

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

May 2026



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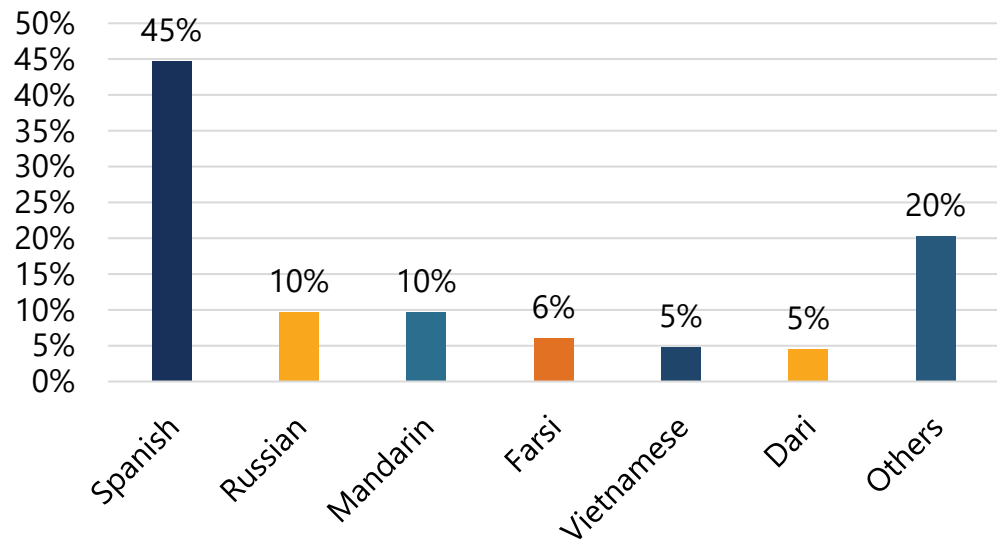
MEMBER CALL VOLUME

Statewide Fee-For-Service (FFS) Quarter 3 and Quarter 4 2025¹

245,797 - Member calls, including the Language Line Services (LLS) call volume, received from **July through September (Quarter 3) 2025** in the Fee-For-Service (FFS) delivery system.

Category	Quarter 3 2025
Language Line Services	11,487
Requested Languages	65
Calls for Top 6 Languages	80%
Calls for Other Languages	20%

Top 7 LLS Languages - FFS
Quarter 3 2025

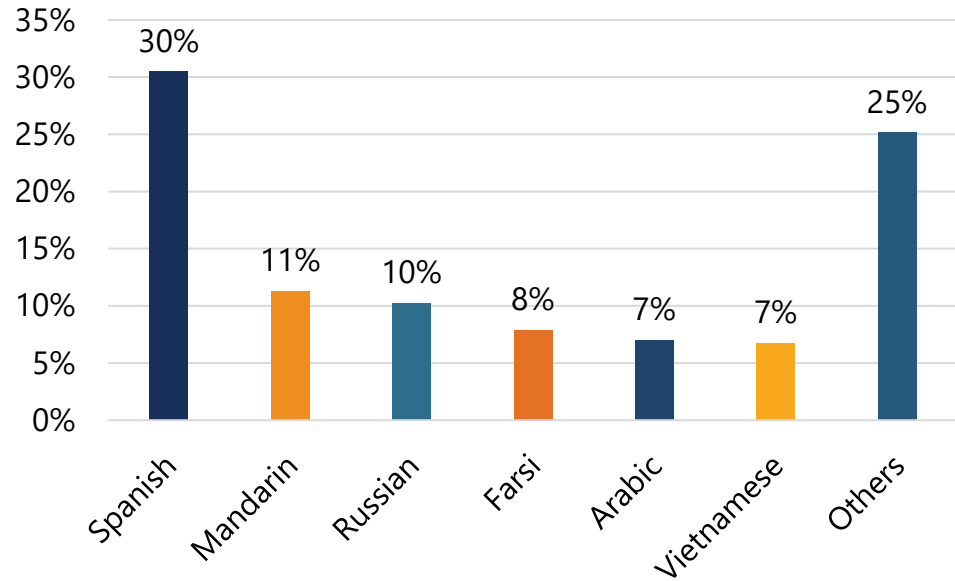


¹ Data Source: Gainwell Technologies as of April 2026.

207,444 - Member calls, including the Language Line Services (LLS) call volume, received from **October through December (Quarter 4) 2025** in the Fee-For-Service (FFS) delivery system.

Category	Quarter 4 2025
Language Line Services	7,017
Requested Languages	66
Calls for Top 6 Languages	75%
Calls for Other Languages	25%

Top 6 LLS Languages - FFS
Quarter 4 2025

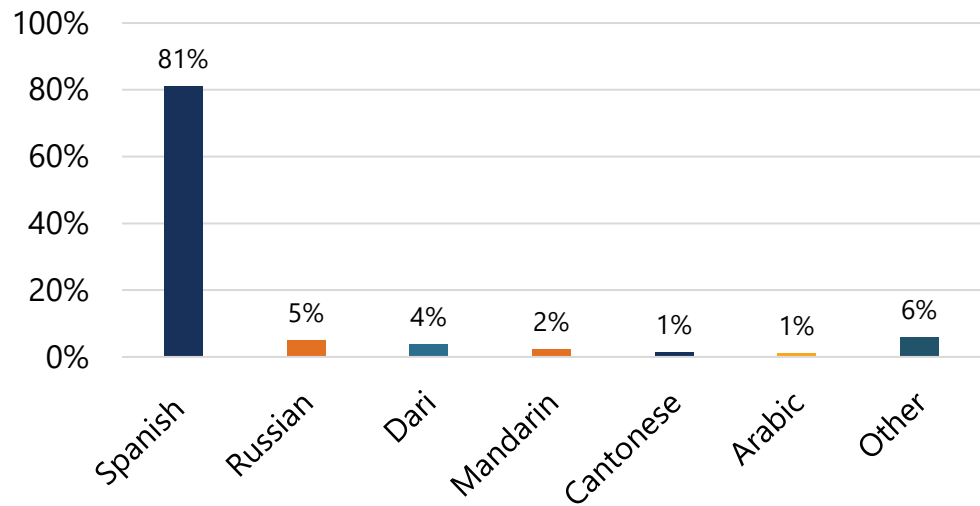


Los Angeles Prepaid Health Plan (PHP) Quarters 3 and 4² CY 2025 Combined

35,461 - Member calls received from **July through September (Quarter 3) of CY 2025** in the Los Angeles Prepaid Health Plan (PHP) delivery system.

