

Program Overview

14.5 million – Members enrolled in Medi-Cal Dental in June 2024¹:

- **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)

Provider Data²

Delivery System	Safety Net Clinics (SNC) ³	SNC Rendering ⁴	Offices ⁵	Office Rendering	SNC and Office Active Rendering ⁶
FFS	610	1,292	6,499	12,904	10,669
GMC	39	98	223	388	393
PHP	118	299	1,147	1,803	1,508
HPSM	N/A	N/A	147	202	152

Case Management⁷

Measurement Period	FFS	GMC	PHP
October – December 2023 (Q4)	19	83	14
January – March 2024 (Q1)	19	91	14

¹ Data Source: DHCS Data Warehouse as of July 12, 2024.

² Data Source: DHCS provider day as of May 2024. Duplication may exist in rendering providers serving in SNCs and offices and across the delivery systems.

³ 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.

⁴ SNC rendering providers in GGS are the Ordering, Referring, Prescribing (ORP) providers reported from the Provider Application and Validation for Enrollment (PAVE); DMC is based on the enrollment reports from plans; SNC data from HPSM is unavailable.

⁵ Network data based on enrollment reported by the dental FI-DBO, DMC, and HPSM plans.

⁶ Unduplicated active rendering providers between SNCs and offices within the delivery system who have billed at least one service within the last two years.

⁷ Data Source: Dental Administrative Services Organization (ASO) and DMC plans.

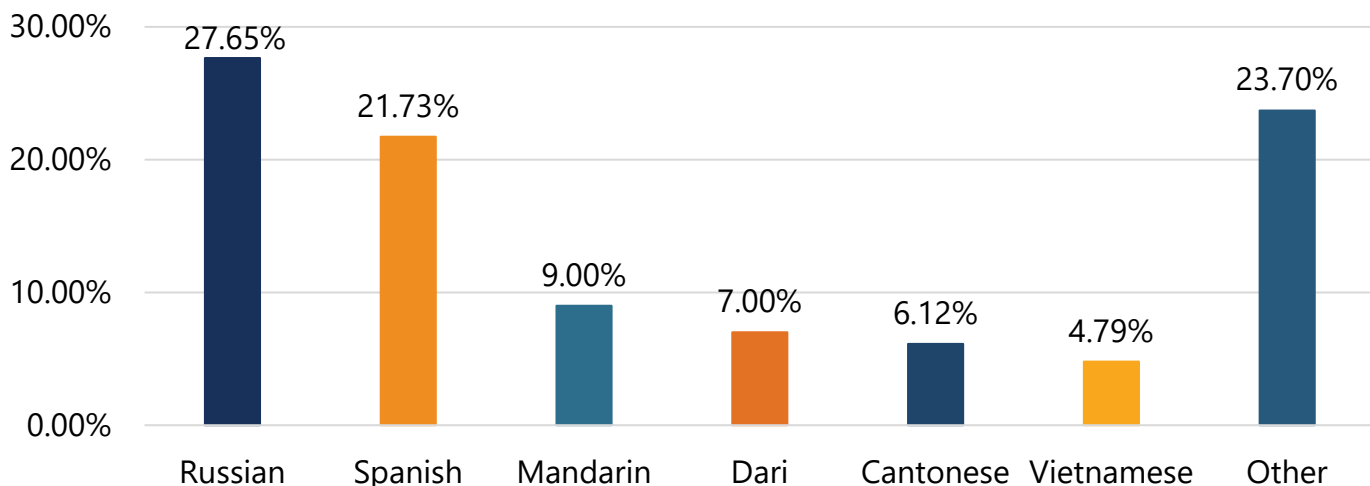
Statewide Language Line Service (LLS) Call Volume

290,433 - Member calls, including the LLS call volume, received from **October to December (Quarter 4) 2023** in the FFS and DMC delivery system.

353,768 - Member calls, including the LLS call volume, received from **January to March (Quarter 1) 2024** in the FFS and DMC delivery system.

Category	Q4 - 2023	Q1 - 2024
Total LLS Calls	12,228	12,900
DMC LLS Calls	8,407	7,333
FFS LLS Calls	3,821	5,567
Languages Requested	79	75
Calls for Top 6 Languages	75.52%	24.48%
Calls for Other Languages	77.04%	22.96%

Top 6 LLC Languages Statewide Q4 2023 and Q1 2024



Treatment Authorization Requests (TAR)⁸

December 2023 – April 2024

Age	FFS	DMC	Total
0-20	208,792	125,803	334,595
21+	910,696	200,390	1,111,086
Total	1,119,488	326,193	1,445,681
Average Turnaround Time (in days)	3.72	4.74	4.23

TAR Determination⁹

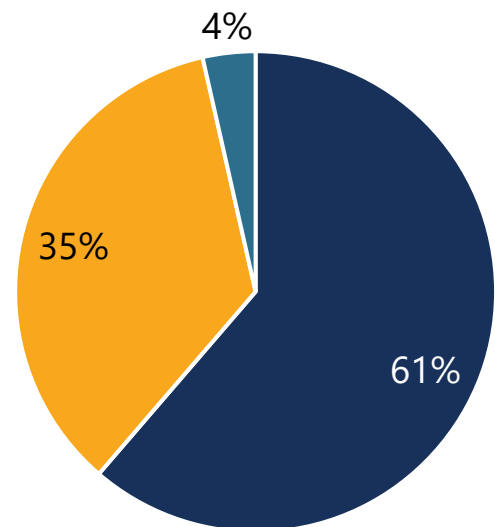
December 2023 – April 2024

Measure	FFS	DMC	FFS + DMC
Approved	826,158	219,382	1,045,540
Denied	490,156	109,282	599,438
Deferred	29,485	30,955	60,440
Total	1,345,799	359,619	1,705,418

TAR Determination By Decision

December 2023 - April 2024

- Approved
- Denied
- Deferred



⁸ Data Source: Data from the FFS and DMC delivery systems received from the ASO and DMC plans.

⁹ Data Source: Monthly TAR report from the ASO and DMC plans, excluding HPSM.

TAR Denial Reasons December 2023 – June 2024

FFS Top Five TAR Denial Reasons in all Age Groups	DMC Top Five 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 in 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.	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. Please re-evaluate for alternate treatment.	Procedure not listed as a plan benefit.
Surgical extraction procedure has been modified to conform with radiographic appearance.	Out of Network.
Procedure included in the fee for another procedure and is not payable separately.	Prior approval required.

Statewide State Hearing Cases January – March 2024

Age Group	Scope ¹⁰	Orthodontic ¹¹	Conlan ¹²
Age 0-20	63	126	4
Age 21+	771	0	36
Total	834	126	40

¹⁰ Scope: Benefits available under the Medi-Cal Dental

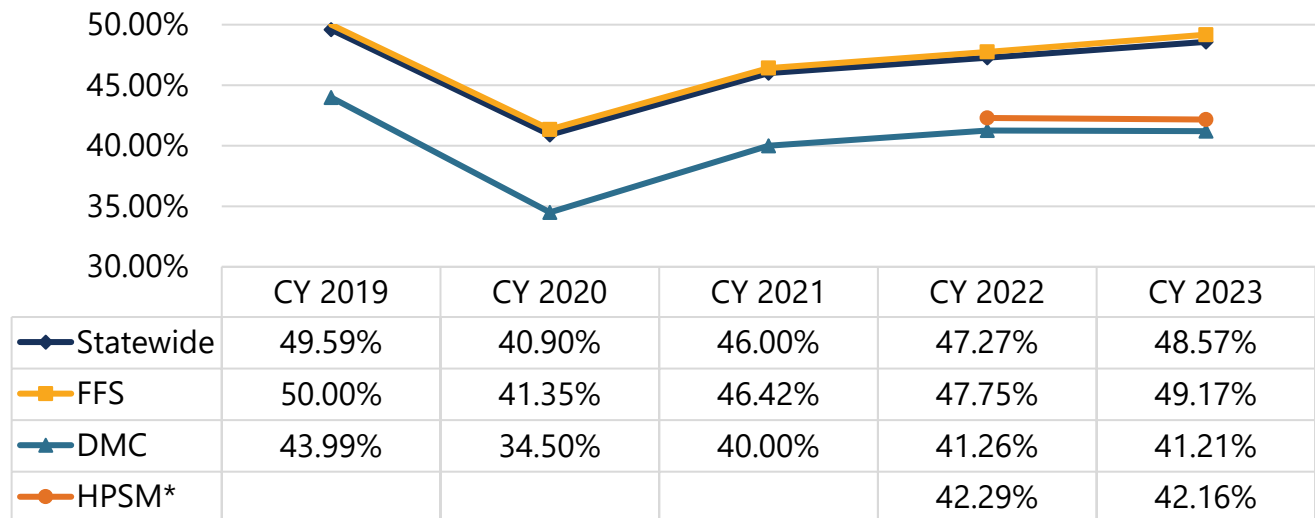
¹¹ Orthodontic: Treatment that requires braces to align teeth and/or correct occlusion (bite).

