

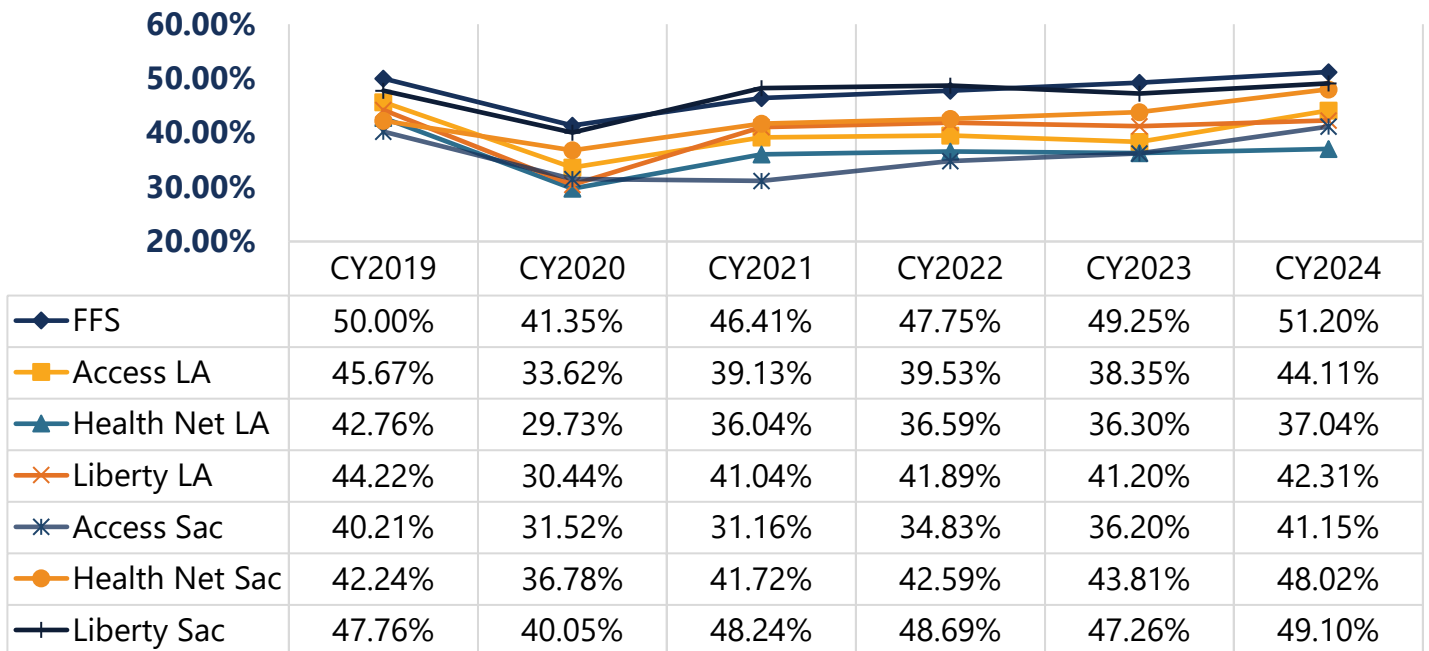
DENTAL UTILIZATION IN CHILDREN

The following section analyzes dental utilization¹ measures for both Fee-For-Service (FFS) and Dental Managed Care (DMC) plans for those aged 0 through 20² by year and by month. The monthly utilization chart shows year-to-date (YTD) 2025 data. At this time, the data is considered preliminary due to WIC § sections 14115, 14124.70 -14124.795, which states that a provider has up to one year after the date of service is performed to bill Medi-Cal. Thus, the monthly data is subject to change month-to-month.

Figure 1: Annual Dental Visits (ADV) by Year for Members ages 0-20

Annual Dental Visits - Annual

CY 2019 - CY 2024 Utilization for Eligibles 0 to 20



¹ Utilization is calculated based on: **Numerator:** Number of members in the denominator who received any dental service (Current Dental Terminology (CDT) D0100-D9999 or Current Procedural Terminology (CPT) 99188), including dental encounters at safety net clinics (SNCs). **Denominator:** Number of members with at least 90 days continuous enrollment in the same plan during the measurement period.

² Data Source: FFS claims processed through the California Dental Medicaid Management Information System (CD-MMIS); DMC claims received via encounter data submission from the DMC plans; CPT 99188 and SNC claims processed through the California Medicaid Management Information System (CA-MMIS) as of December 19, 2025.

FFS improved slightly from 50.0% in CY2019 to 51.2% in CY2024 (+1.2 percentage points) while DMC plans remain below FFS. Sacramento DMC plans show stronger recovery with Health Net Sac rising from 42.2% to 48.0% (+13.7% relative increase) and Liberty Sac from 47.8% to 49.1% compared to Los Angeles DMC plans where Health Net LA declined from 42.8% to 37.0% (-13.4% relative change). The CY2024 FFS to DMC gap ranges from 2.1 percentage points (Liberty Sac) to 14.2 percentage points (Health Net LA).

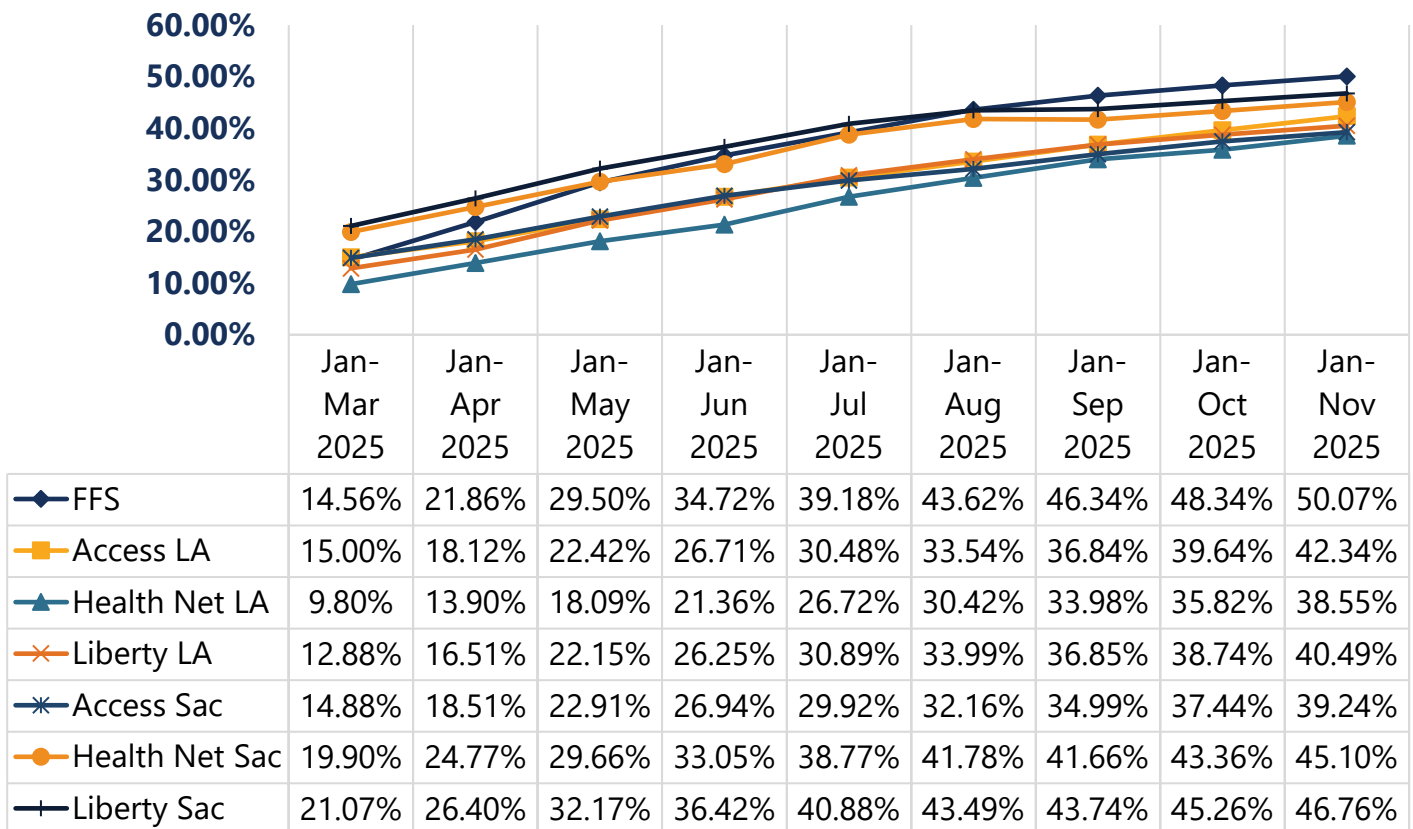
Implication: Outreach and provider engagement strategies are critical to close these gaps especially in Los Angeles where declines persist despite statewide recovery.