Category	Quarter 3 2025
Language Line Services	3,702
Requested Languages	38
Calls for Top 6 Languages	93%
Calls for Other Languages	7%

Top 6 LLC Languages - PHP Los Angeles
Quarter 3 2025

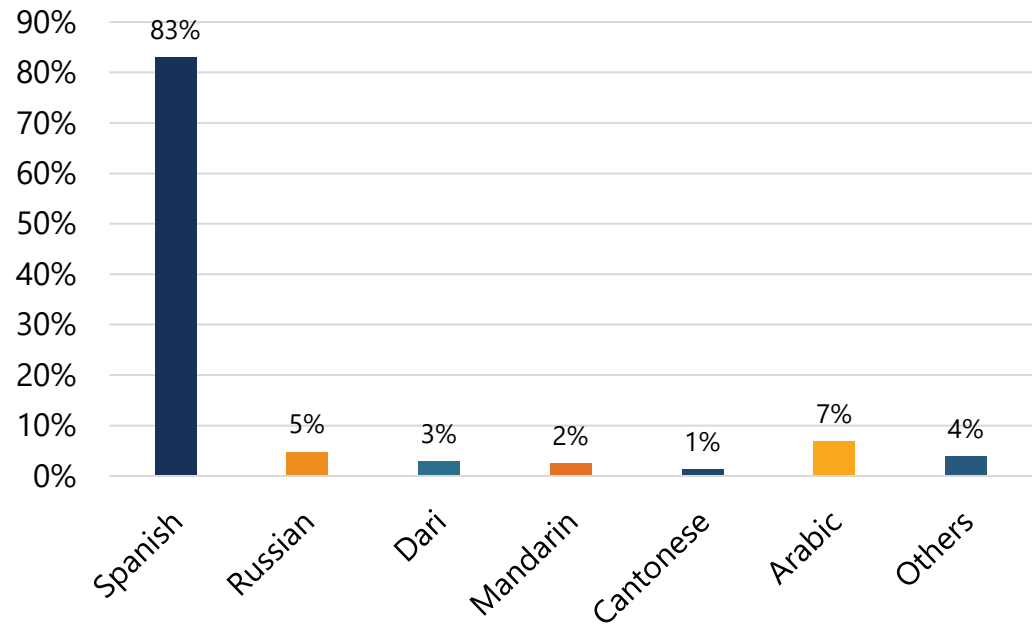


² Data Source: Call Centers and Linguistic Report from California Dental Network, Health Net Dental and Liberty Dental Plan as of April 2026.

21,721 Member calls received from **October through December (Quarter 4) of CY 2025** in the Los Angeles Prepaid Health Plan (PHP) delivery system.

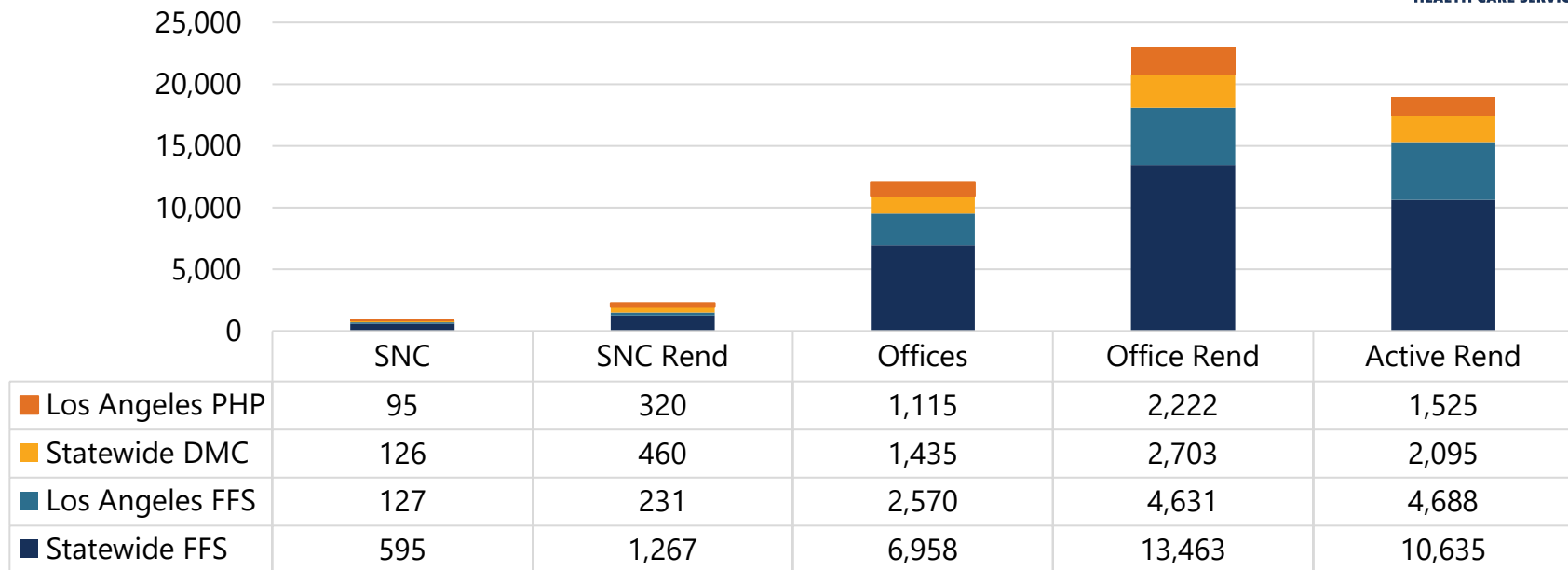
Category	Quarter 4 2025
Language Line Services	3,057
Requested Languages	43
Calls for Top 6 Languages	95%
Calls for Other Languages	5%

Top 6 LLC Languages - PHP
Quarter 4 2025



DENTAL PROVIDER DATA³

Statewide Provider Counts



³ Data Source: MIS/DSS Data Warehouse and Contractor Reports as of January 2026, 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

DENTAL CASE MANAGEMENT⁴

Delivery System	New Case Count Q3 2025	Total Q3 2025	New Case Count Q4 2025	Total⁵ Q4 2025
Statewide FFS	129	67	126	94
California Dental Network LA	11	11	9	20
Health Net LA	10	10	33	43
Liberty LA	3	75	9	84
LA FFS	21	9	19	14

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.

⁴ Data Source: Contractor Reports as of March 2026 for reporting periods July through December 2025

