

Program Overview

The Medi-Cal Dental Program enrolled about 15.5 million members in June 2023:

- 92%** Fee-For-Service (FFS),
- 7%** Dental Managed Care (DMC) consisting of Geographic Managed Care (GMC) plans in Sacramento County and Prepaid Health Plans (PHP) in Los Angeles County,
- 1%** Health Plan of San Mateo (HPSM)

Source: DHCS Data Warehouse as of July 6, 2023.

Case Management – Q1 2023

FFS	GMC	PHP
14	355	163

Source: Dental Administrative Services Organization (ASO) and DMC plans.

Provider Data

Delivery System	Safety Net Clinics (SNC) ¹	SNC Rend ²	Offices ³	Office Rend ³	Active Rend ⁴
FFS	561	1,056	6,206	12,308	10,352
GMC	34	89	174	395	358
PHP	103	272	1,140	1,921	1,320

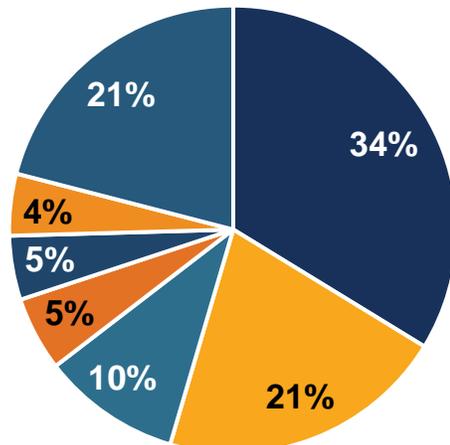
Source: DHCS provider data as of May 2023. Duplication may exist in rendering providers serving in SNCs and offices and also between the delivery systems. 1. SNCs in FFS are based on claims received within the last two years; SNCs in DMC are based on the enrollment reports from plans. 2. SNC rendering in FFS are the ORP providers reported from 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 providers between SNCs and offices within the delivery system who have billed at least one service within the last two years.

Language Line Service (LLS) Call Volume

253,637 - Member calls were received from January to March 2023 in the FFS and DMC delivery systems including the LLS call volume.

LLS call breakdown from the member call volume:

- 10,467 LLS calls were requested
- 3,922 (37%) FFS LLS calls
- 6,545 (63%) DMC LLS calls
- 59 languages were requested
- 79% of LLS calls are comprised of 6 languages as shown in the pie chart
- 21% are comprised of various other languages.



- SPANISH (34%)
- RUSSIAN (21%)
- MANDARIN (10%)
- VIETNAMESE (5%)
- CANTONESE (5%)
- DARI (4%)
- OTHER (21%)

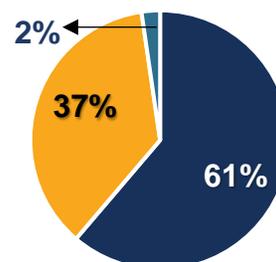
Treatment Authorization Requests (TAR) Received from December 2022 – May 2023

Age	FFS	DMC	Statewide
0-20	242,269	159,355	401,624
21+	1,043,806	187,658	1,231,464
Total	1,286,075	347,013	1,633,088
Average Turnaround Time (in Days)	6.13	4.45	5.29

TAR Determination December 2022 – May 2023

Measure	FFS	DMC	Statewide
Approved	913,207	255,939	1,169,146
Denied	599,555	96,938	696,493
Deferred	23,565	20,410	43,975
Total	1,536,327	373,287	1,909,614

Source: Monthly TAR report from the ASO and DMC plans, excluding HPSM.



