

Member Call Volume

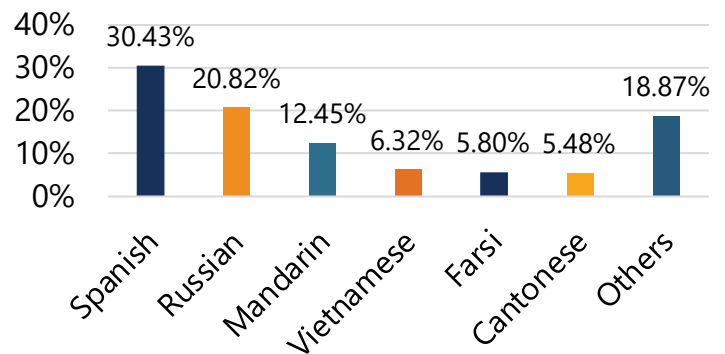
Statewide Fee-For-Service (FFS)

253,184 - Member calls, including the Language Line Services (LLS) call volume, received from **January to March (Quarter 1) 2024** in the Fee-For Service (FFS) delivery system.

Data Source: Delta Dental of California Telephone Service Center Performance Report as of May 29, 2024.

Category	Quarter 1 - 2024
Language Line Services	5,576
Requested Languages	51
Calls for Top 6 Languages	81.3%
Calls for Other Languages	18.7%

Top 6 LLC Languages - FFS Statewide Q1

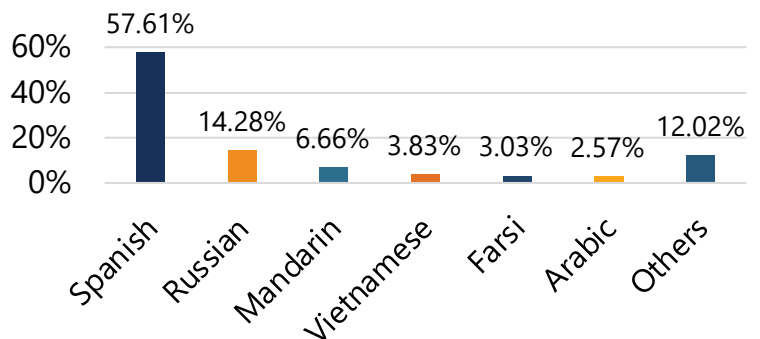


264,360 - Member calls, including the Language Line Services (LLS) call volume, received from **April to June (Quarter 2) 2024** in the Fee-For Service (FFS) delivery system.

Data Source: Delta Dental of California Telephone Service Center Performance Report as of September 24, 2024 and Gainwell Technologies as of September 23, 2024.

Category	Quarter 2 - 2024
Language Line Services	9,691
Requested Languages	66
Calls for Top 6 Languages	88%
Calls for Other Languages	12%

Top 6 LLC Languages - FFS Statewide Q2



Data Source: Delta Dental Denti Cal Language Summary report as of May 29, 2024 and September 24, 2024 and Gainwell Technologies as of September 25, 2024.

Los Angeles Prepaid Health Plan (PHP)

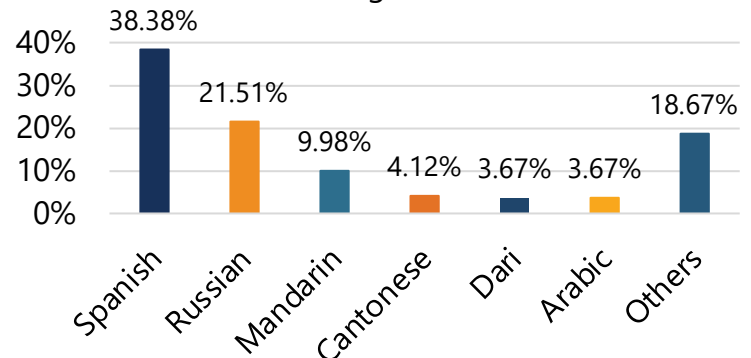
42,362 - Member calls received from **January to March (Quarter 1) 2024** in the Los Angeles Prepaid Health Plan (PHP) delivery system.

Data Source: Call Center Report from Access Dental Plan, HealthNet Dental and Liberty Dental Plan as of April 30, 2024.

Category	Quarter 1 - 2024
Language Line Services	1,553
Requested Languages	37
Calls for Top 6 Languages	81.3%
Calls for Other Languages	18.7%

Top 6 LLC Languages - PHP

Los Angeles Q1



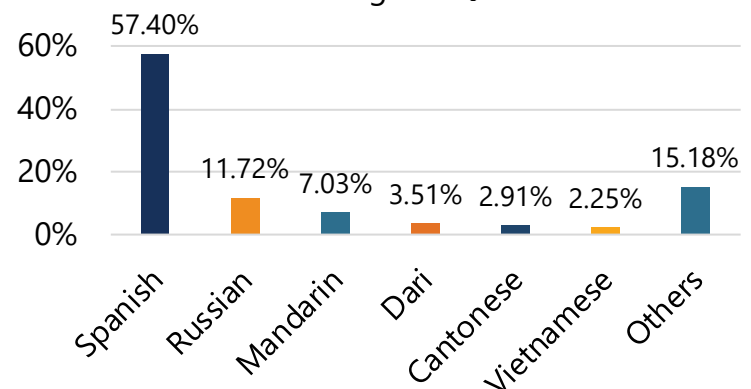
48,037 - Member calls, including the LLS call volume, received from **April to June (Quarter 2) 2024** in the Los Angeles Prepaid Health Plan (PHP) delivery system.

Data Source: Call Center Report from Access Dental Plan, Health Net Dental and Liberty Dental Plan as of September 24, 2024.

Category	Quarter 2 - 2024
Language Line Services	2,134
Requested Languages	41
Calls for Top 6 Languages	84.8%
Calls for Other Languages	15.2%

Top 6 LLC Languages - PHP

Los Angeles Q2



Data Source: Linguistic Report from Access Dental Plan, HealthNet Dental and Liberty Dental Plan as of April 30, 2024 (Quarter 1) and September 24, 2024 (Quarter 2).