To improve ADV rates, Health Net and Liberty did Member Outreach to bring awareness to available dental benefits, how to utilize their benefits, and dental transportation services. For the 2025-26 reporting years, Health Net and Liberty will enhance provider engagement by introducing performance-based incentive programs to improve benchmarks. They will also conduct monthly and quarterly data reviews and performance analyses to track progress.³

Figure 2: Annual Dental Visits (ADV) by Month for Members ages 0-20

Annual Dental Visits - Monthly

January - November Utilization for Eligibles 0 to 20



³ Data Source: Access Dental Plan Quarter 3 (Q3) 2025 Performance Measures Deliverable, Health Net Q3 2025 Performance Measures Deliverable, Liberty Dental Plan Q3 2025 Performance Measures Deliverable, Health Net 2025 EQRO Performance Measures Deliverable, and Liberty 2025 EQRO Performance Measures Deliverable.

FFS advanced from 14.6% (January to March) to 50.1% (January to November) a gain of +35.5 percentage points. DMC plans show similar upward trends with Los Angeles DMC plans improving by +27.6 to +28.8 percentage points while Sacramento DMC plans gained +24.4 to +25.7 percentage points. Late year acceleration (October to November) suggests interventions such as telephonic and text outreach and transportation assistance are translating into completed visits.

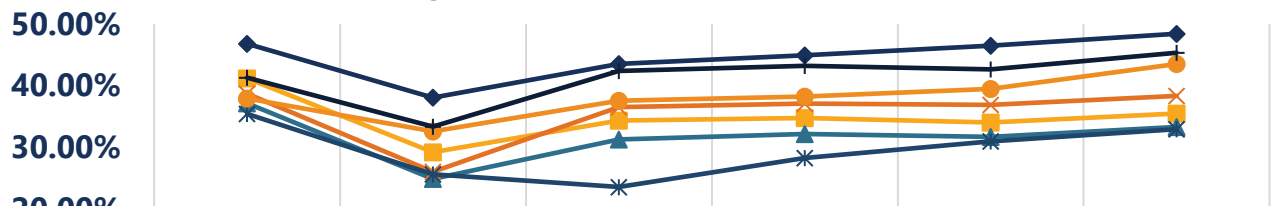
Implication: Maintain outreach and expand provider incentives in lagging geographies to sustain momentum.

Just as FFS saw an increase in utilization, all six DMC plans did as well. All plans are currently showing improvement in their respective benchmarks. Health Net and Liberty worked collaboratively with their Clinical Affairs team to identify, highlight, and provide strategic input on quality initiatives to ensure precision is a focus for improvement in their benchmarks.⁴

Figure 3: Preventive Services by Year for Members ages 0-20

Preventive Services - Annual

CY 2019 - CY 2024 Utilization for Eligibles 0 to 20



	CY2019	CY2020	CY2021	CY2022	CY2023	CY2024
◆ FFS	46.80%	38.08%	43.53%	44.92%	46.48%	48.43%
■ Access LA	41.21%	29.25%	34.39%	34.78%	34.07%	35.50%
▲ Health Net LA	37.17%	24.91%	31.28%	32.19%	31.74%	33.32%
✕ Liberty LA	38.72%	26.07%	36.56%	37.11%	36.89%	38.35%
* Access Sac	35.45%	25.63%	23.61%	28.31%	31.00%	32.95%
● Health Net Sac	37.96%	32.61%	37.58%	38.23%	39.49%	43.52%
— Liberty Sac	41.32%	33.38%	42.40%	43.25%	42.64%	45.35%

FFS rose from 46.8% to 48.4% (+1.6 percentage points approximately +3.5% relative increase). Sacramento DMC plans posted meaningful gains with Health Net Sac improving from 37.9% to 43.5% (+14.7% relative increase) and Liberty Sac from 41.3% to 45.3%. Los Angeles DMC plans show mixed results with Access LA declining from 41.2% to 35.5% (-13.8% relative change).

Implication: Provider incentives and targeted education correlate with gains intensify benefit education and access supports in Los Angeles.

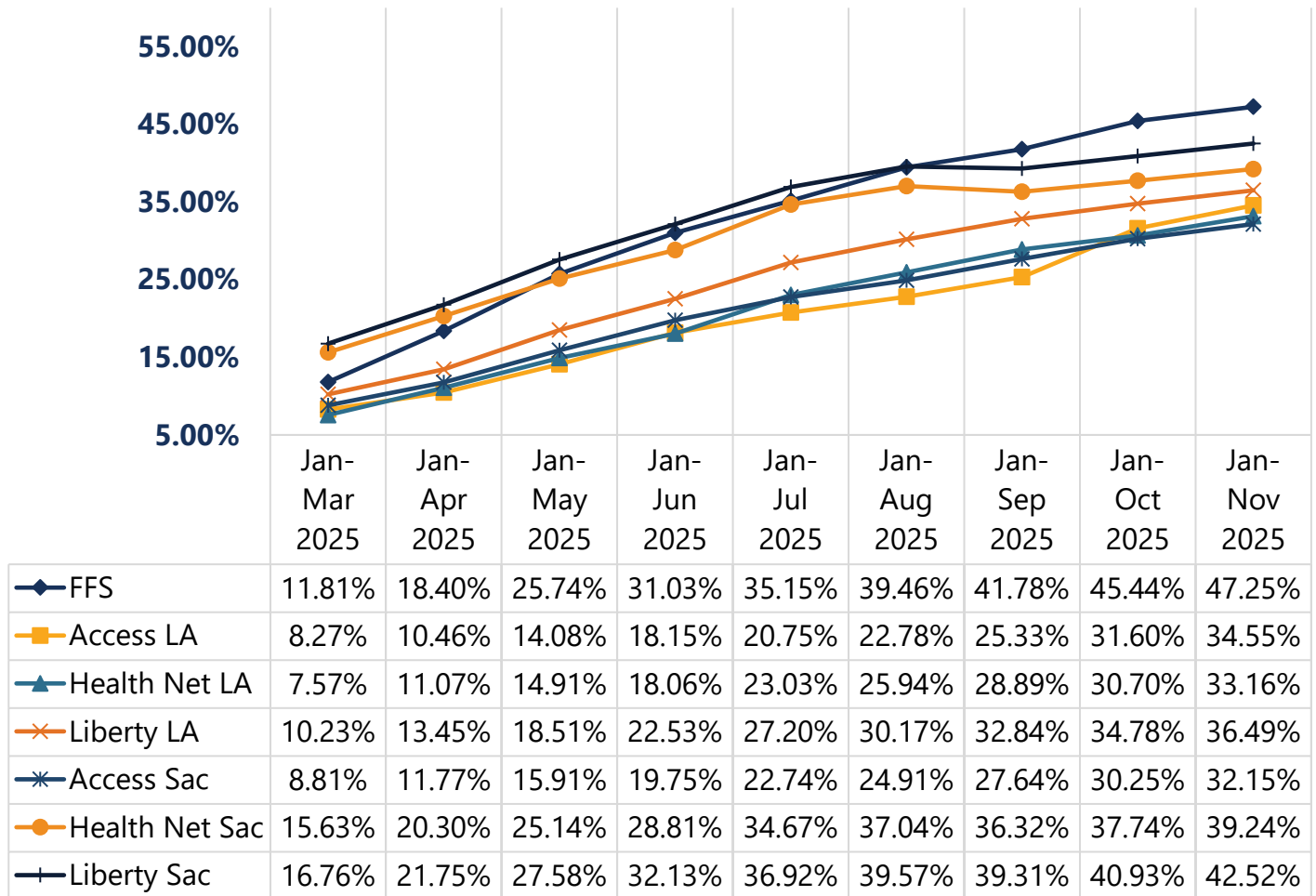
⁴ Data Source: Access Dental Plan Quarter 3 (Q3) 2025 Performance Measures Deliverable, Health Net Q3 2025 Performance Measures Deliverable, Liberty Dental Plan Q3 2025 Performance Measures Deliverable, Health Net 2025 EQRO Performance Measures Deliverable, and Liberty 2025 EQRO Performance Measures Deliverable.

