

Member Call Volume

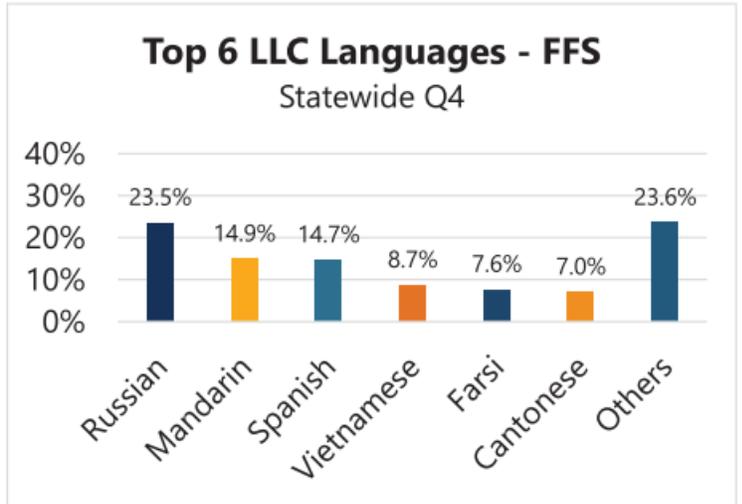
Statewide Fee-For-Service (FFS)

187,317 - Member calls received from October to December (Quarter 4) 2023 in the Fee-For-Service (FFS) delivery system.

Data Source: Delta Dental of California Telephone Service Center Performance Report as of March 18, 2024.

Category	Q4 - 2023
Language Line Services	3,821
Requested Languages	48
Calls for Top 6 Languages	76.4%
Calls for Other Languages	23.6%

Data Source: Delta Dental Denti Cal Language Summary report as of March 8, 2024.



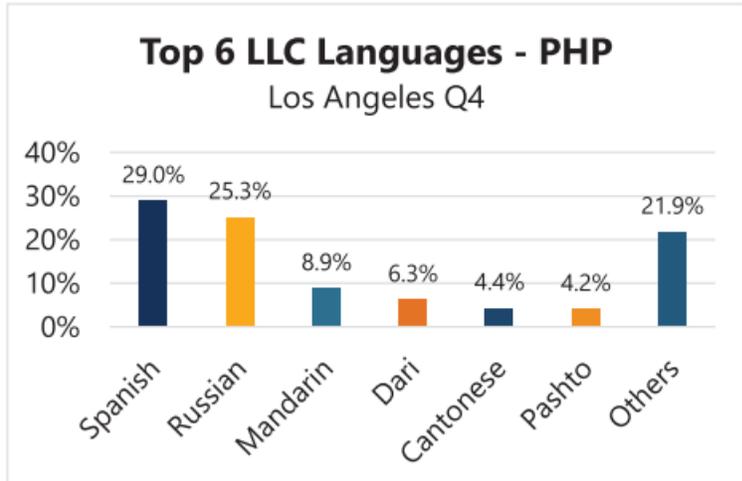
Los Angeles Prepaid Health Plan (PHP)

30,834 - Member calls received from October to December (Quarter 4) 2023 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 January 31, 2024.

Category	Q4 - 2023
Language Line Services	1,266
Requested Languages	40
Calls for Top 6 Languages	78.1%
Calls for Other Languages	21.9%

Data Source: Linguistic Report from Access Dental Plan, HealthNet Dental and Liberty Dental Plan as of January 31, 2024.



Dental Provider Data

Statewide Provider Counts					
Delivery System	SNCs ¹	SNC Rend ²	Offices ³	Office Rend ³	Active Rend ⁴
Statewide FFS	591	1,292	6,433	12,840	10,657
Statewide DMC	154	368	1,336	2,137	1,917
Los Angeles County Provider Counts					
Delivery System	SNCs	SNC Rend	Offices	Office Rend	Active Rend
Los Angeles FFS	135	252	2,390	4,356	4,444
Los Angeles PHP	115	277	1,129	1,757	1,464

Rend = Rendering Providers

Data Source: MIS/DSS Data Warehouse and Contractor Reports as of February 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	37	52
Access LA	3	4
Health Net LA	6	68
Liberty LA	5	29
LA FFS	1	3

Data Source: Contractor Reports as of February 2024 and September 2024 (LA FFS) for reporting period October 2023 to December 2023.

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.

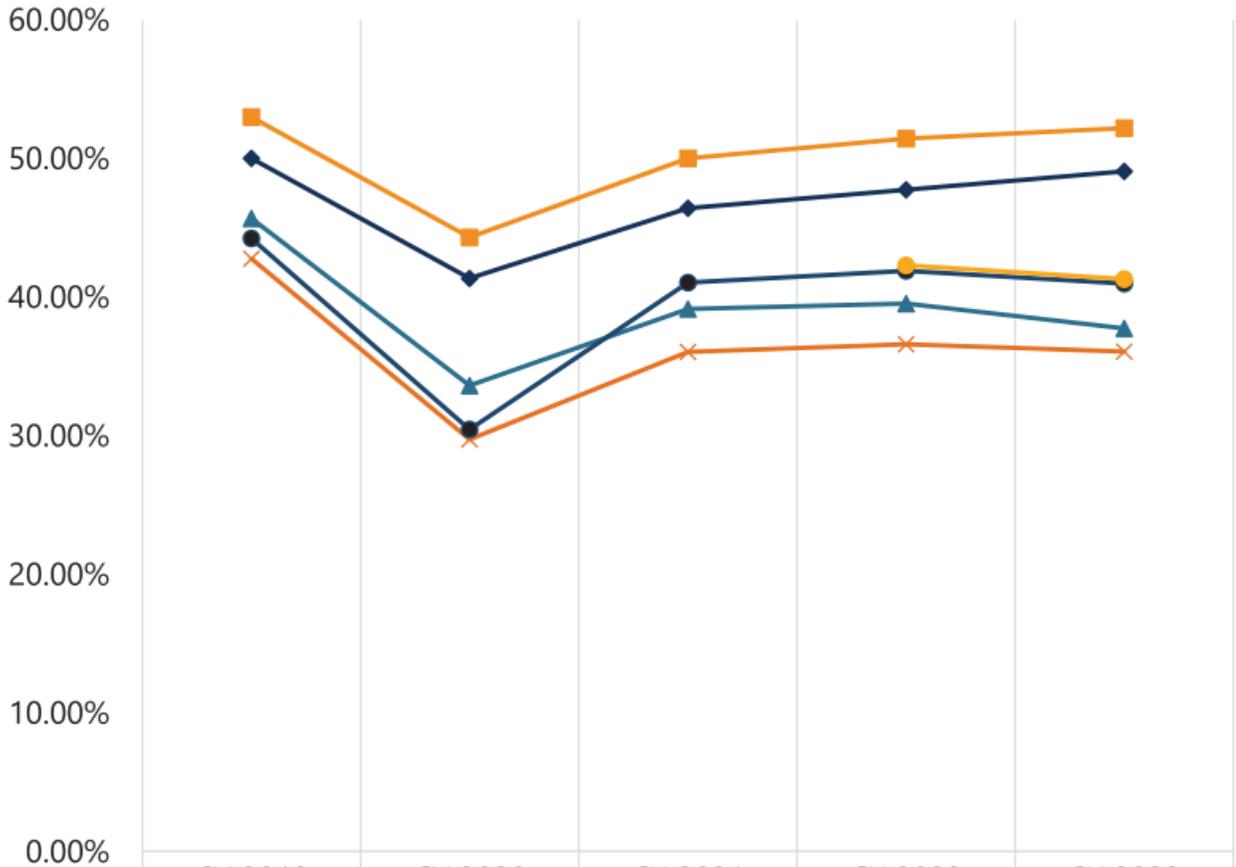
⁵ Total includes new and open cases.