Dental Provider Data

Statewide Provider Counts					
Delivery System	SNCs ¹	SNC Rend ²	Offices ³	Office Rend ³	Active Rend ⁴
Statewide FFS	591	1,270	6,551	12,965	10,762
Statewide DMC	119	435	1,159	2,111	1,954
Los Angeles County Provider Counts					
Delivery System	SNCs	SNC Rend	Offices	Office Rend	Active Rend
Los Angeles FFS	134	226	2,427	4,552	4,603
Los Angeles PHP	88	324	993	1,792	1,519

Rend = Rendering Providers

Data Source: MIS/DSS Data Warehouse and Contractor Reports as of July 2024, 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.

Dental Case Management

Delivery System	New Case Count	Total ⁵
Statewide FFS	19	94
Access LA	1	1
Health Net LA	7	75
Liberty LA	6	35
LA FFS	3	6

Data Source: Contractor Reports as of May 2024 and October 2024 (LA FFS) for reporting period January to March 2024.

¹ SNCs in FFS are based on claims received within the last two years; SNCs in DMC are based on the enrollment reports from plans.

² 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.

³ Network data based on enrollments reported by the dental ASO and DMC plans.

⁴ Unduplicated active rendering providers between SNCs and offices within the delivery system who have billed at least one service within the last two years.

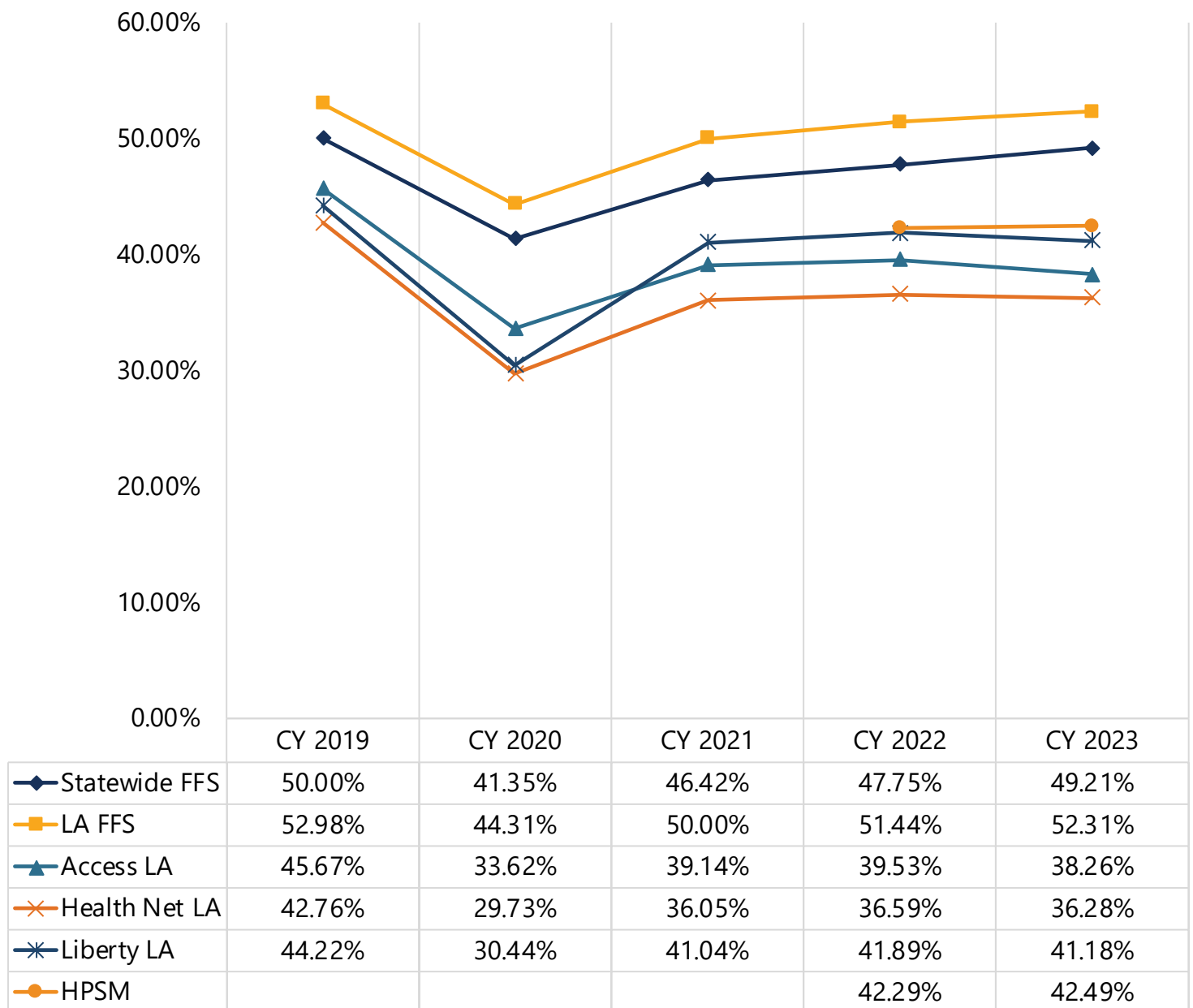
⁵ Total includes new and open cases.

