

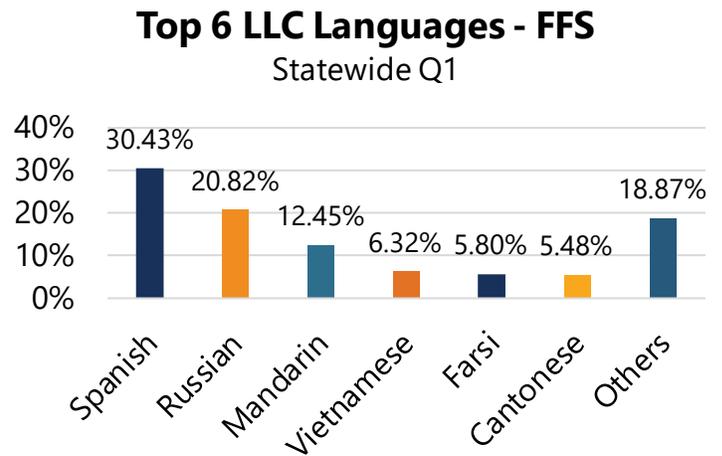
Member Call Volume

Statewide Fee-For-Service (FFS)

253,184 - Member calls, including the Language Line Services (LLS) call volume, received from **January to March (Quarter 1) 2024** in the Fee-For Service (FFS) delivery system.

Data Source: Delta Dental of California Telephone Service Center Performance Report as of May 29, 2024.

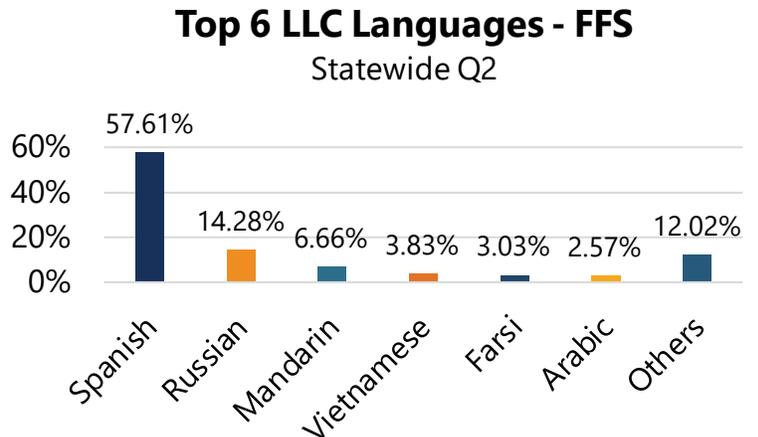
| Category | Quarter 1 - 2024 |
|---------------------------|------------------|
| Language Line Services | 5,576 |
| Requested Languages | 51 |
| Calls for Top 6 Languages | 81.3% |
| Calls for Other Languages | 18.7% |



264,360 - Member calls, including the Language Line Services (LLS) call volume, received from **April to June (Quarter 2) 2024** in the Fee-For Service (FFS) delivery system.

Data Source: Delta Dental of California Telephone Service Center Performance Report as of September 24, 2024 and Gainwell Technologies as of September 23, 2024.

| Category | Quarter 2 - 2024 |
|---------------------------|------------------|
| Language Line Services | 9,691 |
| Requested Languages | 66 |
| Calls for Top 6 Languages | 88% |
| Calls for Other Languages | 12% |



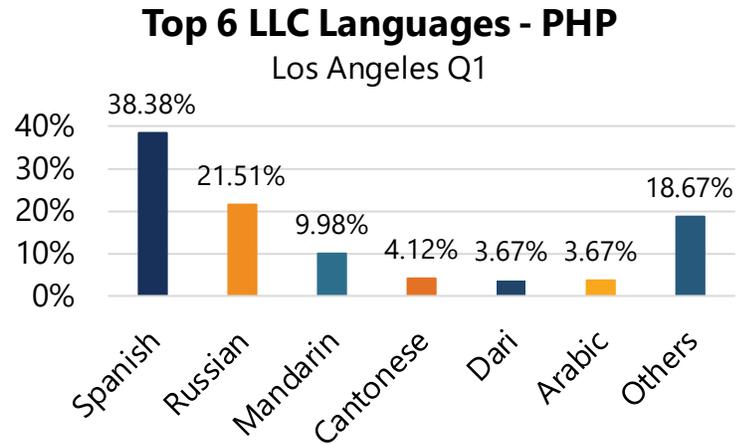
Data Source: Delta Dental Denti Cal Language Summary report as of May 29, 2024 and September 24, 2024 and Gainwell Technologies as of September 25, 2024.

Los Angeles Prepaid Health Plan (PHP)

42,362 - Member calls received from **January to March (Quarter 1) 2024** 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 April 30, 2024.

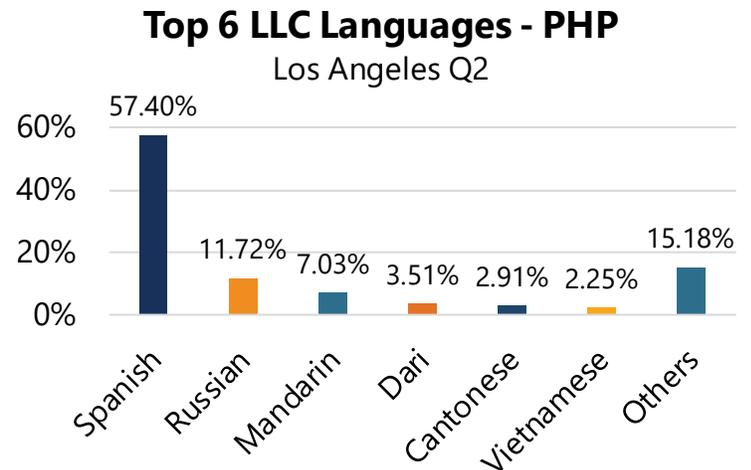
| Category | Quarter 1 - 2024 |
|---------------------------|------------------|
| Language Line Services | 1,553 |
| Requested Languages | 37 |
| Calls for Top 6 Languages | 81.3% |
| Calls for Other Languages | 18.7% |



48,037 - Member calls, including the LLS call volume, received from **April to June (Quarter 2) 2024** in the Los Angeles Prepaid Health Plan (PHP) delivery system.