Access identified access to care and understanding benefit availability as barriers in member utilization of Preventive Services and provided provider and member education as interventions. Health Net and Liberty enhanced provider engagement by introducing performance-based incentive programs to improve benchmarks.⁵

Figure 4: Preventive Services by Month for Members ages 0-20

Preventive Services - Monthly

January - November Utilization for Eligibles 0 to 20



FFS climbed from 11.8% to 47.3% (+35.5 percentage points). DMC plans improved steadily with Los Angeles DMC plans gaining +25.6 to +26.3 percentage points and Sacramento DMC plans +23.3 to +25.8 percentage points. Second half lift is strongest in Liberty LA and Sacramento plans. Implication: Continue multi-channel outreach and expand in Los Angeles to narrow remaining gaps.

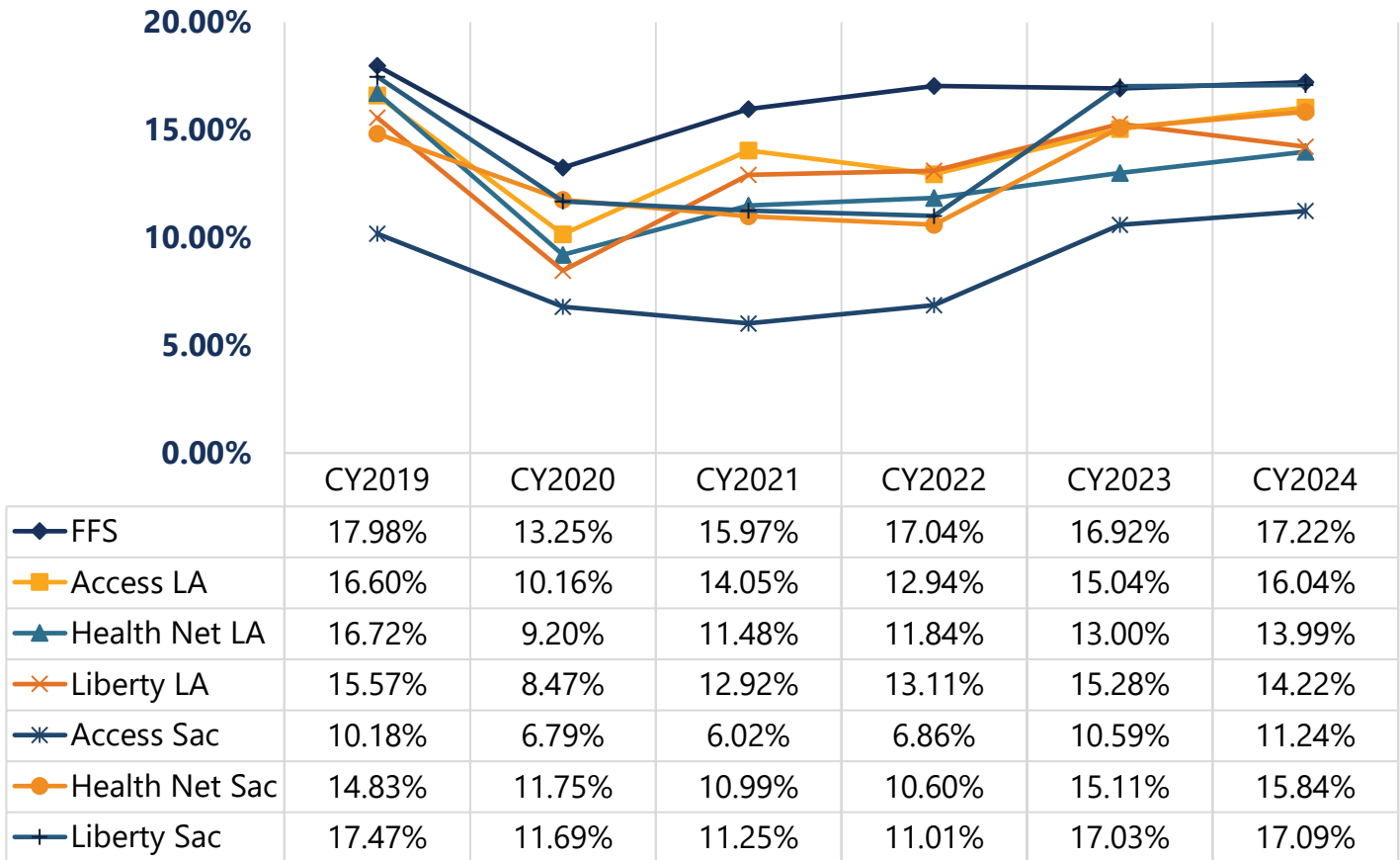
⁵ Data Source: Access Dental Plan Quarter 3 (Q3) 2025 Performance Measures Deliverable, Health Net Q3 2025 Performance Measures Deliverable, Liberty Dental Plan Q3 2025 Performance Measures Deliverable, Health Net 2025 EQRO Performance Measures Deliverable, and Liberty 2025 EQRO Performance Measures Deliverable.

All DMC plans have seen steady increase throughout the 2025 calendar year for Preventive Services in this age group. Access Dental Plan launched a tele-dentistry engagement initiative with outbound communications to members in need of dental services. Health Net conducted telephonic outreach and provided provider and member incentives, while Liberty conducted both telephonic and text outreach.⁶

Figure 5: Sealants by Year for Members ages 6-9

Sealants - Annual

CY 2019 - CY 2024 Utilization for Eligibles 6 to 9



FFS remained near flat (17.9% to 17.2% -0.7 percentage points). Sacramento DMC plans improved slightly with Health Net Sac 14.8% to 15.8% and Access Sac 10.2% to 11.2% while Los Angeles DMC plans posted modest declines with Health Net LA 16.7% to 14.0%.

Implication: Gains align with outreach and incentives expand provider reminders and parent education in Los Angeles.

