



Evaluation of the Dental Wellness Plan: Member Experiences in the First Year

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Executive Summary

Introduction

The Dental Wellness Plan (DWP) provides dental benefits for members enrolled in the Iowa Health and Wellness Plan (IHAWP), Iowa's version of the Medicaid expansion and was enacted through bi-partisan legislation to provide comprehensive health care coverage to low income adults. The DWP was implemented on May 1, 2014, and is administered by Delta Dental of Iowa. It has a unique *earned benefits structure* aimed at encouraging preventive health care-seeking behaviors. Enrollees earn additional covered services when they return for regular periodic recall exams every 6-12 months. The aim of this study is to evaluate DWP members' experiences with the program and to make comparisons with Medicaid members' experiences.

Methods

To investigate whether the experiences of members in the DWP program were different from those in the traditional dental Medicaid program, surveys were administered 10 months after implementation of DWP (Spring 2015) to a random sample new DWP members and new adult Medicaid members who were income eligible through the Temporary Assistance to Needy Families designation. Members were eligible if they had been enrolled continuously for 7-10 months with up to one month of ineligibility. Respondents were given the option to complete the survey on paper or online. Of the 4800 DWP and 1350 Medicaid members surveyed, 30% (n=1260) DWP and 16% (n=191) responded. Univariate and bivariate analyses were conducted to compare characteristics and responses between the DWP and Medicaid groups. Compared to those who did not respond to the surveys, Medicaid respondents were significantly more likely to be older, and DWP survey respondents were more likely to be older, female, and white.

Key Findings

Demographic Characteristics and Health Status

- Of those who responded to the survey, DWP members were significantly more likely to be older, male, and white compared to Medicaid members.
- DWP members reported lower oral health status as compared to Medicaid members, yet both groups' reported oral health status was lower than their physical and mental health status.

Utilization

- Approximately 6 out of 10 members across both groups reported utilizing dental care since joining the plan.
- 4% of both groups reported seeking dental care in an emergency department since joining the plan.

Access

- More than 8 in 10 DWP members did not have insurance that covered dental care before enrolling, which was significantly higher than the 6 in 10 new Medicaid members who did not have dental coverage prior to enrolling.
- Almost 7 in 10 DWP and Medicaid members reported a *need* for dental care in the year *before* joining their plan, whereas three-quarters of DWP and Medicaid members reported a *need* for care *after* joining their plan.
- Significantly more DWP members reported an *unmet need* for dental care *before* joining the plan (71% DWP vs. 56% Medicaid). However, there was no difference between the two groups in *unmet need* for dental care *after* joining (38% DWP vs. 35% Medicaid). Within both groups, considerably fewer members had an *unmet need* for dental care after joining their plan compared to joining, which suggests both groups experienced improved access to care upon gaining coverage.
- Significantly fewer DWP members had a regular dentist *before* joining their plan compared to

Medicaid members. However, the proportions with a regular dentist after joining were nearly equal between the two groups. This represents a considerable increase in the proportion of DWP members having a regular source of dental care after joining the plan.

Quality

- DWP members rated the dental care they had received since joining the plan significantly better than Medicaid members. 23% of DWP and 31% of Medicaid members rated their dental care poorly.

Member Experience with Dental Plan

- 16% of DWP members did not know that they were enrolled in this plan.
- One-third of DWP and 27% of Medicaid members had tried to find a DWP dentist but were not able to. A quarter of DWP and 34% of Medicaid members said it was difficult to find a dentist who accepts DWP.
- Two-thirds of DWP members said that their plan covered what they needed to get done, although almost a quarter did not know if needed services were covered.
- There was not a significant difference between Medicaid and DWP members' overall ratings of their dental plan. 37% of DWP and 30% of Medicaid members rated their dental plan highly, and 38% of both groups rated it poorly.
- DWP members were significantly more likely than Medicaid members to recommend their plan to others. 45% of DWP and 38% of Medicaid members said they would *definitely* recommend it, and 46% of both groups said they would *probably* recommend it.
- More than two-thirds of DWP members did not know about the three benefit levels prior to taking this survey. Of those that did know about it, almost one-third did not know their own current benefit level.

Overall, DWP members had lower oral health status compared to Medicaid members, and had more pent up demand and less care received prior to joining their program as compared to new Medicaid members. Both groups reported similar access to and utilization of services since joining their plan. Utilization among members of both programs was reported to be relatively high (60%) and unmet need declined following enrollment in both programs. There was limited understanding among DWP members about the earned benefit model used in the DWP though its not clear how much this lack of knowledge affected their ability to receive care.

This study is part of a broader evaluation of the DWP that includes provider adequacy, provider surveys, cost, and outcomes. It will be followed by another consumer survey to measure changes in member experiences when they have been in the plan for a greater length of time.

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Background

The aim of this study was to evaluate Dental Wellness Plan (DWP) members' experiences with the program, and to determine how their experiences compare to new members in the traditional dental Medicaid program.

Dental Wellness Plan

The DWP is the dental benefits plan for members enrolled in the Iowa Health and Wellness Plan (IHAWP), Iowa's version of the Medicaid expansion and was enacted through bi-partisan legislation to provide comprehensive health care coverage to low income adults. The IHAWP was implemented on January 1, 2014. It replaced the IowaCare program with plans that offer more covered services and a broader provider network. Dental coverage under the IowaCare program included only tooth extractions, and they had to be provided at one of two locations in Iowa: the University of Iowa Hospitals and Clinics in Iowa City or Broadlawns Dental Clinic in Des Moines.

The DWP was implemented on May 1, 2014 and is administered by Delta Dental of Iowa.

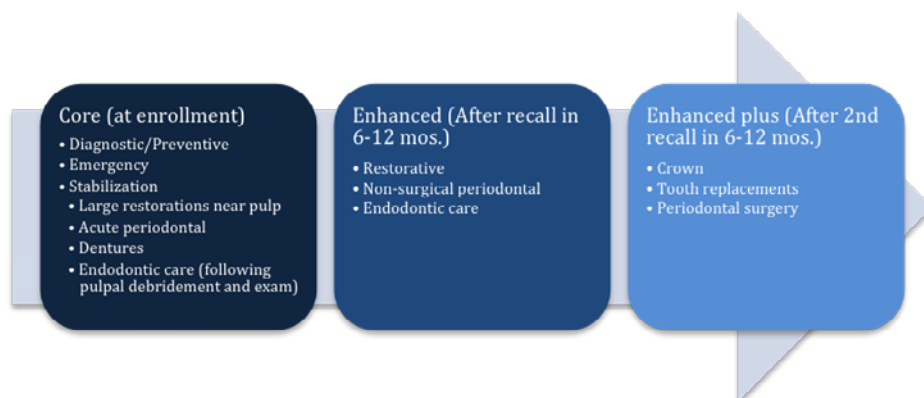
Eligibility

IHAWP includes adults aged 19-64 years with income between 0-133% of the Federal Poverty Level (FPL) who are not otherwise eligible for Medicaid. All IHAWP members are automatically enrolled in the DWP. As of March 2015 (the time this survey was conducted), 125,070 adults were enrolled in the DWP.

Services

The DWP has a unique *earned benefits structure* to encourage preventive health care-seeking behaviors. Members earn additional covered services when they return for regular periodic recall exams. All members are eligible for a "Core" set of benefits upon enrollment that includes emergency and stabilization services. When they return for a periodic recall exam within 6-12 months of an initial comprehensive exam, members become eligible for "Enhanced" services. After receiving a second recall exam within 6-12 months, members become eligible for "Enhanced Plus" services. **Figure 1** shows which dental services are covered in each of these three earned benefit tiers.

Figure 1. Earned benefits through Iowa DWP



Provider Incentives

The DWP also includes several provider incentives. First, provider reimbursement is approximately 50% higher than Medicaid. Second, there are Bonus Pools for participating DWP dentists that reward general dentists based on the number of exams performed on DWP members, and reward

specialists based on the number of unique DWP patients seen. General dentists are only eligible for the Bonus Pool if they complete an online risk assessment form for each new DWP patient and update it annually; providers are also reimbursed on a fee-for-service basis for conducting each risk assessment.

Provider Network

As of January 2015, the DWP provider network consisted of 646 active dentists, 549 (85%) of whom were general dentists and 97 (15%) were dental specialists.¹ Slightly over half (n=49) of these dental specialists were affiliated with the University of Iowa, which included all six participating endodontists. The mean county dentist-to-population ratio in DWP was 4.8 general dentists per 1000 enrollees, with provider availability of general dentists ranging from 0 to 70.2 FTEs per county. A total of 19 counties did not have any general dentists in private practice accepting new DWP patients.

Medicaid

The comparison group in this study included adults ages 19-64 who were newly enrolled in the Medicaid program and were not categorically eligible due to a pregnancy or disability determination.

Medicaid State Plan Options

Enrollees in three Medicaid member groups – HMO, MediPASS, and FFS – were included in the Medicaid comparison group.

Health Maintenance Organization (HMO): Meridian Health Plan is an HMO option that is available in 29 of 99 counties for State Plan enrollees who are eligible because of low income. Members have the option to change their assigned provider.

Medicaid Patient Access to Services System (MediPASS): Iowa Medicaid State Plan has had a Primary Care Case Management (PCCM) program called MediPASS since 1990. This program is available in 93 counties and has approximately 200,000 members. In counties where managed care is available, new enrollees are randomly assigned to a primary care provider (PCP) within either the PCCM or the HMO, if available in that county. PCP assignment within the PCCM is based on history of enrollment with a provider, provider closest to home, and appropriate provider specialty. Members have the option to change their assigned provider. Only members enrolled in Medicaid due to low income are able to enroll in MediPASS.

Fee-for-service (FFS): Members in the 15 counties with no managed care (HMO or MediPASS) option are part of a traditional fee-for-service payment structure.

Dental Benefits Under Medicaid State Plan Options

All adults in the three types of Medicaid State Plan options were eligible to receive comprehensive dental services under a fee for service dental program operated by the Iowa Department of Human Services (IDHS). There were 1053 Iowa dentists (934 general dentists and 119 specialists) who had treated at least one patient with Medicaid in January-June 2014. The mean county dentist-to-population ratio was 12.6 participating general dentists per 1000 Medicaid enrollees. A total of 3 counties did not have any participating private practice general dentists.

Methods

A mixed-mode mail survey was administered to a sample of new DWP and new Iowa Medicaid members during spring 2015. DWP and Medicaid members were included in the sampling frame if they were aged 19-64, were newly eligible for DWP or Medicaid between May-August 2014, and were either continuously enrolled until February 2015 or had only one month of ineligibility during that time. Medicaid enrollees eligible for Medicaid due to income and enrolled through the Temporary

¹ McKernan SC, Pooley M, Kuthy RA, Momany ET, Damiano PC. Iowa Dental Wellness Plan: Evaluation of Baseline Provider network. A Policy Brief. http://ppc.uiowa.edu/sites/default/files/dwp_provider_report.pdf. Accessed July 30, 2015.

Assistance of Needy Families determination. Individuals were not included in the sampling frame if they were eligible for Medicaid due to pregnancy or a disability determination, or lived outside of Iowa. Only one person per household could be selected. Populations eligible for the sample included 125,122 DWP members and 4991 Medicaid members.

Of those members meeting the above criteria, random samples of 4800 DWP and 1350 Iowa Medicaid enrollees were selected to receive the survey. Samples were drawn from IHAWP and Medicaid enrollment data from January 25, 2015. The Medicaid sample size was based on guidance from the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) for Medicaid consumer surveys. DWP members were over-sampled in order to have adequately sized groups of individuals who had utilized and not utilized dental care.

Surveys were sent by mail during March-April 2015, and respondents were given the option to complete the paper survey or a web-based survey. A reminder postcard was sent two weeks after the initial mailing, and a second mailed survey was sent two weeks later. Respondents received a \$2 bill as compensation for their time, and respondents who returned their surveys within the first two weeks were entered into a drawing for one of ten \$25 gift cards to Wal-Mart.

Survey Instrument

The CAHPS® Dental Plan Survey served as the foundation of the survey instrument, and additional items were included to capture the following domains:²

- Prior dental insurance coverage (Original items)
- Need and unmet need for dental care prior to and after joining the plan (Modified from previous Medicaid³ and IowaCare⁴ surveys conducted by the University of Iowa Public Policy Center [UIPPC])
- Services covered by plan and out of pocket costs (Original items)
- Emergency room dental care (Original items, items modified from previous IHAWP surveys conducted by UIPPC⁵)
- Access to emergency dental care in a dental office (Items modified from previous IHAWP surveys conducted by UIPPC)
- Specialty dental care (Original item)
- Experience changing dentists (Original item, item modified from previous IHAWP surveys conducted by UIPPC)
- Regular dentist practice setting (Original item)
- Knowledge about DWP (Original items)
- Transportation to dental visits (Items modified from previous IHAWP surveys conducted by UIPPC)
- Change in oral health status since joining plan (Items modified from a 1997 dental plan survey from the RAND corporation⁶)
- Oral health affect on daily activities and self esteem (Items from the NHANES 2013-14 Oral Health Questionnaire⁷)

2 Agency for Healthcare Research and Quality (AHRQ). CAHPS® Dental Plan Survey, Adult Questionnaire. February 2009. Available at <https://cahps.ahrq.gov/surveys-guidance/dental/instructions/index.html>

3 Damiano PC, Willard JC, Momany ET, Park K. Evaluation of the Iowa Medicaid Managed Care Program: The Consumer Perspective. University of Iowa Public Policy Center. October 2011. Available at http://ir.uiowa.edu/cgi/viewcontent.cgi?article=1075&context=ppc_health

4 Damiano PC, Momany ET, Willard JC, et al.. First evaluation of the IowaCare program. University of Iowa Public Policy Center. December 2008. Available at http://ir.uiowa.edu/cgi/viewcontent.cgi?article=1017&context=ppc_health

5 Bentler SE, Damiano PC, Momany ET, McInroy B, Robinson E, Pooley MJ. Evaluation of the Iowa Health and Wellness Plan: Member Experiences in the First Year. University of Iowa Public Policy Center. 2015. Available at http://ppc.uiowa.edu/sites/default/files/ihawp_survey_interactive.pdf

6 Coulter I, Marcus M, Freed J, et al. Self-reported behavior and attitudes of enrollees in capitated and fee-for-service dental benefit plans. RAND Health, prepared for the American Dental Association. 2001.

7 Centers for Disease Control and Prevention. National Health and Nutrition Examination Survey: Oral Health Questionnaire. January 2013. Available at http://www.cdc.gov/nchs/data/nhanes/nhanes_13_14/OHQ_H.pdf

- Number of teeth extracted (Modified item from the Behavioral Risk Factor Surveillance System [BRFSS]⁸)
- Smoking history (Items from the National Health Interview Survey⁹)
- Food insecurity and soda consumption (Items from previous Iowa Household Health surveys conducted by UIPPC¹⁰, item from BRFSS social context module)

The survey instrument was approved by Iowa Medicaid prior to distribution. Copies of surveys sent to DWP and Medicaid members can be found in **Appendix 1**.

Analyses

Univariate and bivariate analyses were conducted to compare characteristics and responses between the DWP and Medicaid groups. We note the large difference in respondent group size between DWP and Medicaid, and that our statistical comparisons are therefore conservative estimates. Bivariate analyses were primarily chi-square and t-tests for group differences. The following survey items were analyzed using the SAS CAHPS® macro, which adjusts for age and oral health status to ensure that the rating of the plan is not influenced by differences in respondent characteristics.

- Global 0-10 ratings of regular provider, dental care, ease of finding a dentist, and dental plan
- Recommendation of plan to others
- Timeliness of regular visits
- Composite of provider communication items

Following reporting guidance from CAHPS®, global ratings were collapsed into three categories: 0-6, 7-8, and 9-10. The adjustments for these survey items are highlighted in the results sections. All results are presented unweighted, and all analyses were conducted using SPSS Version 21 and SAS 9.4. P-values are reported for comparisons that are statistically significant.

Appendix 2 contains the unweighted univariate statistics for all survey questions by respondent group.

Response Rates & Response Bias

In total, 1260 DWP members and 191 Medicaid members responded to the survey, for overall response rates of 30% and 16%, respectively, after adjusting for those who were ineligible (**Table 1**). Of those who completed a survey, over 90% of the respondents in each group completed the survey on paper.

Table 1. DWP and Medicaid Survey Response Rates

Plan Group	Total Sampled	Adjusted Total*	Completed	Adjusted Response Rate*
Dental Wellness Plan	4800	4270	1260	30%
Medicaid	1350	1165	191	16%
Total	6150	5435	1451	27%

*Adjusted for ineligible, including undeliverable addresses and those living out of the state.

To assess nonresponse bias, we compared respondents and non-respondents in each group using program eligibility data. In the DWP sample, significantly higher proportions of respondents were older, female, and white compared to non-respondents (**Table 2**). In the Medicaid sample, significantly higher proportions of respondents were older compared to non-respondents (**Table 3**). These age,

8 CDC. 2014 Behavioral Risk Factor Surveillance System Questionnaire. Available at http://www.cdc.gov/brfss/questionnaires/pdf-ques/2014_brfss.pdf

9 Health Indicators Warehouse. Cigarette smoking: adults (percent). Available at http://www.healthindicators.gov/Indicators/Cigarette-smoking-adults-percent_1498/Profile

10 Public Policy Center. 2010 Iowa Child and Family Household Health Survey, V15. University of Iowa Public Policy Center. 2010. Available at http://ppc.uiowa.edu/sites/default/files/uploads/health/ihhs/2010ihhs_instrument_v15.pdf

gender, and race/ethnicity differences are common in survey research, and similar differences have been found in previous surveys conducted by the UI Public Policy Center. Univariate statistics for the full population of each group are presented in Tables 2-3 for reference.

Table 2. Comparison of respondents and non-respondents: Dental Wellness Plan†

	DWP Respon- dents (n=1260)	DWP Non- respondents (n=3230)	DWP Population (n=125,122)
Age in Years*			
19-34	24%	42%	39%
35-54	47%	42%	43%
55-64	29%	16%	18%
Gender*			
Female	59%	51%	51%
Male	41%	49%	49%
Race/Ethnicity*			
Unknown	22%	20%	21%
White	67%	64%	63%
Black or African American	5%	8%	7%
Hispanic/Latino	2%	3%	3%
Asian/Pacific Islander	2%	3%	2%
American Indian	1%	1%	1%
Other	1%	1%	1%
Percent in Poverty			
<100% FPL	77%	76%	77%
≥100% FPL	23%	24%	23%
IHAWP Program			
Wellness Plan	78%	77%	78%
Marketplace Choice Plan	22%	23%	22%

†Calculated using program eligibility data

*Chi-square test statistically significant at $p < .05$

Table 3. Comparison of respondents and non-respondents: Medicaid†

	Medicaid Survey Respondents (n=191)	Medicaid Non- respondents (n=1060)	Medicaid Population (n=4991)
Age in Years*			
19-34	46%	59%	57%
35-54	50%	40%	41%
55-64	4%	1%	2%
Gender			
Female	72%	69%	68%
Male	28%	31%	32%
Race/Ethnicity			
Unknown	14%	17%	17%
White	64%	58%	55%
Black or African American	9%	12%	12%
Hispanic/Latino	3%	4%	7%
Asian/Pacific Islander	6%	4%	1%
American Indian	2%	2%	2%
Other	1%	3%	2%
Percent in Poverty			
<100% FPL	98%	98%	96%
≥100% FPL	2%	2%	4%
IHAWP Program			
MediPASS	63%	57%	32%
HMO	20%	23%	17%
FFS	17%	20%	45%

†Calculated using program eligibility data

*Chi-square test statistically significant at $p < .05$

Limitations

Limitations for this study relate to the respondent group size, response bias, and recall bias. First, the response rates for both DWP and Medicaid groups were considerably lower than desirable, and are slightly lower than in other recent surveys conducted by the UI Public Policy Center on a similar population.¹¹ In particular, the low response rate for Medicaid members resulted in a small sample (N=191). When broken into subcategories such as those who had seen a dentist or those who needed care, the number of respondents becomes even smaller. This results in unstable reported percentages and insufficient power to determine differences.

As is common in survey research, the respondents to our survey were significantly older and, for DWP only, included significantly higher proportions of females and whites compared to non-respondents. This can impact the results if the older, female, or white individuals in this population respond systematically differently than their counterparts. For example, older individuals may be more likely to need extensive dental care compared to younger respondents.

CAHPS questions were analyzed using the SAS CAHPS® macro, which adjusts for age and oral health status to ensure that the rating of the plan is not influenced by differences in respondent characteristics. These adjustments were not available for original items so we are unable to determine whether they are affected by age or oral health status.

11 Bentler S, Damiano P, Momany E, McInroy B, Robinson E, Pooley M. Evaluation of the Iowa Health and Wellness Plan Member Experiences in the First Year. April 2015. http://ppc.uiowa.edu/sites/default/files/ihawp_survey_interactive.pdf Accessed 30 Jun 2015.

Finally, survey research is always subject to recall bias, or the potential bias inherent in respondents' attempts to remember past events. In this survey, we inquire about issues that took place up to two years prior, so our results are likely impacted by recall bias to some extent.

Results

Demographic Characteristics and Health Status

Social and Demographic Indicators

There were several significant differences in the demographic characteristics between DWP and Medicaid members who responded to the survey. DWP respondents were significantly older, and were more likely to be male, white, and less likely to be black, Hispanic/Latino, Asian, or American Indian/Alaska Native (AI/AN) compared to Medicaid respondents. DWP respondents were also more likely to be divorced or never married, and had lower health literacy compared to those in Medicaid (**Table 4**).

Table 4. Demographic Characteristics of DWP and Medicaid Members

	DWP	Medicaid
Age in Years*		
19-34	24%	45%
35-54	48%	51%
55-64	28%	4%
Gender*		
Female	59%	71%
Male	40%	29%
Other	<1%	0%
Race/Ethnicity†		
White*	89%	84%
Black or African American*	8%	13%
Hispanic/Latino*	4%	8%
Asian*	2%	5%
Native Hawaiian or other Pacific Islander	<1%	<1%
American Indian or Alaska Native*	2%	5%
Other	2%	3%
Educational Attainment		
< High School Degree	13%	10%
High School Degree	39%	33%
> High School Degree	48%	57%
Marital Status*		
Married or in a marriage-like relationship	31%	53%
Divorced	30%	19%
Widowed	5%	1%
Separated	4%	10%
Never married and not in a marriage-like relationship	30%	18%
Health Literacy: Frequency of Needing Help Reading Materials related to Health or Dental Care*		
Sometimes/Often/Always	16%	11%
Rarely/Never	84%	89%

† Race/Ethnicity categories are not mutually exclusive

* Statistically significant difference at $p < .05$

Similar proportions of both groups (28%) reported that sometime in the past 12 months they were hungry because there wasn't enough money for food, which is a component of **food security**. Further, similar proportions of both groups (21%) reported that they were 'usually' or 'always' worried or stressed about having enough money to buy nutritious meals.

Small proportions (8% of DWP and 6% of Medicaid respondents) needed help completing the survey, and the most common tasks they needed help with were 1) reading the questions and 2) writing responses.

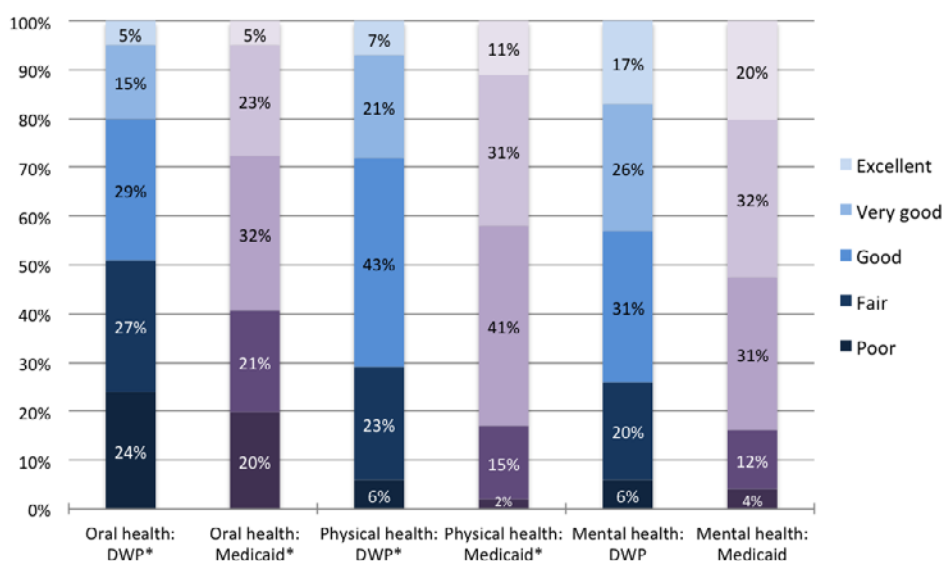
Oral and General Health Status

DWP members were significantly more likely ($p=.03$) to report fair or poor **oral health** and significantly more likely ($p<.001$) to report fair or poor **physical health** than Medicaid members. Both DWP and Medicaid members were more likely to rate their oral health as fair or poor compared to their physical health (**Figure 2**).

A significantly higher proportion of DWP members reported having any **chronic physical health conditions** compared to Medicaid members ($P<.001$); 49% of DWP and 30% of Medicaid members said they currently had any physical health conditions that have lasted or are expected to last for at least three months.

There was not a significant difference in DWP and Medicaid members' **mental or emotional health** (**Figure 2**), **nor in chronic mental or emotional conditions**; 31% and 25%, respectively, reported currently having mental health conditions that have lasted or are expected to last for at least three months.

Figure 2. Oral, physical, and mental health status, DWP and Medicaid members



*Statistically significant difference at $p<.05$

Other survey items related to oral health status reflect similar indicators of poor oral health for both groups. When asked how often during the last six months they were **self-conscious or embarrassed because of their teeth, mouth, or dentures**, 35% of DWP and 32% of Medicaid members said 'usually' or 'always.' When asked how often during the last six months they have had **painful aching** anywhere in their mouth, 19% of DWP and 21% of Medicaid members said 'usually' or 'always.' Smaller proportions (6% DWP, 5% Medicaid members) report that they 'usually' or 'always' had **difficulty doing their usual jobs or attending school because of problems with their teeth, mouth or dentures**.

DWP members had significantly more **teeth removed due to tooth decay or gum disease** ($p<.001$); 21% of DWP and 13% of Medicaid members reported ever having six or more but not all of their teeth extracted, and 10% of DWP and 4% of Medicaid members report ever having had all of their teeth extracted (i.e., were edentulous).

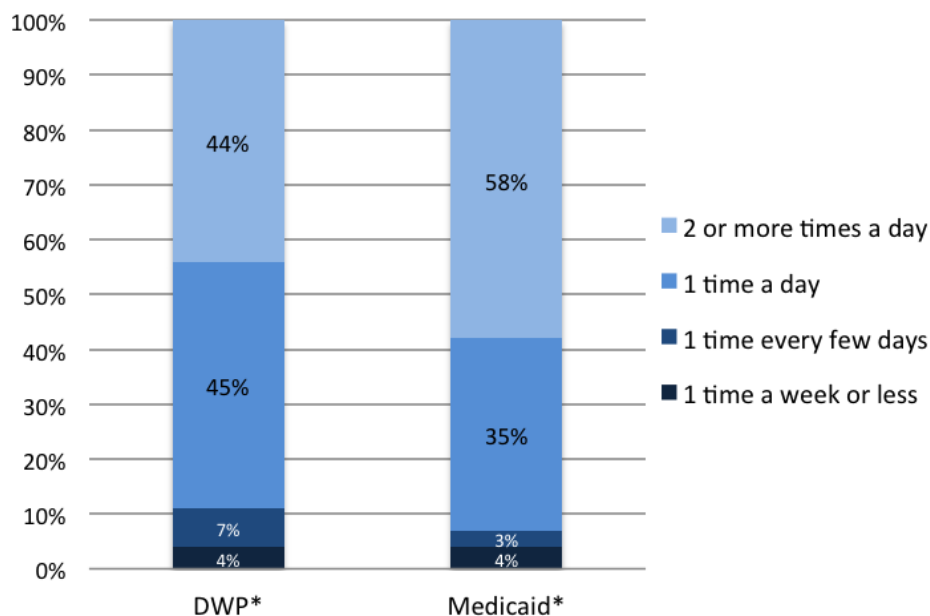
When asked about their **overall dental health presently compared to before they joined their dental plan**, 41% of DWP and 33% of Medicaid members said their dental health is better now than before they joined. However, 9% of DWP and 11% of Medicaid members said it is worse than when they joined. Among members who reported utilizing dental care since joining their plan, 52% of DWP and 48% of Medicaid members reported that all or most of their **overall dental health can be attributed to care received through their dental plan**.

Health and Utilization Behaviors

Members' health and utilization behaviors were assessed in several ways, including self-reported utilization of dental services, oral hygiene, smoking patterns, and soda consumption. To assess **dental utilization patterns**, we asked whether they would describe themselves as someone who visits the dentist 'regularly,' 'occasionally,' 'rarely,' or 'only when they have a problem.' DWP members were significantly more likely than Medicaid members to report that they visit the dentist 'rarely' or 'only when they have a problem' (50% vs. 36%, $p=.001$).

Excluding members who reported not having any teeth¹² (8% DWP, 3% Medicaid), there were significant differences between DWP and Medicaid members regarding their **tooth brushing patterns** ($p=.004$). However, the vast majority of both groups report brushing their teeth at least once per day (Figure 3).

Figure 3. Tooth brushing patterns, DWP and Medicaid members



*Statistically significant difference at $p<.05$

In order to assess **smoking history**, we asked respondents whether they currently smoked and whether they had smoked 100 cigarettes in their lifetime. The National Center for Health Statistics recommends combining these two questions to assess smoking history using the following definitions:¹³

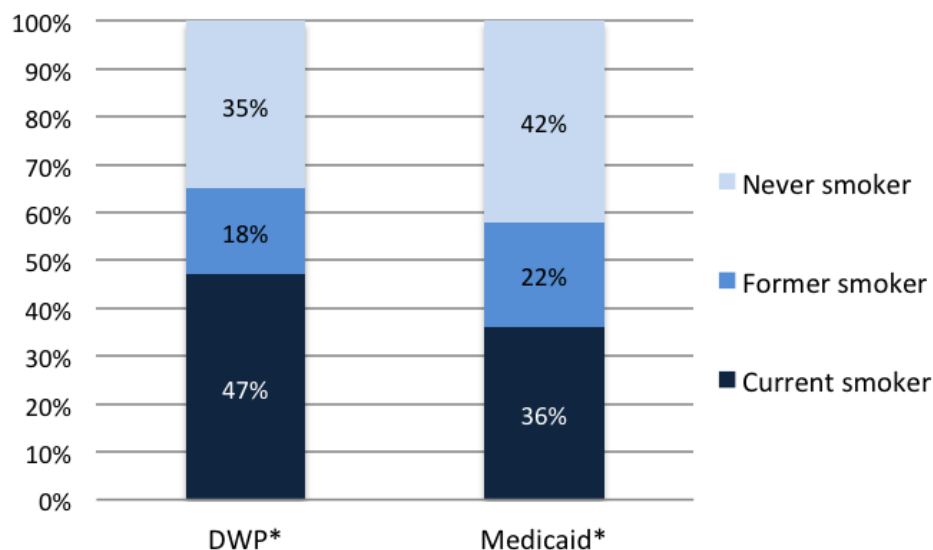
- **Current smoker:** Adults who have smoked 100 cigarettes in their lifetime and currently smoke cigarettes every day or some days
- **Former smoker:** Adults who have smoked at least 100 cigarettes in their lifetime, but currently do not smoke
- **Never smoker:** Adults who do not currently smoke and have smoked fewer than 100 cigarettes in their lifetime

¹² Results are from a separate survey item than the edentulism results reported in the previous section (10% DWP, 4% Medicaid had all teeth extracted).

¹³ Bloom B, Adams P, Cohen R, Simile C. Smoking and Oral Health in Dentate Adults Aged 18-64. Hyattsville, MD; 2012. <http://www.cdc.gov/nchs/data/databriefs/db85.pdf>. Accessed 23 Jan 2015.

Following these definitions, significantly more DWP members were current smokers ($p=.02$) (**Figure 4**).

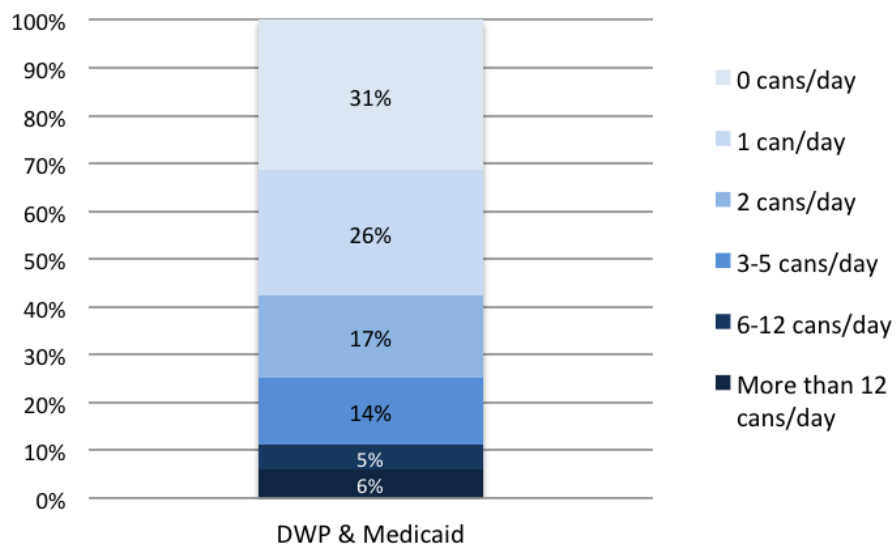
Figure 4. Smoking history, DWP and Medicaid members



*Statistically significant difference at $p<.05$

Finally, we assessed **soda consumption** by asking how many cans of soda respondents drink on an average day. There was no significant difference between the two groups; DWP members drank an average of 1.66 cans/day (S.D. 2.33, range 0-24), and Medicaid members drank an average of 1.55 cans/day (S.D. 2.03, range 0-12). 57% of DWP and Medicaid members drink at least one can of soda per day, and 11% and 9%, respectively, drink at least six cans/day (**Figure 5**).

