

Program Overview

The Medi-Cal Dental Program enrolled about 14.9 million members in December 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 January 12, 2024.

Case Management

CY2023	FFS	GMC	PHP
Q2	26	170	13
Q3	24	123	29

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	610	1,293	6,364	12,495	10,444
GMC	35	98	178	395	374
PHP	94	294	1,260	2,016	1,412
HPSM	N/A	N/A	132	180	167

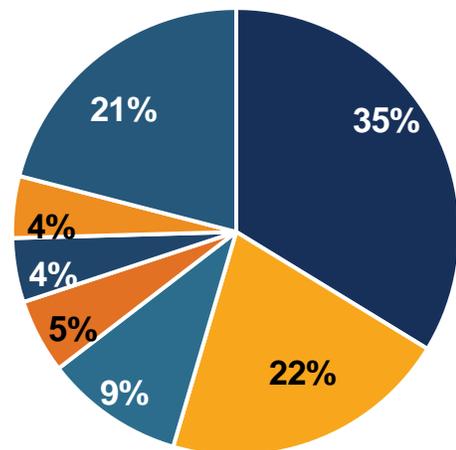
Source: DHCS provider data as of November 2023. Duplication may exist in rendering providers serving in SNCs and offices and between the delivery systems. 1. SNCs in FFS are based on claims received within the last two years; SNCs in DMC are based on the enrollment reports from plans; SNC data from HPSM is unavailable. 2. SNC rendering in FFS are the ORP providers reported from PAVE; DMC is based on the enrollment reports from plans; SNC data from HPSM is unavailable. 3. Network data based on enrollment reported by the dental ASO, DMC and HPSM 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

307,893 - Member calls were received from July to September 2023 in the FFS and DMC delivery systems including the LLS call volume.

LLS call breakdown from the member call volume:

- 11,876 LLS calls were requested.
- 3,880 (33%) FFS LLS calls.
- 7,996 (67%) DMC LLS calls.
- 65 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 (35%)
- Russian (22%)
- Mandarin (9%)
- Vietnamese (5%)
- Dari (4%)
- Farsi (4%)
- Other (21%)

Treatment Authorization Requests (TAR) Received from June 2023 – November 2023

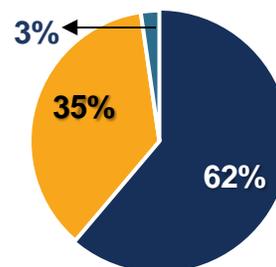
Age	FFS	DMC	Total
0-20	255,494	139,183	394,677
21+	1,085,806	206,245	1,292,051
Total	1,341,300	345,428	1,686,728
Average Turnaround Time (in Days)	3.68	4.74	4.21

Source: Data from the FFS and DMC delivery systems received from the ASO and DMC plans.

TAR Determination June 2023 – November 2023

Measure	FFS	DMC	FFS+DMC
Approved	988,926	243,463	1,232,389
Denied	591,812	97,532	689,344
Deferred	23,233	39,347	62,580
Total	1,603,971	380,342	1,984,313

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



■ Approved ■ Denied ■ Deferred

TAR Denial Reasons June – November 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.	Denied, documentation is required for the procedure.
Surgical extraction procedure has been modified to conform with radiographic appearance.	Procedure not listed as a plan benefit.
Procedure included in the fee for another procedure and is not payable separately.	Prior approval required.

Statewide State Hearing Cases

Age Group	Scope	Ortho-dontic	Conlan
Age 0-20	66	61	0
Age 21+	1,254	0	0
Total	1,320	61	0

Reporting Period: June - December 2023.

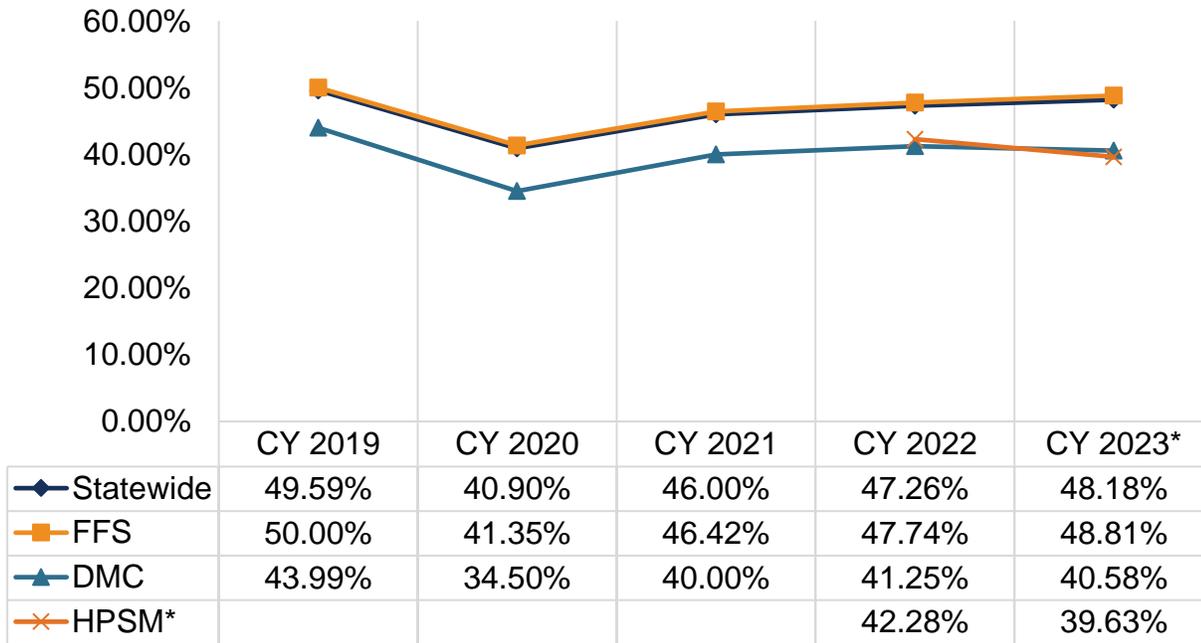
Scope: Benefits available under the Medi-Cal Dental Program.

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

Conlan: Reimbursement process for members.