Dental Utilization

Utilization in Children Ages 0-20⁶

Annual Dental Visits

CY 2019 - CY 2023 for Eligible Members

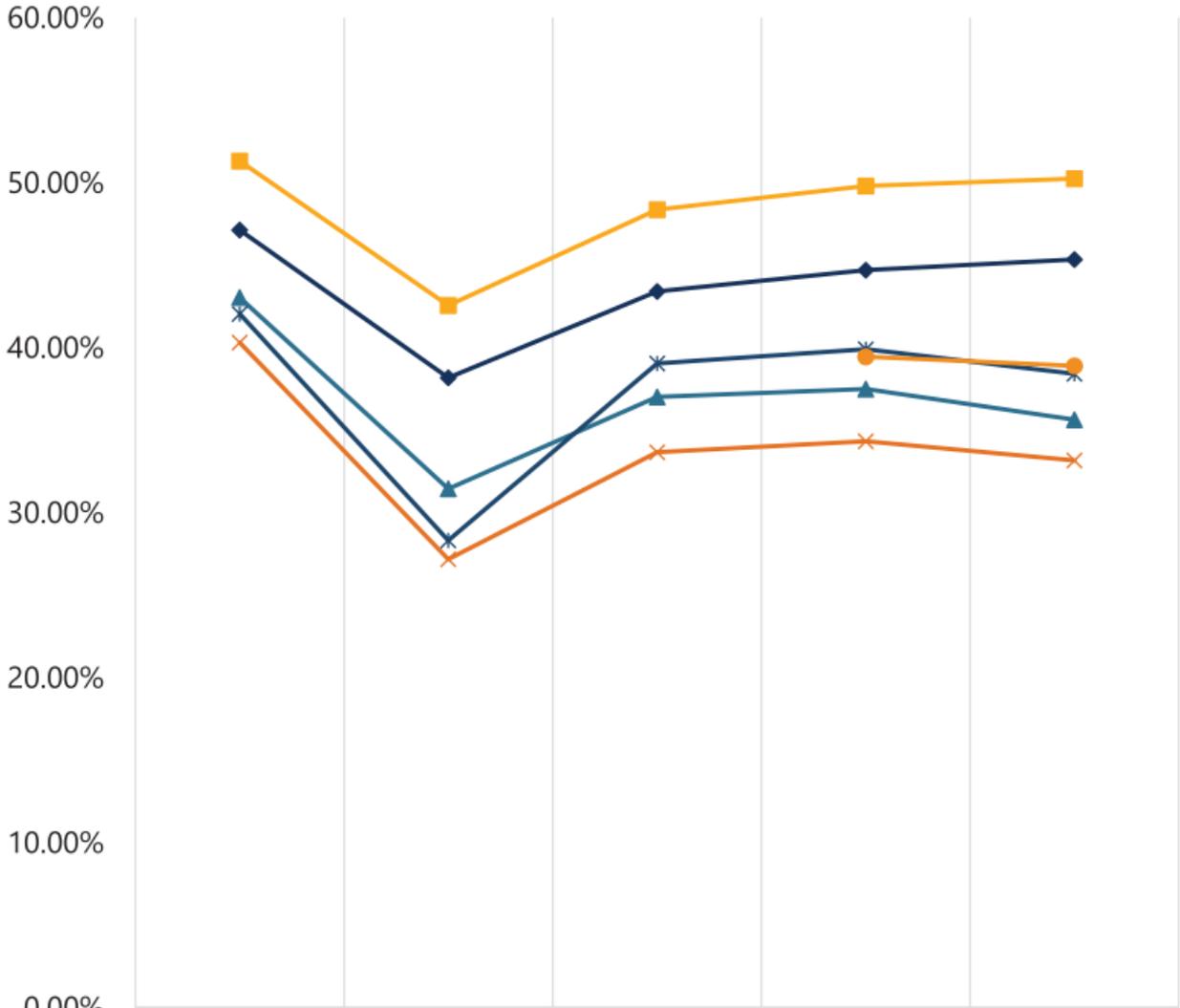


	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023
Statewide FFS	50.00%	41.35%	46.42%	47.75%	49.08%
LA FFS	52.98%	44.31%	50.00%	51.44%	52.18%
Access LA	45.67%	33.62%	39.14%	39.53%	37.74%
Health Net LA	42.76%	29.73%	36.05%	36.59%	36.07%
Liberty LA	44.22%	30.44%	41.04%	41.89%	40.97%
HPSM				42.29%	41.29%