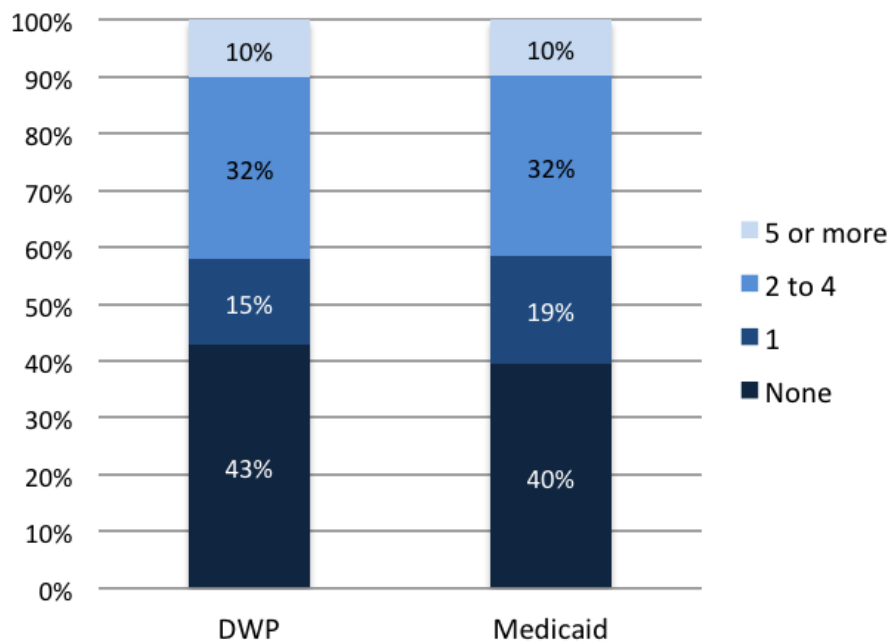
Figure 5. Soda consumption, DWP and Medicaid members



Utilization of Dental Care

Measures of dental care utilization include: a) dental care from a source other than emergency department (ED) and b) dental care in an ED. There was no statistically significant difference regarding DWP and Medicaid members' utilization of any dental care outside an ED (**Figure 6**); 57% of DWP and 60% of Medicaid members had utilized dental care at least once since joining the plan.

Figure 6. Number of visits for any dental care since joining plan, DWP and Medicaid members†



†Measured by asking the following question: “Since joining the DWP/Medicaid, not counting any times you went to an emergency room, how many times have you gone to a dentist’s office or clinic to get dental care for yourself?”

Similar proportions of DWP and Medicaid members (4%) reported they had gone to a hospital emergency department for a dental problem since joining their dental plan. Among ED utilizers, 84% (n=37) of DWP members and 100% (n=7) of Medicaid members said that the dental care they received in the emergency room could have been provided in a dental office or clinic if one was available at the time. We asked those members the main reason why they did not go to a dentist’s office or clinic for this care. For DWP members, the most common reason was that a dentist’s office or clinic was not open when they needed care (41%, n=15). For Medicaid members, the most common reason was that they could not find a dentist’s office or clinic in the area that accepted their insurance (57%, n=4).

Access to Dental Care

Domains of access to dental care include dental insurance coverage prior to enrolling in the current plan, need and unmet need for care, need for specialist care, non-emergency transportation to dental visits, access to emergency dental care, and a regular source of dental care. The survey items used to assess these domains are listed in each subsection.

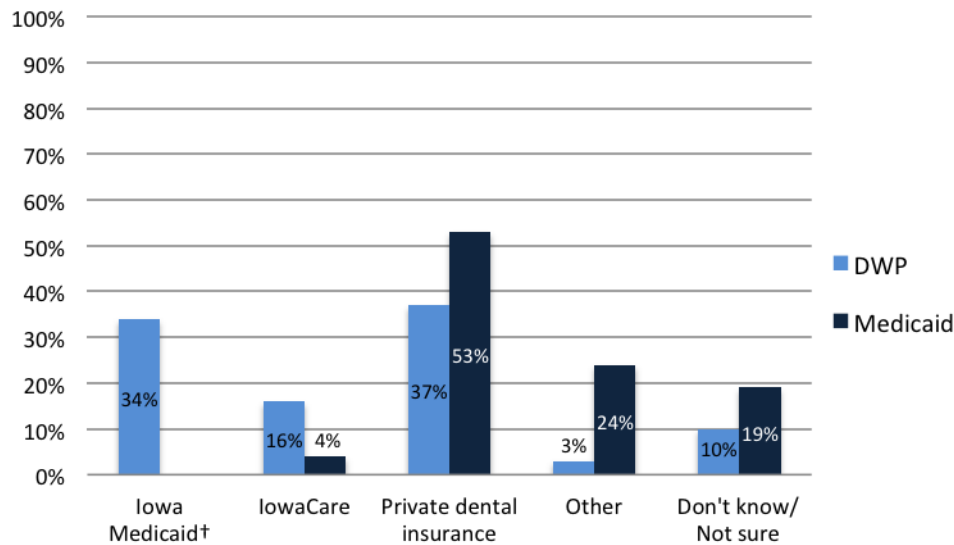
Dental Insurance Coverage before Joining DWP/Medicaid

Survey items:

- Just before enrolling in the Dental Wellness Plan/Medicaid, did you have dental insurance coverage?
- What was the name of your dental plan?

Significantly more DWP respondents did not have prior dental insurance coverage compared to Medicaid members (82% DWP vs. 59% Medicaid, $p < .001$). Figure 7 provides information regarding the type of insurance those with coverage had prior to joining DWP or Medicaid. Among those who had coverage prior to joining their current plan, over half of Medicaid members had private dental insurance compared to 37% of DWP members. One-third of those in DWP with prior coverage reported having dental coverage through Medicaid. This report of prior Iowa Medicaid coverage may include those who were previously enrolled in IowaCare, which provided very limited dental services (tooth extractions only). Of those Medicaid respondents who selected ‘other,’ the majority referenced Medicaid programs in other states in their open-ended response.

Figure 7. Type of insurance that covered dental care prior to joining current plan, DWP and Medicaid members



[†] Iowa Medicaid was not a response option in the Medicaid survey, as all respondents were newly enrolled.

Need and Unmet Need for Dental Care Before and After Joining DWP/Medicaid

Survey items:

- In the year before joining the Dental Wellness Plan/Medicaid, was there any time when you or a dentist thought you needed dental care?
- What kinds of dental care did you or a dentist think you needed?
- In the year before joining the Dental Wellness Plan/Medicaid, was there any time when you needed dental care but could not get it for any reason?
- The following is a list of possible reasons why people may not be able to get dental care. In the year before joining the Dental Wellness Plan/Medicaid, which of the following stopped you from getting dental care that you or a dentist thought you needed?
- The above 4 questions were also asked about the time period after joining the Dental Wellness Plan/Medicaid.
- What kind of specialty dental care did you need? [since joining the DWP/Medicaid]

Similar proportions (69% of DWP, 68% of Medicaid members) said there was a time when they or their dentist thought they needed dental care in the year before enrolling in their current plan. However, there were significant differences in the types of dental care that were needed during this time (**Table 5**). Significantly more DWP members reported needing extractions (47% vs. 36%, $p=.01$) or full dentures (20% vs. 9%, $p=.002$) than Medicaid members, whereas significantly more Medicaid members reported needing braces (8% vs. 3%, $p=.02$). The most commonly reported type of needed care for both groups were checkups and cleanings (74% for Medicaid vs. 66% for DWP).

Table 5. Types of dental care needed in the year before joining the DWP or Medicaid

Type of care needed	DWP (n=835)	Medicaid (n=129)
Checkup and cleaning	66%	74%
Extraction*	47%	36%
Other treatment, such as fillings	44%	47%
Tooth replacements, such as bridges or partial dentures	24%	19%
Crowns/Caps	21%	16%
Full dentures*	20%	9%
Root canal or other emergency dental care	18%	22%
Braces*	3%	8%

*Statistically significant difference at $p < .05$

Among those who reported a need for care in the year before joining, a significantly higher proportion of DWP members reported **unmet need for care** during this period (71% DWP vs. 56% Medicaid, $p < .001$). The most common reason for unmet need for both groups was not being able to afford it (**Table 6**).

Table 6. Reasons for unmet need for dental care in the year prior to joining DWP or Medicaid

Reason for unmet need	DWP (n=597)	Medicaid (n=72)
Could not afford it	88%	81%
Care I needed was not covered by my insurance	21%	22%
Trouble finding a dentist who accepted my insurance	12%	14%
Had to travel too far or other transportation problems	11%	11%
Other	9%	15%
Trouble getting an appointment with a dentist for a reason other than not accepting my insurance	7%	8%
Didn't know where to go at night or on the weekend for care	7%	4%
Could not get off work	4%	6%

Seventy-three percent of DWP and 78% of Medicaid members reported a need for dental care after joining their current plan. Of respondents who needed care, significantly more DWP members reported needing extractions (42% vs. 29%, $p = .004$) and full dentures (22% vs. 12%, $p = .006$), and significantly more Medicaid members needed braces (10% vs. 2%, $p < .001$) (**Table 7**). Both before and after joining the current plan, checkups/cleanings were the type of care reported to be most frequently needed.

Table 7. Types of dental care needed after joining the DWP or Medicaid

Type of care needed	DWP (n=851)	Medicaid (n=144)
Checkup and cleaning	68%	74%
Other treatment, such as fillings	43%	40%
Extraction*	42%	29%
Tooth replacements, such as bridges or partial dentures	24%	19%
Full dentures*	22%	12%
Crowns/Caps	18%	15%
Root canal or other emergency dental care	17%	15%
Braces*	2%	10%

*Statistically significant difference at $p<.05$

Among members with reported need, similar proportions of DWP and Medicaid members reported **unmet need for dental care after joining** their current plan (38% DWP vs. 35% Medicaid). Significantly more Medicaid members reported unmet need for a checkup and cleaning (47% vs. 40%, $p=.01$) and braces (22% vs. 5%, $p<.001$), and significantly more DWP members reported unmet need for full dentures (22% vs. 8%, $p=.02$) (Table 8).

Table 8. Unmet need for types of dental care after joining the DWP or Medicaid

Type of care with unmet need	DWP (n=316)	Medicaid (n=51)
Other treatment, such as fillings	40%	47%
Checkup and cleaning*	35%	53%
Extraction	31%	28%
Tooth replacements, such as bridges or partial dentures	25%	28%
Crowns/Caps	23%	16%
Full dentures*	22%	8%
Root canal or other emergency dental care	14%	18%
Braces*	5%	22%

*Statistically significant difference at $p<.05$

Among members who reported **unmet need after joining their current plan**, a significantly higher proportion of Medicaid members reported that the reasons for this unmet need were trouble finding a dentist who accepted their insurance (54% vs. 35%, $p=.01$) and had to travel too far or had other transportation problems (30% vs. 18%, $p=.04$) (Table 9).

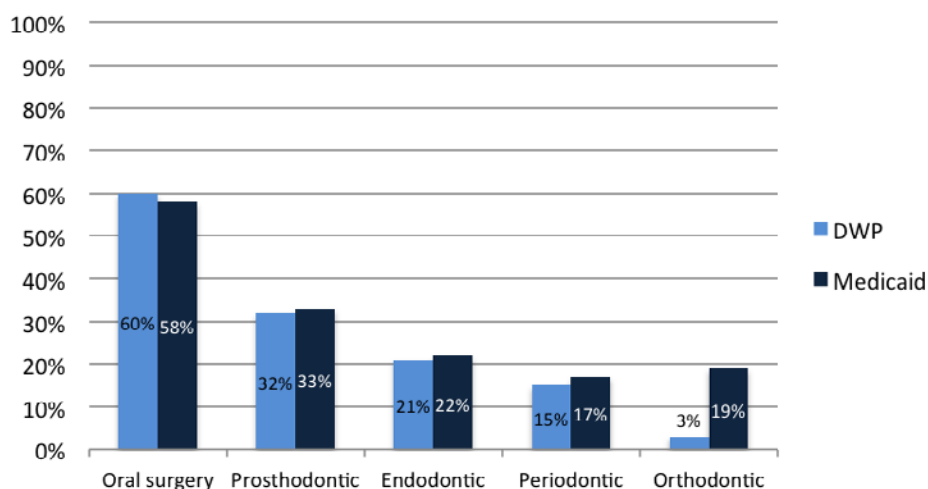
Table 9. Reasons for unmet need for dental care after joining DWP or Medicaid

Reason for unmet need	DWP (n=320)	Medicaid (n=50)
Could not afford it	38%	26%
Trouble finding a dentist who accepted my insurance*	35%	54%
Care I needed was not covered by my insurance	32%	30%
Other	26%	14%
Had to travel too far or other transportation problems*	18%	30%
Trouble getting an appointment with a dentist for a reason other than not accepting my insurance	14%	20%
Didn't know where to go at night or on the weekend for care	7%	10%
Could not get off work	7%	8%

*Statistically significant difference at $p < .05$

Of those who had had at least one dental visit since joining DWP or Medicaid, 27% of DWP and 33% of Medicaid members tried to get **care from a dental specialist** since joining their plan. Of those who had tried to get care from a dental specialist, the most commonly reported type of specialist care was oral surgery (60% DWP, 58% Medicaid) (Figure 8).

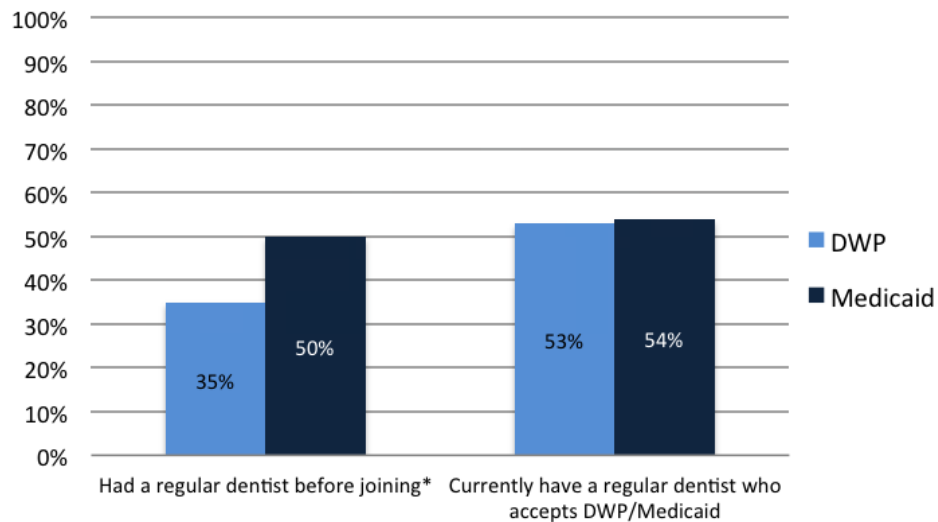
Figure 8. Type of care needed from dental specialist, DWP and Medicaid members



Regular Source of Dental Care Before and After Joining DWP/Medicaid

To measure regular source of care, we asked respondents whether they had a regular dentist *before* joining their current plan and whether they currently had a regular dentist at the time of the survey who accepted their dental plan. A significantly lower proportion of DWP members reported having a **regular dentist before newly enrolling** compared to Medicaid members (50% vs. 35%) (Figure 9). However, just over half of the respondents in both groups **currently report having a regular dentist** who accepts their dental plan.

Figure 9. DWP and Medicaid members with a regular dentist before and after joining plan



*Statistically significant difference at $p < .05$

Access to Emergency Dental Care

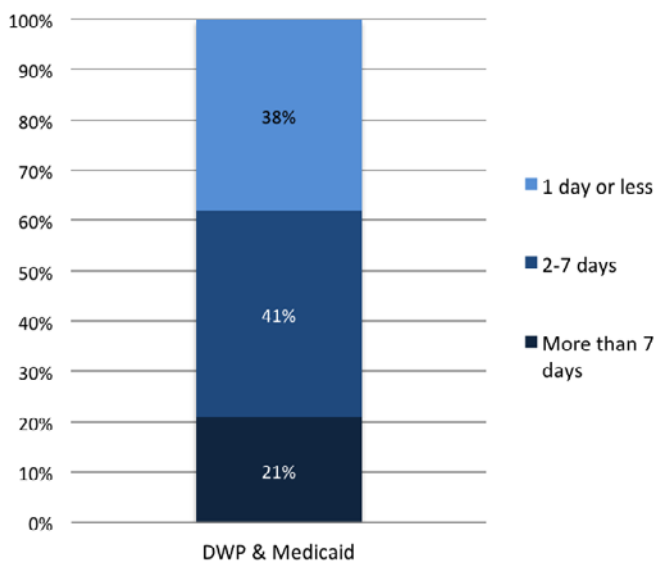
Survey items:

- Since joining the Dental Wellness Plan/Medicaid, if you needed to see a dentist right away because of a dental emergency, did you get to see a dentist as soon as you wanted? (Responses include 'Definitely no,' 'Somewhat no,' 'Somewhat yes,' 'Definitely yes,' 'I have not tried to get an appointment for a dental emergency since joining the DWP/Medicaid')
- How many days did you usually have to wait for an appointment when you needed care for a dental emergency?
- Since joining the Dental Wellness Plan/Medicaid, did a dentist's office give you information about what to do if you needed emergency dental care during evenings, weekends, or holidays?
- Since joining the Dental Wellness Plan/Medicaid, did you need emergency dental care for yourself during evenings, weekends, or holidays?
- Since joining the Dental Wellness Plan/Medicaid, how often were you able to get the emergency dental care you needed from a dentist's office during evenings, weekends, or holidays?

Among respondents who reported that they had utilized any dental care since joining their current plan (57% DWP and 60% Medicaid), 45% of DWP and Medicaid members reported needing **emergency dental care** in a dental office (not an ED) since joining their current plan. Of those, 76% (n=187 DWP, N=26 Medicaid) said 'definitely yes' or 'somewhat yes' in response to whether they got to **see a dentist for emergency care as soon as they wanted**.

When asked **how long they usually had to wait for an appointment to receive emergency dental care**, 38% of DWP and Medicaid members reported waiting one day or less. However, 21% reported having to wait at least one week (**Figure 10**).

Figure 10. Reported waiting times for emergency dental care in a dental office, DWP and Medicaid members†



†Assessed by asking only those who reported needing emergency dental care “How many days did you usually have to wait for an appointment when you needed care for a dental emergency?”

A significantly higher proportion of DWP members reported that their dentist gave them information about what to do if they needed **emergency dental care during evenings, weekends, or holidays** (44% DWP vs. 25% Medicaid, $p < .001$). When asked if they ever needed emergency dental care on evenings, weekends or holidays, 8% of DWP members and 13% of Medicaid members said they did. Of those who needed emergency dental care on evenings, weekends, or holidays, 79% ($n=46$) of DWP and 87% ($n=13$) of Medicaid members said they were only ‘sometimes’ or ‘never’ able to get the emergency dental care they needed during those times.

Timely Appointments for Routine and Specialist Dental Visits

Survey items:

- Since joining the Dental Wellness Plan/Medicaid, how often were your dental appointments as soon as you wanted?
- When you called to make a dental appointment for non-emergency care, how long did you usually have to wait to be seen?
- Since joining the Dental Wellness Plan/Medicaid, if you had to get an appointment for yourself with a dental specialist, how often did you get an appointment as soon as you wanted? (Responses include ‘Always,’ ‘Usually,’ ‘Sometimes,’ ‘Never,’ ‘I did not try to get an appointment with a dental specialist for myself since joining the Dental Wellness Plan/Medicaid’)

Among respondents who reported utilizing any dental care since joining their current plan (57% DWP and 60% Medicaid), 68% of Medicaid and DWP members were ‘usually’ or ‘always’ able to obtain appointments as soon as they wanted. Regarding waiting time for non-emergency dental care appointments, 64% of DWP and Medicaid members said they usually had to wait 1-2 weeks or less.

Among respondents who reported utilizing specialist care since joining their dental plan, 55% ($n=102$) of DWP and 35% ($n=13$) of Medicaid members said they ‘usually’ or ‘always’ got an appointment with a specialist as soon as they wanted.

Non-Emergency Transportation to Dental Visits

Survey items:

- When you need to get dental care, what is the type of transportation you use most often to get to your visit?
- Since joining the Dental Wellness Plan/Medicaid, how often did you need assistance from other sources (such as friends, family, public transportation, etc.) to get to your dental care visit?
- Since joining the Dental Wellness Plan/Medicaid, was there any time when you needed transportation to or from a dental visit but could not get it for any reason?
- Since joining the Dental Wellness Plan/Medicaid, how much, if at all, have you worried about your ability to pay for the cost of transportation to or from a dental visit?

A significantly higher proportion of Medicaid members report driving themselves (78% vs. 66%, $p=.03$), although this was the most common type of transportation for both groups (**Table 10**).

Table 10. Type of transportation used most often to get to dental visits, DWP and Medicaid members

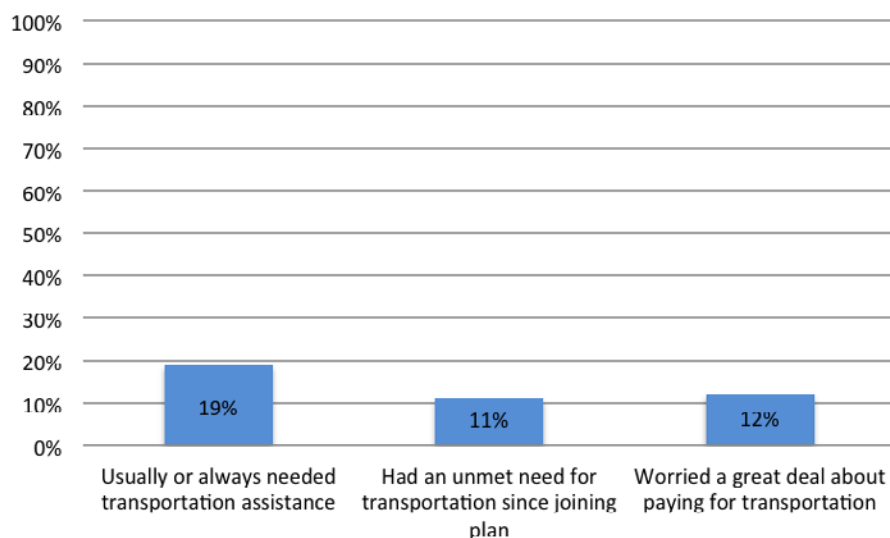
Type of transportation used	DWP	Medicaid
Drives self*	66%	78%
Family/friend drives	21%	13%
Taxi or public transit	5%	4%
Bike or walk	4%	2%
Other	1%	1%
No reliable transportation	3%	3%

*Statistically significant difference at $p<.05$

When asked how often respondents needed transportation assistance from other sources to get to their dental care visit, response options were 'never,' 'sometimes,' 'usually,' 'always,' and 'I have not had a dental visit since joining the DWP/Medicaid.' Excluding those who said they had not had a dental visit, there was not a statistically significant difference in those who 'usually' or 'always' needed transportation assistance (19% of DWP and Medicaid members) (**Figure 11**).

Approximately 1 in 10 DWP and Medicaid members had unmet need for transportation, and similar proportions (12%) of DWP and Medicaid respondents report worrying 'a great deal' about their ability to pay for the cost of transportation to or from a dental visit (**Figure 11**).

Figure 11. Transportation issues getting to dental visits, DWP and Medicaid members



Quality of Dental Care

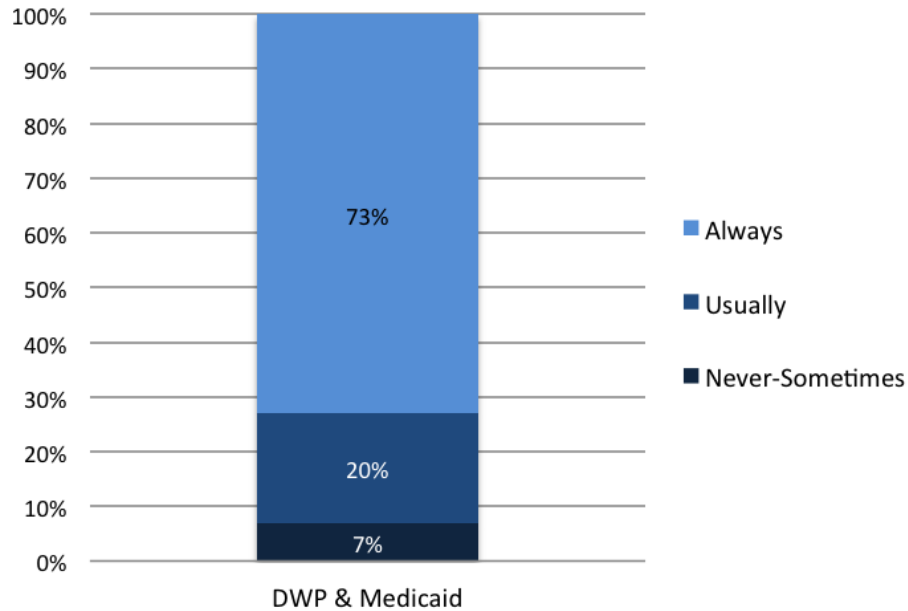
The domains of quality that were assessed in this survey include provider and staff communication, rating of regular dentist, and rating of all dental care received.

Provider communication was measured by creating a composite of the following questions:

- How often does your Dental Wellness Plan/Medicaid dentist listen carefully to you?
- How often does your Dental Wellness Plan/Medicaid dentist explain things in a way that is easy to understand?
- How often does your Dental Wellness Plan/Medicaid dentist treat you with courtesy and respect?
- How often does your Dental Wellness Plan/Medicaid dentist spend enough time with you?
- How often does your Dental Wellness Plan/Medicaid dentist or dental staff do everything they could to help you feel as comfortable as possible during your dental work?
- How often does your Dental Wellness Plan/Medicaid dentist or dental staff explain what they were doing while treating you?

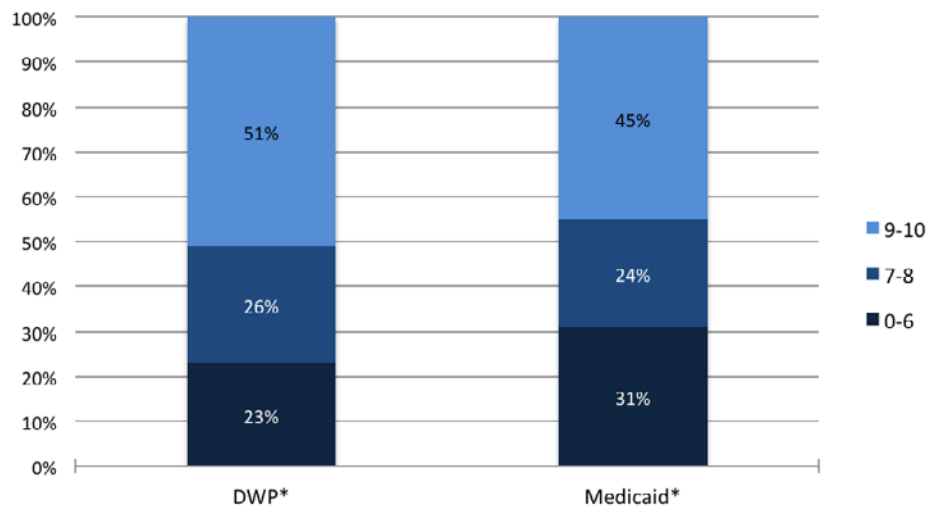
Following CAHPS® protocol, these items were combined into a single score to measure provider communication. After adjusting for age and oral health status, there was no significant difference regarding provider communication between the two groups ($p=.45$) (**Figure 12**). 93% of both groups thought the communication was usually or always positive.

Figure 12. Provider communication composite: frequency of good communication, DWP and Medicaid members



The respondents who had utilized care since joining their plan were asked to **rate all the dental care they had received** on a scale of 0-10 (10 = best). After adjusting for age and oral health status, Medicaid members rated their dental care significantly lower than DWP members ($p=.04$). 51% of DWP and 45% of Medicaid members rated their dental care highly (rating of 9-10) (**Figure 13**).

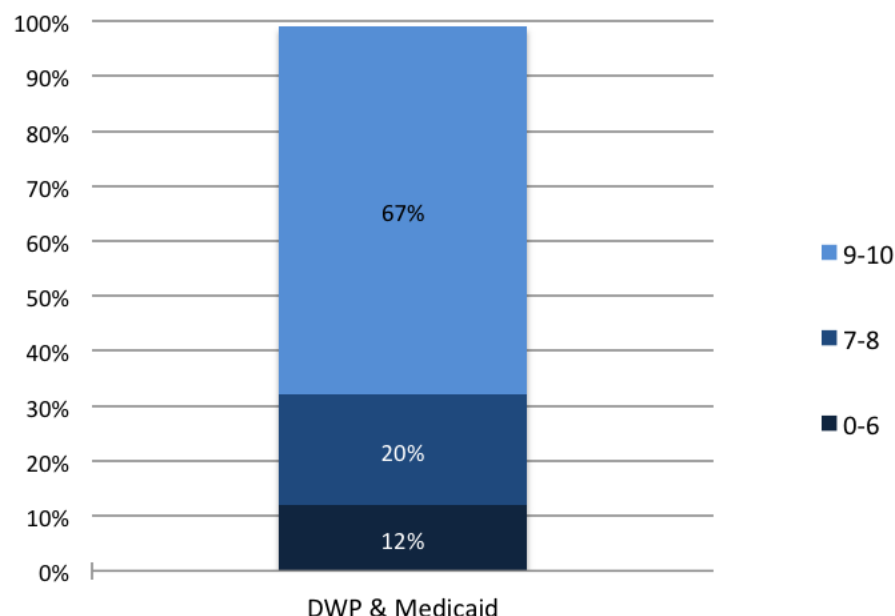
Figure 13. Ratings (0-10, 10 = best) of all dental care received, DWP and Medicaid members



*Statistically significant difference at $p<.05$

And of those who had a regular dentist who accepted their dental plan, we asked them similarly to **rate their regular dentist** on a scale of 0-10. Both groups were much more likely to rate their regular dentist highly (rating of 9-10) than all the dental care they had received (**Figure 14**).

Figure 14. Ratings (0-10, 10 = best) of regular dentist, DWP and Medicaid members



Member Experience with Dental Plan

We assessed member experiences with their dental plan by asking about the following topics:

- Awareness of enrollment in current dental plan
- Experience finding a dentist in the plan
- Need to change dentists, and experience changing dentists, after joining the plan
- Use of informational materials
- Coverage for needed dental care
- Out-of-pocket dental costs
- Overall rating of the dental plan

For the DWP only, we also inquired about members' experiences with specific aspects of the DWP, including the Dental Score Questionnaire and the earned benefit structure.

Awareness of Enrollment in Current Dental Plan

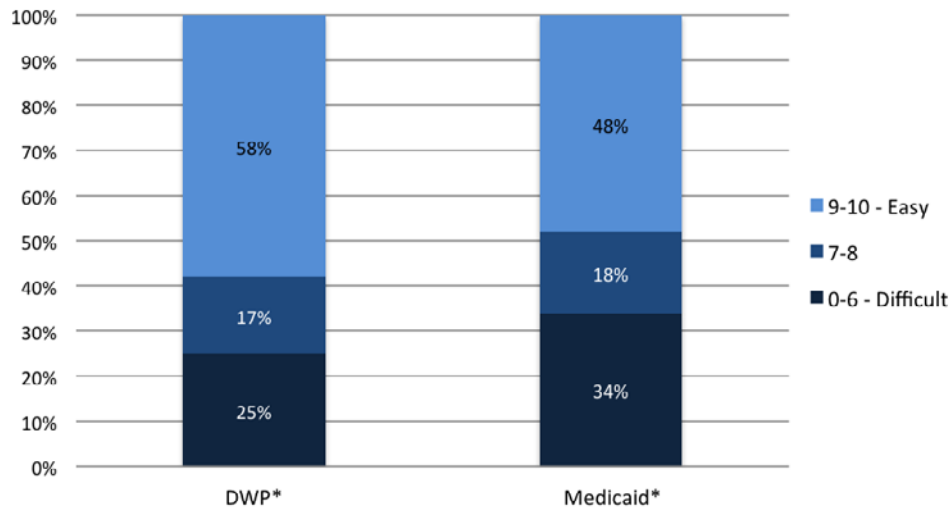
To assess respondents' awareness that they were in their current dental plan, we asked the following question: "Our records show that you are now in the Dental Wellness Plan/Medicaid. Is that right?" There was a significant difference between DWP and Medicaid members in their knowledge of being in their dental plan ($p < .001$); 16% of DWP members did not know they were in their dental plan compared to 4% of Medicaid members.

Experiences Finding a Plan Dentist

When asked whether respondents currently had a regular dentist who accepts their dental plan, just over half of both groups had a regular dentist, while almost one-third of DWP and Medicaid members had **tried to find a regular dentist but could not find one**.

Respondents who said they currently had a regular dentist who accepted their dental plan were asked to rate the **ease of finding a DWP/Medicaid dentist** on a scale of 0-10 (10=easiest). After adjusting for age and oral health status, DWP members rated finding a provider as significantly easier than Medicaid members ($p = .02$). Twenty-five percent of DWP and 34% of Medicaid members rated it as difficult (**Figure 15**).

Figure 15. Rating (0-10, 10=easiest) of ease of finding a dentist who accepts DWP/Medicaid



*Statistically significant difference at $p < .05$

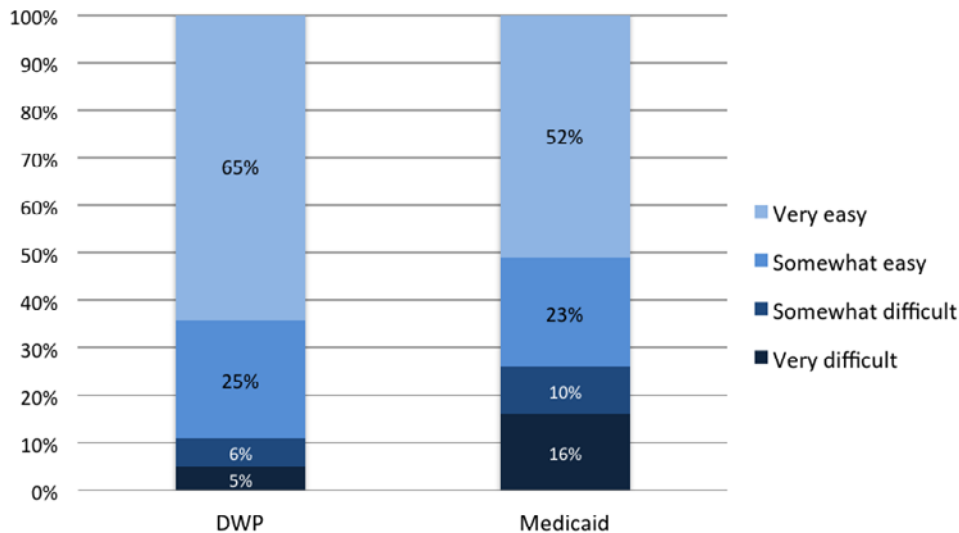
We inquired about information that members used to help them find a new dentist by asking the following questions: “Since joining the DWP/Medicaid, did you use any information from the dental plan to help you find a new dentist?” and, of those who said yes, “How helpful was this information in helping you find a new dentist?” About one in four DWP and one in five Medicaid members **used information from the dental plan to find a new dentist**. Of those who used that information, 77% (n=217) of DWP members and 61% (n=22) of Medicaid members said it was ‘somewhat helpful’ or ‘very helpful’ in helping them find a new dentist.

Experience Changing Dentists

Of the DWP and Medicaid members who currently had a regular dentist, 51% of DWP and 72% of Medicaid members also had a regular dentist before joining their current plan. Of these respondents, 42% (n=144 DWP, n=31 Medicaid) of both DWP and Medicaid members **switched dentists after joining their current dental plan**.