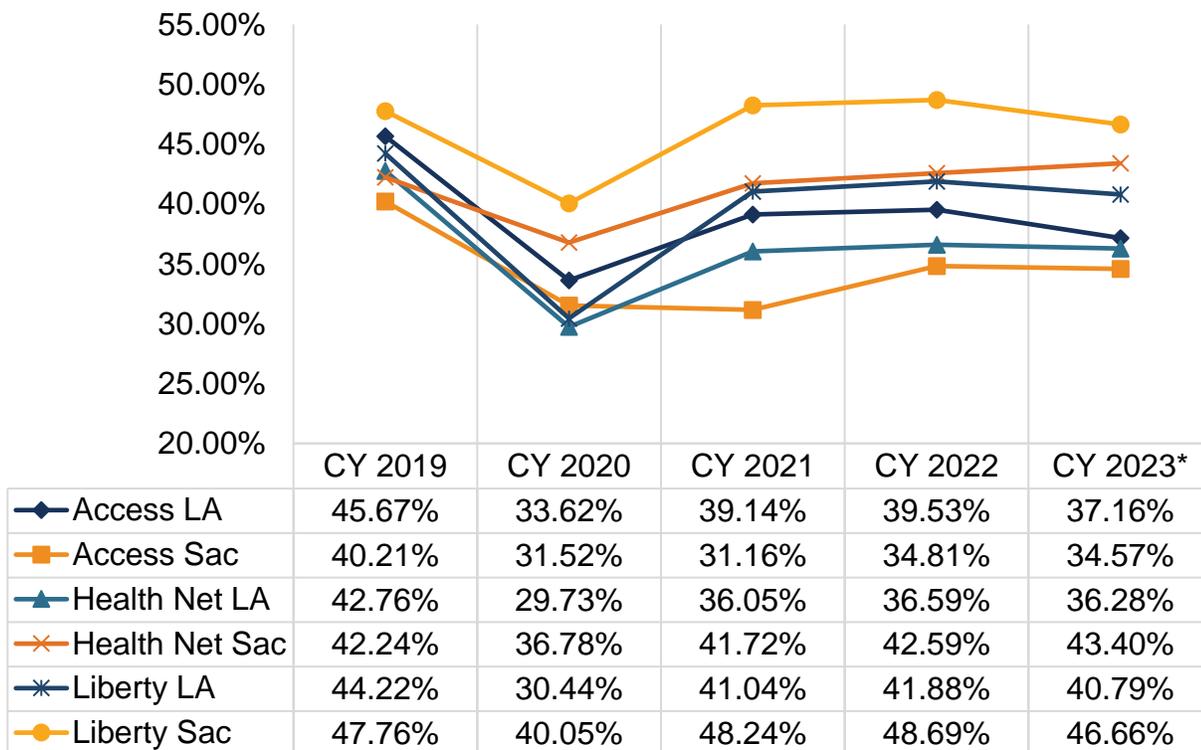
Utilization in Ages 0-20

Annual Dental Visits by Delivery System



*Effective starting CY 2022, utilization for prior years is not applicable.

Annual Dental Visits by Plan



Preventive Services by Delivery System

50.00%
45.00%
40.00%
35.00%
30.00%
25.00%
20.00%
15.00%
10.00%
5.00%
0.00%

	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023*
◆ Statewide	46.25%	37.50%	42.95%	44.29%	45.24%
■ FFS	46.80%	38.08%	43.54%	44.92%	46.00%
▲ DMC	38.77%	29.25%	34.61%	36.15%	35.81%
✕ HPSM*				39.49%	36.98%

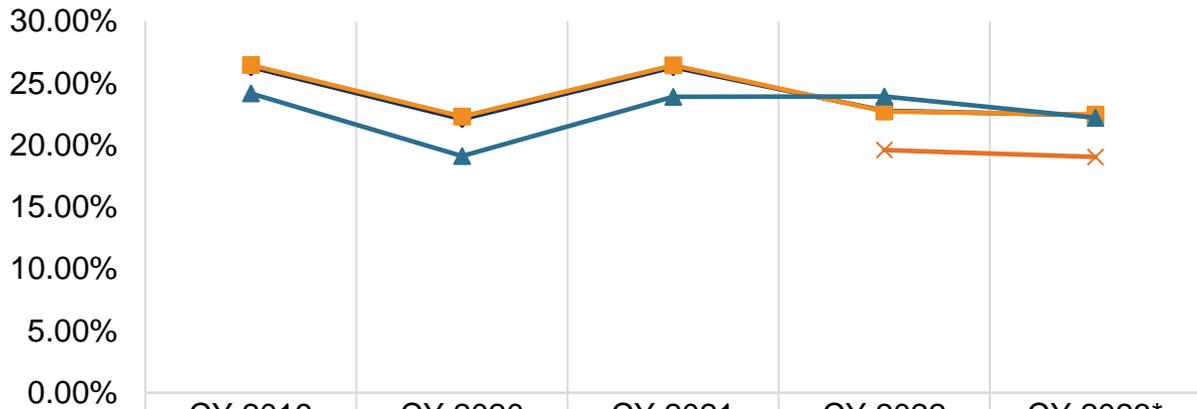
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Preventive Services by Plan

45.00%
40.00%
35.00%
30.00%
25.00%
20.00%
15.00%

	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023*
◆ Access LA	41.21%	29.25%	34.39%	34.78%	32.70%
■ Access Sac	35.45%	25.63%	23.61%	28.31%	29.13%
▲ Health Net LA	37.17%	24.91%	31.29%	32.19%	31.71%
✕ Health Net Sac	37.96%	32.61%	37.58%	38.23%	38.96%
✱ Liberty LA	38.72%	26.07%	36.56%	37.10%	36.47%
● Liberty Sac	41.32%	33.38%	42.40%	43.25%	41.68%

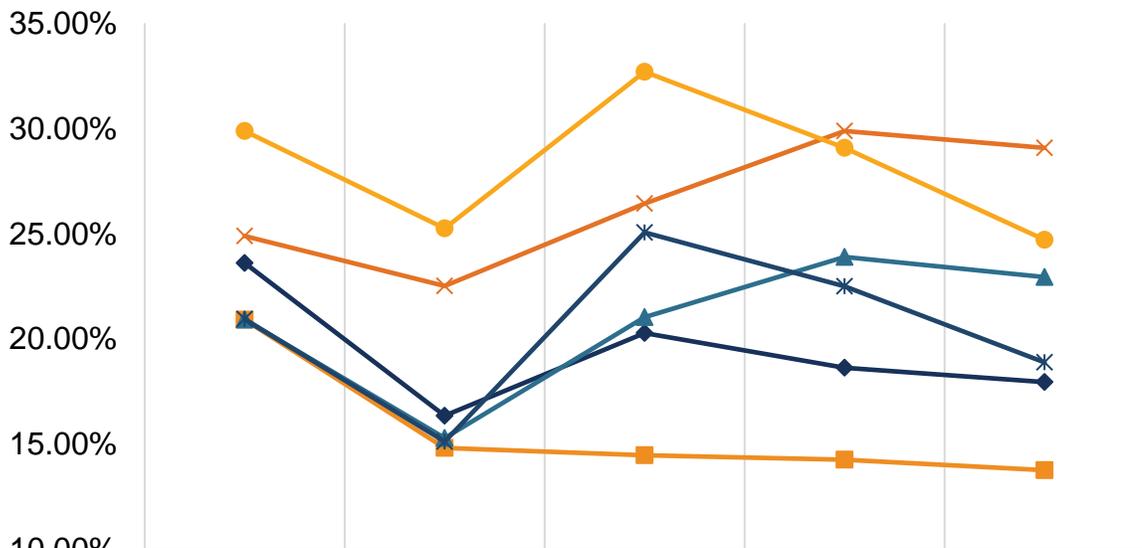
Treatment Services by Delivery System



	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023*
Statewide	26.31%	22.09%	26.28%	22.78%	22.40%
FFS	26.46%	22.30%	26.45%	22.73%	22.45%
DMC	24.18%	19.11%	23.91%	23.94%	22.21%
HPSM*				19.60%	19.04%