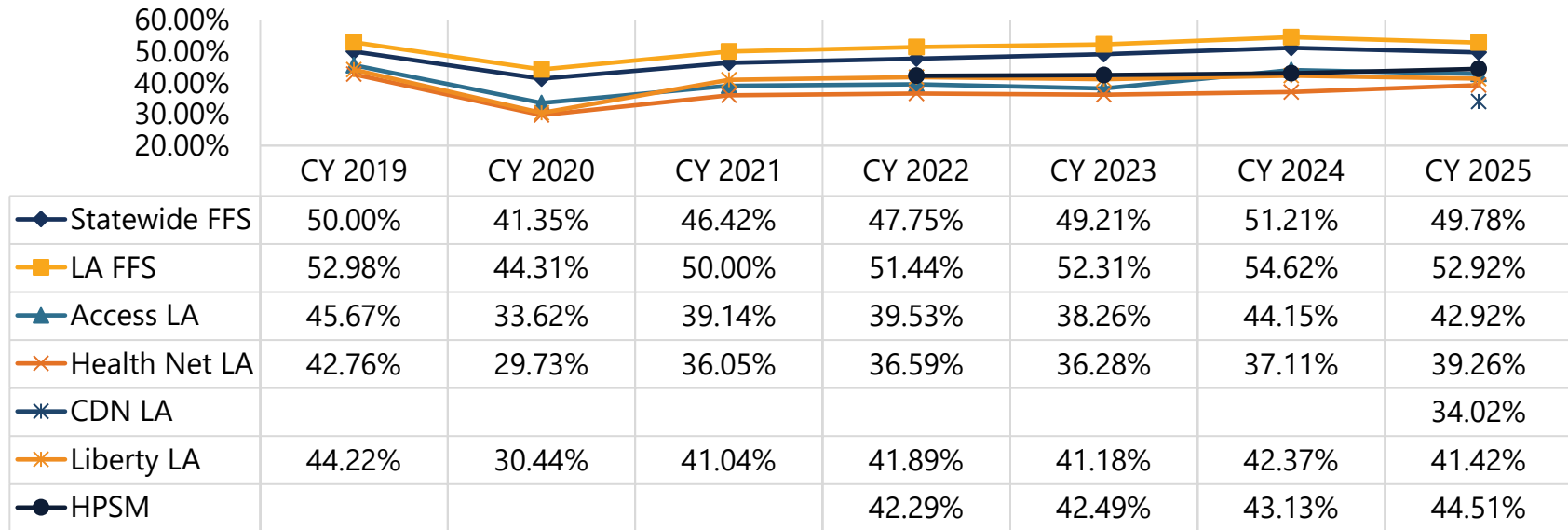
⁵ Total includes new and open cases.

DENTAL UTILIZATION⁶

Utilization⁷ in Children Ages 0-20⁸

Annual Dental Services

CY 2019 - CY 2025 for Eligible Members



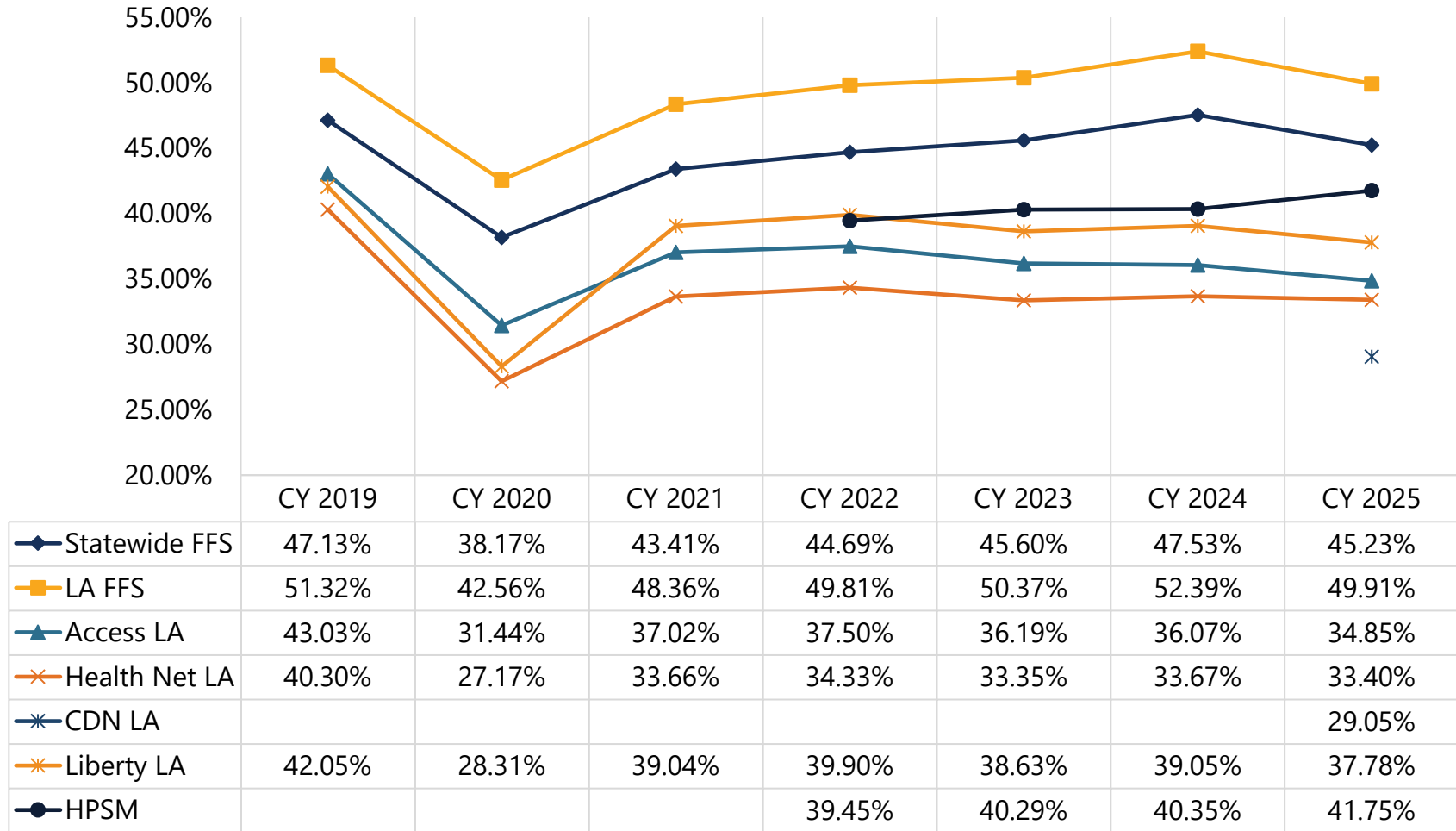
⁶ Data Source: Tableau Dental Dashboard (connects with MIS/DSS data warehouse), including SNC encounters as of April 2026.

⁷ California Dental Network (CDN) has replaced Access Dental Plan, effective July 1st, 2025. each member must have a minimum of three consecutive months of eligibility, followed by an additional three-month runout period for claims processing. As a result, January will be the first month in which CDN appears in the data. To maintain continuity and support comparative trend analysis, data from Access Dental activity from January through June will also be included.

⁸ Health Plan of San Mateo (HPSM) was effective starting CY 2022; utilization for prior years is not applicable.