We asked respondents who had switched dentists after joining about the **ease of changing dentists**. Ninety percent of DWP and 74% of Medicaid members said it was ‘very easy’ or ‘somewhat easy’ to change providers (**Figure 16**). While the proportion of Medicaid members reporting that it was ‘very difficult’ was considerably higher compared to DWP members, the low number of respondents to this question is likely influencing the lack of statistical significance.

Figure 16. Ease of changing from previous regular dentist to a dentist in the current dental plan, DWP and Medicaid members



Use of Informational Materials

We assessed respondents' use of informational materials by asking the following questions:

- Since joining the Dental Wellness Plan/Medicaid, did you try to find out how the Dental Wellness Plan/Medicaid works by calling their 800 number, visiting their website, or reading printed materials? [and, for those who said yes,]
- Since joining the Dental Wellness Plan/Medicaid, how often did the 800 number, written materials, or website provide the information you wanted?

About a quarter of members had used such information, and of those, 62% of DWP and 52% of Medicaid members said it 'usually' or 'always' provided the information they wanted.

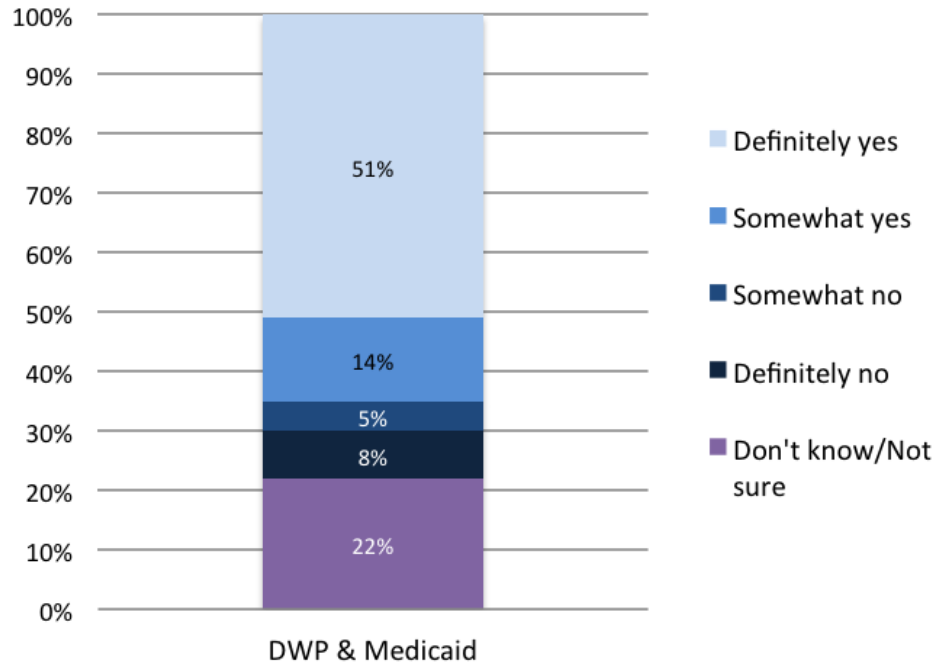
Coverage and Out-of-Pocket Spending for Needed Care

Regarding the adequacy of the services covered by each program, all respondents were asked:

- Thinking about all of the care that you or a dentist thought you needed since joining the DWP/Medicaid, **did the DWP/Medicaid cover what you or a dentist thought you needed to get done?**

Excluding those who reported not needing care since they joined (24% DWP, 28% Medicaid), there was not a statistically significant difference between the two groups regarding coverage for needed care. 13% of DWP and Medicaid members said 'somewhat no' or 'definitely no,' and 22% did not know (**Figure 17**).

Figure 17. Current dental plan has covered needed dental care, DWP and Medicaid members



Those who responded 'somewhat yes,' 'somewhat no,' or 'definitely no,' or 'don't know/not sure,' to the previous question were asked what **services they needed that were not covered**. A significantly lower proportion of DWP members reported needing the following uncovered services: root canal or other emergency dental care (12% vs. 29%, $p=.003$), check up and cleaning (13% vs. 27%, $p=.02$), tooth replacements (27% vs. 42%, $p=.04$), and braces (7% vs. 18%, $p=.02$). A significantly higher proportion of DWP members reported needing other treatment, such as fillings, that were not covered (36% vs. 20%, $p=.04$) (**Table 11**). The three most commonly reported dental services needed but not covered by DWP were other treatment, such as fillings; tooth replacements; and crowns/caps. However, for Medicaid respondents the top three services were tooth replacements, root canal or other emergency dental care, and checkups.

Table 11. Needed dental services that were not covered by dental plan, DWP and Medicaid members

Needed dental services that were not covered	DWP (n=381)	Medicaid (n=60)
Other treatment, such as fillings*	36%	20%
Tooth replacements, such as bridges or partial dentures*	27%	42%
Crowns/Caps	27%	18%
Extraction	18%	13%
Full dentures	18%	9%
Checkup and cleaning*	13%	27%
Root canal or other emergency dental care*	12%	29%
Braces*	7%	18%

*Statistically significant difference at $p<.05$

For those who indicated that the plans did not always cover the services they needed (i.e., those who responded 'somewhat yes,' 'somewhat no,' or 'definitely no,' or 'don't know/not sure' regarding coverage for their needed dental care) were asked whether they **paid for any dental care out-of-pocket** and, if so, for what types of dental services. Nineteen percent of DWP and 23% of Medicaid

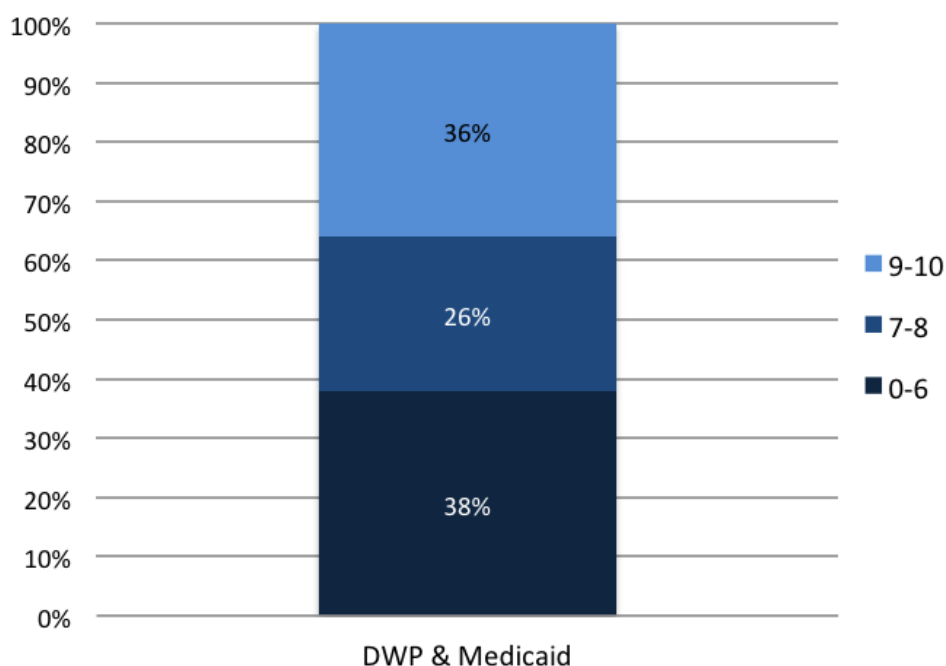
members had paid for dental services out-of-pocket, and, of that group, the types of services most frequently cited were 'other treatment, such as fillings' (41% DWP [n=29], 25% Medicaid [n=3]), 'checkup and cleaning' (36% DWP [n=25], 33% Medicaid [n=4]), and 'extraction' (33% DWP [n=23], 33% Medicaid [n=4]).

Respondents who had paid for dental services out of pocket (n=61 DWP, n=9 Medicaid) were asked **approximately how much they had spent**. DWP and Medicaid members spent a median (range) of \$245 (\$5-6300) and \$300 (\$53-800), respectively.

Overall Rating of Dental Plan

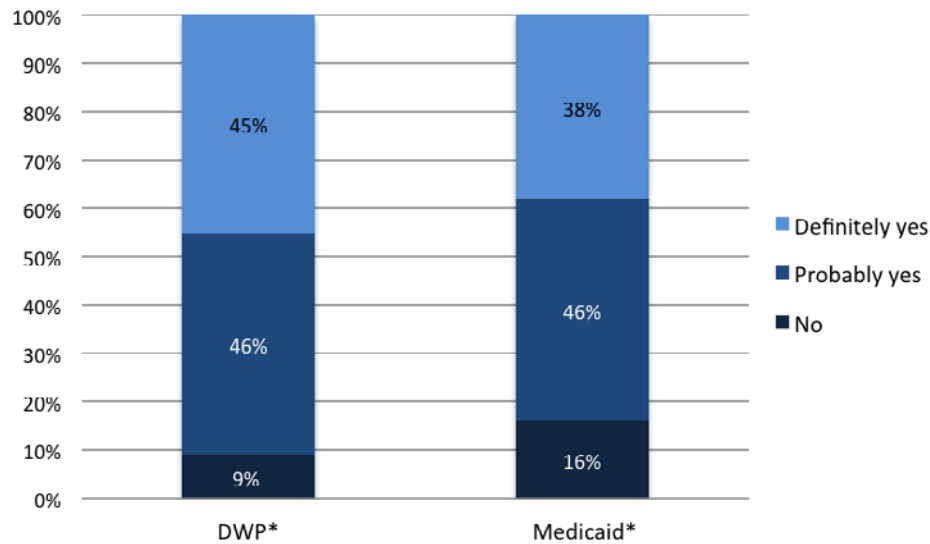
Respondents were asked to rate their dental plan on a scale of 0-10 (10=best) and whether they would recommend their plan to others. After adjusting for age and oral health status, there was not a significant difference between how DWP and Medicaid members rated their plans (p=.68). Just over one-third (38%) of both groups rated their plans poorly (**Figure 18**).

Figure 18. Rating (0-10, 10=best) of dental plan, DWP and Medicaid members



When asked whether they would recommend their dental plan to others, significantly more DWP members said they would definitely or probably recommend their plan (p<.001) after adjusting for age and oral health status. Nine percent of DWP members said they 'probably' or 'definitely' would not recommend their plan compared to 16% of Medicaid members (**Figure 19**).

Figure 19. DWP and Medicaid members' recommendation of the plan to others



*Statistically significant difference at $p < .05$

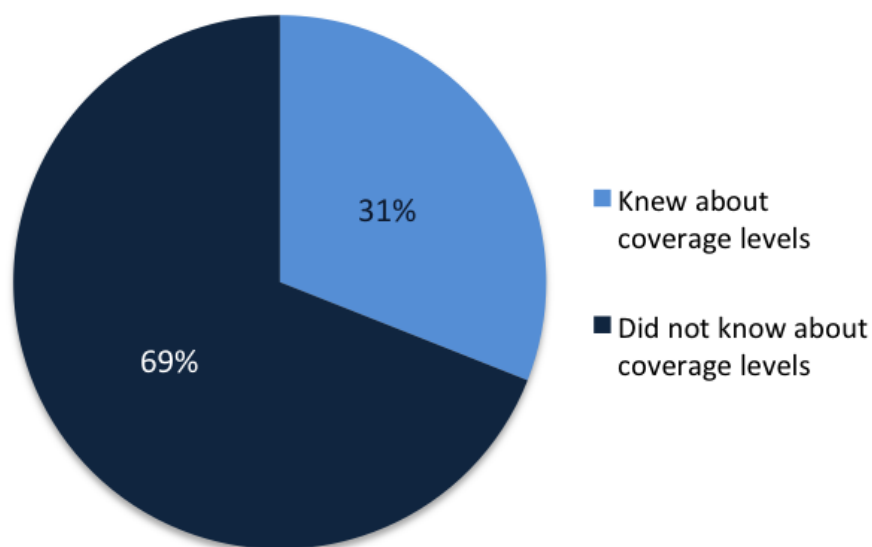
DWP Member Experiences

To assess DWP members' knowledge and attitudes regarding the earned benefit structure, we provided a description of what the three levels entail, and then asked:

- 1) whether they knew about the three levels of coverage,
- 2) how they learned about it,
- 3) which level of coverage they are currently in,
- 4) whether the three levels makes them more likely to return for dental checkups, and
- 5) how easy it will be to return for regular dental checkups.

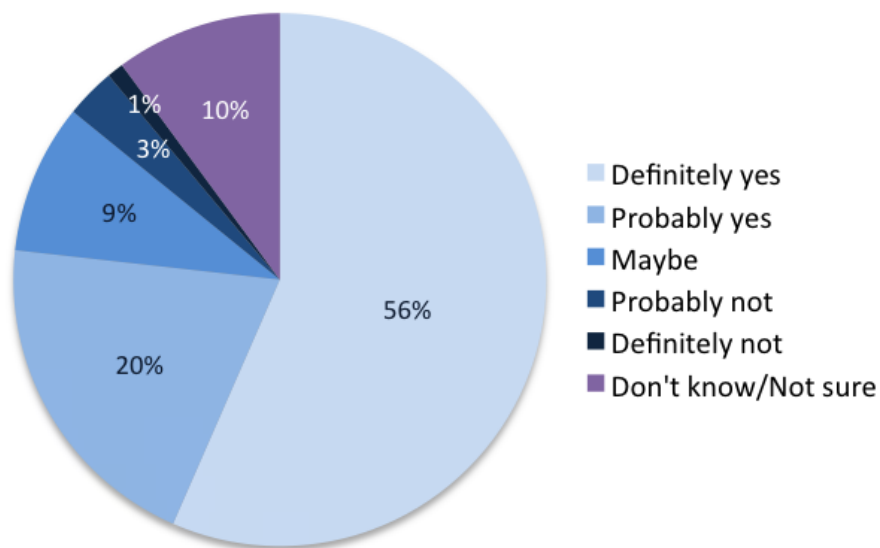
Over two thirds (69%) of DWP members did not know about the three levels of coverage in their plan (**Figure 20**). Of the 31% that did, 31% (n=114) learned about them from their dentist, 66% (n=243) from materials received from the insurance company, and 4% (n=13) from some other method. Of the same group, 36% (n=132) said they were in Core Benefits, 29% (n=107) in Enhanced Benefits, 6% (n=21) in Enhanced Plus Benefits, and 29% (n=106) did not know their current benefit level.

Figure 20. DWP member knowledge about three levels of coverage



When asked whether they were more likely to return for regular dental checkups every 6-12 months because of the levels of coverage, over half of DWP members said they would 'definitely' return for their regular check-up (**Figure 21**). When asked how easy it would be to return for dental checkups every 6-12 months in order to earn and keep higher levels of coverage, 53% said 'very easy' and 31% said 'somewhat easy.'

Figure 21. Likelihood that DWP members will return for regular checkups as a result of coverage levels



As part of being in the plan, DWP members are encouraged to complete a Dental Score Questionnaire, which is an online oral health risk assessment that provides customized information about members' oral health. Members are also encouraged to bring their results to discuss with their dental provider. Only 4% of DWP respondents reported that they had completed the online Dental Score Questionnaire. Of those 4%, 72% reported that the information they received from the Dental Score website was 'somewhat helpful' or 'very helpful.'

Open-Ended Comments

At the conclusion of the survey, respondents were asked an open-ended question that read: “Is there anything else you would like to tell us about the Dental Wellness Plan?” In total, 547 (43%) DWP respondents and 76 (40%) Medicaid respondents provided open-ended comments. Comments were analyzed qualitatively and emergent themes are presented below, as well as several illustrative quotations for each theme. Categories are presented based on the volume of responses in each category from highest to lowest. The complete list of comments can be found in **Appendix 3**. Some comments span multiple categories; therefore many are listed in more than one table.

Positive comments about plan

Positive comments about the plan were the most common theme among DWP respondents and among the top themes among Medicaid respondents. Comments generally include sentiments such as being grateful for coverage or being happy with coverage, as well as specific stories about how the plan has been beneficial.

DWP

The Dental Wellness Plan is a very wonderful dental plan. I have not been to a dentist in years due to no insurance. The Dental Wellness Plan has changed that completely. I appreciate these benefits and it has really given me a great deal of confidence I have not had in awhile. I feel good about going to the dentist. I am receiving the care I need and deserve.

So far its amazing i needed a root canal and was covered for one and now just have to keep going for checkups to get a crown. Thought it was weird at first but after the hygentist explained it to me it makes sense for the people who just abuse the program

If it wasn't for this dental plan I would not have been able to get the new dentures I've needed for sooo long THANK YOU

I'm very satisfied with the service. I think that people that who have it are blessed. Dental care is very expensive and not everyone can afford it. I feel lucky.

I was able to get my teeth cleaned for the first time in 10+ years. I am very thankful for this. The Dental Wellness Plan has been a real help.

Great program to have available as I am a single mother obtaining a master's degree. Thanks!

Medicaid

I am very happy to have Medicaid dental coverage as it can't get without it. Dental care is necessary for everybody but it is expensive. My Medicaid is playing great role for the support of poor people.

The only thing I wish the Medicaid dental covered is whiting otherwise the Medicaid dental program is excellent and I'm thankful to have it.

Negative comments about coverage

Coverage was a frequently cited issue for both groups of respondents. For DWP respondents, frustrations with the tier system were commonly mentioned in this section, whereas Medicaid respondents noted specific procedures that they wanted to be covered.

DWP

If the waiting period between 1 and 2 levels of coverage was less than six months more like three months it would be better so more people would have rood canals or teeth pulled. Most dentist will tell you having your own teeth and having them healthy is better.

I thank you and God to have even this emergency plan but we would like to have more for crowns and bridges when we need them to be done. Teeth are not a luxury, I think it is a need.

I really like the Dental Wellness Plan, the only thing I don't like is that I had teeth removed and now I have to wait to get partials. This makes me feel very uncomfortable when I go out. I avoid going out since I have many teeth missing. It makes me feel depressed because I feel everyone is staring at me. I would like to see if there is any other way I could get partials since I am on a fixed income. If you could give me any ideas please let me know. I would really appreciate it. Because with so many missing teeth I am very unhappy.

Hate having to wait 6 months before any treatments can be done unless causing pain. That's an extra 6 months of untreated issues of decay, disease, etc. A patient should not have to get worse before approved for treatment.

Medicaid

Medicaid is great unless you need teeth removed, root canal or bridge/dentures. I am missing my front teeth, they won't replace them.

I would like to see Medicaid cover the laughing gas for those who are very nervous or scared of the dentist. Maybe if they would have when I was younger I wouldn't have such a problem with my teeth to going to the dentist.

Problems with access to providers

Access to providers was the most common theme for Medicaid respondents, and was one of the most common for DWP respondents. Both groups commented about distances needed to travel to the nearest provider because of a lack of dentists in the area who accept their plan. Lack of transportation was frequently cited as a barrier.

DWP

No dentist in our town does Wellness Program we have to travel 65 miles (unhandy). We have at least four dentist, none do Wellness. That's not right.

My regular dentist is the only one around my area that would accept this Dental Wellness Plan. I needed to have a tooth replaced and my regular dentist could not get me in for six weeks. I searched all over SW Iowa and NW Missouri and could not find anyone that would accept this plan. I had to wait six weeks to have a false tooth replaced. It was very painful and embarrassing to be without a front tooth for that long.

It would be nice to have a dentist that is closer to my home, I have to drive over 2 hour to get to the closest dentist to take our insurance.

It was very difficult to find a dentist that accepted the plan. I used the website to locate a dentist and I called 10 dentist from the website and all 10 were accepting new patients, however, when they asked what kind of insurance and I told them, they were not accepting patients.

I am a truck driver and my regular dentist does not accept your insurance so I called 2 dentists in town 30 minutes away and it was 2 months to get into them. I don't know when I leave where I will be in 1 week let alone 2 months.

Medicaid

It is hard to find a dentist that accepts NEW Medicaid adult patients. I have called the list a couple times and have had no luck. I could make an appointment in Iowa City but that is a long wait list and you cannot request days or times. I work and have children so I cannot just go any day.

I have horrible teeth and found out that the nearest dentist to my residence is at the least 30+ miles away. It would be nice if MA paperwork was easier so that more local dentists in the smaller towns are able to accept my insurance. All dentist offices I've spoke to have always said that it's too much paperwork to accept MA. Maybe there should be a government building specifically for people on MA so people like me would have a for sure place to be seen.

Comments about not having used coverage or plans to do so

A considerable number of respondents made comments about the fact that they had not yet used their coverage. Comments also included reasons why coverage had not been utilized, as well as plans to do so.

DWP

I haven't been to a dentist since 1997 when I got a tooth pulled. I now have a dentist appointment April 16th, 2015.

I don't use it because I have dentures.

As a result of being busy, I did not get to use this service, but I am glad I was covered in case of serious emergency.

Medicaid

I wish I would use my dental coverage more but have a hard time getting around to make an appointment.

Comments about lack of awareness of being in their current plan

Some respondents indicated that they were not aware of being enrolled in their current plan or that Medicaid covered dental services.

DWP

Until I got this survey i had no idea i was covered under a dental plan. I am actually excited to know I'm covered because I can get my teeth checked out and cleaned and possibly get help with my sensitive teeth! The Dentist is, for some reason, the one doctor I'm not afraid of

Now that I know I am covered I will try and find a dentist that takes my coverage as I do need dental care. My teeth bother my every day.

I wasn't aware that I had dental coverage. Don't have a computer or easy access to one and not real literate about using one.

Medicaid

My Medicaid was supposed to be cancelled a few months ago due to increase in wages. For some reason it still shows as "active" I did not know though that adults were covered thru dental, so when I did have Medicaid I never went to the dentist due to that.

Requests for more information

Several respondents asked for more information about their plan, including information about available providers and services covered.

DWP

I would like to know what is covered at what percent and who I can see as a dentist.

I have never heard of this program. I would like more information as I may have to have teeth extracted and either partials or full dentures. I would like to know if dentures are covered by this program. I believe 1/2 of my medical problems are due to the extremely bad condition of my teeth.

I have had the same set of top dentures for over 25 years. I have no bottom teeth. I don't have health/dental beyond this plan. So, I would like more information mailed to me along with a list of Story County dentist offices that accept this dental plans coverage. I work in a high school cafeteria. I don't need to explain that not all kids have good manners. A full smile would be appreciated.

Medicaid

The person who received this survey is a Burmese refugee who arrived in Des Moines in July 2014 after living in a refugee camp in Thailand for almost 20 years. While there in Thailand and Burma there was little to no dental care or education available. I helped the family obtain dental care here in August or September of 2014. They face many barriers, language, education, transportation, lack of knowledge of how systems (health care) operate here in the US. They received care from XXXXXXXX XXXXXXXX XXXXXXXX. They/I were very pleased and grateful for the compassionate care as well as the phone interpreters. I assisted another person in 2012/2013 before Medicaid offered dental and it was much more difficult to obtain care through XXXXXXXXXXXX XXXXXXXX XXXXXXXX. I have used the website to try to look up dentists. It was helpful. The person who received this survey had his initial visit, x-rays, exam and extractions done prior to starting a job. His treatment plan called for scaling or deep cleaning but he hasn't had this done yet. He works to support a family of 5 on a \$14/hr job so cannot afford to miss work for dental appts now. XXXXXXXX XXXXXXXX XXXXXXXX does not offer evening or weekend hours. Questions, if you can answer them: If he switched to another dentist who had evening or weekend hours, would Medicaid pay for the initial exam even though he already had one within the last year? Could the new dentist do the scaling based on the treatment plan already approved by Medicaid and written by the old dentist, or would a new plan need to be written and go through the approval process? Thanks for any help. Please call me if you have any further questions. XXXXXX XXXXXXXXXXXX XXX-XXX-XXXX

Negative Experiences with Dental Provider/Dental Services

Some respondents from both groups described negative experiences they had had with their dental provider or the services that were provided. Respondents cited that they were treated poorly by their provider or were unhappy with the care received.

DWP

I am looking for a new dentist right now because the one I had I don't think they were doing what they were supposed to do. I also didn't feel comfortable there. They didn't make me feel welcome. I also had an appointment and called to cancel and they said I wasn't scheduled and they're the ones made appointment when I was being seen.

Since going to the dentist I have had more pain in my mouth than before. Granted they are trying to help my mouth but three times they have drilled and filled my tooth and they are not even done. They have to go back in and finish the root canal. Why couldn't they get it done in one time, it's only one tooth. I already don't like the dentist and it's like they are torturing me but I'm trying to deal with it. I have had two infections in that same tooth I just want them to pull it and they won't. they insist on me keeping it but it's always hurting me like really if I have to keep going through all this because it's the only place that takes my insurance then I don't want this insurance.

Medicaid

When I had my tooth fixed I went to a different doctor, and I did not like how I was treated.

It's hard to find a dentist in my area while on Medicaid. It's also hard to find any kind of health care provider while on Medicaid and have them treat you like a human being. As soon as they see what kind of insurance you have they will automatically treat you differently. I wouldn't be on Medicaid if I didn't have to, however the dead beat dad I have for my daughter pays for absolutely nothing for her and is currently enjoying a vacation in North Carolina with his wife and her 5 children. Thank you.

Positive comments about dental provider/dental services

Some respondents had positive comments about their dental provider. This includes comments about the provider him/herself, dental staff, and services received.

DWP

I love my dentist. He is great. He informed me of all my benefits and the levels of benefits. He has

treated me like his patients are what matter most. He keeps me well informed on all work he does with my teeth. Informs me on my teeth care and what needs done or worked on. I recommend my dentist all the time. He is AWESOME!

My mom referred me to her dentist [Name of practice]. They are AWESOME. I have -extreme- anxiety when it comes to dental work and they are fabulous in working with me.

Medicaid

I have a wonderful dentist that I have had for years. He asks what I can afford and if needed, payment plans are an option.

Comments about the survey

A few respondents made comments about their participation in the survey, including explanations of their responses or thanking for the opportunity to provide input.

DWP

Thank you very much for the two dollars and making me feel very valued and respected to ask my opinion. I think that the dental health plan is very beneficial and is one less bill I have to worry about. If it weren't for helpful programs like this I would have a very hard time affording my health care and dentist coverage. Thank you for the opportunity to share my experience.

Not really enough time in the program to give an accurate survey.

89 questions!

Medicaid

I stopped at Q #50 because I didn't know Medicaid covered any dental expenses.

General positive comments

General positive comments were mainly those who replied 'thank you' at the end of the survey, as well as several who made positive statements that were not specifically in reference to the plan or provider.

DWP

Thank you, keep up the good work.

Had all my teeth pulled in Iowa City. My mouth feels great. Thank you.

Medicaid

Thank you for all you provide!

Comments about switching insurance/providers

Few respondents from either group made comments about switching insurance or providers. Many of these respondents stated that their current provider does not accept their new insurance and they do not want to switch to a new provider.

DWP

I would have liked to have taken advantage of the financial benefits of the Dental Wellness Plan, but my dentist does not belong to it. I really like how thorough my dentist's work is, so it would be great if there were some way to make it easier for dentists to sign up for it.

I am pleased to have the plan, but disappointed that my long time dentist does not participate. Their prices are lower than most, so they don't participate as it is not cost effective to them. So now I need

a crown and have to decide whether to stay with my current dentist and pay out of my pocket, or find a qualifying Dental Wellness Plan dentist and sever ties with a dentist that I've been going to for 30 years. That is a hard decision.

Medicaid

My regular dentist does not take Medicaid. I did not know right away that was my coverage as I filled out a general form for insurance coverage. My family and I are due for our check-up soon and I will be finding a new provider. I am a little disappointed that we cannot have the same dentist we've had for years.

Communications from DWP/Medicaid

Several respondents commented on communications from the insurance company/agency about their plan. Issues were generally related to not receiving needed information, information not being current (e.g., provider list), or reports of negative experiences with communications regarding their plan.

DWP

I haven't ever been sent any information about the dental care since I signed up for the program. I was supposed to be getting a card sent to my mailing address but none ever came.

I had difficulty finding the list of dentists on the website. I had to call to get dentist names and locations.

Medicaid

I had trouble get information on how to get help finding dentist in my area or information on getting help on what was covered under Medicaid. I also had transportation problems and get an appointment for my dental work in a timely manner. I wish I had more help or information. I don't have internet.

Comments related to cost/finances

A few respondents mentioned cost or finances in their comments. Comments were generally related to copays or about not having been able to afford care prior to joining their current plan. Several DWP respondents mistakenly thought there were copays associated with their plan.

DWP

I could not afford to go to the dentist before getting this plan. Thank you.

I quit going to the dentist after my divorce in 2010 because I couldn't afford it.

Medicaid

I could not get into a dentist for over 6 months, my children's appointments were moved back when the dentist found out our Delta Dental was no longer available. They have said that they do that cause Medicaid does not pay them so they need to take people whose insurance do pay. Now because of the wait there is no saving one of my teeth that broke and I have to come up with \$200 to clean two before they have to come out also my son was not able to get sealants to prevent issues because I did not have the cash to pay for the gas or whatever to calm him to get it done.

Comments about dental anxiety

Dental anxiety was the least frequently cited theme among DWP respondents, and it was not mentioned among Medicaid respondents. Comments included negative past experienced that have led to dental anxiety, as well as anxiety being a reason for not seeking care.

DWP

I need dental care but have not been to the dentist since I was 8 years old, my teeth are bad and just wish I had the courage to go to the dentist.

Conclusions

DWP members had significantly poorer oral health compared to Medicaid members. In both groups, members' oral health was lower than their physical and mental health. This aligns with findings from an evaluation of the IowaCare program – a program in which many DWP members were previously enrolled – which found that dental conditions were the most commonly reported chronic health problem.¹⁴ The IowaCare evaluation similarly found that IowaCare members' oral health was significantly lower than Medicaid members'.

Members' utilization of dental care since joining DWP or Medicaid was relatively high (60%). It is noteworthy that DWP and Medicaid members had similar utilization rates, although a much higher proportion of DWP members reported their dental use pattern as generally visiting the dentist rarely or only when they have a problem. In a previous survey of IHAWP members, 79% had had a routine doctor's visit in the previous six months.¹⁵

A small proportion of both groups (4%) had sought dental care in an emergency department since joining their plan. This is much lower than for medical care where a previous survey of IHAWP members found that 29% had visited an emergency department for *medical* reasons since joining their plan.¹⁶

DWP members were much less likely to have had dental insurance prior to enrolling in IHAWP compared to the previous dental insurance coverage of new Medicaid members. This indicates possible differences in employment patterns prior to joining their current program since most people either receive dental insurance through an employer or through a public insurance program. While new Medicaid enrollees are the most appropriate control group, it is important to note that this difference that may impact how they responded to the survey.

Unmet need for dental care among DWP and Medicaid members decreased considerably after joining the plan. There are important differences in the need and unmet need for dental care in the periods before and after joining DWP or Medicaid. In both groups, more members reported a need for dental care *after* joining than *before*, although some of this need was for routine and preventive care that could have been encouraged by receiving coverage. Although members' need for care increased after joining, fewer members had *unmet* need for care after joining than before, which suggests improved access to care.

Just over half of DWP and Medicaid members had a regular dentist who accepted their plan at the time of the survey. However, there are important differences in access to a regular source of dental care before and after joining the plans. Significantly fewer DWP than Medicaid members had a regular dentist *before* they joined their current plan. However, the proportions who *currently* had a regular dentist were nearly equal. Therefore, DWP members' access to a regular source of care increased, but did not surpass Medicaid members'.

Approximately 1 in 10 members of both groups had unmet need for transportation to dental visits since joining their plan. This is comparable to findings about unmet need for transportation to medical visits from a previous survey of IHAWP members.¹⁷

About one in seven DWP members (16%) did not know that they were in the DWP. This may be because members were automatically enrolled as part of the IHAWP and may not have noticed communications from Delta Dental and/or Medicaid about their enrollment. Second, one-third of DWP members had tried to find a DWP dentist but were unsuccessful, which was slightly higher than the proportion of Medicaid respondents who did. Third, a quarter of DWP respondents said it was difficult finding a dentist who accepts DWP, whereas over one-third of Medicaid respondents did.

14 Damiano PC, Bentler SE, Momany ET. *Evaluation of the IowaCare Program: Information about the Medical Home Expansion.*; 2013. http://ir.uiowa.edu/cgi/viewcontent.cgi?article=1080&context=ppc_health. Accessed April 9, 2014.

15 Bentler S, Damiano P, Momany E, McInroy B, Robinson E, Pooley M. *Evaluation of the Iowa Health and Wellness Plan Member Experiences in the First Year.* April 2015. http://ppc.uiowa.edu/sites/default/files/ihawp_survey_interactive.pdf. Accessed 30 Jun 2015.

16 Ibid.

17 Ibid.

Of the approximately one quarter of DWP members who had a regular dentist before and after joining their plan, **more than 4 out of 10 DWP members had to switch dentists to find one that accepts DWP.** However, the vast majority of this group said that changing their provider was easy.

Two-thirds of DWP members said that their plan covered what they needed to get done, although almost a quarter did not know whether their plan covered what they needed. Similar proportions of Medicaid members reported the same. The most commonly reported dental service needed but not covered by DWP was other treatment, such as fillings, whereas for Medicaid respondents it was tooth replacements, such as bridges or partial dentures.

There was not a significant difference between DWP and Medicaid members' overall rating of their dental plan, even after adjusting for differences in age and oral health status between the two groups. However, DWP members were significantly more likely to recommend their plan to others.

More than two-thirds of members said that they did not know about the three levels prior to taking this survey. Further, of those that did know about it, almost one-third did not know their own current benefit level. Three-quarters of DWP members said they were likely to return for regular checkups because of the earned benefit structure.

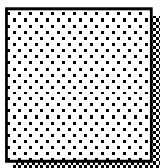
This survey is part of a broader evaluation of the Dental Wellness Plan that includes provider adequacy, provider surveys, cost, and outcomes. It will be followed by another consumer survey to measure changes in member experiences when they have been in the plan for a greater length of time.

Appendix 1:

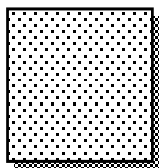
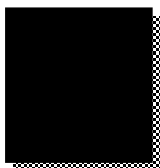
Dental Wellness Plan and Medicaid Survey Instruments



Survey of Iowa



Dental Wellness Plan



Enrollees

This questionnaire asks about your experiences with the Dental Wellness Plan.
This information will give policymakers an idea of how well
the plan is meeting your needs and how it can be improved.

**This survey is being conducted by the Public Policy Center at the University
of Iowa. If you have any questions or comments, please contact:**

**Erin Shane
Public Policy Center
814 Jefferson Building
University of Iowa
Iowa City, IA 52242
Toll-free 1-866-363-1984**

**When you have finished this survey, please return it in the enclosed
envelope (no stamp required). If there is a question that you are
uncomfortable answering, feel free to skip to the next question.**

Thank you for your help.

Spring 2015

Survey Instructions

The basics

1. Use a blue or black ballpoint pen if possible
2. Answer each question by marking the box to the left of your answer
3. You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- ☐ Yes
☐ No → If No, Go to Question 4

Correcting a mistake (See example below)

- Cross out the wrong answer by drawing a line through the mistake
- Make a mark inside the box for the correct answer
- Circle the correct answer

Example:

1. What is your current marital status?

- ☒ ~~Married or living in a married-like relationship~~
☒ Divorced
☐ Widowed
☐ Single, never married
☐ Separated

When you have finished this survey, please fold it and return it in the enclosed envelope (no stamp required). If there is a question that you are uncomfortable answering, feel free to skip to the next question.

