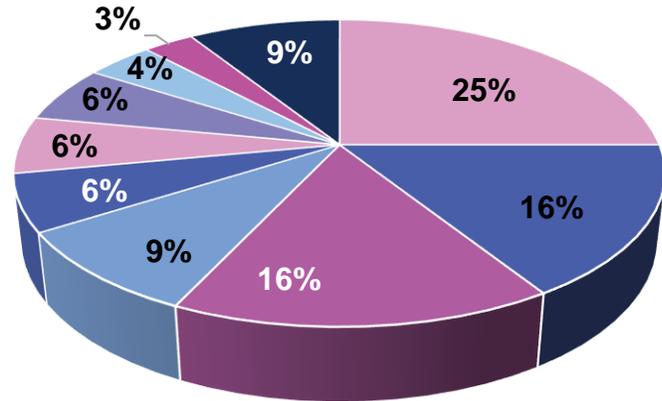


Language Line Service (LLS) Call Volume

3,922 LLS calls

- 36 languages requested
- 91% of LLS calls are comprised of nine languages as shown in the pie chart
- 9% are comprised of other languages.



138,640 - member calls received from January 2023 to March 2023 in the fee-for-service (FFS) delivery system.

- 115,565 (83.4%) English calls
- 23,075 (16.6%) Spanish calls were handled in house by the dental Administrative Services Organization (ASO).

- Spanish (25%)
- Mandarin (16%)
- Farsi (6%)
- Cantonese (6%)
- Armenian (3%)
- Russian (16%)
- Vietnamese (9%)
- Arabic (6%)
- Korean (4%)
- Others (9%)

Statewide Provider Data

Delivery System	SNCs ¹	SNC Rend ²	Offices ³	Office Rend ³	Active Rend ⁴
FFS	558	534	6,062	12,154	9,959
DMC	136	392	1,330	2,386	1,675

Rend = Rendering Providers

Data Source: DHCS provider data as of February 2023, excluding the Health Plan of San Mateo (HPSM). Duplication may exist in rendering providers serving in safety net clinics (SNC) and offices and also between the FFS and dental managed care (DMC) delivery systems.

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.

Los Angeles County Provider Data

Delivery System	SNCs ¹	SNC Rend ²	Offices ³	Office Rend ³	Active Rend ⁴
FFS	125	91	2,265	4,141	4,120
DMC	102	301	1,160	1,962	1,308

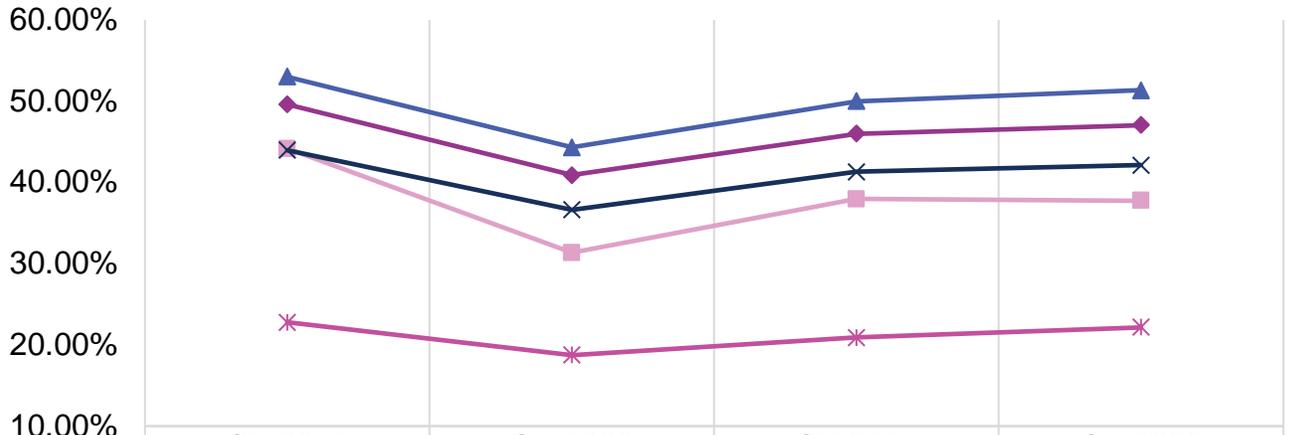
2. SNC rendering providers in FFS are reported from Provider Application and Validation for Enrollment (PAVE); DMC is based on the enrollment reports from plans.
3. Network data based on enrollment reported by the dental ASO and DMC plans.
4. Unduplicated active rendering providers between SNCs and offices within the delivery system who have billed at least one service within the last two years.