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

Diagnostic Services

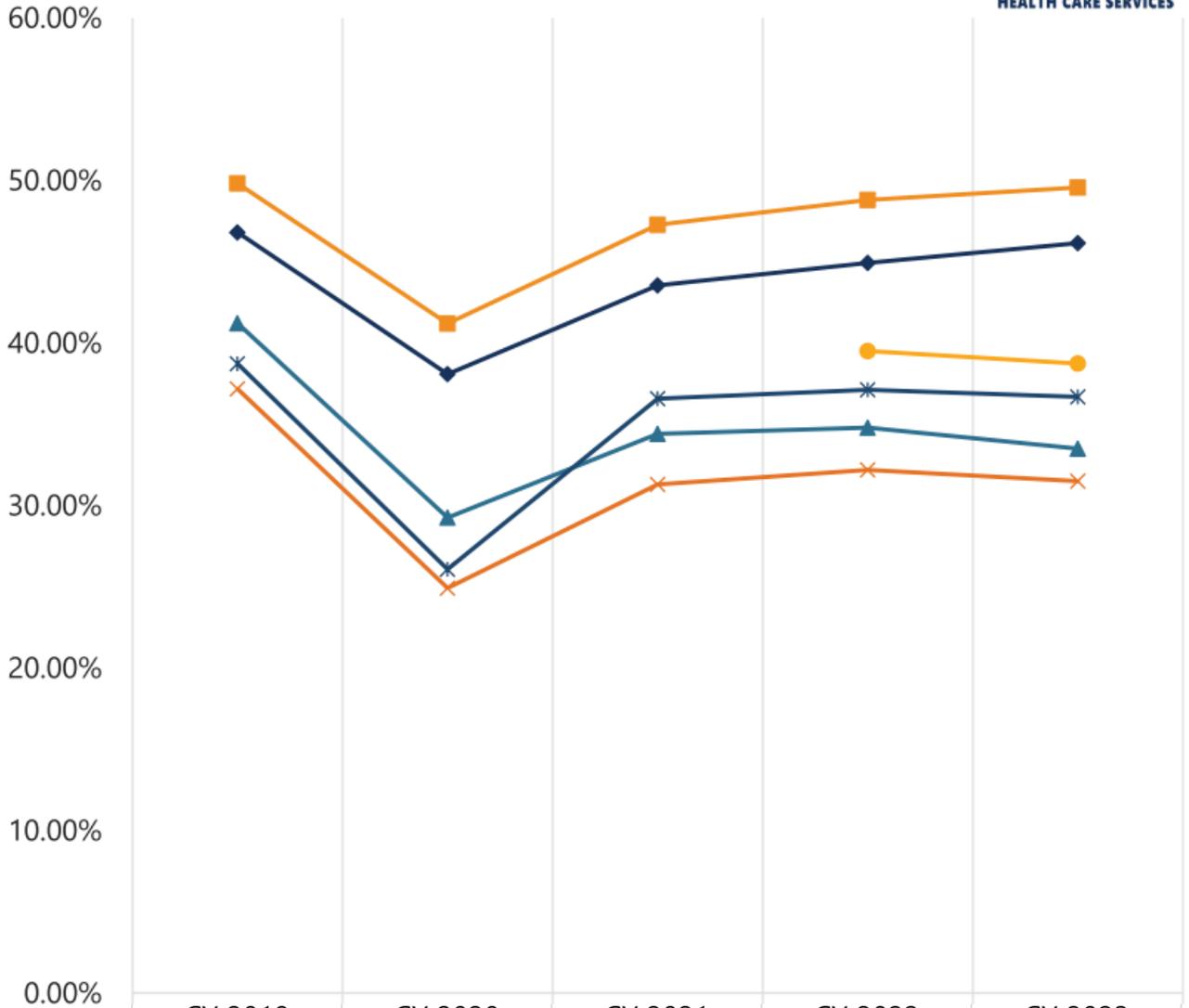
CY 2019 - CY 2023 for Eligible Members



	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023
◆ Statewide FFS	47.13%	38.17%	43.41%	44.69%	45.34%
■ LA FFS	51.32%	42.56%	48.36%	49.81%	50.25%
▲ Access LA	43.03%	31.44%	37.02%	37.50%	35.64%
✕ Health Net LA	40.30%	27.17%	33.66%	34.33%	33.16%
✱ Liberty LA	42.05%	28.31%	39.04%	39.90%	38.42%
● HPSM				39.45%	38.89%