THANK YOU!

In this survey we will ask about your experiences with the Dental Wellness Plan. The Dental Wellness Plan is the portion of the Iowa Health and Wellness Plan that covers dental services, and is administered by Delta Dental of Iowa.

1. Our records show that you are now in the Dental Wellness Plan. Is that right?

¹ ☐ Yes
² ☐ No
³ ☐ Don't know/Not sure

2. Just before enrolling in the Dental Wellness Plan, did you have dental insurance coverage?

¹ ☐ Yes
² ☐ No → If No, go to Question 4

3. What was the name of your dental plan?

⁰ ☐ Iowa Medicaid
¹ ☐ IowaCare
² ☐ Private dental insurance
³ ☐ Other (write in): _____
⁴ ☐ Don't know/Not sure

YOUR DENTAL CARE BEFORE JOINING THE DENTAL WELLNESS PLAN

The next questions ask about your dental needs and care before you joined the Dental Wellness Plan. Do not include dental care you received in a hospital emergency room.

4. In the year before joining the Dental Wellness Plan, was there any time when you or a dentist thought you needed dental care?

¹ ☐ Yes
² ☐ No → If No, go to Question 8

5. What kinds of dental care did you or a dentist think you needed? *Please check all that apply.*

¹ ☐ Tooth pulled (extraction)
² ☐ Root canal or other emergency dental care
³ ☐ Checkup and cleaning
⁴ ☐ Full dentures that replace all upper and/or lower teeth
⁵ ☐ Tooth replacements, such as bridges or partial dentures
⁶ ☐ Crowns/Caps
⁷ ☐ Braces
⁸ ☐ Other treatment, such as fillings

6. In the year before joining the Dental Wellness Plan, was there any time when you needed dental care but could not get it for any reason?

¹ ☐ Yes
² ☐ No → If No, go to Question 8

7. The following is a list of possible reasons why people may not be able to get dental care. In the year before joining the Dental Wellness Plan, which of the following stopped you from getting dental care that you or a dentist thought you needed? Please check all that apply.

- ¹ ☐ Care I needed was not covered by my insurance
- ² ☐ Trouble finding a dentist who accepted my insurance
- ³ ☐ Trouble getting an appointment with a dentist for a reason other than not accepting my insurance
- ⁴ ☐ Could not afford it
- ⁵ ☐ Had to travel too far or other transportation problems
- ⁶ ☐ Didn't know where to go at night or on the weekend for care
- ⁷ ☐ Could not get off work
- ⁸ ☐ Other (write in): _____

YOUR DENTAL CARE IN THE DENTAL WELLNESS PLAN

These questions ask about your dental needs and care after you joined the Dental Wellness Plan. Do not include dental care you received in a hospital emergency room.

8. Since joining the Dental Wellness Plan, was there any time when you or a dentist thought you needed dental care?

- ¹ ☐ Yes
- ² ☐ No ➔ If No, go to Question 13

9. What kinds of dental care did you or a dentist think you needed? Please check all that apply.

- ¹ ☐ Tooth pulled (extraction)
- ² ☐ Root canal or other emergency dental care
- ³ ☐ Checkup and cleaning
- ⁴ ☐ Full dentures that replace all upper and/or lower teeth
- ⁵ ☐ Tooth replacements, such as bridges or partial dentures
- ⁶ ☐ Crowns/Caps
- ⁷ ☐ Braces
- ⁸ ☐ Other treatment, such as fillings

10. Since joining the Dental Wellness Plan, was there any time when you needed dental care but could not get it for any reason?

- ¹ ☐ Yes
- ² ☐ No ➔ If No, go to Question 13

11. What kinds of dental care did you need but could not get? Please check all that apply.

- ¹ ☐ Tooth pulled (extraction)
- ² ☐ Root canal or other emergency dental care
- ³ ☐ Checkup and cleaning
- ⁴ ☐ Full dentures that replace all upper and/or lower teeth
- ⁵ ☐ Tooth replacements, such as bridges or partial dentures
- ⁶ ☐ Crowns/Caps
- ⁷ ☐ Braces
- ⁸ ☐ Other treatment, such as fillings

12. The following is a list of possible reasons why people may not be able to get dental care. Since joining the Dental Wellness Plan, which of the following stopped you from getting dental care or treatment that you or a dentist thought you needed? Please check all that apply.

- ¹ ☐ Care I needed was not covered by my insurance
- ² ☐ Trouble finding a dentist who accepts my insurance
- ³ ☐ Trouble getting an appointment with a dentist for a reason other than not accepting my insurance
- ⁴ ☐ Could not afford it
- ⁵ ☐ Had to travel too far or other transportation problems
- ⁶ ☐ Didn't know where to go at night or on the weekend for care
- ⁷ ☐ Could not get off work
- ⁸ ☐ Other (write in): _____

13. Since joining the Dental Wellness Plan, not counting any times you went to an emergency room, how many times have you gone to a dentist's office or clinic to get dental care for yourself?

- ⁰ ☐ None ➔ If None, go to Question 24
- ¹ ☐ 1 time
- ² ☐ 2
- ³ ☐ 3
- ⁴ ☐ 4
- ⁵ ☐ 5 to 9
- ⁶ ☐ 10 or more times

14. Since joining the Dental Wellness Plan, how often were your dental appointments as soon as you wanted?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

15. When you called to make a dental appointment for non-emergency care, how long did you usually have to wait to be seen?

- ¹ ☐ Less than a week
- ² ☐ 1-2 weeks
- ³ ☐ 3-4 weeks
- ⁴ ☐ Greater than 1 month but less than 2 months
- ⁵ ☐ 2 months or longer

For the next several questions, please think about care that you needed for a dental emergency that you received at a dental office.

16. Since joining the Dental Wellness Plan, if you needed to see a dentist right away because of a dental emergency, did you get to see a dentist as soon as you wanted?

- ⁰ ☐ I have not tried to get an appointment for a dental emergency since joining the Dental Wellness Plan ➔ Go to Question 18
- ¹ ☐ Definitely yes
- ² ☐ Somewhat yes
- ³ ☐ Somewhat no
- ⁴ ☐ Definitely no

17. How many days did you usually have to wait for an appointment when you needed care for a dental emergency?

- ⁰ ☐ Less than 1 day
- ¹ ☐ 1 day
- ² ☐ 2 to 3 days
- ³ ☐ 4 to 7 days
- ⁴ ☐ More than 7 days

18. Since joining the Dental Wellness Plan, did a dentist's office give you information about what to do if you needed emergency dental care during evenings, weekends, or holidays?

- ¹ ☐ Yes
- ² ☐ No

19. Since joining the Dental Wellness Plan, did you need emergency dental care for yourself during evenings, weekends or holidays?

- ¹ ☐ Yes
- ² ☐ No → If No, go to Question 21

20. Since joining the Dental Wellness Plan, how often were you able to get the emergency dental care you needed from a dentist's office during evenings, weekends, or holidays?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

For the next two questions, please think about care that you needed from a dental specialist.

Dental specialists are dentists who specialize in a particular type of dental care (such as root canals or oral surgery).

21. Since joining the Dental Wellness Plan, if you had to get an appointment for yourself with a dental specialist, how often did you get an appointment as soon as you wanted?

- ⁰ ☐ I did not try to get an appointment with a dental specialist for myself since joining the Dental Wellness Plan → **Go to Question 23**
- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

22. What kind of specialty dental care did you need? Please check all that apply.

- ¹ ☐ Root canal or other endodontic treatment
- ² ☐ Tooth pulled or other oral surgery
- ³ ☐ Braces or other orthodontic care
- ⁴ ☐ Treatment for gum disease or other periodontal care
- ⁵ ☐ Dentures, crown, bridge, or other prosthodontic care
- ⁶ ☐ Other (write in): _____

23. Using any number from 0 to 10, where 0 is the worst dental care possible and 10 is the best dental care possible, what number would you use to rate all the dental care you personally received since joining the Dental Wellness Plan?

- ⁰⁰ ☐ 0 Worst dental care possible
- ⁰¹ ☐ 1
- ⁰² ☐ 2
- ⁰³ ☐ 3
- ⁰⁴ ☐ 4
- ⁰⁵ ☐ 5
- ⁰⁶ ☐ 6
- ⁰⁷ ☐ 7
- ⁰⁸ ☐ 8
- ⁰⁹ ☐ 9
- ¹⁰ ☐ 10 Best dental care possible

YOUR REGULAR DENTIST

A regular dentist is one you would go to for check-ups and cleanings or when you have a cavity or tooth pain.

24. Before you enrolled in the Dental Wellness Plan, did you have a regular dentist?

- ¹ ☐ Yes
- ² ☐ No

25. Do you currently have a regular dentist who accepts Dental Wellness Plan insurance?

- ¹ ☐ Yes
- ² ☐ No; I tried but *could not* find one →
Go to Question 38
- ³ ☐ No; I have *not tried* to find one →
Go to Question 38

26. Is your current regular dentist the same person who was your regular dentist before you joined the Dental Wellness Plan?

- ¹ ☐ Yes → **If Yes, go to Question 28**
- ² ☐ No, I had a *different* regular dentist before joining the Dental Wellness Plan
- ³ ☐ I did not have a regular dentist before joining the Dental Wellness Plan → **Go to Question 28**

27. How easy was it for you to change from your previous regular dentist to a dentist in the Dental Wellness Plan?

- ¹ ☐ Very easy
- ² ☐ Somewhat easy
- ³ ☐ Somewhat difficult
- ⁴ ☐ Very difficult

28. Using any number from 0 to 10, where 0 is the extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a Dental Wellness Plan dentist?

- ⁰⁰ ☐ 0 Extremely difficult
- ⁰¹ ☐ 1
- ⁰² ☐ 2
- ⁰³ ☐ 3
- ⁰⁴ ☐ 4
- ⁰⁵ ☐ 5
- ⁰⁶ ☐ 6
- ⁰⁷ ☐ 7
- ⁰⁸ ☐ 8
- ⁰⁹ ☐ 9
- ¹⁰ ☐ 10 Extremely easy

29. Is your Dental Wellness Plan dentist in a private dentist office, community health center, or some other setting?

- ¹ ☐ Private dentist office
- ² ☐ Community health center
- ³ ☐ University of Iowa College of Dentistry and Dental Clinics
- ⁴ ☐ Other (write in): _____
- ⁵ ☐ Don't know/Not sure

30. Is your Dental Wellness Plan dentist conveniently located?

- ¹ ☐ Yes
- ² ☐ No

31. How often does your Dental Wellness Plan dentist listen carefully to you?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

32. How often does your Dental Wellness Plan dentist explain things in a way that is easy to understand?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

33. How often does your Dental Wellness Plan dentist treat you with courtesy and respect?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

34. How often does your Dental Wellness Plan dentist spend enough time with you?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

35. How often does your Dental Wellness Plan dentist or dental staff do everything they could to help you feel as comfortable as possible during your dental work?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

36. How often does your Dental Wellness Plan dentist or dental staff explain what they were doing while treating you?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

37. Using any number from 0 to 10, where 0 is the worst regular dentist possible and 10 is the best regular dentist possible, what number would you use to rate your Dental Wellness Plan dentist?

- ⁰⁰ ☐ 0 Worst regular dentist possible
⁰¹ ☐ 1
⁰² ☐ 2
⁰³ ☐ 3
⁰⁴ ☐ 4
⁰⁵ ☐ 5
⁰⁶ ☐ 6
⁰⁷ ☐ 7
⁰⁸ ☐ 8
⁰⁹ ☐ 9
¹⁰ ☐ 10 Best regular dentist possible

EMERGENCY ROOM CARE

38. Since joining the Dental Wellness Plan, have you gone to a hospital emergency room for a dental problem?

- ¹ ☐ Yes
² ☐ No ➔ If No, go to Question 41

39. Do you think the dental care you received at the hospital emergency room could have been provided in a dental office or clinic if one was available at the time?

- ¹ ☐ Yes
² ☐ No ➔ If No, go to Question 41

40. What was the main reason you did not go to a dentist's office or clinic for this care?

- ¹ ☐ I could not find a dentist's office or clinic in my area that accepted my insurance
² ☐ I had to wait too long for an appointment with the dentist's office or clinic
³ ☐ I had transportation problems getting to a dentist's office or clinic
⁴ ☐ A dentist's office or clinic was not open when I needed care
⁵ ☐ Some other reason (write in): _____

THE DENTAL WELLNESS PLAN

As part of your Dental Wellness Plan coverage, you earn more covered dental services by returning for regular dental checkups. There are three levels of coverage:

1. **Core Benefits** are available when you get your first dental checkup. This level includes diagnostic, preventive, and emergency services.
2. **Enhanced Benefits** are available if you return for a second checkup 6-12 months after your first one. This level includes Core Benefits plus routine fillings, root canals, and routine tooth extractions.

3. *Enhanced Plus Benefits* are available if you return for a third dental checkup 6-12 months after your second one, and as long as you return every 6-12 months for checkups. This level covers Enhanced Benefits plus crowns, full and partial dentures.

If you do not return for dental checkups every 6-12 months, you will only have Core Benefits. The following 5 questions pertain to these levels of covered benefits.

41. Did you know there were 3 levels of coverage in the Dental Wellness Plan?

- ¹ ☐ Yes
² ☐ No → If No, go to Question 44

42. How did you learn about the three levels of coverage?

- ¹ ☐ My dentist
² ☐ Materials I received from my dental insurance company
³ ☐ Some other method (write in): _____

43. Which level of coverage are you currently in?

- ¹ ☐ Core Benefits
² ☐ Enhanced Benefits
³ ☐ Enhanced Plus Benefits
⁴ ☐ Don't know/Not sure

44. Because of the levels of coverage, are you more likely to return for regular dental checkups every 6-12 months?

- ¹ ☐ Definitely yes
² ☐ Probably yes
³ ☐ Maybe
⁴ ☐ Probably not
⁵ ☐ Definitely not
⁶ ☐ Don't know/Not sure

45. How easy will it be for you to return for dental checkups every 6-12 months in order to earn and keep higher levels of coverage?

- ¹ ☐ Very easy
² ☐ Somewhat easy
³ ☐ Somewhat difficult
⁴ ☐ Very difficult

46. Thinking about all of the care that you or a dentist thought you needed since joining the Dental Wellness Plan, did the Dental Wellness Plan cover what you or a dentist thought you needed to get done?

- ¹ ☐ Definitely yes → **Go to Question 51**
² ☐ Somewhat yes
³ ☐ Somewhat no
⁴ ☐ Definitely no
⁵ ☐ Don't know/Not sure
⁶ ☐ I haven't needed dental care since joining the Dental Wellness Plan → **Go to Question 51**

47. What services did you need that were not covered? Please check all that apply.

- ¹ ☐ Tooth pulled (extraction)
- ² ☐ Root canal or other emergency dental care
- ³ ☐ Checkup and cleaning
- ⁴ ☐ Full dentures that replace all upper and/or lower teeth
- ⁵ ☐ Tooth replacements, such as bridges or partial dentures
- ⁶ ☐ Crowns/Caps
- ⁷ ☐ Braces
- ⁸ ☐ Other treatment, such as fillings

48. Did you pay for any of the non-covered dental services yourself?

- ¹ ☐ Yes
- ² ☐ No → If No, go to Question 51

49. What types of dental services did you pay for yourself? Please check all that apply.

- ¹ ☐ Tooth pulled (extraction)
- ² ☐ Root canal or other emergency dental care
- ³ ☐ Checkup and cleaning
- ⁴ ☐ Full dentures that replace all upper and/or lower teeth
- ⁵ ☐ Tooth replacements, such as bridges or partial dentures
- ⁶ ☐ Crowns/Caps
- ⁷ ☐ Braces
- ⁸ ☐ Other treatment, such as fillings

50. If you paid for any dental services yourself since joining the Dental Wellness Plan, approximately how much have you spent?

(Write in): _____ dollars

51. Since joining the Dental Wellness Plan, did you try to find out how the Dental Wellness Plan works by calling their 800 number, visiting their website, or reading printed materials?

- ¹ ☐ Yes
- ² ☐ No → If No, go to Question 53

52. Since joining the Dental Wellness Plan, how often did the 800 number, written materials, or website provide the information you wanted?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

53. Since joining the Dental Wellness Plan, did you use any information from the dental plan to help you find a new dentist?

- ¹ ☐ Yes
- ² ☐ No → If No, go to Question 55

54. How helpful was this information in helping you find a new dentist?

- ¹ ☐ Not at all helpful
- ² ☐ A little helpful
- ³ ☐ Somewhat helpful
- ⁴ ☐ Very helpful

55. Since joining the Dental Wellness Plan, have you completed a questionnaire online to find out your Dental Score?

- ¹ ☐ Yes
² ☐ No; I was *not aware* of the Dental Score questionnaire → **If No, go to Question 57**
³ ☐ No; I was *aware* of it but *did not* complete it → **If No, go to Question 57**

56. How helpful was the information you got from the Dental Score website about your dental health?

- ¹ ☐ Not at all helpful
² ☐ A little helpful
³ ☐ Somewhat helpful
⁴ ☐ Very helpful

57. Using any number from 0 to 10, where 0 is the worst dental plan possible and 10 is the best dental plan possible, what number would you use to rate the Dental Wellness Plan?

- ⁰⁰ ☐ 0 Worst dental plan possible
⁰¹ ☐ 1
⁰² ☐ 2
⁰³ ☐ 3
⁰⁴ ☐ 4
⁰⁵ ☐ 5
⁰⁶ ☐ 6
⁰⁷ ☐ 7
⁰⁸ ☐ 8
⁰⁹ ☐ 9
¹⁰ ☐ 10 Best dental plan possible

58. Would you recommend the Dental Wellness Plan to others?

- ¹ ☐ Definitely yes
² ☐ Probably yes
³ ☐ Probably no
⁴ ☐ Definitely no

TRANSPORTATION

59. When you need to get dental care, what is the type of transportation you use most often to get to your visit? *Please choose only one answer.*

- ¹ ☐ I drive myself, using *my own* vehicle
² ☐ I drive myself, using *someone else's* vehicle
³ ☐ Someone else (such as a friend, neighbor, or family) drives me, using *my own* vehicle
⁴ ☐ Someone else (such as a friend, neighbor, or family) drives me, using *their* vehicle
⁵ ☐ I take a taxi cab
⁶ ☐ I take public transportation (such as a bus or government-provided transit)
⁷ ☐ I bike or walk
⁸ ☐ Other (write in): _____
⁹ ☐ I do not have a reliable way to get to my dental visits

60. Since joining the Dental Wellness Plan, how often did you need assistance from other sources (such as friends, family, public transportation, etc.) to get to your dental care visit?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always
- ⁵ ☐ I have not had a dental visit since joining the Dental Wellness Plan

61. Since joining the Dental Wellness Plan, was there any time when you needed transportation to or from a dental visit but could not get it for any reason?

- ¹ ☐ Yes
- ² ☐ No

62. Since joining the Dental Wellness Plan, how much, if at all, have you worried about your ability to pay for the cost of transportation to or from a dental visit?

- ¹ ☐ Not at all
- ² ☐ A little
- ³ ☐ Somewhat
- ⁴ ☐ A great deal

ABOUT YOU

63. Would you describe yourself as someone who visits the dentist...

- ¹ ☐ Regularly (at least once a year)
- ² ☐ Occasionally
- ³ ☐ Rarely
- ⁴ ☐ Only when you have a problem

64. In general, how would you rate the overall condition of your teeth and gums?

- ¹ ☐ Excellent
- ² ☐ Very good
- ³ ☐ Good
- ⁴ ☐ Fair
- ⁵ ☐ Poor

65. Compared to when you joined the Dental Wellness Plan, would you say your overall dental health is:

- ¹ ☐ Much better
- ² ☐ Somewhat better
- ³ ☐ About the same
- ⁴ ☐ Somewhat worse
- ⁵ ☐ Much worse

66. How much of your overall dental health can be attributed to the care you received through the Dental Wellness Plan?

- ¹ ☐ All
- ² ☐ Most
- ³ ☐ Some
- ⁴ ☐ None
- ⁵ ☐ I have not received dental care since joining the Dental Wellness Plan

67. How often during the last 6 months have you been self-conscious or embarrassed because of your teeth, mouth, or dentures?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

68. How often during the last 6 months have you had painful aching anywhere in your mouth?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

69. How often during the last 6 months have you had difficulty doing your usual jobs or attending school because of problems with your teeth, mouth, or dentures?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

70. How many of your permanent teeth have been removed because of tooth decay or gum disease? Do not include teeth lost for other reasons, such as injury or braces.

- ¹ ☐ None
- ² ☐ 1-5
- ³ ☐ 6 or more but not all
- ⁴ ☐ All

71. How often do you brush your teeth?

- ¹ ☐ 2 or more times a day
- ² ☐ 1 time a day
- ³ ☐ 1 time every few days
- ⁴ ☐ 1 time a week or less
- ⁵ ☐ I don't have any teeth

72. In general would you say your overall physical health is:

- ¹ ☐ Excellent
- ² ☐ Very good
- ³ ☐ Good
- ⁴ ☐ Fair
- ⁵ ☐ Poor

73. Do you now have any physical health conditions that have lasted or are expected to last for at least 3 months?

- ¹ ☐ Yes
- ² ☐ No

74. In general would you say your overall mental or emotional health is:

- ¹ ☐ Excellent
- ² ☐ Very good
- ³ ☐ Good
- ⁴ ☐ Fair
- ⁵ ☐ Poor

75. Do you now have any emotional or mental health conditions that have lasted or are expected to last for at least 3 months?

- ¹ ☐ Yes
- ² ☐ No

76. Have you smoked at least 100 cigarettes in your entire life?

- ¹ ☐ Yes
- ² ☐ No

77. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

- ¹ ☐ Every day
- ² ☐ Some days
- ³ ☐ Not at all

78. In the last 12 months, were you ever hungry but didn't eat because there wasn't enough money for food?

- ¹ ☐ Yes
² ☐ No

79. How often in the past 12 months would you say you were worried or stressed about having enough money to buy nutritious meals?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

80. On an average day, how many cans of soda, pop, or soft drinks do you drink? If you don't drink soda, pop, or soft drinks in cans, write the amount it would be when compared to a can, 1 can = 12 oz.

_____ cans

81. What is your age?

- ¹ ☐ 19 to 24
² ☐ 25 to 34
³ ☐ 35 to 44
⁴ ☐ 45 to 54
⁵ ☐ 55 to 64

82. What is your gender?

- ¹ ☐ Male
² ☐ Female
³ ☐ Other (write in): _____

83. Are you currently...

- ¹ ☐ Married or in a marriage-like relationship
² ☐ Divorced
³ ☐ Widowed
⁴ ☐ Separated
⁵ ☐ Never married and not in a marriage-like relationship

84. What is the highest grade or level of school that you have completed?

- ¹ ☐ 8th grade or less
² ☐ Some high school, but did not graduate
³ ☐ High school graduate or GED
⁴ ☐ Some college or 2-year degree
⁵ ☐ 4-year college graduate
⁶ ☐ More than 4-year college degree

85. Are you of Hispanic or Latino origin or descent?

- ¹ ☐ Yes
² ☐ No

86. What is your race? Mark one or more.

- ¹ ☐ White
² ☐ Black or African American
³ ☐ Asian
⁴ ☐ Native Hawaiian or Other Pacific Islander
⁵ ☐ American Indian or Alaska Native
⁶ ☐ Other (write in): _____

87. How often do you need to have someone help you when you read instructions, pamphlets, or other written material related to your health or dental care?

- 1 ☐ Never
2 ☐ Rarely
3 ☐ Sometimes
4 ☐ Often
5 ☐ Always

88. Did someone help you complete this survey?

- ¹ ☐ Yes
- ² ☐ No ➔ **Go to Comments**

89. How did that person help you?
Check all that apply.

- 1 ☐ Read the questions to me
- 2 ☐ Wrote down the answers I gave
- 3 ☐ Answered the questions for me
- 4 ☐ Translated the questions into my language
- 5 ☐ Helped in some other way (write in):

Comments: Is there anything else you would like to tell us about the Dental Wellness Plan?

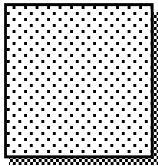
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THANK YOU!

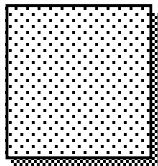
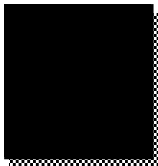
Please return the completed survey in the postage-paid envelope.



Survey of Iowa



Medicaid Dental



Enrollees

This questionnaire asks about your experiences with Iowa Medicaid dental coverage. This information will give policymakers an idea of how well the plan is meeting your needs and how it can be improved.

This survey is being conducted by the Public Policy Center at the University of Iowa. If you have any questions or comments, please contact:

**Erin Shane
Public Policy Center
814 Jefferson Building
University of Iowa
Iowa City, IA 52242
Toll-free 1-866-363-1984**

When you have finished this survey, please return it in the enclosed envelope (no stamp required). If there is a question that you are uncomfortable answering, feel free to skip to the next question.

Thank you for your help.

Spring 2015

Survey Instructions

The basics

1. Use a blue or black ballpoint pen if possible
2. Answer each question by marking the box to the left of your answer
3. You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- ☐ Yes
☐ No → If No, Go to Question 4

Correcting a mistake (See example below)

- Cross out the wrong answer by drawing a line through the mistake
- Make a mark inside the box for the correct answer
- Circle the correct answer

Example:

1. What is your current marital status?

- ☒ ~~Married or living in a married-like relationship~~
☒ Divorced
☐ Widowed
☐ Single, never married
☐ Separated

When you have finished this survey, please fold it and return it in the enclosed envelope (no stamp required). If there is a question that you are uncomfortable answering, feel free to skip to the next question.

THANK YOU!

In this survey we will ask about your experiences with your dental care as a part of Iowa Medicaid.

1. Our records show that you are now in the Iowa Medicaid program. Is that right?

¹ ☐ Yes
² ☐ No
³ ☐ Don't know/Not sure

2. Just before enrolling in Medicaid, did you have dental insurance coverage?

¹ ☐ Yes
² ☐ No ➔ If No, go to Question 4

3. What was the name of your dental plan?

¹ ☐ IowaCare
² ☐ Private dental insurance
³ ☐ Other (write in): _____
⁴ ☐ Don't know/Not sure

YOUR DENTAL CARE BEFORE JOINING MEDICAID

The next questions ask about your dental needs and care before you joined Medicaid. Do not include dental care you received in a hospital emergency room.

4. In the year before joining Medicaid, was there any time when you or a dentist thought you needed dental care?

¹ ☐ Yes
² ☐ No ➔ If No, go to Question 8

5. What kinds of dental care did you or a dentist think you needed? *Please check all that apply.*

¹ ☐ Tooth pulled (extraction)
² ☐ Root canal or other emergency dental care
³ ☐ Checkup and cleaning
⁴ ☐ Full dentures that replace all upper and/or lower teeth
⁵ ☐ Tooth replacements, such as bridges or partial dentures
⁶ ☐ Crowns/Caps
⁷ ☐ Braces
⁸ ☐ Other treatment, such as fillings

6. In the year before joining Medicaid, was there any time when you needed dental care but could not get it for any reason?

¹ ☐ Yes
² ☐ No ➔ If No, go to Question 8

7. The following is a list of possible reasons why people may not be able to get dental care. In the year before joining Medicaid, which of the following stopped you from getting dental care that you or a dentist thought you needed? Please check all that apply.

- ¹ ☐ Care I needed was not covered by my insurance
- ² ☐ Trouble finding a dentist who accepted my insurance
- ³ ☐ Trouble getting an appointment with a dentist for a reason other than not accepting my insurance
- ⁴ ☐ Could not afford it
- ⁵ ☐ Had to travel too far or other transportation problems
- ⁶ ☐ Didn't know where to go at night or on the weekend for care
- ⁷ ☐ Could not get off work
- ⁸ ☐ Other (write in): _____

YOUR DENTAL CARE IN MEDICAID

These questions ask about your dental needs and care after you joined Medicaid. Do not include dental care you received in a hospital emergency room.

8. Since joining Medicaid, was there any time when you or a dentist thought you needed dental care?

- ¹ ☐ Yes
- ² ☐ No ➔ If No, go to Question 13

9. What kinds of dental care did you or a dentist think you needed? Please check all that apply.

- ¹ ☐ Tooth pulled (extraction)
- ² ☐ Root canal or other emergency dental care
- ³ ☐ Checkup and cleaning
- ⁴ ☐ Full dentures that replace all upper and/or lower teeth
- ⁵ ☐ Tooth replacements, such as bridges or partial dentures
- ⁶ ☐ Crowns/Caps
- ⁷ ☐ Braces
- ⁸ ☐ Other treatment, such as fillings

10. Since joining Medicaid, was there any time when you needed dental care but could not get it for any reason?

- ¹ ☐ Yes
- ² ☐ No ➔ If No, go to Question 13

11. What kinds of dental care did you need but could not get? Please check all that apply.

- ¹ ☐ Tooth pulled (extraction)
- ² ☐ Root canal or other emergency dental care
- ³ ☐ Checkup and cleaning
- ⁴ ☐ Full dentures that replace all upper and/or lower teeth
- ⁵ ☐ Tooth replacements, such as bridges or partial dentures
- ⁶ ☐ Crowns/Caps
- ⁷ ☐ Braces
- ⁸ ☐ Other treatment, such as fillings

12. The following is a list of possible reasons why people may not be able to get dental care. Since joining Medicaid, which of the following stopped you from getting dental care or treatment that you or a dentist thought you needed? Please check all that apply.

- ¹ ☐ Care I needed was not covered by my insurance
- ² ☐ Trouble finding a dentist who accepts my insurance
- ³ ☐ Trouble getting an appointment with a dentist for a reason other than not accepting my insurance
- ⁴ ☐ Could not afford it
- ⁵ ☐ Had to travel too far or other transportation problems
- ⁶ ☐ Didn't know where to go at night or on the weekend for care
- ⁷ ☐ Could not get off work
- ⁸ ☐ Other (write in): _____

13. Since joining Medicaid, not counting any times you went to an emergency room, how many times have you gone to a dentist's office or clinic to get dental care for yourself?

- ⁰ ☐ None → If None, go to Question 24
- ¹ ☐ 1 time
- ² ☐ 2
- ³ ☐ 3
- ⁴ ☐ 4
- ⁵ ☐ 5 to 9
- ⁶ ☐ 10 or more times

14. Since joining Medicaid, how often were your dental appointments as soon as you wanted?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

15. When you called to make a dental appointment for non-emergency care, how long did you usually have to wait to be seen?

- ¹ ☐ Less than a week
- ² ☐ 1-2 weeks
- ³ ☐ 3-4 weeks
- ⁴ ☐ Greater than 1 month but less than 2 months
- ⁵ ☐ 2 months or longer

For the next several questions, please think about care that you needed for a dental emergency that you received at a dental office.

16. Since joining Medicaid, if you needed to see a dentist right away because of a dental emergency, did you get to see a dentist as soon as you wanted?

- ⁰ ☐ I have not tried to get an appointment for a dental emergency since joining Medicaid → **Go to Question 18**
- ¹ ☐ Definitely yes
- ² ☐ Somewhat yes
- ³ ☐ Somewhat no
- ⁴ ☐ Definitely no

17. How many days did you usually have to wait for an appointment when you needed care for a dental emergency?

- ⁰ ☐ Less than 1 day
- ¹ ☐ 1 day
- ² ☐ 2 to 3 days
- ³ ☐ 4 to 7 days
- ⁴ ☐ More than 7 days

18. Since joining Medicaid, did a dentist's office give you information about what to do if you needed emergency dental care during evenings, weekends, or holidays?

- ¹ ☐ Yes
- ² ☐ No

19. Since joining Medicaid, did you need emergency dental care for yourself during evenings, weekends or holidays?

- ¹ ☐ Yes
- ² ☐ No → If No, go to Question 21

20. Since joining Medicaid, how often were you able to get the emergency dental care you needed from a dentist's office during evenings, weekends, or holidays?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

For the next two questions, please think about care that you needed from a dental specialist.

Dental specialists are dentists who specialize in a particular type of dental care (such as root canals or oral surgery).

21. Since joining Medicaid, if you had to get an appointment for yourself with a dental specialist, how often did you get an appointment as soon as you wanted?

- ⁰ ☐ I did not try to get an appointment with a dental specialist for myself since joining Medicaid → **Go to Question 23**
- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

22. What kind of specialty dental care did you need? *Please check all that apply.*

- ¹ ☐ Root canal or other endodontic treatment
- ² ☐ Tooth pulled or other oral surgery
- ³ ☐ Braces or other orthodontic care
- ⁴ ☐ Treatment for gum disease or other periodontal care
- ⁵ ☐ Dentures, crown, bridge, or other prosthodontic care
- ⁶ ☐ Other (write in): _____

23. Using any number from 0 to 10, where 0 is the worst dental care possible and 10 is the best dental care possible, what number would you use to rate all the dental care you personally received since joining Medicaid?

- 00 ☐ 0 Worst dental care possible
 01 ☐ 1
 02 ☐ 2
 03 ☐ 3
 04 ☐ 4
 05 ☐ 5
 06 ☐ 6
 07 ☐ 7
 08 ☐ 8
 09 ☐ 9
 10 ☐ 10 Best dental care possible

YOUR REGULAR DENTIST

A regular dentist is one you would go to for check-ups and cleanings or when you have a cavity or tooth pain.

24. Before you enrolled in Medicaid, did you have a regular dentist?

- 1 ☐ Yes
 2 ☐ No

25. Do you currently have a regular dentist who accepts Medicaid insurance?

- 1 ☐ Yes
 2 ☐ No; I tried but *could not* find one → Go to Question 38
 3 ☐ No; I have *not tried* to find one → Go to Question 38

26. Is your current regular dentist the same person who was your regular dentist before you joined Medicaid?

- 1 ☐ Yes → If Yes, go to Question 28
 2 ☐ No, I had a *different* regular dentist before joining Medicaid
 3 ☐ I did not have a regular dentist before joining Medicaid → Go to Question 28

27. How easy was it for you to change from your previous regular dentist to a dentist in Medicaid?

- 1 ☐ Very easy
 2 ☐ Somewhat easy
 3 ☐ Somewhat difficult
 4 ☐ Very difficult

28. Using any number from 0 to 10, where 0 is the extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a Medicaid dentist?