Dental Utilization

Utilization in Children Ages 0-20⁶

Annual Dental Visits

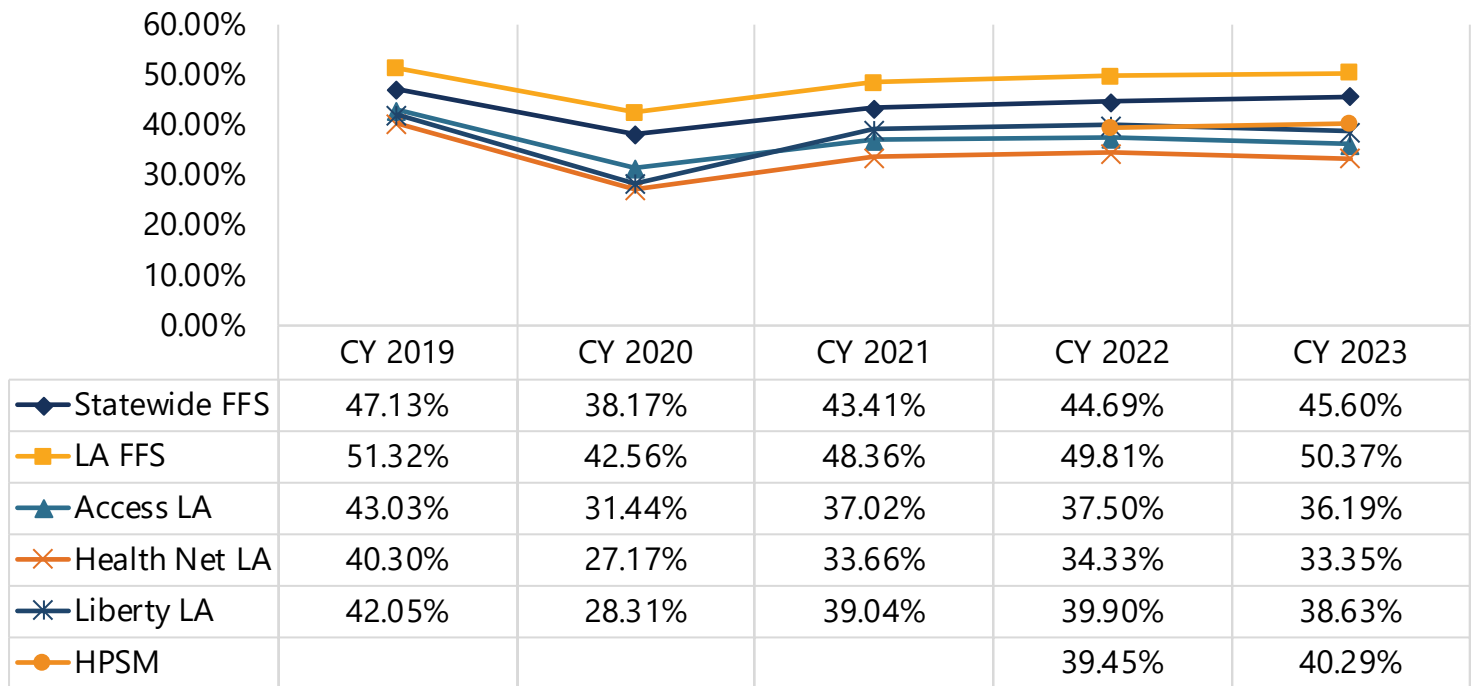
CY 2019 - CY 2023 for Eligible Members



⁶ Health Plan of San Mateo (HPSM) was effective starting CY 2022; utilization for prior years is not applicable.