Preventive Services

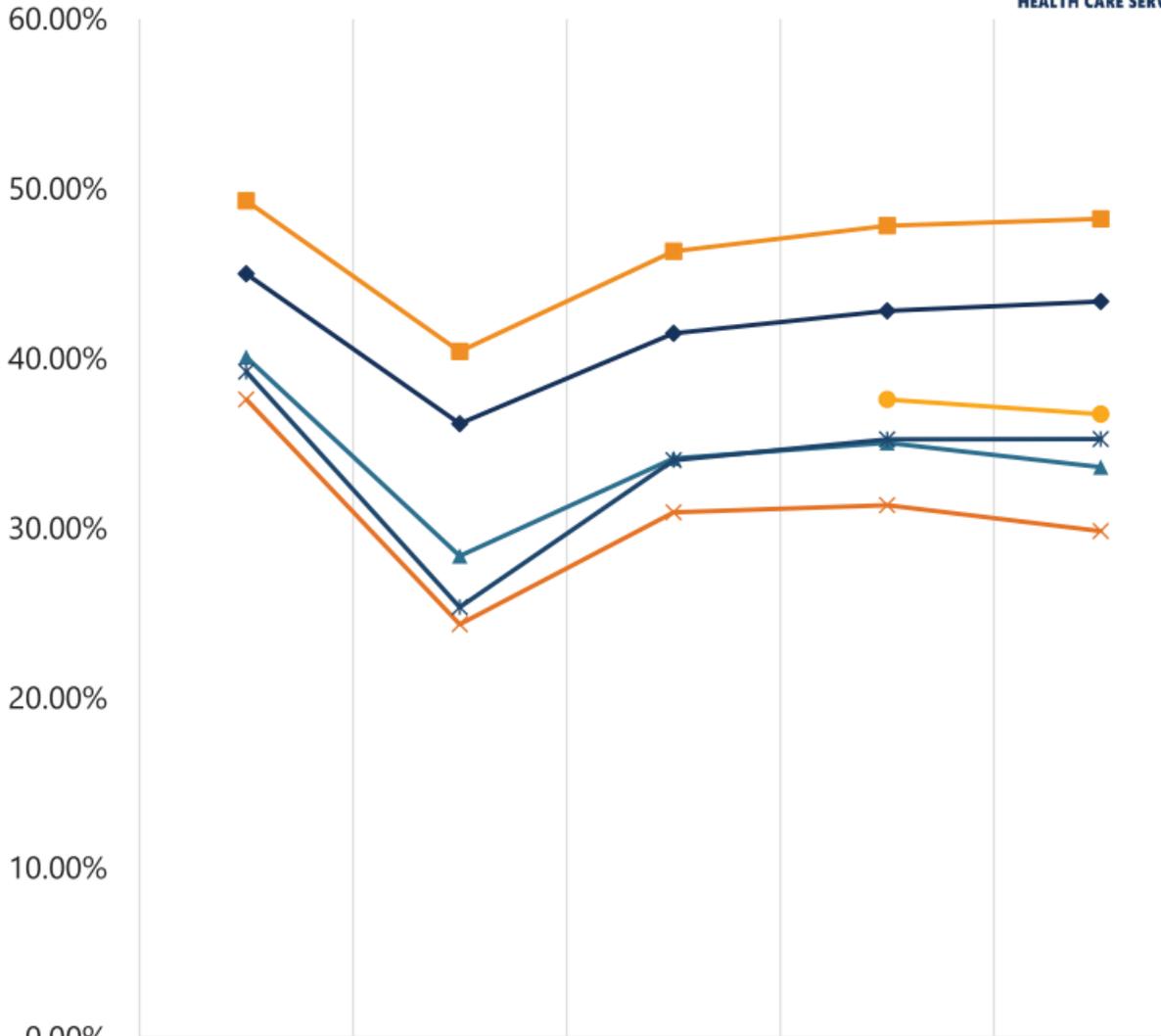
CY 2019 - CY 2023 For Eligible Members



	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023
◆ Statewide FFS	46.80%	38.08%	43.54%	44.92%	46.15%
■ LA FFS	49.82%	41.19%	47.27%	48.79%	49.57%
▲ Access LA	41.21%	29.25%	34.39%	34.78%	33.49%
✕ Health Net LA	37.17%	24.91%	31.29%	32.19%	31.49%
* Liberty LA	38.72%	26.07%	36.56%	37.11%	36.69%
● HPSM				39.50%	38.73%

Exams

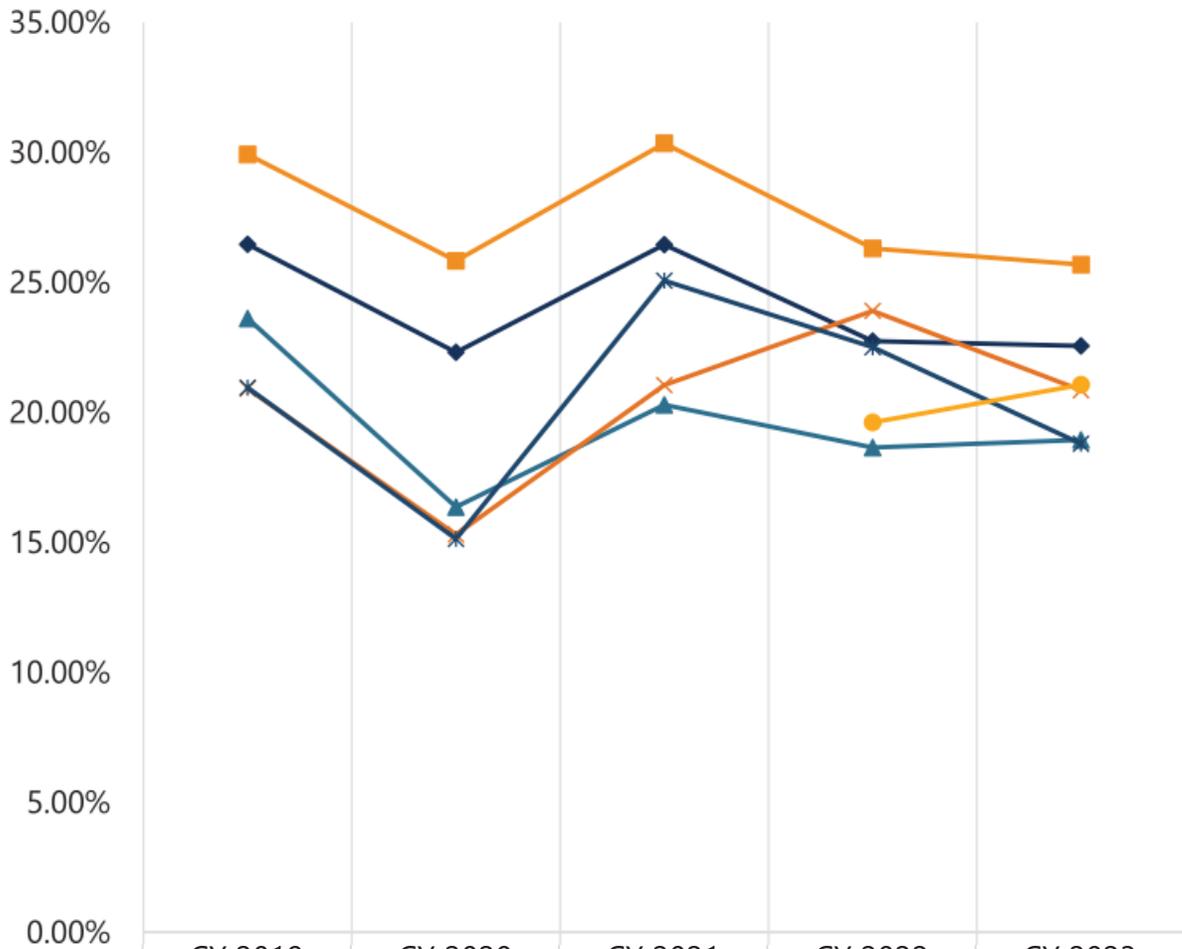
CY 2019 - CY 2023 For Eligible Members



	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023
◆ Statewide FFS	44.99%	36.17%	41.49%	42.81%	43.36%
■ LA FFS	49.30%	40.42%	46.31%	47.82%	48.23%
▲ Access LA	40.08%	28.37%	34.13%	35.04%	33.61%
✕ Health Net LA	37.60%	24.35%	30.94%	31.36%	29.85%
✱ Liberty LA	39.22%	25.35%	34.00%	35.25%	35.26%
● HPSM				37.59%	36.72%

Treatment Services

CY 2019 - CY 2023 For Eligible Members



	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023
Statewide FFS	26.46%	22.30%	26.45%	22.74%	22.55%
LA FFS	29.92%	25.82%	30.34%	26.30%	25.68%
Access LA	23.61%	16.36%	20.28%	18.64%	18.94%
Health Net LA	20.91%	15.29%	21.04%	23.90%	20.85%
Liberty LA	20.94%	15.13%	25.06%	22.51%	18.78%
HPSM				19.61%	21.06%