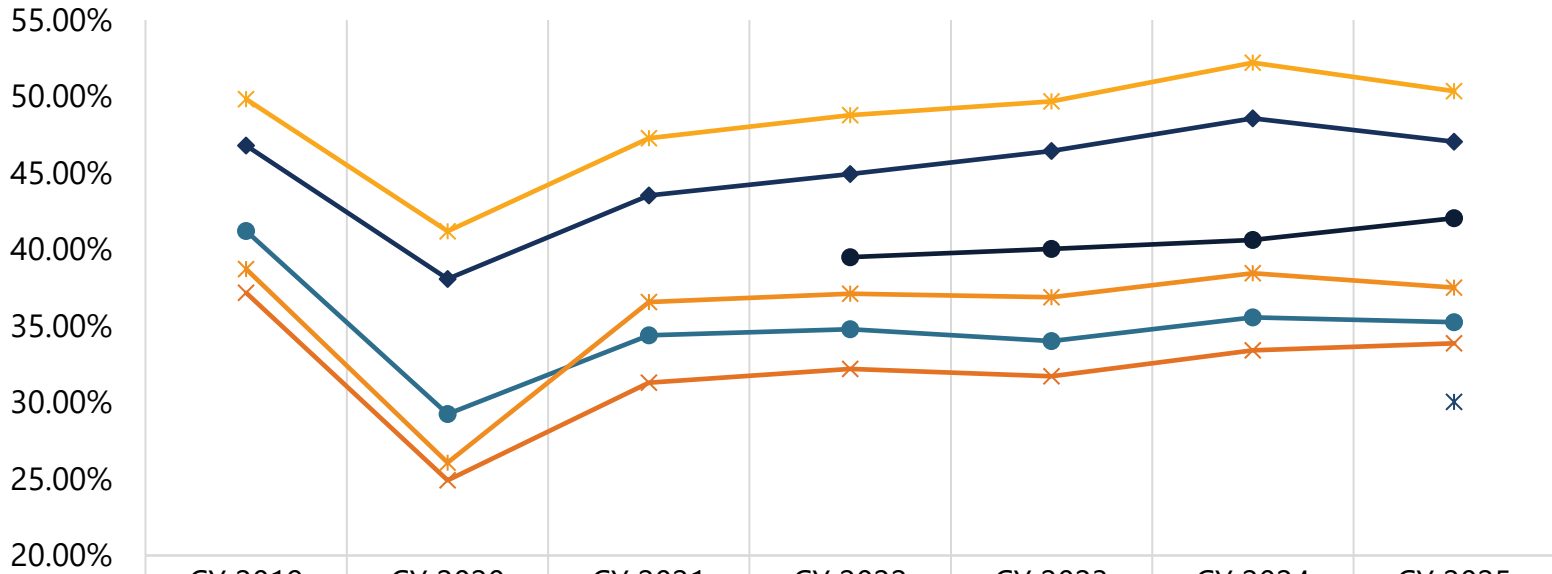
Diagnostic Services

CY 2019 - CY 2025 for Eligible Members



Preventive Services

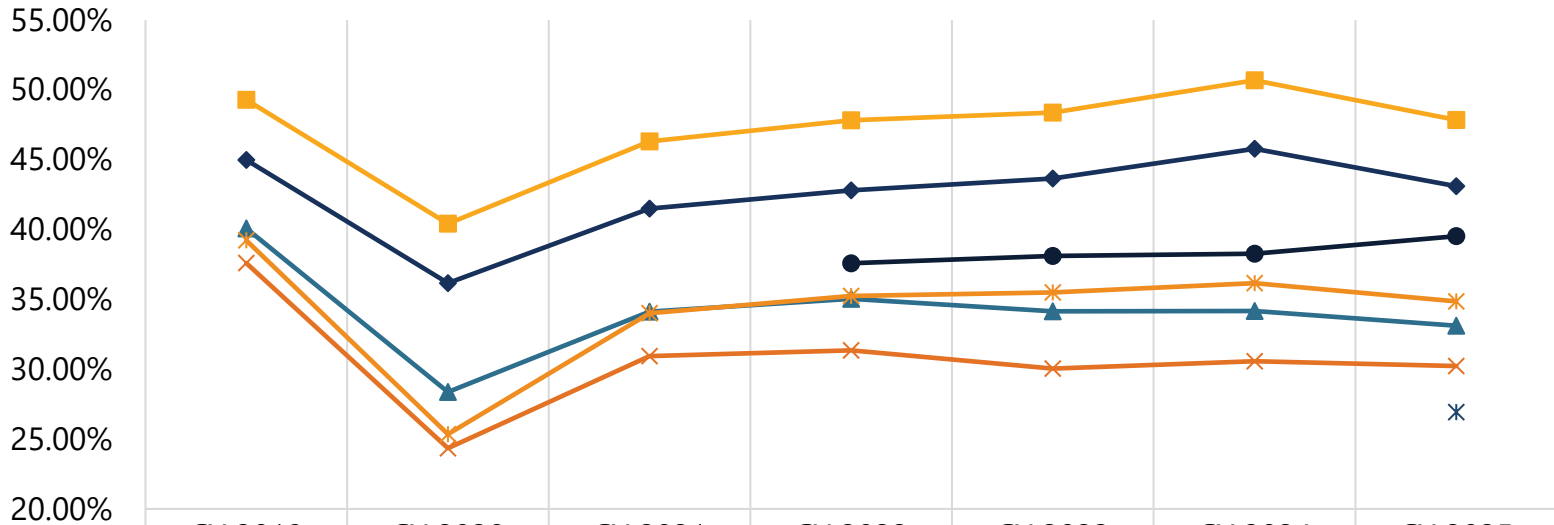
CY 2019 - CY 2025 for Eligible Members



	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024	CY 2025
◆ Statewide FFS	46.80%	38.08%	43.54%	44.92%	46.44%	48.57%	47.05%
✱ LA FFS	49.82%	41.19%	47.27%	48.79%	49.69%	52.21%	50.35%
● Access LA	41.21%	29.25%	34.39%	34.78%	34.00%	35.56%	35.26%
✱ Health Net LA	37.17%	24.91%	31.29%	32.19%	31.72%	33.41%	33.87%
✱ CDN LA							30.03%
✱ Liberty LA	38.72%	26.07%	36.56%	37.11%	36.88%	38.44%	37.50%
● HPSM				39.50%	40.03%	40.62%	42.05%