Data Source: Call Center Report from Access Dental Plan, Health Net Dental and Liberty Dental Plan as of September 24, 2024.

| Category | Quarter 2 - 2024 |
|---------------------------|------------------|
| Language Line Services | 2,134 |
| Requested Languages | 41 |
| Calls for Top 6 Languages | 84.8% |
| Calls for Other Languages | 15.2% |



Data Source: Linguistic Report from Access Dental Plan, HealthNet Dental and Liberty Dental Plan as of April 30, 2024 (Quarter 1) and September 24, 2024 (Quarter 2).

Dental Provider Data

| Statewide Provider Counts | | | | | |
|------------------------------------|-------------------|-----------------------|----------------------|--------------------------|--------------------------|
| Delivery System | SNCs ¹ | SNC Rend ² | Offices ³ | Office Rend ³ | Active Rend ⁴ |
| Statewide FFS | 591 | 1,270 | 6,551 | 12,965 | 10,762 |
| Statewide DMC | 119 | 435 | 1,159 | 2,111 | 1,954 |
| Los Angeles County Provider Counts | | | | | |
| Delivery System | SNCs | SNC Rend | Offices | Office Rend | Active Rend |
| Los Angeles FFS | 134 | 226 | 2,427 | 4,552 | 4,603 |
| Los Angeles PHP | 88 | 324 | 993 | 1,792 | 1,519 |

Rend = Rendering Providers

Data Source: MIS/DSS Data Warehouse and Contractor Reports as of July 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 | 19 | 94 |
| Access LA | 1 | 1 |
| Health Net LA | 7 | 75 |
| Liberty LA | 6 | 35 |
| LA FFS | 3 | 6 |

Data Source: Contractor Reports as of May 2024 and October 2024 (LA FFS) for reporting period January to March 2024.

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.

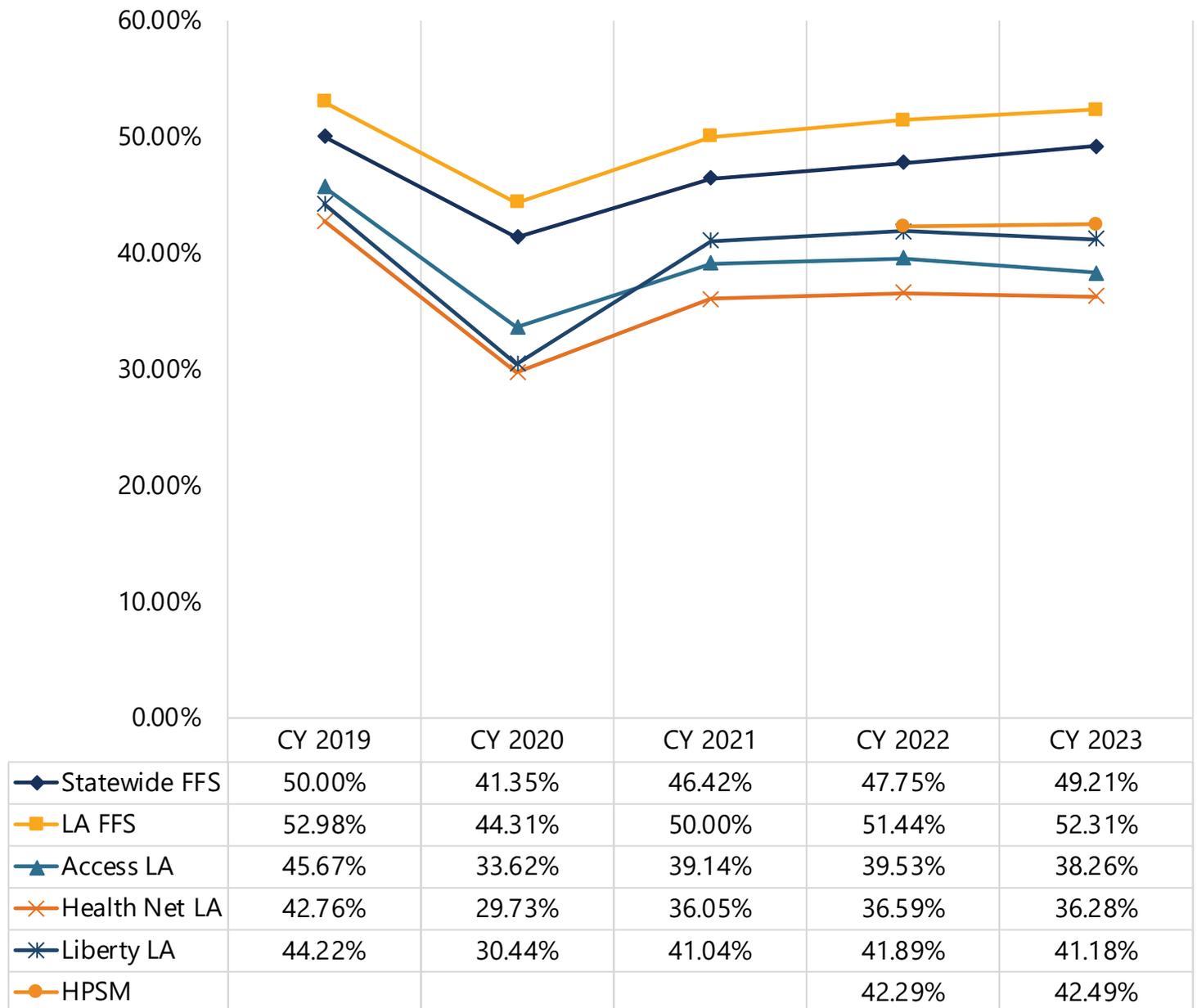
⁵ Total includes new and open cases.