Dental FFS Case Management in all counties – January 2023 to March 2023

New Case Count	Open	Closed
14	13	1

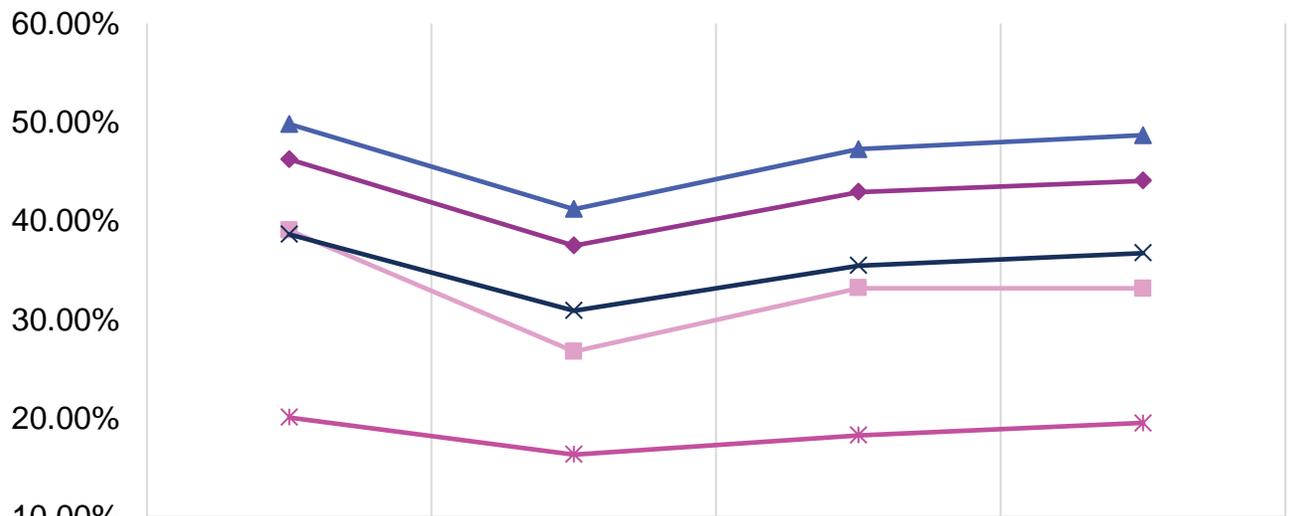
Utilization in Ages 0-20

Annual Dental Visits



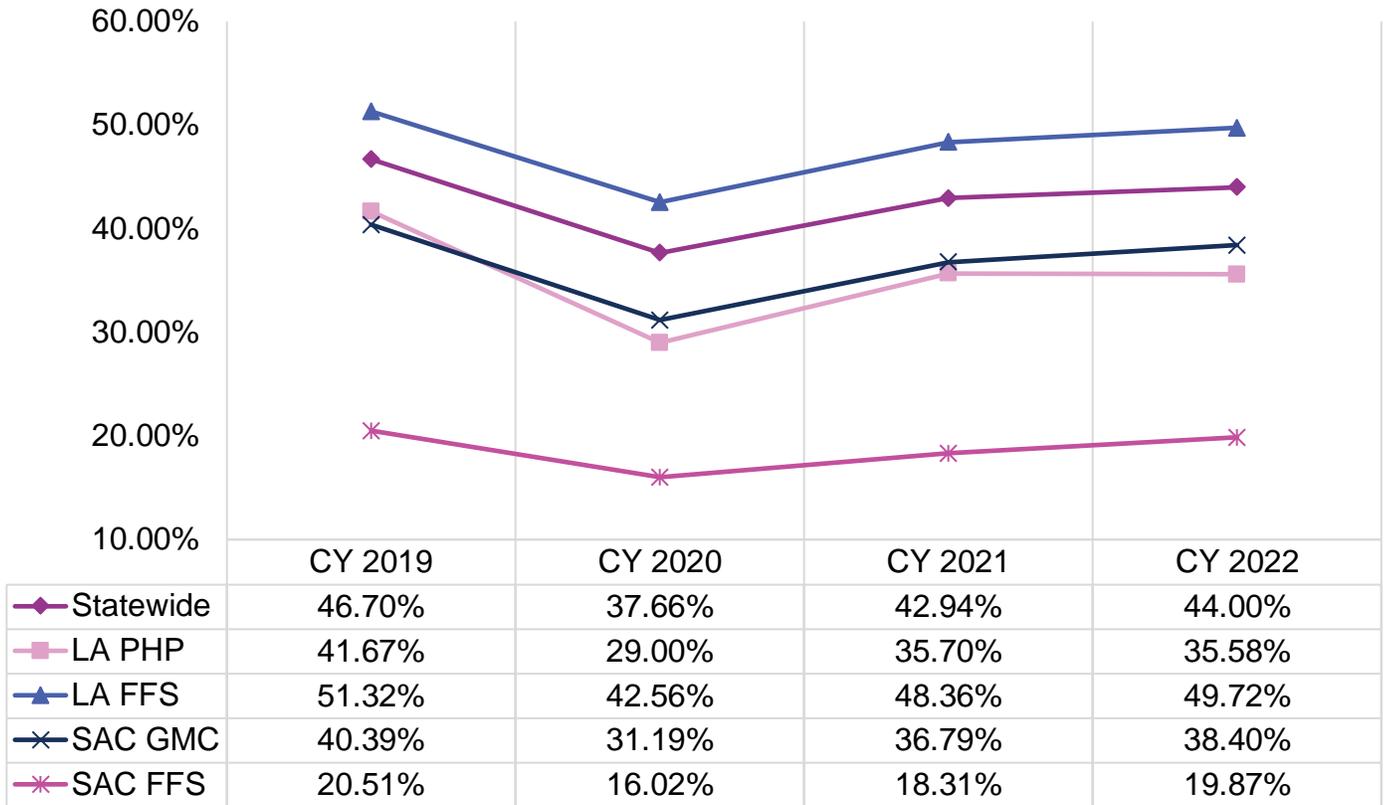
	CY 2019	CY 2020	CY 2021	CY 2022
Statewide	49.59%	40.90%	45.99%	47.04%
LA PHP	44.16%	31.35%	37.93%	37.73%
LA FFS	52.98%	44.31%	50.00%	51.33%
SAC GMC	43.95%	36.61%	41.31%	42.10%
SAC FFS	22.78%	18.73%	20.88%	22.18%