Data Source: Tableau Dental Dashboard (connects with MIS/DSS data warehouse), including SNC encounters as of August 30, 2024 and September 9, 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	9,618,704	301,981	65,227	9,985,912
Diagnostic	D0120 ^{PC}	2,235,562	122,534	24,467	2,382,563
Diagnostic	D0350 ^P	1,282,898	19,854	12,300	1,315,052
Diagnostic	D0272 ^P	1,104,584	34,970	8,688	1,148,242
Diagnostic	D0220 ^{PC}	802,289	134,902	9,246	946,437
Preventive	D1120 ^C	3,017,539	132,021	31,375	3,180,935
Preventive	D1208 ^C	1,998,578	54,969	11,198	2,064,745
Preventive	D1351 ^C	1,622,242	94,174	33,698	1,750,114
Preventive	D1206 ^C	947,115	104,330	22,443	1,073,888
Preventive	D1310	909,531	60,058	16,241	985,830
Treatment	D2392 ^P	703,231	47,814	6,098	757,143
Treatment	D7140 ^P	552,597	25,610	3,745	581,952
Treatment	D2930 ^P	523,376	23,182	2,386	548,944
Treatment	D9230 ^P	506,796	16,043	2,986	525,825
Treatment	D2391 ^P	469,181	31,748	4,510	505,439
Orthodontic	D8670 ^P	81,146	9,403	346	90,895
Orthodontic	D8680 ^P	11,450	445	12	11,907
Orthodontic	D8080 ^P	10,049	494	63	10,606
Orthodontic	D8703	693	22	111	826
Orthodontic	D8704	692	21	110	823

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

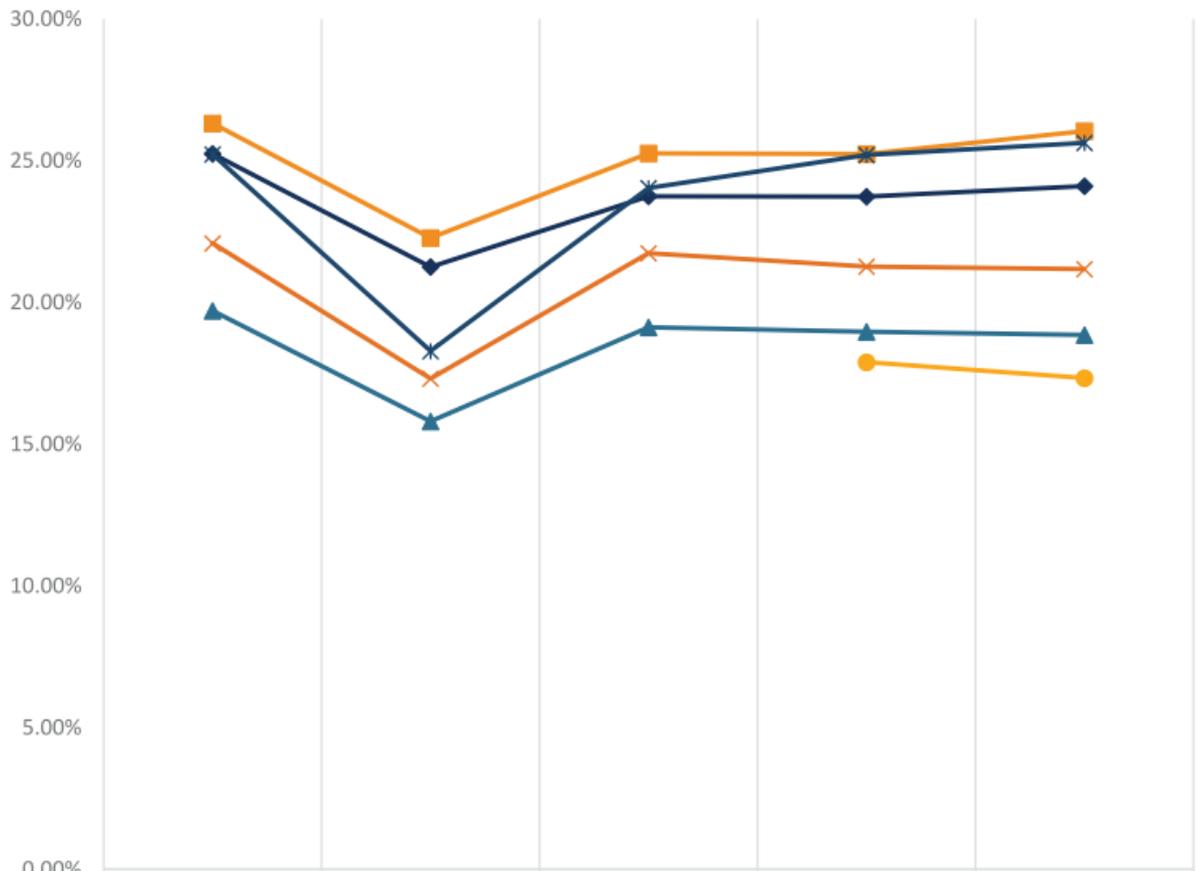
Procedure	CDT	FFS	DMC	Total
Diagnostic	D0230 ^P	2,953,363	67,062	3,020,425
Diagnostic	D0120 ^{PC}	697,467	34,550	732,017
Diagnostic	D0272 ^P	361,215	11,532	372,747
Diagnostic	D0350 ^P	314,592	7,641	322,233
Diagnostic	D0220 ^P	259,330	28,012	287,342
Preventive	D1120 ^C	934,478	38,837	973,315
Preventive	D1208 ^C	637,373	20,112	657,485
Preventive	D1351 ^C	550,481	26,161	576,642
Preventive	D1206 ^C	278,927	22,909	301,836
Preventive	D1310	275,194	10,288	285,482
Treatment	D2392 ^P	195,414	12,304	195,414
Treatment	D7140 ^P	171,514	4,249	171,514
Treatment	D9230 ^P	155,141	2,535	155,141
Treatment	D2150 ^P	154,563	2,367	154,563
Treatment	D2391 ^P	130,217	8,316	130,217
Orthodontic	D8670 ^P	23,818	504	24,322
Orthodontic	D8680 ^P	3,353	47	3,400
Orthodontic	D8080 ^P	3,175	46	3,221
Orthodontic	D8703	157	0	157
Orthodontic	D8704	153	0	153