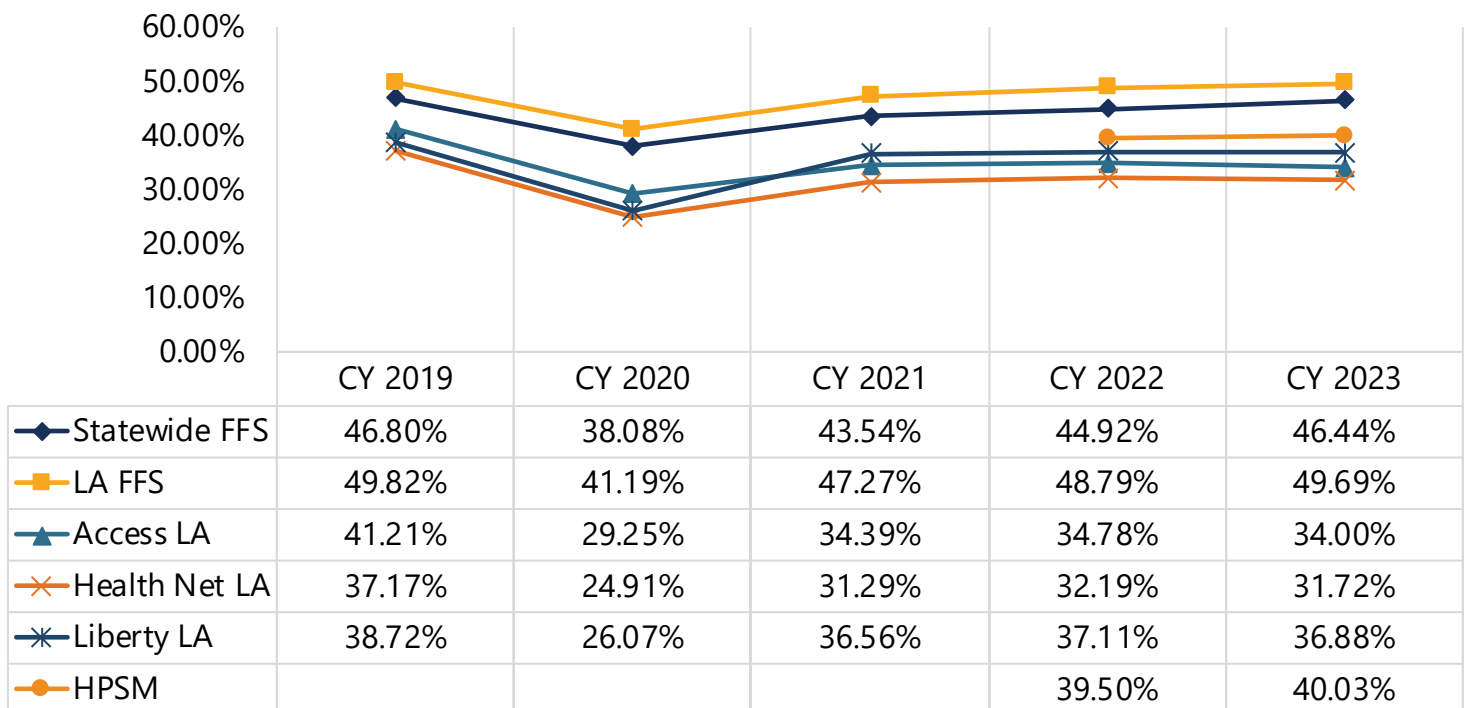
Diagnostic Services

CY 2019 - CY 2023 for Eligible Members



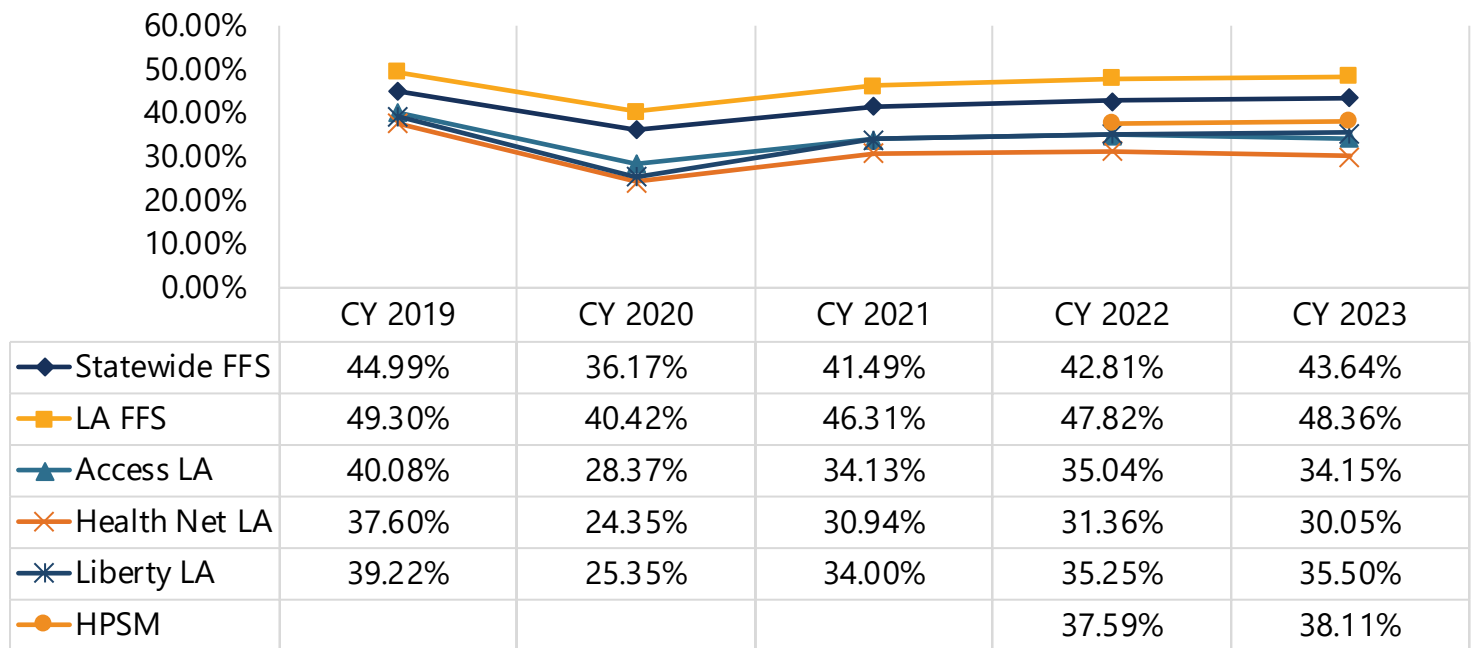
Preventive Services

CY 2019 - CY 2023 for Eligible Members



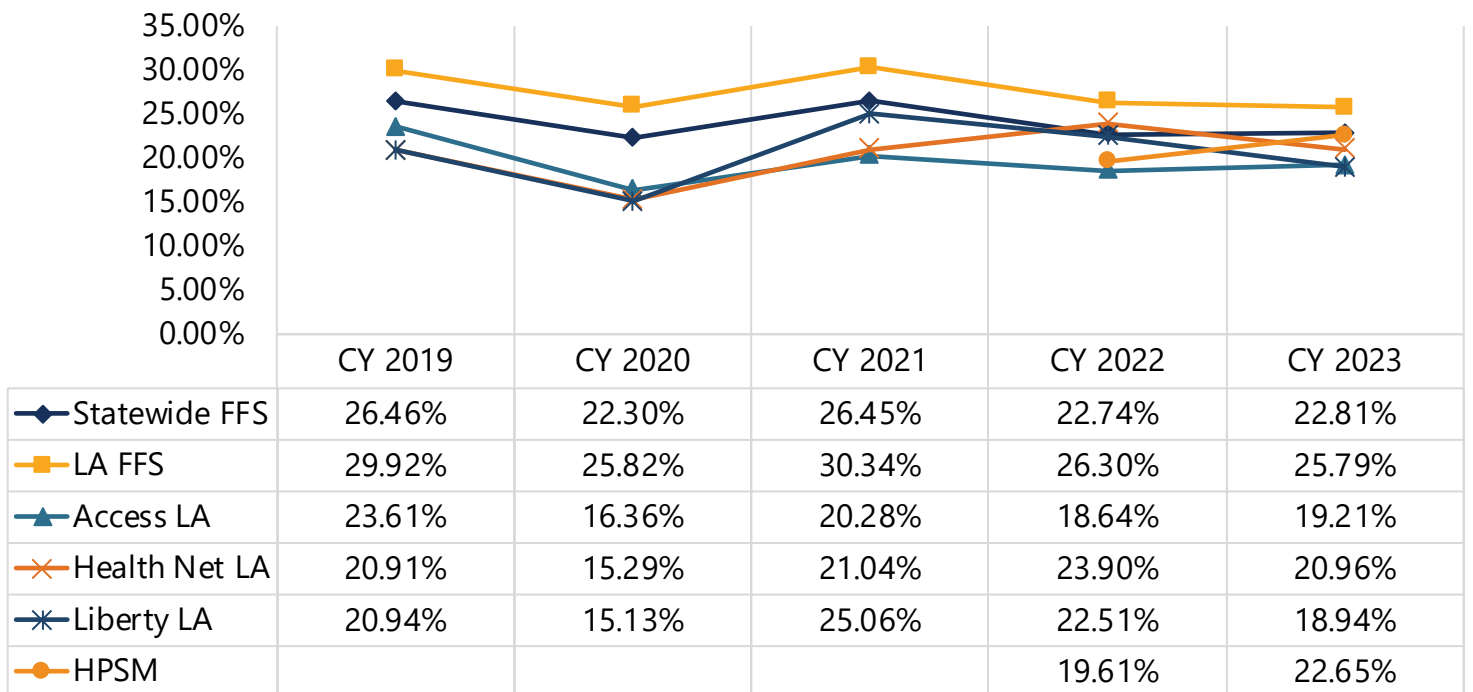
Exams

CY 2019 - CY 2023 for Eligible Members



Treatment Services

CY 2019 - CY 2023 for Eligible Members



Data Source: Tableau Dental Dashboard (connects with MIS/DSS data warehouse), including SNC encounters as of September 2024.

