



Medi-Cal Dental Services Division Statewide Fact Sheet (February 2023)

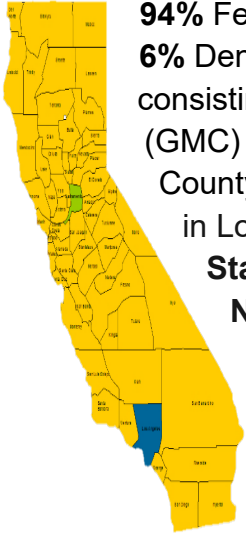
Program Overview

The Medi-Cal Dental Program enrolled about 15.4 million members in November 2022:

94% Fee-For-Service (FFS), and **6%** Dental Managed Care (DMC) consisting of Geographic Managed Care (GMC) plans in Sacramento County and Prepaid Health Plans (PHP) in Los Angeles County.

Statewide dental utilization from November 2021-October 2022 is approximately 32.53%.

Source: DHCS Data Warehouse as of January 2023, excluding population in Health Plan of San Mateo (HPSM).



Case Management – 2022 Cases

| Delivery System | Jul-Sep | Oct-Dec |
|-----------------|---------|---------|
| FFS | 26 | 27 |

Provider Data

| Delivery System | SNCs ¹ | Offices ² | Rendering ² | Active Rendering ³ |
|-----------------|-------------------|----------------------|------------------------|-------------------------------|
| FFS | 552 | 6,013 | 12,002 | 9,138 |
| GMC | 34 | 167 | 449 | 357 |
| PHP | 102 | 1,159 | 2,176 | 1,376 |

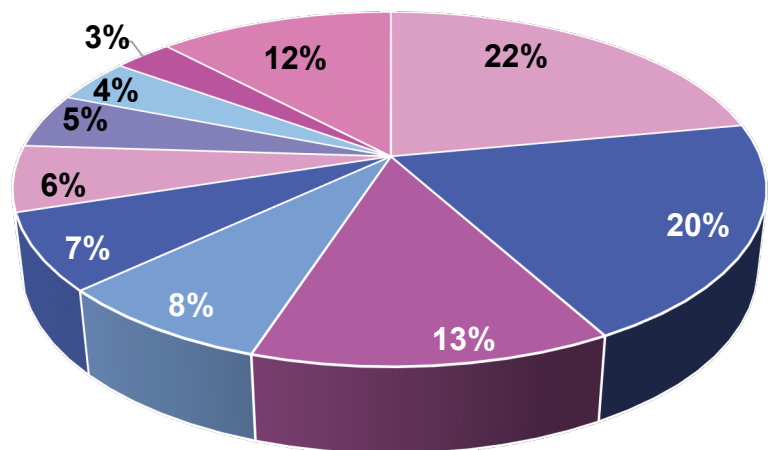
Source: DHCS provider data as of November 2022, excluding HPSM. Duplication may exist in rendering providers and safety net clinics (SNC) between the FFS and DMC delivery systems.

1. SNCs in DMC are based on the enrollment reports from plans; SNCs in FFS are based on claims received within the last two years.
2. Network data based on enrollment reported by the dental Administrative Services Organization (ASO) and DMC plans.
3. Active rendering providers are based on claims with at least one service within the last two years.

Language Line Service (LLS) Call Volume

229,121 - Member calls received from July to September 2022 in the FFS and DMC delivery systems, excluding HPSM.

- 19,757 Spanish-language calls were handled in house by the ASO in FFS
- 8,739 LLS calls
 - 2,524 (29%) FFS LLS calls
 - 6,215 (71%) DMC LLS calls
 - 61 languages requested
 - 88% of LLS calls are comprised of nine languages as shown in the pie chart.
 - 12% are comprised of various other languages



- Spanish (22%)
- Mandarin (13%)
- Vietnamese (7%)
- Arabic (5%)
- Korean (3%)
- Russian (20%)
- Cantonese (8%)
- Dari (6%)
- Farsi (4%)
- Other Languages (12%)



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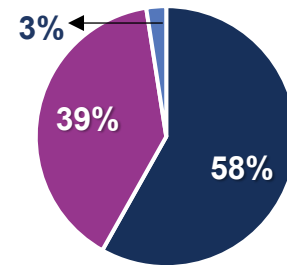
Treatment Authorization Requests (TAR) July 2022 – November 2022

| Age | FFS | DMC | Statewide |
|-----------------------------------|----------------|----------------|------------------|
| 0-20 | 198,067 | 122,367 | 320,434 |
| 21+ | 786,703 | 141,450 | 928,153 |
| Total | 984,770 | 263,817 | 1,248,587 |
| Average Turnaround Time (in Days) | 8.03 | 4.28 | 6.16 |