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

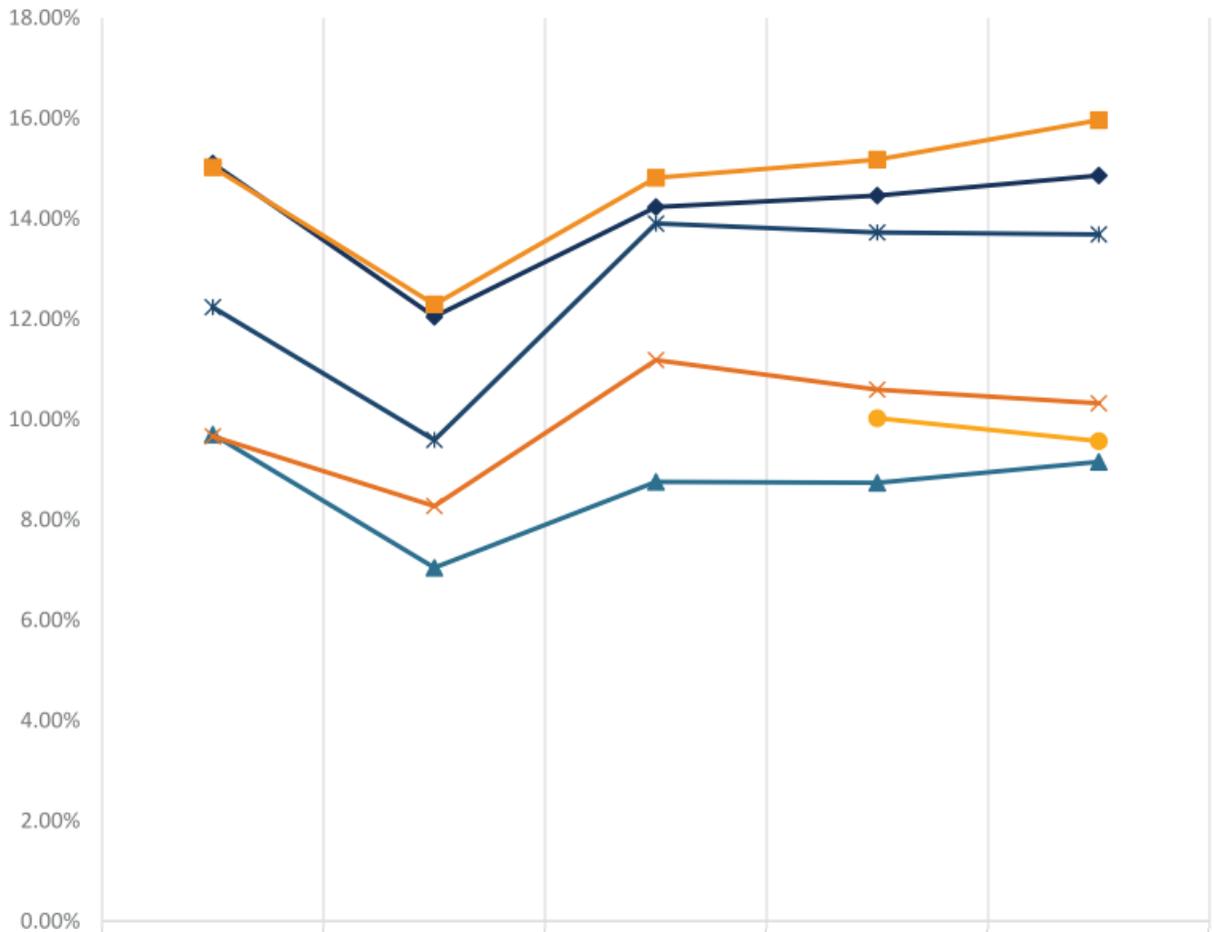


	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023
◆ Statewide FFS	25.25%	21.25%	23.75%	23.73%	24.10%
■ LA FFS	26.32%	22.28%	25.26%	25.23%	26.04%
▲ Access LA	19.71%	15.81%	19.12%	18.97%	18.85%
× Health Net LA	22.09%	17.31%	21.74%	21.27%	21.18%
* Liberty LA	25.23%	18.29%	24.04%	25.21%	25.63%
● HPSM				17.89%	17.33%