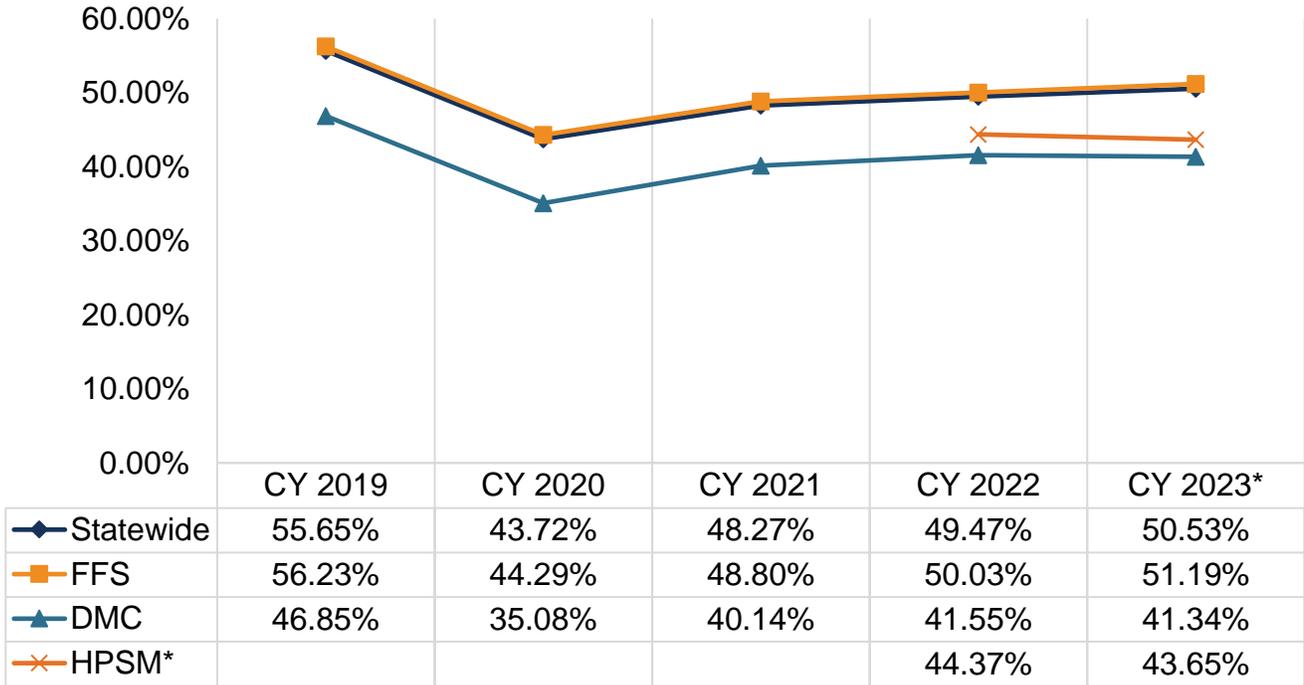
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Treatment Services by Plan



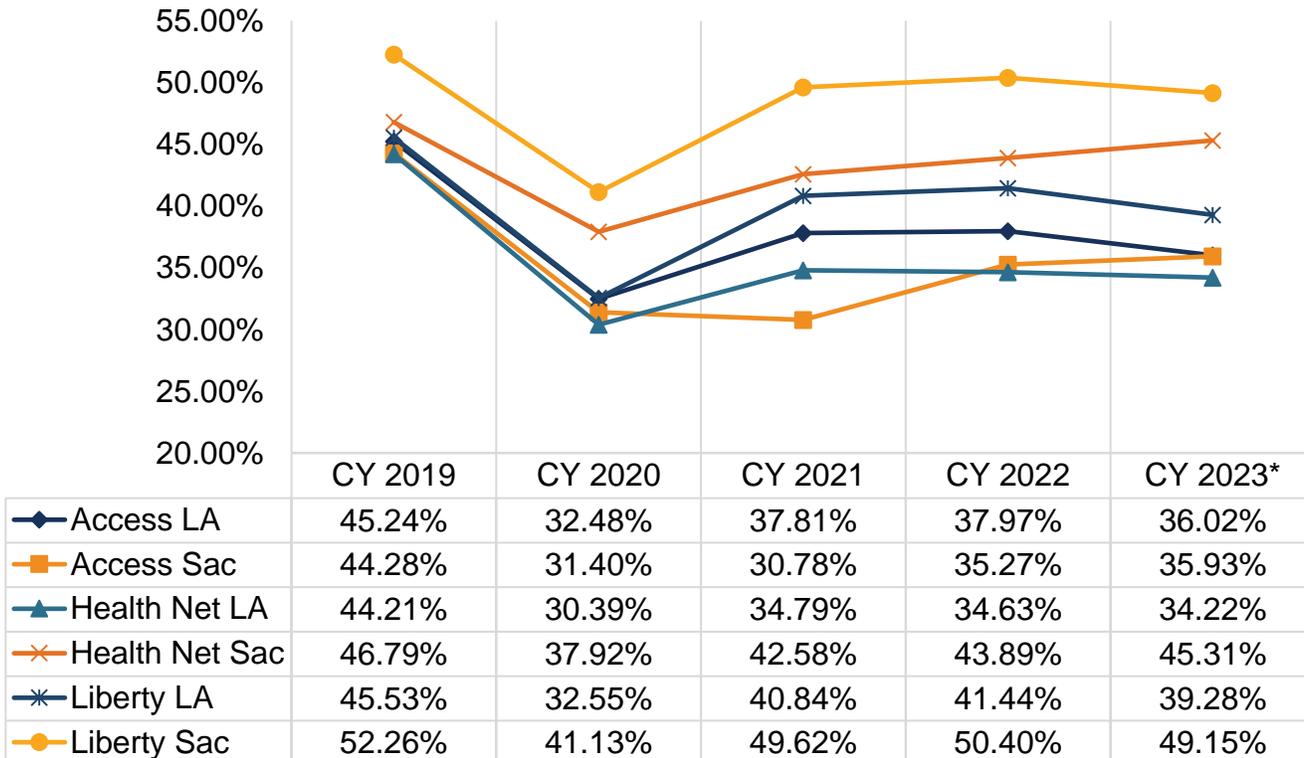
	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023*
Access LA	23.61%	16.36%	20.28%	18.64%	17.95%
Access Sac	20.91%	14.82%	14.48%	14.27%	13.77%
Health Net LA	20.91%	15.29%	21.04%	23.89%	22.94%
Health Net Sac	24.89%	22.52%	26.44%	29.88%	29.08%
Liberty LA	20.94%	15.13%	25.06%	22.51%	18.89%
Liberty Sac	29.88%	25.25%	32.69%	29.07%	24.71%

