236	35	326,325

¹⁴ 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](#)

¹⁵ Data Source: Tableau Dental Dashboard (connects with MIS/DSS data warehouse), including SNC encounters as of September 2025.

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

Procedure	CDT	FFS	DMC	HPSM	Total
Treatment	D4341 ^P	1,080,997	71,850	18,944	1,171,791
Treatment	D7210 ^P	608,697	34,238	5,289	648,224
Treatment	D9430 ^P	585,051	56,734	4,789	646,574
Treatment	D2392 ^P	516,257	40,083	10,494	566,834
Treatment	D2391 ^P	478,870	34,471	10,846	524,187
Orthodontic	D8999	30	0	0	30
Orthodontic	D8670 ^P	*	*	0	14
Orthodontic	D8660	0	*	*	12
Orthodontic	D8680	*	*	*	*
Orthodontic	D8704	0	0	*	*

Los Angeles County Top Procedure Counts in CY 2024 (Ages 21 and Over)¹⁶

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
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	D2392 ^p	173,656	17,558	191,214
Treatment	D4910 ^p	160,834	13,282	174,116
Orthodontic	D8999	*	0	*
Orthodontic	D8680	*	0	*
Orthodontic	D8670 ^p	*	0	*
Orthodontic	D8660	0	*	*

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