Medi-Cal Dental Services Division
# Los Angeles County Fact Sheet (November 2023)

Statewide Language Line Service (LLS) Call Volume

362,326 member calls received from April to September (Quarter 2 and Quarter 3) 2023 in the Fee-For Service (FFS) delivery system.

Category	Q2	Q3
Total Member Calls	167,460	194,866
English Answered Calls	131,192	114,007
Spanish Answered Calls	24,447	22,171
Language Line Services	4,103	3,880
Requested Languages	95	105
Calls for Top 6 Languages	73%	69%
Calls for Other Languages	27%	31%

Top 6 LLC Languages
Statewide Q2 and Q3

Spanish 19%, Russian 19%, Mandarin 16%, Vietnamese 9%, Farsi 8%, Cantonese 8%, Others 21%
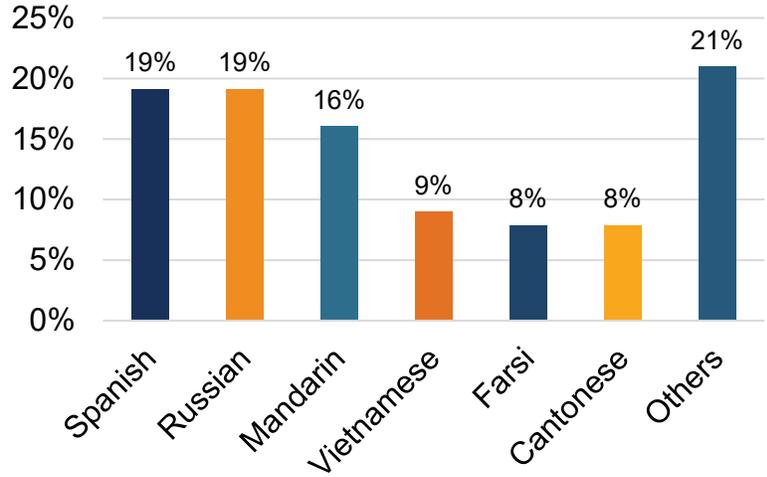
Statewide Provider Data

Delivery System	SNCs[1]	SNC Rend[2]	Offices[3]	Office Rend[3]	Active Rend[4]
FFS	574	1,292	6,262	12,384	10,472
DMC	134	374	1,285	2,276	1,722

Los Angeles County Provider Data

Delivery System	SNCs[1]	SNC Rend[2]	Offices[3]	Office Rend[3]	Active Rend[4]
FFS	128	248	2,324	4,209	4,267
DMC	100	282	1,113	1,888	1,322

Rend = Rendering Providers

Data Source: DHCS provider data as of July 2023, 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 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.*
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 Case Management – Quarter 2

Delivery System	New Case Count	Total
FFS	26	26
Access – GMC	60	83
Access – PHP	0	0
Health Net – GMC	112	243
Health Net - PHP	86	178
Liberty – GMC	168	378
Liberty - PHP	64	132

Reporting Period: April 2023 to June 2023.