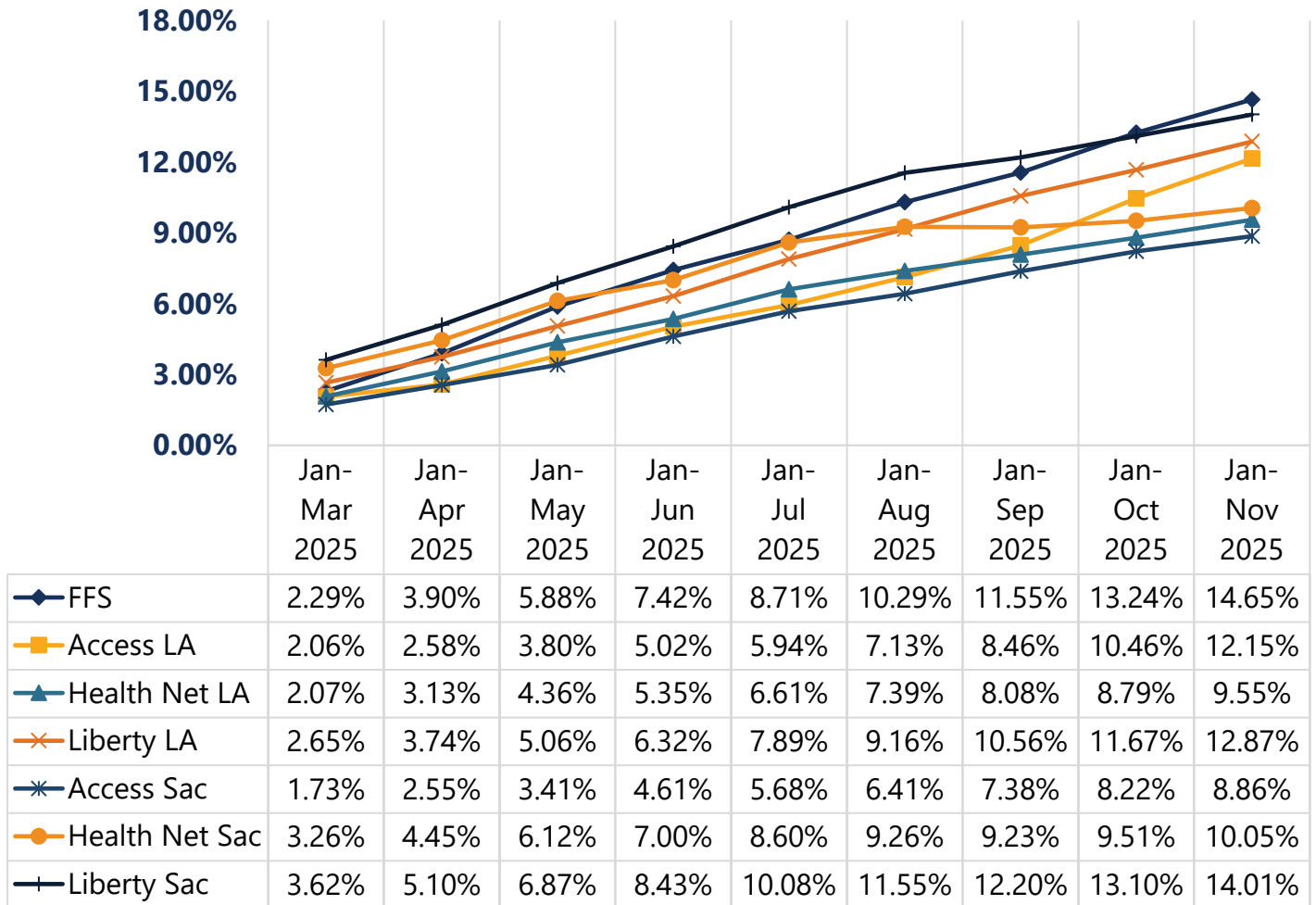
⁶ Data Source: Access Dental Plan Quarter 3 (Q3) 2025 Performance Measures Deliverable, Health Net Q3 2025 Performance Measures Deliverable, Liberty Dental Plan Q3 2025 Performance Measures Deliverable, Health Net Q3 2025 QIP Report Deliverable, and Liberty Q3 2025 QIP Report Deliverable.

Access in Los Angeles had the highest increase from CY 2023 to CY 2024. Health Net and Liberty continued to increase telephonic member outreach to improve rates of utilization.⁷

Figure 6: Sealants by Month for Members ages 6-9

Sealants - Monthly

January - November Utilization for Eligibles 6 to 9



FFS rose from 2.3% to 14.6% (+12.3 percentage points). Liberty Sac and Liberty LA show strong late year gains approximately +10.2 to +10.3 percentage points and Health Net plans improved steadily. Implication: Maintain outreach and provider prompts through Q1 to sustain momentum.

In CY 2025, all DMC plans have seen increases in Sealants for this age cohort, with Health Net and Liberty showing steady improvement from October to November of 2025.⁸

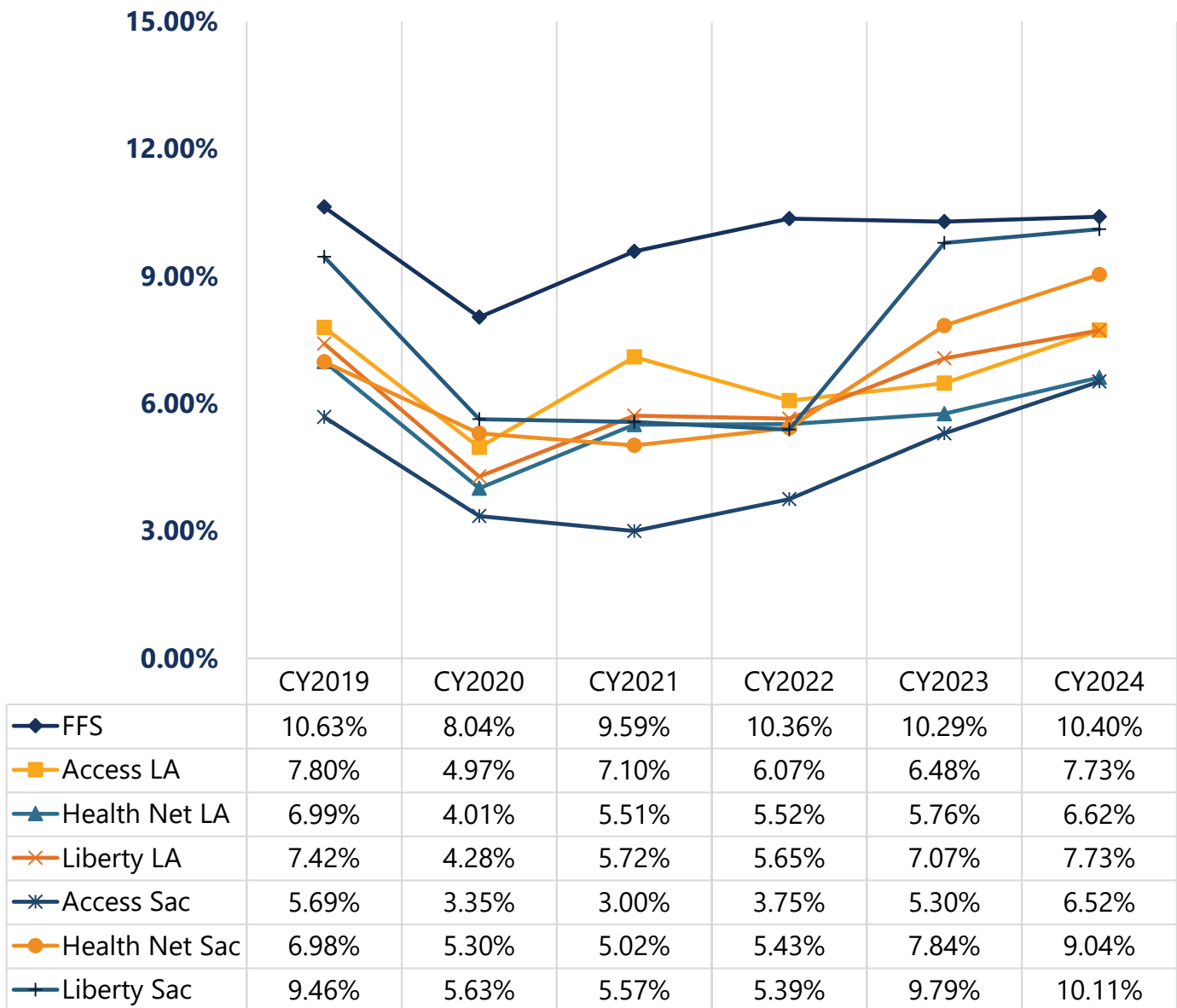
⁷ Data Source: Access Q2 QIP Report Deliverable, Health Net Q3 2025 QIP Report Deliverable and Liberty Q3 2025 QIP Report Deliverable.