Preventive Services

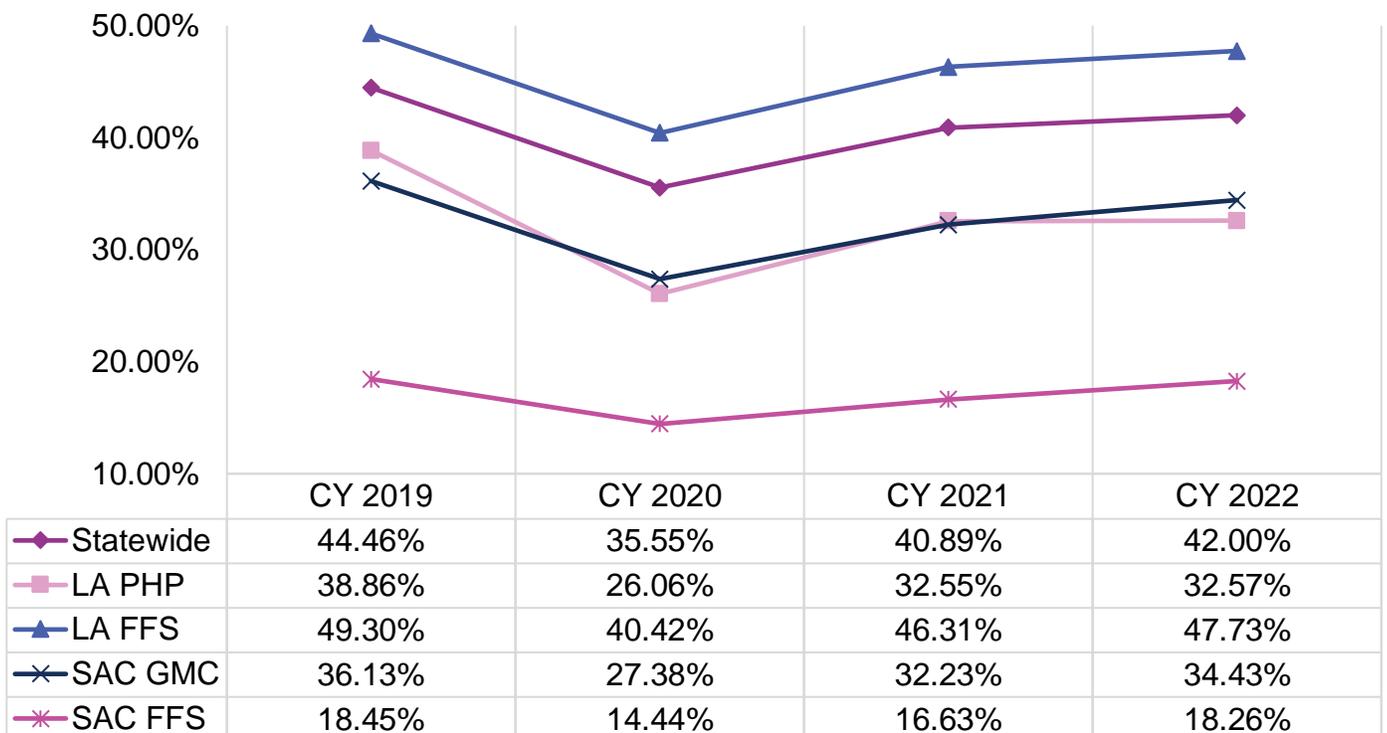


	CY 2019	CY 2020	CY 2021	CY 2022
Statewide	46.25%	37.50%	42.94%	44.07%
LA PHP	39.05%	26.77%	33.21%	33.17%
LA FFS	49.82%	41.19%	47.26%	48.68%
SAC GMC	38.64%	30.90%	35.48%	36.76%
SAC FFS	20.08%	16.32%	18.27%	19.53%

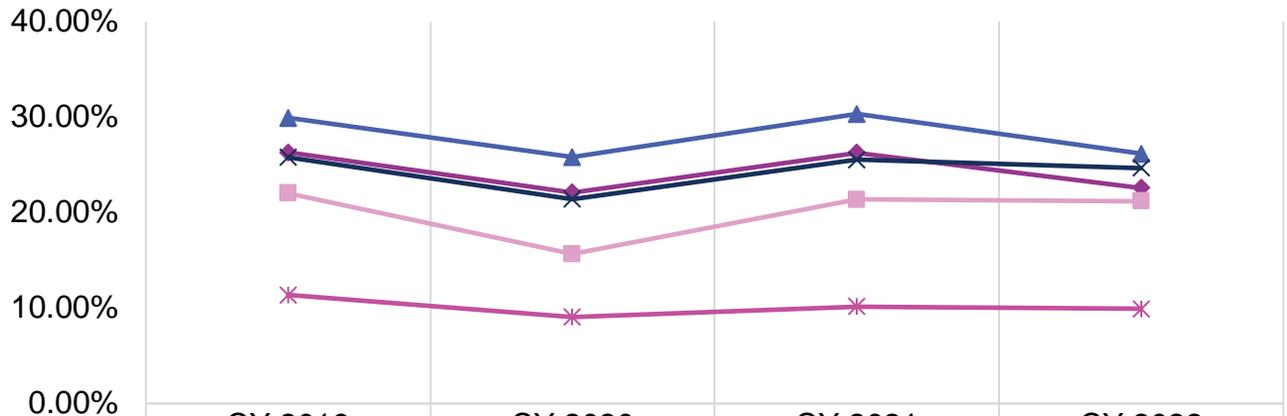
Diagnostic Services



Exams



Treatment Services



	CY 2019	CY 2020	CY 2021	CY 2022
◆ Statewide	26.31%	22.09%	26.28%	22.59%
■ LA PHP	22.02%	15.67%	21.36%	21.18%
▲ LA FFS	29.92%	25.82%	30.34%	26.15%
✕ SAC GMC	25.79%	21.40%	25.53%	24.66%
✱ SAC FFS	11.38%	9.06%	10.15%	9.92%

Data Source: DHCS Data Warehouse, including SNC encounters as of April 2023. Please refer to the [High Level](#), [FFS](#), and [DMC](#) performance measures on the Medi-Cal Dental website for definitions and denominators for CY 2019 - CY 2022.