■ Approved ■ Denied ■ Deferred

TAR Denial Reasons December – May 2023

FFS Top Five TAR Denial Reasons in all Age Groups	DMC Top Five TAR Denial Reasons in all Age Groups
Periodontal procedure cannot be justified on the basis of pocket depth, bone loss, and/or degree of deposits as evidenced by submitted radiographs.	Service requested is not medically necessary.
Cast and prefabricated posts are benefits in endodontically treated devitalized permanent teeth only when crowns have been authorized and/or paid by the program.	Service exceeds allowed expense for a participating provider. The insured is not responsible for this amount.
Tooth does not meet the Manual of Criteria for a laboratory processed crown, reevaluate for alternate treatment.	Prior-authorization is not required for the submitted procedure code.
Surgical extraction procedure has been modified to conform with radiographic appearance.	Required referral/NOA.
Per radiographs, documentation or photographs, the need for the procedure is not medically necessary.	Procedure not listed as a plan benefit.

Statewide State Hearing Cases

Age Group	Scope	Orthodontic	Conlan
Age 0-20	32	35	1
Age 21+	982	1	0
Total	1,014	36	1

Reporting Period: January - May 2023.

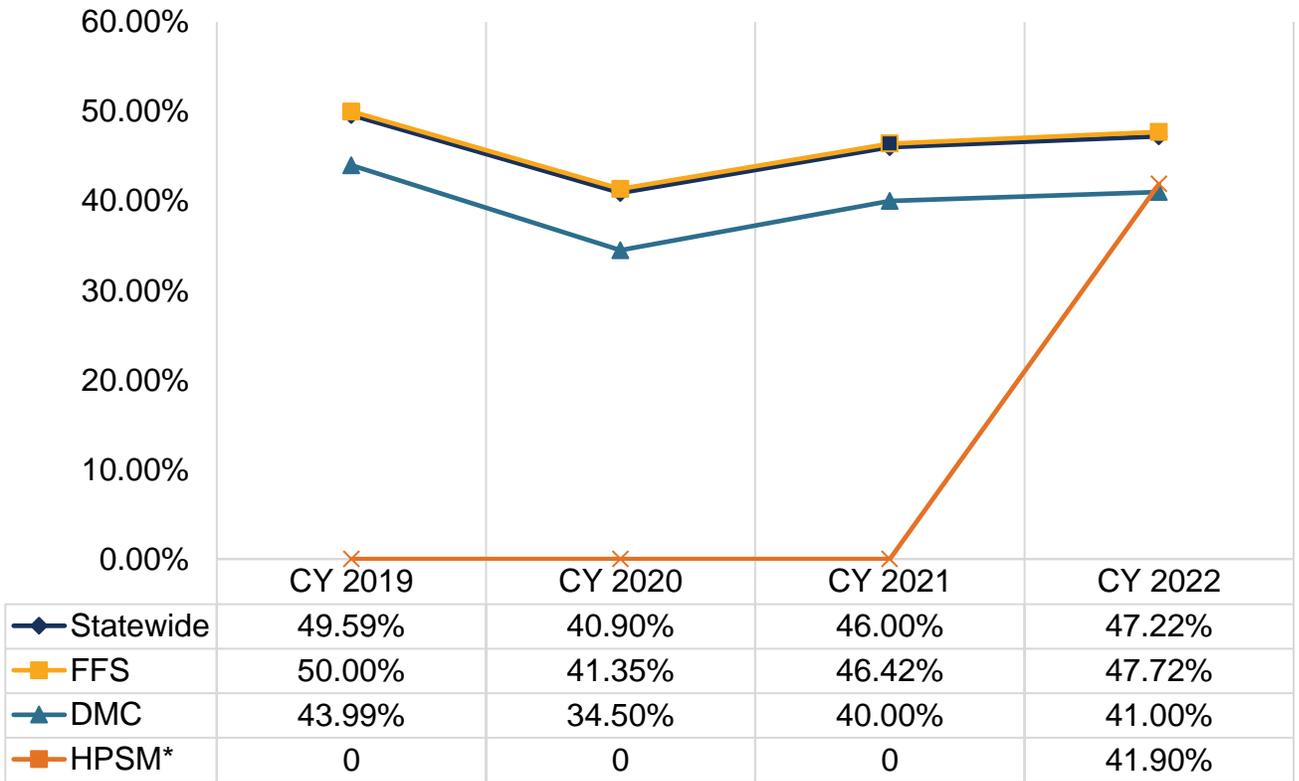
Scope: Benefits available under the Medi-Cal Dental Program.