Dental Utilization

Utilization in Children Ages 0-20⁶

Annual Dental Visits

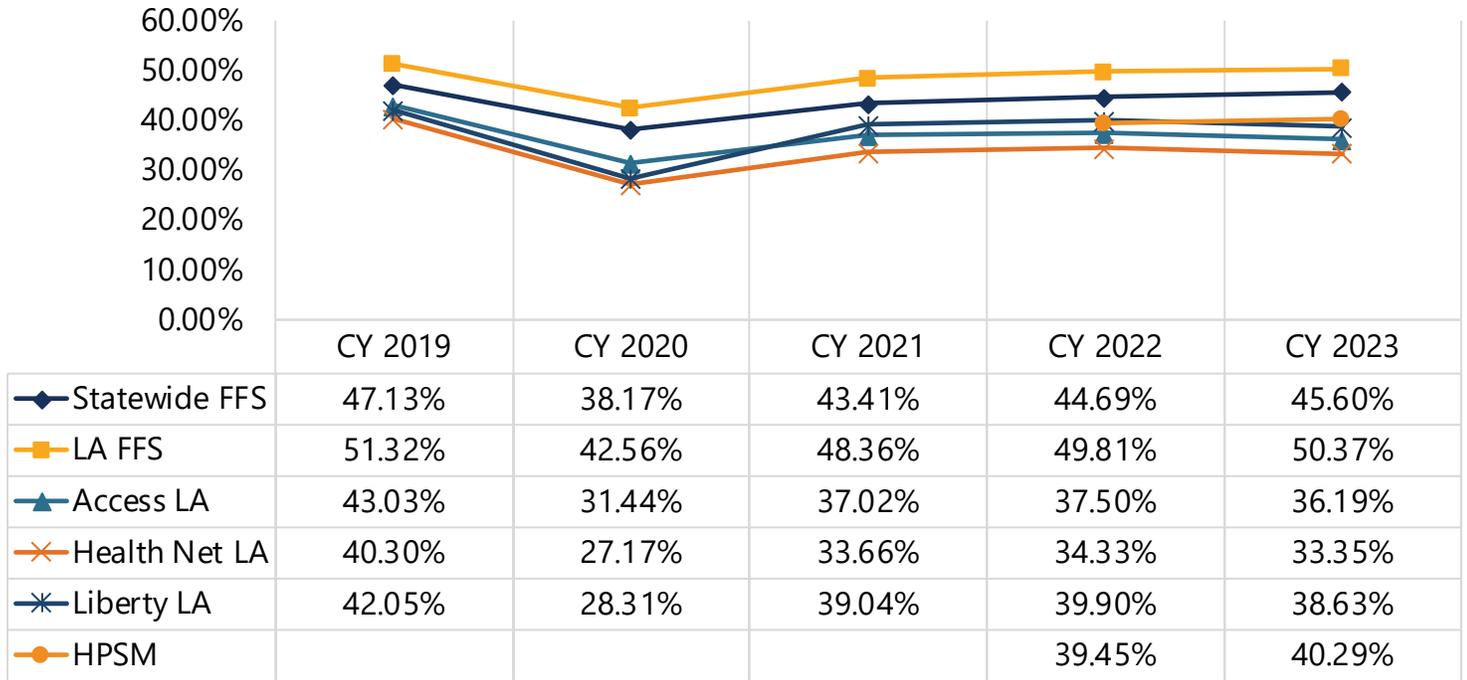
CY 2019 - CY 2023 for Eligible Members



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

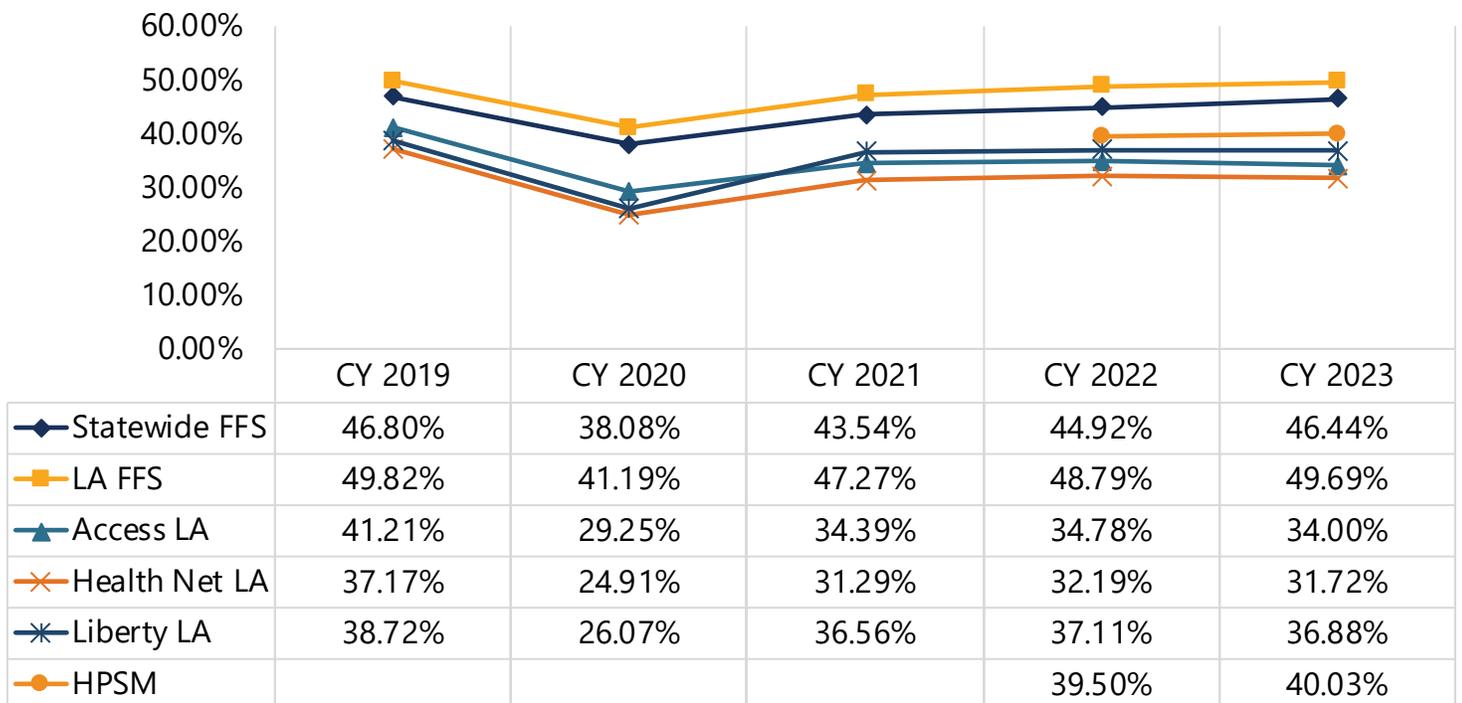
Diagnostic Services

CY 2019 - CY 2023 for Eligible Members



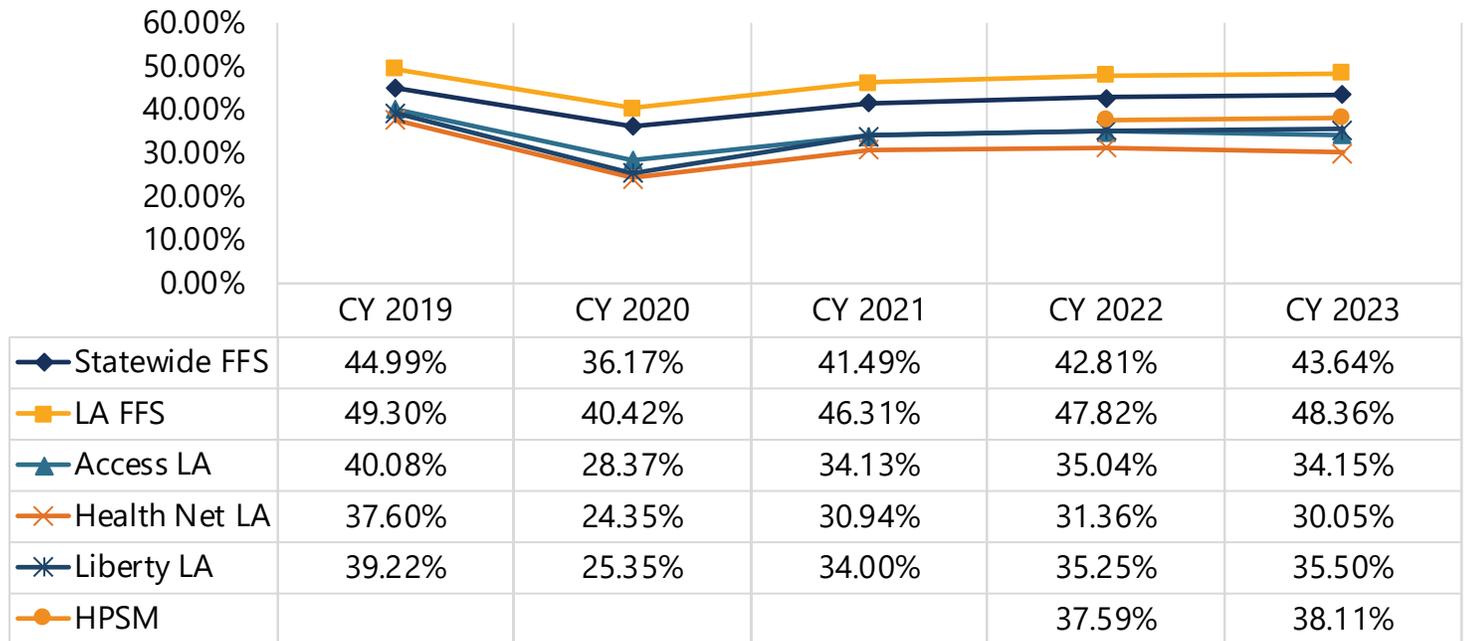
Preventive Services

CY 2019 - CY 2023 for Eligible Members



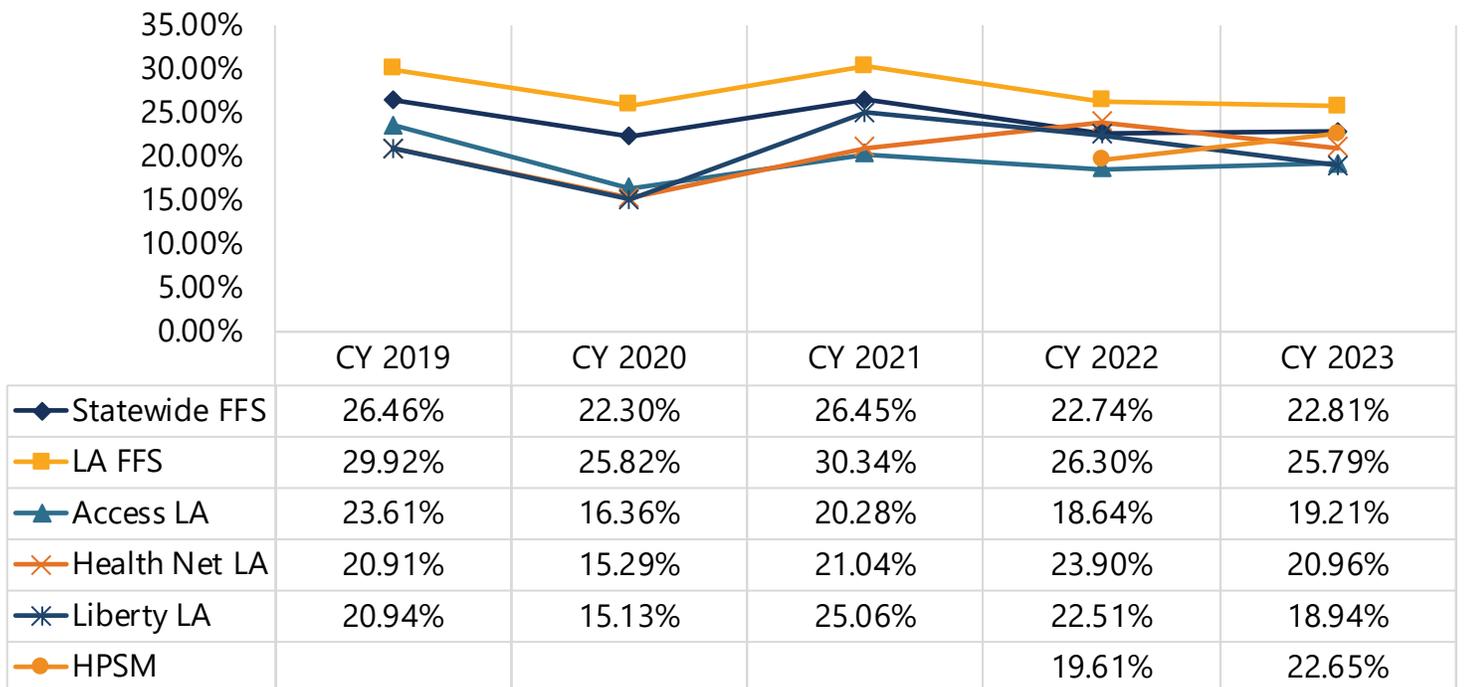
Exams

CY 2019 - CY 2023 for Eligible Members



Treatment Services

CY 2019 - CY 2023 for Eligible Members



Data Source: Tableau Dental Dashboard (connects with MIS/DSS data warehouse), including SNC encounters as of September 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 | 9,639,731 | 305,473 | 67,819 | 10,013,023 |
| Diagnostic | D0120 ^{PC} | 2,243,417 | 123,642 | 25,404 | 2,392,463 |
| Diagnostic | D0350 ^P | 1,291,491 | 20,413 | 12,361 | 1,324,265 |
| Diagnostic | D0272 ^P | 1,108,853 | 35,375 | 9,208 | 1,153,436 |
| Diagnostic | D0220 ^{PC} | 805,803 | 136,545 | 9,637 | 951,985 |
