



Nevada Counseling Association Survey and Results

- ▶ **Have you been rejected by a Nevada insurer?**
- ▶ **How many insurers have you been rejected by?**
- ▶ **What was the reason for the rejection(s)?**
- ▶ **Have you rejected clients who sought your care because you are not covered by their insurance?**

Have you been rejected by a Nevada insurer?

Nevada Mental Health Provider Questionnaire

Survey Results

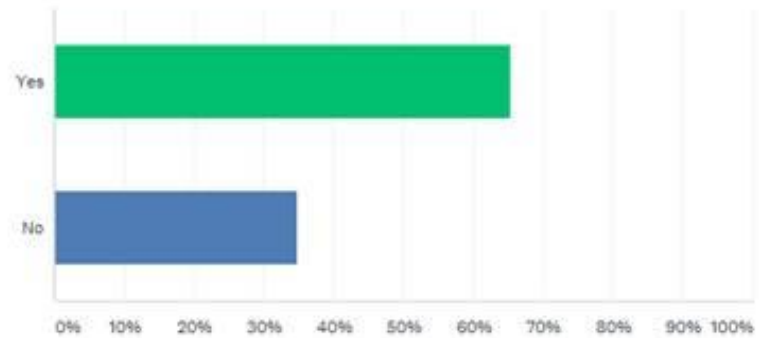
QUESTION SUMMARIES

DATA TRENDS

Q1

Have you been rejected by a Nevada insurer?

Answered: 92 Skipped: -1



ANSWER CHOICES

RESPONSES

Yes

65.22%

60

No

34.78%

32

Total Respondents: 92

How many insurers have you been rejected by?

Q2

How many insurers have you been rejected by?

Answered: 73 Skipped: 18

2	5/24/2018 10:53 AM
3	5/24/2018 10:24 AM
One	5/24/2018 8:56 AM
6	5/24/2018 7:15 AM
2 or more	5/23/2018 3:37 PM
3-5	

What was the reason for the rejection(s)?

Q3 🗨️

What was the reason for the rejection(s)?

Answered: 69 Skipped: 22

not open to new providers
5/24/2018 10:53 AM ↑

No availability on the panel
5/24/2018 10:24 AM

They said their panel was full
5/24/2018 8:56 AM

Too many providers in my area
5/24/2018 7:15 AM

closed panels. But I have found out that others can apply and get on the panels
5/23/2018 3:37 PM

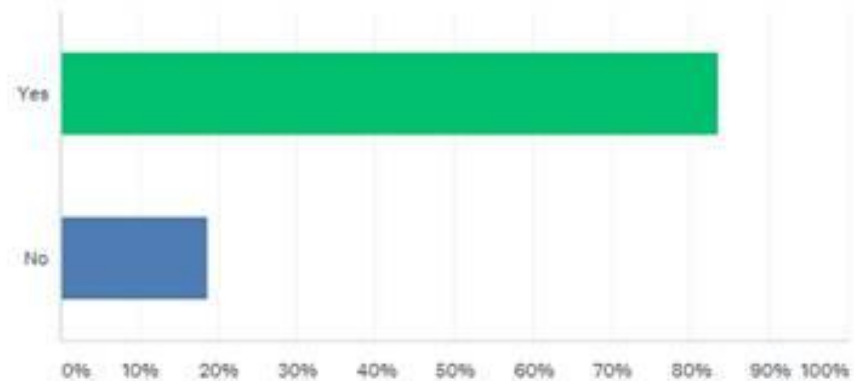
Too many therapists on their panel ↓

Have you rejected clients who sought your care because you are not covered by their insurance?

Q4

Have you rejected clients who sought your care because you are not covered by their insurance?

Answered: 91 Skipped: 0



ANSWER CHOICES

RESPONSES

Yes

83.52%

76

No

18.68%

17

Total Respondents: 91

[Comments \(74\)](#)