Orthodontic: Treatment that requires braces to align teeth and/or correct occlusion (bite).

Conlan: Reimbursement process for members.

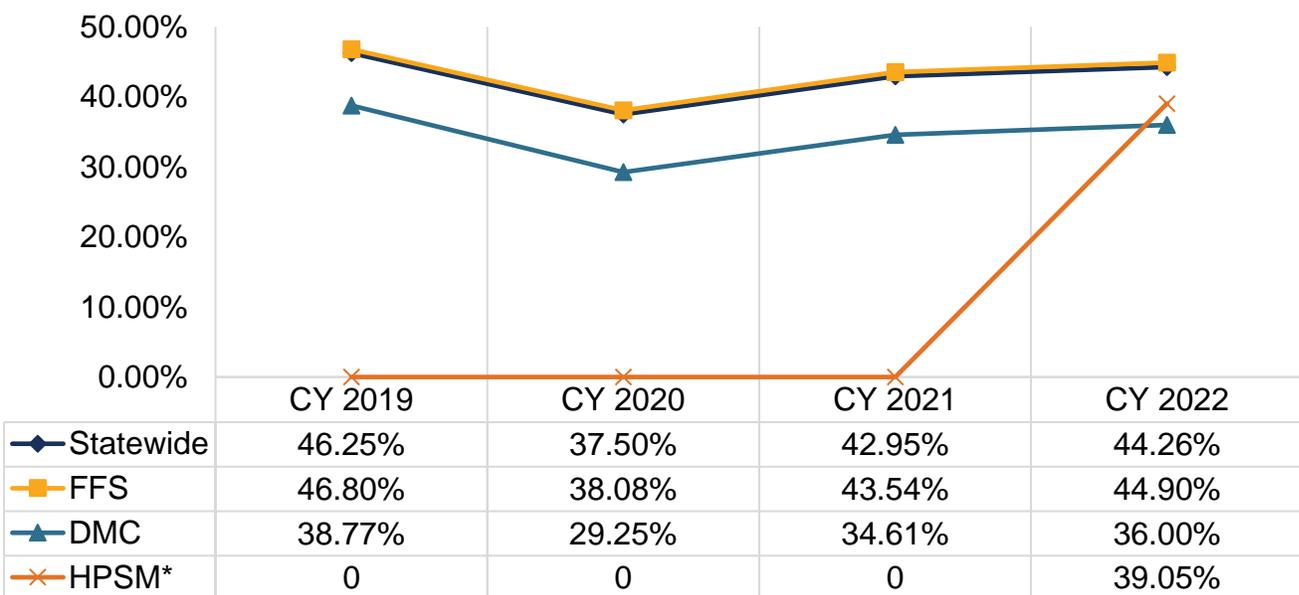
Utilization in Ages 0-20

Annual Dental Visits



**Effective starting CY2022, utilization for prior years is not applicable.*

Preventive Services



**Effective starting CY2022, utilization for prior years is not applicable.*

Treatment Services

30.00%
25.00%
20.00%
15.00%
10.00%
5.00%
0.00%

CY 2019 CY 2020 CY 2021 CY 2022

◆ Statewide	26.31%	22.09%	26.28%	22.73%
■ FFS	26.46%	22.30%	26.45%	22.71%
▲ DMC	24.18%	19.11%	23.91%	23.64%
✕ HPSM*	0	0	0	18.67%