- 00 ☐ 0 Extremely difficult
 01 ☐ 1
 02 ☐ 2
 03 ☐ 3
 04 ☐ 4
 05 ☐ 5
 06 ☐ 6
 07 ☐ 7
 08 ☐ 8
 09 ☐ 9
 10 ☐ 10 Extremely easy

29. Is your Medicaid dentist in a private dentist office, community health center, or some other setting?

- ¹ ☐ Private dentist office
² ☐ Community health center
³ ☐ University of Iowa College of Dentistry and Dental Clinics
⁴ ☐ Other (write in): _____
⁵ ☐ Don't know/Not sure

30. Is your Medicaid dentist conveniently located?

- ¹ ☐ Yes
² ☐ No

31. How often does your Medicaid dentist listen carefully to you?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

32. How often does your Medicaid dentist explain things in a way that is easy to understand?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

33. How often does your Medicaid dentist treat you with courtesy and respect?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

34. How often does your Medicaid dentist spend enough time with you?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

35. How often does your Medicaid dentist or dental staff do everything they could to help you feel as comfortable as possible during your dental work?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

36. How often does your Medicaid dentist or dental staff explain what they were doing while treating you?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

37. Using any number from 0 to 10, where 0 is the worst regular dentist possible and 10 is the best regular dentist possible, what number would you use to rate your Medicaid dentist?

- ⁰⁰ ☐ 0 Worst regular dentist possible
⁰¹ ☐ 1
⁰² ☐ 2
⁰³ ☐ 3
⁰⁴ ☐ 4
⁰⁵ ☐ 5
⁰⁶ ☐ 6
⁰⁷ ☐ 7
⁰⁸ ☐ 8
⁰⁹ ☐ 9
¹⁰ ☐ 10 Best regular dentist possible

EMERGENCY ROOM CARE

38. Since joining Medicaid, have you gone to a hospital emergency room for a dental problem?

- ¹ ☐ Yes
² ☐ No ➔ If No, go to Question 41

39. Do you think the dental care you received at the hospital emergency room could have been provided in a dental office or clinic if one was available at the time?

- ¹ ☐ Yes
² ☐ No ➔ If No, go to Question 41

40. What was the main reason you did not go to a dentist's office or clinic for this care?

- ¹ ☐ I could not find a dentist's office or clinic in my area that accepted my insurance
² ☐ I had to wait too long for an appointment with the dentist's office or clinic
³ ☐ I had transportation problems getting to a dentist's office or clinic
⁴ ☐ A dentist's office or clinic was not open when I needed care
⁵ ☐ Some other reason (write in): _____

THE MEDICAID DENTAL PLAN

41. Thinking about all of the care that you or a dentist thought you needed since joining Medicaid, did Medicaid cover what you or a dentist thought you needed to get done?

- ¹ ☐ Definitely yes ➔ Go to Question 46
² ☐ Somewhat yes
³ ☐ Somewhat no
⁴ ☐ Definitely no
⁵ ☐ Don't know/Not sure
⁶ ☐ I haven't needed dental care since joining Medicaid ➔ Go to Question 46

42. What services did you need that were not covered? Please check all that apply.

- ¹ ☐ Tooth pulled (extraction)
- ² ☐ Root canal or other emergency dental care
- ³ ☐ Checkup and cleaning
- ⁴ ☐ Full dentures that replace all upper and/or lower teeth
- ⁵ ☐ Tooth replacements, such as bridges or partial dentures
- ⁶ ☐ Crowns/Caps
- ⁷ ☐ Braces
- ⁸ ☐ Other treatment, such as fillings

43. Did you pay for any of the non-covered dental services yourself?

- ¹ ☐ Yes
- ² ☐ No ➔ If No, go to Question 46

44. What types of dental services did you pay for yourself? Please check all that apply.

- ¹ ☐ Tooth pulled (extraction)
- ² ☐ Root canal or other emergency dental care
- ³ ☐ Checkup and cleaning
- ⁴ ☐ Full dentures that replace all upper and/or lower teeth
- ⁵ ☐ Tooth replacements, such as bridges or partial dentures
- ⁶ ☐ Crowns/Caps
- ⁷ ☐ Braces
- ⁸ ☐ Other treatment, such as fillings

45. If you paid for any dental services yourself since joining Medicaid, approximately how much have you spent?

(Write in): _____ dollars

46. Since joining Medicaid, did you try to find out how Medicaid works by calling their 800 number, visiting their website, or reading printed materials?

- ¹ ☐ Yes
- ² ☐ No ➔ If No, go to Question 48

47. Since joining Medicaid, how often did the 800 number, written materials, or website provide the information you wanted?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

48. Since joining Medicaid, did you use any information from Medicaid to help you find a new dentist?

- ¹ ☐ Yes
- ² ☐ No ➔ If No, go to Question 50

49. How helpful was this information in helping you find a new dentist?

- ¹ ☐ Not at all helpful
- ² ☐ A little helpful
- ³ ☐ Somewhat helpful
- ⁴ ☐ Very helpful

50. Using any number from 0 to 10, where 0 is the worst dental plan possible and 10 is the best dental plan possible, what number would you use to rate the Medicaid dental plan?

- ⁰⁰ ☐ 0 Worst dental plan possible
⁰¹ ☐ 1
⁰² ☐ 2
⁰³ ☐ 3
⁰⁴ ☐ 4
⁰⁵ ☐ 5
⁰⁶ ☐ 6
⁰⁷ ☐ 7
⁰⁸ ☐ 8
⁰⁹ ☐ 9
¹⁰ ☐ 10 Best dental plan possible

51. Would you recommend the Medicaid dental plan to others?

- ¹ ☐ Definitely yes
² ☐ Probably yes
³ ☐ Probably no
⁴ ☐ Definitely no

TRANSPORTATION

52. When you need to get dental care, what is the type of transportation you use most often to get to your visit? *Please choose only one answer.*

- ¹ ☐ I drive myself, using *my own* vehicle
² ☐ I drive myself, using *someone else's* vehicle
³ ☐ Someone else (such as a friend, neighbor, or family) drives me, using *my own* vehicle
⁴ ☐ Someone else (such as a friend, neighbor, or family) drives me, using *their* vehicle
⁵ ☐ I take a taxi cab
⁶ ☐ I take public transportation (such as a bus or government-provided transit)
⁷ ☐ I bike or walk
⁸ ☐ Other (write in): _____
⁹ ☐ I do not have a reliable way to get to my dental visits

53. Since joining Medicaid, how often did you need assistance from other sources (such as friends, family, public transportation, etc.) to get to your dental care visit?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always
⁵ ☐ I have not had a dental visit since joining Medicaid

54. Since joining Medicaid, was there any time when you needed transportation to or from a dental visit but could not get it for any reason?

- ¹ ☐ Yes
² ☐ No

55. Since joining Medicaid, how much, if at all, have you worried about your ability to pay for the cost of transportation to or from a dental visit?

- ¹ ☐ Not at all
² ☐ A little
³ ☐ Somewhat
⁴ ☐ A great deal

ABOUT YOU

56. Would you describe yourself as someone who visits the dentist...

- ¹ ☐ Regularly (at least once a year)
² ☐ Occasionally
³ ☐ Rarely
⁴ ☐ Only when you have a problem

57. In general, how would you rate the overall condition of your teeth and gums?

- ¹ ☐ Excellent
² ☐ Very good
³ ☐ Good
⁴ ☐ Fair
⁵ ☐ Poor

58. Compared to when you joined Medicaid, would you say your overall dental health is:

- ¹ ☐ Much better
² ☐ Somewhat better
³ ☐ About the same
⁴ ☐ Somewhat worse
⁵ ☐ Much worse

59. How much of your overall dental health can be attributed to the care you received through Medicaid?

- ¹ ☐ All
² ☐ Most
³ ☐ Some
⁴ ☐ None
⁵ ☐ I have not received dental care since joining Medicaid

60. How often during the last 6 months have you been self-conscious or embarrassed because of your teeth, mouth, or dentures?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

61. How often during the last 6 months have you had painful aching anywhere in your mouth?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

62. How often during the last 6 months have you had difficulty doing your usual jobs or attending school because of problems with your teeth, mouth, or dentures?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

63. How many of your permanent teeth have been removed because of tooth decay or gum disease? Do not include teeth lost for other reasons, such as injury or braces.

- ¹ ☐ None
- ² ☐ 1-5
- ³ ☐ 6 or more but not all
- ⁴ ☐ All

64. How often do you brush your teeth?

- ¹ ☐ 2 or more times a day
- ² ☐ 1 time a day
- ³ ☐ 1 time every few days
- ⁴ ☐ 1 time a week or less
- ⁵ ☐ I don't have any teeth

65. In general would you say your overall physical health is:

- ¹ ☐ Excellent
- ² ☐ Very good
- ³ ☐ Good
- ⁴ ☐ Fair
- ⁵ ☐ Poor

66. Do you now have any physical health conditions that have lasted or are expected to last for at least 3 months?

- ¹ ☐ Yes
- ² ☐ No

67. In general would you say your overall mental or emotional health is:

- ¹ ☐ Excellent
- ² ☐ Very good
- ³ ☐ Good
- ⁴ ☐ Fair
- ⁵ ☐ Poor

68. Do you now have any emotional or mental health conditions that have lasted or are expected to last for at least 3 months?

- ¹ ☐ Yes
- ² ☐ No

69. Have you smoked at least 100 cigarettes in your entire life?

- ¹ ☐ Yes
- ² ☐ No

70. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

- ¹ ☐ Every day
- ² ☐ Some days
- ³ ☐ Not at all

71. In the last 12 months, were you ever hungry but didn't eat because there wasn't enough money for food?

- ¹ ☐ Yes
- ² ☐ No

72. How often in the past 12 months would you say you were worried or stressed about having enough money to buy nutritious meals?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

73. On an average day, how many cans of soda, pop, or soft drinks do you drink? If you don't drink soda, pop, or soft drinks in cans, write the amount it would be when compared to a can, 1 can = 12 oz.

_____ cans

74. What is your age?

- ¹ ☐ 19 to 24
- ² ☐ 25 to 34
- ³ ☐ 35 to 44
- ⁴ ☐ 45 to 54
- ⁵ ☐ 55 to 64

75. What is your gender?

- ¹ ☐ Male
- ² ☐ Female
- ³ ☐ Other (write in): _____

76. Are you currently...

- ¹ ☐ Married or in a marriage-like relationship
- ² ☐ Divorced
- ³ ☐ Widowed
- ⁴ ☐ Separated
- ⁵ ☐ Never married and not in a marriage-like relationship

77. What is the highest grade or level of school that you have completed?

- ¹ ☐ 8th grade or less
- ² ☐ Some high school, but did not graduate
- ³ ☐ High school graduate or GED
- ⁴ ☐ Some college or 2-year degree
- ⁵ ☐ 4-year college graduate
- ⁶ ☐ More than 4-year college degree

78. Are you of Hispanic or Latino origin or descent?

- ¹ ☐ Yes
- ² ☐ No

79. What is your race? Mark one or more.

- ¹ ☐ White
- ² ☐ Black or African American
- ³ ☐ Asian
- ⁴ ☐ Native Hawaiian or Other Pacific Islander
- ⁵ ☐ American Indian or Alaska Native
- ⁶ ☐ Other (write in): _____

80. How often do you need to have someone help you when you read instructions, pamphlets, or other written material related to your health or dental care?

- ¹ ☐ Never
- ² ☐ Rarely
- ³ ☐ Sometimes
- ⁴ ☐ Often
- ⁵ ☐ Always

81. Did someone help you complete this survey?

- ¹ ☐ Yes
- ² ☐ No ➔ **Go to Comments**

82. How did that person help you?
Check all that apply.

- ¹ ☐ Read the questions to me
- ² ☐ Wrote down the answers I gave
- ³ ☐ Answered the questions for me
- ⁴ ☐ Translated the questions into my language
- ⁵ ☐ Helped in some other way (write in): _____

[illegible]

Please return the completed survey in the postage-paid envelope.

Appendix 2: Descriptive Tables

Q1: Our records show that you are now in the Dental Wellness Plan/Medicaid. Is that right?			
	DWP	Medicaid	Total
Yes	1035 (82.8)	178 (93.7)	1213 (84.2)
No	18 (1.4)	4 (2.1)	22 (1.5)
Don't know/Not sure	197 (15.8)	8 (4.2)	205 (14.2)
Total Responding	1250	190	1440

Missing= 11

Q2: Just before enrolling in the Dental Wellness Plan/Medicaid, did you have dental insurance coverage?			
	DWP	Medicaid	Total
Yes	222 (18.1)	78 (41.3)	300 (21.2)
No	1003 (81.9)	111 (58.7)	1114 (78.8)
Total Responding	1225	189	1414

Missing = 37

Q3: What was the name of your dental plan?			
	DWP	Medicaid	Total
Iowa Medicaid	75 (34.2)	*	75 (25.3)
IowaCare	36 (16.4)	3 (3.8)	39 (13.1)
Private dental insurance	80 (36.5)	41 (52.6)	121 (40.7)
Other	7 (3.2)	19 (24.4)	26 (8.8)
Don't know/Not sure	21 (9.6)	15 (19.2)	36 (12.1)
Total Responding	219	78	297

Missing = 1154

Q4: In the year before joining the Dental Wellness Plan/Medicaid, was there any time when you or a dentist thought you needed dental care?			
	DWP	Medicaid	Total
Yes	855 (68.7)	129 (68.3)	984 (68.7)
No	389 (31.3)	60 (31.7)	449 (31.3)
Total Responding	1244	189	1433

Missing = 18

Q5_1: What kinds of dental care did you or a dentist think you needed? Please check all that apply.			
	DWP	Medicaid	Total
Tooth pulled (extraction)	394 (47.2)	46 (35.7)	440 (45.6)
Not selected	441 (52.8)	83 (64.3)	524 (54.4)
Total Responding	835	129	964

Missing = 487

Q5_2: What kinds of dental care did you or a dentist think you needed? Please check all that apply.			
	DWP	Medicaid	Total
Root canal or other emergency dental care	149 (17.8)	28 (21.7)	177 (18.4)
Not selected	686 (82.2)	101 (78.3)	787 (81.6)
Total Responding	835	129	964

Missing = 487

Q5_3: What kinds of dental care did you or a dentist think you needed? Please check all that apply.			
	DWP	Medicaid	Total
Checkup and cleaning	553 (66.2)	96 (74.4)	649 (67.3)
Not selected	282 (33.8)	33 (25.6)	315 (32.7)
Total Responding	835	129	964

Missing = 487

Q5_4: What kinds of dental care did you or a dentist think you needed? Please check all that apply.			
	DWP	Medicaid	Total
Full dentures that replace all upper and/or lower teeth	167 (20.0)	11 (8.5)	178 (18.5)
Not selected	668 (80.0)	118 (91.5)	786 (81.5)
Total Responding	835	129	964

Missing = 487

Q5_5: What kinds of dental care did you or a dentist think you needed? Please check all that apply.			
	DWP	Medicaid	Total
Tooth replacements, such as bridges or partial dentures	202 (24.2)	24 (18.6)	226 (23.4)
Not selected	633 (75.8)	105 (81.4)	738 (76.6)
Total Responding	835	129	964

Missing = 487

Q5_6: What kinds of dental care did you or a dentist think you needed? Please check all that apply.			
	DWP	Medicaid	Total
Crowns/Caps	175 (21.0)	21 (16.3)	196 (20.3)
Not selected	660 (79.0)	108 (83.7)	768 (79.7)
Total Responding	835	129	964

Missing = 487

Q5_7: What kinds of dental care did you or a dentist think you needed? Please check all that apply.			
	DWP	Medicaid	Total
Braces	27 (3.2)	10 (7.8)	37 (3.8)
Not selected	808 (96.8)	119 (92.2)	927 (96.2)
Total Responding	835	129	964

Missing = 487

Q5_8: What kinds of dental care did you or a dentist think you needed? Please check all that apply.			
	DWP	Medicaid	Total
Other treatment, such as fillings	363 (43.5)	60 (46.5)	423 (43.9)
Not selected	472 (56.5)	69 (53.5)	541 (56.1)
Total Responding	835	129	964

Missing = 487

Q6: In the year before joining the Dental Wellness Plan/Medicaid, was there any time when you needed dental care but could not get it for any reason?

	DWP	Medicaid	Total
Yes	603 (71.4)	72 (55.8)	675 (69.3)
No	242 (28.6)	57 (44.2)	299 (30.7)
Total Responding	845	129	974

Missing = 477

Q7_1: The following is a list of possible reasons why people may not be able to get dental care. In the year before joining the Dental Wellness Plan/Medicaid, which of the following stopped you from getting dental care that you or a dentist thought you needed? Please check all that apply.

	DWP	Medicaid	Total
Care I needed was not covered by my insurance	123 (20.6)	16 (22.2)	139 (20.8)
Not Selected	474 (79.4)	56 (77.8)	530 (79.2)
Total Responding	597	72	669

Missing = 782

Q7_2: The following is a list of possible reasons why people may not be able to get dental care. In the year before joining the Dental Wellness Plan/Medicaid, which of the following stopped you from getting dental care that you or a dentist thought you needed? Please check all that apply.

	DWP	Medicaid	Total
Trouble finding a dentist who accepted my insurance	72 (12.1)	10 (13.9)	82 (12.3)
Not Selected	525 (87.9)	62 (86.1)	587 (87.7)
Total Responding	597	72	669

Missing = 782

Q7_3: The following is a list of possible reasons why people may not be able to get dental care. In the year before joining the Dental Wellness Plan/Medicaid, which of the following stopped you from getting dental care that you or a dentist thought you needed? Please check all that apply.

	DWP	Medicaid	Total
Trouble getting an appointment with a dentist for a reason other than not accepting my insurance	43 (7.2)	6 (8.3)	49 (7.3)
Not Selected	554 (92.8)	66 (91.7)	620 (92.7)
Total Responding	597	72	669

Missing = 782

Q7_4: The following is a list of possible reasons why people may not be able to get dental care. In the year before joining the Dental Wellness Plan/Medicaid, which of the following stopped you from getting dental care that you or a dentist thought you needed? Please check all that apply.

	DWP	Medicaid	Total
Could not afford it	527 (88.3)	58 (80.6)	585 (87.4)
Not Selected	70 (11.7)	14 (19.4)	84 (12.6)
Total Responding	597	72	669

Missing = 782

Q7_5: The following is a list of possible reasons why people may not be able to get dental care. In the year before joining the Dental Wellness Plan/Medicaid, which of the following stopped you from getting dental care that you or a dentist thought you needed? Please check all that apply.

	DWP	Medicaid	Total
Had to travel too far or other transportation problems	65 (10.9)	8 (11.1)	73 (10.9)
Not Selected	532 (89.1)	64 (88.9)	596 (89.1)
Total Responding	597	72	669

Missing = 782

Q7_6: The following is a list of possible reasons why people may not be able to get dental care. In the year before joining the Dental Wellness Plan/Medicaid, which of the following stopped you from getting dental care that you or a dentist thought you needed? Please check all that apply.

	DWP	Medicaid	Total
Didn't know where to go at night or on the weekend for care	40 (6.7)	3 (4.2)	43 (6.4)
Not Selected	557 (93.3)	69 (95.8)	626 (93.6)
Total Responding	597	72	669

Missing = 782

Q7_7: The following is a list of possible reasons why people may not be able to get dental care. In the year before joining the Dental Wellness Plan/Medicaid, which of the following stopped you from getting dental care that you or a dentist thought you needed? Please check all that apply.

	DWP	Medicaid	Total
Could not get off work	21 (3.5)	4 (5.6)	25 (3.7)
Not Selected	576 (96.5)	68 (94.4)	644 (96.3)
Total Responding	597	72	669

Missing = 782

Q7_8: The following is a list of possible reasons why people may not be able to get dental care. In the year before joining the Dental Wellness Plan/Medicaid, which of the following stopped you from getting dental care that you or a dentist thought you needed? Please check all that apply.

	DWP	Medicaid	Total
Other	54 (9.0)	11 (15.3)	65 (9.7)
Not Selected	543 (91.0)	61 (84.7)	604 (90.3)
Total Responding	597	72	669

Missing = 782

Q8: Since joining the Dental Wellness Plan/Medicaid, was there any time when you or a dentist thought you needed dental care?

	DWP	Medicaid	Total
Yes	900 (73.4)	147 (77.8)	1047 (74.0)
No	326 (26.6)	42 (22.2)	368 (26.0)
Total Responding	1226	189	1415

Missing = 36

Q9_1: What kinds of dental care did you or a dentist think you needed? Please check all that apply.

	DWP	Medicaid	Total
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Tooth pulled (extraction)	356 (41.8)	42 (29.2)	398 (40.0)
Not Selected	495 (58.2)	102 (70.8)	597 (60.0)
Total Responding	851	144	995

Missing = 456

Q9_2: What kinds of dental care did you or a dentist think you needed? Please check all that apply.			
	DWP	Medicaid	Total
Root canal or other emergency dental care	140 (16.5)	21 (14.6)	161 (16.2)
Not Selected	711 (83.5)	123 (85.4)	834 (83.8)
Total Responding	851	144	995

Missing = 456

Q9_3: What kinds of dental care did you or a dentist think you needed? Please check all that apply.			
	DWP	Medicaid	Total
Checkup and cleaning	581 (68.3)	107 (74.3)	688 (69.1)
Not Selected	270 (31.7)	37 (25.7)	307 (30.9)
Total Responding	851	144	995

Missing = 456

Q9_4: What kinds of dental care did you or a dentist think you needed? Please check all that apply.			
	DWP	Medicaid	Total
Full dentures that replace all upper and/or lower teeth	185 (21.7)	17 (11.8)	202 (20.3)
Not Selected	666 (78.3)	127 (88.2)	793 (79.7)
Total Responding	851	144	995

Missing = 456

Q9_5: What kinds of dental care did you or a dentist think you needed? Please check all that apply.			
	DWP	Medicaid	Total
Tooth replacements, such as bridges or partial dentures	202 (23.7)	27 (18.8)	229 (23.0)
Not Selected	649 (76.3)	117 (81.3)	766 (77.0)
Total Responding	851	144	995

Missing = 456

Q9_6: What kinds of dental care did you or a dentist think you needed? Please check all that apply.			
	DWP	Medicaid	Total
Crowns/Caps	152 (17.9)	22 (15.3)	174 (17.5)
Not Selected	699 (82.1)	122 (84.7)	821 (82.5)
Total Responding	851	144	995

Missing = 456

Q9_7: What kinds of dental care did you or a dentist think you needed? Please check all that apply.			
	DWP	Medicaid	Total
Braces	20 (2.4)	15 (10.4)	35 (3.5)

Not Selected	831 (97.6)	129 (89.6)	960 (96.5)
Total Responding	851	114	995

Missing = 456

Q9_8: What kinds of dental care did you or a dentist think you needed? <i>Please check all that apply.</i>			
	DWP	Medicaid	Total
Other treatment, such as fillings	363 (42.7)	58 (40.3)	421 (42.3)
Not Selected	488 (57.3)	86 (59.7)	574 (57.7)
Total Responding	851	144	995

Missing = 456

Q10: Since joining the Dental Wellness Plan/Medicaid, was there any time when you needed dental care but could not get it for any reason?			
	DWP	Medicaid	Total
Yes	335 (38.0)	52 (35.4)	387 (37.6)
No	546 (62.0)	95 (64.6)	641 (62.4)
Total Responding	881	147	1028

Missing = 423

Q11_1: What kinds of dental care did you need but could not get? <i>Please check all that apply.</i>			
	DWP	Medicaid	Total
Tooth pulled (extraction)	99 (31.3)	14 (27.5)	113 (30.8)
Not Selected	217 (68.7)	37 (72.5)	254 (69.2)
Total Responding	316	51	367

Missing = 1084

Q11_2: What kinds of dental care did you need but could not get? <i>Please check all that apply.</i>			
	DWP	Medicaid	Total
Root canal or other emergency dental care	43 (13.6)	9 (17.6)	52 (14.2)
Not Selected	273 (86.4)	42 (82.4)	315 (85.8)
Total Responding	316	51	367

Missing = 1084

Q11_3: What kinds of dental care did you need but could not get? <i>Please check all that apply.</i>			
	DWP	Medicaid	Total
Checkup and cleaning	109 (34.5)	27 (52.9)	136 (37.1)
Not Selected	207 (65.5)	24 (47.1)	231 (62.9)
Total Responding	316	51	367

Missing = 1084

Q11_4: What kinds of dental care did you need but could not get? <i>Please check all that apply.</i>			
	DWP	Medicaid	Total
Full dentures that replace all upper and/or lower teeth	69 (21.8)	4 (7.8)	73 (19.9)
Not Selected	247 (78.2)	47 (92.2)	294 (80.1)

Total Responding	316	51	367
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Missing = 1084

Q11_5: What kinds of dental care did you need but could not get? Please check all that apply.			
	DWP	Medicaid	Total
Tooth replacements, such as bridges or partial dentures	78 (24.7)	14 (27.5)	92 (25.1)
Not Selected	238 (75.3)	37 (72.5)	275 (74.9)
Total Responding	316	51	367

Missing = 1084

Q11_6: What kinds of dental care did you need but could not get? Please check all that apply.			
	DWP	Medicaid	Total
Crowns/Caps	74 (23.4)	8 (15.7)	82 (22.3)
Not Selected	242 (76.6)	43 (84.3)	285 (77.7)
Total Responding	316	51	367

Missing = 1084

Q11_7: What kinds of dental care did you need but could not get? Please check all that apply.			
	DWP	Medicaid	Total
Braces	17 (5.4)	11 (21.6)	28 (7.6)
Not Selected	299 (94.6)	40 (78.4)	339 (92.4)
Total Responding	316	51	367

Missing = 1084

Q11_8: What kinds of dental care did you need but could not get? Please check all that apply.			
	DWP	Medicaid	Total
Other treatment, such as fillings	126 (39.9)	24 (47.1)	150 (40.9)
Not Selected	190 (60.1)	27 (52.9)	217 (59.1)
Total Responding	316	51	367

Missing = 1084

Q12_1: The following is a list of possible reasons why people may not be able to get dental care. Since joining the Dental Wellness Plan/Medicaid, which of the following stopped you from getting dental care that you or a dentist thought you needed? Please check all that apply.			
	DWP	Medicaid	Total
Care I needed was not covered by my insurance	103 (32.2)	15 (30.0)	118 (31.9)
Not selected	217 (67.8)	35 (70.0)	252 (68.1)
Total Responding	320	50	370

Missing = 1081

Q12_2: The following is a list of possible reasons why people may not be able to get dental care. Since joining the Dental Wellness Plan/Medicaid, which of the following stopped you from getting dental care that you or a dentist thought you needed? Please check all that apply.			
	DWP	Medicaid	Total

Trouble finding a dentist who accepted my insurance	112 (35.0)	27 (54.0)	139 (37.6)
Not selected	208 (65.0)	23 (46.0)	231 (62.4)
Total Responding	320	50	270

Missing = 1081

Q12_3: The following is a list of possible reasons why people may not be able to get dental care. Since joining the Dental Wellness Plan/Medicaid, which of the following stopped you from getting dental care that you or a dentist thought you needed? Please check all that apply.

	DWP	Medicaid	Total
Trouble getting an appointment with a dentist for a reason other than not accepting my insurance	46 (14.4)	10 (20.0)	56 (15.1)
Not selected	274 (85.6)	40 (80.0)	314 (84.9)
Total Responding	320	50	370

Missing = 1081

Q12_4: The following is a list of possible reasons why people may not be able to get dental care. Since joining the Dental Wellness Plan/Medicaid, which of the following stopped you from getting dental care that you or a dentist thought you needed? Please check all that apply.

	DWP	Medicaid	Total
Could not afford it	122 (38.1)	13 (26.0)	135 (36.5)
Not selected	198 (61.9)	37 (74.0)	235 (63.5)
Total Responding	320	50	370

Missing = 1081

Q12_5: The following is a list of possible reasons why people may not be able to get dental care. Since joining the Dental Wellness Plan/Medicaid, which of the following stopped you from getting dental care that you or a dentist thought you needed? Please check all that apply.

	DWP	Medicaid	Total
Had to travel too far or other transportation problems	56 (17.5)	15 (30.0)	71 (19.2)
Not selected	264 (82.5)	35 (70.0)	299 (80.8)
Total Responding	320	50	370

Missing = 1081

Q12_6: The following is a list of possible reasons why people may not be able to get dental care. Since joining the Dental Wellness Plan/Medicaid, which of the following stopped you from getting dental care that you or a dentist thought you needed? Please check all that apply.

	DWP	Medicaid	Total
Didn't know where to go at night or on the weekend for care	23 (7.2)	5 (10.0)	28 (7.6)
Not selected	297 (92.8)	45 (90.0)	342 (92.4)
Total Responding	320	50	370

Missing = 1081

Q12_7: The following is a list of possible reasons why people may not be able to get dental care. Since joining the Dental Wellness Plan/Medicaid, which of the following stopped you from getting dental care that you or a dentist thought you needed? Please check all that apply.

	DWP	Medicaid	Total
Could not get off work	21 (6.6)	4 (8.0)	25 (6.8)
Not selected	299 (93.4)	46 (92.0)	345 (93.2)
Total Responding	320	50	370

Missing = 1081

Q12_8: The following is a list of possible reasons why people may not be able to get dental care. Since joining the Dental Wellness Plan/Medicaid, which of the following stopped you from getting dental care that you or a dentist thought you needed? Please check all that apply.

	DWP	Medicaid	Total
Other	82 (25.6)	7 (14.0)	89 (24.1)
Not selected	238 (74.4)	43 (86.0)	281 (75.9)
Total Responding	320	50	370

Missing = 1081

Q13: Since joining the Dental Wellness Plan/Medicaid, not counting any times you went to an emergency room, how many times have you gone to a dentist's office or clinic to get dental care for yourself?

	DWP	Medicaid	Total
None	528 (42.6)	75 (39.7)	603 (42.2)
1	186 (15.0)	36 (19.0)	222 (15.5)
2	207 (16.7)	35 (18.5)	242 (16.9)
3	104 (8.4)	19 (10.1)	123 (8.6)
4	87 (7.0)	6 (3.2)	93 (6.5)
5 to 9	108 (8.7)	12 (6.3)	120 (8.4)
10 or more times	19 (1.5)	6 (3.2)	25 (1.8)
Total Responding	1239	189	1428

Missing = 23

Q14: Since joining the Dental Wellness Plan/Medicaid, how often were your dental appointments as soon as you wanted?

	DWP	Medicaid	Total
Never	65 (9.3)	11 (9.6)	76 (9.3)
Sometimes	150 (21.5)	30 (26.3)	180 (22.1)
Usually	239 (34.2)	36 (31.6)	275 (33.8)
Always	245 (35.1)	37 (32.5)	282 (34.7)
Total Responding	699	114	813

Missing = 638

Q15: When you called to make an appointment for non-emergency care, how long did you usually have to wait to be seen?

	DWP	Medicaid	Total
Less than a week	166 (24.2)	24 (21.2)	190 (23.8)
1-2 weeks	281 (41.0)	44 (38.9)	325 (40.7)
3-4 weeks	120 (17.5)	23 (20.4)	143 (17.9)

Greater than 1 month but less than 2 months	64 (9.3)	16 (14.2)	80 (10.0)
2 months or longer	54 (7.9)	6 (5.3)	60 (7.5)
Total Responding	685	113	798

Missing = 653

Q16: Since joining the Dental Wellness Plan/Medicaid, if you needed to see a dentist right away because of a dental emergency, did you get to see a dentist as soon as you wanted?

	DWP	Medicaid	Total
I have not tried to get an appointment for a dental emergency since joining DWP/Medicaid	458 (65.4)	75 (65.8)	533 (65.5)
Definitely yes	112 (16.0)	16 (14.0)	128 (15.7)
Somewhat yes	75 (10.7)	10 (8.8)	85 (10.4)
Somewhat no	14 (2.0)	5 (4.4)	19 (2.3)
Definitely no	41 (5.9)	8 (7.0)	49 (6.0)
Total Responding	700	114	814

Missing = 637

Q17: How many days did you usually have to wait for an appointment when you needed care for a dental emergency?

	DWP	Medicaid	Total
Less than 1 day	40 (16.9)	4 (17.9)	47 (17.1)
1 day	51 (21.6)	6 (15.4)	57 (20.7)
2 to 3 days	54 (22.9)	12 (30.8)	66 (24.0)
4 to 7 days	40 (16.9)	7 (17.9)	47 (17.1)
More than 7 days	51 (21.6)	7 (17.9)	58 (21.1)
Total Responding	236	39	275

Missing = 1176

Q18: Since joining the Dental Wellness Plan/Medicaid, did a dentist's office give you information about what to do if you needed emergency dental care during evenings, weekends, or holidays?

	DWP	Medicaid	Total
Yes	298 (43.6)	28 (25.0)	326 (41.0)
No	386 (56.4)	84 (75.0)	470 (59.0)
Total Responding	684	112	796

Missing = 655

Q19: Since joining the Dental Wellness Plan/Medicaid, did you need emergency dental care for yourself during evenings, weekends or holidays?

	DWP	Medicaid	Total
Yes	58 (8.3)	15 (13.2)	73 (9.0)
No	639 (91.7)	99 (86.8)	738 (91.0)
Total Responding	697	114	811

Missing = 640

Q20: Since joining the Dental Wellness Plan/Medicaid, how often were you able to get the emergency dental care you needed from a dentist's office during evenings, weekends, or holidays?

	DWP	Medicaid	Total
Never	38 (65.5)	10 (66.7)	48 (65.8)
Sometimes	8 (13.8)	3 (20.0)	11 (15.1)
Usually	8 (13.8)	1 (6.7)	9 (12.3)
Always	4 (6.9)	1 (6.7)	5 (6.8)
Total Responding	58	15	73

Missing = 1378

Q21: Since joining the Dental Wellness Plan/Medicaid, if you had to get an appointment for yourself with a dental specialist, how often did you get an appointment as soon as you wanted?

	DWP	Medicaid	Total
I did not try to get an appointment with a dental specialist for myself since joining the Dental Wellness Plan	505 (72.8)	76 (67.3)	581 (72.0)
Never	39 (5.6)	10 (8.8)	49 (6.1)
Sometimes	46 (6.6)	14 (12.4)	60 (7.4)
Usually	52 (7.5)	7 (6.2)	59 (7.3)
Always	52 (7.5)	6 (5.3)	58 (7.2)
Total Responding	694	113	807

Missing = 644

Q22_1: What kind of specialty dental care did you need? Please check all that apply.

	DWP	Medicaid	Total
Root canal or other endodontic treatment	39 (21.4)	8 (22.2)	47 (21.6)
Not selected	143 (78.6)	28 (77.8)	171 (78.4)
Total Responding	182	36	218

Missing = 1233

Q22_2: What kind of specialty dental care did you need? Please check all that apply.

	DWP	Medicaid	Total
Tooth pulled or other oral surgery	109 (59.9)	21 (58.3)	130 (59.6)
Not selected	73 (40.1)	15 (41.7)	88 (40.4)
Total Responding	182	36	218

Missing = 1233

Q22_3: What kind of specialty dental care did you need? Please check all that apply.