Utilization in Ages 0-20

Annual Dental Visit
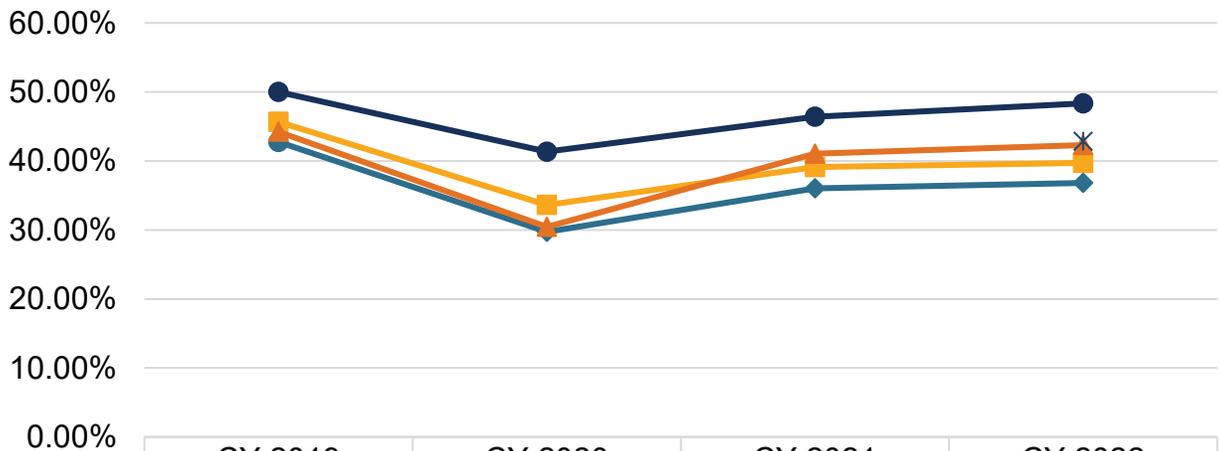
	CY 2019	CY 2020	CY 2021	CY 2022
FFS	50.00%	41.35%	46.42%	48.33%
Access LA	45.67%	33.62%	39.14%	39.72%
Health Net LA	42.76%	29.73%	36.05%	36.81%
Liberty LA	44.22%	30.44%	41.04%	42.29%
HPSM				42.85%
Access Sac	40.21%	31.52%	31.16%	35.18%
Health Net Sac	42.24%	36.78%	41.72%	43.04%
Liberty Sac	47.76%	40.05%	48.24%	49.13%

Diagnostic Services
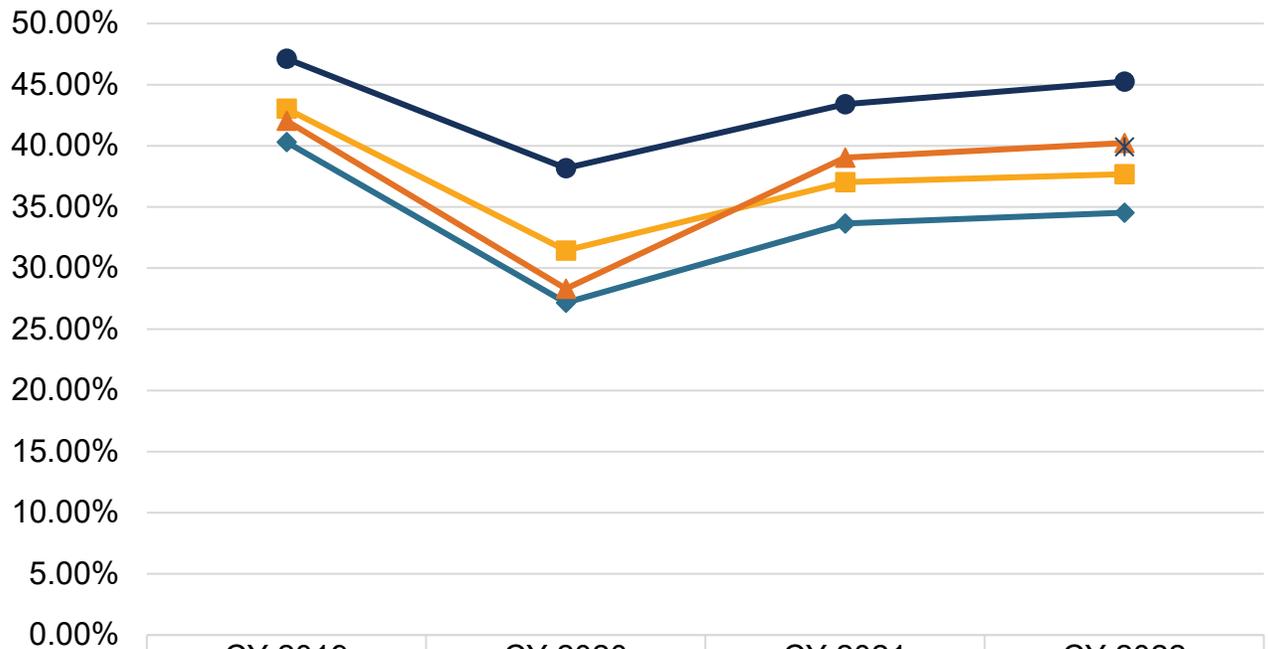
	CY 2019	CY 2020	CY 2021	CY 2022
FFS	47.13%	38.17%	43.41%	45.26%
Access LA	43.03%	31.44%	37.02%	37.68%
Health Net LA	40.30%	27.17%	33.66%	34.54%
Liberty LA	42.05%	28.31%	39.04%	40.23%
HPSM				39.93%
Access Sac	36.54%	25.82%	26.53%	31.85%
Health Net Sac	39.26%	31.92%	37.51%	38.98%
Liberty Sac	43.88%	34.49%	43.58%	45.50%