**Effective starting CY2022, utilization for prior years is not applicable.*

Overall Utilization 1 Year

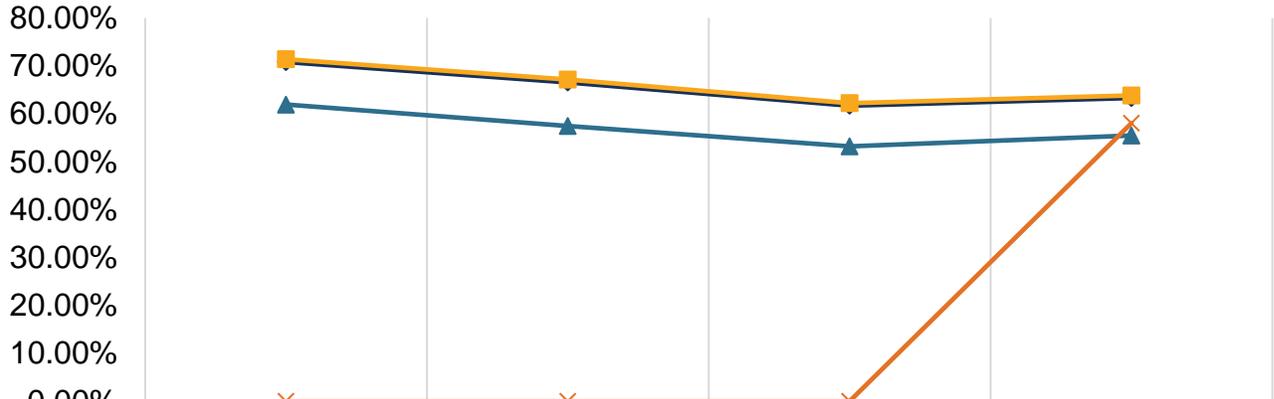
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%

CY 2019 CY 2020 CY 2021 CY 2022

◆ Statewide	55.65%	43.72%	48.27%	49.37%
■ FFS	56.23%	44.29%	48.80%	49.95%
▲ DMC	46.85%	35.08%	40.14%	41.27%
✕ HPSM*	0	0	0	43.93%