¹² Conlan: Reimbursement process for members

Dental Utilization in Children Ages 0-20*

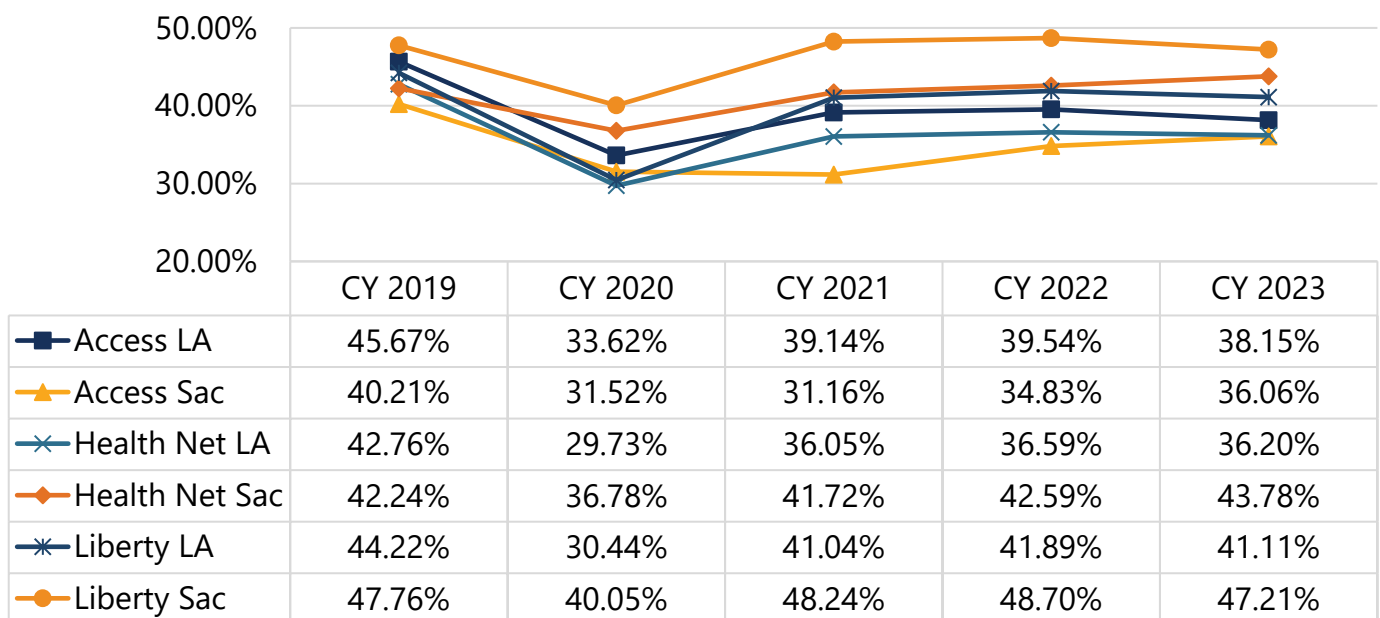
Annual Dental Visits by Delivery System

CY 2019 to CY 2023 For Eligibles Ages 0 to 20



Annual Dental Visits by Plan

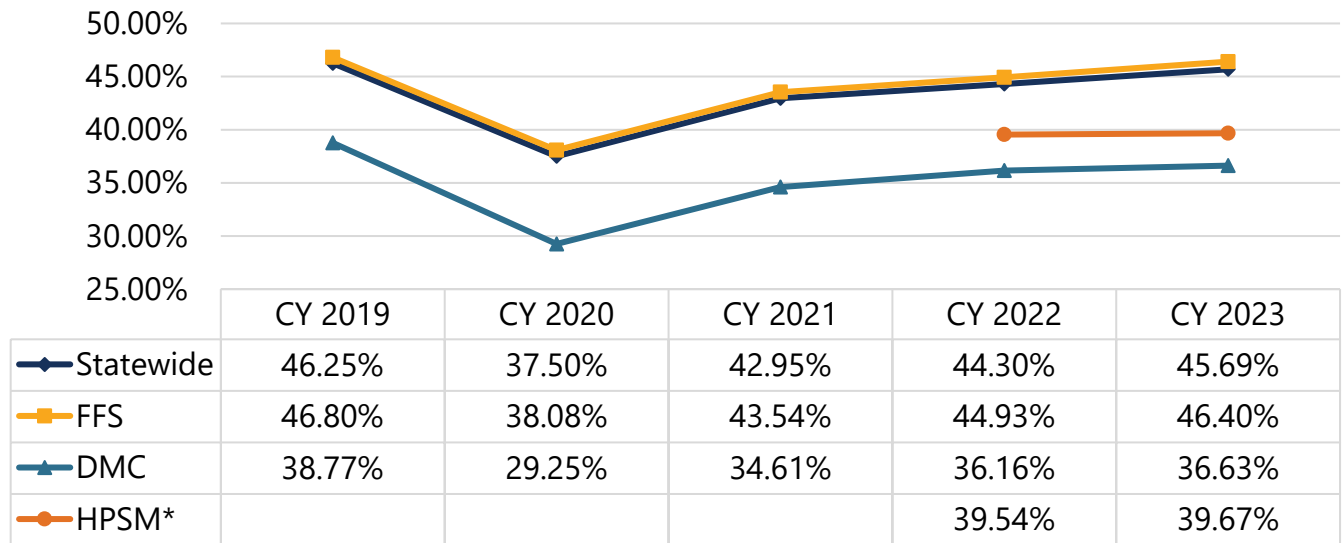
CY 2019 to CY 2023 For Eligibles Ages 0 to 20



* HPSM was effective starting CY 2022, utilization for prior years is not applicable.