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

Preventive Services

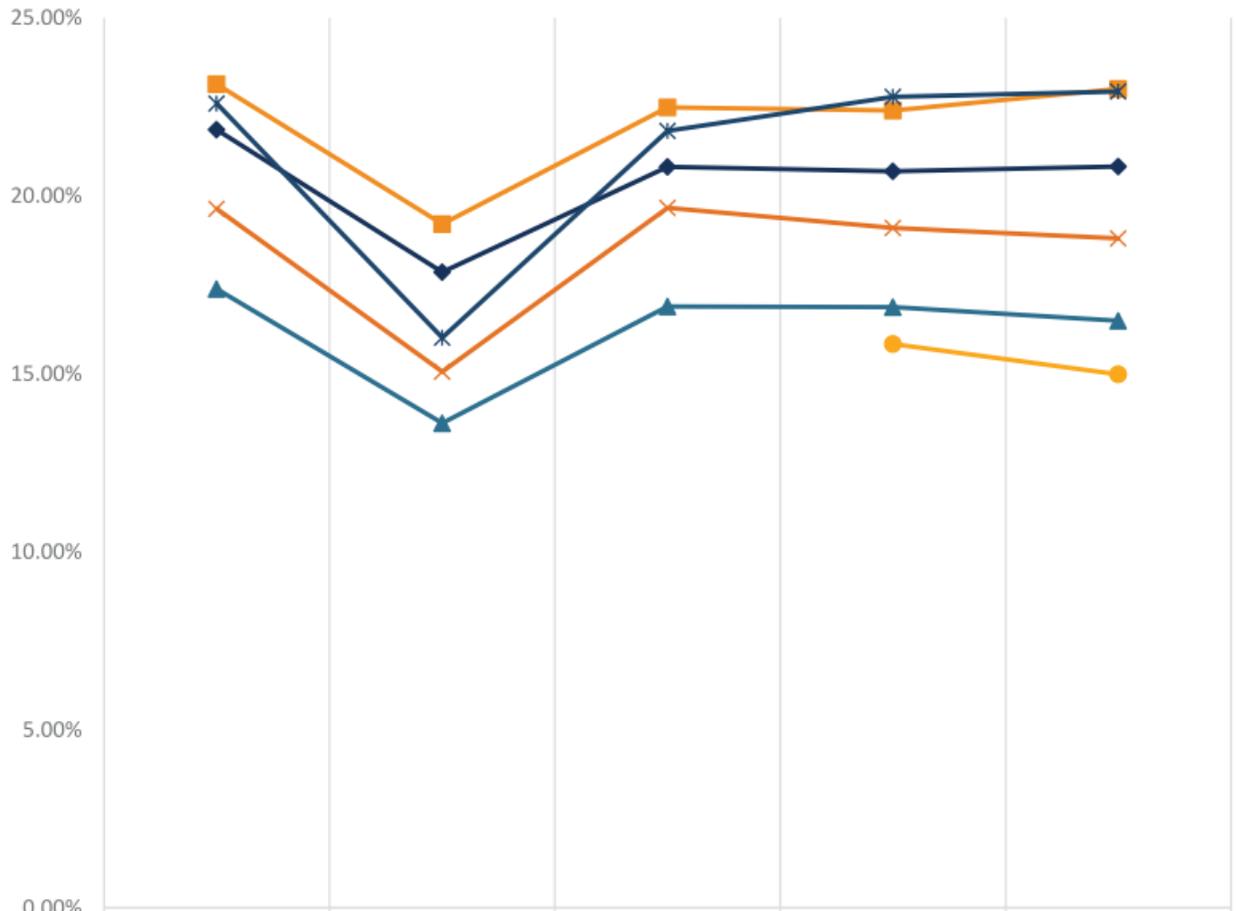
CY 2019 - CY 2023 for Eligible Members



	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023
◆ Statewide FFS	15.10%	12.05%	14.23%	14.46%	14.86%
■ LA FFS	15.02%	12.29%	14.82%	15.18%	15.96%
▲ Access LA	9.70%	7.05%	8.76%	8.74%	9.16%
✕ Health Net LA	9.66%	8.27%	11.18%	10.59%	10.32%
✱ Liberty LA	12.23%	9.59%	13.91%	13.72%	13.69%
● HPSM				10.03%	9.57%

Diagnostic Services

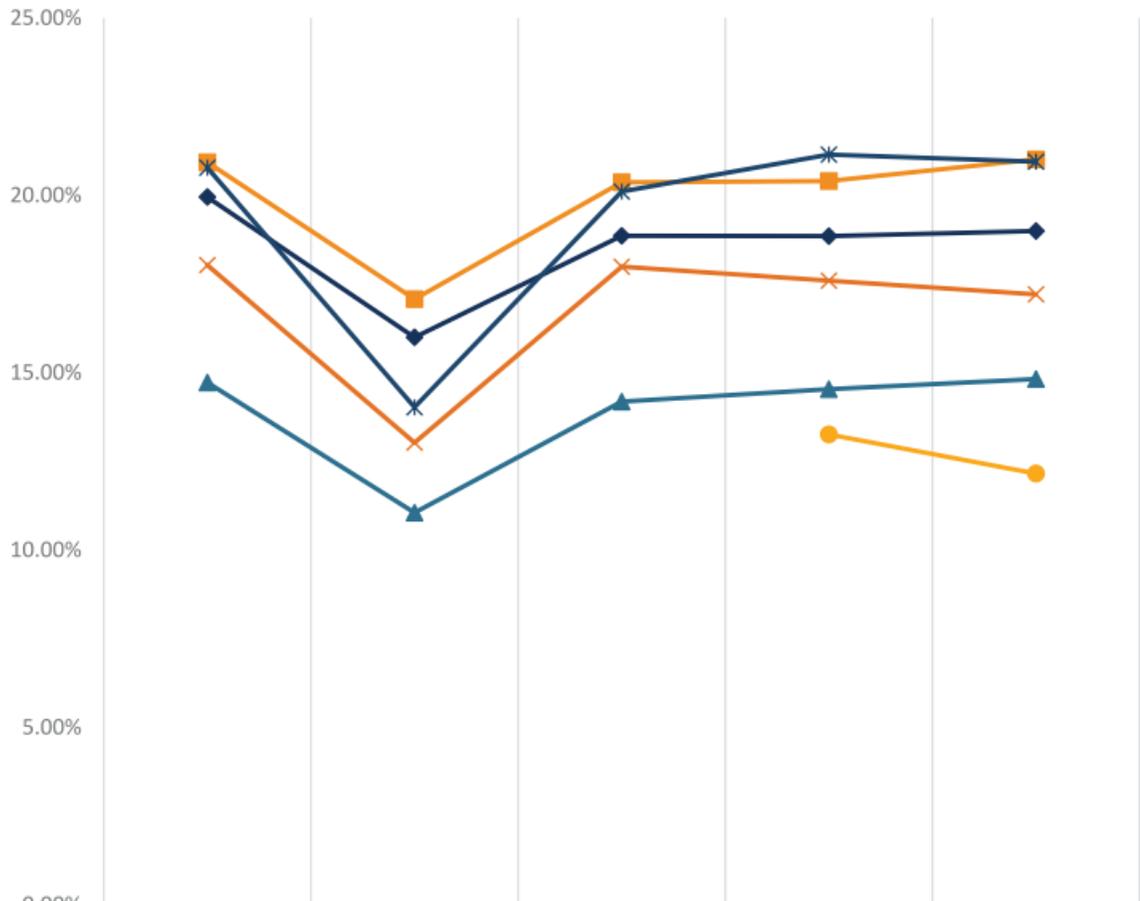
CY 2019 - CY 2023 for Eligible Members



	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023
◆ Statewide FFS	21.86%	17.86%	20.81%	20.69%	20.82%
■ LA FFS	23.14%	19.21%	22.48%	22.40%	23.00%
▲ Access LA	17.38%	13.62%	16.89%	16.88%	16.49%
✕ Health Net LA	19.63%	15.06%	19.66%	19.10%	18.80%
✱ Liberty LA	22.60%	16.02%	21.82%	22.78%	22.93%
● HPSM				15.84%	14.99%