**Data Source:** *DHCS Data Warehouse, including SNC encounters as of August 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*.

Preventive Services
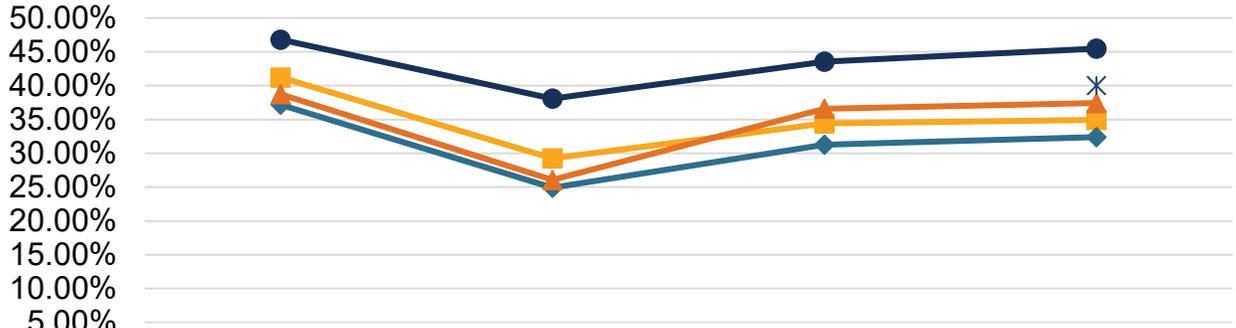
	CY 2019	CY 2020	CY 2021	CY 2022
FFS	46.80%	38.08%	43.54%	45.48%
Access LA	41.21%	29.25%	34.39%	34.94%
Health Net LA	37.17%	24.91%	31.29%	32.39%
Liberty LA	38.72%	26.07%	36.56%	37.45%
HPSM				40.03%
Access Sac	35.45%	25.63%	23.61%	28.61%
Health Net Sac	37.96%	32.61%	37.58%	38.65%
Liberty Sac	41.32%	33.38%	42.40%	43.61%