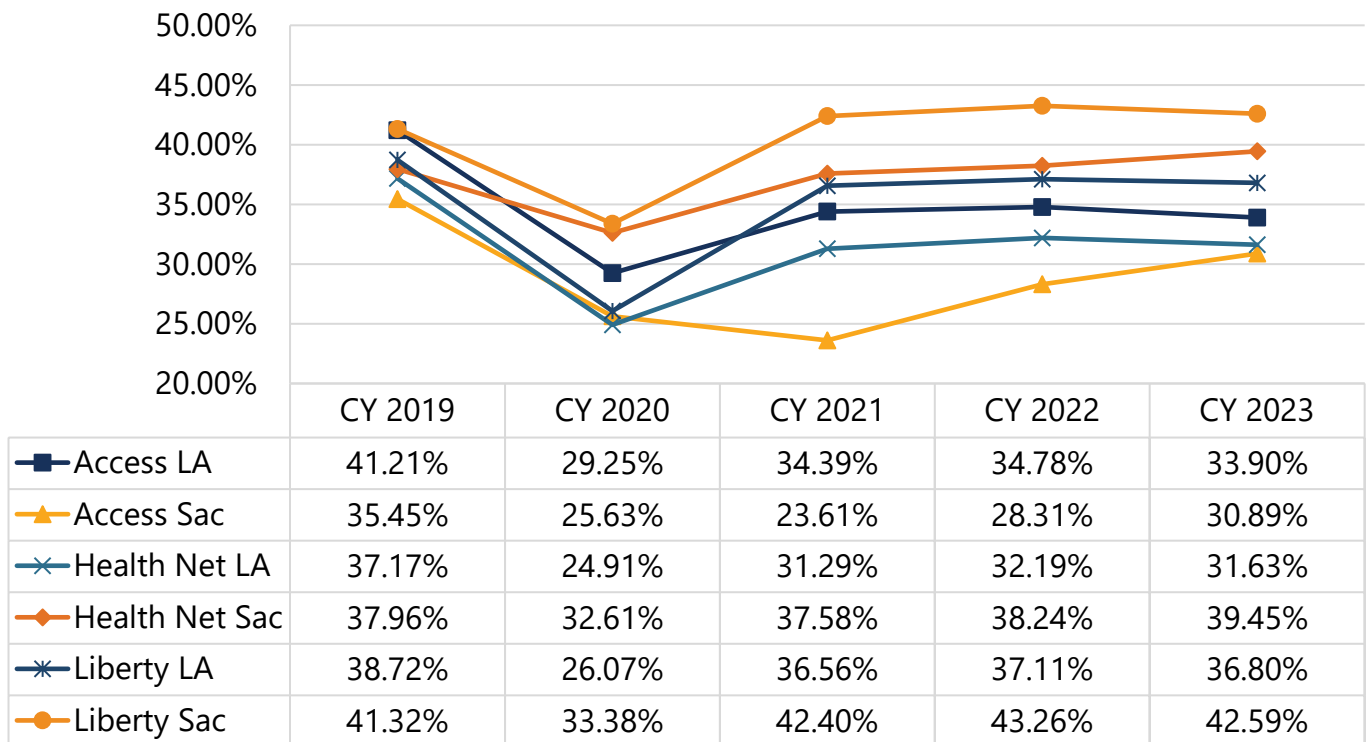
Preventive Services by Delivery System

CY 2019 to CY 2023 For Eligibles Ages 0 to 20



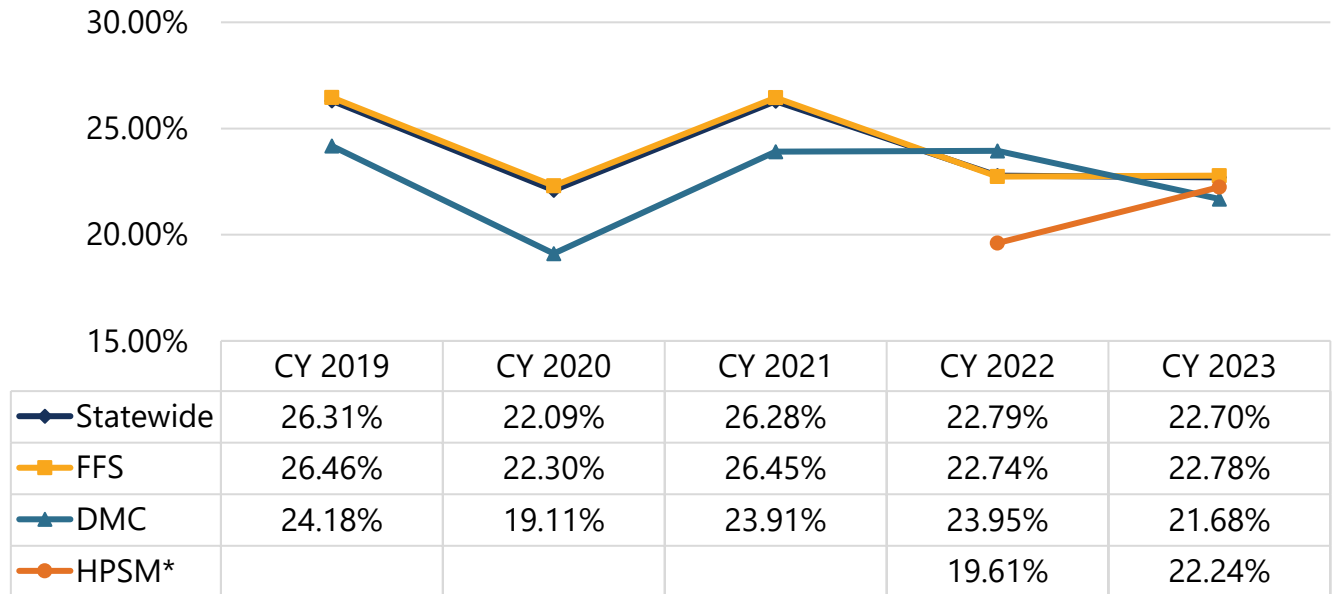
Preventive Services by Plan

CY 2019 To CY 2023 For Eligibles Ages 0 to 20



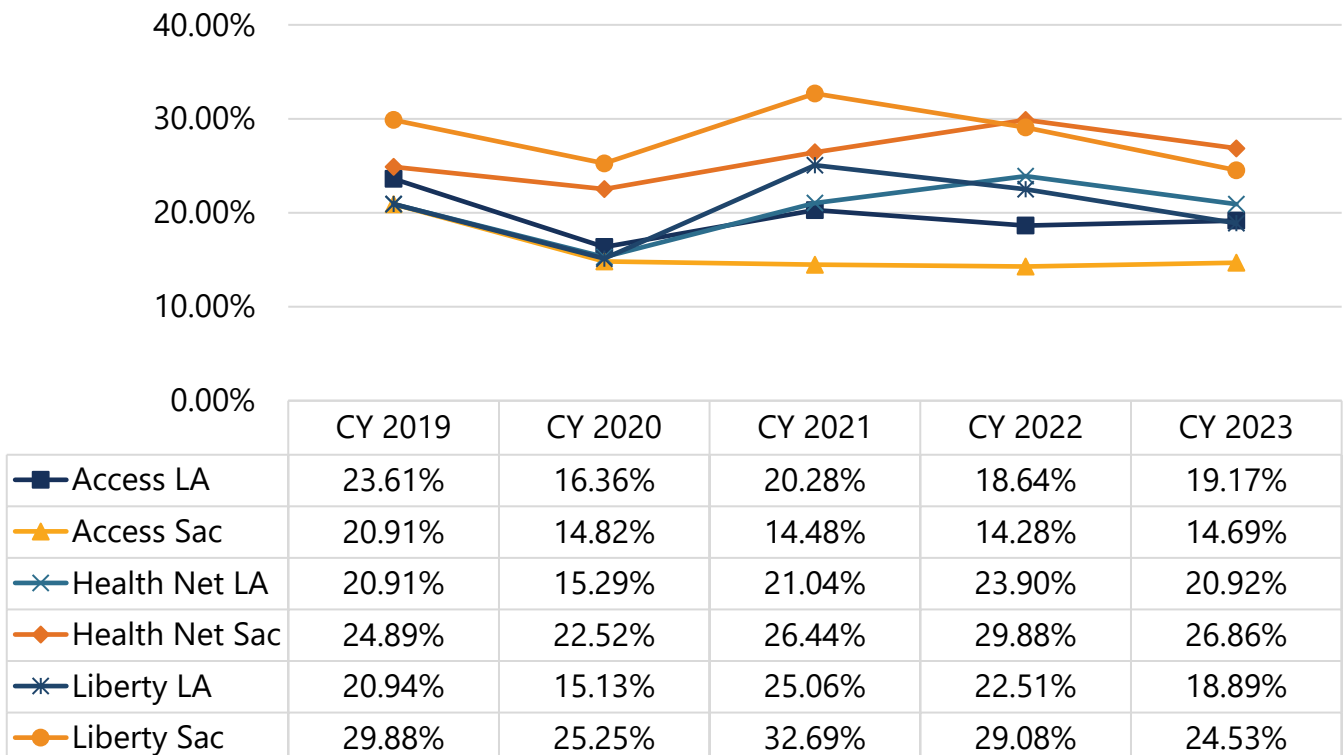
Treatment Services by Delivery System

CY 2019 to CY 2023 For Eligibles Ages 0 to 20



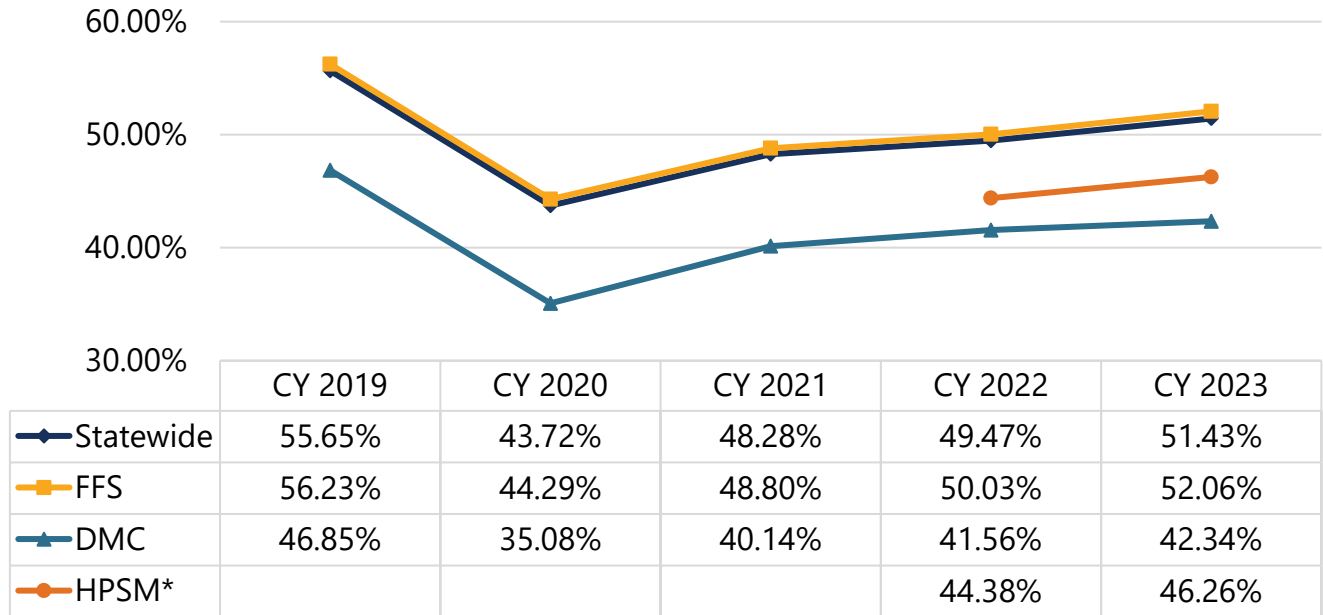