Top Procedures By Category In Children (Ages 0-20)

Statewide Top Procedure Counts in CY 2023⁷

Procedure	CDT	FFS	DMC	HPSM	Total
Diagnostic	D0230 ^P	9,639,731	305,473	67,819	10,013,023
Diagnostic	D0120 ^{PC}	2,243,417	123,642	25,404	2,392,463
Diagnostic	D0350 ^P	1,291,491	20,413	12,361	1,324,265
Diagnostic	D0272 ^P	1,108,853	35,375	9,208	1,153,436
Diagnostic	D0220 ^{PC}	805,803	136,545	9,637	951,985
Preventive	D1120 ^C	3,028,133	133,465	32,748	3,194,346
Preventive	D1208 ^C	2,007,079	55,459	11,425	2,073,963
Preventive	D1351 ^C	1,630,033	95,235	35,241	1,760,509
Preventive	D1206 ^C	948,949	105,367	27,004	1,081,320
Preventive	D1310	912,639	60,450	20,149	993,238
Treatment	D2392 ^P	706,191	48,547	6,511	761,249
Treatment	D7140 ^P	554,873	26,291	3,888	585,052
Treatment	D2930 ^P	524,844	24,236	2,447	551,527
Treatment	D9230 ^P	509,209	16,599	3,173	528,981
Treatment	D2391 ^P	471,929	32,230	4,840	508,999
Orthodontic	D8670 ^P	83,397	10,521	387	94,305
Orthodontic	D8680 ^P	12,120	491	12	12,623
Orthodontic	D8080 ^P	10,275	526	72	10,873
Orthodontic	D8660	*	2,244	**	3,065
Orthodontic	D8703	706	22	117	845

⁷ 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](#)

Los Angeles County Top Procedure Counts in CY 2023⁸

Procedure	CDT	FFS	DMC	Total
Diagnostic	D0230 ^P	2,963,607	68,818	3,032,425
Diagnostic	D0120 ^{PC}	700,517	35,142	735,659
Diagnostic	D0272 ^P	363,143	11,812	374,955
Diagnostic	D0350 ^P	317,195	7,861	325,056
Diagnostic	D0220 ^P	260,578	28,465	289,043
Preventive	D1120 ^C	938,851	39,706	978,557
Preventive	D1208 ^C	640,340	20,581	660,921
Preventive	D1351 ^C	553,291	26,907	580,198
Preventive	D1206 ^C	280,187	23,336	303,523
Preventive	D1310	276,373	10,486	286,859
Treatment	D2392 ^P	197,142	12,568	209,710
Treatment	D7140 ^P	172,579	4,366	176,945
Treatment	D9230 ^P	156,184	2,605	158,789
Treatment	D2150 ^P	155,360	2,440	157,800
Treatment	D2391 ^P	131,407	8,530	139,937
Orthodontic	D8670 ^P	24,540	529	25,069
Orthodontic	D8680 ^P	3,537	47	3,584
Orthodontic	D8080 ^P	3,255	46	3,301
Orthodontic	D8703	168	0	168
Orthodontic	D8704	164	0	164

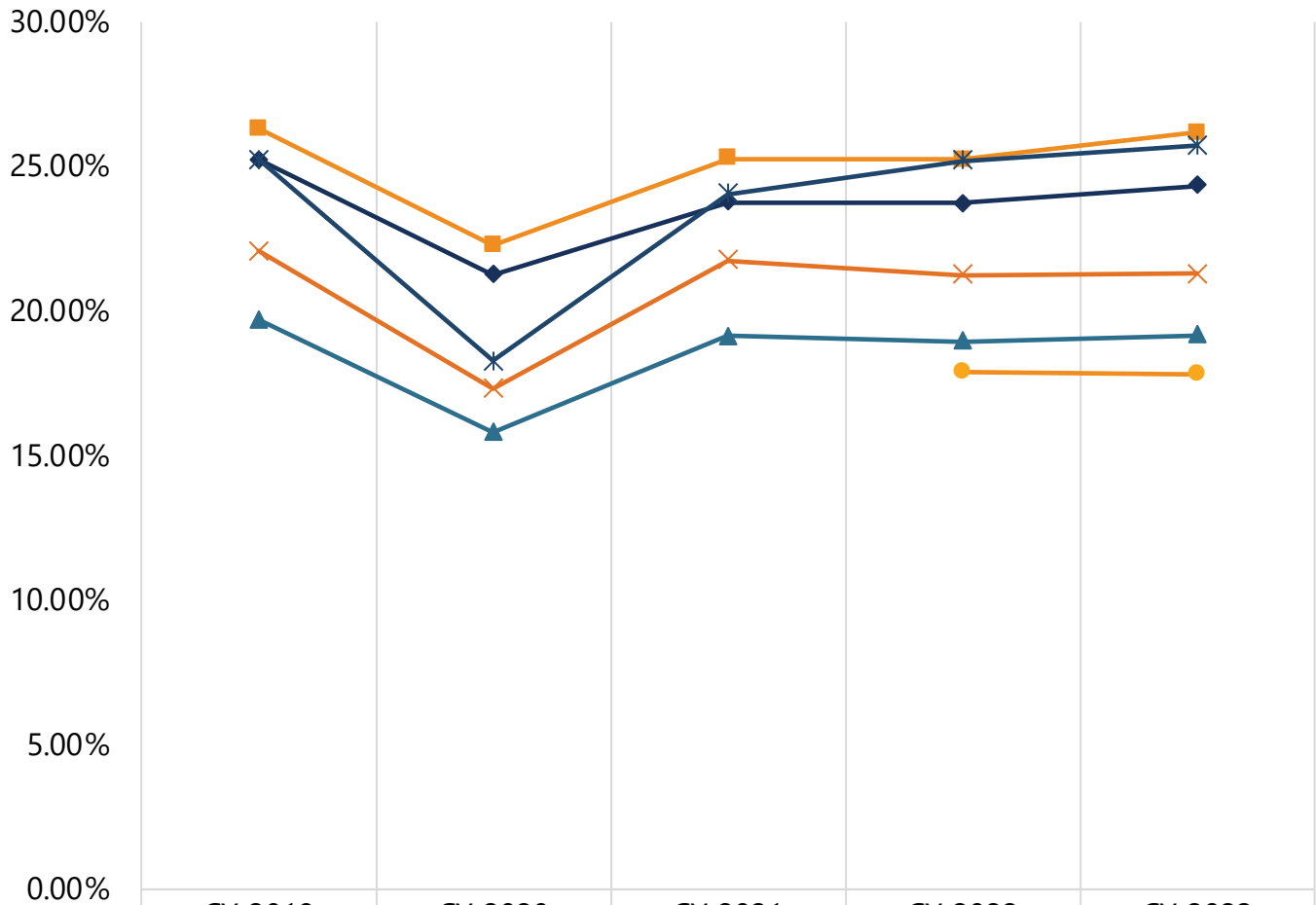
Data Source: Tableau Dental Dashboard (connects with MIS/DSS data warehouse), including SNC encounters as of September 30, 2024.