Exams
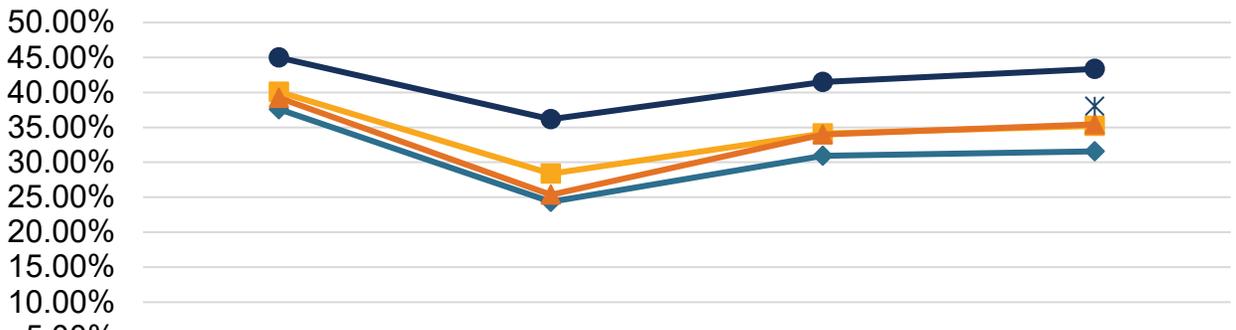
	CY 2019	CY 2020	CY 2021	CY 2022
FFS	44.99%	36.17%	41.49%	43.36%
Access LA	40.08%	28.37%	34.13%	35.21%
Health Net LA	37.60%	24.35%	30.94%	31.54%
Liberty LA	39.22%	25.35%	34.00%	35.44%
HPSM				38.03%
Access Sac	31.30%	22.36%	23.06%	28.05%
Health Net Sac	35.47%	27.85%	33.97%	35.59%
Liberty Sac	40.07%	30.63%	37.51%	39.67%

Treatment Services
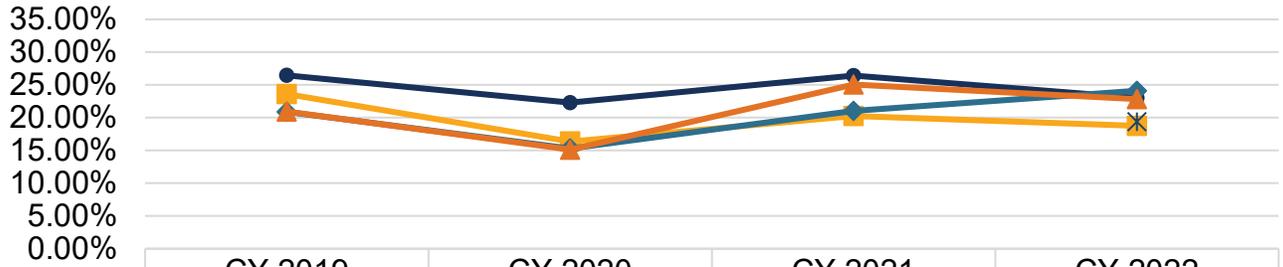
	CY 2019	CY 2020	CY 2021	CY 2022
FFS	26.46%	22.30%	26.45%	23.02%
Access LA	23.61%	16.36%	20.28%	18.75%
Health Net LA	20.91%	15.29%	21.04%	24.11%
Liberty LA	20.94%	15.13%	25.06%	22.86%
HPSM				19.37%
Access Sac	20.91%	14.82%	14.48%	14.43%
Health Net Sac	24.89%	22.52%	26.44%	30.25%
Liberty Sac	29.88%	25.25%	32.69%	29.37%

Data Source: *DHCS Data Warehouse, including SNC encounters as of August 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	HPSM	Total
Diagnostic	D0230p	8,871,766	245,625	63,757	9,181,148
Diagnostic	D0120pc	2,098,991	118,521	16,340	2,233,852
Diagnostic	D0350p	1,258,932	15,620	10,356	1,284,908
Diagnostic	D0272p	1,090,710	33,613	9,516	1,133,839
Diagnostic	D0274p	771,860	71,530	12,679	856,069
Preventive	D1120c	2,851,945	131,768	29,075	3,012,788
Preventive	D1208c	1,918,669	57,490	13,483	1,989,642
Preventive	D1351c	1,656,709	90,315	16,384	1,763,408
Preventive	D1206c	868,949	91,983	18,692	979,624
Preventive	D1310	817,914	59,484	5,315	882,713
Treatment	D2392p	628,771	42,762	6,266	677,799
Treatment	D7140p	548,510	22,895	4,075	575,480
Treatment	D2930p	507,444	18,441	2,172	528,057
Treatment	D9230p	461,339	13,693	2,891	477,923
Treatment	D2391p	432,964	29,629	4,908	467,501
Orthodontic	D8670p	80,884	7,460	183	88,527
Orthodontic	D8680p	12,904	**	*	13,402
Orthodontic	D8080p	10,114	340	46	10,500
Orthodontic	D8703	775	19	0	794
Orthodontic	D8704	766	20	0	786

Data Source: DHCS Data Warehouse queried on September 22, 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.