Exams

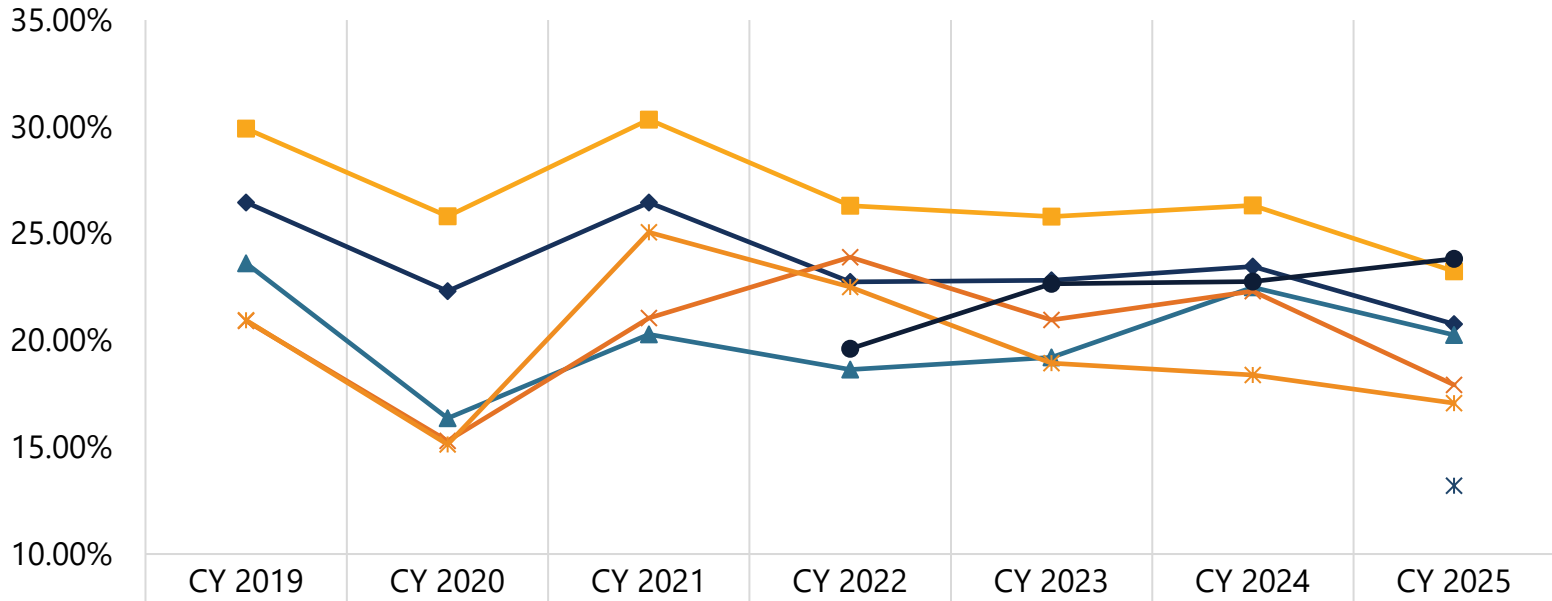
CY 2019 - CY 2025 for Eligible Members



	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024	CY 2025
◆ Statewide FFS	44.99%	36.17%	41.49%	42.81%	43.64%	45.78%	43.10%
■ LA FFS	49.30%	40.42%	46.31%	47.82%	48.36%	50.69%	47.83%
▲ Access LA	40.08%	28.37%	34.13%	35.04%	34.15%	34.18%	33.11%
✕ Health Net LA	37.60%	24.35%	30.94%	31.36%	30.05%	30.57%	30.24%
✧ CDN LA							26.93%
✧ Liberty LA	39.22%	25.35%	34.00%	35.25%	35.50%	36.16%	34.86%
● HPSM				37.59%	38.11%	38.26%	39.52%

Treatment Services

CY 2019 - CY 2025 for Eligible Members



	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024	CY 2025
Statewide FFS	26.46%	22.30%	26.45%	22.74%	22.81%	23.45%	20.76%
LA FFS	29.92%	25.82%	30.34%	26.30%	25.79%	26.33%	23.23%
Access LA	23.61%	16.36%	20.28%	18.64%	19.21%	22.49%	20.25%
Health Net LA	20.91%	15.29%	21.04%	23.90%	20.96%	22.31%	17.91%
CDN LA							13.20%
Liberty LA	20.94%	15.13%	25.06%	22.51%	18.94%	18.39%	17.06%
HPSM				19.61%	22.65%	22.75%	23.82%

TOP PROCEDURES BY CATEGORY IN CHILDREN (AGES 0-20)⁹

Statewide Top Procedure Counts in CY 2025 (Ages 0-20)¹⁰

Procedure	CDT	FFS	DMC	HPSM	Total
Diagnostic	D0230 ^P	10,199,667	307,560	63,653	10,570,880
Diagnostic	D0120 ^{PC}	2,533,579	118,200	26,578	2,678,357
Diagnostic	D0350 ^P	1,403,343	17,249	16,076	1,436,668
Diagnostic	D0272 ^P	1,076,320	31,647	8,170	1,116,137
Diagnostic	D0220 ^{PC}	874,117	125,311	11,211	1,010,639
Preventive	D1120 ^C	3,408,928	133,788	33,774	3,576,490
Preventive	D1208 ^C	1,994,921	40,716	11,806	2,047,443
Preventive	D1351 ^C	1,733,191	79,537	21,080	1,833,808
Preventive	D1206 ^C	1,332,902	108,471	29,806	1,471,179
Preventive	D1310	1,037,174	65,490	20,890	1,123,554
Treatment	D2392 ^P	777,542	41,095	8,271	826,908
Treatment	D2930 ^P	556,662	22,420	3,368	582,450
Treatment	D9230 ^P	557,980	15,982	3,178	577,140
Treatment	D7140 ^P	526,888	21,720	4,078	552,686

⁹ Data Source: Tableau Dental Dashboard (connects with MIS/DSS data warehouse), including SNC encounters as of March 30, 2026.

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.

Statewide Top Procedure Counts in CY 2025 (Ages 0-20) Continued

Procedure	CDT	FFS	DMC	HPSM	Total
Treatment	D2391 ^P	507,301	28,511	6,176	541,988
Orthodontic	D8670 ^P	83,729	7,525	2,514	93,768
Orthodontic	D8680 ^P	12,874	459	70	13,403
Orthodontic	D8080 ^P	10,623	481	556	11,660
Orthodontic	D8660	0	1,914	184	2,098
Orthodontic	D8703	1,018	*	*	1,035

Los Angeles County Top Procedure Counts in CY 2025

Procedure	CDT	FFS	DMC	Total
Diagnostic	D0230 ^P	3,079,535	23,673	3,103,208
Diagnostic	D0120 ^{PC}	749,564	11,376	760,940
Diagnostic	D0350 ^P	369,033	1,483	370,516
Diagnostic	D0272 ^P	350,724	3,555	354,279
Diagnostic	D0220 ^P	265,839	8,644	274,483
Preventive	D1120 ^C	993,400	13,201	1,006,601
Preventive	D1208 ^C	620,210	7,030	627,240
Preventive	D1351 ^C	549,362	9,688	559,050
Preventive	D1206 ^C	354,753	7,510	362,263
Preventive	D1310	294,440	3,374	297,814
Treatment	D2392 ^P	213,880	4,188	218,068
Treatment	D9230 ^P	164,241	788	165,029
Treatment	D97140 ^P	159,411	1,105	160,516
Treatment	D2391 ^P	137,855	2,646	140,501
Treatment	D2150 ^P	123,823	435	124,258
Orthodontic	D8670 ^P	24,599	162	24,761
Orthodontic	D8680 ^P	3,806	0	3,806
Orthodontic	D8080 ^P	3,263	0	3,263
Orthodontic	D8704	159	0	159
Orthodontic	D8703	159	0	159