Statewide Top Procedure Counts*: Ages 0-20 in CY 2022

Procedure	CDT	FFS	DMC	Total
Diagnostic	D0230 ^P	8,806,319	305,204	9,111,523
Diagnostic	D0120 ^{PC}	2,078,583	132,602	2,211,185
Diagnostic	D0350 ^P	1,247,424	25,322	1,272,746
Diagnostic	D0272 ^P	1,081,336	42,085	1,123,421
Diagnostic	D0220 ^P	749,234	123,438	872,672
Preventive	D1120 ^C	2,823,924	157,085	2,981,009
Preventive	D1208 ^C	1,898,506	69,760	1,968,266
Preventive	D1351 ^C	1,640,402	104,974	1,745,376
Preventive	D1206 ^C	861,453	107,797	969,250
Preventive	D1310	810,586	62,891	873,477
Treatment	D2392 ^P	620,916	47,886	668,802
Treatment	D7140 ^P	542,176	26,203	568,379
Treatment	D2930 ^P	503,009	19,772	522,781
Treatment	D9230 ^P	455,863	15,929	471,792
Treatment	D2391 ^P	426,770	33,718	460,488
Orthodontic	D8670 ^P	78,312	7,151	85,463
Orthodontic	D8680 ^P	12,152	468	12,620
Orthodontic	D8080 ^P	9,906	361	10,267
Orthodontic	D8660	0	2,048	2,048
Orthodontic	D8703	740	17	757

LA County Top Procedure Counts: Ages 0-20 in CY 2022

Procedure	CDT	FFS	DMC	Total
Diagnostic	D0230 ^p	2,757,582	56,378	2,813,960
Diagnostic	D0120 ^{pc}	683,664	36,462	720,126
Diagnostic	D0272 ^p	372,092	12,477	384,569
Diagnostic	D0350 ^p	295,108	4,045	299,153
Diagnostic	D0220 ^p	249,597	25,187	274,784
Preventive	D1120 ^c	907,505	39,755	947,260
Preventive	D1208 ^c	602,908	20,747	623,655
Preventive	D1351 ^c	581,790	25,834	607,624
Preventive	D1206 ^c	286,061	25,151	311,212
Preventive	D1310	255,268	11,989	267,257
Treatment	D2392 ^p	175,360	11,833	187,193
Treatment	D2150 ^p	180,526	2,879	183,405
Treatment	D7140 ^p	173,563	4,630	178,193
Treatment	D9230 ^p	142,514	2,406	144,920
Treatment	D2391 ^p	122,014	7,716	129,730
Orthodontic	D8670 ^p	23,523	348	23,871
Orthodontic	D8680 ^p	4,000	19	4,019
Orthodontic	D8080 ^p	3,081	28	3,109
Orthodontic	D8704	**	*	199
Orthodontic	D8703	**	*	194

Source: DHCS Data Warehouse queried on April 5, 2023. CY 2022 data is subjected to change as more claims are received.

Procedure counts from FFS, DMC and HPSM including SNC encounters.

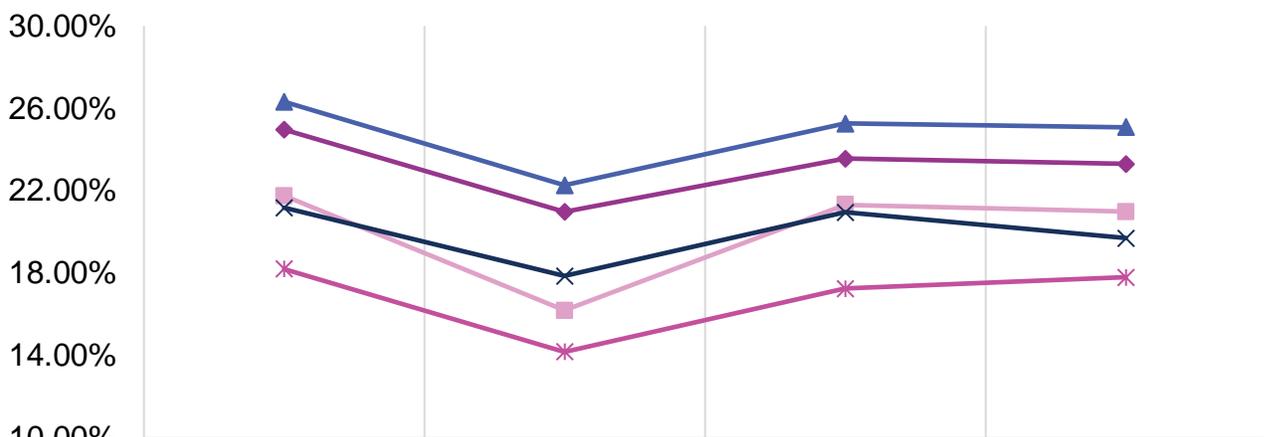
* Cells suppressed for numbers less than 11.