	DWP	Medicaid	Total
Braces or other orthodontic care	6 (3.3)	7 (19.4)	13 (6.0)
Not selected	176 (96.7)	29 (80.6)	205 (94.0)
Total Responding	182	36	218

Missing = 1233

Q22_4: What kind of specialty dental care did you need? <i>Please check all that apply.</i>			
	DWP	Medicaid	Total
Treatment for gum disease or other periodontal care	28 (15.4)	6 (16.7)	34 (15.6)
Not selected	154 (84.6)	30 (83.3)	184 (84.4)
Total Responding	182	36	218

Missing = 1233

Q22_5: What kind of specialty dental care did you need? <i>Please check all that apply.</i>			
	DWP	Medicaid	Total
Dentures, crown, bridge, or other prosthodontics care	58 (31.9)	12 (33.3)	70 (32.1)
Not selected	124 (68.1)	24 (66.7)	148 (67.9)
Total Responding	182	36	218

Missing = 1233

Q22_6: What kind of specialty dental care did you need? <i>Please check all that apply.</i>			
	DWP	Medicaid	Total
Other	11 (6.0)	4 (11.1)	15 (6.9)
Not selected	171 (94.0)	32 (88.9)	203 (93.1)
Total Responding	182	36	218

Missing = 1233

Q23: Using any number from 0 to 10, where 0 is the worst dental care possible and 10 is the best dental care possible, what number would you use to rate all the dental care you personally received since joining the Dental Wellness Plan/Medicaid?			
	DWP	Medicaid	Total
0	20 (2.7)	6 (4.9)	26 (3.1)
1	9 (1.2)	3 (2.5)	12 (1.4)
2	14 (1.9)	7 (5.7)	21 (2.5)
3	20 (2.7)	4 (3.3)	24 (2.8)
4	21 (2.9)	3 (2.5)	24 (2.8)
5	59 (8.1)	5 (4.1)	64 (7.5)
6	27 (3.7)	10 (8.2)	37 (4.4)
7	72 (9.9)	12 (9.8)	84 (9.9)
8	117 (16.1)	17 (13.9)	134 (15.8)
9	88 (12.1)	20 (16.4)	108 (12.7)
10	281 (38.6)	35 (28.7)	316 (37.2)
Total Responding	728	122	850

Missing = 601

Q24: Before you enrolled in the Dental Wellness Plan/Medicaid, did you have a regular dentist?			
	DWP	Medicaid	Total
Yes	433 (34.9)	95 (50.0)	528 (36.9)
No	808 (65.1)	95 (50.0)	903 (63.1)
Total Responding	1241	190	1431

Missing = 20

Q25: Do you currently have a regular dentist who accepts Dental Wellness Plan/Medicaid insurance?			
	DWP	Medicaid	Total
Yes	658 (52.8)	103 (54.2)	761 (53.0)
No, I have not tried to find one	188 (15.1)	36 (18.9)	224 (15.6)
No, I tried but could not find one	400 (32.1)	51 (26.8)	451 (31.4)
Total Responding	1246	190	1436

Missing = 15

Q26: Is your current regular dentist the same person who was your regular dentist before you joined the Dental Wellness Plan/Medicaid?			
	DWP	Medicaid	Total
Yes	190 (29.1)	43 (41.7)	233 (30.8)
No, I had a different regular dentist before joining the Dental Wellness Plan/Medicaid	144 (22.1)	31 (30.1)	175 (23.1)
I did not have a regular dentist before joining the Dental Wellness Plan/Medicaid	319 (48.9)	29 (28.2)	348 (46.0)
Total Responding	653	103	756

Missing = 695

Q27: How easy was it for you to change from your previous regular dentist to a dentist in the Dental Wellness Plan/Medicaid?			
	DWP	Medicaid	Total
Very easy	93 (65.0)	16 (51.6)	109 (62.6)
Somewhat easy	35 (24.5)	7 (22.6)	42 (24.1)
Somewhat difficult	8 (5.6)	3 (9.7)	11 (6.3)
Very difficult	7 (4.9)	5 (16.1)	12 (6.9)
Total Responding	143	31	174

Missing = 1277

Q28: Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a Dental Wellness Plan/Medicaid dentist?			
	DWP	Medicaid	Total
0	20 (3.1)	7 (6.8)	27 (3.6)
1	7 (1.1)	3 (2.9)	10 (1.3)
2	19 (2.9)	6 (5.8)	25 (3.3)
3	15 (2.3)	5 (4.9)	20 (2.7)
4	20 (3.1)	2 (1.9)	22 (2.9)
5	48 (7.4)	5 (4.9)	53 (7.1)
6	32 (5.0)	7 (6.8)	39 (5.2)
7	42 (6.5)	11 (10.7)	53 (7.1)
8	67 (10.4)	8 (7.8)	75 (10.0)
9	62 (9.6)	12 (11.7)	74 (9.9)

10	313 (48.5)	37 (35.9)	350 (46.8)
Total Responding	645	103	748

Missing = 703

Q29: Is your Dental Wellness Plan/Medicaid dentist in a private dentist office, community health center, or some other setting?			
	DWP	Medicaid	Total
Private dentist office	420 (64.8)	68 (66.0)	488 (65.0)
Community health center	143 (22.1)	20 (19.4)	163 (21.7)
University of Iowa College of Dentistry and Dental Clinics	19 (2.9)	5 (4.9)	24 (3.2)
Other	6 (0.9)	1 (1.0)	7 (0.9)
Don't know/Not sure	60 (9.3)	9 (8.7)	69 (9.2)
Total Responding	648	103	751

Missing = 700

Q30: Is your Dental Wellness Plan/Medicaid dentist conveniently located?			
	DWP	Medicaid	Total
Yes	610 (94.3)	90 (89.1)	700 (93.6)
No	37 (5.7)	11 (10.9)	48 (6.4)
Total Responding	647	101	748

Missing = 703

Q31: How often does your Dental Wellness Plan/Medicaid dentist listen carefully to you?			
	DWP	Medicaid	Total
Never	3 (0.5)	1 (1.0)	4 (0.5)
Sometimes	57 (8.9)	7 (6.8)	64 (8.6)
Usually	137 (21.4)	27 (26.2)	164 (22.0)
Always	444 (69.3)	68 (66.0)	512 (68.8)
Total Responding	641	103	744

Missing = 707

Q32: How often does your Dental Wellness Plan/Medicaid dentist explain things in a way that is easy to understand?			
	DWP	Medicaid	Total
Never	5 (0.8)	1 (1.0)	6 (0.8)
Sometimes	43 (6.7)	5 (4.9)	48 (6.5)
Usually	130 (20.3)	29 (28.2)	159 (21.4)
Always	463 (72.2)	68 (66.0)	531 (71.4)
Total Responding	641	103	744

Missing = 707

Q33: How often does your Dental Wellness Plan/Medicaid dentist treat you with courtesy and respect?			
	DWP	Medicaid	Total
Never	3 (0.5)	1 (1.0)	4 (0.5)

Sometimes	23 (3.6)	2 (1.9)	25 (3.4)
Usually	95 (14.8)	20 (19.4)	115 (15.4)
Always	521 (81.2)	80 (77.7)	601 (80.7)
Total Responding	642	103	745

Missing = 706

Q34: How often does your Dental Wellness Plan/Medicaid dentist spend enough time with you?			
	DWP	Medicaid	Total
Never	8 (1.3)	3 (2.9)	11 (1.5)
Sometimes	44 (6.9)	9 (8.7)	53 (7.2)
Usually	166 (26.0)	28 (27.2)	194 (26.2)
Always	420 (65.8)	63 (61.2)	483 (65.2)
Total Responding	638	103	741

Missing = 710

Q35: How often do your Dental Wellness Plan/Medicaid dentist or dental staff do everything they could to help you feel as comfortable as possible during your dental work?			
	DWP	Medicaid	Total
Never	4 (0.6)	1 (1.0)	5 (0.7)
Sometimes	40 (6.3)	9 (8.7)	49 (6.6)
Usually	111 (17.3)	22 (21.4)	133 (17.9)
Always	485 (75.8)	71 (68.9)	556 (74.8)
Total Responding	640	103	743

Missing = 708

Q36: How often does your Dental Wellness Plan/Medicaid dentist or dental staff explain what they were doing while treating you?			
	DWP	Medicaid	Total
Never	7 (1.1)	1 (1.0)	8 (1.1)
Sometimes	29 (4.5)	6 (5.8)	35 (4.7)
Usually	123 (19.2)	21 (20.4)	144 (19.4)
Always	482 (75.2)	75 (72.8)	557 (74.9)
Total Responding	641	103	744

Missing = 707

Q37: Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate your Dental Wellness Plan/Medicaid dentist?			
	DWP	Medicaid	Total
0	3 (0.5)	1 (1.0)	4 (0.5)
1	3 (0.5)	0 (0.0)	3 (0.4)
2	6 (0.9)	1 (1.0)	7 (0.9)
3	4 (0.6)	0 (0.0)	4 (0.5)
4	8 (1.2)	1 (1.0)	9 (1.2)
5	37 (5.7)	6 (5.8)	43 (5.8)
6	19 (3.0)	4 (3.9)	23 (3.1)
7	33 (5.1)	11 (10.7)	44 (5.9)

8	94 (14.6)	13 (12.6)	107 (14.3)
9	104 (16.1)	18 (17.5)	122 (16.3)
10	333 (51.7)	48 (46.6)	381 (51.0)
Total Responding	644	103	747

Missing = 704

Q38: Since joining the Dental Wellness Plan/Medicaid, have you gone to a hospital emergency room for a dental problem?			
	DWP	Medicaid	Total
Yes	45 (3.7)	7 (3.7)	52 (3.7)
No	1179 (96.3)	182 (96.3)	1361 (96.3)
Total Responding	1224	189	1413

Missing = 38

Q39: Do you think the dental care you received at the hospital emergency room could have been provided in a dental office or clinic if one was available at the time?			
	DWP	Medicaid	Total
Yes	37 (84.1)	7 (100.0)	44 (86.3)
No	7 (15.9)	0 (0.0)	7 (13.7)
Total Responding	44	7	51

Missing = 1400

Q40: What was the main reason you did not go to a dentist's office or clinic for this care?			
	DWP	Medicaid	Total
I could not find a dentist's office or clinic in my area that accepted my insurance	3 (8.1)	4 (57.1)	7 (15.9)
I had to wait too long for an appointment with the dentist's office or clinic	11 (29.7)	1 (14.3)	12 (27.3)
I had transportation problems getting to a dentist's office or clinic	4 (10.8)	1 (14.3)	12 (27.3)
A dentist's office or clinic was not open when I needed care	15 (40.5)	1 (14.3)	5 (11.4)
Some other reason	4 (10.8)	0 (0.0)	4 (9.1)
Total Responding	37	7	44

Missing = 1407

Q41: Did you know there were 3 levels of coverage in the Dental Wellness Plan?			
	DWP	Medicaid	Total
Yes	380 (30.9)	*	380 (30.9)
No	848 (69.1)	*	848 (69.1)
Total Responding	1228	*	1228

Missing = 32

Q42: How did you learn about the three levels of coverage?

	DWP	Medicaid	Total
My dentist	114 (30.8)	*	114 (30.8)
Materials I received from my dental insurance company	243 (65.7)	*	243 (65.7)
Some other method	13 (3.5)	*	13 (3.5)
Total Responding	370	*	370

Missing = 890

Q43: Which level of coverage are you currently in?			
	DWP	Medicaid	Total
Core Benefits	132 (36.1)	*	132 (36.1)
Enhanced Benefits	107 (29.2)	*	107 (29.2)
Enhanced Plus Benefits	21 (5.7)	*	21 (5.7)
Don't know/Not sure	106 (29.0)	*	106 (29.0)
Total Responding	366	*	366

Missing = 894

Q44: Because of the levels of coverage, are you more likely to return for regular dental checkups every 6-12 months?			
	DWP	Medicaid	Total
Definitely yes	686 (56.4)	*	686 (56.4)
Probably yes	244 (20.0)	*	244 (20.0)
Maybe	107 (8.8)	*	107 (8.8)
Probably not	36 (3.0)	*	36 (3.0)
Definitely not	17 (1.4)	*	17 (1.4)
Don't know/Not sure	127 (10.4)	*	127 (10.4)
Total Responding	1217	*	1217

Missing = 43

Q45: How easy will it be for you to return for dental checkups every 6-12 months in order to earn and keep higher levels of coverage?			
	DWP	Medicaid	Total
Very easy	630 (52.5)	*	630 (52.5)
Somewhat easy	377 (31.4)	*	377 (31.4)
Somewhat difficult	130 (10.8)	*	130 (10.8)
Very difficult	63 (5.3)	*	65 (5.3)
Total Responding	1200	*	1200

Missing = 60

Q46/41: Thinking about all of the care that you or a dentist thought you needed since joining the Dental Wellness Plan/Medicaid, did the Dental Wellness Plan/Medicaid cover what you or a dentist thought you needed to get done?			
	DWP	Medicaid	Total
Definitely yes	468 (38.4)	67 (35.3)	535 (38.0)
Somewhat yes	127 (10.4)	23 (12.1)	150 (10.6)
Somewhat no	49 (4.0)	6 (3.2)	55 (3.9)
Definitely no	72 (5.9)	18 (9.5)	90 (6.4)

Don't know/Not sure	207 (17.0)	23 (12.1)	230 (16.3)
I haven't needed dental care since joining the Dental Wellness Plan/Medicaid	296 (24.3)	53 (27.9)	349 (24.8)
Total Responding	1219	190	1409

Missing = 42

Q47/42_1: What services did you need that were not covered? Please check all that apply.			
	DWP	Medicaid	Total
Tooth pulled (extraction)	56 (18.0)	6 (13.3)	62 (17.4)
Not selected	255 (82.0)	39 (86.7)	294 (82.6)
Total Responding	311	45	356

Missing = 1095

Q47/42_2: What services did you need that were not covered? Please check all that apply.			
	DWP	Medicaid	Total
Root canal or other emergency dental care	38 (12.2)	13 (28.9)	51 (14.3)
Not selected	273 (87.8)	32 (71.1)	305 (85.7)
Total Responding	311	45	356

Missing = 1095

Q47/42_3: What services did you need that were not covered? Please check all that apply.			
	DWP	Medicaid	Total
Checkup and cleaning	41 (13.2)	12 (26.7)	53 (14.9)
Not selected	270 (86.8)	33 (73.3)	303 (85.1)
Total Responding	311	45	356

Missing = 1095

Q47/42_4: What services did you need that were not covered? Please check all that apply.			
	DWP	Medicaid	Total
Full dentures that replace all upper and/or lower teeth	56 (18.0)	4 (8.9)	60 (16.9)
Not selected	255 (82.0)	41 (91.1)	296 (83.1)
Total Responding	311	45	356

Missing = 1095

Q47/42_5: What services did you need that were not covered? Please check all that apply.			
	DWP	Medicaid	Total
Tooth replacements, such as bridges or partial dentures	84 (27.0)	19 (42.2)	103 (28.9)
Not selected	227 (73.0)	26 (57.8)	253 (71.1)
Total Responding	311	45	356

Missing = 1095

Q47/42_6: What services did you need that were not covered? Please check all that apply.			
	DWP	Medicaid	Total
Crowns/Caps	84 (27.0)	8 (17.8)	92 (25.8)
Not selected	227 (73.0)	37 (82.2)	264 (74.2)

Total Responding	311	45	356
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Missing = 1095

Q47/42_7: What services did you need that were not covered? Please check all that apply.			
	DWP	Medicaid	Total
Braces	22 (7.1)	8 (17.8)	30 (8.4)
Not selected	289 (92.9)	37 (82.2)	326 (91.6)
Total Responding	311	45	356

Missing = 1095

Q47/42_8: What services did you need that were not covered? Please check all that apply.			
	DWP	Medicaid	Total
Other treatment, such as fillings	111 (35.7)	9 (20.0)	120 (33.7)
Not selected	200 (64.3)	36 (80.0)	236 (66.3)
Total Responding	311	45	356

Missing = 1095

Q48/43: Did you pay for any of the non-covered dental services yourself?			
	DWP	Medicaid	Total
Yes	73 (19.2)	14 (23.3)	87 (19.7)
No	308 (80.8)	46 (76.7)	354 (80.3)
Total Responding	381	60	441

Missing = 1010

Q49/44_1: What types of dental services did you pay for yourself? Please check all that apply.			
	DWP	Medicaid	Total
Tooth pulled (extraction)	23 (32.9)	4 (33.3)	27 (32.9)
Not selected	47 (67.1)	8 (66.7)	55 (67.1)
Total Responding	70	12	82

Missing = 1369

Q49/44_2: What types of dental services did you pay for yourself? Please check all that apply.			
	DWP	Medicaid	Total
Root canal or other emergency dental care	6 (8.6)	3 (25.0)	9 (11.0)
Not selected	64 (91.4)	9 (75.0)	73 (89.0)
Total Responding	70	12	82

Missing = 1369

Q49/44_3: What types of dental services did you pay for yourself? Please check all that apply.			
	DWP	Medicaid	Total
Checkup and cleaning	25 (35.7)	4 (33.3)	29 (35.4)
Not selected	45 (64.3)	8 (66.7)	53 (64.6)
Total Responding	70	12	82

Missing = 1369

Q49/44_4: What types of dental services did you pay for yourself? Please check all that apply.			
	DWP	Medicaid	Total
Full dentures that replace all upper and/or lower teeth	3 (4.3)	1 (8.3)	4 (4.9)
Not selected	67 (95.7)	11 (91.7)	78 (95.1)
Total Responding	70	12	82

Missing = 1369

Q49/44_5: What types of dental services did you pay for yourself? Please check all that apply.			
	DWP	Medicaid	Total
Tooth replacements, such as bridges or partial dentures	5 (7.1)	2 (16.7)	7 (8.5)
Not selected	65 (92.9)	10 (83.3)	75 (91.5)
Total Responding	70	12	82

Missing = 1369

Q49/44_6: What types of dental services did you pay for yourself? Please check all that apply.			
	DWP	Medicaid	Total
Crowns/Caps	4 (5.7)	2 (16.7)	6 (7.3)
Not selected	66 (94.3)	10 (83.3)	76 (92.7)
Total Responding	70	12	82

Missing = 1369

Q49/44_7: What types of dental services did you pay for yourself? Please check all that apply.			
	DWP	Medicaid	Total
Braces	4 (5.7)	0 (0.0)	4 (4.9)
Not selected	66 (94.3)	12 (100.0)	78 (95.1)
Total Responding	70	12	82

Missing = 1369

Q49/44_8: What types of dental services did you pay for yourself? Please check all that apply.			
	DWP	Medicaid	Total
Other treatment, such as fillings	29 (41.4)	3 (25.0)	32 (39.0)
Not selected	41 (59.6)	9 (75.0)	50 (61.0)
Total Responding	70	12	82

Missing = 1369

Q50/45: If you paid for any dental services yourself since joining the Dental Wellness Plan/Medicaid, approximately how much have you spent?			
	DWP	Medicaid	Total
Median (SD)	245, 931	300, 260	521, 874
Total Responding	61	9	70

Missing = 1381

Q51/46: Since joining the Dental Wellness Plan/Medicaid, did you try to find out how the Dental Wellness Plan/Medicaid works by calling their 800 number, visiting their website, or reading printed materials?			
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	DWP	Medicaid	Total
Yes	338 (27.8)	57 (30.5)	395 (28.2)
No	877 (72.2)	130 (69.5)	1007 (71.8)
Total Responding	1215	187	1402

Missing = 49

Q52/47: Since joining the Dental Wellness Plan/Medicaid, how often did the 800 number, written materials, or website provide the information you wanted?			
	DWP	Medicaid	Total
Never	33 (10.0)	5 (8.9)	38 (9.9)
Sometimes	89 (27.1)	22 (39.3)	111 (28.8)
Usually	99 (30.1)	19 (33.9)	118 (30.6)
Always	108 (32.8)	10 (17.9)	118 (30.6)
Total Responding	329	56	385

Missing = 1066

Q53/48: Since joining the Dental Wellness Plan/Medicaid, did you use any information from the Dental Wellness Plan/Medicaid to help you find a new dentist?			
	DWP	Medicaid	Total
Yes	292 (24.1)	35 (18.8)	327 (23.4)
No	921 (75.9)	151 (81.2)	1072 (76.6)
Total Responding	1213	186	1399

Missing = 52

Q54/49: How helpful was this information in helping you find a new dentist?			
	DWP	Medicaid	Total
Not at all helpful	31 (11.0)	6 (16.7)	37 (11.6)
A little helpful	35 (12.4)	8 (22.2)	43 (13.5)
Somewhat helpful	77 (27.2)	8 (22.2)	85 (26.6)
Very helpful	140 (49.5)	14 (38.9)	154 (48.3)
Total Responding	283	36	319

Missing = 1132

Q55: Since joining the Dental Wellness Plan, have you completed a questionnaire online to find out your Dental Score?			
	DWP	Medicaid	Total
Yes	49 (4.0)	*	49 (4.0)
No; I was not aware of the Dental Score questionnaire	1093 (90.0)	*	1093 (90.0)
No; I was aware of it but did not complete it	73 (6.0)	*	73 (6.0)
Total Responding	1215	*	1215

Missing = 45

Q56: How helpful was the information you got from the Dental Score website about your dental health?			
	DWP	Medicaid	Total
Not at all helpful	2 (4.3)	*	2 (4.3)
A little helpful	11 (23.4)	*	11 (23.4)

Somewhat helpful	17 (36.2)	*	17 (36.2)
Very helpful	17 (36.2)	*	17 (36.2)
Total Responding	47	*	47

Missing = 1213

Q57/50: Using any number from 0 to 10, where 0 is the worst dental plan possible and 10 is the best dental plan possible, what number would you use to rate the Dental Wellness Plan/Medicaid dental plan?

	DWP	Medicaid	Total
0	26 (2.4)	4 (2.3)	30 (2.4)
1	20 (1.8)	3 (1.7)	23 (1.8)
2	19 (1.7)	6 (3.5)	25 (2.0)
3	35 (3.2)	7 (4.1)	42 (3.3)
4	37 (3.4)	6 (3.5)	43 (3.4)
5	205 (18.7)	22 (12.8)	227 (17.9)
6	74 (6.8)	18 (10.5)	92 (7.3)
7	123 (11.2)	31 (18.0)	154 (12.2)
8	153 (14.0)	24 (14.0)	177 (14.0)
9	122 (11.2)	20 (11.6)	142 (11.2)
10	280 (25.6)	31 (18.0)	311 (24.6)
Total Responding	1094	172	1266

Missing = 185

Q58/51: Would you recommend the Dental Wellness Plan/Medicaid dental plan to others?

	DWP	Medicaid	Total
Definitely yes	504 (44.4)	69 (38.3)	573 (43.6)
Probably yes	524 (46.2)	82 (45.6)	606 (46.1)
Probably no	87 (7.7)	17 (9.4)	104 (7.9)
Definitely no	19 (1.7)	12 (6.7)	31 (2.4)
Total Responding	1134	180	1314

Missing = 137

Q59/52: When you need to get dental care, what is the type of transportation you use most often to get to your visit? Please choose only one answer.

	DWP	Medicaid	Total
I drive myself, using my own vehicle	747 (60.9)	140 (74.9)	887 (62.7)
I drive myself, using someone else's vehicle	66 (5.4)	5 (2.7)	71 (5.0)
Someone else (such as a friend, neighbor, or family) drives me, using my own vehicle	58 (4.7)	13 (7.0)	71 (5.0)
Someone else (such as a friend, neighbor, or family) drives me using their vehicle	202 (16.5)	11 (5.9)	213 (15.1)
I take a taxi cab	10 (0.8)	1 (0.5)	11 (0.8)

I take public transportation (such as a bus or government-provided transit)	54 (4.4)	7 (3.7)	61 (4.3)
I bike or walk	51 (4.2)	3 (1.6)	54 (3.8)
Other	8 (0.7)	1 (0.5)	9 (0.6)
I do not have a reliable way to get to my dental visits	31 (2.5)	6 (3.2)	37 (2.6)
Total Responding	1227	187	1414

Missing = 37

Q60/53: Since joining the Dental Wellness Plan/Medicaid, how often did you need assistance from other sources (such as friends, family, public transportation, etc.) to get to your dental care visit?			
	DWP	Medicaid	Total
Never	617 (50.7)	106 (56.4)	723 (51.4)
Sometimes	166 (13.6)	25 (13.3)	191 (13.6)
Usually	44 (3.6)	7 (3.7)	51 (3.6)
Always	155 (12.7)	18 (9.6)	173 (12.3)
I have not had a dental visit since joining the Dental Wellness Plan/Medicaid	236 (19.4)	32 (17.0)	268 (19.1)
Total Responding	1218	188	1406

Missing = 45

Q61/54: Since joining the Dental Wellness Plan/Medicaid, was there any time when you needed transportation to or from a dental visit but could not get it for any reason?			
	DWP	Medicaid	Total
Yes	131 (11.0)	20 (10.8)	151 (10.9)
No	1064 (89.0)	166 (89.2)	1230 (89.1)
Total Responding	1195	186	1381

Missing = 70

Q62/55: Since joining the Dental Wellness Plan/Medicaid, how much, if at all, have you worried about your ability to pay for the cost of transportation to or from a dental visit?			
	DWP	Medicaid	Total
Not at all	704 (59.0)	118 (63.4)	822 (59.6)
A little	202 (16.9)	33 (17.7)	235 (17.0)
Somewhat	143 (12.0)	17 (9.1)	160 (11.6)
A great deal	144 (12.1)	18 (9.7)	162 (11.7)
Total Responding	1193	186	1379

Missing = 72

Q63/56: Would you describe yourself as someone who visits the dentist...			
	DWP	Medicaid	Total
Regularly (at least once a year)	395 (32.8)	85 (45.2)	480 (34.5)
Occasionally	204 (16.9)	36 (19.1)	240 (17.2)

Rarely	200 (16.6)	26 (13.8)	226 (16.2)
Only when you have a problem	406 (33.7)	41 (21.8)	447 (32.1)
Total Responding	1205	188	1393

Missing = 58

Q64/57: In general, how would you rate the overall condition of your teeth and gums?			
	DWP	Medicaid	Total
Excellent	55 (4.5)	10 (5.3)	65 (4.6)
Very good	183 (15.0)	43 (22.8)	226 (16.1)
Good	355 (29.1)	60 (31.7)	415 (29.5)
Fair	333 (27.3)	39 (20.6)	372 (26.4)
Poor	292 (24.0)	37 (19.6)	329 (23.4)
Total Responding	1218	189	1407

Missing = 44

Q65/58: Compared to when you joined the Dental Wellness Plan/Medicaid, would you say your overall dental health is:			
	DWP	Medicaid	Total
Much better	244 (21.0)	33 (17.6)	277 (20.5)
Somewhat better	234 (20.1)	28 (14.9)	262 (19.4)
About the same	580 (49.8)	107 (56.9)	687 (50.8)
Somewhat worse	73 (6.3)	12 (6.4)	85 (6.3)
Much worse	33 (2.8)	8 (4.3)	41 (3.0)
Total Responding	1164	188	1352

Missing = 99

Q66/59: How much of your overall dental health can be attributed to the care you received through the Dental Wellness Plan/Medicaid?			
	DWP	Medicaid	Total
All	226 (18.8)	28 (15.1)	254 (18.3)
Most	180 (15.0)	33 (17.7)	213 (15.4)
Some	245 (20.4)	42 (22.6)	287 (20.7)
None	127 (10.6)	24 (12.9)	151 (10.9)
I have not received dental care since joining the Dental Wellness Plan/Medicaid	422 (35.2)	59 (31.7)	481 (34.7)
Total Responding	1200	186	1386

Missing = 65

Q67/60: How often during the last 6 months have you been self-conscious or embarrassed because of your teeth, mouth, or dentures?			
	DWP	Medicaid	Total
Never	437 (35.6)	76 (40.6)	513 (36.2)
Sometimes	363 (29.5)	51 (27.3)	414 (29.2)
Usually	146 (11.9)	23 (12.3)	169 (11.9)
Always	283 (23.0)	37 (19.8)	320 (22.6)
Total Responding	1229	187	1416

Missing = 35

Q68/61: How often during the last 6 months have you had painful aching anywhere in your mouth?			
	DWP	Medicaid	Total
Never	430 (35.2)	71 (37.8)	501 (35.6)
Sometimes	558 (45.7)	78 (41.5)	36 (45.1)
Usually	137 (11.2)	27 (14.4)	164 (11.6)
Always	96 (7.9)	12 (6.4)	108 (7.7)
Total Responding	1221	188	1409

Missing = 42

Q69/62: How often during the last 6 months have you had difficulty doing your usual jobs or attending school because of problems with your teeth, mouth, or dentures?			
	DWP	Medicaid	Total
Never	910 (75.0)	148 (79.1)	1058 (75.6)
Sometimes	234 (19.3)	30 (16.0)	264 (18.9)
Usually	41 (3.4)	7 (3.7)	48 (3.4)
Always	28 (2.3)	2 (1.1)	30 (2.1)
Total Responding	1213	187	1400

Missing = 51

Q70/63: How many of your permanent teeth have been removed because of tooth decay or gum disease? Do not include teeth lost for other reasons, such as injury or braces.			
	DWP	Medicaid	Total
None	474 (38.9)	98 (52.4)	572 (40.7)
1-5	358 (29.4)	57 (30.5)	415 (29.6)
6 or more but not all	259 (21.3)	24 (12.8)	283 (20.2)
All	126 (10.4)	8 (4.3)	134 (9.5)
Total Responding	1217	187	1404

Missing = 47

Q71/64: How often do you brush your teeth?			
	DWP	Medicaid	Total
2 or more times a day	499 (40.8)	106 (56.4)	605 (42.9)
1 time a day	511 (41.8)	63 (33.5)	574 (40.7)
1 time every few days	74 (6.1)	6 (3.2)	80 (5.7)
1 time a week or less	41 (3.4)	7 (3.7)	48 (3.4)
I don't have any teeth	97 (7.9)	6 (3.2)	103 (7.3)
Total Responding	1222	188	1410

Missing = 41

Q72/65: In general, would you say your overall physical health is:			
	DWP	Medicaid	Total
Excellent	81 (6.6)	20 (10.6)	101 (7.2)
Very good	257 (21.0)	59 (31.4)	316 (22.4)
Good	531 (43.4)	77 (41.0)	608 (43.1)

Fair	281 (23.0)	28 (14.9)	309 (21.9)
Poor	74 (6.0)	4 (2.1)	78 (5.5)
Total Responding	1224	188	1412

Missing = 39

Q73/66: Do you now have any physical health conditions that have lasted or are expected to last for at least 3 months?			
	DWP	Medicaid	Total
Yes	594 (49.1)	56 (29.9)	650 (46.5)
No	617 (50.9)	131 (70.1)	748 (53.5)
Total Responding	1211	187	1398

Missing = 53

Q74/67: In general, would you say your overall mental or emotional health is:			
	DWP	Medicaid	Total
Excellent	209 (17.1)	38 (20.2)	247 (17.5)
Very good	316 (25.9)	60 (31.9)	376 (26.7)
Good	383 (31.4)	59 (31.4)	442 (31.4)
Fair	241 (19.8)	23 (12.2)	264 (18.8)
Poor	71 (5.8)	8 (4.3)	79 (5.6)
Total Responding	1220	188	1408

Missing = 43

Q75/68: Do you now have any mental health conditions that have lasted or are expected to last for at least 3 months?			
	DWP	Medicaid	Total
Yes	380 (31.4)	47 (25.1)	427 (30.5)
No	831 (68.6)	140 (74.9)	971 (69.5)
Total Responding	1211	187	1398

Missing = 53

Q76/69: Have you smoked at least 100 cigarettes in your entire life?			
	DWP	Medicaid	Total
Yes	778 (63.4)	106 (56.7)	884 (62.5)
No	449 (36.6)	81 (43.3)	530 (37.5)
Total Responding	1227	187	1414

Missing = 37

Q77/70: Do you now smoke cigarettes or use tobacco every day, some days, or not at all?			
	DWP	Medicaid	Total
Every day	453 (37.0)	51 (27.3)	504 (35.7)
Some days	128 (10.4)	18 (9.6)	146 (10.3)
Not at all	644 (52.6)	118 (63.1)	762 (54.0)
Total Responding	1225	187	1412

Missing = 39

Q78/71: In the last 12 months, were you ever hungry but didn't eat because there wasn't enough money for food?			
	DWP	Medicaid	Total
Yes	345 (28.5)	529 (27.8)	397 (28.4)
No	867 (71.5)	135 (72.2)	1002 (71.6)
Total Responding	1212	187	1399

Missing = 52

Q79/72: How often in the past 12 months would you say you were worried or stressed about having enough money to buy nutritious meals?			
	DWP	Medicaid	Total
Never	467 (38.4)	65 (34.6)	532 (37.9)
Sometimes	510 (41.2)	82 (43.6)	583 (41.6)
Usually	122 (10.0)	28 (14.9)	150 (10.7)
Always	125 (10.3)	13 (6.9)	138 (9.8)
Total Responding	1215	188	1403

Missing = 48

Q80/73: On an average day, how many cans of soda, pop, or soft drinks do you drink? If you don't drink soda, pop, or soft drinks in cans, write the amount it would be when compared to a can, 1 can = 12 oz.			
	DWP	Medicaid	Total
Mean/SD/Range	1.66/2.33/1-24	1.55/2.03/1-12	1.65/2.29/1-24
0 cans/day	387 (30.7)	65 (34.0)	452 (31.2)
1 can/day	331 (26.3)	51 (26.7)	382 (26.3)
2 cans/day	212 (16.8)	38 (19.9)	250 (17.2)
3-5 cans/day	188 (14.9)	20 (10.5)	208 (14.3)
6-12 cans/day	60 (4.8)	11 (5.8)	71 (4.9)
More than 12 cans/day	82 (6.5)	6 (3.1)	88 (6.1)
Total Responding	1183	185	1369

Missing = 83

Q81/74: What is your age?			
	DWP	Medicaid	Total
19 to 24	85 (7.0)	18 (9.6)	103 (7.3)
25 to 34	205 (16.8)	66 (35.3)	271 (19.2)
35 to 44	220 (18.0)	69 (36.9)	289 (20.5)
45 to 54	369 (30.2)	27 (14.4)	396 (28.1)
55 to 64	343 (28.1)	7 (3.7)	350 (24.8)
Total Responding	1222	187	1409

Missing = 42

Q82/75: What is your gender?			
	DWP	Medicaid	Total
Male	493 (40.2)	54 (28.6)	547 (38.6)
Female	729 (59.4)	135 (71.4)	864 (61.0)
Other	5 (0.4)	0 (0.0)	4 (0.4)
Total Responding	1227	189	1416

Missing = 35

Q83/76: Are you currently...			
	DWP	Medicaid	Total
Married or in a marriage-like relationship	373 (30.6)	100 (52.9)	473 (33.6)
Divorced	368 (31.2)	35 (18.5)	403 (28.6)
Widowed	57 (4.7)	2 (1.1)	59 (4.2)
Separated	54 (4.4)	18 (9.5)	72 (5.1)
Never married and not in a marriage-like relationship	366 (30.0)	34 (18.0)	400 (28.4)
Total Responding	1218	189	1407

Missing = 44

Q84/77: What is the highest grade or level of school that you have completed?			
	DWP	Medicaid	Total
8 th grade or less	35 (2.9)	6 (3.2)	41 (2.9)
Some high school, but did not graduate	129 (10.6)	13 (7.0)	142 (10.1)
High school graduate or GED	475 (38.9)	61 (32.8)	536 (38.1)
Some college or 2-year degree	460 (37.7)	74 (39.8)	534 (38.0)
4-year college graduate	85 (7.0)	23 (12.4)	108 (7.7)
More than 4-year college degree	37 (3.0)	9 (4.8)	46 (3.3)
Total Responding	1221	186	1407