| Preventive | D1120 ^C | 3,028,133 | 133,465 | 32,748 | 3,194,346 |
| Preventive | D1208 ^C | 2,007,079 | 55,459 | 11,425 | 2,073,963 |
| Preventive | D1351 ^C | 1,630,033 | 95,235 | 35,241 | 1,760,509 |
| Preventive | D1206 ^C | 948,949 | 105,367 | 27,004 | 1,081,320 |
| Preventive | D1310 | 912,639 | 60,450 | 20,149 | 993,238 |
| Treatment | D2392 ^P | 706,191 | 48,547 | 6,511 | 761,249 |
| Treatment | D7140 ^P | 554,873 | 26,291 | 3,888 | 585,052 |
| Treatment | D2930 ^P | 524,844 | 24,236 | 2,447 | 551,527 |
| Treatment | D9230 ^P | 509,209 | 16,599 | 3,173 | 528,981 |
| Treatment | D2391 ^P | 471,929 | 32,230 | 4,840 | 508,999 |
| Orthodontic | D8670 ^P | 83,397 | 10,521 | 387 | 94,305 |
| Orthodontic | D8680 ^P | 12,120 | 491 | 12 | 12,623 |
| Orthodontic | D8080 ^P | 10,275 | 526 | 72 | 10,873 |
| Orthodontic | D8660 | * | 2,244 | ** | 3,065 |
| Orthodontic | D8703 | 706 | 22 | 117 | 845 |

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 | 2,963,607 | 68,818 | 3,032,425 |
| Diagnostic | D0120 ^{PC} | 700,517 | 35,142 | 735,659 |