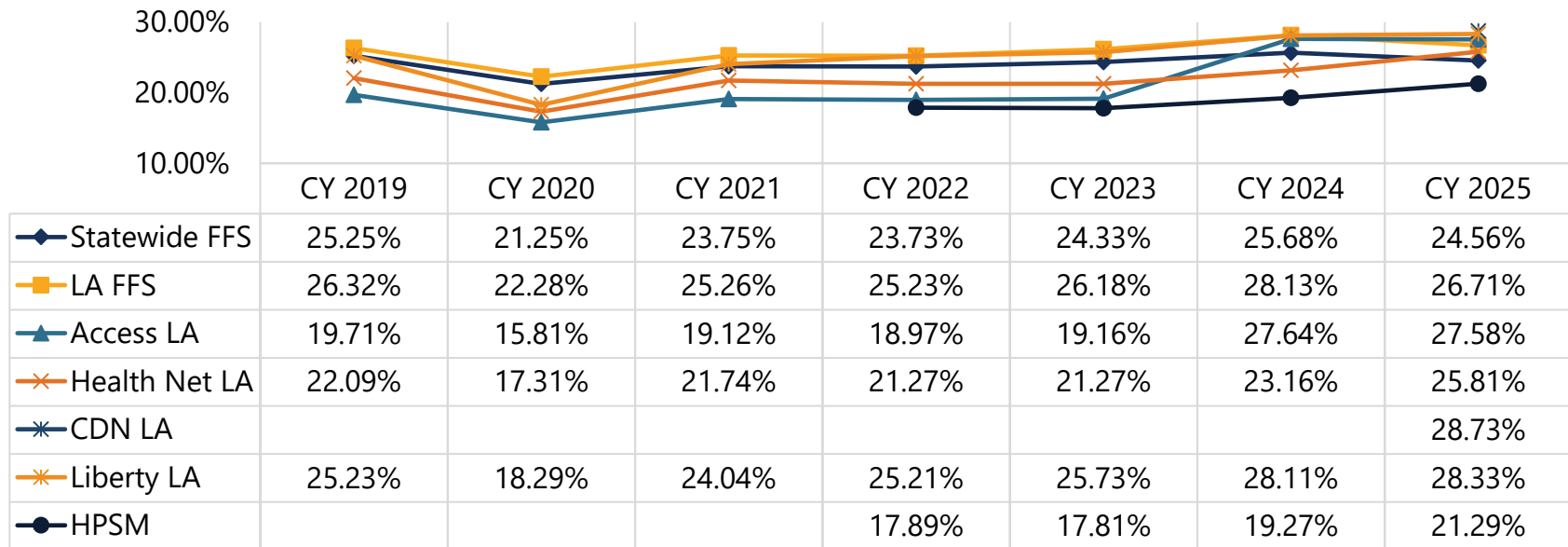
DENTAL UTILIZATION IN ADULTS AGES 21 AND OVER¹¹

Utilization¹² in Ages 21 and over¹³



Annual Dental Visits

CY 2019 - CY 2025 for Eligible Members 21+



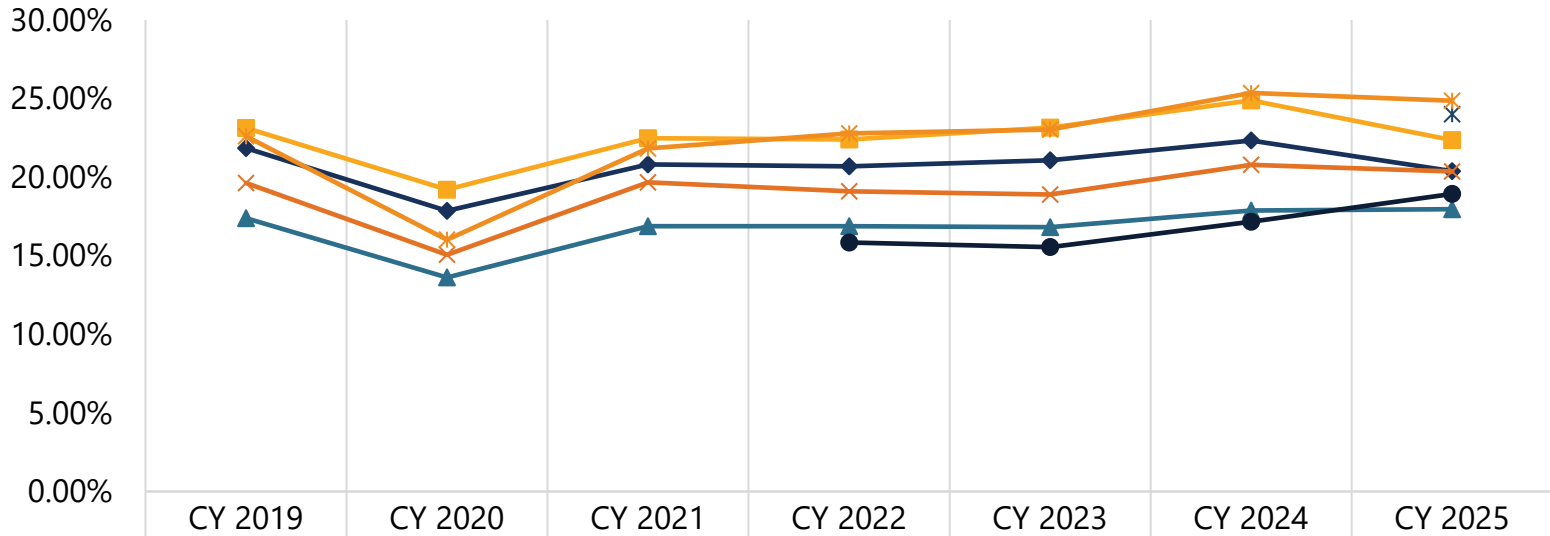
¹¹ Health Plan of San Mateo (HPSM) was effective starting CY 2022; utilization for prior years is not applicable.

¹² California Dental Network (CDN) has replaced Access Dental Plan, effective July 1st, 2025. each member must have a minimum of three consecutive months of eligibility, followed by an additional three-month runout period for claims processing. As a result, January will be the first month in which CDN appears in the data. To maintain continuity and support comparative trend analysis, data from Access Dental activity from January through June will also be included.

¹³ Data Source: Tableau Dental Dashboard (connects with MIS/DSS data warehouse), including SNC encounters as of April 2026.