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

Procedure	CDT	FFS	DMC	Total
Diagnostic	D0230p	2,757,494	57,551	2,815,045
Diagnostic	D0120pc	678,850	37,376	716,226
Diagnostic	D0272p	362,426	12,830	375,256
Diagnostic	D0350p	293,240	4,263	297,503
Diagnostic	D0220p	251,648	25,913	277,561
Preventive	D1120c	899,015	40,166	939,181
Preventive	D1351c	569,459	26,317	595,776
Preventive	D1206c	270,118	24,759	294,877
Preventive	D1208c	610,600	21,114	631,714
Preventive	D1310	257,573	11,011	268,584
Treatment	D2150p	181,722	2,944	184,666
Treatment	D7140p	175,139	4,797	179,936
Treatment	D2392p	171,988	12,146	184,134
Treatment	D9230p	145,423	2,502	147,925
Treatment	D2391p	119,220	8,007	127,227
Orthodontic	D8670p	23,341	408	23,749
Orthodontic	D8680p	4,064	22	4,086
Orthodontic	D8080p	3,072	29	3,101
Orthodontic	D8704	**	*	210
Orthodontic	D8703	**	*	207

Data Source: DHCS Data Warehouse queried on September 22, 2023. CY 2022 data is subjected to change as more claims are received.

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

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Utilization in Ages 21+

Annual Dental Visits
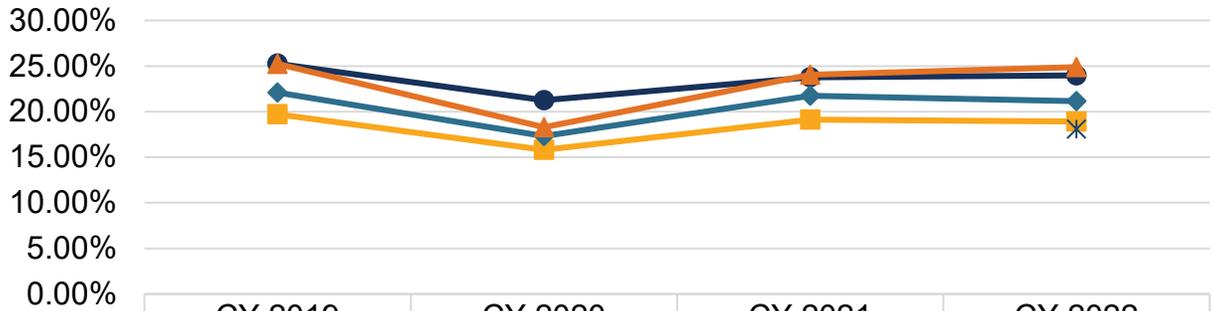
	CY 2019	CY 2020	CY 2021	CY 2022
FFS	25.25%	21.25%	23.75%	23.96%
Access LA	19.71%	15.81%	19.12%	18.90%
Health Net LA	22.09%	17.31%	21.74%	21.14%
Liberty LA	25.23%	18.29%	24.04%	24.87%
HPSM				18.07%
Access Sac	17.90%	14.81%	17.94%	17.16%
Health Net Sac	20.46%	17.73%	20.83%	19.72%
Liberty Sac	24.58%	20.62%	23.57%	22.78%