TAR Determination July 2022 – November 2022

| Measure | FFS | DMC | Statewide |
|--------------|------------------|----------------|------------------|
| Approved | 659,908 | 190,453 | 850,361 |
| Denied | 496,442 | 79,452 | 575,894 |
| Deferred | 21,437 | 14,603 | 36,040 |
| Total | 1,177,787 | 284,508 | 1,462,295 |

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



■ Approved ■ Denied ■ Deferred

TAR Denial Reasons July – November 2022

| 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. | Medical necessity modification based on X-ray review. |
| Surgical extraction procedure has been modified to conform with radiographic appearance. | Prior approval required. |
| Per radiographs, documentation or photographs, the need for the procedure is not medically necessary. | Requested procedure is not a benefit. |

Statewide State Hearing Cases

| Age Group | Scope | Orthodontic | Conlan |
|--------------|------------|-------------|----------|
| Age 0-20 | 59 | 26 | 1 |
| Age 21+ | 810 | 2 | 1 |
| Total | 869 | 28 | 2 |

Reporting Period: July - December 2022.

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

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

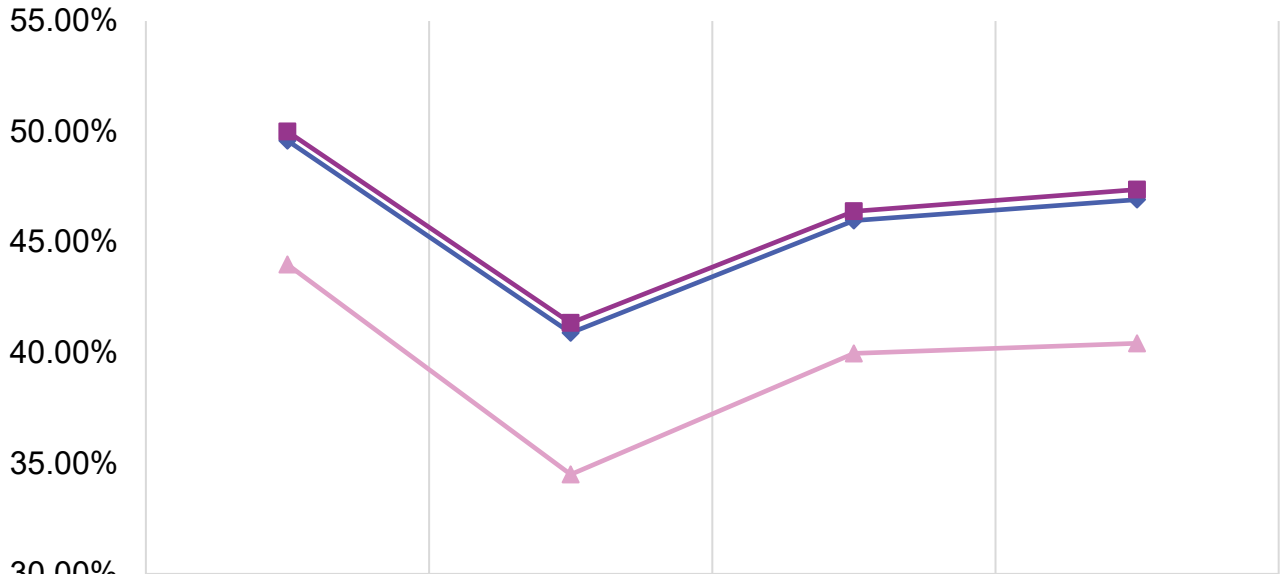
Conlan: Reimbursement process for members.



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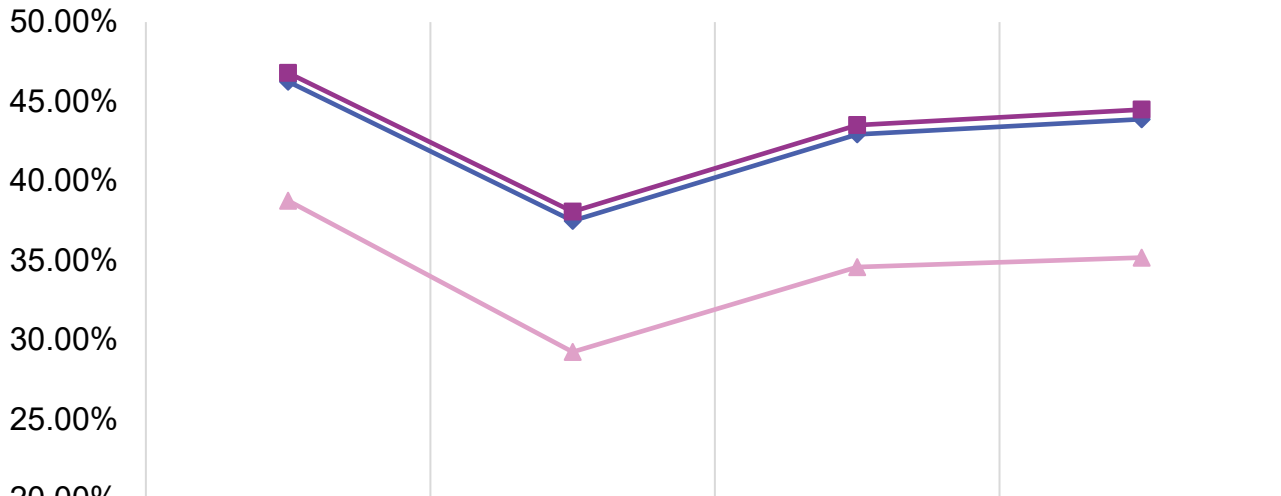
Utilization in Ages 0-20