Treatment Services by Plan

CY 2019 to CY 2023 For Eligibles Ages 0 to 20



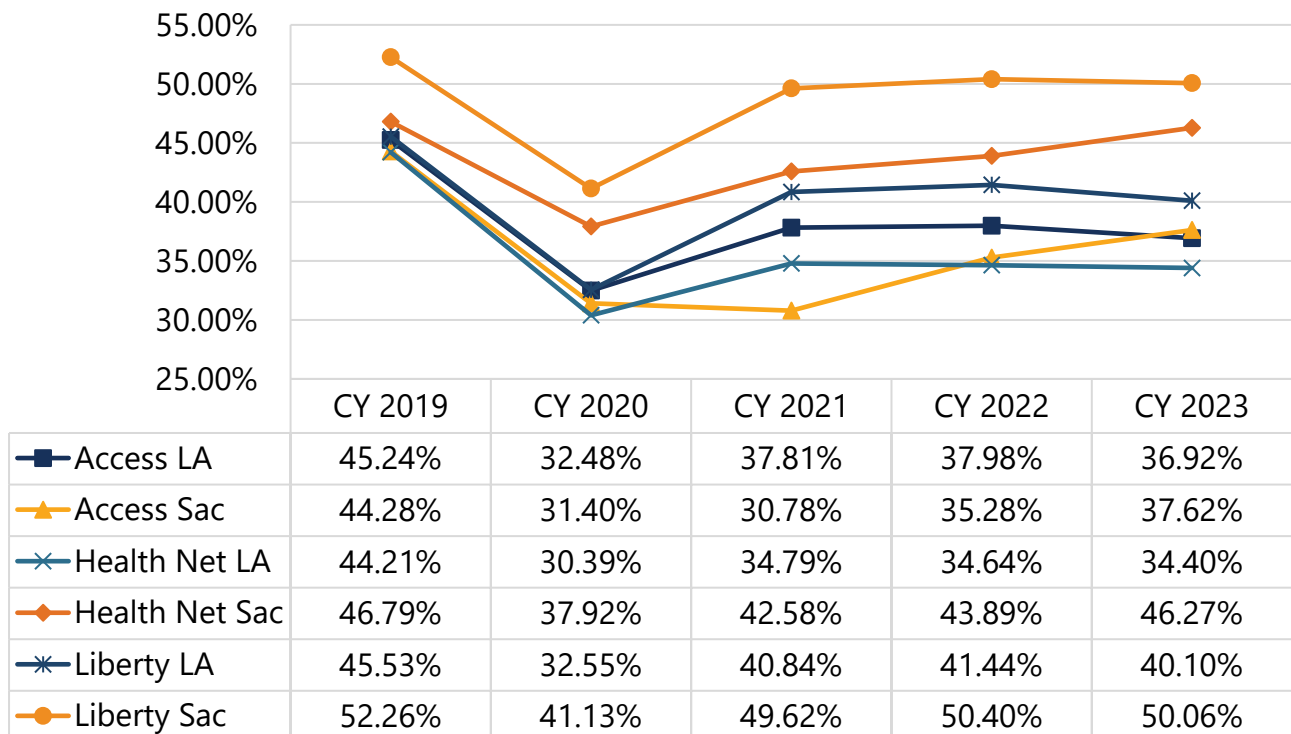
Overall Utilization 1 Year Delivery System

CY 2019 to CY 2023 For Eligibles Ages 0 to 20



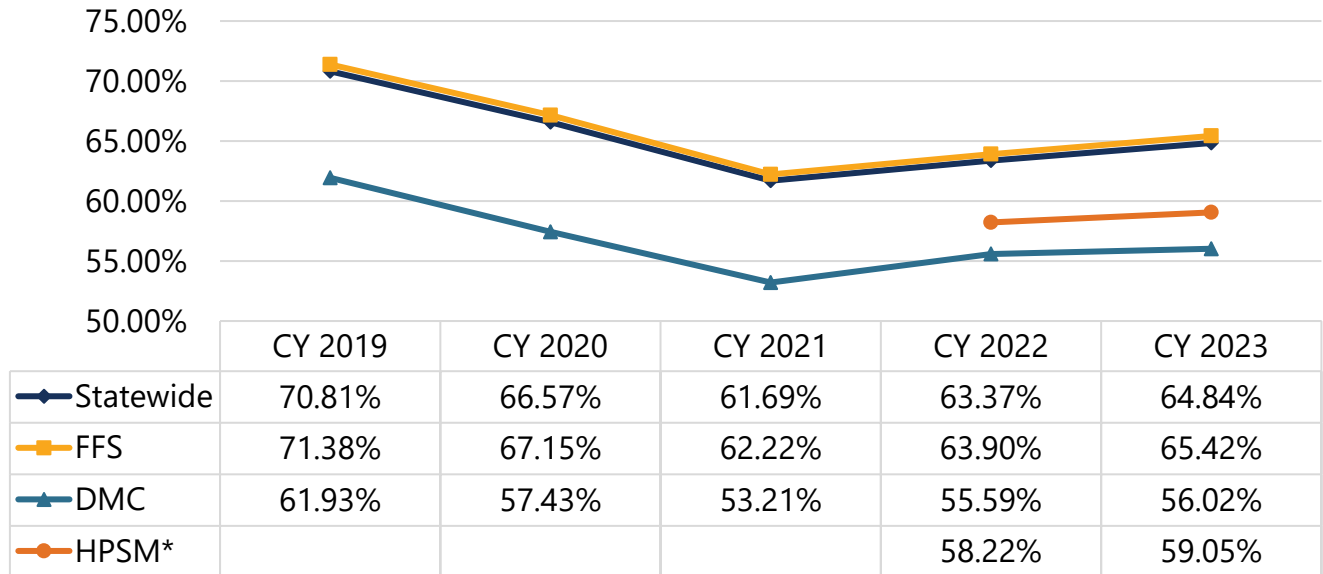
Overall Utilization 1 Year by Plan

CY 2019 to CY 2023 For Eligibles Ages 0 to 20



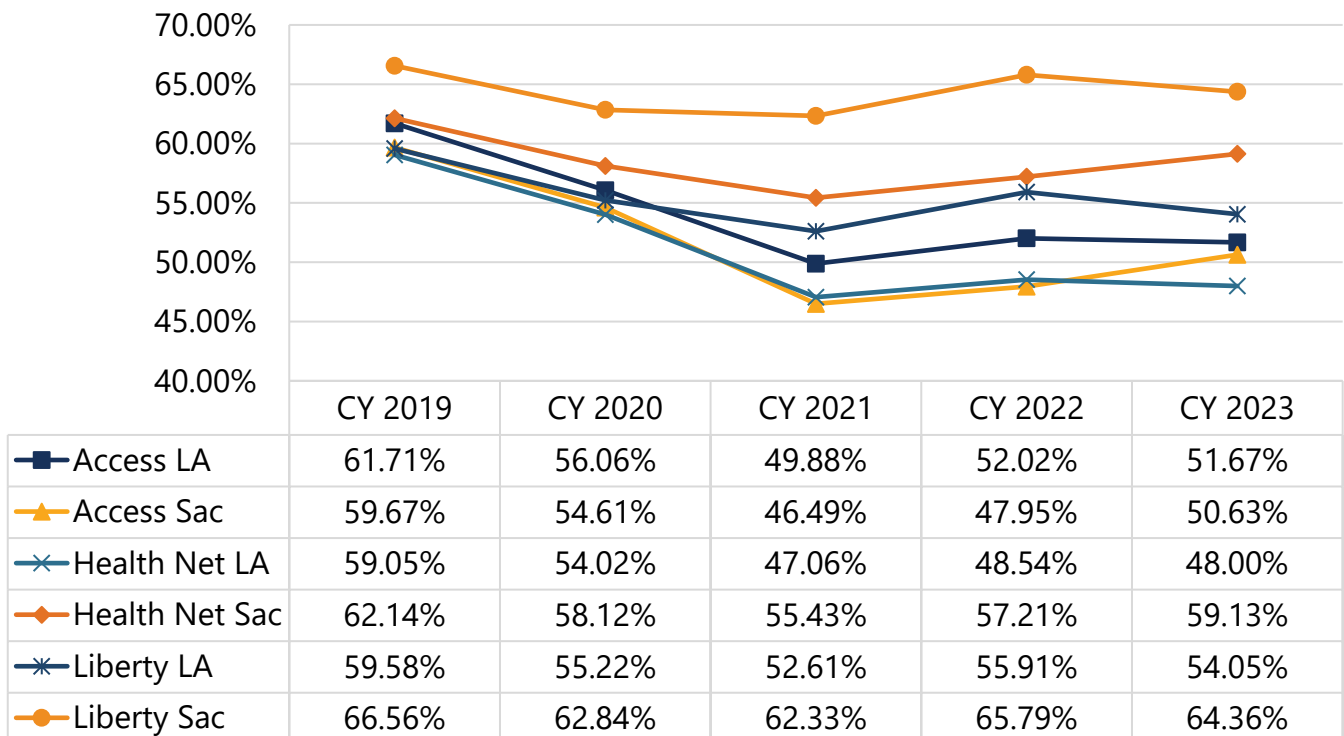
Overall Utilization 2 Year by Delivery System