Preventive Services
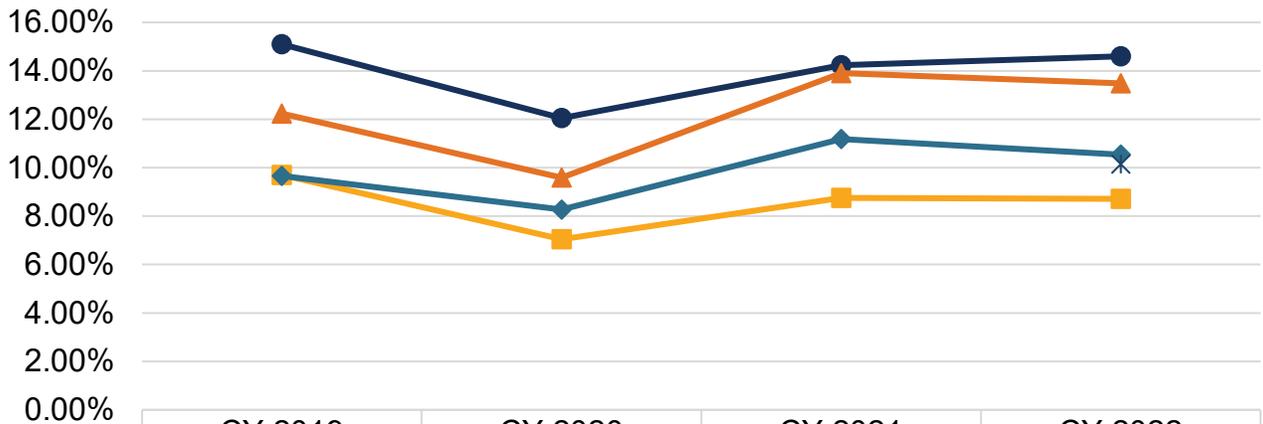
	CY 2019	CY 2020	CY 2021	CY 2022
FFS	15.10%	12.05%	14.23%	14.60%
Access LA	9.70%	7.05%	8.76%	8.71%
Health Net LA	9.66%	8.27%	11.18%	10.53%
Liberty LA	12.23%	9.59%	13.91%	13.48%
HPSM				10.14%
Access Sac	7.98%	6.20%	7.36%	7.54%
Health Net Sac	9.56%	8.81%	11.59%	10.25%
Liberty Sac	9.92%	9.78%	13.31%	12.14%

Diagonostic Services
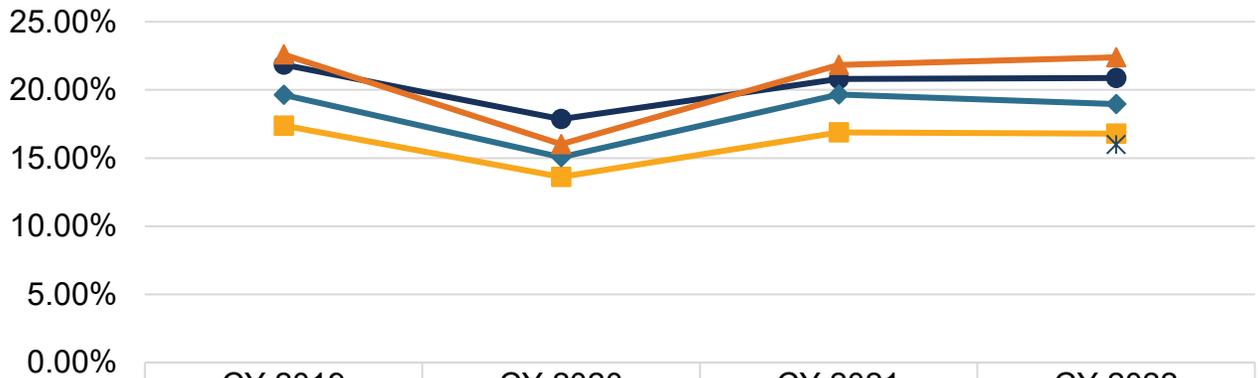
	CY 2019	CY 2020	CY 2021	CY 2022
FFS	21.86%	17.86%	20.81%	20.88%
Access LA	17.38%	13.62%	16.89%	16.80%
Health Net LA	19.63%	15.06%	19.66%	18.96%
Liberty LA	22.60%	16.02%	21.82%	22.40%
HPSM				15.99%
Access Sac	15.27%	12.36%	15.77%	14.77%
Health Net Sac	17.97%	15.44%	18.38%	17.37%
Liberty Sac	21.31%	17.64%	20.82%	20.16%