Annual Dental Visits



| | CY 2019 | CY 2020 | CY 2021 | CY 2022* |
|-----------|---------|---------|---------|----------|
| Statewide | 49.59% | 40.90% | 45.98% | 46.93% |
| FFS | 50.00% | 41.35% | 46.40% | 47.38% |
| DMC | 43.99% | 34.50% | 39.97% | 40.43% |

Preventive Services



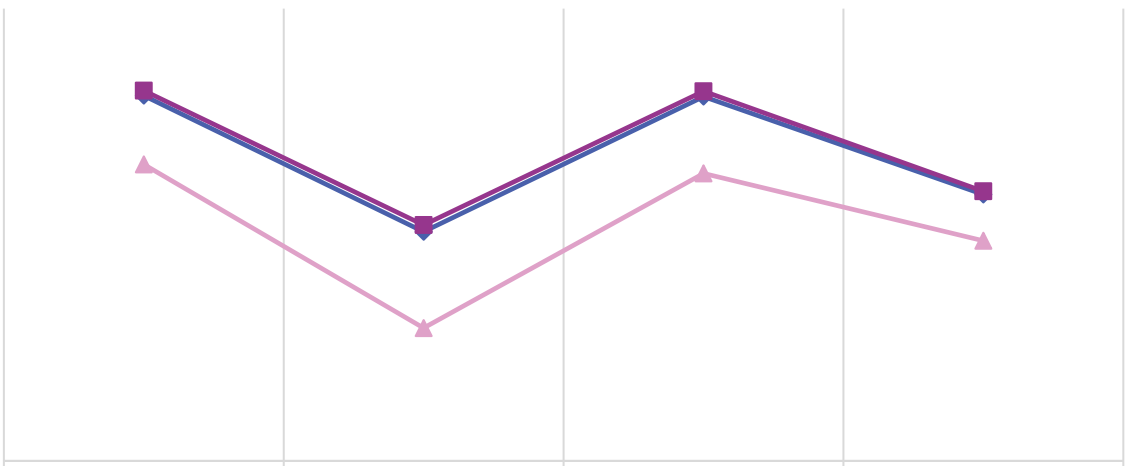
| | CY 2019 | CY 2020 | CY 2021 | CY 2022* |
|-----------|---------|---------|---------|----------|
| Statewide | 46.25% | 37.50% | 42.94% | 43.89% |
| FFS | 46.80% | 38.08% | 43.52% | 44.50% |
| DMC | 38.77% | 29.25% | 34.59% | 35.18% |



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Treatment Services

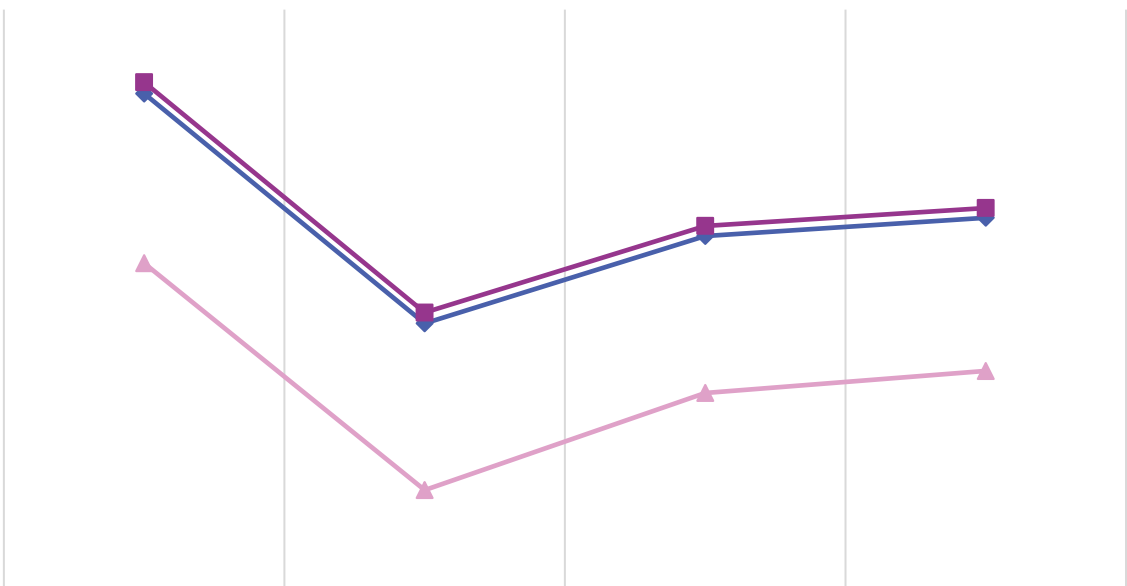
29.00%
27.00%
25.00%
23.00%
21.00%
19.00%
17.00%
15.00%