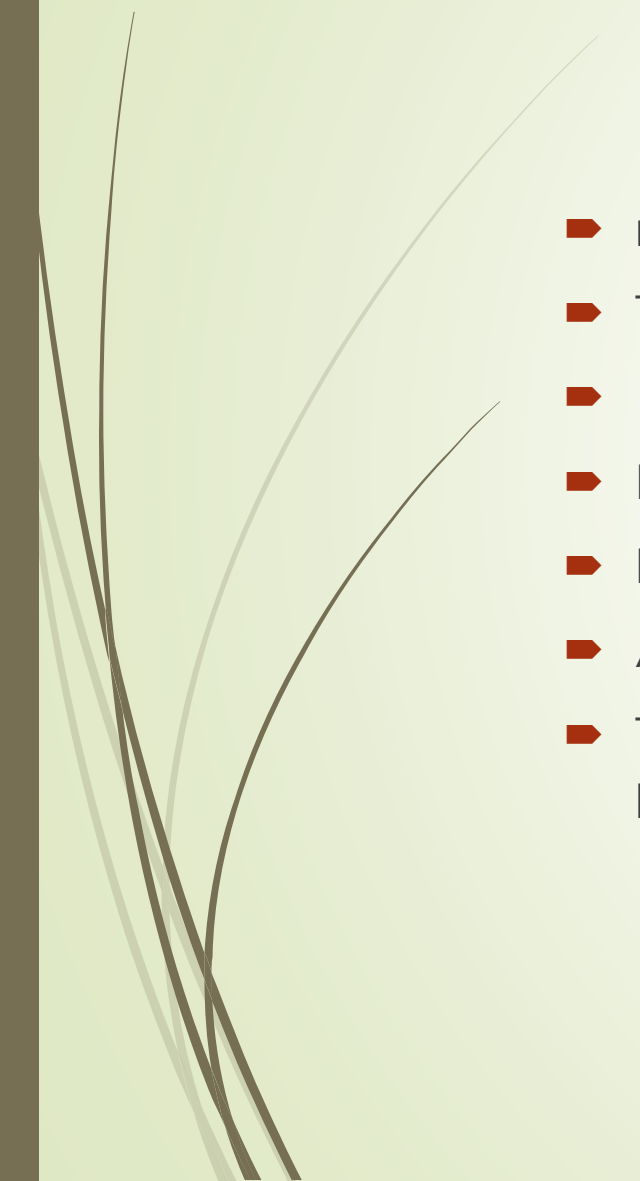


Survey Comments to Q4

- ▶ Again, with an asterisk, it is only because we host graduate practicum students that we do not turn away clients. Some insurance plans simply don't pay enough to cover overhead and that is why we are not in network. I could go on, but this gives a clear enough picture.
- ▶ If they want to use their insurance and are not open to cash pay, which happens frequently (at least 1-2 per week) I have to refer out. Otherwise I will see them for a cash rate and often even offer a sliding scale when they cannot get into anyone on their insurance panel because those clinicians are not accepting new clients.

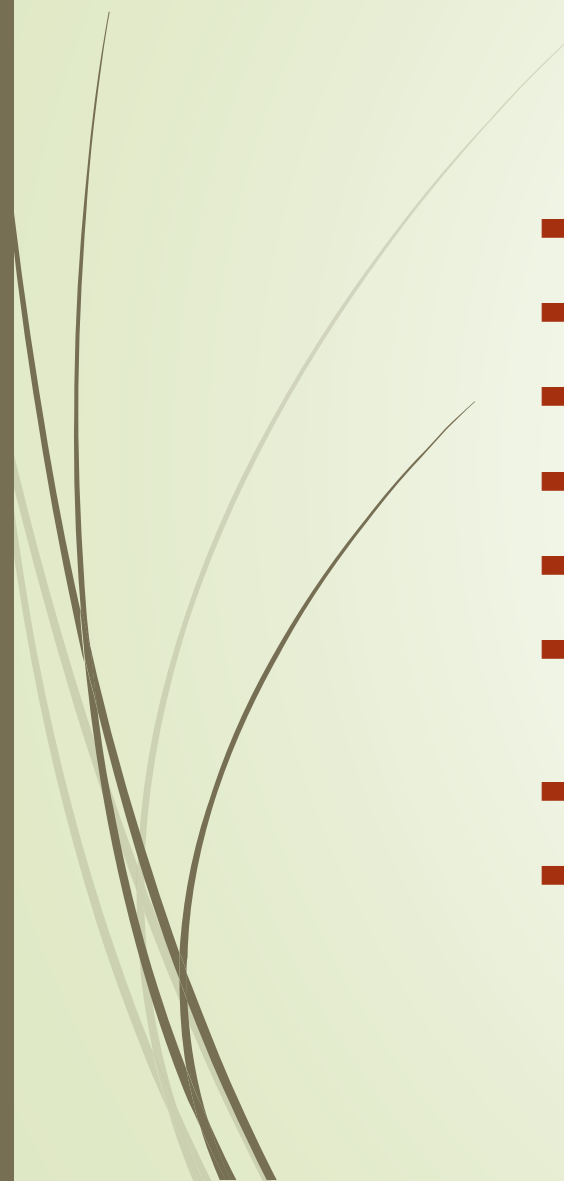


Survey Comments

- 
- numerous (multiple comments)
 - Too often
 - 1 in 10
 - Rarely
 - Frequently (Multiple comments)
 - At least 10 times
 - TOO OFTEN... we try our best to work with them with reduced rates or even pro bono, but it still hurts the continuity of care and practice



Survey Comments

- 
- Many many times
 - at least 5 per week
 - Weekly (Multiple comments)
 - Every couple of weeks
 - 2x a month
 - Often, mainly they are rejected due to their insurance company being too difficult to work with.
 - Fairly often
 - almost daily, whenever possible with appropriate in-network referrals provided



Survey Comments

- ▶ Too many to count
- ▶ I CHOOSE to NOT accept certain insurances.
- ▶ 5-10 per week
- ▶ Sometimes, not too often though
- ▶ Average 2 out of 5
- ▶ 6 weekly
- ▶ 2 per month
- ▶ Daily (multiple comments)
- ▶ at least one per month



Survey Comments

- ▶ they reject me
- ▶ 4x week
- ▶ Maybe 10
- ▶ Moderately, depending on insurance
- ▶ Ocassionally
- ▶ Monthly
- ▶ 5 times
- ▶ Often
- ▶ I have always tried to work to help but many cannot afford to pay if insurance doesn't cover.



Survey Comments

- 30% of the time
- 3-4 times a week
- daily (Multiple comments)
- 8 out of ten times
- 20+
- Regularly.
- All the time. 3-4 per week.
- 2 times weekly
- They can opt to pay cash