**Effective starting CY2022, utilization for prior years is not applicable.*

Overall Utilization 2 Years

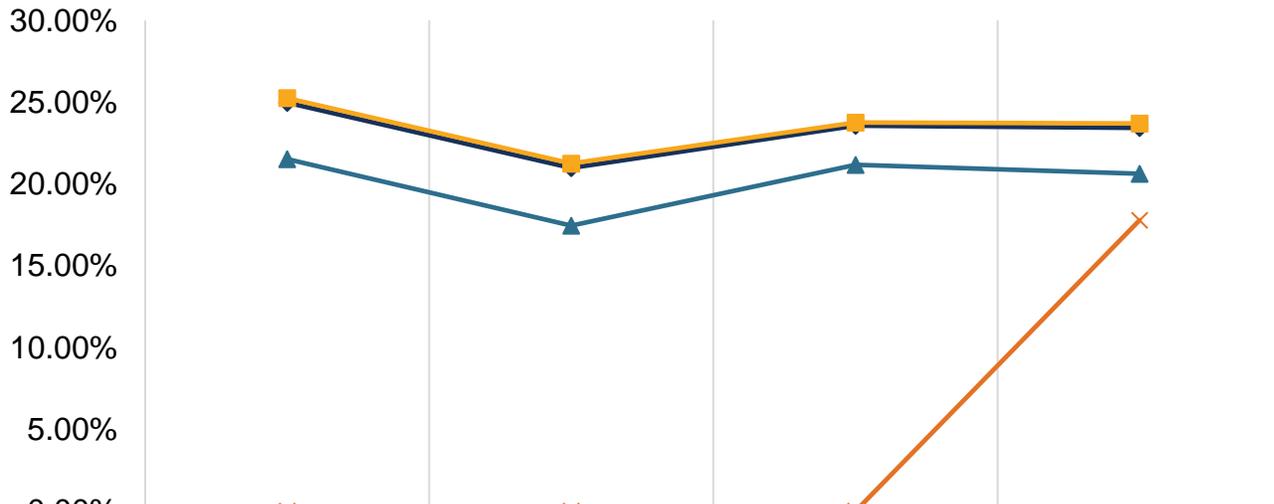


	CY 2019	CY 2020	CY 2021	CY 2022
◆ Statewide	70.81%	66.57%	61.69%	63.32%
■ FFS	71.38%	67.15%	62.21%	63.86%
▲ DMC	61.93%	57.43%	53.21%	55.47%
✕ HPSM*	0	0	0	58.04%

*Effective starting CY2022, utilization for prior years is not applicable.

Utilization in Ages 21+

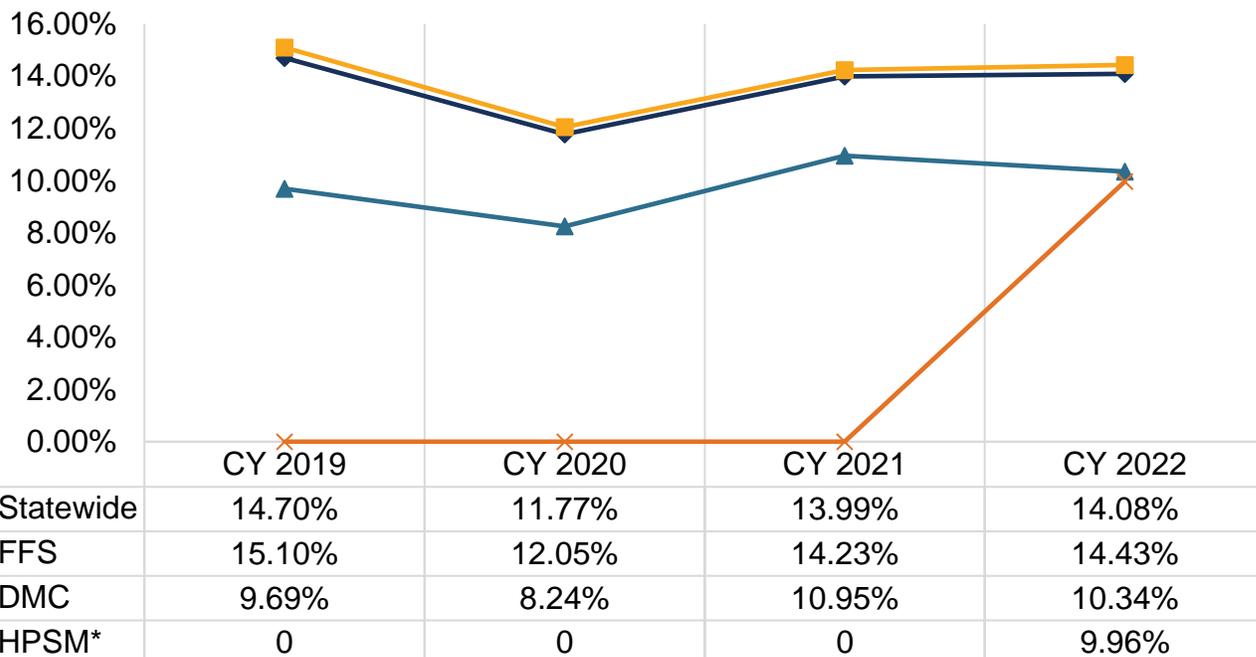
Annual Dental Visits



	CY 2019	CY 2020	CY 2021	CY 2022
◆ Statewide	24.97%	20.98%	23.56%	23.42%
■ FFS	25.25%	21.25%	23.75%	23.71%
▲ DMC	21.52%	17.45%	21.17%	20.62%
✕ HPSM*	0	0	0	17.78%

