

2020 Statewide Provider Network Capacity Survey

The goal of this survey is to understand how the current provider network was affected by the restoration of adult dental services and managing the increase in the member population. The survey results provide useful information on hours of operations and population of provider offices, appointment capacity, and potential barriers for Medi-Cal dental patients to access care services. In July 2020, DHCS issued 4,743 surveys and 1,313 (28%) providers responded. In February 2021, the results were captured and are summarized below.

Type of Practice and Office Operations

- 79% of the dentists are full time general dentistry/pediatric practice, with an average of 1 dentist per office location and 94% of rendering dentists in the office serve Medi-Cal dental patients.
- Full time specialists in office: Hygienist (9 percent); Pediatric (9 percent); Orthodontics (6 percent); Oral & Maxillofacial Surgery (4 percent); Endodontics (4 percent); Periodontics (3 percent)
- Dental Offices with in-office language assistance services:
 - Spanish: 88 percent
 - Farsi: 15 percent
 - Vietnamese: 12 percent
 - Tagalog: 11 percent
 - Korean: 9 percent
 - Arabic, Hindi: 7 percent
 - Chinese 6 percent
 - Russian: 5 percent
 - Mandarin: 3 percent
 - Punjabi, French, Cantonese, Gujarati: 2 percent

Office Demographics & Special Needs

Office Appointment Availability

- 96% responded that the average wait time for a non-urgent appointment is less than 1 week with a maximum of 3 weeks.
- 97% are able to accept an urgent, same day appointment.
- 92% are accepting new Medi-Cal patients.

General Anesthesia (GA)

- On average, offices responding to this survey do *not* have the ability to provide general anesthesia
 - 83% do not provide to children ages 20 and under.
 - 89% do not provide to adults ages 21 and over.

Special Needs

- 82% responded that the office has the ability to provide services to pregnant patients and those with special needs.

Children & Adults

Children

- 80% are currently accepting new children on Medi-Cal.
- Provider see approximately 33 children on average each week; of those, 20 are on Medi-Cal.
- 27% of children seen in the dental office receive general anesthesia.
- 44% of providers responded a wait time for procedures requiring general anesthesia is greater than 3 weeks.

Adults

- 92% are currently accepting new adults on Medi-Cal.
- Providers see approximately 80 adults on average each week; of those, 19 are on Medi-Cal.
- 37% of adults seen in the dental office receive general anesthesia.
- 32% of providers responded a wait time for procedures requiring general anesthesia is greater than 3 weeks.