Exams
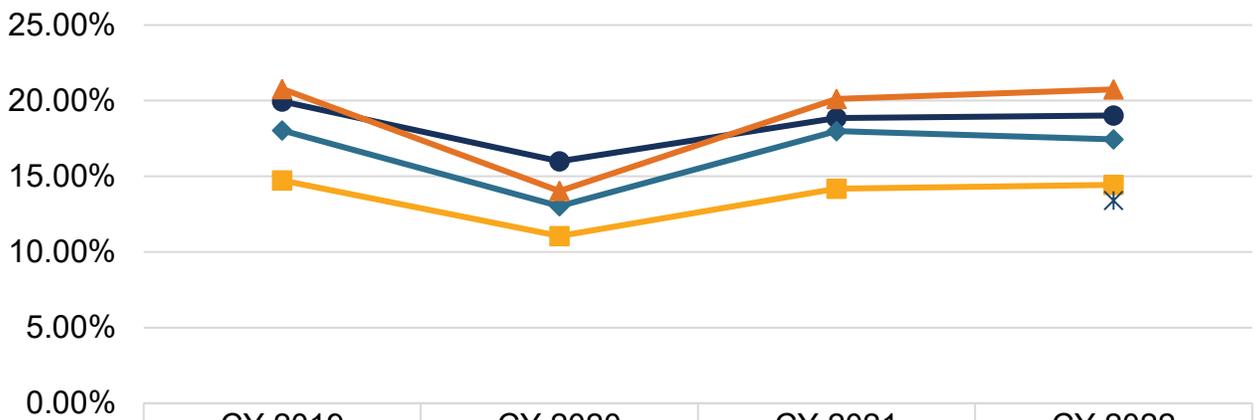
	CY 2019	CY 2020	CY 2021	CY 2022
FFS	19.95%	16.00%	18.86%	19.02%
Access LA	14.73%	11.05%	14.19%	14.44%
Health Net LA	18.03%	13.03%	17.99%	17.44%
Liberty LA	20.78%	14.03%	20.11%	20.75%
HPSM				13.40%
Access Sac	11.79%	8.74%	12.19%	11.66%
Health Net Sac	15.47%	12.32%	15.83%	15.27%
Liberty Sac	18.38%	14.17%	17.74%	17.60%

Treatment Services
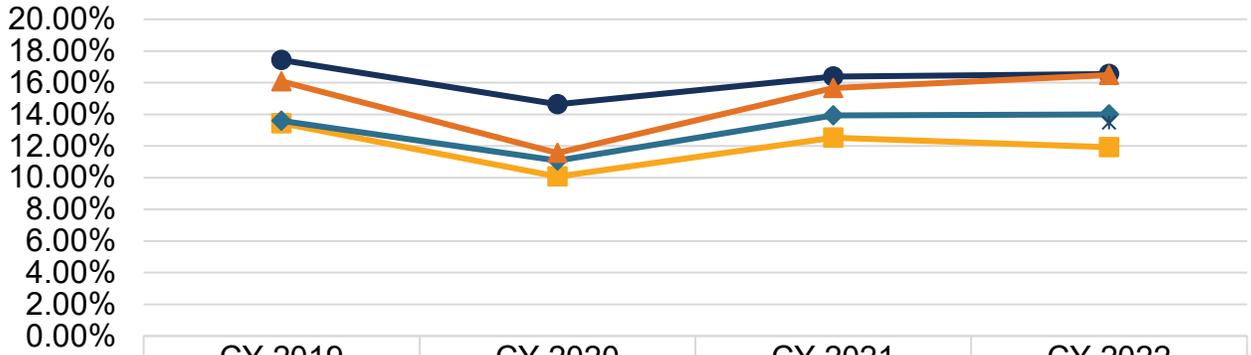
	CY 2019	CY 2020	CY 2021	CY 2022
FFS	17.43%	14.64%	16.38%	16.54%
Access LA	13.44%	10.07%	12.53%	11.92%
Health Net LA	13.60%	11.08%	13.92%	13.99%
Liberty LA	16.08%	11.56%	15.65%	16.48%
HPSM				13.48%
Access Sac	12.90%	10.23%	12.09%	11.01%
Health Net Sac	14.22%	12.65%	14.99%	14.78%
Liberty Sac	17.82%	15.08%	17.07%	16.26%