** Suppressed for complementary cells.

Annotation code “p” refers to Proposition 56 dental codes and “c” are the CalAIM dental codes.

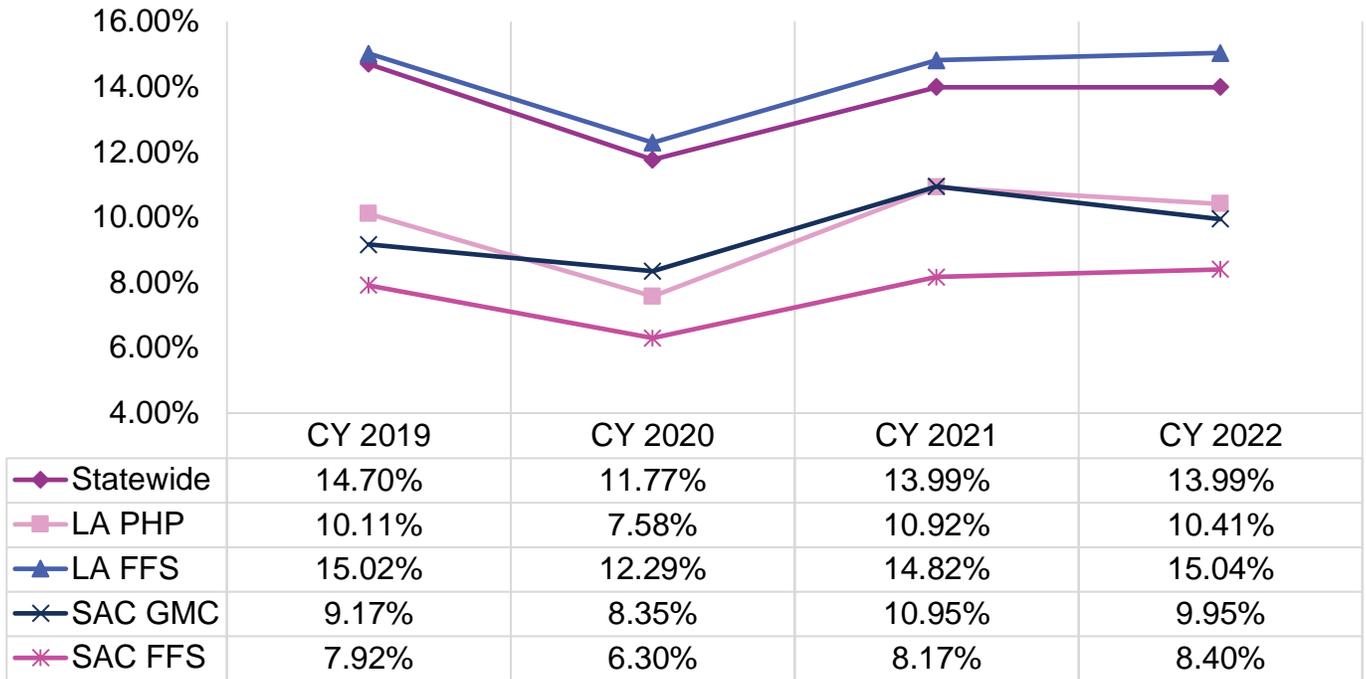
Utilization in Ages 21+

Annual Dental Visits

