

# Medi-Cal Dental Los Angeles Stakeholder Meeting

November 18, 2025  
1:00 p.m. – 3:00 p.m.

# **Agenda**

- Fee-For-Service (FFS)
- Dental Managed Care
- Medi-Cal Dental
- Open Forum

# **FEE-FOR-SERVICE UPDATES**

- Provider Enrollment
- Annual Provider Directory Campaign Updates
- Provider Accepting New Patients
- Smile, California
- Member and Provider Outreach Efforts
- Dental Services Advocacy

# Provider Enrollment

## Billing Services

- At the end of **Q3 2025**, there was a total of **6,879** billing service office locations. There was a total of **2,559** billing service office locations in **Los Angeles** County.

## Rendering Services

- At the end of **Q3 2025**, there was a total of **13,578** rendering providers. There was a total of **4,306** rendering providers in **Los Angeles** County.

# New Provider Enrollments

## Quarter 2 2025

- Total of 108 billing offices
- 78 General Dentists
- 4 Pediatric Dentists
- 14 Certified Orthodontists
- 2 Endodontists
- 3 Oral Surgeons
- 7 RDHAPs

## Quarter 3 2025

- Total of 70 billing offices
- 50 General Dentists
- 7 Pediatric Dentists
- 9 Certified Orthodontists
- 2 Endodontists
- 2 RDHAPs

# Annual Provider Directory Refresh Campaign

Launch Date: October 1, 2025

End Date: November 6, 2025

As we enter **Q4**, there are 5,729 providers listed on the Provider Directory.

Provider Bulletin



Provider Directory  
Referral Form



# Providers Accepting New Patients

- At the end of **Q3**, there was a total of **5,723** billing service office locations accepting new patients.
- At the end of **Q3**, there was a total of **2,181** billing service office locations accepting new patients in Los Angeles County.

# Provider Training: Webinars and Seminars

- Q3 2025
  - 8 basic and EDI seminars/webinars
  - 168 providers attended
- 8 advanced seminars/webinars
  - 255 providers attended
- 1 orthodontic seminar
  - 17 providers attended
- 10 portal webinars
  - 104 providers attended



For more information, contact the Telephone Service Center (TSC) at (800) 423-0507 or Medi-CalDentalSeminarReservation@gainwelltechnologies.com



# ***Smile, California:*** Website Statistics

As of the end of **Q3 2025**, the *Smile, California* websites have received a combined total of:

- **10,872,224** visits from **7,454,502** unique users
- **164,760** new visitors
- **6,056,725** clicks to the “Find a Dentist” button
- **695,987** downloads
- **3.6 million** impressions and a reach of over **1.3 million** on Facebook; **100,600** impressions and a reach of over **38,000** on Instagram

YouTube



Facebook



Instagram



# Mobile Van Events



If you would like to feature your event on the *Smile, California* websites, reach out to [hello@smilecalifornia.org](mailto:hello@smilecalifornia.org) or [Medi-caldentalOutreachSNC@gainwelltechnologies.com](mailto:Medi-caldentalOutreachSNC@gainwelltechnologies.com).

# Dental Services Advocacy

- Point of Escalation for Complex Care Coordination and Case Management.
- Collaboration with State Dental Program Consultants and DHCS staff.
- Provide Professional Opinions to Recommend Solutions to Difficult Member Issues.
- Resource to suggest Policy Change Recommendations to DHCS with the intention to improve member/provider experiences.
- A Resource to suggest strategies and approaches that will reduce barriers to care.
- A Resource to suggest systemwide improvements that may reduce disparities and inequities.

# **Advocacy Supports for Strategic Initiatives**

## **Oral Health Education Videos**

- Understanding your Medi-Cal Benefits
- Caring for Members with Disabilities and Special Health Care Needs
- Getting Help During Dental Emergencies

For more information, reach out to [Medi-CalOutreachSNC@gainwelltechnologies.com](mailto:Medi-CalOutreachSNC@gainwelltechnologies.com)

# **Looking Ahead:** Outreach Events and Opportunities

## **Provider Outreach**

- San Diego Dental Convention
  - November 7 & 8

## **Member Outreach**

- Mobile Dental Van Events
- 2025 Member and Provider Outreach Plan

# Gainwell Open Forum

- For questions, please use the hand raising function.
  - When you are called upon to speak, please unmute your microphone and introduce yourself.
- » You may also email [dental@dhcs.ca.gov](mailto:dental@dhcs.ca.gov)

# Dental Managed Care (DMC) Transition

David Ferber  
*Branch Chief*

# **Dental Managed Care Updates**

- **HEALTH NET DENTAL PLAN**
  - FELISHA SCOTT
- **CALIFORNIA DENTAL NETWORK**
  - RICK CALLERY
- **LIBERTY DENTAL PLAN**
  - DESTINY ROCKWOOD



# Health Net

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Felisha Scott

# HealthNet Updates

- Member Outreach
- Smile Dental Partnership
- Provider Outreach
- Big Smile Program
- Trainings

# DentaQuest

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Rick Callery

# **DentaQuest Updates**

- Provider Outreach Engagement
- Community Events
- Member Outreach

# Liberty Dental Network



Destiny Rockwood

# **Liberty Dental Updates**

- Member Outreach
- Provider Outreach
- Community Events
- BRUSH Update
- Member Specialty Referrals

# Medi-Cal Dental Updates

- CA State Budget and Federal Legislation Impacts
- CDA Presents in Anaheim
- Community Health Workers (CHW)
- LASH Fact Sheet

# California State Budget and Federal Legislation Impacts

Dana Durham

*Division Chief*



# ENROLLMENT FREEZE (MAY REVISE)

**Effective Date:** January 1, 2026

**2025-26 May Revise:** Enrollment freeze for Full-Scope Medi-Cal Expansion to Undocumented Californians, Adults Ages 19 and Older.

Populations that are not affected include:

- Children under 19 years old with UIS
- Pregnant/12 months postpartum

# ELIMINATION OF DENTAL BENEFITS (MAY REVISE)

**Effective Date:** July 1, 2026

**2025-26 May Revise:** Elimination of full-scope dental coverage for Medi-Cal members with unsatisfactory immigration status (UIS) for adults ages 19 and older. This UIS population will continue to have access to restricted-scope, emergency dental coverage.

Populations that are not affected include:

- Children under 19 years old with UIS
- Pregnant/12 months postpartum

Estimated General Fund savings are \$308 million in 2026-27 and \$336 million annually thereafter.

# ELIMINATION OF PROPOSITION 56 SUPPLEMENTAL PAYMENTS (MAY REVISE)

**Effective Date:** July 1, 2026

**2025-26 May Revise:** Eliminates approximately \$362 million annually for Prop. 56 supplemental payments. Prop. 56 is California's tobacco tax measure that provides supplemental payments to Medi-Cal Dental providers to increase access and incentivize utilization.

# **CDA Presents**

# **The Art and Science of Dentistry**

Noor Hasan

*Dental Hygienist Consultant*

# Community Health Workers (CHW)

May Saeturn, Chief  
*Policy Development Branch*

# Statewide Fact Sheet

## Key Findings

Katherine Martinez

*Health Program Specialist I*

# Open Forum

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# **Closing Remarks**

Next Los Angeles Stakeholder Meeting

**May 7, 2025**

Provide any feedback at [Dental@dhcs.ca.gov](mailto:Dental@dhcs.ca.gov)