⁸ Data Source: Access Dental Plan Quarter 3 (Q3) 2025 Performance Measures Deliverable, Health Net Q3 2025 Performance Measures Deliverable, and Liberty Dental Plan Q3 2025 Performance Measures Deliverable.

Figure 7: Sealants by Year for Members ages 10-14

Sealants - Annual

CY 2019 - CY 2024 Utilization for Eligibles 10 to 14



FFS stayed nearly flat (10.6% to 10.4%). Sacramento DMC plans improved with Health Net Sac 7.0% to 9.0% and Liberty Sac 9.5% to 10.1% while Los Angeles DMC plans show mixed movement.

Implication: Age specific outreach and school linked messaging can help close gaps.

Access in Los Angeles had the highest increase from CY 2023 to CY 2024. Health Net and Liberty continued to increase telephonic member outreach to improve rates of utilization.⁹

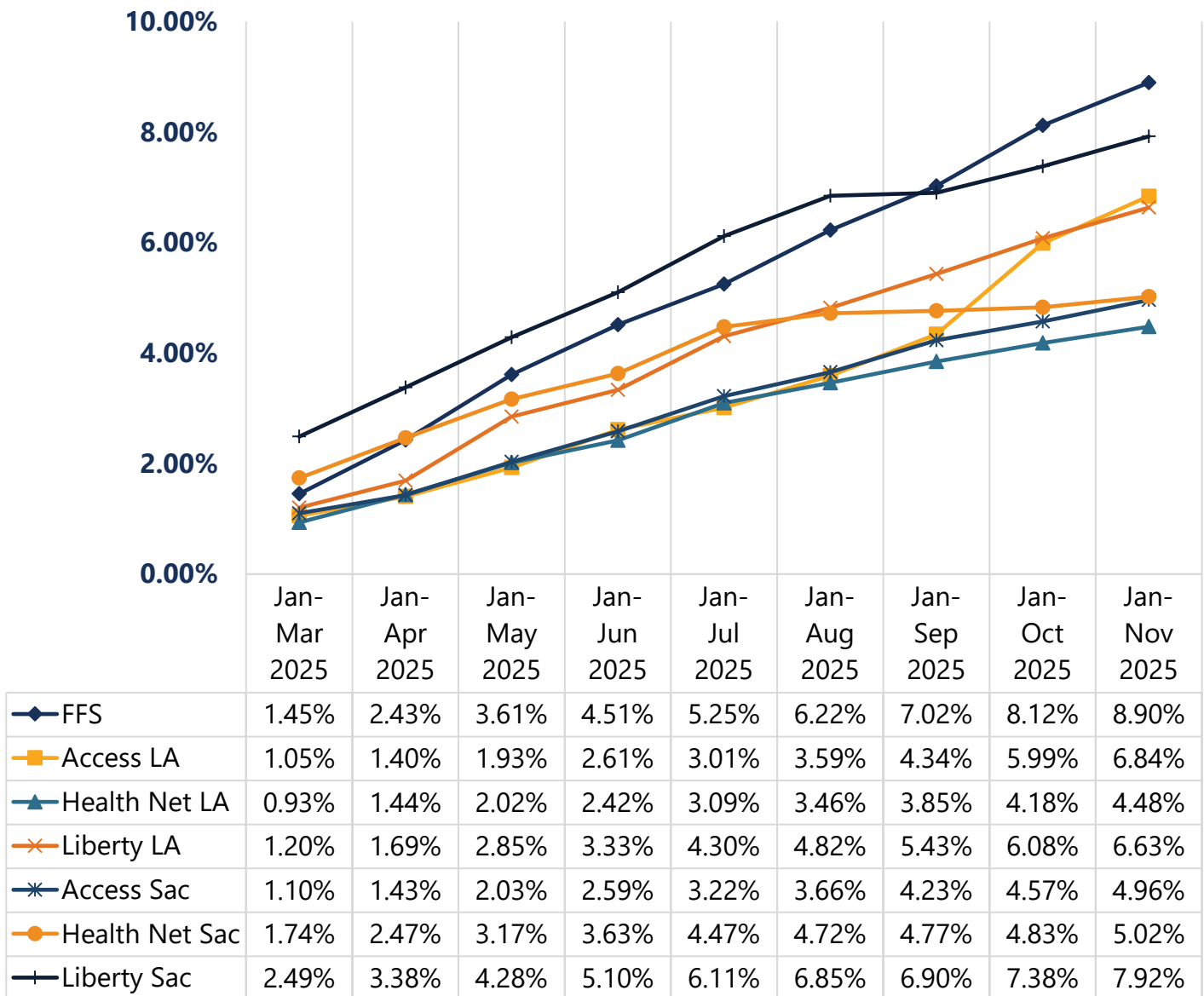
⁹ Data Source: Access Q2 2025 QIP Report Deliverable, Health Net Q3 2025 QIP Report Deliverable and Liberty Q3 2025 QIP Report Deliverable.

Figure 8: Sealants by Month for Members ages 10-14



Sealants - Monthly

January - November Utilization for Eligibles 10 to 14



FFS increased from 1.5% to 8.9% (+7.4 percentage points). DMC plans gained +3.6 to +5.8 percentage points with Liberty LA and Liberty Sac showing stronger second half trajectories.

Implication: Reinforce parent education and align incentives with sealant benchmarks.

In CY 2025, all DMC plans have seen increases in sealants for this age cohort, with Liberty in Los Angeles County showing notable improvement, from January to November of 2025.¹⁰