Exams

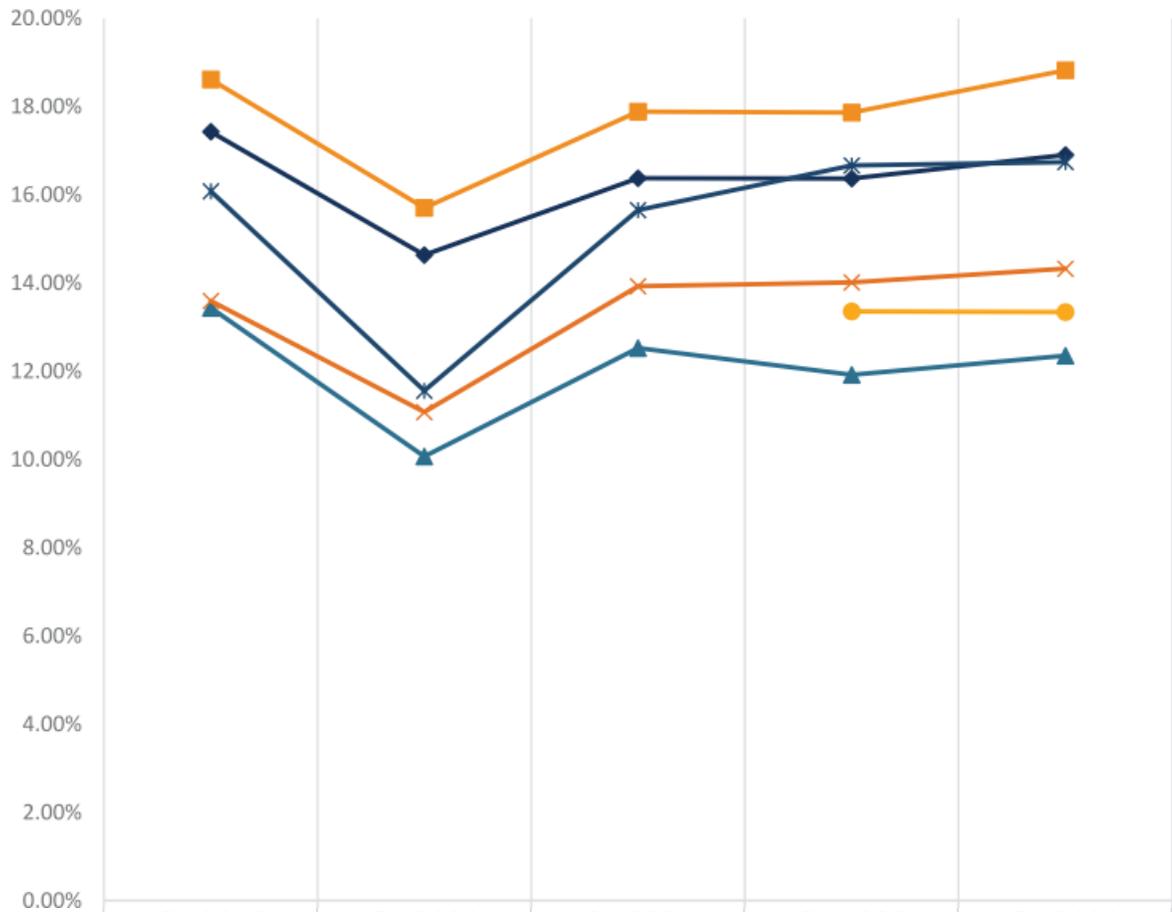
CY 2019 - CY 2023 for Eligible Members



	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023
◆ Statewide FFS	19.95%	16.00%	18.86%	18.85%	18.99%
■ LA FFS	20.93%	17.07%	20.36%	20.40%	21.02%
▲ Access LA	14.73%	11.05%	14.19%	14.54%	14.82%
✕ Health Net LA	18.03%	13.03%	17.99%	17.59%	17.21%
✱ Liberty LA	20.78%	14.03%	20.11%	21.15%	20.95%
● HPSM				13.26%	12.16%

Treatment Services

CY 2019 - CY 2023 for Eligible Members



	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023
◆ Statewide FFS	17.43%	14.64%	16.38%	16.37%	16.90%
■ LA FFS	18.62%	15.70%	17.88%	17.86%	18.82%
▲ Access LA	13.44%	10.07%	12.53%	11.92%	12.36%
✕ Health Net LA	13.60%	11.08%	13.92%	14.01%	14.33%
✱ Liberty LA	16.08%	11.56%	15.65%	16.66%	16.74%
● HPSM				13.36%	13.34%

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

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	3,288,077	139,749	18,395	3,446,221
Diagnostic	D0150 ^{PC}	850,667	89,108	7,306	947,081
Diagnostic	D0350 ^P	698,863	18,929	4,257	722,049
Diagnostic	D0210 ^{PC}	629,627	56,219	4,950	690,796
Diagnostic	D0120 ^{PC}	539,739	46,692	5,988	592,419
Preventive	D1110 ^P	811,280	57,979	9,547	878,806
Preventive	D1208 ^{PC}	437,065	18,780	5,195	461,040
Preventive	Z0120	401,517	49	118	401,684
Preventive	D1206 ^P	273,585	31,389	3,143	308,117
Preventive	Z0121	230,558	368	33	230,959
Treatment	D4341 ^P	807,118	57,891	12,175	877,184
Treatment	D9430 ^P	528,447	40,092	4,501	573,040
Treatment	D7210 ^P	506,602	32,655	3,485	542,742
Treatment	D2392 ^P	375,800	35,600	5,300	416,700
Treatment	D2391 ^P	348,412	29,607	5,674	383,693
Orthodontic	D8670 ^P	*	**	0	**
Orthodontic	D8999	**	*	0	30
Orthodontic	D8989	*	0	0	*

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	1,233,604	63,933	1,297,537
Diagnostic	D0150 ^{PC}	277,776	39,201	316,977
Diagnostic	D0210 ^{PC}	201,330	27,123	228,453
Diagnostic	D0120 ^{PC}	185,252	24,311	209,563
Diagnostic	D0350 ^P	195,575	10,728	206,303
Preventive	D1110 ^P	279,428	27,270	306,698
Preventive	D1208 ^P	153,723	11,421	165,144
Preventive	Z0120	92,419	16	92,435
Preventive	D1206 ^P	82,845	8,893	91,738
Preventive	Z0121	45,729	18	45,747
Treatment	D4341 ^a	314,897	32,605	347,502
Treatment	D9430 ^P	176,441	14,491	190,932
Treatment	D7210 ^P	149,553	12,232	161,785
Treatment	D4910 ^P	133,063	11,380	144,443
Treatment	D2392 ^P	125,940	13,376	139,316
Orthodontic	D8670 ^P	*	**	33
Orthodontic	D8999	**	*	13

Data Source: Tableau Dental Dashboard (connects with MIS/DSS data warehouse), including SNC encounters as of April 4, 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.