| | CY 2019 | CY 2020 | CY 2021 | CY 2022* |
|-------------|---------|---------|---------|----------|
| ◆ Statewide | 26.31% | 22.09% | 26.28% | 23.25% |
| ■ FFS | 26.46% | 22.30% | 26.44% | 23.35% |
| ▲ DMC | 24.18% | 19.11% | 23.90% | 21.81% |

Overall Utilization 1 Year

60.00%
55.00%
50.00%
45.00%
40.00%
35.00%
30.00%

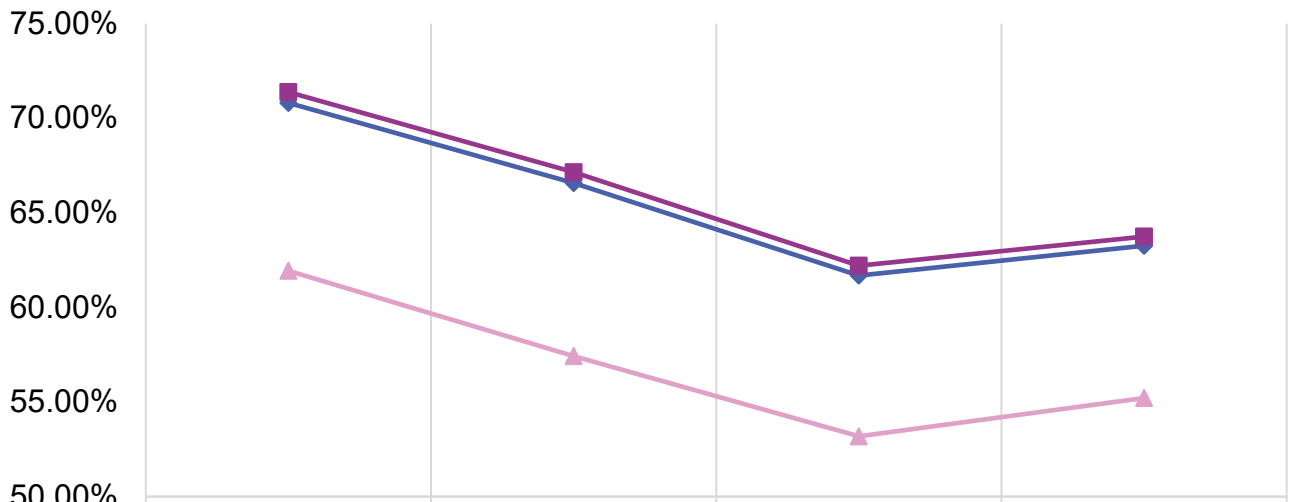


| | CY 2019 | CY 2020 | CY 2021 | CY 2022* |
|-------------|---------|---------|---------|----------|
| ◆ Statewide | 55.65% | 43.72% | 48.26% | 49.20% |
| ■ FFS | 56.23% | 44.29% | 48.78% | 49.71% |
| ▲ DMC | 46.85% | 35.07% | 40.11% | 41.25% |