| Diagnostic | D0272 ^P | 363,143 | 11,812 | 374,955 |
| Diagnostic | D0350 ^P | 317,195 | 7,861 | 325,056 |
| Diagnostic | D0220 ^P | 260,578 | 28,465 | 289,043 |
| Preventive | D1120 ^C | 938,851 | 39,706 | 978,557 |
| Preventive | D1208 ^C | 640,340 | 20,581 | 660,921 |
| Preventive | D1351 ^C | 553,291 | 26,907 | 580,198 |
| Preventive | D1206 ^C | 280,187 | 23,336 | 303,523 |
| Preventive | D1310 | 276,373 | 10,486 | 286,859 |
| Treatment | D2392 ^P | 197,142 | 12,568 | 209,710 |
| Treatment | D7140 ^P | 172,579 | 4,366 | 176,945 |
| Treatment | D9230 ^P | 156,184 | 2,605 | 158,789 |
| Treatment | D2150 ^P | 155,360 | 2,440 | 157,800 |
| Treatment | D2391 ^P | 131,407 | 8,530 | 139,937 |
| Orthodontic | D8670 ^P | 24,540 | 529 | 25,069 |
| Orthodontic | D8680 ^P | 3,537 | 47 | 3,584 |
| Orthodontic | D8080 ^P | 3,255 | 46 | 3,301 |
| Orthodontic | D8703 | 168 | 0 | 168 |
| Orthodontic | D8704 | 164 | 0 | 164 |

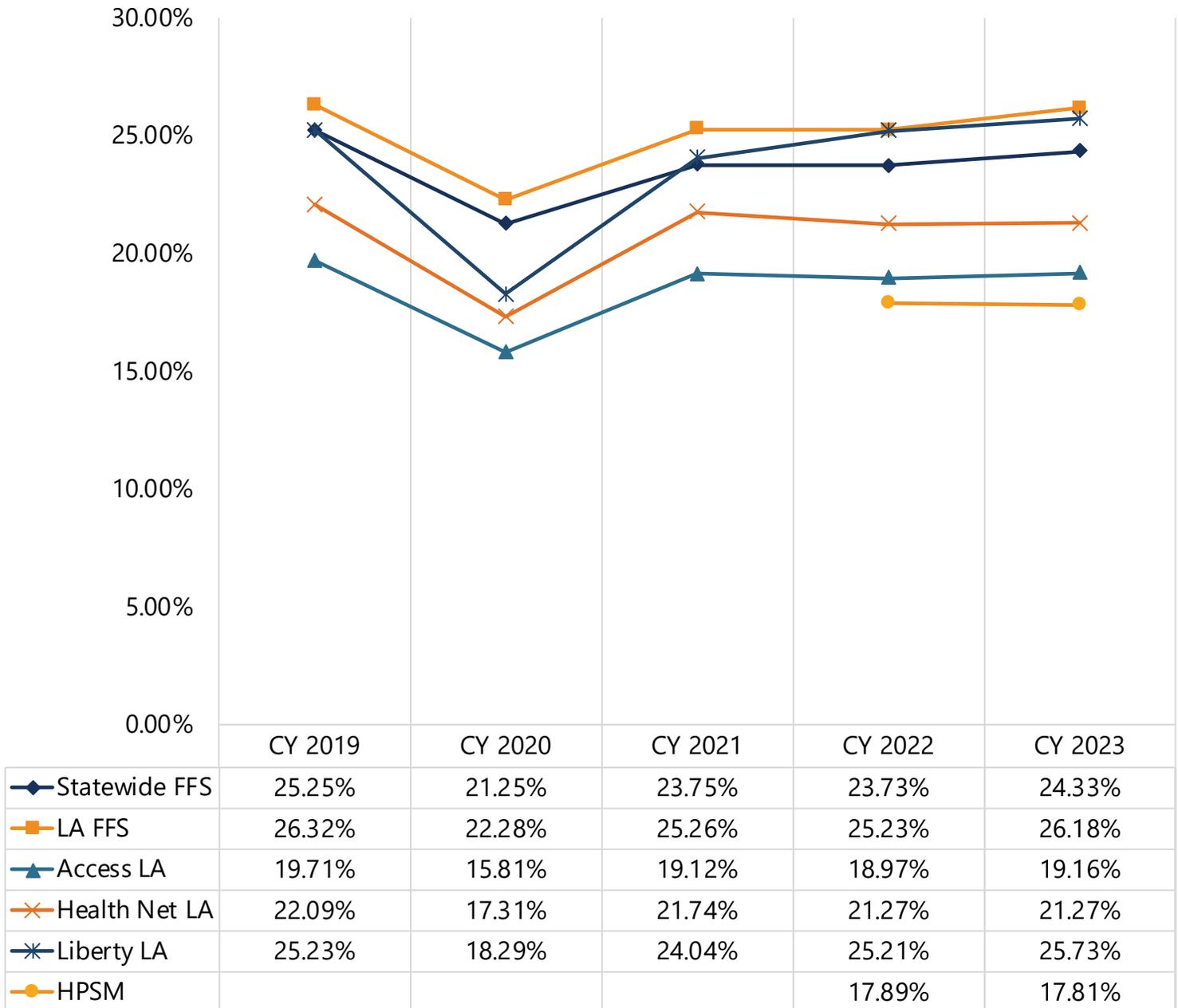
Data Source: Tableau Dental Dashboard (connects with MIS/DSS data warehouse), including SNC encounters as of September 30, 2024.