Diagnostic Services

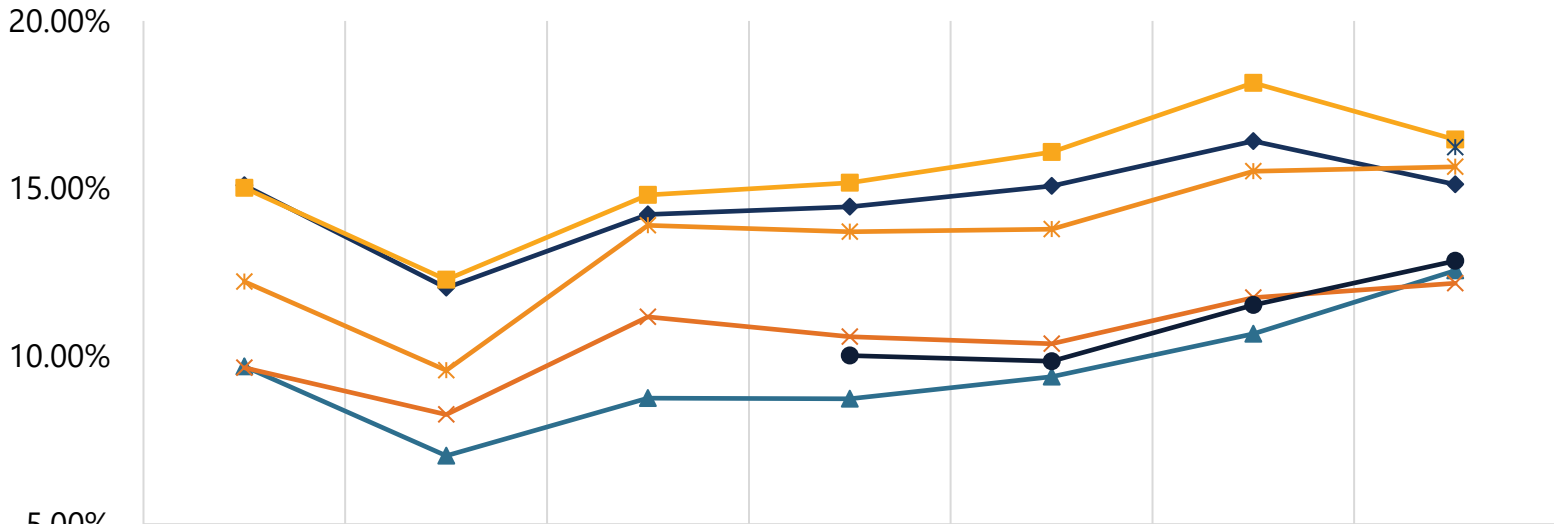
CY 2019 - CY 2025 for Eligible Members



	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024	CY 2025
◆ Statewide FFS	21.86%	17.86%	20.81%	20.69%	21.08%	22.33%	20.38%
■ LA FFS	23.14%	19.21%	22.48%	22.40%	23.16%	24.89%	22.35%
▲ Access LA	17.38%	13.62%	16.89%	16.88%	16.82%	17.87%	17.96%
× Health Net LA	19.63%	15.06%	19.66%	19.10%	18.90%	20.78%	20.36%
✱ CDN LA							24.00%
✱ Liberty LA	22.60%	16.02%	21.82%	22.78%	23.04%	25.36%	24.86%
● HPSM				15.84%	15.55%	17.17%	18.93%

Preventive Services

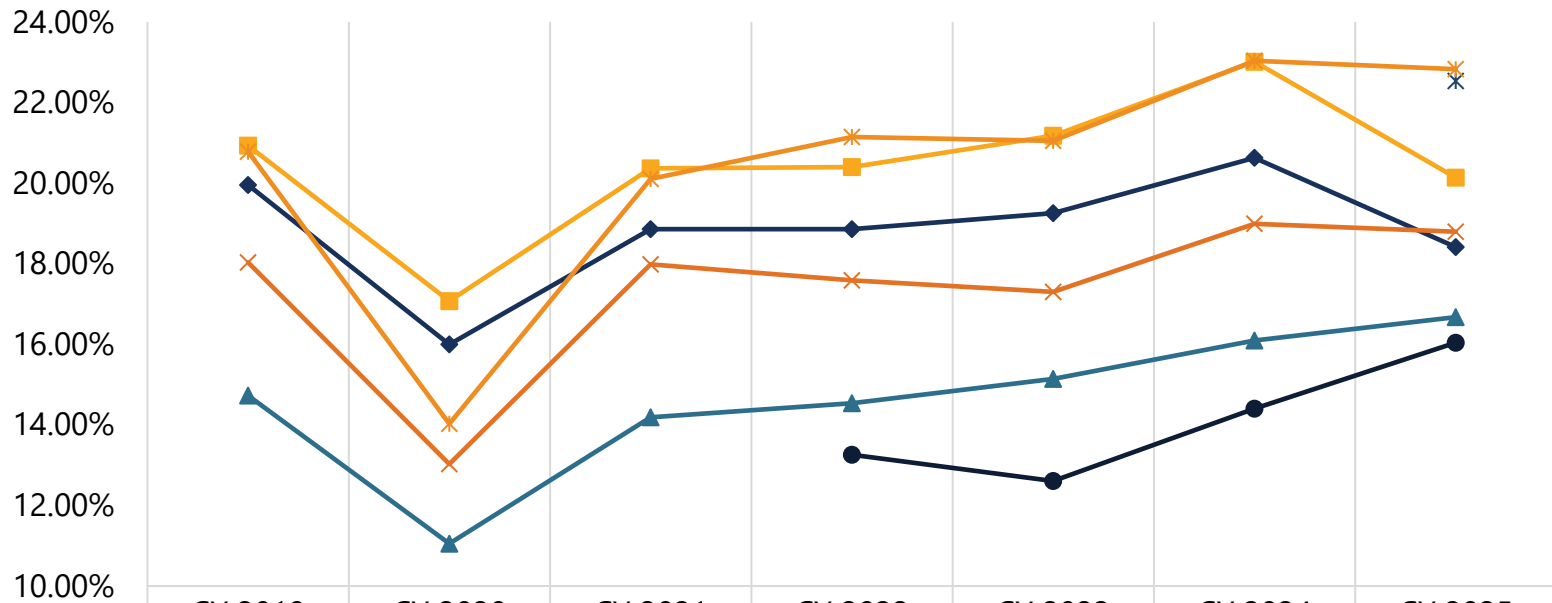
CY 2019 - CY 2025 for Eligible Members



	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024	CY 2025
◆ Statewide FFS	15.10%	12.05%	14.23%	14.46%	15.08%	16.42%	15.13%
■ LA FFS	15.02%	12.29%	14.82%	15.18%	16.10%	18.16%	16.46%
▲ Access LA	9.70%	7.05%	8.76%	8.74%	9.40%	10.68%	12.56%
✕ Health Net LA	9.66%	8.27%	11.18%	10.59%	10.38%	11.76%	12.19%
✱ CDN LA							16.24%
✱ Liberty LA	12.23%	9.59%	13.91%	13.72%	13.79%	15.52%	15.65%
● HPSM				10.03%	9.86%	11.54%	12.85%