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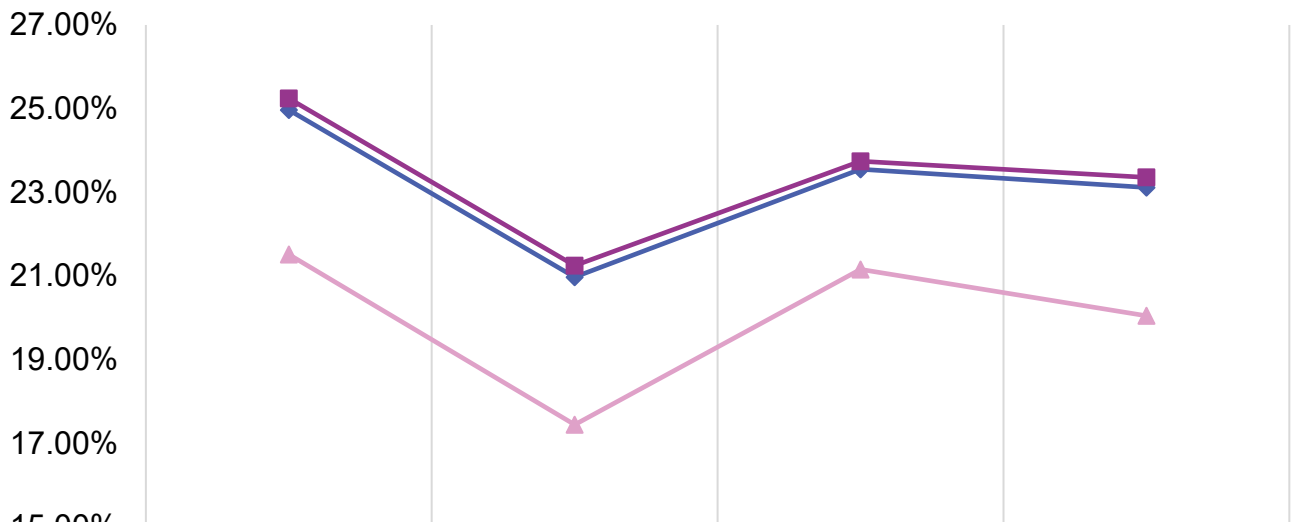
Overall Utilization 2 Years



| | CY 2019 | CY 2020 | CY 2021 | CY 2022* |
|-----------|---------|---------|---------|----------|
| Statewide | 70.81% | 66.57% | 61.68% | 63.26% |
| FFS | 71.38% | 67.15% | 62.20% | 63.75% |
| DMC | 61.93% | 57.43% | 53.19% | 55.21% |