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

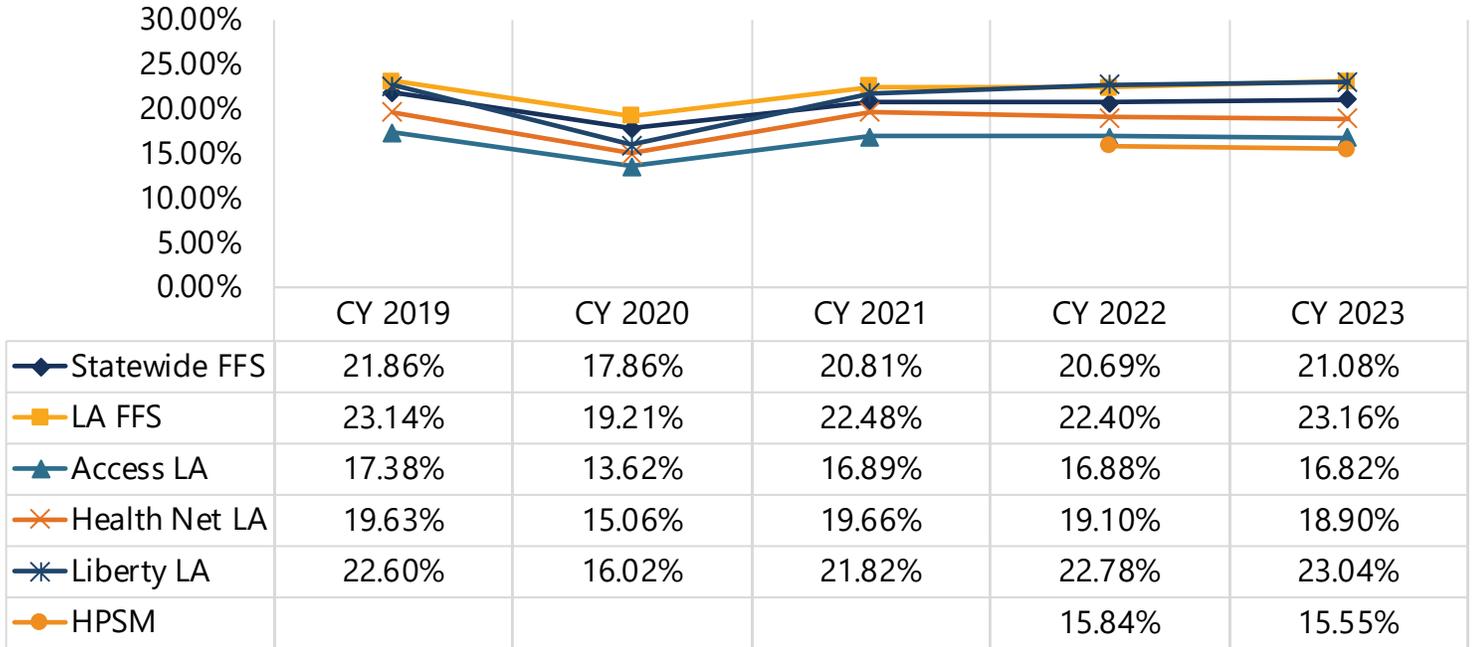
CY 2019 - CY 2023 for Eligible Members



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

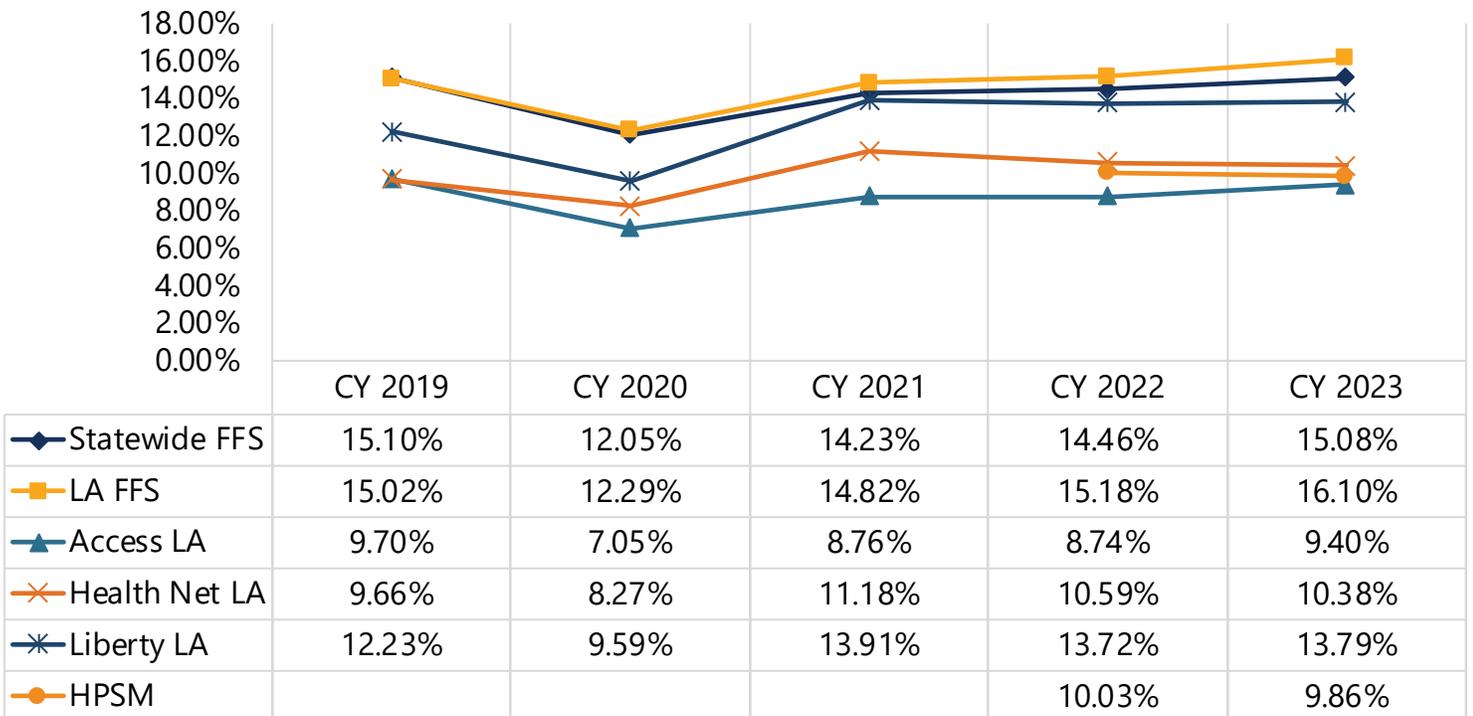
Diagnostic Services

CY 2019 - CY 2023 for Eligible Members



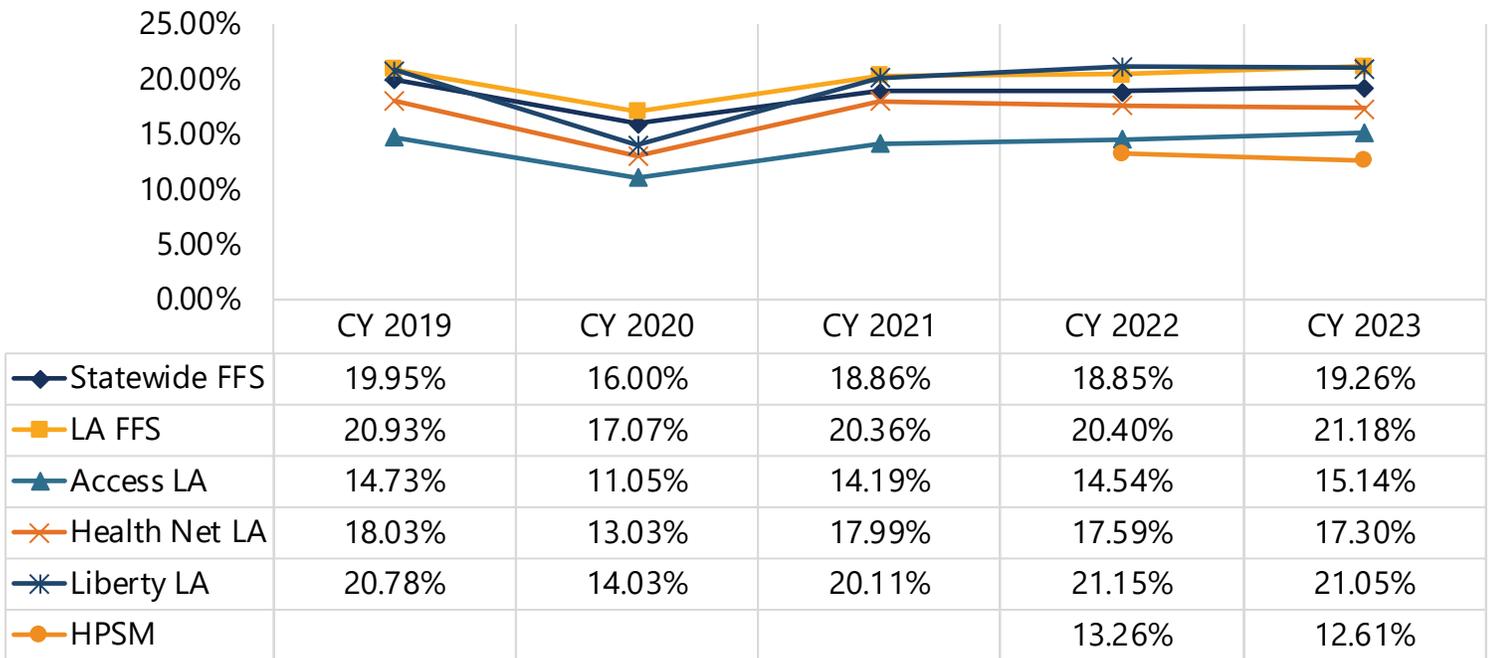
Preventive Services

CY 2019 - CY 2023 for Eligible Members



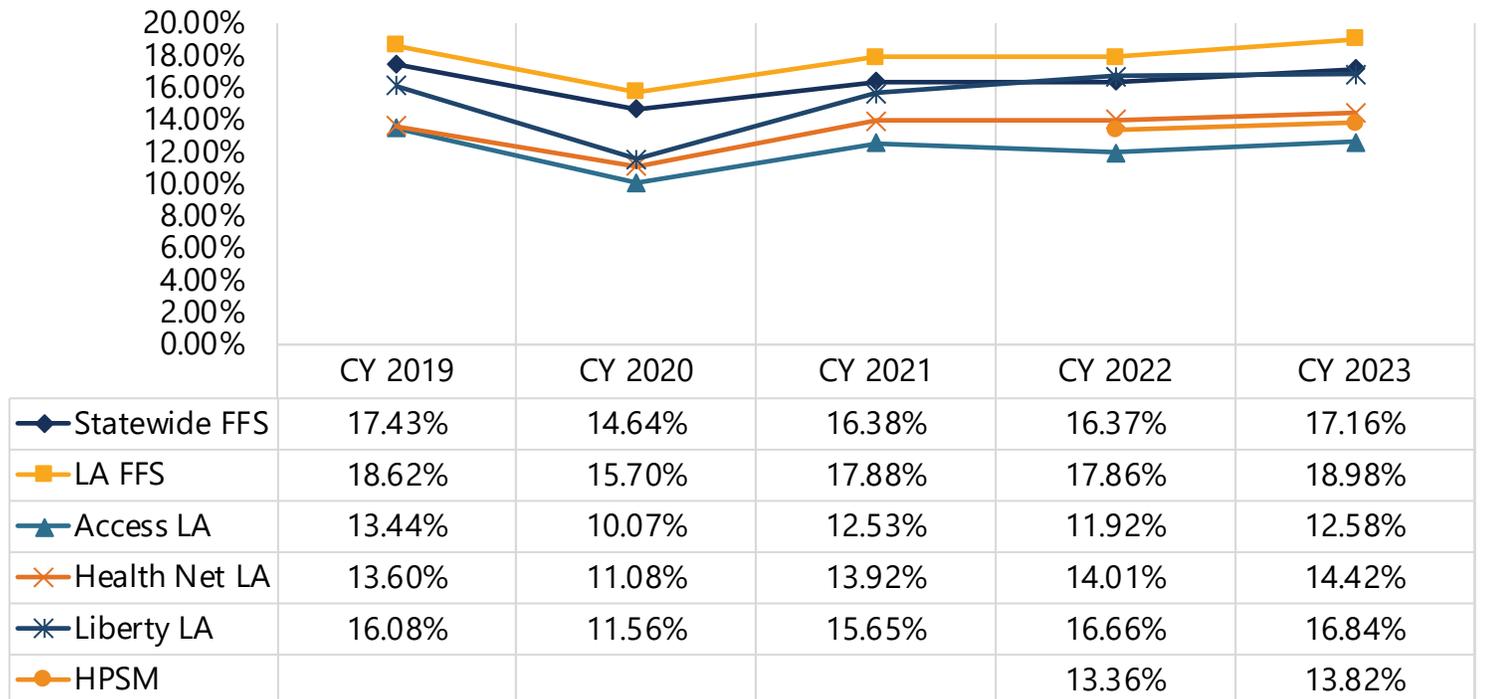
Exams

CY 2019 - CY 2023 for Eligible Members



Treatment Services

CY 2019 - CY 2023 for Eligible Members



Data Source: Tableau Dental Dashboard (connects with MIS/DSS data warehouse), including SNC encounters as of September 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 | 3,305,845 | 141,712 | 19,360 | 3,466,917 |
| Diagnostic | D0150 ^{PC} | 857,559 | 90,246 | 7,593 | 955,398 |
| Diagnostic | D0350 ^P | 704,520 | 19,170 | 4,289 | 727,979 |
| Diagnostic | D0210 ^{PC} | 633,131 | 56,906 | 5,208 | 695,245 |