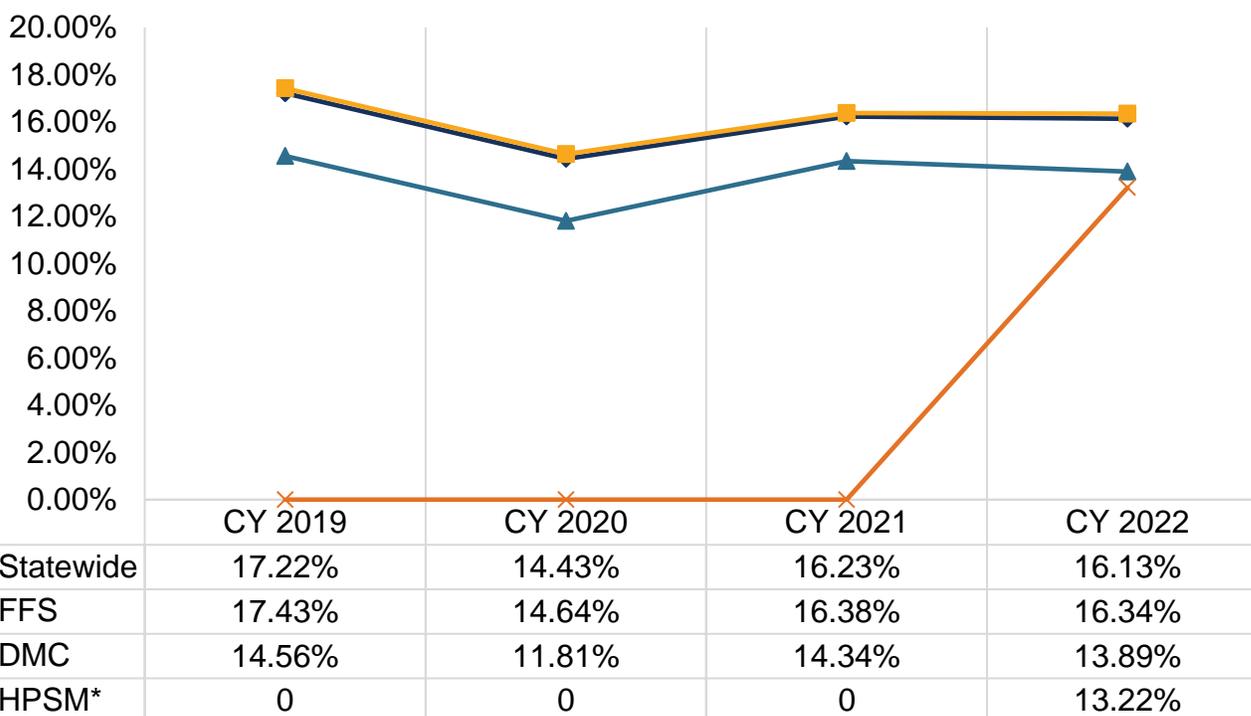
*Effective starting CY2022, utilization for prior years is not applicable.