Utilization in Ages 21+

Annual Dental Visits

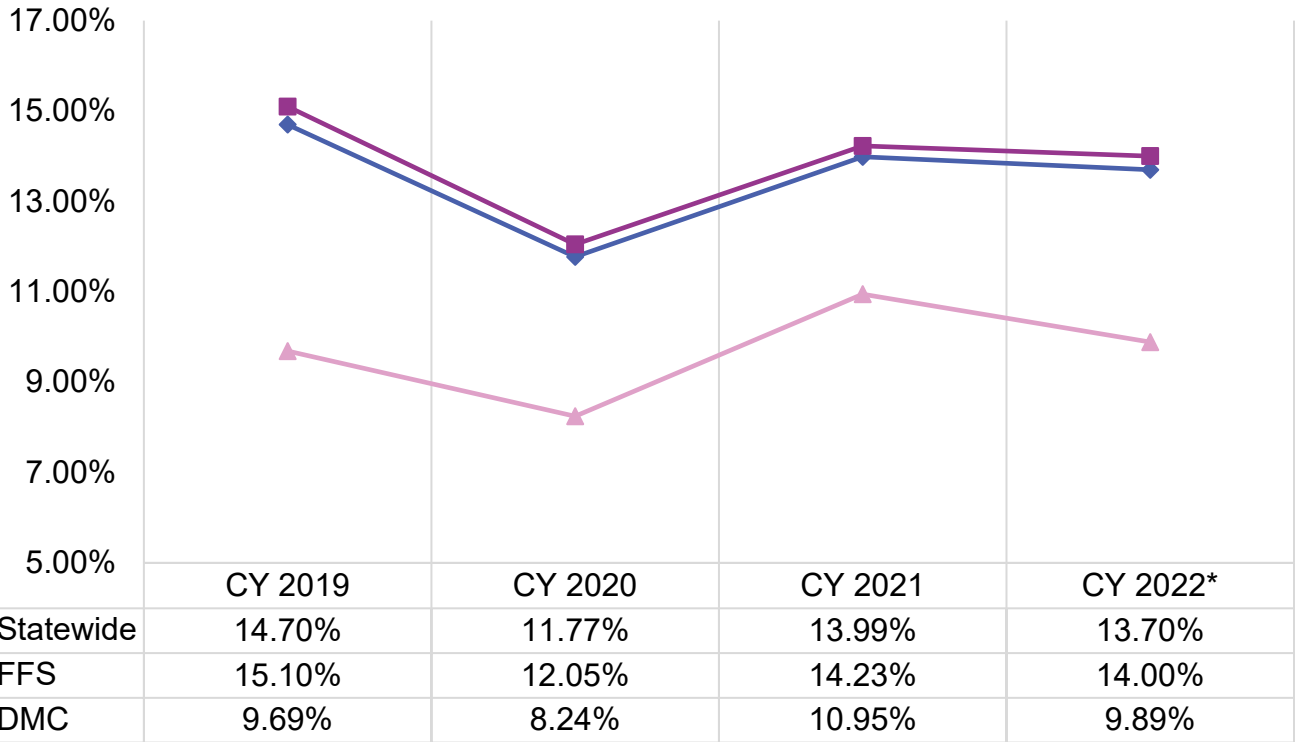


| | CY 2019 | CY 2020 | CY 2021 | CY 2022* |
|-----------|---------|---------|---------|----------|
| Statewide | 24.97% | 20.98% | 23.55% | 23.12% |
| FFS | 25.25% | 21.25% | 23.74% | 23.36% |
| DMC | 21.52% | 17.45% | 21.16% | 20.05% |