Missing = 44

Q85/78: Are you of Hispanic or Latino origin or descent?			
	DWP	Medicaid	Total
Yes	52 (4.3)	15 (7.9)	67 (4.8)
No	1163 (95.7)	174 (92.1)	1337 (95.2)
Total Responding	1215	189	1404

Missing = 47

Q86/79_1: What is your race?			
	DWP	Medicaid	Total
White	1089 (89.4)	157 (83.5)	1246 (88.6)
Not selected	129 (10.6)	31 (16.5)	160 (11.4)
Total Responding	1218	188	1406

Missing = 45

Q86/79_2: What is your race?			
	DWP	Medicaid	Total
Black or African American	97 (8.0)	24 (12.8)	121 (8.6)
Not selected	1121 (92.0)	164 (87.2)	1285 (91.4)
Total Responding	1218	188	1406

Missing = 45

Q86/79_3: What is your race?			
	DWP	Medicaid	Total
Asian	22 (1.8)	9 (4.8)	31 (2.2)
Not selected	1196 (98.2)	179 (95.2)	1375 (97.8)
Total Responding	1218	188	1406

Missing = 45

Q86/79_4: What is your race?			
	DWP	Medicaid	Total
Native Hawaiian or other Pacific Islander	3 (0.2)	1 (0.5)	4 (0.3)
Not selected	1215 (99.8)	187 (99.5)	1402 (99.7)
Total Responding	1218	188	1406

Missing = 45

Q86/79_5: What is your race?			
	DWP	Medicaid	Total
American Indian or Alaska Native	19 (1.6)	9 (4.8)	28 (2.0)
Not selected	1199 (98.4)	179 (95.2)	1378 (98.0)
Total Responding	1218	188	1406

Missing = 45

Q86/79_6: What is your race?			
	DWP	Medicaid	Total
Other	25 (2.1)	5 (2.7)	30 (2.1)
Not selected	1193 (97.9)	183 (97.3)	1376 (97.9)
Total Responding	1218	188	1406

Missing = 45

Q87/80: How often do you need to have someone help you when you read instructions, pamphlets, or other written material related to your health or dental care?			
	DWP	Medicaid	Total
Never	885 (72.1)	152 (80.9)	1037 (73.2)
Rarely	142 (11.6)	16 (8.5)	158 (11.2)
Sometimes	128 (10.4)	15 (8.0)	143 (10.1)
Often	42 (3.4)	2 (1.1)	44 (3.1)
Always	31 (2.5)	3 (1.6)	34 (2.4)
Total Responding	1228	188	1416

Missing = 35

Q88/81: Did someone help you complete this survey?			
	DWP	Medicaid	Total
Yes	91 (7.5)	11 (5.9)	102 (7.3)

No	1126 (92.5)	177 (94.1)	1303 (92.7)
Total Responding	1217	188	1405

Missing = 46

Q89/82_1: How did that person help you?			
	DWP	Medicaid	Total
Read the questions to me	46 (53.5)	7 (63.6)	53 (54.6)
Not selected	40 (46.5)	3 (36.4)	44 (45.4)
Total Responding	86	11	97

Missing = 1354

Q89/82_2: How did that person help you?			
	DWP	Medicaid	Total
Wrote down the answers I gave	31 (36.0)	4 (36.4)	35 (36.1)
Not selected	55 (64.0)	7 (63.6)	62 (63.9)
Total Responding	86	11	97

Missing = 1354

Q89/82_3: How did that person help you?			
	DWP	Medicaid	Total
Answered the questions for me	16 (18.6)	3 (27.3)	19 (19.6)
Not selected	70 (81.4)	8 (72.7)	78 (80.4)
Total Responding	86	11	97

Missing = 1354

Q89/82_4: How did that person help you?			
	DWP	Medicaid	Total
Translated the questions into my language	12 (14.0)	3 (27.3)	15 (15.5)
Not selected	74 (86.0)	8 (72.7)	82 (84.5)
Total Responding	86	11	97

Missing = 1354

Q89/82_5: How did that person help you?			
	DWP	Medicaid	Total
Helped in some other way	13 (15.1)	0 (0.0)	13 (13.4)
Not selected	73 (84.9)	11 (100.0)	84 (86.6)
Total Responding	86	11	97

Missing = 1354

Appendix 3: Member Comments

Dental Wellness Plan

Negative Comments about Coverage	
1.	Yes; I honestly believe you guys should cover crowns right away because your tooth gets VERY VERY sensitive and decay starts on to these teeth and could end up in making you have a root canal which hurts even worse and you can't do anything for like 2.5 days after root canal, I think that this is a great dental plan but it sucks that I have to leave my teeth uncrowned for a year and risk cavities or root canal when it could be prevented and it could be cheaper than root canal and crown. Other than that I thank the state of Iowa for this coverage. Also though my dentist applied in January for emergency crowns with no response yet.
2.	Yes, I would like to tell you something that bothers me about the Dental Wellness Plan. I do not like the fact that I have to wait 6 months to have my fillings put in. I am currently experiencing pain in my teeth due to the cavities not being filled.
3.	Yes, I think it'd be better with no levels for everyone.
4.	Yes having to wait 6 months and 12 months is bullshit, I deal with so much pain every day because I need my three front teeth pulled and I won't because I'm not wait 6 months with no front teeth. I don't understand why people have to wait pretty much 18 months to get their teeth fixed.
5.	Would like to see coverage for replacement of teeth for job obtainments.
6.	Wish that you could get root canal, and denture and brace without waiting period, it's really a long wait.
7.	Wish I didn't have to wait a year for tier 3 to get my crown.
8.	Well my first exam with the Wellness Plan they did a full mouth x-ray. I know that is a very expensive x-ray. I felt it was not needed, they also took a long time cleaning my teeth. Although the nurse kept telling me I had very clean teeth with very little plaque. They still kept scraping away. I felt both of those procedures were not at all that necessary. That money could have been used to fill the tooth that was bothering me. But for that I had to wait. Because of the plan rules. I had to wait 6 months till my next exam to get that filling put in my tooth. That is too long, waiting can make that cavity become very deep to the point where it may need a root canal. That is a very painful and expensive procedure that could be avoided. I just went to the dentist and I feel my teeth need a lot of work but could only have a filling filled.
9.	We shouldn't have to wait 6-12 months to get care we need!
10.	Very good plan. It has helped me tremendously. I'm only embarrassed of my teeth because of a missing tooth which I have to wait for the plus benefits. I like my teeth and am very self conscience of a crack head smile.
11.	Very few take new patients. Takes too long to get to the 3rd tier for crowns and dentures. Even for level 2 extractions.
12.	This Delta Dental Program and literature is insulting to patients. I have had standard insurance and work with folks on Medicaid, assisting them to secure services. No where have I read such condescending tone as this program. The pamphlet might as well say, "You have to spend a year doing what we say before we will actually provide you real coverage and I hope you are fine with us changing your doctor. Instead of wasting tax-payer money on this crap just funt state dental for the poor. The same service state employees get. I am grateful there is coverage. I am insulted at the treatment we receive. Those are not musually exclusive. -Concerned Citizen
13.	There shouldn't be such a huge time frame to be able o get any dentures-partial or all. If you need them now why wait for another 6 or more months to be covered? What does a person do in the mean time. Not eat or ?
14.	There is only 1 dentist in a 75 mile radius of my city, Mason City, that accepts the Dental Wellness Plan. He is approx. 35 minutes from my home. I do not have my own transportation and could really use a dentist in the town of Mason City. Also, the dentist I see is not my favorite. He is my only option. I feel like he rushes through my procedures and does not have the best bedside manner. I had all top teeth pulled and received a top denture. I am not happy the way it fits and feel I cannot get it fixed. I was also denied a partial, for my bottom teeth and need it badly. I cannot get b/c I have not been on plan for I feel year. I feel it affects me, not only when I eat, but socially, also. I am thankful for some coverage.
15.	The tier system is a horrible idea, it needs to be done away with, especially if some teeth could be saved instead of trying to save themselves some money at the expense of patients. Delta Dental is horrible insurance package that needs to be changed!
16.	The one thing I need done, is getting a deep clean.. which is taking a long time to get approval for, which i can't afford on my own. It's \$1000+, and the approval process takes 6 months. The health of my teeth isn't effected, but i would like to have it one and then i can continue with more regular check ups.
17.	Since have Dental Wellness Plan have had 1 appointment for cleaning and checking my teeth. They won't see me again for 6 months then required another cleaning before they discuss my dental plan. There is only 1 dentist in my town who accepts this type of insurance and it's obvious to me they don't like to. I would like to make appointment in Iowa City now that I have transportation. My teeth are broken and rotting. I was sure I need dentures. But on 1 visit I have had with current dentist he claims he can fix my teeth. By the time I'm eligible for them to began a dental plan for me my teeth will be worse.
18.	Should start every enrolled member at level 2. Make levels 1 and 2 combined. It is terrible to make someone wait six months extra for a filling. It means a tooth is in jeopardy for almost or longer than a year and the tooth decay and infections and pain a person may endure is not adequate when considering how long they may have already waited. My dentist office filled out my "dental score" for me. I never had access to it. I don't know what my score actually is, number wise. My dental cleaning was done by a different person, a hygienist, and she told me my dentist was supposed to tell me to stop consuming soda, sugar and quit smoking because the Dental Wellness Plan only covers one filling per tooth for five years, which nobody told me and it had been a while since I had my emergency fillings and already subjected my teeth to regular behavior. I have to drive 70 miles to a dentist connected to my health center and I cannot be seen by a doctor and a dentist on the same day, nor can I have a cleaning on the same day I see a dentist due to billing with Iowa Health & Wellness Dental Wellness Plan and Delta Dental.

19.	Only thing I can think of is that they should cover crowns on same level as root canals because sometimes even my dentist told me by the time the crown gets approved they have to do a whole new set up on the root canal tooth anyway because it get messed up before they can crown it.
20.	Not being able to get lower partial when it is needed badly.
21.	My overall visits were good. I don't agree having to wait six months two times to get teeth filled. Thank you for the \$2.00 bill
22.	My main complain would be that when you start out on the plan, you can only have certain things taken care of until the 2nd and 3rd visit. Some people need things done on the 1st visit that isn't allowed. I think that it's unwise to limit so strictly when people need the help then. Also, I didn't have a lot of choices when it came to providers but I do like the one I have a lot!
23.	Last form I received said as of May 1, 2014 dental coverage is only available for urgent services such as 1) severe oral pain. 2) Tx of oral infection. 3) Injury due to trauma or accident. Since I have not fallen into urgent care, this insurance is of no value to me. I had to pay for my last filling which was very expensive. Have not had my teeth cleaned in 10 years as it is too expensive to afford. Need a crown but cannot afford.
24.	It would be perfect if all dentists would accept and if the plan covered braces.
25.	It would be nice to have the gas they could use before having mouth work done paid for. Because I get very nervous with shots to numb my mouth. Thanks for the \$2.
26.	It would be greatly appreciated if it covered the normal care that people need rather than only emergency. I am very self conscious because of my teeth/breath but can't fix it because of the plan not covering anything.
27.	It was hard to wait the 6 months, when I might of saved 2 teeth that cracked while waiting and now can't be saved but I am grateful to be able to go to the dentist again and had 1 tooth pulled and now I need 3 more pulled. Before I got sick I always went to the dentist, but I never could afford insurance. So I usually had to use my credit card. And now I can't afford the payments on my card. But I am thankful for this program.
28.	It takes three plus months to get in to the dentist. You are limited by care in the first plan. I have a cap to be put on from a root canal done in October and this March. Cleaning took from May to October. I had to go 380 miles to get a root canal in Iowa City. There needs to be more available dentist.
29.	It sure would be nice to have full dental (100%) coverage for a low or affordable cost! - or - reward members, by lower rates, for having lived healthier lives and have taken care of their teeth in the past.
30.	Insurance covers wisdom teeth removal, however dentist says does not cover any cosmetic help, braces, etc..
31.	If you would fix the tooth issues then you would save money in the long run. Sad people have to have mouth pain when they can't get the dental care they need. With my type 2 diabetes I should not have rotting teeth in my mouth, huge risk of infection and heart issues but can't have them pulled and dentures because you don't do it that way. I feel this plan is a joke.
32.	If the waiting period between 1 and 2 levels of coverage was less than six months more like three months it would be better so more people would have rood canals or teeth pulled. Most dentist will tell you having your own teeth and having them healthy is better.
33.	If medical is covered 100%, the dental should also be.
34.	I wish you didn't have to wait so long to get something fixed, I have been unable to chew on the left side of my mouth for a year due to a breakage on my tooth, then when I had a cleaning it broke more.
35.	I went for my six month cleaning and had two teeth extracted, one root canal. My teeth are very bad. I want to get them all pulled and dentures for the infections keep coming back. The pain of root canals is horrendous and my teeth are getting worse, but dental care won't pay for this until I am on it for at least a year or more. I don't want to suffer that long.
36.	I was very glad when I got dental insurance. I was not able to go to the dentist for 10 years. I use to go every six months when I was married before. I had nice clean, healthy teeth. Now I have this insurance I need a lot done. I had a filling that fell out, gums very painful and my teeth are in bad shape. It was very hard to find a dentist to take the insurance and when I did find one I was scammed. I was told I had to pay upfront and I would be reimbursed from my insurance. I had to get money to pay for it from my family. Weeks went by and I kept calling insurance before I finally found out I wouldn't get reimbursed the money that wasn't mine. The secretary for dentist said they take my insurance and I would get my money back. She was tiered of me calling and she insisted she was right and has been working for this for a long time. The dentist I went to with this issue did clean, x-ray with a newer x-ray machine. The assistant said she made sure my insurance covered this kind of x-ray. I had a couple cavities and one filling was out. The dentist said it would cost a lot to fix my teeth, when I mentioned my insurance plan, he told the same assistant to look into it because he didn't think he was a part of that dental plan. But they didn't tell me I wasn't covered and set up another appointment and an appointment with a specialist for my gums. I cancelled my appointment with the dentist that didn't take my insurance. The specialists did take my insurance, a periodondist. He cleaned my gums three times. After six months I would have a better dental plan. My gums were very painful then. The periodondist told me I needed surgery on my gums, but my insurance wouldn't pay for it until six more months, this fall. The periodondist said he wrote my insurance requesting I needed it done now. This was back on the first part of February 2015. I have not heard back. The periodondist told me he wrote you and we're just waiting for the insurance approval. I cannot believe how I'm blown off when I'm in great pain more and more. The sores on my gums are getting worse. I've been very patient waiting for the call and I still am waiting. I need surgery and fillings. This is an emergency. I never had my fillings done. I guess I have to find a different dentist to put my fillings in and it's hard to find one that will take my insurance. I really want to have healthy, clean teeth. So why do I have to wait six more months. I'm in pain and want to have surgery ASAP. I really need this done before fall. It's an emergency. Thank you.
37.	I was on Medicaid and transitioning to Dental Wellness when I received a referral for root canal. Although I needed it right away, I had to wait 6 months to get it. Once I had the root canal, I was made to wait another 6 months before the plan would cover a cap. Once I got the cap, it fell off. I will not return to Ocean Dental where I had the cap made and put on due to the poor quality of service and lack of professionalism by both the dentist and the assistant. When my permanent cap came off, I called every dentist in my area and none of them would see me. I still have the cap in a baggie and I have another tooth that has been prepped for a cap but yet to have it done, due to inability to locate a dentist that accepts Delta Dental Plan. I am saddened by this and am very disappointed with what is/isn't available here in Marshalltown. I am however grateful for the coverage, although service is inadequate.
38.	I think you should have all treatment right away. No tiers.

39.	I think that emergency care and missing teeth should be more important than cleaning, you should be able to get that and then get your cleanings.
40.	I think that dentures should be covered and partials. But it is a good program.
41.	I think it is a waste of time to go have a visit and x-rays several times when I have no teeth. I think it is a waste of the dentist, his staff, and my time. Why must I have x-rays of no teeth.
42.	I think all dentists should participate. Some dentists won't accept the plan until the 2nd visit, why? Your plan does not pay anything for implants.
43.	I thank you and God to have even this emergency plan but we would like to have more for crowns and bridges when we need them to be done. Teeth are not a luxury, I think it is a need.
44.	I really like the Dental Wellness Plan, the only thing I don't like is that I had teeth removed and now I have to wait to get partials. This makes me feel very uncomfortable when I go out. I avoid going out since I have many teeth missing. It makes me feel depressed because I feel everyone is staring at me. I would like to see if there is any other way I could get partials since I am on a fixed income. If you could give me any ideas please let me know. I would really appreciate it. Because with so many missing teeth I am very unhappy.
45.	I only have 7 teeth left on bottom, they need to be pulled and dentures made. I can't get dentures unless I have reached max benefit but don't need dental work on these remaining teeth, so looks like I will never get the lower dentures I need. I already have full dentures on top. I have no chewing teeth on both sides on the lower teeth it's hard to eat.
46.	I needed all my teeth pulled and dentures when I started Dental Wellness. I have had to wait in pain for 6 months to have them removed and then I'll have to wait another 6 months for dentures, which will put me on a liquid diet. My teeth are all rotted from childhood illness. I don't feel I should have to wait that long for dentures. Other than that it's a good program. Just don't like the three tiers
47.	I like the service, but there has to be a quicker timeline for individuals who need emergency service, I should not have to wait a period of time to have a tooth removed before anything can really be done.
48.	I like the Dental Wellness Plan, but don't like the steps you have to go through. I needed care, but had to wait longer, because I had to go through different steps. Cleaning, check-up, x-rays, etc. But overall very happy. I wouldn't be able to afford dental care otherwise. Thank you.
49.	I have not had dental insurance in over 5 years. Would have to go to XXXXXXXXXX for ER teeth extraction. Couldn't afford to get normal dental maintenance so when I joined the Dental Wellness Plan I needed several fillings. However, the plan states I can only get non-emergency dental work 1ce every 6 months so now by the time I go back I'll need even more additional work. Also, it was EXTREMELY difficult to find a dentist that accepts this insurance. My mom referred me to her dentist [Name of practice]. They are AWESOME. I have -extreme- anxiety when it comes to dental work and they are fabulous in working with me. But Dental Wellness does not cover "laughing gas" which I need any time I go to the dentist.
50.	I have never been to the dentist. Our daughter is on the same plan and insurance won't pay for her braces she needs. So I lost some respect in her coverage for sure.
51.	I have been on a waiting list since receiving this insurance. It is very hard to get into a dentist in the area because there are not many and the ones who accept this insurance only take so many patients. My original dentist does not take the Dental Wellness Plan, so I had to search for a new one who only takes Dental Wellness patients once a week. Also, having to wait six months for a filling seems like a long time. Within that time frame someone could acquire more cavities and need further dental evaluation. I myself, am not worried about this as I've never had cavities, but I know of people who this does affect. There definitely needs to be more dentist who accept this insurance.
52.	I had an upper partial plate. I accidentally threw it away 3 years ago. It would be nice to get the dental plan sooner than 6-12 months.
53.	I feel that the dental office I go to does not give the patient the appropriate information to help the patient make the needed appointments. I have been with the same dentist since September 2014. I was recently told it would take 18 months before I could get partials. And that would start from the day I get my first cleaning. 3 cleaning would have to be done first. I have been asking for information from dentist office and always got different answers from the dentist and office staff. I was never told I needed 3 cleanings when I started seeing the doctor. I'm not happy having to wait until 2017 before I can get my partials. I should have been told that I needed a cleaning when I started to see the doctor back in September 2014. I should have had my first cleaning in September 2014, second cleaning should have been February 2014, and third would have been August 2015. If I was informed at the start of seeing the doctor I would not have to wait until 2017 to get my partials or bridges. Thank you.
54.	I do not think the plan adequately covers or encourages good dental health. On my first visit I had a severely infected tooth and was offered no treatment short of an antibiotic. That did help some while I was on the medicine, but not after, and problem still persists. I also have a tooth missing and not only is it embarrassing but it has impacted my general feeling about myself. I have had to turn to doing jobs where I don't deal with the public, and not the kind of work I want to do. I find it very surprising that my health coverage is excellent, but my dental coverage seems worthless. I need help but can only get it after numerous visits or 6-12 months period? Why? Instead of being involved with friends and family I make up excuses to not go and stay home to avoid the bad feelings and looks. This plan needs to be improved to receive care sooner, not having to wait and wait, I have not had to in the past.
55.	I do not like the waiting period, simply because my cavities are bigger and nobody is sure if a mouth guard would be covered.
56.	I do not agree with the level system. At my first appointment they drilled a filling out to prevent a root canal and so put in a temp cap thing, because insurance wouldn't cover the cap so now when food gets stuck and I can't get out the food pain in my gums hurt. They put in a request to complete this due to my pain but insurance wouldn't cover. So can not get my cap until level 3 which is a year later. To get permanent cap on. I think if people went through the process to get the dental insurance I believe they would continue going.
57.	I do go to XXXXXX XXXXXX in CR. They give excellent service there. I am happy to finally have dental coverage. I do dislike that it takes so long to get enhanced plus benefits because I need some of that work done now. Thank you!
58.	I can honestly say that I was unaware I was enrolled in this dental plan. I knew it was supposed to be an option at some point, but hadn't checked when that date was. now that I know, I will be taking advantage of it. I just hope that I can hold out until I reach level 3 because it covers things I already need. if I can't wait that long, I have no idea how I would be able to cover it at this point.

59.	I believe if you have a cavity it should be able to be filled on the first visit. I also believe that you should be able to have them cleaned the first visit and not have to wait 6 months to be eligible. I will be having 2nd 6 month check-up next month. Had to wait several months to get first appt needed cleaned ad had a cavity which won't be taken care of till April. But I am very thankful to have a dental plan now.
60.	I appreciate what I could get in terms of care. However, because of the three tiers, I was only able to receive a cleaning when I needed seven fillings. Because my application for Obama Care did not get processed until August I couldn't make appointments until September. It took over a month to find a dentist and another month for a spot to open for a cleaning. Now my Obama Care expired on 3/15, my dental plan has expired too and I am unable to get those fillings because my six month wait to get necessary fillings. This program harms people who might qualify for one year and not the next and now who knows when I will be able to afford seven fillings.
61.	I am so glad this section is here. Although I am happy to finally be getting dental care. I am so angry that it has taken my losing my job and putting myself into severe poverty to get it. I have worked steadily since I was 12 years, I have taken care of people with various disabilities all my adult life. Never once have I abused this system. But I have paid taxes so that others could. Because of the way this system is designed, I have opted to have teeth pulled rather than filled because it was cheaper and I had kids to feed. I have allowed my health to deteriorate to the point of no hope to repair. I quit my job now that my kids are grown so I could finally get dental and medical coverage. Then was told to wait 6 months for fillings? That makes no sense at all. If a person needs fillings is that decay not going to grow worse in 6 months? How stupid is that? This is a broken system that has been manipulated by broken people. I'm not broken, yet. But many will be without change.
62.	Hate having to wait 6 months before any treatments can be done unless causing pain. That's an extra 6 months of untreated issues of decay, disease, etc. A patient should not have to get worse before approved for treatment.
63.	Had all my teeth either extracted or grinded down for dentures. But dentures themselves were not covered. Got my own but they don't fit very well.
64.	From what I have read you have to jump through hoops to get coverage. It appears to be more trouble than it's worth. Thankfully I have good teeth and I take care of them as the only coverage appears to be extraction in cases of emergency.
65.	From what I do know about the plan, there needs to be benefits/assistance to cover regular checkups and cleanings and basic dental wellness. There are only benefits to cover emergency related dental needs, but I am aware that without regular cleanings and maintenance subsequent health problems like heart disease (gum disease has been linked to that I've heard) can arise. I am struggling to just get by while I finish college and so something like this can be a life-saver if something that needs urgent dental care happens. But, I have not seen a dentist in over 15 years to get my teeth cleaned and my gums looked at. That does stress me out and saddens me. Even a simple cleaning is too expensive for me at this current stage in my life. I hope I am not totally off base about the plan not covering checkups/cleanings, but if I'm not, the plan needs to be improved.
66.	Dr. ____ and _____ the hygienist at Dubuque, IA Crescent Health Center are excellent. I wish Wellness would cover fillings/bonding that matched tooth color instead of silver.
67.	Don't like that they got me in for a cleaning right away, but made me wait 3 months to get my wisdom teeth pulled! Don't like that they make my appointments so far out.
68.	Dentist who are part of the Dental Wellness Plan need to let the public know that they are providers, though the use of local papers, radio stations even word of mouth. Small town dentist have quotas of people they will help with dental problems, is this legal? There are plenty of dentist in my small town, but not all accept the Dental Wellness Plan, why not? I do not understand the long periods of time between the different steps of this program 6-12 months from an oral exam and teeth cleaning to step 2 where a dentist can take x-rays and start actual dental work is much too long. Then another 6-12 months of waiting before more extensive dental work is given. Ouch! Is there any way to speed up this process? A lot of people could have many more problems in their mouth in this 18 month process!
69.	Cover braces or invisalign or a percentage of it.
70.	Confused about care in case of emergency, does it cover anything? Why is it so hard to find providers? There are none in my town and it is the largest for 50 miles or more around me.
71.	Authorization takes a long time.
72.	As a result of being busy, I did not get to use this service, but I am glad I was covered in case of serious emergency. I knew I needed a filling but, despite not having time to visit, I wouldn't be able to get it filled quickly because of the levels. I understand the necessity of levels, but if I go to the dentist regularly and know I need, I shouldn't have to wait because of the levels.
73.	[Name] had to wait to get an appt til August. He made it in February. He has full set of dentures that need realigned or replaced. Thank you for your help! It is greatly appreciated!!
74.	I have been going to my dentist for over 10 years. I am very satisfied with him and provides me with all of my dental care and concerns. However, my only visit at my dentist, since obtaining the Dental Wellness plan was unable to give me all of my dental care. I was unaware of the three levels of coverage. I am thankful that I am able to return in 6 months to receive the rest of my care. Without this insurance I would not have any way to receive my dental exams. I am thankful that this insurance is possible for the lower income residents of Iowa.

Comments about Switching Insurance/Providers	
1.	My dentist does not accept my dental coverage.
2.	I would have used it if my dentist accepted it, but I'm not changing to an unknown dentist for just an annual tooth cleaning. I want to stick with the one I have.
3.	I would have liked to have taken advantage of the financial benefits of the Dental Wellness Plan, but my dentist does not belong to it. I really like how thorough my dentist's work is, so it would be great if there were some way to make it easier for dentists to sign up for it.
4.	I wish so bad that I could lose this fear of going to a dentist appointment. I'm so upset that my regular dentist was on the list that accepted my dental plan, yet when I tried to make an appt. the nurse said Dr. XXXXXX didn't want to accept the plan. Generally I'm a very happy, friendly person. In this last year or two it's been really hard for me to smile because of my teeth. I am so embarrassed by them. I need dental care now! Please help me.

5.	I was very pleased that I was able to stay with my regular dentist. Thank you!
6.	I think the plan is wonderful for almost everyone. That is "IF" and by that I mean *IF* you already have or had a dentist *prior* to joining the plan. As a nurse, I first hand deal with daily difficulty of finding a health care professional that will accept coverage from anything OTHER than commercial insurance. I also find it very difficult and frustrating to obtain a copy of an additional insurance card. Lastly, the constant transition from one type of coverage to another is both tedious, unmanaged, and very VERY confusing and restricted. Until recently (1 or 2 weeks), I was not aware that I had changed from Iowa Medicaid to this Dental Wellness Plan. I would like information on Dentists currently accepting new patients carrying Dental Wellness. As much as I enjoy my current dentist, location and appointment availabilities are very limited and/or restricted. Thank you.
7.	I just haven't looked for someone yet, I know I should but at the same time it's not urgent and I'm busy. Also I did go to a cleaning in September or so with my old dentist who doesn't accept this health plan.
8.	I have had the same dentist for over 20 years. He is not a Dental Wellness Plan provider, at least, at the present time. I plan to continue to use him and pay for dental services out of pocket, unless he becomes part of the Dental Wellness Plan or a significant problem develops that would be too costly for me to assume payment for.
9.	I have been on a waiting list since receiving this insurance. It is very hard to get into a dentist in the area because there are not many and the ones who accept this insurance only take so many patients. My original dentist does not take the Dental Wellness Plan, so I had to search for a new one who only takes Dental Wellness patients once a week. Also, having to wait six months for a filling seems like a long time. Within that time frame someone could acquire more cavities and need further dental evaluation. I myself, am not worried about this as I've never had cavities, but I know of people who this does affect. There definitely needs to be more dentist who accept this insurance.
10.	I had a dentist prior to getting the Wellness Plan, however, that dentist doesn't accept Iowa Wellness. There are not many dentists to choose from and people like myself aren't comfortable to going to just any dentist. Iowa Wellness needs to expand their contracted dentists.
11.	I am pleased to have the plan, but disappointed that my long time dentist does not participate. Their prices are lower than most, so they don't participate as it is not cost effective to them. So now I need a crown and have to decide whether to stay with my current dentist and pay out of my pocket, or find a qualifying Dental Wellness Plan dentist and sever ties with a dentist that I've been going to for 30 years. That is a hard decision.
12.	Disappointed it is not accepted by the dentist I have had for 12 years. I had been without insurance for almost 2 years when I got this. I had been insured through Delta Dental. Disappointing that it is not accepted everywhere. I continue to pay cash until I can switch to a different insurance.

Communications from DWP	
1.	Yes, when I signed up for the program I didn't received any effective date that my insurance began assuming that I had coverage. I needed a couple fillings. I find out later that none was covered because my coverage did not take effect until after my appt. I just found out March 8, 2015 that I have to pay \$1008.46 on my fillings. I feel very upset about this because I was not given the effective date on the letter I received, due to this, I had to get other dental coverage to make sure it doesn't happen again.
2.	This Delta Dental Program and literature is insulting to patients. I have had standard insurance and work with folks on Medicaid, assisting them to secure services. No where have I read such condescending tone as this program. The pamphlet might as well say, "You have to spend a year doing what we say before we will actually provide you real coverage and I hope you are fine with us changing your doctor. Instead of wasting tax-payer money on this crap just funt state dental for the poor. The same service state employees get. I am grateful there is coverage. I am insulted at the treatment we receive. Those are not musually exclusive. -Concerned Citizen
3.	One time my insurance will say I dint have it then it says I do, it keeps going back and forth, I don't have money to pay out of pocket.
4.	It is a great plan for the most part, but could do a little more to educate their users on the 3 levels of coverage.
5.	I'm a 25 year old, marred, full time mechanic. I have had this plan for six months, but haven't used it. No offices in my area (Mason City) accept it. Few do, but the waiting list is three months out. Also not given much information on how to properly benefit from this plan. Any more questions, I would love to help. Send mail or call.
6.	I haven't ever been sent any information about the dental care since I signed up for the program. I was supposed to be getting a card sent to my mailing address but none ever came.
7.	I had difficulty finding the list of dentists on the website. I had to call to get dentist names and locations.
8.	I do not remember every getting any pamphlets about the dental plan, but I did get a letter I qualified, I think.
9.	I didn't even know I had any dental insurance or I would use it. I never got any dental information.
10.	I am covered by Delta Dental because I have Iowa Wellness. When I call Iowa Wellness to get info about my plan/doctors I can see what is covered, they refer me to Delta Dental phone # to send me a packet. I have called the Delta Dental # 5-10 times with no answer. I also visited their website and it has no info useful to what I need. So I have never actually been able to use the coverage I supposedly have. It's very frustrating. I just want someone to mail me a stupid packet of info because I currently have 2 teeth that are very painful and need attention and haven't had a checkup in 2 years.
11.	Have a better list of dentist available for type of service covered. Update list if dentist are not taking new patient or getting new dentist who are now taking patients. Get more local dentist to take more new patients. Inform clients on plan when openings are available for new patients.
12.	As I have written, I had trouble getting the 800 line person to send me a benefits book. She told me that I should have recieved by now and that she would not send me one. I called several times and got the same lady. She was rude, demeaning and when I asked to speak to a supervisor she told me she didn't have one. I spoke to someone at DHS and mentioned what I had gone through. She got the girls supervisor to call me a day or so later and I finally got help and my benefit book sent to me. She appologized for my experience. I still haven't pursued help since then.