Preventive Services



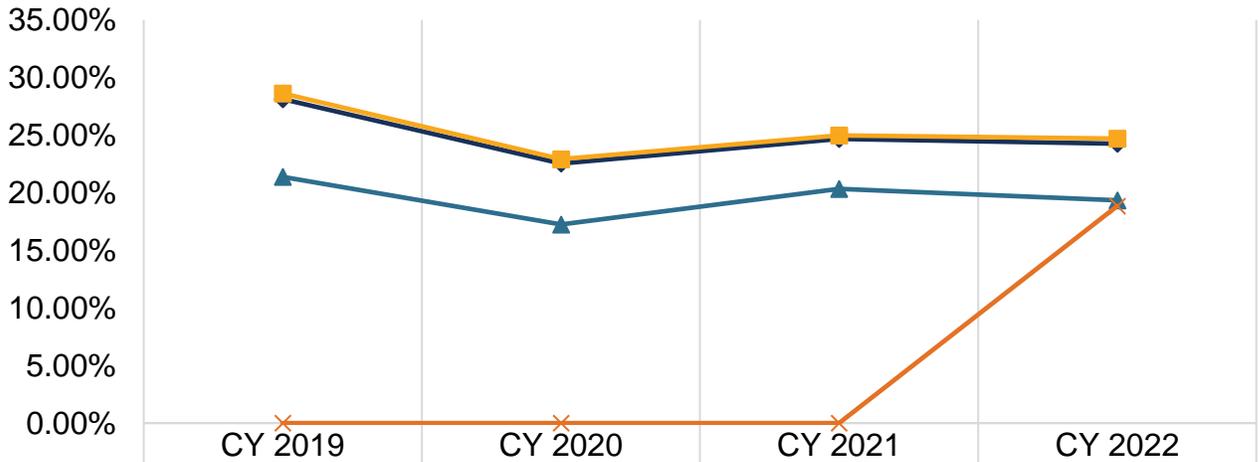
**Effective starting CY2022, utilization for prior years is not applicable.*

Treatment Services



**Effective starting CY2022, utilization for prior years is not applicable.*

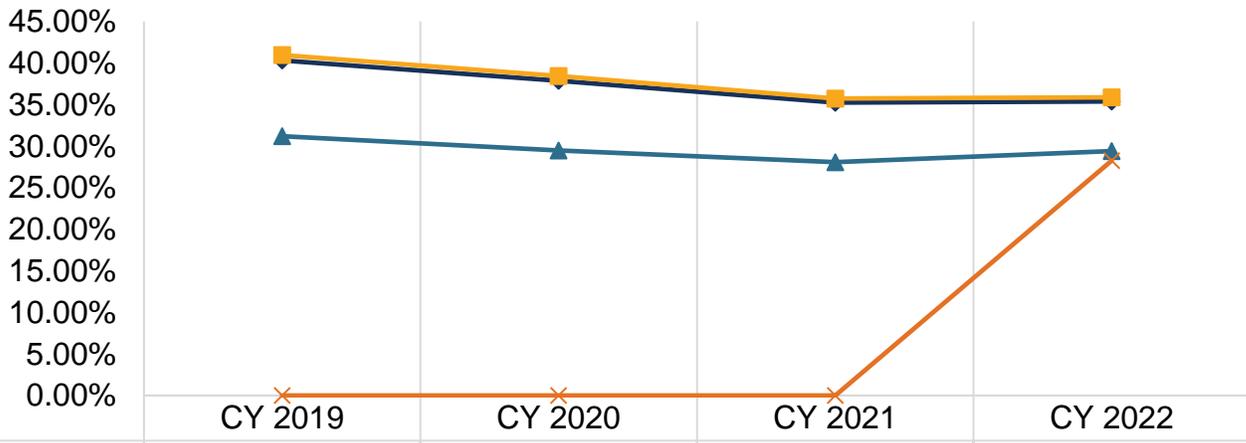
Overall Utilization 1 Year



	CY 2019	CY 2020	CY 2021	CY 2022
Statewide	28.12%	22.53%	24.66%	24.27%
FFS	28.62%	22.91%	24.98%	24.69%
DMC	21.37%	17.24%	20.34%	19.35%
HPSM*	0	0	0	18.85%

*Effective starting CY2022, utilization for prior years is not applicable.

Overall Utilization 2 Years



	CY 2019	CY 2020	CY 2021	CY 2022
Statewide	40.31%	37.85%	35.24%	35.39%
FFS	40.96%	38.43%	35.73%	35.88%
DMC	31.20%	29.48%	28.08%	29.41%
HPSM*	0	0	0	28.26%

*Effective starting CY2022, utilization for prior years is not applicable.

Data Source for all Charts: DHCS Data Warehouse queried on July 13, 2023.