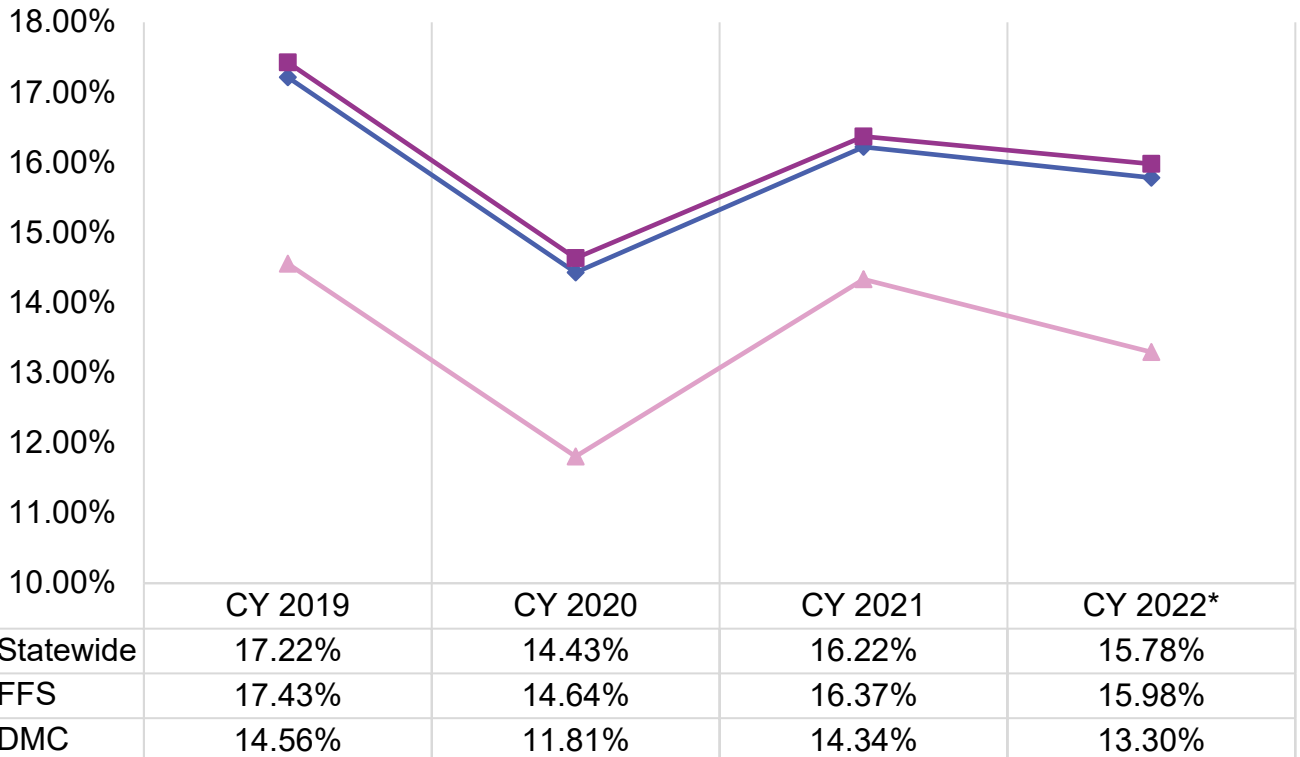


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Preventive Services



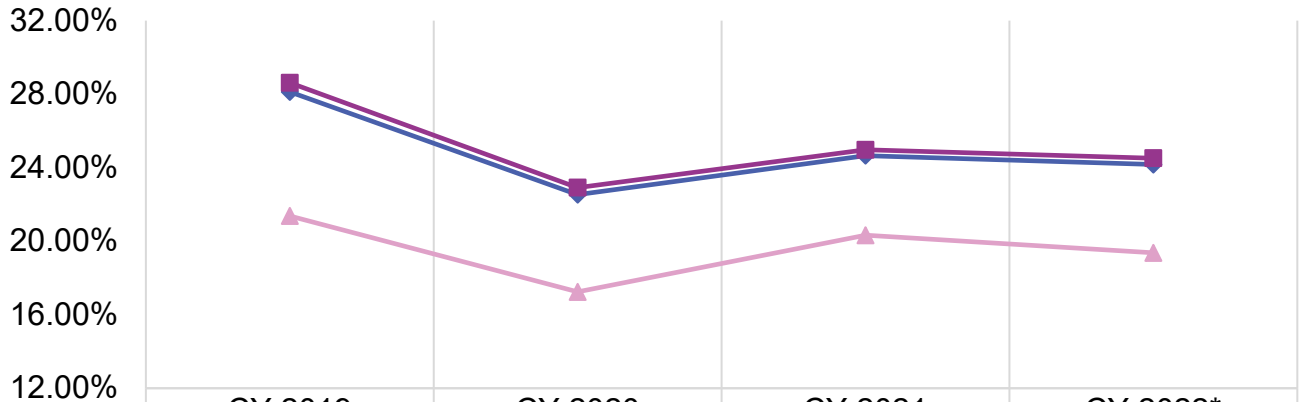
Treatment Services





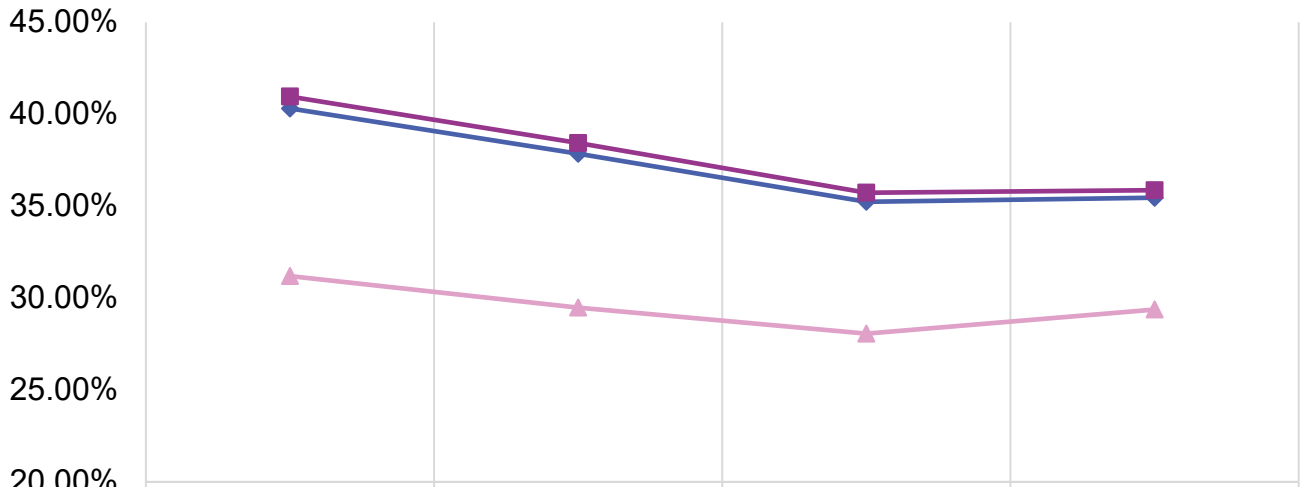
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Overall Utilization 1 Year



| | CY 2019 | CY 2020 | CY 2021 | CY 2022* |
|-----------|---------|---------|---------|----------|
| Statewide | 28.12% | 22.53% | 24.66% | 24.17% |
| FFS | 28.62% | 22.91% | 24.97% | 24.52% |
| DMC | 21.37% | 17.24% | 20.32% | 19.37% |

Overall Utilization 2 Years



| | CY 2019 | CY 2020 | CY 2021 | CY 2022* |
|-----------|---------|---------|---------|----------|
| Statewide | 40.31% | 37.85% | 35.24% | 35.46% |
| FFS | 40.96% | 38.43% | 35.73% | 35.87% |
| DMC | 31.20% | 29.48% | 28.07% | 29.38% |

Data Source for all Charts: DHCS Data Warehouse queried on January 23, 2023.
Reporting Period: CY 2019: January 2019 – December 2019; CY 2020: January 2020 – December 2020; CY 2021: January 2021 – December 2021; CY 2022* (Preliminary projection subjected to change due to claims run-out): November 2021 – October 2022. Please refer to the [High Level](#), [FFS](#), and [DMC](#) performance measures on the Medi-Cal Dental webpage for definitions of these measures.