⁸ 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](#)

Utilization in Adults Ages 21 and Over⁹

Annual Dental Visits

CY 2019 - CY 2023 for Eligible Members

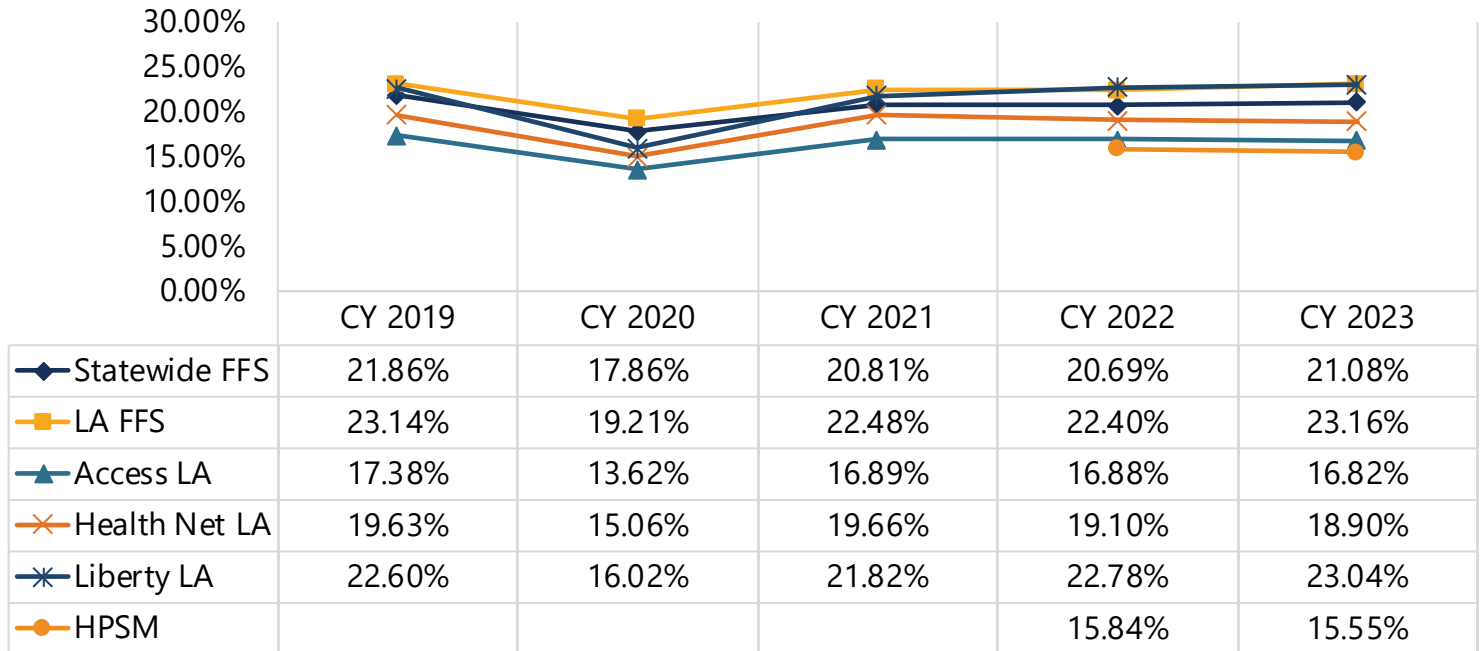


	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023
Statewide FFS	25.25%	21.25%	23.75%	23.73%	24.33%
LA FFS	26.32%	22.28%	25.26%	25.23%	26.18%
Access LA	19.71%	15.81%	19.12%	18.97%	19.16%
Health Net LA	22.09%	17.31%	21.74%	21.27%	21.27%
Liberty LA	25.23%	18.29%	24.04%	25.21%	25.73%
HPSM				17.89%	17.81%