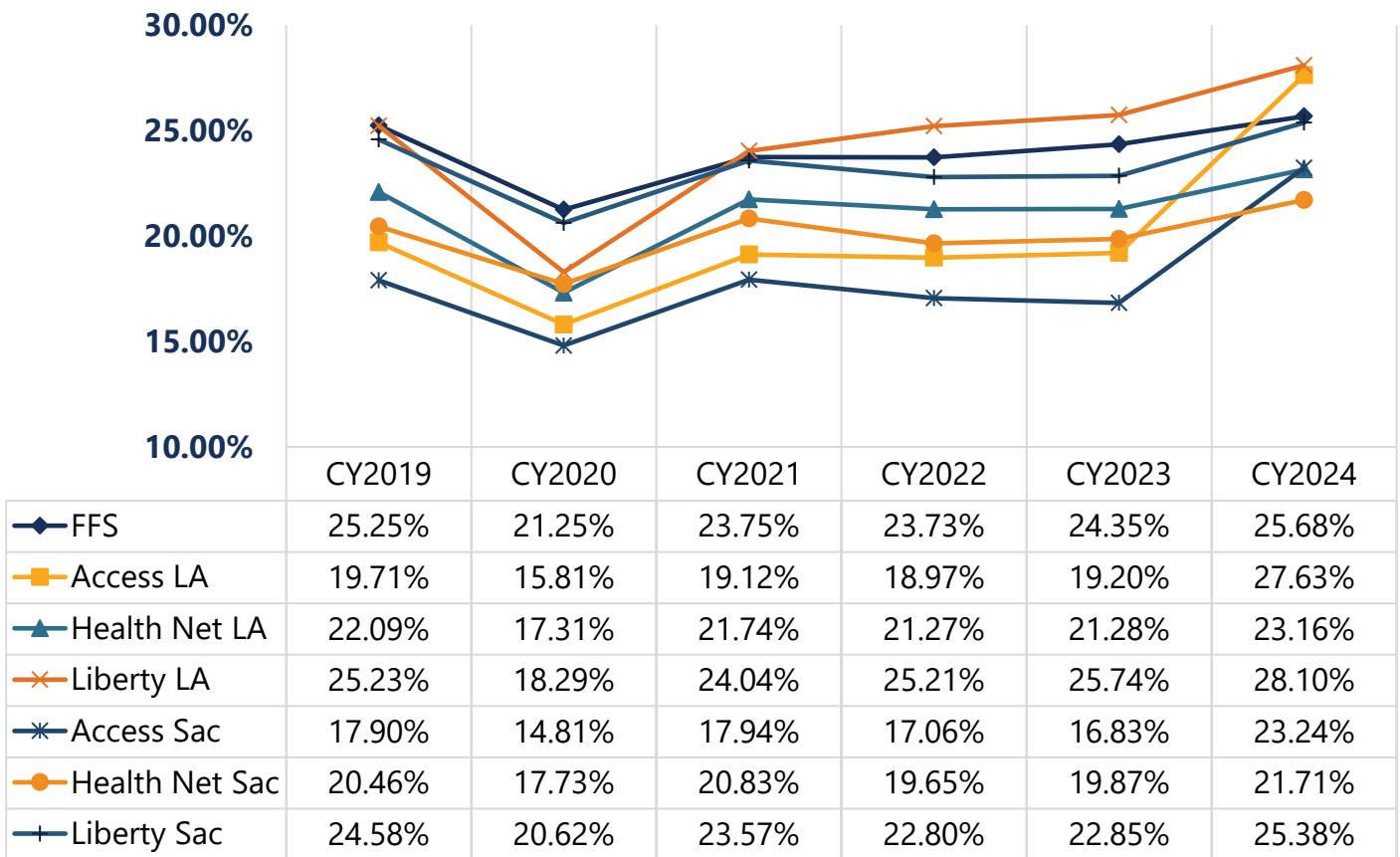
¹⁰ Data Source: Access Dental Plan Quarter 3 (Q3) 2025 Performance Measures Deliverable, Health Net Q3 2025 Performance Measures Deliverable, and Liberty Dental Plan Q3 2025 Performance Measures Deliverable.

DENTAL UTILIZATION IN ADULTS (AGES 21+)

The following section analyzes dental utilization¹¹ measures for both FFS and DMC plans for those aged 21 and above by month. The monthly utilization chart shows YTD 2025 data. At this time, the data is considered preliminary due to WIC § sections 14115, 14124.70 -14124.795, which states that a provider has up to one year after the date of service is performed to bill Medi-Cal. Thus, the monthly data is subject to change month-to-month.

Figure 9: Annual Dental Visits (ADV) by Year for Members ages 21 and older

Annual Dental Visits - Annual CY 2019 - CY 2024 Utilization for Eligibles 21+



FFS improved slightly (25.2% to 25.7% +0.5 percentage points). DMC gains are notable with Access LA rising from 19.7% to 27.6% approximately +40% relative increase Liberty LA from 25.2% to 28.1% and Access Sac from 17.9% to 23.2% approximately +30% relative increase.

Implication: Provider incentives and rapid response processes correlate with adult utilization gains continue scaling these strategies.

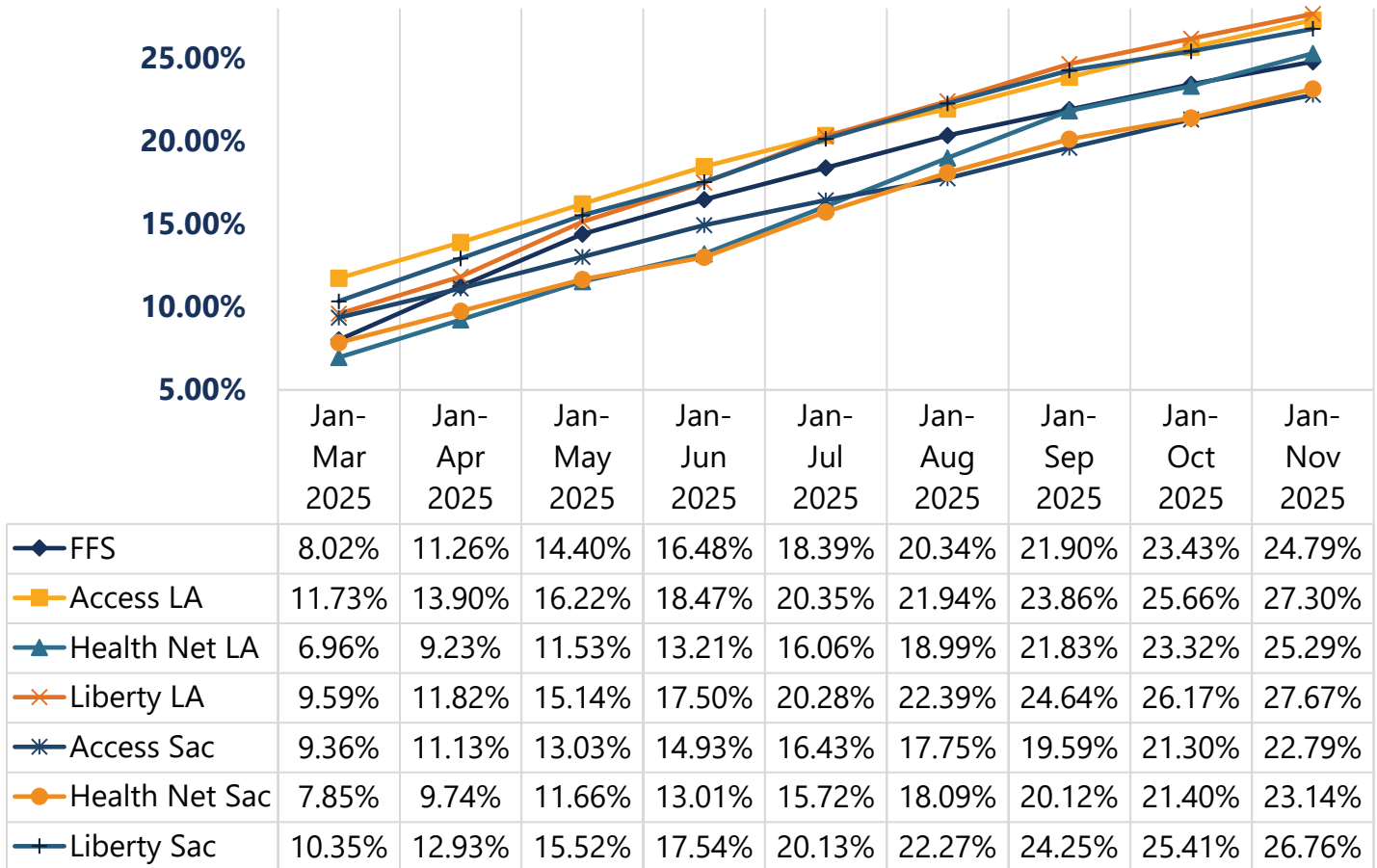
¹¹ Utilization is calculated based on: **Numerator:** Number of members in the denominator who received any dental service (Current Dental Terminology (CDT) D0100-D9999 or Current Procedural Terminology (CPT) 99188), including dental encounters at safety net clinics (SNCs). **Denominator:** Number of members with at least 90 days continuous enrollment in the same plan during the measurement period.