Reporting Period: CY 2019: January 2019 – December 2019; CY 2020: January 2020 – December 2020; CY 2021: January 2021 – December 2021; CY 2022 (Subjected to change due to claims run-out): January 2022 – December 2022. Please refer to the [High Level](#), [FFS](#), and [DMC](#) performance measures on the Medi-Cal Dental webpage for definitions of these measures.

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

Procedure	CDT	FFS	DMC	HPSM	Total
Diagnostic	D0230 ^P	8,862,468	244,372	63,421	9,170,261
Diagnostic	D0120 ^{PC}	2,096,448	117,942	16,200	2,230,590
Diagnostic	D0350 ^P	1,257,237	15,242	10,343	1,282,822
Diagnostic	D0272 ^P	1,089,536	33,388	9,460	1,132,384
Diagnostic	D0220 ^P	755,839	114,152	10,612	880,603
Preventive	D1120 ^C	2,848,197	131,016	28,871	3,008,084
Preventive	D1208 ^C	1,916,094	57,241	13,393	1,986,728
Preventive	D1351 ^C	1,654,138	89,646	16,266	1,760,050
Preventive	D1206 ^C	867,906	91,328	18,550	977,784
Preventive	D1310	816,805	58,860	5,285	880,950
Treatment	D2392 ^P	627,869	42,302	6,176	676,347
Treatment	D7140 ^P	547,536	22,454	4,054	574,044
Treatment	D2930 ^P	506,695	17,718	2,155	526,568
Treatment	D9230 ^P	460,585	13,247	2,869	476,701
Treatment	D2391 ^P	432,128	29,348	4,847	466,323
All Services	D0230 ^P	8,862,468	244,372	63,421	9,170,261
All Services	D1120 ^C	2,848,197	131,016	28,871	3,008,084
All Services	D0120 ^{PC}	2,096,448	117,942	16,200	2,230,590
All Services	D1208 ^C	1,916,094	57,241	13,393	1,986,728
All Services	D1351 ^C	1,654,138	89,646	16,266	1,760,050

Statewide Top Five Procedure Counts*: Ages 21+, CY 2022

Procedure	CDT	FFS	DMC	HPSM	Total
Diagnostic	D0230 ^P	2,893,967	97,001	12,219	3,003,187
Diagnostic	D0150 ^{PC}	798,552	71,114	8,532	878,198
Diagnostic	D0210 ^P	578,031	48,027	6,040	632,098
Diagnostic	D0350 ^P	541,232	11,880	4,364	557,476
Diagnostic	D0120 ^{PC}	490,385	40,800	3,880	535,065
Preventive	D1110 ^P	760,528	49,064	8,675	818,267
Preventive	D1208 ^{PC}	405,458	14,950	4,576	424,984
Preventive	Z0120	362,627	55	142	362,824
Preventive	D1206 ^P	241,789	23,768	2,630	268,187
Preventive	Z0121	201,288	271	115	201,674
Treatment	D4341 ^P	657,231	44,275	12,170	713,676
Treatment	D7210 ^P	502,004	28,084	2,707	532,795
Treatment	D9430 ^P	450,097	34,140	4,213	488,450
Treatment	D2392 ^P	333,141	29,957	4,861	367,959
Treatment	D2391 ^P	320,557	25,875	5,473	351,905
All Services	D0230 ^P	2,893,967	97,001	12,219	3,003,187
All Services	D0150 ^{PC}	798,552	71,114	8,532	878,198
All Services	D1110 ^P	760,528	49,064	8,675	818,267
All Services	D4341 ^a	657,231	44,275	12,170	713,676
All Services	D0210 ^P	578,031	48,027	6,040	632,098

Source: DHCS Data Warehouse queried on 7/10/2023 including SNC ecounters. Suppression (*) and complementary suppressions (**) are applied. Annotation code "a" refers to the adult dental restoration codes, "p" are the Proposition 56 dental codes and "c" are the CalAIM dental codes.