Overall Utilization 1 Year by Delivery System

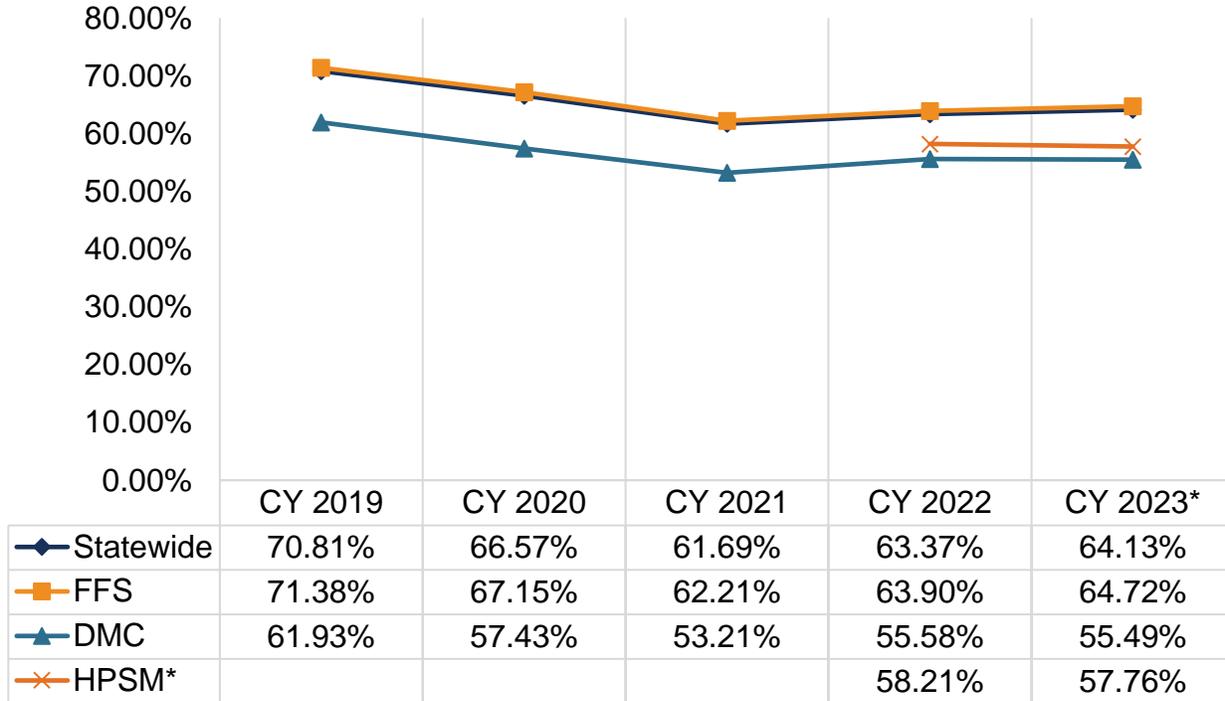


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Overall Utilization 1 Year by Plan

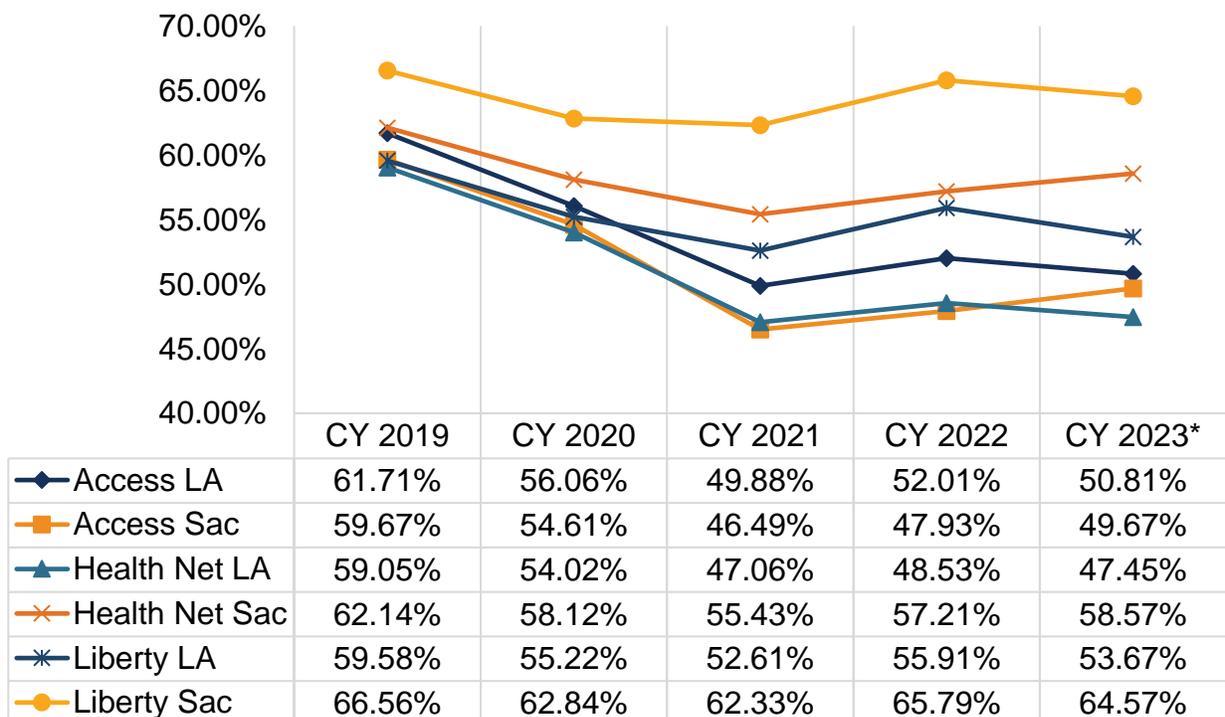


Overall Utilization 2 Years by Delivery System



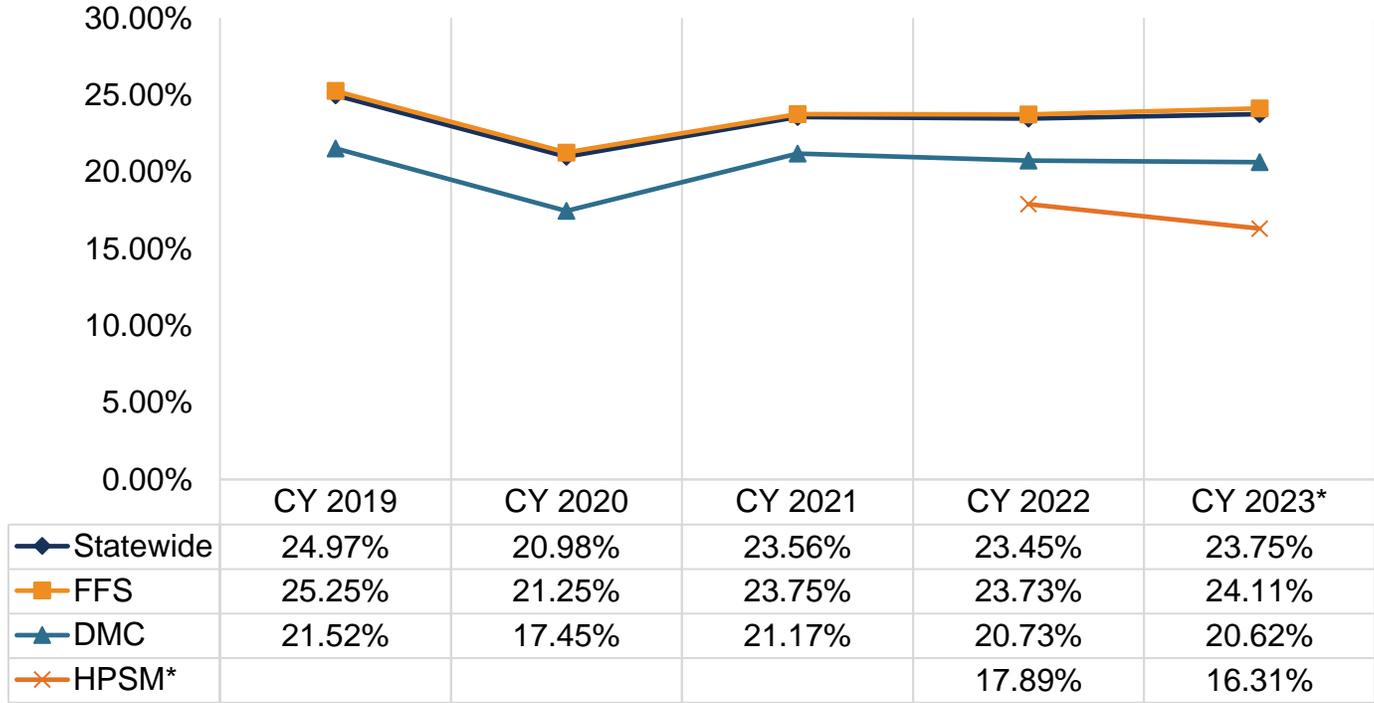
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Overall Utilization 2 Years by Plan