CY 2019 to CY 2023 For Eligibles Ages 0 to 20



Overall Utilization 2 Year by Plan

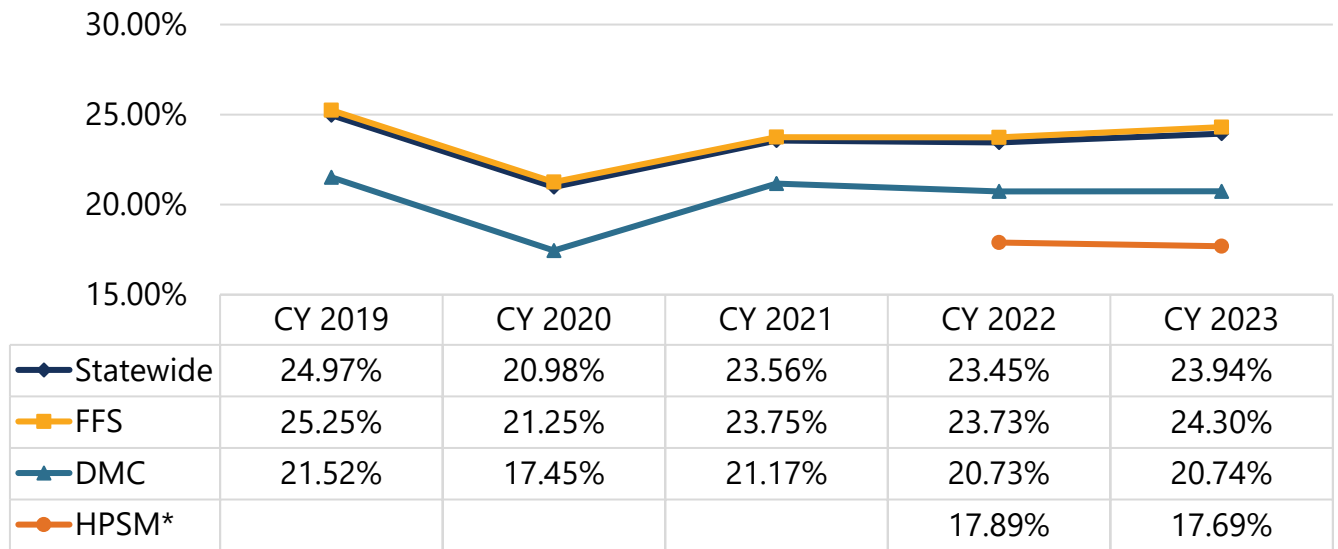
CY 2019 to CY 2023 For Eligibles Ages 0 to 20



Dental Utilization in Adults Ages 21+ *

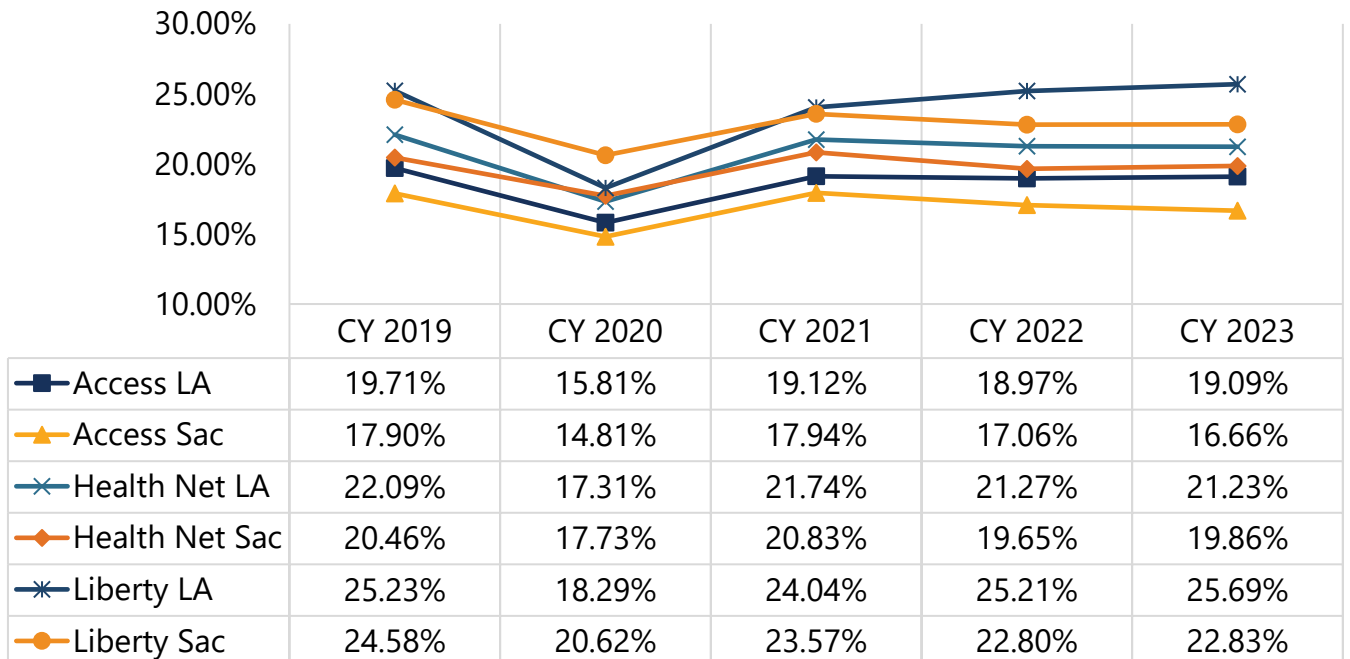
Annual Dental Visits by Delivery System

CY 2019 to CY 2023 for Eligibles Ages 21 and Over



Annual Dental Visits by Plan

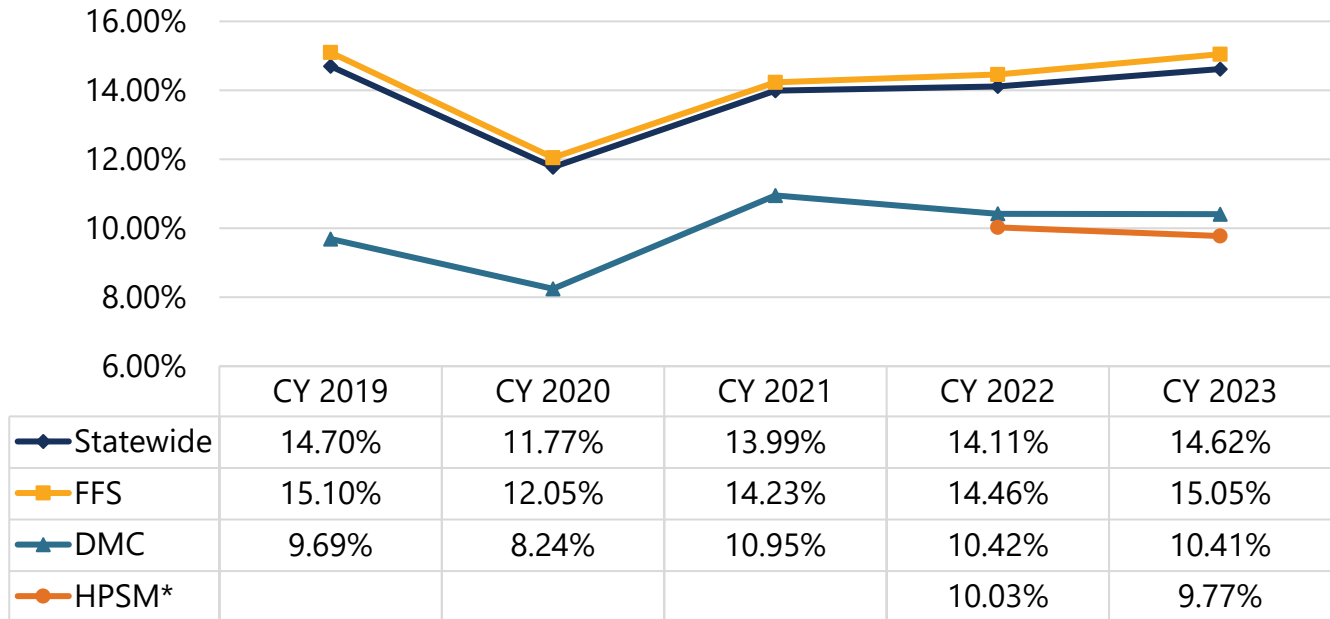
CY 2019 to CY 2023 for Eligibles Ages 21 and Over



* HPSM was effective starting CY 2022, utilization for prior years is not applicable.