All DMC plans have shown improvement from CY 2023 to CY 2024, but all DMC plans have identified barriers to utilization and implemented opportunities for improvement by increasing member and provider outreach. Health Net and Liberty enhanced provider engagement by introducing performance-based incentive programs to improve benchmarks. They will also create a rapid response process for early identification and intervention on underperforming measures.¹²

Figure 10: Annual Dental Visits (ADV) by Month for Members ages 21 and older

Annual Dental Visits - Monthly

January - November Utilization for Eligibles 21+



FFS advanced from 8.0% to 24.8% (+16.8 percentage points). All DMC plans posted similar gains (+13.4 to 18.1 percentage points) with late year upticks across Access Health Net and Liberty. Some Los Angeles DMC adult rates approach or exceed FFS late year.

Implication: Maintain outreach and provider prompts to consolidate gains.

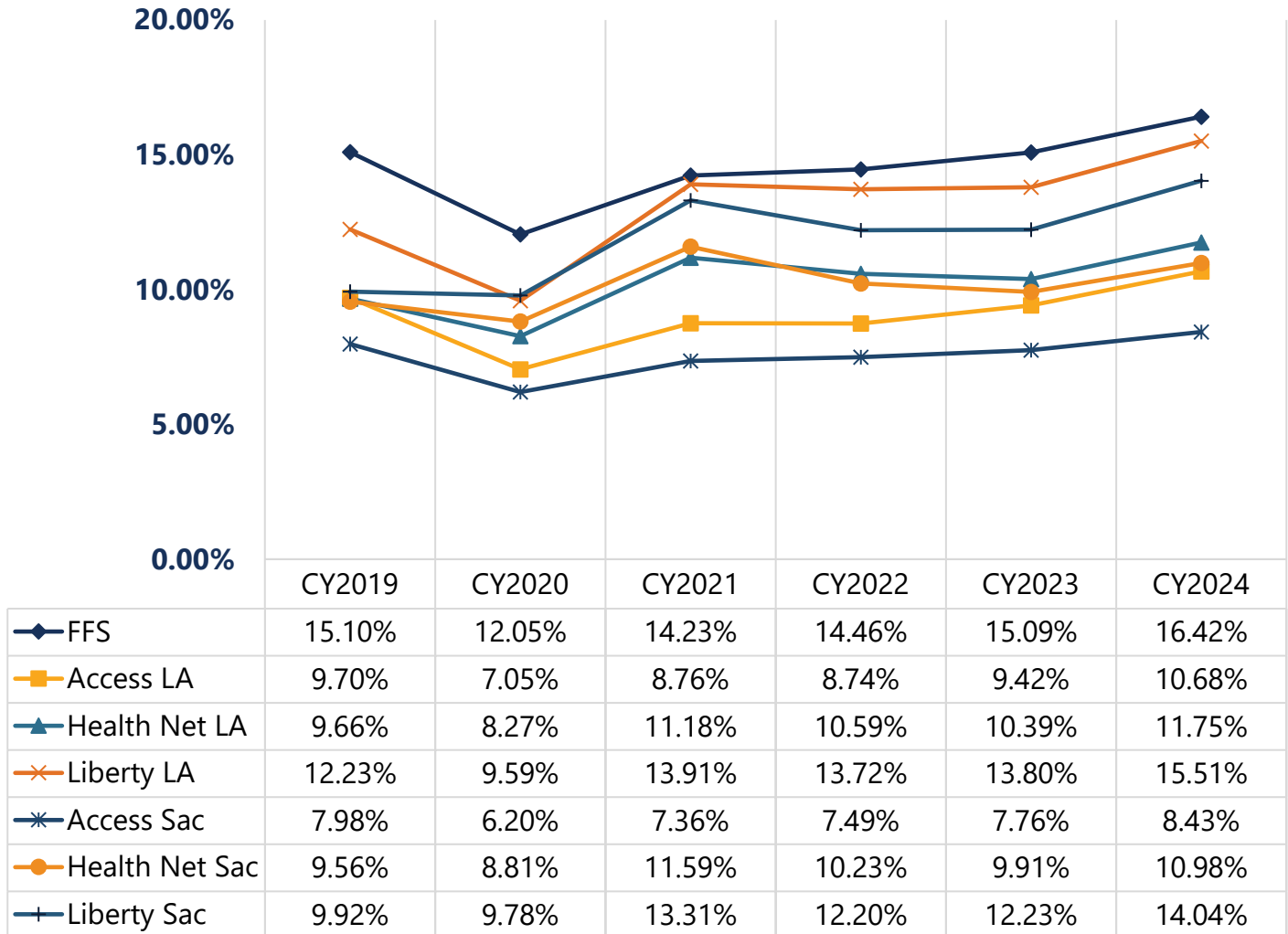
In CY 2025 thus far, all three DMC plans saw increases in utilization from October to November 2025.¹³

¹² Data Source: Access Dental Plan Q2 2025 Quarterly Improvement Project (QIP) Deliverable, Health Net Q3 2025 QIP Deliverable, Liberty Dental Plan Q3 2025 QIP Deliverable, Health Net 2025 EQRO Performance Measures Deliverable, and Liberty 2025 EQRO Performance Measures Deliverable.

¹³ Data Source: Access Dental Plan Quarter 3 (Q3) 2025 Performance Measures Deliverable, Health Net Q3 2025 Performance Measures Deliverable, and Liberty Dental Plan Q3 2025 Performance Measures Deliverable.

Figure 11: Preventive Services by Year for Members ages 21 and older

Preventive Services - Annual
CY 2019 - CY 2024 for Eligible Members 21+



FFS rose from 15.1% to 16.4% (+1.3 percentage points). Liberty LA improved from 12.2% to 15.5% Liberty Sac from 9.9% to 14.0% and Health Net LA from 9.7% to 11.7%.

Implication: Continue performance-based incentives and rapid response reviews for underperforming measures.