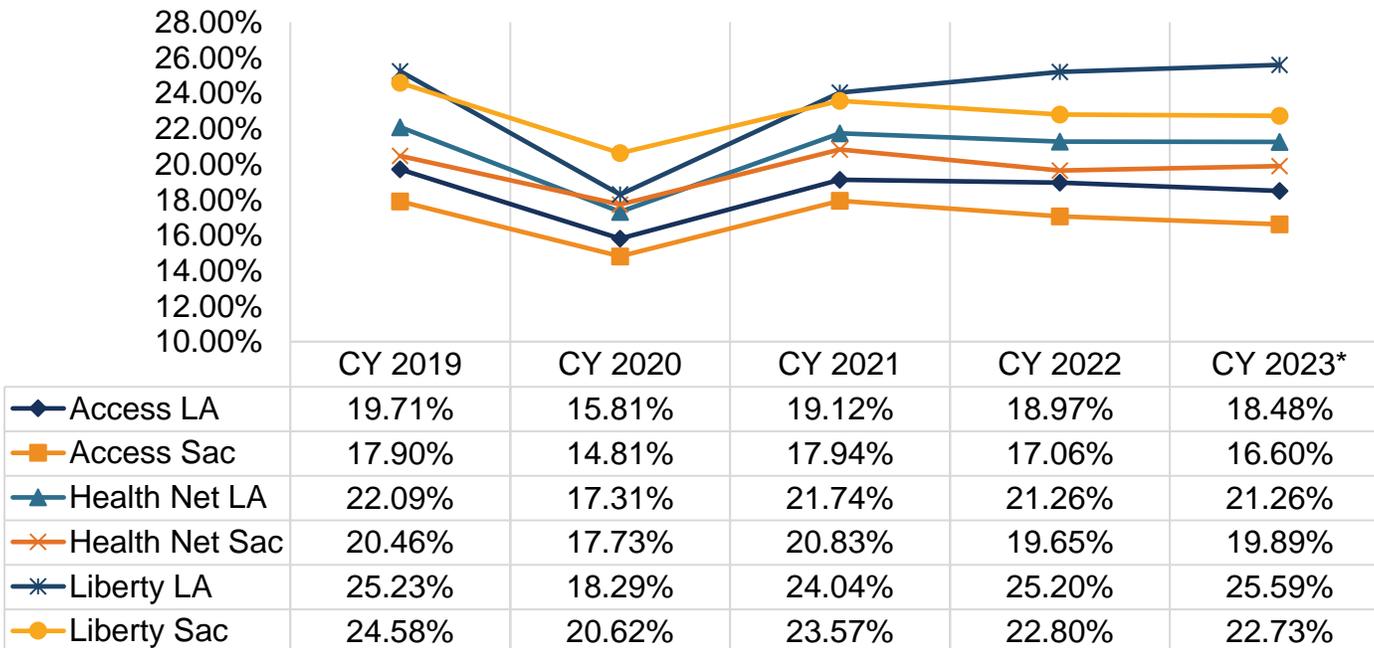
Utilization in Ages 21+

Annual Dental Visits by Delivery System

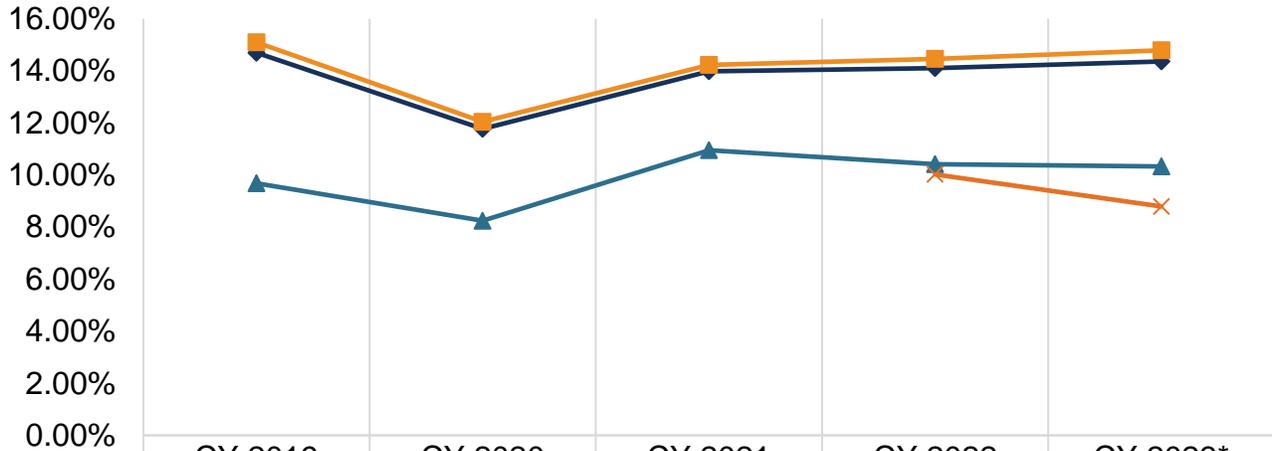


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Annual Dental Visits by Plan



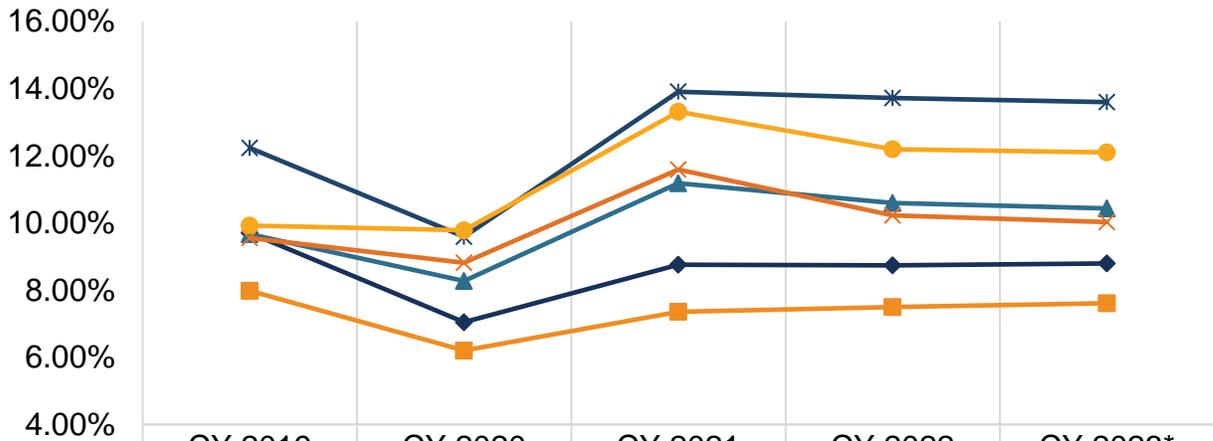
Preventive Services by Delivery System



	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023*
Statewide	14.70%	11.77%	13.99%	14.11%	14.37%
FFS	15.10%	12.05%	14.23%	14.46%	14.79%
DMC	9.69%	8.24%	10.95%	10.42%	10.33%
HPSM*				10.02%	8.79%