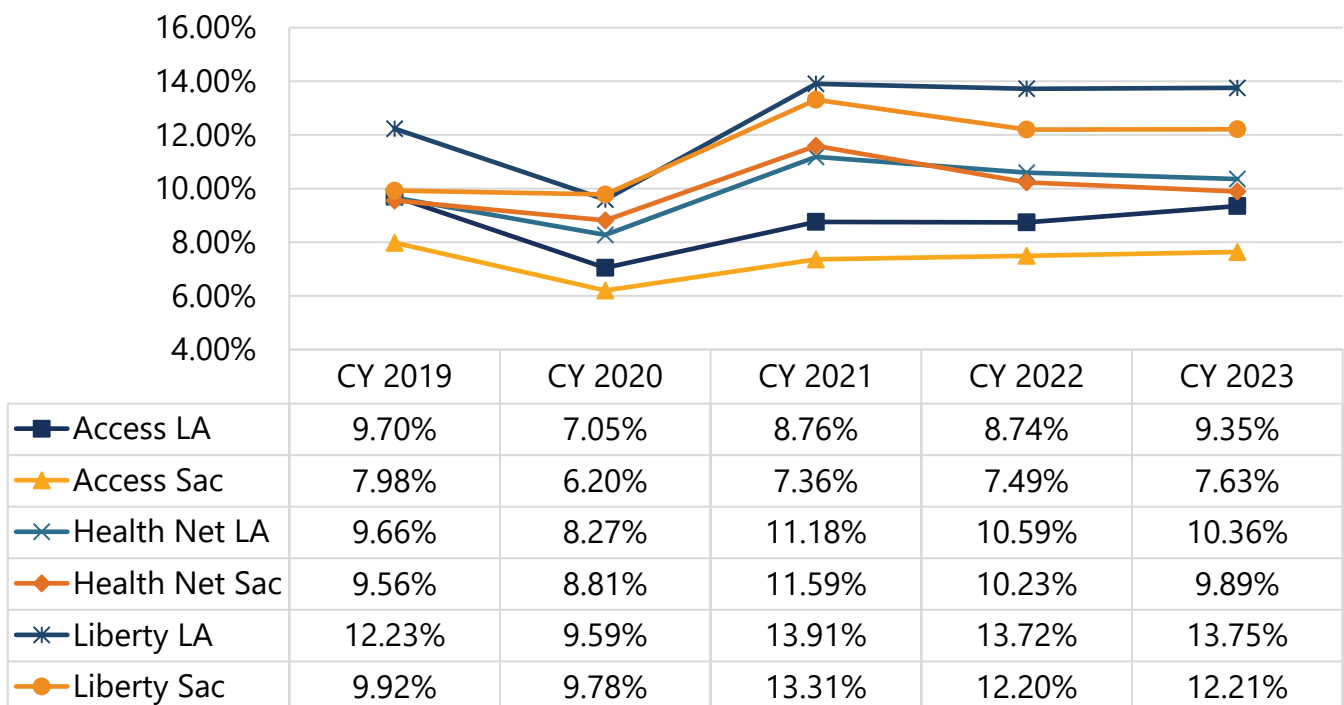
Preventive Services by Delivery System

CY 2019 to CY 2023 for Eligibles Ages 21 and Over



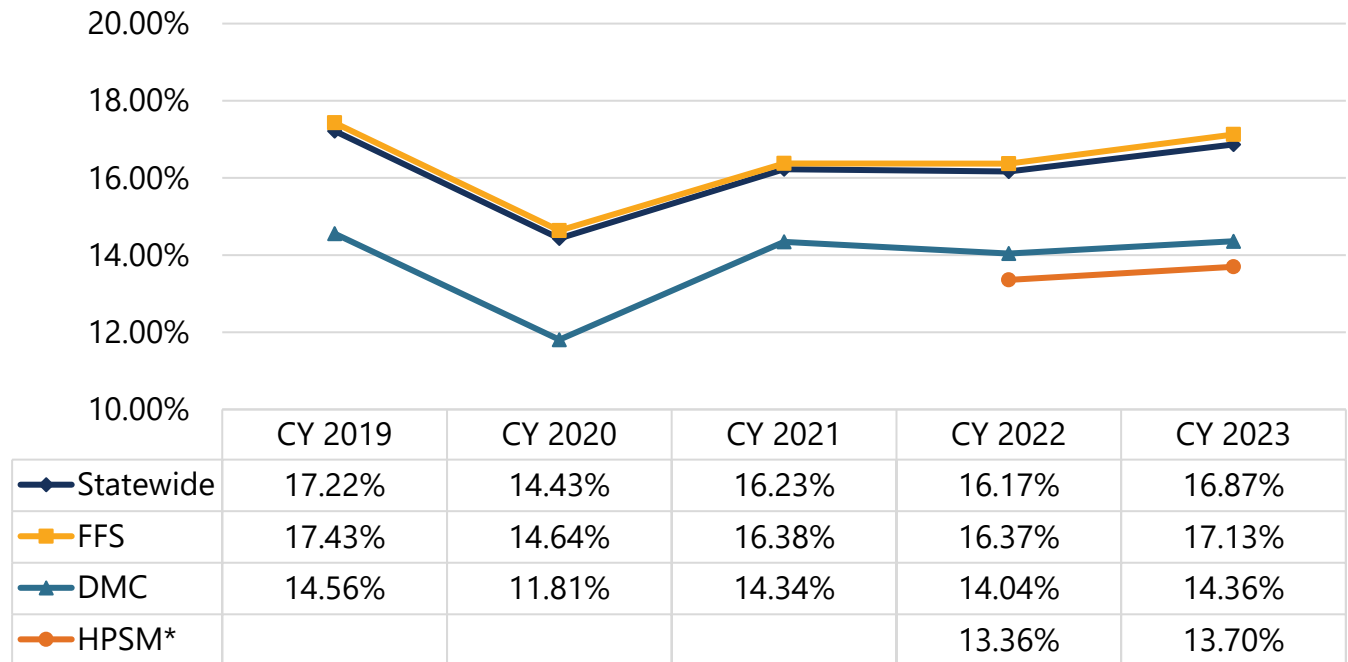
Preventive Services by Plan

CY 2019 to CY 2023 for Eligibles Ages 21 and Over



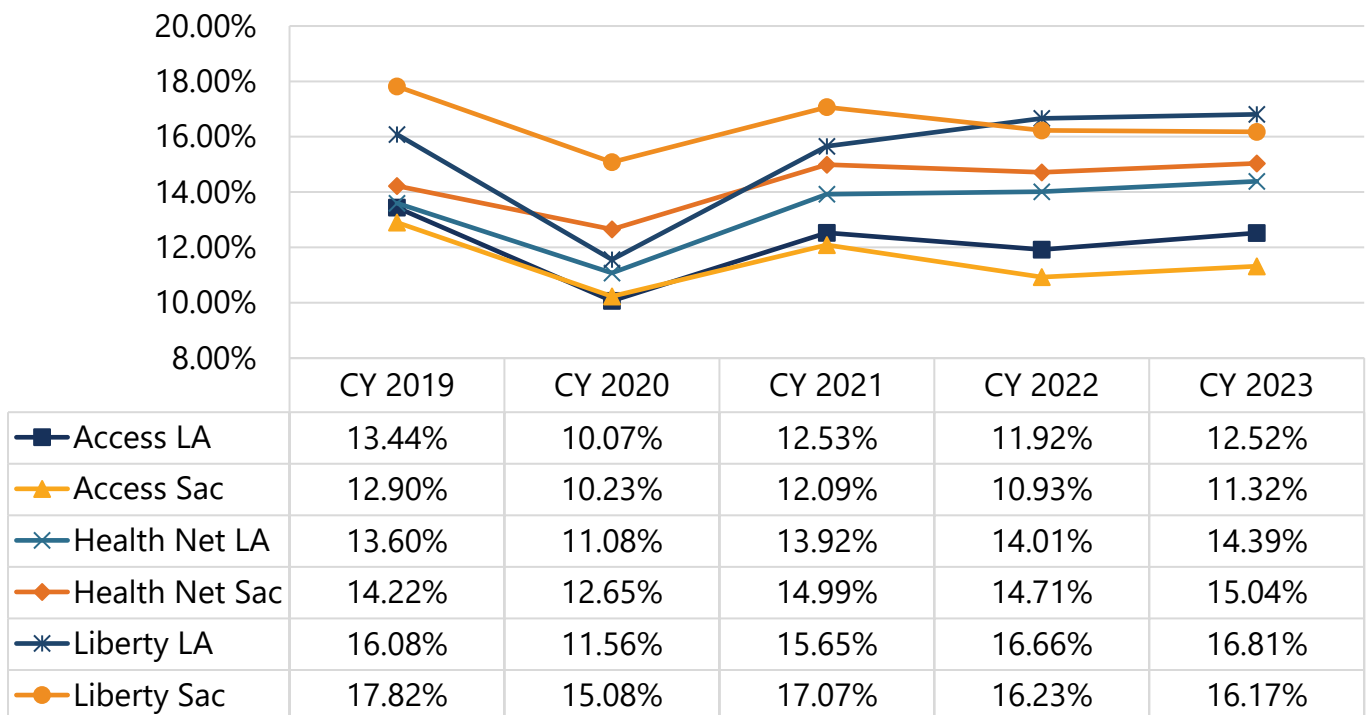