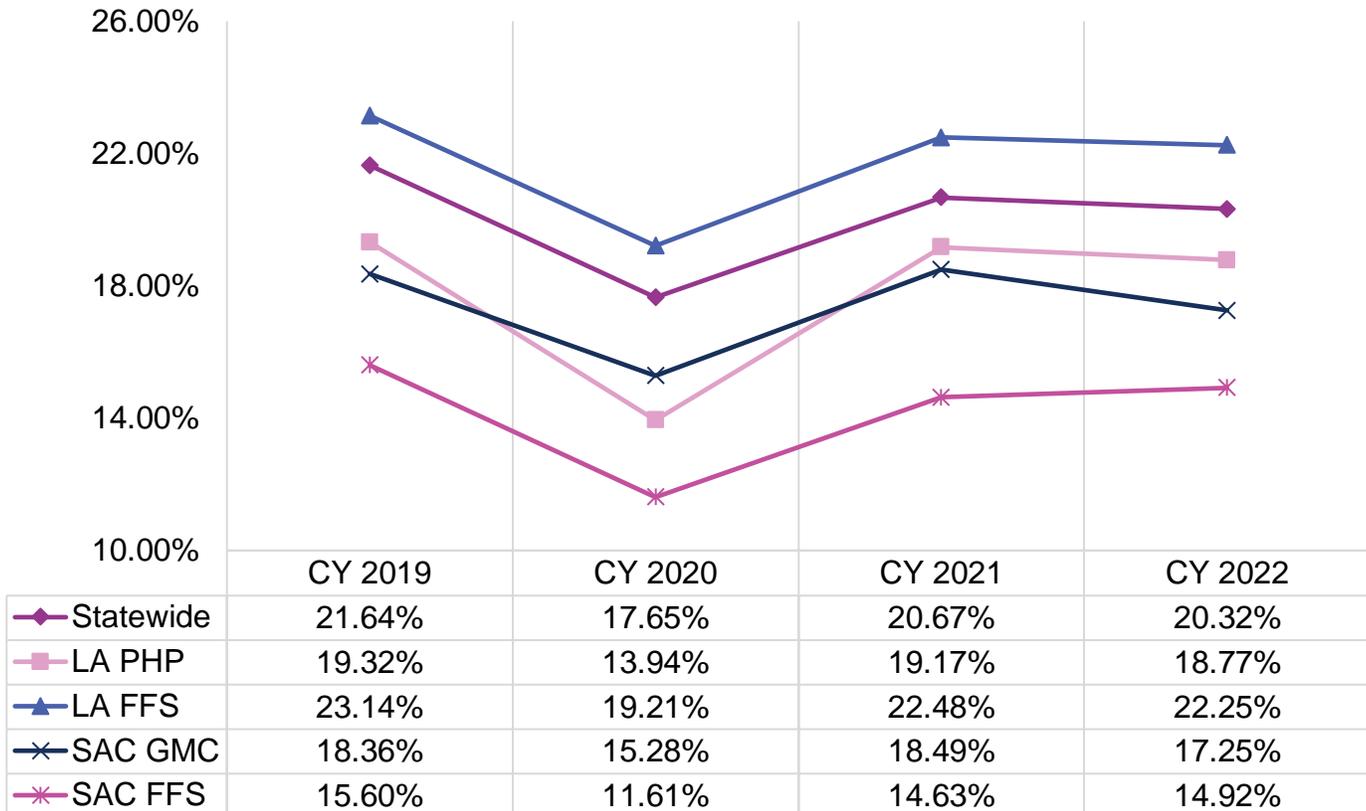


	CY 2019	CY 2020	CY 2021	CY 2022
Statewide	24.97%	20.98%	23.56%	23.30%
LA PHP	21.76%	16.20%	21.32%	20.99%
LA FFS	26.32%	22.27%	25.26%	25.08%
SAC GMC	21.18%	17.87%	20.96%	19.69%
SAC FFS	18.20%	14.18%	17.26%	17.80%