Exams

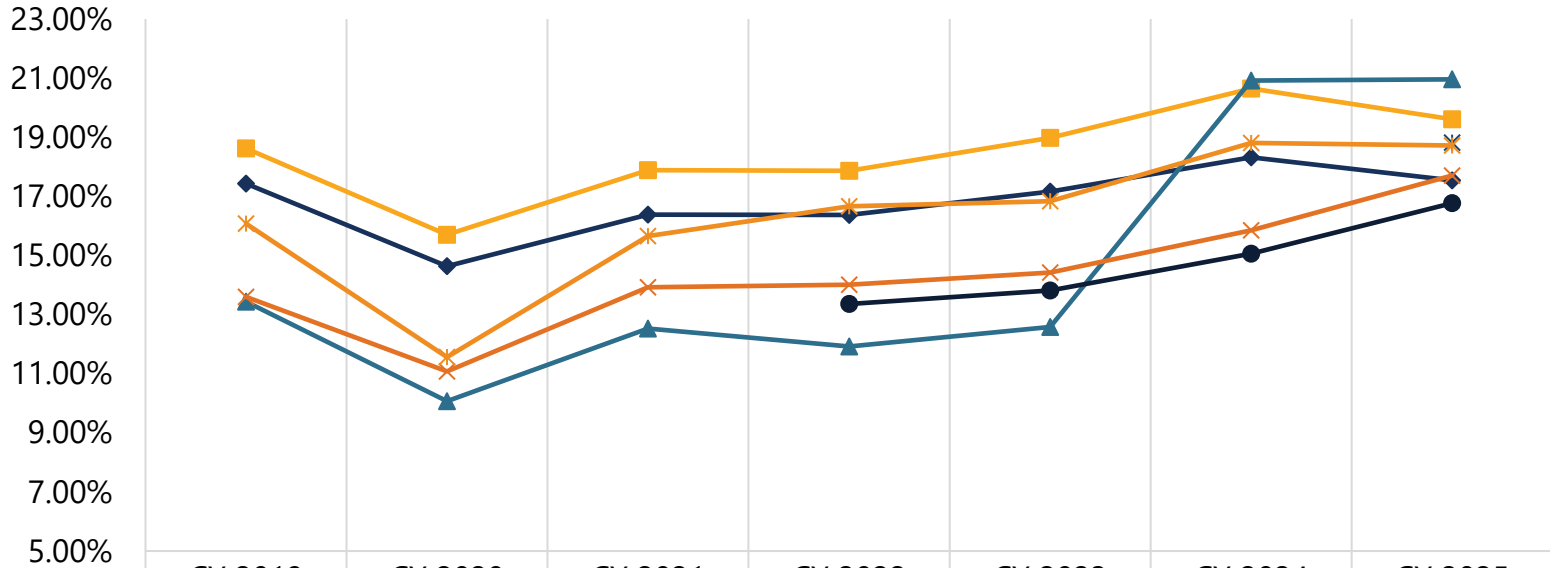
CY 2019 - CY 2025 for Eligible Members



	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024	CY 2025
◆ Statewide FFS	19.95%	16.00%	18.86%	18.85%	19.26%	20.63%	18.41%
■ LA FFS	20.93%	17.07%	20.36%	20.40%	21.18%	23.02%	20.14%
▲ Access LA	14.73%	11.05%	14.19%	14.54%	15.14%	16.10%	16.67%
✕ Health Net LA	18.03%	13.03%	17.99%	17.59%	17.30%	18.99%	18.80%
✱ CDN LA							22.54%
✱ Liberty LA	20.78%	14.03%	20.11%	21.15%	21.05%	23.04%	22.83%
● HPSM				13.26%	12.61%	14.40%	16.04%

Treatment Services

CY 2019 - CY 2025 for Eligible Members 21+



	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024	CY 2025
◆ Statewide FFS	17.43%	14.64%	16.38%	16.37%	17.16%	18.32%	17.54%
■ LA FFS	18.62%	15.70%	17.88%	17.86%	18.98%	20.65%	19.60%
▲ Access LA	13.44%	10.07%	12.53%	11.92%	12.58%	20.92%	20.96%
✕ Health Net LA	13.60%	11.08%	13.92%	14.01%	14.42%	15.85%	17.71%
✱ CDN LA							18.82%
✱ Liberty LA	16.08%	11.56%	15.65%	16.66%	16.84%	18.81%	18.72%
● HPSM				13.36%	13.82%	15.06%	16.77%

TOP PROCEDURES BY CATEGORY IN ADULTS (AGES 21 AND OVER) ¹⁴

Statewide Top Procedure Counts in CY 2025 (Ages 21 and Over) ¹⁵

Procedure	CDT	FFS	DMC	HPSM	Total
Diagnostic	D0230 ^p	4,130,426	155,429	31,839	4,317,694
Diagnostic	D0350 ^p	1,267,621	17,118	9,274	1,294,013
Diagnostic	D0150 ^{pc}	1,062,308	97,506	13,922	1,173,736
Diagnostic	D0210 ^{pc}	754,608	67,445	9,491	831,544
Diagnostic	D0120 ^{pc}	699,280	55,602	11,613	766,495
Preventive	D1110 ^p	961,822	68,788	16,685	1,047,295
Preventive	D1208 ^{pc}	503,004	21,977	8,714	533,695
Preventive	Z0120	467,140	35	44	467,219
Preventive	D1206 ^p	391,340	45,557	8,919	445,816
Preventive	Z0121	311,152	124	27	311,303

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 April 2026.

Statewide Top Procedure Counts in CY 2025 (Ages 21 and Over) Continued

Procedure	CDT	FFS	DMC	HPSM	Total
Treatment	D4341 ^P	1,194,092	57,866	24,191	1,276,149
Treatment	D9430 ^P	686,190	68,550	4,952	759,692
Treatment	D7210 ^P	661,793	28,574	7,243	697,610
Treatment	D4910 ^P	563,429	25,966	7,797	597,192
Treatment	D2392 ^P	534,164	38,461	14,448	587,073
Orthodontic	D8670 ^P	*	*	*	23
Orthodontic	D8999	15	0	0	15
Orthodontic	D8695	0	0	*	*
Orthodontic	D8660	0	0	*	*
Orthodontic	D8680	*	0	*	*

Los Angeles County Top Procedure Counts in CY 2025 (Ages 21 and Over)¹⁶

Procedure	CDT	FFS	DMC	Total
Diagnostic	D0230 ^P	1,599,976	31,684	1,631,660
Diagnostic	D0350 ^P	386,958	3,084	390,042
Diagnostic	D0150 ^{PC}	349,533	16,095	365,628
Diagnostic	D0210 ^{PC}	244,969	11,696	256,665
Diagnostic	D0120 ^{PC}	236,691	11,482	248,173
Preventive	D1110 ^P	340,174	13,397	353,571
Preventive	D1208 ^P	174,667	6,445	181,112
Preventive	D1206 ^P	134,047	5,061	139,108
Preventive	Z0120	116,779	0	116,779
Preventive	D1320	91,089	2,693	93,782
Treatment	D4341 ^a	474,383	17,367	491,750
Treatment	D9430 ^P	227,377	14,326	241,703
Treatment	D4910 ^P	223,436	7,998	231,434
Treatment	D7210 ^P	199,977	5,095	205,072
Treatment	D2392 ^P	177,770	7,478	185,248
Orthodontic	D8999	0	0	0
Orthodontic	D8670 ^P	0	0	0
Orthodontic	D8695	0	0	0
Orthodontic	D8680	0	0	0

¹⁶ Data Source: Tableau Dental Dashboard (connects with MIS/DSS data warehouse), including SNC encounters as of April 2026.