Treatment Services by Delivery System

CY 2019 to CY 2023 for Eligibles Ages 21 and Over



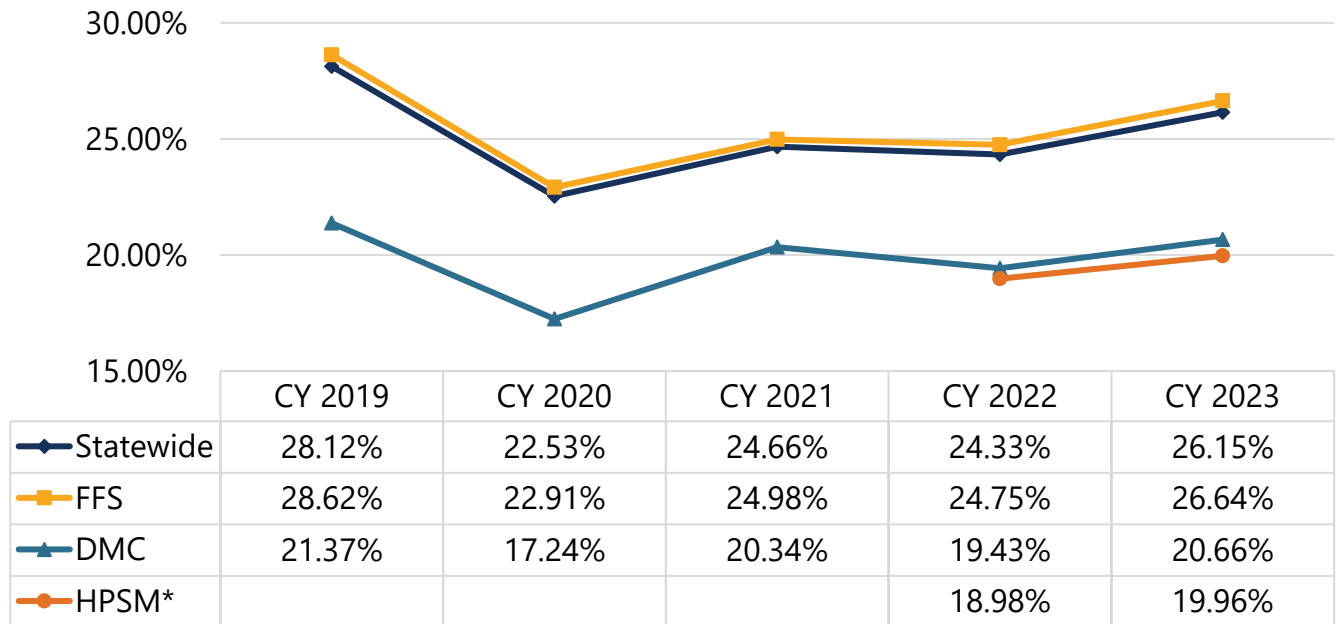
Treatment Services by Plan

CY 2019 to CY 2023 for Eligibles Ages 21 and Over



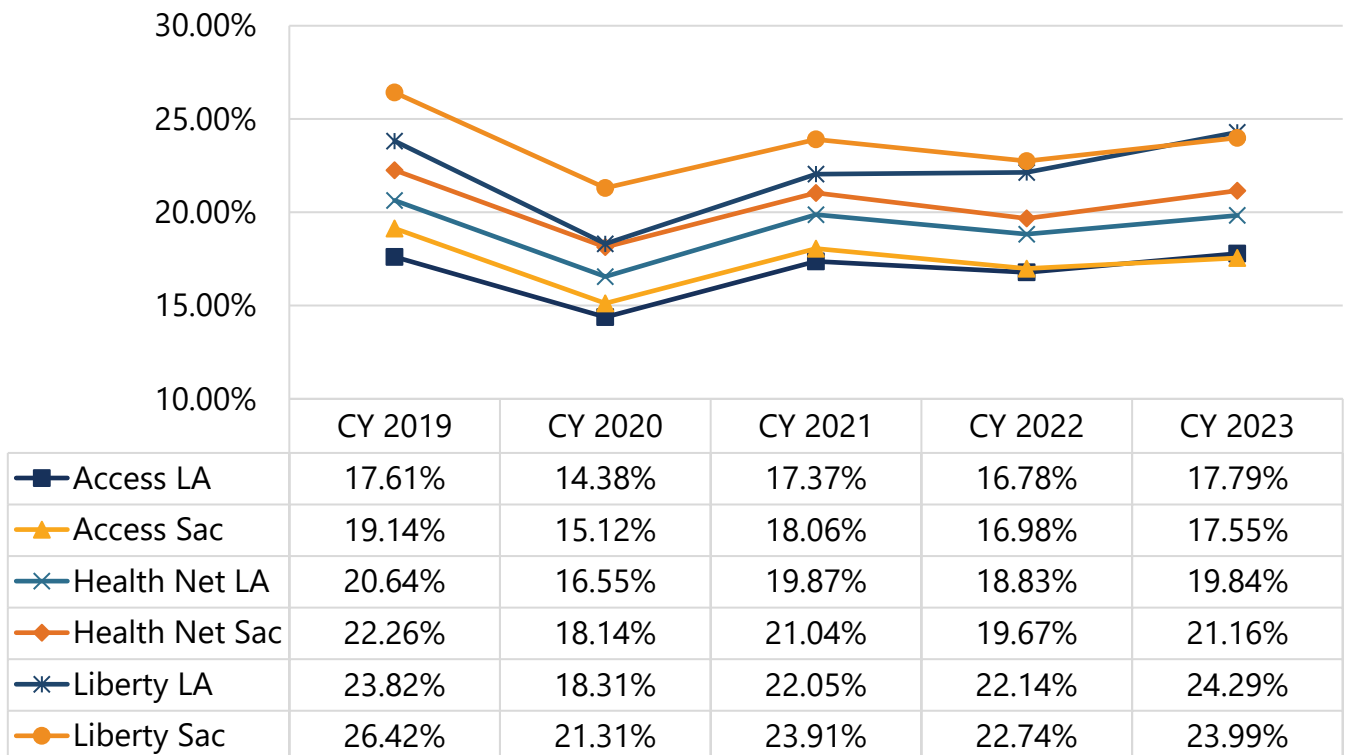
Overall Utilization 1 Year by Delivery System