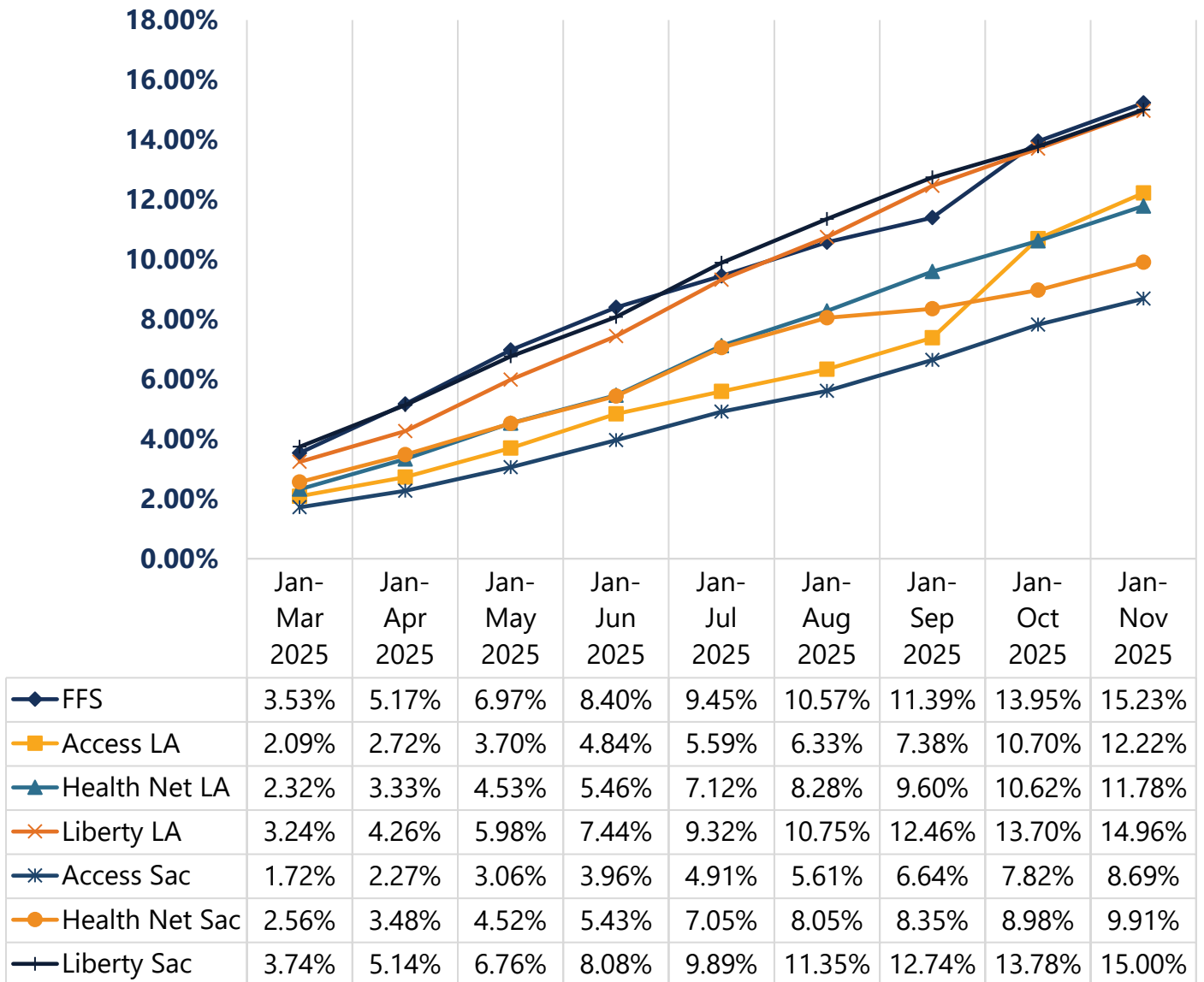
All DMC plans have shown improvement from CY 2023 to CY 2024, but all DMC plans have identified barriers to utilization and implemented opportunities for improvement by increasing member and provider outreach to increase utilization.¹⁴

¹⁴ Data Source: Access Dental Plan Q2 2025 Quarterly Improvement Project (QIP) Deliverable, Health Net Q3 2025 QIP Deliverable, and Liberty Dental Plan Q3 2025 QIP Deliverable.

Figure 12: Preventive Services by Month for Members ages 21 and older

Preventive Services - Monthly

January - November Utilization for Eligible Members 21+



FFS increased from 3.5% to 15.2% (+11.7 percentage points). Liberty LA posted a comparable gain (+11.7 percentage points) with other DMC plans improving by +7.0 to 11.3 percentage points. Implication: Maintain outreach cadence and provider prompts intensify benefit education where rates lag.

All DMC plans have shown improvement in Preventive Services for this age cohort throughout CY 2025.¹⁵

¹⁵ Data Source: Access Dental Plan Quarter 3 (Q3) 2025 Performance Measures Deliverable, Health Net Q3 2025 Performance Measures Deliverable, and Liberty Dental Plan Q3 2025 Performance Measures Deliverable.

RENDERING PROVIDER DATA

The following section provides the count of enrolled providers who provided services separated by counties within the last year to dental offices or Safety Net Clinics (SNCs) within Sacramento, the Los Angeles-area, El Dorado County, Placer County, and Yolo County in both the Fee-For-Service (FFS) and Dental Managed Care (DMC) delivery systems.¹⁶

Figure 13: Rendering Provider Overlap by County

Rendering Provider Overlap by County

Active Rendering Providers from November 2025

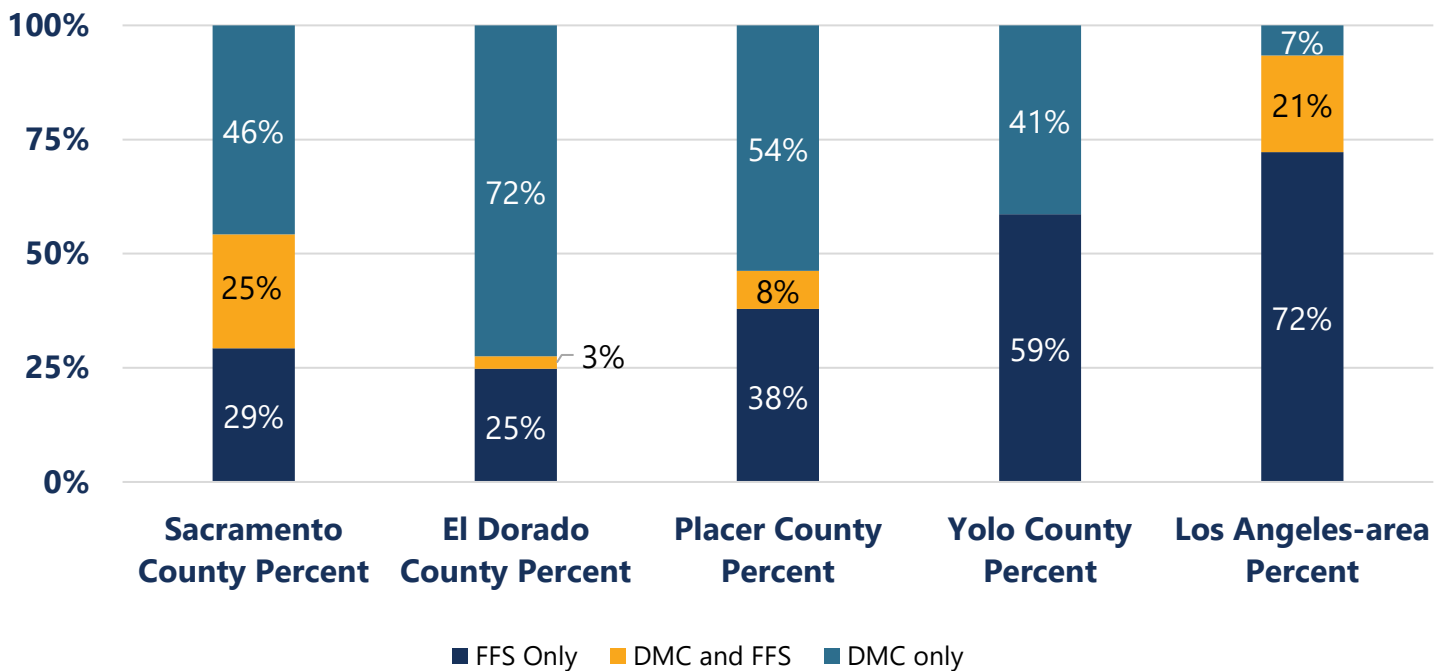


Table 1: Rendering Provider Overlap in FFS and DMC Statewide

Category	Sacramento Rendering Provider Count	Los Angeles Rendering Provider Count	El Dorado Rendering Provider Count	Placer Rendering Provider Count	Yolo Rendering Provider Count
FFS Only	263	6,442	27	132	51
DMC and FFS	224	1,887	3	29	0
DMC Only	411	586	79	187	36
Total	898	8,915	109	348	87

¹⁶ Data Source: Contractor reports from October 2025.