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

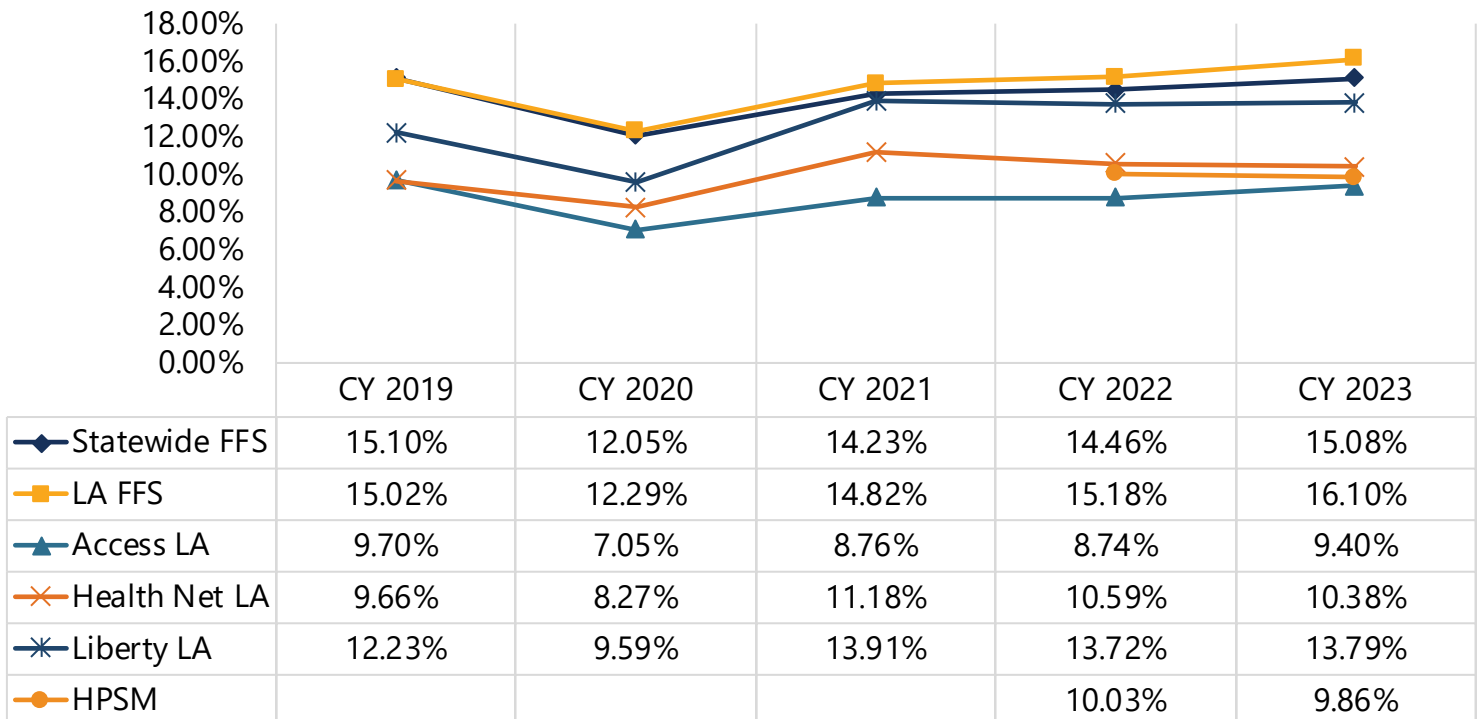
Diagnostic Services

CY 2019 - CY 2023 for Eligible Members



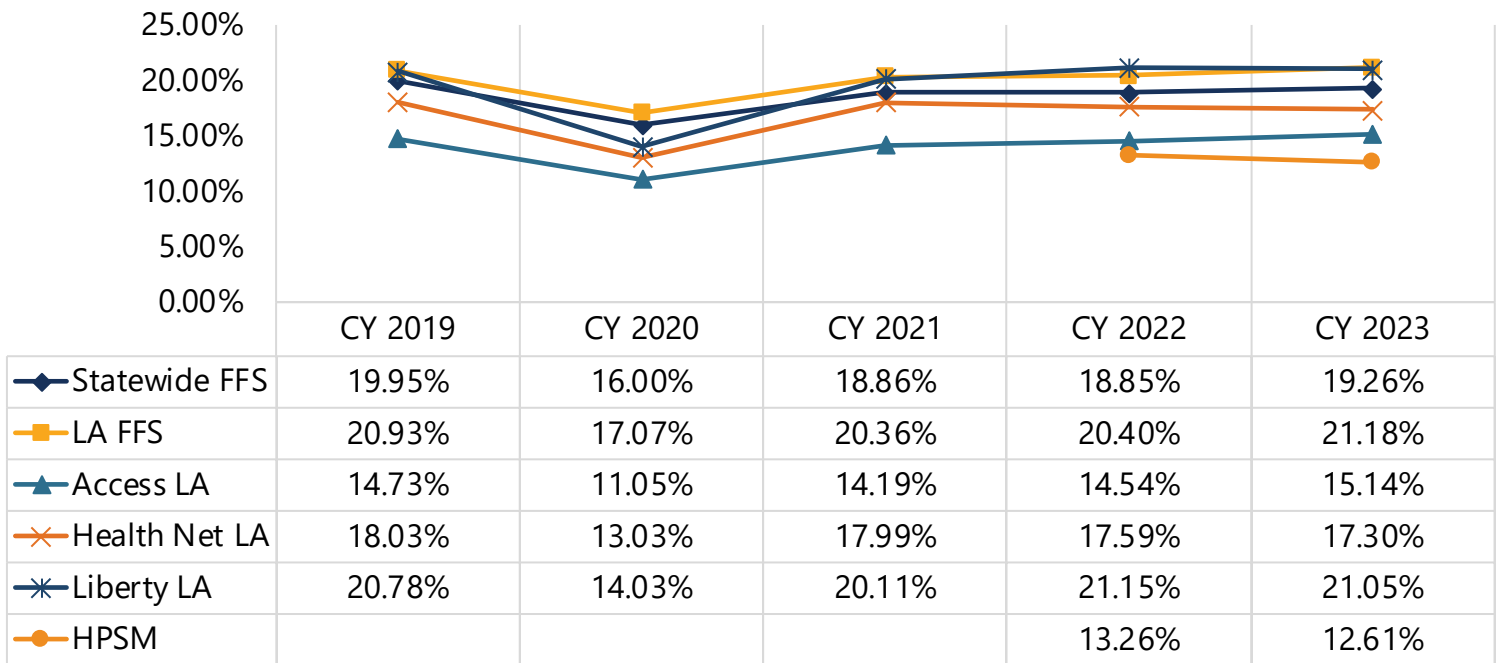
Preventive Services

CY 2019 - CY 2023 for Eligible Members



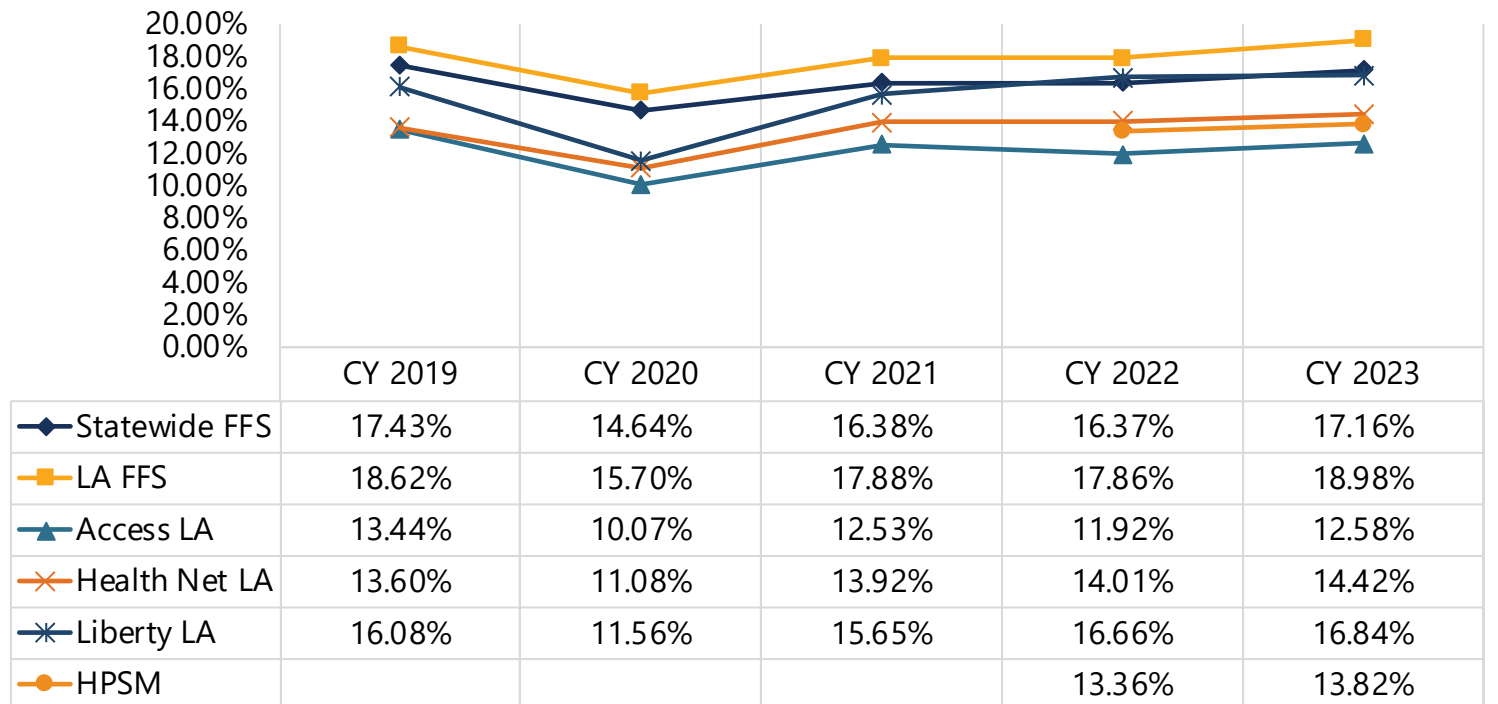
Exams

CY 2019 - CY 2023 for Eligible Members



Treatment Services

CY 2019 - CY 2023 for Eligible Members



Top Procedures By Category In Adults (Ages 21 and Over)

Statewide Top Procedure Counts in CY 2023¹⁰

Procedure	CDT	FFS	DMC	HPSM	Total
Diagnostic	D0230 ^P	3,305,845	141,712	19,360	3,466,917
Diagnostic	D0150 ^{PC}	857,559	90,246	7,593	955,398
Diagnostic	D0350 ^P	704,520	19,170	4,289	727,979
Diagnostic	D0210 ^{PC}	633,131	56,906	5,208	695,245
Diagnostic	D0120 ^{PC}	543,677	47,182	6,244	597,103
Preventive	D1110 ^P	818,048	58,599	9,858	886,505
Preventive	D1208 ^{PC}	440,812	18,994	5,256	465,062
Preventive	Z0120	421,930	57	163	422,150
Preventive	D1206 ^P	275,619	31,738	3,454	310,811
Preventive	Z0121	243,210	384	36	243,630
Treatment	D4341 ^P	822,289	58,667	12,633	893,589
Treatment	D9430 ^P	532,757	40,662	5,017	578,436
Treatment	D7210 ^P	515,445	33,217	3,540	552,202
Treatment	D2392 ^P	378,767	36,045	5,531	420,343
Treatment	D2391 ^P	351,744	30,008	5,871	387,623