CY 2019 to CY 2023 for Eligibles Ages 21 and Over



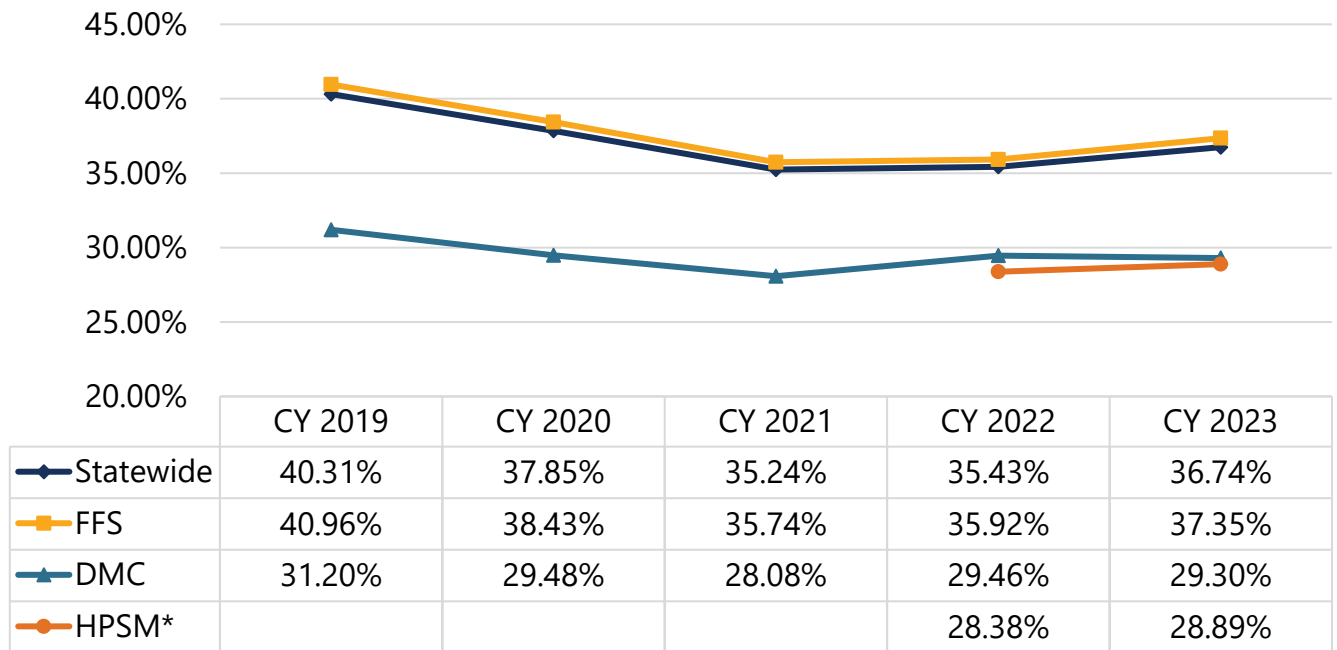
Overall Utilization 1 Year by Plan

CY 2019 to CY 2023 for Eligibles Ages 21 and Over



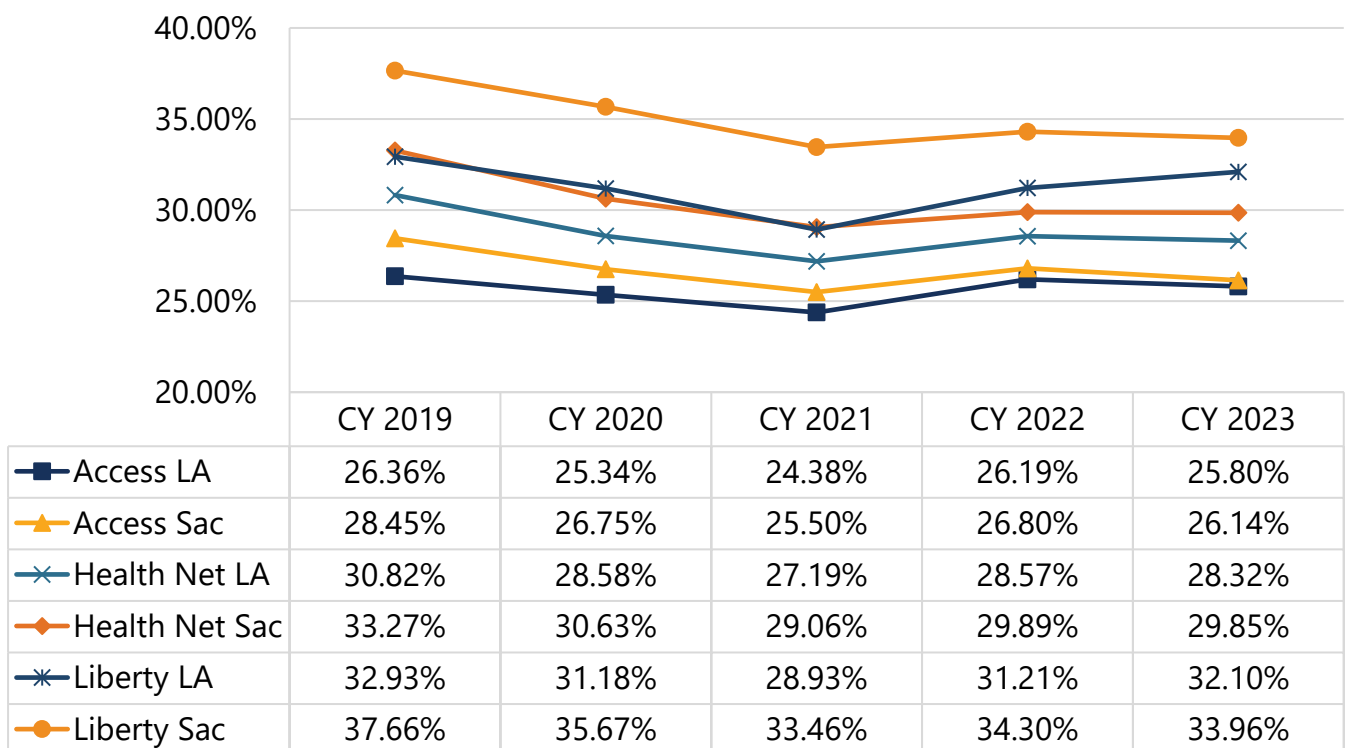
Overall Utilization 2 Year by Delivery System

CY 2019 to CY 2023 for Eligibles Ages 21 and Over



Overall Utilization 2 Year by Plan

CY 2019 to CY 2023 for Eligibles Ages 21 and Over



Statewide Top Procedure Counts¹³

Top Procedure Counts in Children (Ages 0-20) for CY 2023

Procedure	CDT	FFS	DMC	HPSM	Total
Diagnostic	D0230 ^P	9,629,148	304,329	67,584	10,001,061
Diagnostic	D0120 ^{PC}	2,240,347	123,389	25,334	2,389,070
Diagnostic	D0350 ^P	1,285,860	20,296	12,340	1,318,496
Diagnostic	D0272 ^P	1,107,057	35,245	9,176	1,151,478
Diagnostic	D0220 ^{PC}	804,284	136,234	9,606	950,124
Preventive	D1120 ^C	3,023,961	133,059	32,633	3,189,653
Preventive	D1208 ^C	2,003,991	55,268	11,382	2,070,641
Preventive	D1351 ^C	1,627,355	94,855	35,105	1,757,315
Preventive	D1206 ^C	947,950	105,133	24,255	1,077,338
Preventive	D1310	911,181	60,340	17,729	989,250
Treatment	D2392 ^P	704,595	48,402	6,490	759,487
Treatment	D7140 ^P	553,871	26,142	3,861	583,874
Treatment	D2930 ^P	523,814	23,974	2,434	550,222
Treatment	D9230 ^P	507,799	16,452	3,161	527,412
Treatment	D2391 ^P	470,669	32,132	4,829	507,630
All Services	D0230 ^P	9,629,148	304,329	67,584	10,001,061
All Services	D1120 ^C	3,023,961	133,059	32,633	3,189,653
All Services	D0120 ^{PC}	2,240,347	123,389	25,334	2,389,070
All Services	D1208 ^C	2,003,991	55,268	11,382	2,070,641
All Services	D1351 ^C	1,627,355	94,855	35,105	1,757,315

¹³ Data Source: MIS/DSS Data Warehouse queried on July 10, 2024, including SNC encounters.

Top Procedure Counts in Adults (Ages 21+) for CY 2023

Procedure	CDT	FFS	DMC	HPSM	Total
Diagnostic	D0230 ^P	3,299,494	141,177	19,267	3,459,938
Diagnostic	D0150 ^{PC}	855,164	89,973	7,554	952,691
Diagnostic	D0350 ^P	701,644	19,111	4,284	725,039
Diagnostic	D0210 ^{PC}	631,734	56,743	5,187	693,664
Diagnostic	D0120 ^{PC}	542,489	47,047	6,227	595,763
Preventive	D1110 ^P	815,950	58,428	9,829	884,207
Preventive	D1208 ^{PC}	439,612	18,936	5,246	463,794
Preventive	Z0120	408,280	56	125	408,461
Preventive	D1206 ^P	274,990	31,636	3,305	309,931
Preventive	Z0121	236,919	376	35	237,330
Treatment	D4341 ^P	818,574	58,497	12,573	889,644
Treatment	D9430 ^P	531,287	40,504	4,990	576,781
Treatment	D7210 ^P	511,699	33,001	3,538	548,238
Treatment	D2392 ^P	377,700	35,922	5,510	419,132
Treatment	D2391 ^P	350,685	29,908	5,844	386,437
All Services	D0230 ^P	3,299,494	141,177	19,267	3,459,938
All Services	D0150 ^{PC}	855,164	89,973	7,554	952,691
All Services	D4341 ^P	818,574	58,497	12,573	889,644
All Services	D1110 ^P	815,950	58,428	9,829	884,207
All Services	D0350 ^P	701,644	19,111	4,284	725,039