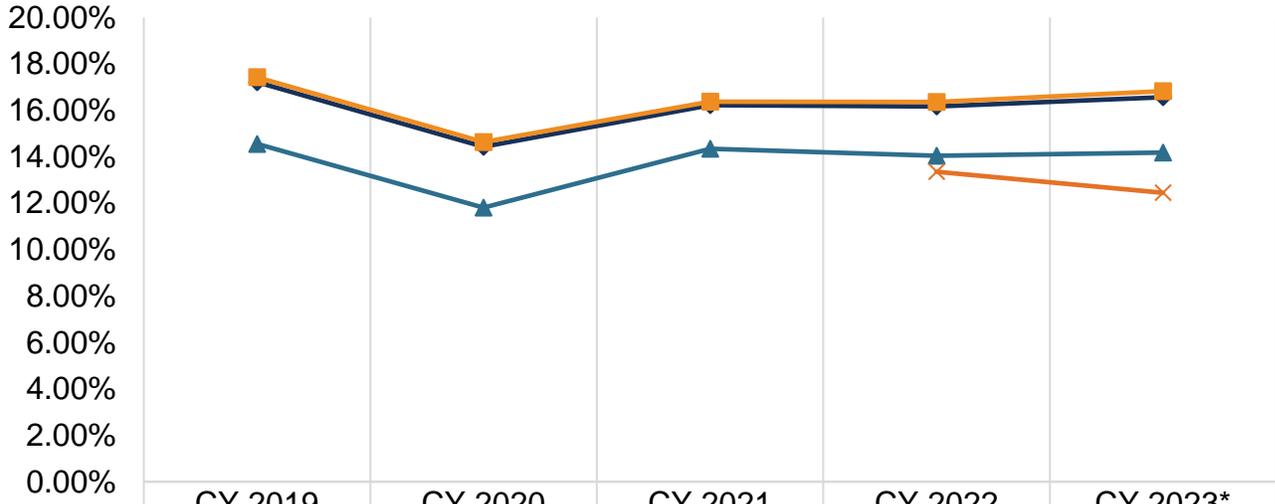
*Effective starting CY2022, utilization for prior years is not applicable.

Preventive Services by Plan



	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023*
Access LA	9.70%	7.05%	8.76%	8.74%	8.80%
Access Sac	7.98%	6.20%	7.36%	7.49%	7.61%
Health Net LA	9.66%	8.27%	11.18%	10.59%	10.43%
Health Net Sac	9.56%	8.81%	11.59%	10.23%	10.02%
Liberty LA	12.23%	9.59%	13.91%	13.72%	13.60%
Liberty Sac	9.92%	9.78%	13.31%	12.20%	12.10%

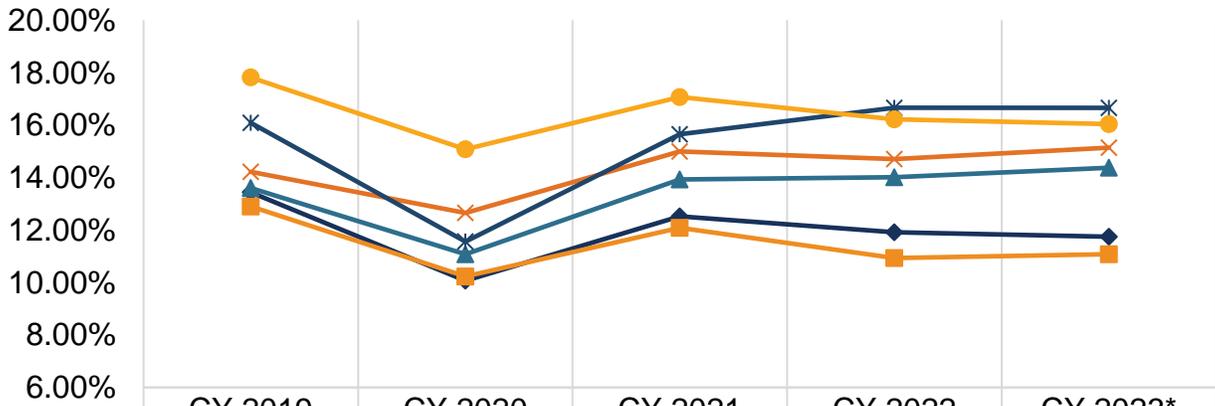
Treatment Services by Delivery System



	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023*
Statewide	17.22%	14.43%	16.23%	16.16%	16.57%
FFS	17.43%	14.64%	16.38%	16.37%	16.83%
DMC	14.56%	11.81%	14.34%	14.04%	14.19%
HPSM*				13.35%	12.45%

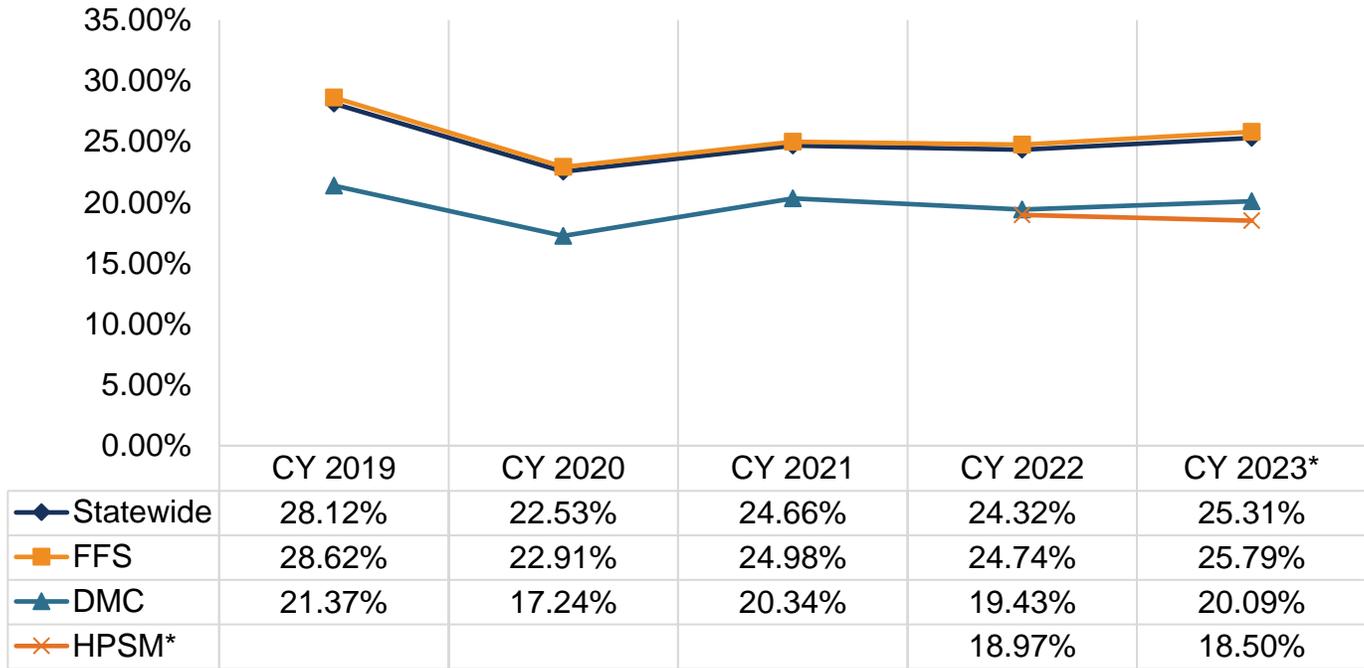
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Treatment Services by Plan