Orthodontic	D8670 ^P	*	**	0	68
Orthodontic	D8660	0	0	39	39
Orthodontic	D8703	0	0	38	38
Orthodontic	D8704	0	0	38	38
Orthodontic	D8999	**	*	0	30

¹⁰ 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](#)

Los Angeles County Top Procedure Counts in CY 2023¹¹

Procedure ¹²	CDT	FFS	DMC	Total
Diagnostic	D0230 ^P	1,242,244	65,107	1,307,351
Diagnostic	D0150 ^{PC}	281,128	40,048	321,176
Diagnostic	D0210 ^{PC}	203,103	27,736	230,839
Diagnostic	D0120 ^{PC}	187,171	24,648	211,819
Diagnostic	D0350 ^P	197,717	10,898	208,615
Preventive	D1110 ^P	282,322	27,760	310,082
Preventive	D1208 ^P	155,362	11,650	167,012
Preventive	Z0120	95,638	21	95,659
Preventive	D1206 ^P	83,546	9,042	92,588
Preventive	Z0121	48,524	20	48,544
Treatment	D4341 ^a	322,072	33,186	355,258
Treatment	D9430 ^P	178,567	14,776	193,343
Treatment	D7210 ^P	153,492	12,543	166,035
Treatment	D4910 ^P	135,226	11,535	146,761
Treatment	D2392 ^P	127,380	13,577	140,957
Orthodontic	D8670 ^P	*	**	33
Orthodontic	D8999	**	*	13
Orthodontic	D8210	*	*	**
Orthodontic	D8680	*	**	*

Data Source: Tableau Dental Dashboard (connects with MIS/DSS data warehouse), including SNC encounters as of September 30, 2024.

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](#)

¹² No orthodontic services were received in Sacramento county adults.