

## Nevada Medicaid Dentist Survey

**This survey is designed to provide valuable feedback to the Division of Health Care Financing and Policy. The Division will be designing the contract language for both the Medical Managed Care Organizations( currently Anthem, HPN, Silver Summit) and the Dental Benefits Administrator (currently LibertyDental Plan). Your honest perspective is greatly appreciated.**

**Survey responses are completely anonymous and results will be reported in aggregate only.  
Thank you for your participation!**

1. Do you currently accept new Nevada Medicaid patients in your practice?

- Yes  
 No

2. How seriously did you/your practice consider eliminating or limiting the acceptance of new Nevada Medicaid patients in the past year?

- Not at all seriously  
 Slightly seriously  
 Moderately seriously  
 Extremely seriously  
 Not sure/I am not responsible for this decision.

Comments:

3. How seriously did you/your practice considered starting to accept Nevada Medicaid patients in the past year?

- Not at all seriously  
 Slightly seriously  
 Moderately seriously  
 Extremely seriously  
 Not sure/I am not responsible for this decision.

Comments:

4. Do any other dentists in your practice accept Nevada Medicaid patients?

- N/A – I am a solo practitioner
- YES, they accept some FFS Medicaid patients
- YES, they accept some Liberty Dental Plan patients
- YES, they accept all FFS Medicaid patients
- YES, they accept all Liberty Dental Plan patients
- No

5. About what percentage of your office's patients are covered by Nevada Medicaid?

6. Please read the following statements about the Nevada Medicaid program and indicates the degree to which you disagree or agree with these statements.

	Strongly disagree	Disagree	Agree	Strongly Agree	Not sure/ Don't know
It is difficult to provide comprehensive treatment to Liberty Dental Plan Medicaid patients.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Liberty Dental Plan Medicaid program has been getting less complicated in the last few years.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Liberty Dental Plan's dental home model enables patients to access care.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Liberty Dental Plan supports our practice's vision and enhances our ability to treat patients.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Liberty Dental Plan respects my professional judgment concerning patient care.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Liberty Dental Plan works with my office to resubmit denied claims.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly disagree	Disagree	Agree	Strongly Agree	Not sure/ Don't know
Liberty Dental Plan's teledentistry after hours service enhances my practice mission.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am concerned about having the only practice in the area that accepts Liberty Dental Plan patients.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dentists have an ethical obligation to treat Medicaid patients.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changes in the Liberty Dental Plan program are communicated effectively to my office.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changes in the overall Nevada Medicaid program are communicated effectively to my office.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments

7. Please read the following statements about the Nevada Medicaid program and indicates the degree to which you disagree or agree with these statements.

	Strongly disagree	Disagree	Agree	Strongly Agree	Not sure/ Don't know
Nevada Medicaid patients understand their dental benefits.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, Liberty Dental Plan's dental home model is well communicated to members.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Most Liberty Dental Plan patients understand how to change their dental home.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Strongly disagree      Disagree      Agree      Strongly Agree      Not sure/ Don't know

Patients routinely use Liberty Dental Plan's value added services such as an adult prophylaxis and teledentistry services.

                      

Liberty Dental Plan's educational outreach has enhanced my patient's oral hygiene routines.

                      

Liberty Dental Plan should explore coordination between pediatrician offices and dental practices.

                      

Liberty Dental Plan should explore coordination between medical offices that serve chronic disease patients and dental practices.

                      

Changes in the Liberty Dental Plan program are communicated effectively to my patients.

                      

Changes in the overall Nevada Medicaid program are communicated effectively to my patients.

                      

Comments

8. The following is a list of commonly reported problems with the Nevada Medicaid program. Please indicate how important you considered each problem to be when deciding how much to participate in Nevada Medicaid.

	Not at all important	Slightly important	Moderately important	Extremely important	Not sure/ Don't know
Complicated paperwork	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Low reimbursement rates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intermittent eligibility of Nevada Medicaid patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Denial of payment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Broken appointments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Slow payment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patient non-compliance with recommended treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Frequently changing Medicaid regulations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not enough other practices in the area accepting Medicaid patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fear of government investigation (e.g., chart audits)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Limited services covered by Nevada Medicaid for children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Limited services covered by Nevada Medicaid for adults	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments

9. How would you best describe your practice during the past 12 months?

- Too busy to treat all requesting appointments.
- Not busy enough, would have liked more patients.
- Provided care to all requesting it, but felt overworked.
- Practice limited, no new patients taken.
- Provided care to all requesting it, but did not feel overworked.
- Other (please specify)

10. Please rank the following value added services that would support your practice. These ideas may be added into the next dental benefits administrator contract.



Teledentistry for after hours care



A statewide contract for both rural and urban enrollees



Enhanced reimbursement



Dedicated Call Center for Providers



Provider Training



Provider Newsletters



School-based outreach and health literacy coordinators



Assigned dental homes



Additional dental services for adults ie. cleanings



Additional dental service for children ie. additional dental sealants



Claim Tracking Reports

11. Comments:

Is there anything else you would like to share on your experience with Liberty Dental Plan or the carve-out of dental Medicaid benefits?