Data Source: DHCS Data Warehouse, including SNC encounters as of August 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	HPSM	Total
Diagnostic	D0230ᵖ	2,894,692	97,370	12,366	3,004,428
Diagnostic	D0150ᵖᶜ	798,636	71,351	8,569	878,556
Diagnostic	D0210ᵖ	578,232	48,212	6,061	632,505
Diagnostic	D0350ᵖ	541,496	11,947	4,369	557,812
Diagnostic	D0120ᵖᶜ	490,856	40,892	3,906	535,654
Preventive	D1110ᵖ	761,488	49,242	8,720	819,450
Preventive	D1208ᵖᶜ	405,873	15,025	4,586	425,484
Preventive	Z0120	374,247	56	143	374,446
Preventive	D1206ᵖ	242,210	23,843	2,637	268,690
Preventive	Z0121	205,727	271	115	206,113
Treatment	D4341ᵖ	659,249	44,516	12,202	715,967
Treatment	D7210ᵖ	502,621	28,391	2,721	533,733
Treatment	D9430ᵖ	450,625	34,324	4,306	489,255
Treatment	D2392ᵖ	333,553	30,085	4,891	368,529
Treatment	D2391ᵖ	320,908	25,989	5,506	352,403
Orthodontic	D8670ᵖ	*	*	*	102
Orthodontic	D8210	0	37	0	37
Orthodontic	D8680ᵖ	*	**	0	32
Orthodontic	D8080	*	**	0	22
Orthodontic	D8999ᵖ	12	19	0	31

Data Source: *DHCS Data Warehouse queried on September 22, 2023. CY 2022 data is subject 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

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

Procedure	CDT	FFS	DMC	Total
Diagnostic	D0230ᵖ	1,088,670	47,228	1,135,898
Diagnostic	D0150ᵖᶜ	255,530	36,484	292,014
Diagnostic	D0220ᵖ	133,107	26,832	159,939
Diagnostic	D0210ᵖ	181,951	25,668	207,619
Diagnostic	D0120ᵖᶜ	169,475	21,922	191,397
Preventive	D1110ᵖ	258,002	24,758	282,760
Preventive	D1208ᵖ	139,084	9,406	148,490
Preventive	D1206ᵖ	71,486	7,492	78,978
Preventive	D1320ᶜ	16,176	1,687	17,863
Preventive	Z0120	81,307	16	81,323
Treatment	D4341ᵃ	255,180	27,324	282,504
Treatment	D9430ᵖ	150,599	14,672	165,271
Treatment	D7210ᵖ	146,130	13,152	159,282
Treatment	D2392ᵖ	108,096	11,210	119,306
Treatment	D2391ᵖ	103,705	9,913	113,618
Orthodontic	D8670ᵖ	*	**	30
Orthodontic	D8680ᵖ	*	**	13
Orthodontic	D8210	0	11	11
Orthodontic	D8999	*	*	12
Orthodontic	D8080ᵖ	*	*	*

Data Source: *DHCS Data Warehouse queried on September 22, 2023. CY 2022 data is subject to change as more claims are received.*

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

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