| Diagnostic | D0120 ^{PC} | 543,677 | 47,182 | 6,244 | 597,103 |
| Preventive | D1110 ^P | 818,048 | 58,599 | 9,858 | 886,505 |
| Preventive | D1208 ^{PC} | 440,812 | 18,994 | 5,256 | 465,062 |
| Preventive | Z0120 | 421,930 | 57 | 163 | 422,150 |
| Preventive | D1206 ^P | 275,619 | 31,738 | 3,454 | 310,811 |
| Preventive | Z0121 | 243,210 | 384 | 36 | 243,630 |
| Treatment | D4341 ^P | 822,289 | 58,667 | 12,633 | 893,589 |
| Treatment | D9430 ^P | 532,757 | 40,662 | 5,017 | 578,436 |
| Treatment | D7210 ^P | 515,445 | 33,217 | 3,540 | 552,202 |
| Treatment | D2392 ^P | 378,767 | 36,045 | 5,531 | 420,343 |
| Treatment | D2391 ^P | 351,744 | 30,008 | 5,871 | 387,623 |
| Orthodontic | D8670 ^P | * | ** | 0 | 68 |
| Orthodontic | D8660 | 0 | 0 | 39 | 39 |
| Orthodontic | D8703 | 0 | 0 | 38 | 38 |
| Orthodontic | D8704 | 0 | 0 | 38 | 38 |
| Orthodontic | D8999 | ** | * | 0 | 30 |

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 | 1,242,244 | 65,107 | 1,307,351 |