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Statewide Top Five Procedure Counts*: Ages 0-20, November 2021-October 2022

| Procedure | CDT | FFS | DMC | Total |
|--------------|---------------------|-----------|---------|-----------|
| Diagnostic | D0230 ^P | 8,664,403 | 300,352 | 8,964,755 |
| Diagnostic | D0120 ^{PC} | 2,043,199 | 126,939 | 2,170,138 |
| Diagnostic | D0350 ^P | 1,211,776 | 22,868 | 1,234,644 |
| Diagnostic | D0272 ^P | 1,074,622 | 40,310 | 1,114,932 |
| Diagnostic | D0220 ^P | 737,220 | 120,339 | 857,559 |
| Preventive | D1120 ^C | 2,781,834 | 151,810 | 2,933,644 |
| Preventive | D1208 ^C | 1,872,242 | 67,502 | 1,939,744 |
| Preventive | D1351 ^C | 1,600,183 | 102,083 | 1,702,266 |
| Preventive | D1206 ^C | 847,004 | 100,981 | 947,985 |
| Preventive | D1310 | 785,648 | 61,770 | 847,418 |
| Treatment | D2392 ^P | 604,256 | 45,650 | 649,906 |
| Treatment | D7140 ^P | 536,255 | 25,252 | 561,507 |
| Treatment | D2930 ^P | 497,685 | 18,622 | 516,307 |
| Treatment | D9230 ^P | 442,533 | 14,843 | 457,376 |
| Treatment | D2391 ^P | 417,227 | 32,571 | 449,798 |
| All Services | D0230 ^P | 8,664,403 | 300,352 | 8,964,755 |
| All Services | D1120 ^C | 2,781,834 | 151,810 | 2,933,644 |
| All Services | D0120 ^{PC} | 2,043,199 | 126,939 | 2,170,138 |
| All Services | D1208 ^C | 1,872,242 | 67,502 | 1,939,744 |
| All Services | D1351 ^C | 1,600,183 | 102,083 | 1,702,266 |

c – [CalAIM Initiative](#): Under the CalAIM, oral health represents a critical mechanism to improve dental outcomes for all Medi-Cal members.

p – [Proposition 56](#): Under Proposition 56, a specified portion of tobacco tax revenue is allocated to DHCS to use as the nonfederal share of health care expenditures in accordance with the annual state budget process.

Source: *DHCS Data Warehouse queried on January 23, 2023. CY 2022 data are preliminary and may change as more claims are received. Procedure counts from FFS, DMC, and SNCs.*

Statewide Top Five Procedure Counts*: Ages 21+, November 2021-October 2022

| Procedure | CDT | FFS | DMC | Total |
|--------------|---------------------|-----------|---------|-----------|
| Diagnostic | D0230 ^P | 2,795,917 | 107,664 | 2,903,581 |
| Diagnostic | D0150 ^{PC} | 774,271 | 77,552 | 851,823 |
| Diagnostic | D0210 ^P | 561,036 | 51,987 | 613,023 |
| Diagnostic | D0350 ^P | 512,866 | 16,144 | 529,010 |
| Diagnostic | D0120 ^{PC} | 470,646 | 42,829 | 513,475 |
| Preventive | D1110 ^P | 734,154 | 54,743 | 788,897 |
| Preventive | D1208 ^P | 390,461 | 17,917 | 408,378 |
| Preventive | Z0120 | 312,975 | 473 | 313,448 |
| Preventive | Z0121 | 170,370 | 439 | 170,809 |
| Preventive | K036 | 64,346 | 108 | 64,454 |
| Treatment | D4341 ^a | 620,190 | 57,457 | 677,647 |
| Treatment | D7210 ^P | 475,484 | 32,675 | 508,159 |
| Treatment | D9430 ^P | 431,631 | 37,177 | 468,808 |
| Treatment | D2392 ^P | 321,492 | 32,811 | 354,303 |
| Treatment | D2391 ^P | 308,917 | 29,729 | 338,646 |
| All Services | D0230 ^P | 2,795,917 | 107,664 | 2,903,581 |
| All Services | D0150 ^{PC} | 774,271 | 77,552 | 851,823 |
| All Services | D1110 ^P | 734,154 | 54,743 | 788,897 |
| All Services | D4341 ^a | 620,190 | 57,457 | 677,647 |
| All Services | D0210 ^P | 561,036 | 51,987 | 613,023 |

a – [Adult Dental Restoration](#): Senate Bill 97 (Chapter 52, Statutes of 2017), effective January 1, 2018, fully restored optional dental benefits – for Medi-Cal members age 21 and older – that were not restored in May 2014.

p – [Proposition 56](#): Under Proposition 56, a specified portion of tobacco tax revenue is allocated to DHCS to use as the nonfederal share of health care expenditures in accordance with the annual state budget process.

Source: *DHCS Data Warehouse queried on January 23, 2023. CY 2022 data are preliminary and may change as more claims are received. Procedure counts from FFS, DMC, and SNCs.*