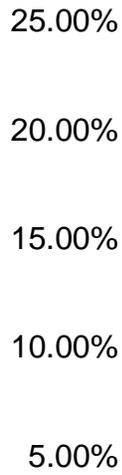
Preventive Services



Diagnostic Services

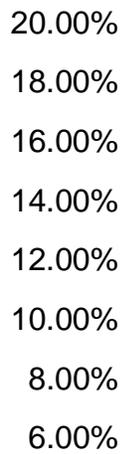


Exams



	CY 2019	CY 2020	CY 2021	CY 2022
◆ Statewide	19.69%	15.72%	18.67%	18.45%
■ LA PHP	17.30%	11.76%	17.17%	17.02%
▲ LA FFS	20.93%	17.07%	20.36%	20.24%
✕ SAC GMC	15.37%	11.87%	15.43%	14.78%
✱ SAC FFS	13.75%	9.79%	12.83%	13.16%

Treatment Services



	CY 2019	CY 2020	CY 2021	CY 2022
◆ Statewide	17.22%	14.43%	16.22%	16.01%
■ LA PHP	13.95%	10.23%	13.79%	13.53%
▲ LA FFS	18.62%	15.70%	17.88%	17.71%
✕ SAC GMC	15.16%	12.81%	14.90%	13.82%
✱ SAC FFS	12.52%	9.68%	11.94%	12.29%

Data Source: DHCS Data Warehouse, including SNC encounters as of April 2023. Please refer to the [High Level](#), [FFS](#), and [DMC](#) performance measures on the Medi-Cal Dental website for definitions and denominators for CY 2019 - CY 2022.

Statewide Top Procedure Counts: Ages 21+ in CY 2022

Procedure	CDT	FFS	DMC	Total
Diagnostic	D0230 ^p	2,881,208	110,282	2,991,490
Diagnostic	D0150 ^{pc}	792,835	81,489	874,324
Diagnostic	D0210 ^p	575,104	54,944	630,048
Diagnostic	D0350 ^p	537,531	16,473	554,004
Diagnostic	D0120 ^{pc}	487,382	45,012	532,394
Preventive	D1110 ^p	754,180	58,346	812,526
Preventive	D1208 ^p	402,501	19,340	421,841
Preventive	Z0120	359,930	530	360,460
Preventive	Z0121	199,535	592	200,127
Preventive	K036	74,551	126	74,677
Treatment	D4341 ^a	646,618	60,330	706,948
Treatment	D7210 ^p	496,058	32,744	528,802
Treatment	D9430 ^p	446,107	39,150	485,257
Treatment	D2392 ^p	330,590	34,818	365,408
Treatment	D2391 ^p	316,984	31,702	348,686
Orthodontic	D8670 ^p	61	101	162
Orthodontic	D8680 ^p	74	30	104
Orthodontic	D8210	0	38	38
Orthodontic	D8999	12	19	31
Orthodontic	D8080 ^p	*	**	24

LA County Top Procedure Counts: Ages 21+ in CY 2022

Procedure	CDT	FFS	DMC	Total
Diagnostic	D0230 ^p	1,136,186	48,035	1,184,221
Diagnostic	D0150 ^{pc}	257,513	37,046	294,559
Diagnostic	D0210 ^p	179,639	25,920	205,559
Diagnostic	D0120 ^{pc}	174,115	21,913	196,028
Diagnostic	D0220 ^p	133,845	27,166	161,011
Preventive	D1110 ^p	258,206	24,688	282,894
Preventive	D1208 ^p	134,704	9,319	144,023
Preventive	Z0120	71,307	339	71,318
Preventive	Z0121	36,570	219	36,575
Preventive	D1320 ^c	15,833	1,616	17,449
Treatment	D4341 ^a	248,314	28,936	277,250
Treatment	D9430 ^p	148,017	14,450	162,467
Treatment	D7210 ^p	143,747	14,036	157,783
Treatment	D2392 ^p	106,790	11,246	118,036
Treatment	D2391 ^p	102,716	10,147	112,863
Orthodonti	D8680 ^p	30	11	41
Orthodonti	D8670 ^p	22	17	39
Orthodonti	D8999	*	*	*
Orthodonti	D8080 ^p	*	*	*
Orthodonti	D8210	0	*	*

Source: DHCS Data

Warehouse queried on April 5, 2023. CY 2022 data is subjected to change as more claims are received.

Procedure counts from FFS, DMC and HPSM, including SNC encounters.

* Cells suppressed for numbers less than 11.

** Suppressed for complementary cells.

Annotation code “a” refers to adult dental restoration codes, “p” are the Proposition 56 dental codes and “c” are the CalAIM dental codes.