| Diagnostic | D0150 ^{PC} | 281,128 | 40,048 | 321,176 |
| Diagnostic | D0210 ^{PC} | 203,103 | 27,736 | 230,839 |
| Diagnostic | D0120 ^{PC} | 187,171 | 24,648 | 211,819 |
| Diagnostic | D0350 ^P | 197,717 | 10,898 | 208,615 |
| Preventive | D1110 ^P | 282,322 | 27,760 | 310,082 |
| Preventive | D1208 ^P | 155,362 | 11,650 | 167,012 |
| Preventive | Z0120 | 95,638 | 21 | 95,659 |
| Preventive | D1206 ^P | 83,546 | 9,042 | 92,588 |
| Preventive | Z0121 | 48,524 | 20 | 48,544 |
| Treatment | D4341 ^a | 322,072 | 33,186 | 355,258 |
| Treatment | D9430 ^P | 178,567 | 14,776 | 193,343 |
| Treatment | D7210 ^P | 153,492 | 12,543 | 166,035 |
| Treatment | D4910 ^P | 135,226 | 11,535 | 146,761 |
| Treatment | D2392 ^P | 127,380 | 13,577 | 140,957 |
| Orthodontic | D8670 ^P | * | ** | 33 |
| Orthodontic | D8999 | ** | * | 13 |
| Orthodontic | D8210 | * | * | ** |
| Orthodontic | D8680 | * | ** | * |

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