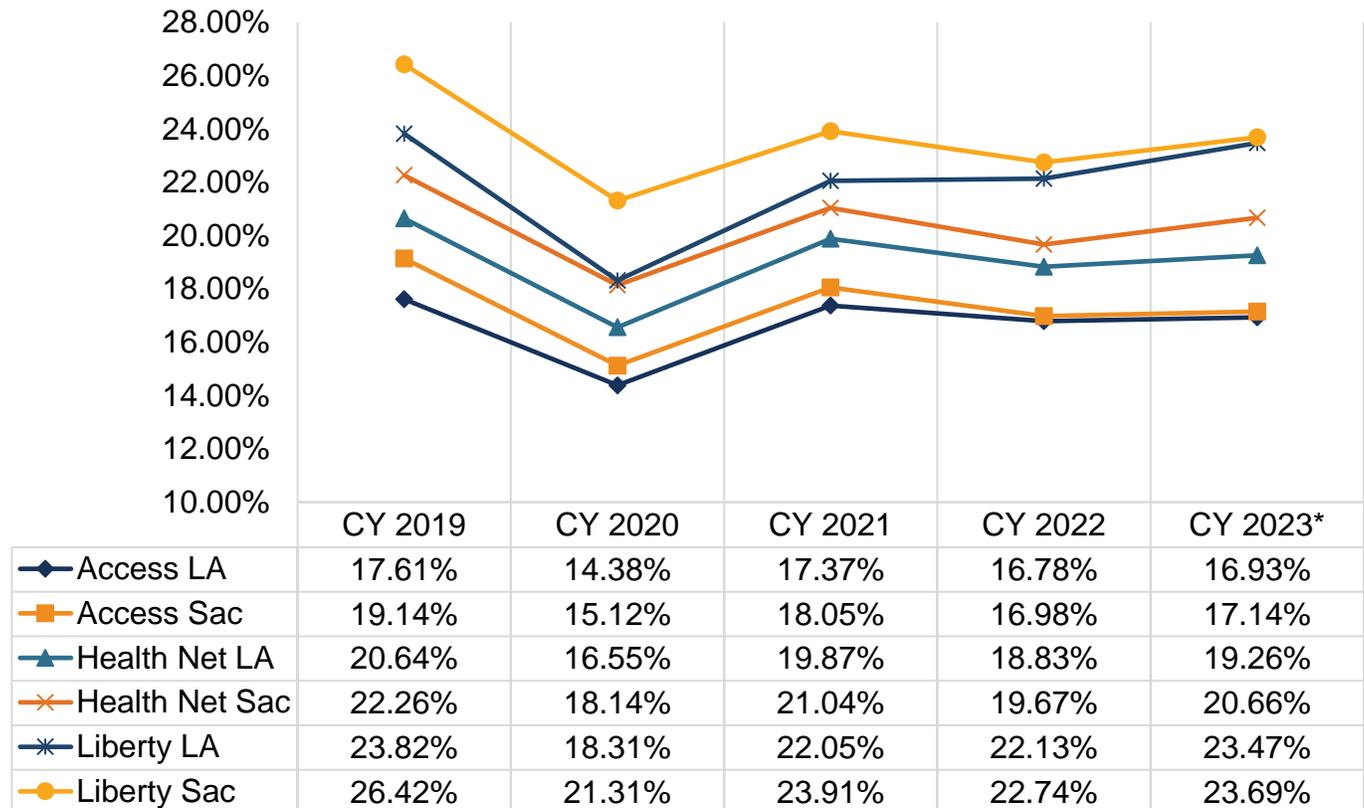
	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023*
Access LA	13.44%	10.07%	12.53%	11.92%	11.75%
Access Sac	12.90%	10.23%	12.09%	10.93%	11.07%
Health Net LA	13.60%	11.08%	13.92%	14.01%	14.37%
Health Net Sac	14.22%	12.65%	14.99%	14.71%	15.14%
Liberty LA	16.08%	11.56%	15.65%	16.66%	16.66%
Liberty Sac	17.82%	15.08%	17.07%	16.23%	16.04%

Overall Utilization 1 Year by Delivery System

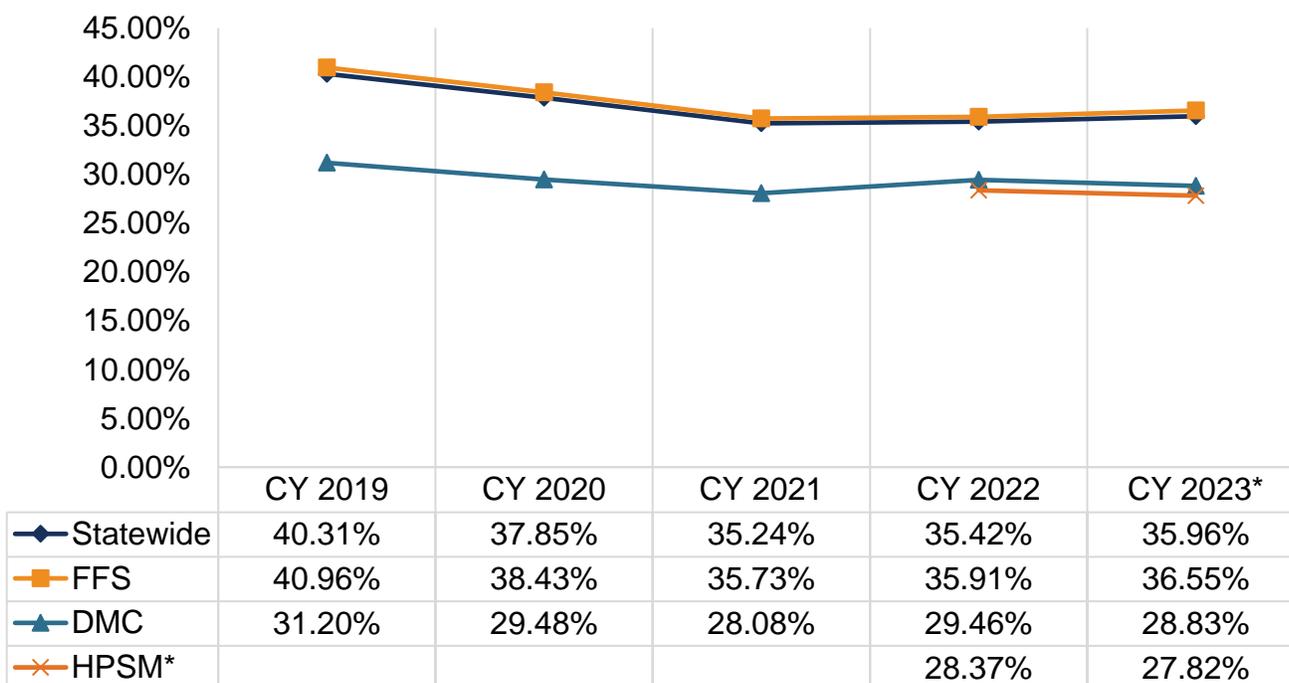


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Overall Utilization 1 Year by Plan

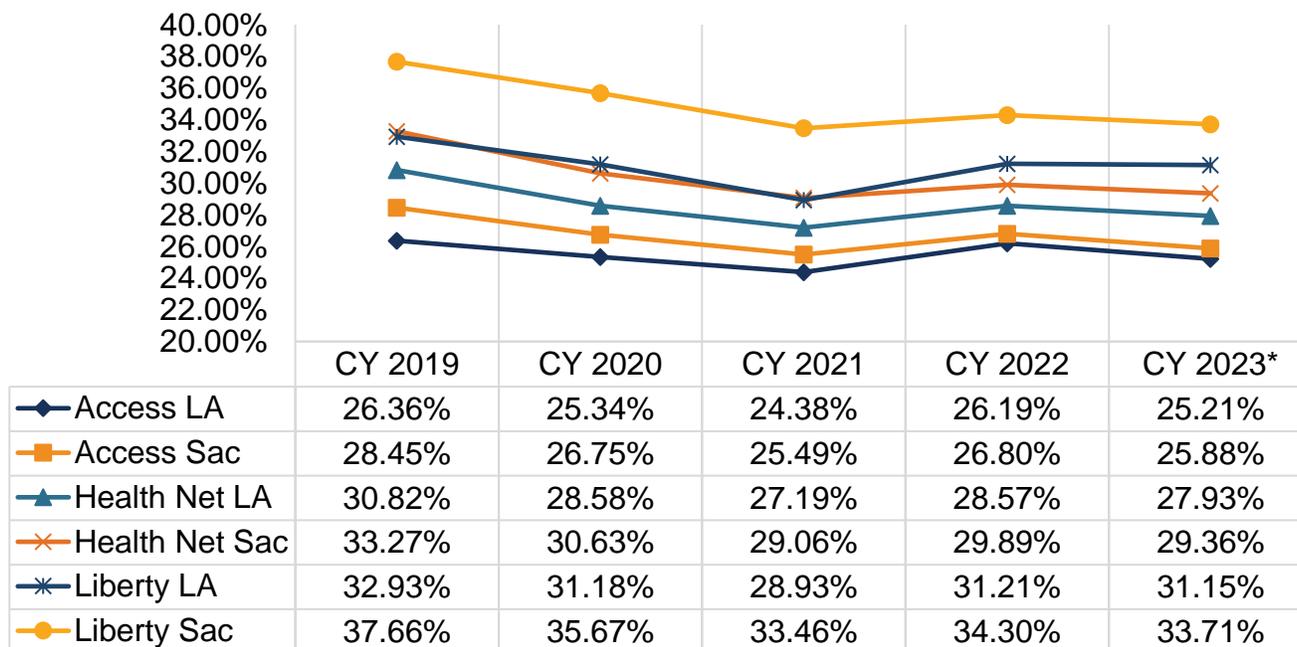


Overall Utilization 2 Years by Delivery System



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

Overall Utilization 2 Years by Plan



Data Source for all Charts: DHCS Data Warehouse queried on January 26, 2024.

Reporting Period: CY 2019: January 2019 – December 2019; CY 2020: January 2020 – December 2020; CY 2021: January 2021 – December 2021; CY 2022: January 2022 – December 2022; CY 2023*: (Preliminary projection subjected to change due to claims run-out): November 2022 – October 2023. 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, November 2022 - October 2023

Procedure	CDT	FFS	DMC	HPSM	Total
Diagnostic	D0230 ^P	9,431,761	282,902	60,942	9,775,605
Diagnostic	D0120 ^{PC}	2,205,472	121,525	22,157	2,349,154
Diagnostic	D0350 ^P	1,291,236	18,858	12,452	1,322,546
Diagnostic	D0272 ^P	1,094,109	34,228	8,088	1,136,425
Diagnostic	D0220 ^P	787,210	130,891	8,540	926,641
Preventive	D1120 ^C	2,972,141	129,550	28,792	3,130,483
Preventive	D1208 ^C	1,970,860	55,447	10,644	2,036,951
Preventive	D1351 ^C	1,618,001	92,546	28,666	1,739,213
Preventive	D1206 ^C	930,431	101,378	20,537	1,052,346
Preventive	D1310	888,326	55,483	12,358	956,167
Treatment	D2392 ^P	687,131	46,705	5,656	739,492
Treatment	D7140 ^P	542,639	24,193	3,564	570,396
Treatment	D2930 ^P	508,646	21,361	2,092	532,099
Treatment	D9230 ^P	490,885	15,313	2,812	509,010
Treatment	D2391 ^P	460,670	31,119	4,033	495,822
All Services	D0230 ^P	9,431,761	282,902	60,942	9,775,605
All Services	D1120 ^C	2,972,141	129,550	28,792	3,130,483
All Services	D0120 ^{PC}	2,205,472	121,525	22,157	2,349,154
All Services	D1208 ^C	1,970,860	55,447	10,644	2,036,951
All Services	D1351 ^C	1,618,001	92,546	28,666	1,739,213

Statewide Top Five Procedure Counts: Ages 21+, November 2022 – October 2023

Procedure	CDT	FFS	DMC	HPSM	Total
Diagnostic	D0230 ^P	3,215,653	128,890	16,657	3,361,200
Diagnostic	D0150 ^{PC}	842,581	87,103	7,038	936,722
Diagnostic	D0350 ^P	674,307	18,345	4,019	696,671
Diagnostic	D0210 ^P	625,399	55,465	4,691	685,555
Diagnostic	D0120 ^{PC}	531,721	46,108	5,109	582,938
Preventive	D1110 ^P	803,145	57,397	8,710	869,252
Preventive	D1208 ^{PC}	432,852	18,295	4,805	455,952
Preventive	Z0120	384,295	47	107	384,449
Preventive	D1206 ^P	268,079	30,565	2,709	301,353
Preventive	Z0121	217,735	345	28	218,108
Treatment	D4341 ^P	770,930	55,274	11,640	837,844
Treatment	D9430 ^P	518,653	39,403	3,937	561,993
Treatment	D7210 ^P	497,334	30,992	3,130	531,456
Treatment	D2392 ^P	369,264	35,086	4,980	409,330
Treatment	D2391 ^P	343,340	29,033	5,174	377,547
All Services	D0230 ^P	3,215,653	128,890	16,657	3,361,200
All Services	D0150 ^{PC}	842,581	87,103	7,038	936,722
All Services	D1110 ^P	803,145	57,397	8,710	869,252
All Services	D4341 ^a	770,930	55,274	11,640	837,844
All Services	D0350 ^P	674,307	18,345	4,019	696,671

Source: DHCS Data Warehouse queried on January 17, 2024, including SNC encounters.
 Annotation code “a” refers to the adult dental restoration codes, “p” are the Proposition 56 dental codes and “c” are the CalAIM dental codes.