Problems with Access to Providers	
1.	Yes can't find dentists that will take this insurance.
2.	When I looked up on the internet for a dentist that would take the Dental Wellness Plan and it told me that my regular dentist took it then when I called for an appointment I found out that they don't take the Dental Wellness Plan.
3.	We contacted the dentist on the list in person. Their staff looked at our insurance and said they were full and there was a long list, who knew when there would be an opening. Took our phone numbers and said they would call. They never have, we are still waiting. XXXXXXXX had to go back to our former dentist for a filling and pay for it ourselves. He needs more done but is waiting. XXXXXX (wife)) is just waiting and needs in for cleaning and maybe dental work. It has been 5 years since we lost our insurance and have been to the dentist. This would be a big help if they would honor it.
4.	Very frustrated that only 2 dentist in Ft. Dodge accept this insurance, and one of them not taking new patients. The one I ended up with is a mororn. He thought "interim" meant middle so as of now I have a partial on the bottom with just three front teeth, no molars so am able to only eat soft foods. My upper denture does not fit correctly, cuasing pain, can't chew and has totally changed the appearance of my face. He has used a grinder and has it so thin that you can see thru it. I'm afraid it will break.
5.	Very few take new patients. Takes too long to get to the 3rd tier for crowns and dentures. Even for level 2 extractions.
6.	There need to be more dentists available for this program. Since this program became available to me it's very helpful to me and I'm very thankful and that it's an awesome program. My dentist office convinced me to quit drinking soda since I began getting services I no longer smoke either. Soda I quit 1 month after my first check up and 2 weeks ago. I was able to quit smoking. I used to drink 3-6 cans of pop a day now I drink 1 a week at the most. I don't keep it in the house. Cig I smoke since I was 19 years of age I'm now 40 I quit 2 weeks ago.
7.	There is only 1 dentist in a 75 mile radius of my city, Mason City, that accepts the Dental Wellness Plan. He is approx. 35 minutes from my home. I do not have my own transportation and could really use a dentist in the town of Mason City. Also, the dentist I see is not my favorite. He is my only option. I feel like he rushes through my procedures and does not have the best bedside manner. I had all top teeth pulled and received a top denture. I am not happy the way it fits and feel I cannot get it fixed. I was also denied a partial, for my bottom teeth and need it badly. I cannot get b/c I have not been on plan for I feel year. I feel it affects me, not only when I eat, but socially, also. I am thankful for some coverage.
8.	There is no dentist in my area that can help me.
9.	There are no oral surgeons who take Dental Wellness in Council Bluffs IA.
10.	There are no dentists accepting this plan in Burlington IA. I was told the closest provider is in Iowa City when you factor in 1) fuel, 2) parking fees, 3) day off work. That total is more than paying the \$99 for a dental check and cleaning or \$140 to repair an old filling. This plan (to me) is not useful. As that I have good health-teeth and don't abuse my teeth with drugs, soda, sugar, etc. Thank you!
11.	The only problem I have had was to get a root canal I would have had to drive to Iowa City so I got the tooth pulled instead. It would be nice if that service was offered in Des Moines!
12.	The only one in Iowa is in Iowa City and that is way too far. There are like eight dentists here in Algona, IA and none will touch my insurance/dental plan. It does me no good to have if I can't use it anywhere reasonably close. Thank you.
13.	The levels of coverage are very hard to go by. I cannot always drive or have someone drive me to another city (in my county) for dental health every three to six months. Cannot find dentist that accepts Iowa Dental Wellness program that will do dentures or partials. The dentist I use now does not do dentures or partials even though he accepts this program.
14.	The Dental Wellness Plan is great, but I had two teeth hurting me and it took almost 3 weeks or more to get into the dentist, then I had to wait another 4 weeks to get into another dentist to get them pulled. Was hard to do my job at work, was taking a lot of Aleve and using a lot of Oragel. The first dentist I seen was the dentist my wife and son were seeing. My wife said when he fills her teeth he don't get all of the cavity out. Also the fillings fall out in a week or less. That's how she knows he isn't getting all of the cavity. The second dentist I seen was great I didn't feel a thing. I don't think I have Delta dentist anymore. I think I am just Medicaid. Went to use my Coventry Health and Wellness insurance card at Hyvee and they told me it wasn't active. Called Medicaid and they told me I was just Medicaid now. So I believe I would be Medicaid for my dental now also.
15.	Thank you. Sent me a questionnaire about two years ago. I don't go to hospital (dental) treatment because I don't travel too far and my car had problems.
16.	Sometimes it's very hard to find transportation to get there, wish I could just use the dentist that I live by. But other than that thank you. You guys are amazing.
17.	Some of the hospitals and clinics do not take Dental Wellness Plan.
18.	Since having this dental plan I haven't yet used it. There is a dentist semi-local, but past experiences deture me from ever going to him again. This creates transportation complications and that I'm unable to drive and have no vehicle. Soul transportation is relied on by my mother. I was in a serious car accident Nov. 10th, 2013 and just as of January I had surgery to remove hardware and x-rays in March. Hope to be released by surgeon on next office visit in May. Future surgeries are expected in time. I'm also enrolled in the Iowa Pain Management and treated by Dr. there as well for unforeseen term and time. Due to this accident I have filed for disability/SSI and been denied 2 times. I have attorney now and doctors who say I'm not going to be able to work. Hope to hear conclusion soon due to I haven't been able to work since my accident. Now that doctor appointments are becoming fewer and farther apart I'm going to get attention directed towards my dental and vision. I'll be better to do this survey afterwards. Thank you.
19.	Since have Dental Wellness Plan have had 1 appointment for cleaning and checking my teeth. They won't see me again for 6 months then required another cleaning before they discuss my dental plan. There is only 1 dentist in my town who accepts this type of insurance and it's obvious to me they don't like to. I would like to make appointment in Iowa City now that I have transportation. My teeth are broken and rotting. I was sure I need dentures. But on 1 visit I have had with current dentist he claims he can fix my teeth. By the time I'm eligible for them to began a dental plan for me my teeth will be worse.

20.	Should start every enrolled member at level 2. Make levels 1 and 2 combined. It is terrible to make someone wait six months extra for a filling. It means a tooth is in jeopardy for almost or longer than a year and the tooth decay and infections and pain a person may endure is not adequate when considering how long they may have already waited. My dentist office filled out my "dental score" for me. I never had access to it. I don't know what my score actually is, number wise. My dental cleaning was done by a different person, a hygienist, and she told me my dentist was supposed to tell me to stop consuming soda, sugar and quit smoking because the Dental Wellness Plan only covers one filling per tooth for five years, which nobody told me and it had been a while since I had my emergency fillings and already subjected my teeth to regular behavior. I have to drive 70 miles to a dentist connected to my health center and I cannot be seen by a doctor and a dentist on the same day, nor can I have a cleaning on the same day I see a dentist due to billing with Iowa Health & Wellness Dental Wellness Plan and Delta Dental.
21.	No dentist will accept insurance in Burlington IA.
22.	No dentist in our town does Wellness Program we have to travel 65 miles (unhandy). We have at least four dentist, none do Wellness. That's not right.
23.	My regular dentist is the only one around my area that would accept this Dental Wellness Plan. I needed to have a tooth replaced and my regular dentist could not get me in for six weeks. I searched all over SW Iowa and NW Missouri and could not find anyone that would accept this plan. I had to wait six weeks to have a false tooth replaced. It was very painful and embarrassing to be without a front tooth for that long.
24.	My dentist would accept this insurance if they would pay like they are supposed to. Therefore I go without dental care. I have had the same dentist since childhood and see no reason to change dentist due to the insurance issue. I would prefer to go to the person who knows my dental history. If I have to save money over a period of a couple years to pay for 1 dental visit, I guess that is what I will have to do.
25.	My dentist in Lake Mills, IA accepts Delta Dental but not through Iowa Care. I wish they would.
26.	My dentist does not take this dental coverage and I don't know who does so I currently have stayed with my dentist even though it is a struggle to pay my bills. I have been going to him on a regular basis so my bills have not been as bad and he lets me make payments, haven't had any cavities in quite awhile so it's not so bad. I have no idea where to get this help close to me.
27.	It's hard to find Doctors who take my insurance and can barely afford to travel.
28.	It would be nice to have a dentist that is closer to my home, I have to drive over 2 hour to get to the closest dentist to take our insurance. Also finding an orthodontist to take my insurance would be also a plus.
29.	It would be nice if my dentist accepted Delta Dental.
30.	It would be easier if there was a closer dentist to my home that takes the Dental Wellness Plan. It is an hour drive, one way to each appointment.
31.	It was very difficult to find a dentist that accepted the plan. I used the website to locate a dentist and I called 10 dentist from the website and all 10 were accepting new patients, however, when they asked what kind of insurance and I told them, they were not accepting patients.
32.	It takes three plus months to get in to the dentist. You are limited by care in the first plan. I have a cap to be put on from a root canal done in October and this March. Cleaning took from May to October. I had to go 380 miles to get a root canal in Iowa City. There needs to be more available dentist.
33.	I'm a 25 year old, married, full time mechanic. I have had this plan for six months, but haven't used it. No offices in my area (Mason City) accept it. Few do, but the waiting list is three months out. Also not given much information on how to properly benefit from this plan. Any more questions, I would love to help. Send mail or call.
34.	I would like to be able to get my upper dentures without having to drive so far to do so. I would like to see my regular dentist be able to take care of that here at his office. Not everyone can drive that far to do so or get the time off from work to drive that far. I would like to be able to get my dentures as I don't have all my top teeth. It would be nice to be able to go out here to my regular dentist and take care of it, but I would have to take off from work find someone willing to drive and then it's at least 100 miles to the nearest place that will do it. We definitely need someone closer that does that type of work. It would be helpful to a lot of people in this area.
35.	I would like more people to accept this insurance not just the random few.
36.	i would have to drive to iowa city and thats like two three hrs away thats to far to have someone drive me and i cant afford it.
37.	I wish more local dentists accept this program.
38.	I was very glad when I got dental insurance. I was not able to go to the dentist for 10 years. I use to go every six months when I was married before. I had nice clean, healthy teeth. Now I have this insurance I need a lot done. I had a filling that fell out, gums very painful and my teeth are in bad shape. It was very hard to find a dentist to take the insurance and when I did find one I was scammed. I was told I had to pay upfront and I would be reimbursed from my insurance. I had to get money to pay for it from my family. Weeks went by and I kept calling insurance before I finally found out I wouldn't get reimbursed the money that wasn't mine. The secretary for dentist said they take my insurance and I would get my money back. She was tiered of me calling and she insisted she was right and has been working for this for a long time. The dentist I went to with this issue did clean, x-ray with a newer x-ray machine. The assistant said she made sure my insurance covered this kind of x-ray. I had a couple cavities and one filling was out. The dentist said it would cost a lot to fix my teeth, when I mentioned my insurance plan, he told the same assistant to look into it because he didn't think he was a part of that dental plan. But they didn't tell me I wasn't covered and set up another appointment and an appointment with a specialist for my gums. I cancelled my appointment with the dentist that didn't take my insurance. The specialists did take my insurance, a periodontist. He cleaned my gums three times. After six months I would have a better dental plan. My gums were very painful then. The periodontist told me I needed surgery on my gums, but my insurance wouldn't pay for it until six more months, this fall. The periodontist said he wrote my insurance requesting I needed it done now. This was back on the first part of February 2015. I have not heard back. The periodontist told me he wrote you and we're just waiting for the insurance approval. I cannot believe how I'm blown off when I'm in great pain more and more. The sores on my gums are getting worse. I've been very patient waiting for the call and I still am waiting. I need surgery and fillings. This is an emergency. I never had my fillings done. I guess I have to find a different dentist to put my fillings in and it's hard to find one that will take my insurance. I really want to have healthy, clean teeth. So why do I have to wait six more months. I'm in pain and want to have surgery ASAP. I really need this done before fall. It's an emergency. Thank you.

39.	I tried to make an appointment a few places in Richland, couldn't get me in for a month and Fairfield wouldn't accept my insurance because I am from Vanburen county.
40.	I think the plan is wonderful for almost everyone. That is "IF" and by that I mean *IF* you already have or had a dentist *prior* to joining the plan. As a nurse, I first hand deal with daily difficulty of finding a health care professional that will accept coverage from anything OTHER than commercial insurance. I also find it very difficult and frustrating to obtain a copy of an additional insurance card. Lastly, the constant transition from one type of coverage to another is both tedious, unmanaged, and very VERY confusing and restricted. Until recently (1 or 2 weeks), I was not aware that I had changed from Iowa Medicaid to this Dental Wellness Plan. I would like information on Dentists currently accepting new patients carrying Dental Wellness. As much as I enjoy my current dentist, location and appointment availabilities are very limited and/or restricted. Thank you.
41.	I think all dentists should participate. Some dentists won't accept the plan until the 2nd visit, why? Your plan does not pay anything for implants.
42.	I signed up for the Dental Wellness Plan last year because I needed to have my wisdom teeth removed. Since I have had the Wellness Plan I have been unable to take time off to have the procedure done. My regular dentist is not where I would like to have the procedure done. I plan to travel to a recommended dentist that also takes Delta Dental.
43.	I required a tooth pulled. After trying several oral surgeons on the Wellness Plan, it was "several" months out before I could get an appointment. I couldn't wait. Found a dentist to see me immediately and paid out of pocket. The dentist office never did a follow up to ensure the problem tooth was resolved. I'm still waiting for an appointment to get my teeth cleaned.
44.	I made an appt. to see a dentist in Spirit Lake, IA, which is 20 miles from where I live. I have no transportation so I lined up a ride with a friend. It took a month to get in to see the dentist, my friend said that would be fine. However when the day came to go to the appt. my friend was not available so I missed that appt. Sometimes I fear I might die if I don't get help. I wish there was a dentist in Spencer IA where I live that took this insurance that would be wonderful. A few days ago I was eating and a chunk of my tooth broke off yet have no way to get to a dentist. I still have not used my insurance for transportation issues. But I would if I could.
45.	I hope I find a dentist I can trust that carries this plan. I have already missed my 6 months cleaning cause I haven't found a dentist yet that I feel comfortable with.
46.	I heard that Medicaid is no longer going to be offering dental insurance or any insurance under the Health and Wellness Plan, and I read that there is a reform starting January 2016 that will offer some other health insurance but no dental. There are no low income dentists available at many Iowa Comm Health Clinics unless you are a child or elderly or if you need any procedure other than extraction. I really hope I will be able to keep dental insurance. I have saved almost 7 teeth due to the program.
47.	I have yet to benefit from this program. 1) I don't know if I even have it. 2) Finding a dentist close to us. We are financially strapped which is causing stress and my teeth to grind. My family and I are awaiting a judges' decision for my disability. If I can I would use this program immediately.
48.	I have not had dental insurance in over 5 years. Would have to go to XXXXXXXXXX for ER teeth extraction. Couldn't afford to get normal dental maintenance so when I joined the Dental Wellness Plan I needed several fillings. However, the plan states I can only get non-emergency dental work 1ce every 6 months so now by the time I go back I'll need even more additional work. Also, it was EXTREMELY difficult to find a dentist that accepts this insurance. My mom referred me to her dentist [Name of practice]. They are AWESOME. I have -extreme- anxiety when it comes to dental work and they are fabulous in working with me. But Dental Wellness does not cover "laughing gas" which I need any time I go to the dentist.
49.	I have found only one dentist that is willing to accept my insurance. He is forty miles away and uses obsolete tools and practices.
50.	I have been on a waiting list since receiving this insurance. It is very hard to get into a dentist in the area because there are not many and the ones who accept this insurance only take so many patients. My original dentist does not take the Dental Wellness Plan, so I had to search for a new one who only takes Dental Wellness patients once a week. Also, having to wait six months for a filling seems like a long time. Within that time frame someone could acquire more cavities and need further dental evaluation. I myself, am not worried about this as I've never had cavities, but I know of people who this does affect. There definitely needs to be more dentist who accept this insurance.
51.	I have a bad tooth, the roots re dead and or dying, I need help with, but I can't find the time to drive to Des Moines.
52.	I had to drive an hour to get a tooth pulled because no place in my city would accept my insurance and it was a hassle finding the time and transportation to get there.
53.	I had a hard time when I first got the Delta Dental, my regular dentist told me I needed a root canal during my visit but would have to wait six months or travel 45 minutes away to get the service I needed. So I checked around and called different dentists that accepted the insurance and told them my situation. They had me come in and set up a root canal they said it was considered an emergency procedure. I received the root canal but constantly got billed for months and just now have gotten that taken care of.
54.	I am in need of many tooth extractions. After having a stroke, for some reason my teeth just got worse and worse. They look just horrible. Very embarrassed and always a closed mouth now a days as I had always been blessed with very straight, beautiful white teeth. My gums are filled with abscesses which gives me a bad taste no matter how much I brush. Also makes me sick to my stomach. I can't find a dentist in my area who will accept Dental Wellness. I don't just want my teeth extracted. I would also want dentures, but can't afford them. It would devastate me to be toothless. I work with the public and to me would not be acceptable.
55.	I am currently on a waiting list at a local dentist office that accepts the Delta Dental Wellness Plan.
56.	I am a truck driver and my regular dentist does not accept your insurance so I called 2 dentists in town 30 minutes away and it was 2 months to get into them. I don't know when I leave where I will be in 1 week let alone 2 months.
57.	How different is this plan compared to what Medicaid was before? For rural communities finding a provider to accept this insurance is very difficult. With prices rising on everything people struggle to afford to drive 50+ miles to a new dentist. What's the difference than before where we had to go to Iowa City (after waiting a long time to get the appointment)
58.	Have a better list of dentist available for type of service covered. Update list if dentist are not taking new patient or getting new dentist who are now taking patients. Get more local dentist to take more new patients. Inform clients on plan when openings are available for new patients.

59.	Hard to find dentists but finally got a good one!
60.	Hard to find a dentist that will accept this coverage so haven't been to a dentist for over a year cause can't afford to pay for it out of my own pocket.
61.	From the time I got it, I tried to get a dentist but the place close to me was not accepting new patients (even though online they said they were). I'll most likely try to find a place because my wisdom teeth are coming in.
62.	Dentist who are part of the Dental Wellness Plan need to let the public know that they are providers, though the use of local papers, radio stations even word of mouth. Small town dentist have quotas of people they will help with dental problems, is this legal? There are plenty of dentist in my small town, but not all accept the Dental Wellness Plan, why not? I do not understand the long periods of time between the different steps of this program 6-12 months from an oral exam and teeth cleaning to step 2 where a dentist can take x-rays and start actual dental work is much too long. Then another 6-12 months of waiting before more extensive dental work is given. Ouch! Is there any way to speed up this process? A lot of people could have many more problems in their mouth in this 18 month process!
63.	Confused about care in case of emergency, does it cover anything? Why is it so hard to find providers? There are none in my town and it is the largest for 50 miles or more around me.
64.	Besides the transportation, finding a dentist is a problem also I have a blind disabled husband who has no dental coverage. I'd gladly give up my coverage if he could.
65.	I don't have dental issues, rarely drink pop. I live out in a rural area and getting there takes gas money to find a provider that takes the insurance..Iowa does not reimburse my mileage and that makes it hard to travel for anything other than emergency

Negative Experiences with Dental Provider/Dental Services	
1.	Yes, I have very poor teeth. I had to have oral surgery. They extracted almost all my teeth. The oral surgeon was horrible. I will never see him again. Dr XXXX gave me something to relax me. I realize this is normal, but he started extracting my teeth before it took affect. He jerked my head started poking them extracting yelling at me to st+F34op crying, then he screamed can't do this, I was in so much pain and felt violated. I compare it to being raped again he had full control of the situation, I have a high tolerance for pain. I feel Dr XXXX was out of line and unprofessional. I felt I could not tell my dentist because he at times doesn't listen. I had a lot of dental work to try and save my teeth. This was the worst experience. I feel something should be done. I hate to say names but Dr XXXX. Thank you.
2.	When I had private ins, I finally found a dentist I liked who didn't want to crown every tooth in my mouth or replace every filling. I was told they didn't want to deal with the paper work for Medicaid. I now have another dentist who wants to crown every tooth and I do not think this is necessary. I do have a missing tooth I would like to replace as an implant. I am grateful the plan does not allow dentists to do unnecessary crown, etc.
3.	XXXXXXXX XXXX XXXXXX XXXXX, XXXX XXX X, XXXXXXX XXXXXXX, XX XXXXX. I would not recommend them to anyone that has Dental Wellness Plan. They made my dentures and the dentures don't fix my mouth right and I have went back to them several times, the dentist told me that if the dentures don't fit that I have to buy over the counter Fixodent or Seabond. The dentures make my gums sore that they hurt. I have had many people tell me it because they did not make the denture right. The dentures was too big and don't stay in my mouth when I eat and they make me gag until I take the dentures out. I am so embarrassed in public having no teeth. I wish I had the money to have some dentures made right. People stare at me when I eat because of no teeth.
4.	Very frustrated that only 2 dentist in Ft. Dodge accept this insurance, and one of them not taking new patients. The one I ended up with is a mororn. He thought "interim" meant middle so as of now I have a partial on the bottom with just three front teeth, no molars so am able to only eat soft foods. My upper denture does not fit correctly, cuasing pain, can't chew and has totally changed the appearance of my face. He has used a grinder and has it so thin that you can see thru it. I'm afraid it will break.
5.	There is only 1 dentist in a 75 mile radius of my city, Mason City, that accepts the Dental Wellness Plan. He is approx. 35 minutes from my home. I do not have my own transportation and could really use a dentist in the town of Mason City. Also, the dentist I see is not my favorite. He is my only option. I feel like he rushes through my procedures and does not have the best bedside manner. I had all top teeth pulled and received a top denture. I am not happy the way it fits and feel I cannot get it fixed. I was also denied a partial, for my bottom teeth and need it badly. I cannot get b/c I have not been on plan for I feel year. I feel it affects me, not only when I eat, but socially, also. I am thankful for some coverage.
6.	The only problem I have is my teeth were pulled in July 2014 (my lower teeth) and my dentures still don't fit. They feel way too big for my gums. Thank you.
7.	The last two years have been hard on my family. Temporary job, mother died, father in bad health. Had to change several appointments at U of Iowa College of Dentistry. I have been asked not to return. I need to get information on other dentists in Iowa City that accept this insurance. Also insert (?) on front tooth put in at U of I College of Dentistry fell off within two weeks. Still walking around with big chip out of front tooth.
8.	The dentist was a very good dentist. He just wouldn't listen to me when I told him the dentures just wasn't me. The teeth on them is just too big. I think I went back 4 times to see him. So now I have teeth I can not wear. So now all I eat is pancakes, and cream, of wheat. I think Delta Dental is great for those who don't hardly have income, but the teeth just didn't work for me.
9.	The Dental Wellness Plan is great, but I had two teeth hurting me and it took almost 3 weeks or more to get into the dentist, then I had to wait another 4 weeks to get into another dentist to get them pulled. Was hard to do my job at work, was taking a lot of Aleve and using a lot of Oragel. The first dentist I seen was the dentist my wife and son were seeing. My wife said when he fills her teeth he don't get all of the cavity out. Also the fillings fall out in a week or less. That's how she knows he isn't getting all of the cavity. The second dentist I seen was great I didn't feel a thing. I don't think I have Delta dentist anymore. I think I am just Medicaid. Went to use my Coventry Health and Wellness insurance card at Hyvee and they told me it wasn't active. Called Medicaid and they told me I was just Medicaid now. So I believe I would be Medicaid for my dental now also.

10.	Since going to the dentist I have had more pain in my mouth than before. Granted they are trying to help my mouth but three times they have drilled and filled my tooth and they are not even done. They have to go back in and finish the root canal. Why couldn't they get it done in one time, it's only one tooth. I already don't like the dentist and it's like they are torturing me but I'm trying to deal with it. I have had two infections in that same tooth I just want them to pull it and they won't. they insist on me keeping it but it's always hurting me like really if I have to keep going through all this because it's the only place that takes my insurance then I don't want this insurance.
11.	On first dental visit I had requested Dr. XXXXXX (the mother) not the son who is the other dentist there (XXXXXXX XXXXXX). At first the dental hygienist examined me and I was so disappointed by what she told me as far as this "say it hurts so you'll be seen quicker". She tapped etc, etc. This is so wrong so then I ended up with the XXXXXX XXXXXX, he seemed ok but the hygienist didn't. That is the reason I did not return, I was not able to be comfortable there afterwards. I know I must find a dentist, but he doesn't take my card. Sincerely, XXXXXXXX XXXXXXXX.
12.	My only issue with this insurance plan was needing to wait 3 months for my dentures to be aligned. I was unhappy because eating was very difficult and painful.
13.	My dentist was pretty rough when working on me (??) pulling and the use of tools (pressure on lips, etc.). But happy I could get work done while I was down. But I'll be getting job and insurance soon. Thanks for all.
14.	Just finding a dentist. My teeth do not fit right and I have a hard time eating. I choke easily because of this.
15.	It is hard to find a dentist who takes Medicaid--in my area they do not take new patients. My daughter has Medicaid the nearest dentist was in Webster city. She missed one appointment and he dropped her as a patient.
16.	I'm scared of dentist and I'm not sure where I am able to go. I went to River Hills had 2 fillings done and he hurt me so bad I had a toothache for 2 days severe toothache tell me where to go other than there and I will go.
17.	I would really like to get a different dentist, not the greatest work done.
18.	I went to the University Dental Schools to have a tooth removed it was torture, it was pulled, pried, drilled, hammered, chiseled, cut and sewn, it hurt for weeks afterward, I was in the chair at least 1 hour, a male medical student from Scandinavia region was very rude and talked down to me the first one that seen me. He treated me like trash. I was an RN for 25 years, I had a TBI and neck injury that is why I am receiving care, this is humiliating and embarrassing to need help.
19.	I went to Iowa City to have my wisdom teeth pulled they decided after driving 1 1/2 hours to the appt. I had to return in January to have another appt. which they did not guarantee that they would pull my wisdom teeth. So I could not afford to go not knowing whether I would get my teeth pulled or not! My phone was out of minutes when they called so they did not cancel my appt. now they say that I'll need special appt.
20.	I was very glad when I got dental insurance. I was not able to go to the dentist for 10 years. I use to go every six months when I was married before. I had nice clean, healthy teeth. Now I have this insurance I need a lot done. I had a filling that fell out, gums very painful and my teeth are in bad shape. It was very hard to find a dentist to take the insurance and when I did find one I was scammed. I was told I had to pay upfront and I would be reimbursed from my insurance. I had to get money to pay for it from my family. Weeks went by and I kept calling insurance before I finally found out I wouldn't get reimbursed the money that wasn't mine. The secretary for dentist said they take my insurance and I would get my money back. She was tired of me calling and she insisted she was right and has been working for this for a long time. The dentist I went to with this issue did clean, x-ray with a newer x-ray machine. The assistant said she made sure my insurance covered this kind of x-ray. I had a couple cavities and one filling was out. The dentist said it would cost a lot to fix my teeth, when I mentioned my insurance plan, he told the same assistant to look into it because he didn't think he was a part of that dental plan. But they didn't tell me I wasn't covered and set up another appointment and an appointment with a specialist for my gums. I cancelled my appointment with the dentist that didn't take my insurance. The specialists did take my insurance, a periodontist. He cleaned my gums three times. After six months I would have a better dental plan. My gums were very painful then. The periodontist told me I needed surgery on my gums, but my insurance wouldn't pay for it until six more months, this fall. The periodontist said he wrote my insurance requesting I needed it done now. This was back on the first part of February 2015. I have not heard back. The periodontist told me he wrote you and we're just waiting for the insurance approval. I cannot believe how I'm blown off when I'm in great pain more and more. The sores on my gums are getting worse. I've been very patient waiting for the call and I still am waiting. I need surgery and fillings. This is an emergency. I never had my fillings done. I guess I have to find a different dentist to put my fillings in and it's hard to find one that will take my insurance. I really want to have healthy, clean teeth. So why do I have to wait six more months. I'm in pain and want to have surgery ASAP. I really need this done before fall. It's an emergency. Thank you.
21.	I was on Medicaid and transitioning to Dental Wellness when I received a referral for root canal. Although I needed it right away, I had to wait 6 months to get it. Once I had the root canal, I was made to wait another 6 months before the plan would cover a cap. Once I got the cap, it fell off. I will not return to Ocean Dental where I had the cap made and put on due to the poor quality of service and lack of professionalism by both the dentist and the assistant. When my permanent cap came off, I called every dentist in my area and none of them would see me. I still have the cap in a baggie and I have another tooth that has been prepped for a cap but yet to have it done, due to inability to locate a dentist that accepts Delta Dental Plan. I am saddened by this and am very disappointed with what is/isn't available here in Marshalltown. I am however grateful for the coverage, although service is inadequate.
22.	I tried contacting a local dentist in town here, the receptionist had to call me back twice and then told me to walk-in on the following week on Tuesday am, I felt like they didn't want to take me so I didn't go. The insurance I had previously with my employer was horrible anyway it didn't cover hardly any of my dental costs, I tried to change to a dentist after getting on the DWP and they treated me like a 2nd class citizen (basically they didn't have time for me). Since then I gave up completely on going back to the dentist hoping I can find employment soon.
23.	I have the two front teeth chipped up from an accident. A dentist filled them two times and it never held. I went a few years and they started hurting some bothering me. Then I got insurance again through this program and I got the same thing done again only a month or so ago. Program won't allow me to get something else done more permanent. I hope this job hold up longer. Thank you for this program to allow me to get the dental health allowed so far. I am now a heart patient so now my care is really critical. Again much appreciated.
24.	I had dentures two/three years ago and they turned black and I never wear them after I got them. Told Title 19 and they told me they couldn't do anything for me. Haven't been to a dentist since and will not go to Iowa City. There wasn't any \$2 bill in this survey or envelope.

25.	I had a hard time when I first got the Delta Dental, my regular dentist told me I needed a root canal during my visit but would have to wait six months or travel 45 minutes away to get the service I needed. So I checked around and called different dentists that accepted the insurance and told them my situation. They had me come in and set up a root canal they said it was considered an emergency procedure. I received the root canal but constantly got billed for months and just now have gotten that taken care of.
26.	I found a dentist through the information received about Delta Dental so I made an appointment with them for a check-up. They found I have 4 cavities and I'm going to need 4 fillings. I made an appointment for a cleaning and the 4 fillings. I went back to get my first set of fillings and the dentist office was closed with no notification. I kept calling the dentist office to make another appointment but no one would ever answer the phone. I made this appointment over a year ago and have yet to get my fillings done and I don't even know if I have dental coverage anymore because of this incident.
27.	I feel that the dental office I go to does not give the patient the appropriate information to help the patient make the needed appointments. I have been with the same dentist since September 2014. I was recently told it would take 18 months before I could get partials. And that would start from the day I get my first cleaning. 3 cleaning would have to be done first. I have been asking for information from dentist office and always got different answers from the dentist and office staff. I was never told I needed 3 cleanings when I started seeing the doctor. I'm not happy having to wait until 2017 before I can get my partials. I should have been told that I needed a cleaning when I started to see the doctor back in September 2014. I should have had my first cleaning in September 2014, second cleaning should have been February 2014, and third would have been August 2015. If I was informed at the start of seeing the doctor I would not have to wait until 2017 to get my partials or bridges. Thank you.
28.	I do not think the plan adequately covers or encourages good dental health. On my first visit I had a severely infected tooth and was offered no treatment short of an antibiotic. That did help some while I was on the medicine, but not after, and problem still persists. I also have a tooth missing and not only is it embarrassing but it has impacted my general feeling about myself. I have had to turn to doing jobs where I don't deal with the public, and not the kind of work I want to do. I find it very surprising that my health coverage is excellent, but my dental coverage seems worthless. I need help but can only get it after numerous visits or 6-12 months period? Why? Instead of being involved with friends and family I make up excuses to not go and stay home to avoid the bad feelings and looks. This plan needs to be improved to receive care sooner, not having to wait and wait, I have not had to in the past.
29.	I am very happy to have coverage and as long as my check-ups are involved I will go. The only problem I have was when I went the first time, they treated me like cattle, they pulled the x-ray machine down while pushing me into a room, still standing she said stand still then after rearranging the x-ray machine several times she told me to follow her and she showed me to a chair, then the doctor said open and looked and told her assistant some stuff and then pushed her chair back and walked out, the same girl told me to follow her she took me to the front to make an appointment there was no one there and she said they would call me, I waited a week so I called and was told I could not get an appointment for 2 months. I hope my filling doesn't go that way.
30.	I am looking for a new dentist right now because the one I had I don't think they were doing what they were supposed to do. I also didn't feel comfortable there. They didn't make me feel welcome. I also had an appointment and called to cancel and they said I wasn't scheduled and they're the ones made appointment when I was being seen.
31.	Had all my teeth either extracted or grinded down for dentures. But dentures themselves were not covered. Got my own but they don't fit very well.
32.	Don't like that they got me in for a cleaning right away, but made me wait 3 months to get my wisdom teeth pulled! Don't like that they make my appointments so far out.
33.	Don't know why it would take two trips to the dentist office to do a root canal two weeks apart same tooth on the bottom.
34.	Broke a tooth and couldn't get into my regular dentist so I went to a dentist in Garnet and he was crazy. He said I needed all my teeth filled and that he needed to do a root canal, so I called my normal dentist and got in and they fixed it. The other guy said I needed a baby tooth pulled because he didn't like how it looked. So happy to have my tooth fixed now. Was considered a dental emergency.
35.	89 questions! First dentist at primary was great. She went into private practice. The new dentist was awful, so I quit going.

Requests for More Information	
1.	Yes I like to know if I can get upper and lower denture through the plan and where to go, thank you.
2.	Would like score info and evening/weekend times.
3.	Will you pay for a tooth that pulled out on it's own?
4.	Will you pay for a full dentures or just the lower part of full dentures for just the lower part my top bridges of partial don't give me any problem. Thank you. XXXXX XXXXXX, XXXX XXXXX XXX, XXXXXXXX, XXXX, XXXXX
5.	Where can I go to fix my teeth please.
6.	Where can I get the information on what I am covered for and how to find a provider?
7.	When I need adjustments on my dentures, am I fully covered?
8.	The last two years have been hard on my family. Temporary job, mother died, father in bad health. Had to change several appointments at U of Iowa College of Dentistry. I have been asked not to return. I need to get information on other dentists in Iowa City that accept this insurance. Also insert (?) on front tooth put in at U of I College of Dentistry fell off within two weeks. Still walking around with big chip out of front tooth.
9.	Please I would like info to find a dentist
10.	Please give me some numbers or dentists that take our insurance and new patients!
11.	No at this time but is there a pamphlet to where I can find a dentist in Waterloo, Iowa I would like one.
12.	Need more information on the Dental Wellness Plan sent to everyone. Not everyone has access to the internet to get information. Not sure what is all covered or where we can go for coverage.
13.	Need info on coverage. Can kids get the plan? Does it cover braces?

14.	More information on covered services would be very helpful. Also a list of providers.
15.	More info about the benefits, I need dentures or some, or a lot of work to save what teeth I have so info on the things I need to do to work up to getting a healthy mouth again.
16.	Maybe when you sent out the dental card you could have sent information regarding the benefits. That's important and I know I would've liked to have known.
17.	Just need to know where I can go to get my dentures fixed if they can or make new ones!
18.	It would help to know a list of dentists who would take the insurance. Thanks.
19.	It would be nice to know I had dental insurance what and where I can use it.
20.	It was a great thing but I would like to have full set of dentures. Please let me know if I am able to get my first pair for free.
21.	I'm not sure if this plan is for myself or my children. I didn't think I had dental care on my plan. Should I have a different card? Please let me know. I left a message at 1-866-363-1984
22.	I'm going on 41 had a stroke 5 years ago, I'm diabetic and need a dentist bad, I would like to just get all my teeth pulled and get a nice set of dentures. Thank you.
23.	I would like to know what is covered at what percent and who I can see as a dentist.
24.	I would like to know if getting a mouth piece for sleep apnea is or ever will be covered by the dental plan.
25.	I would like to hear more about the plan and local providers. Some questions seemed to require more than one answer.
26.	I would like a list of dentists that I can go to and receive care.
27.	I was never informed about this plan and would like more information.
28.	I want to make sure I have coverage. Thanks.
29.	I think the plan is wonderful for almost everyone. That is "IF" and by that I mean *IF* you already have or had a dentist *prior* to joining the plan. As a nurse, I first hand deal with daily difficulty of finding a health care professional that will accept coverage from anything OTHER than commercial insurance. I also find it very difficult and frustrating to obtain a copy of an additional insurance card. Lastly, the constant transition from one type of coverage to another is both tedious, unmanaged, and very VERY confusing and restricted. Until recently (1 or 2 weeks), I was not aware that I had changed from Iowa Medicaid to this Dental Wellness Plan. I would like information on Dentists currently accepting new patients carrying Dental Wellness. As much as I enjoy my current dentist, location and appointment availabilities are very limited and/or restricted. Thank you.
30.	I need to learn more about my dental plan. Had my upper teeth extracted three years ago and my Iowa Care at that time did not pay for dentures. Went through Aspen Dental to get upper denture plate. Right now still only have upper temp dentures. There was a conflict about what I owed so now they have turned that over to a collection agency. My gums have receded so much I go through large tube of adhesive in a week. Which causes me not to eat because they move around so much. I do not have a computer but need to know where I can go to get a new upper plate. Would make my world more pleasant. Thank you for the opportunity to participate in this survey.
31.	I need somebody to tell me where to find a dentist.
32.	I need more information.
33.	I must have misplaced the information packet about the dental program, may we please receive a packet that explains it. XXXX XXXXXXXXXX, XXX XXXXX XXXX XXX, XXXX XXXX, XX XXXXX, XXXX-XXX-XXXX
34.	I have never heard of this program. I would like more information as I may have to have teeth extracted and either partials or full dentures. I would like to know if dentures are covered by this program. I believe 1/2 of my medical problems are due to the extremely bad condition of my teeth.
35.	I have had the same set of top dentures for over 25 years. I have no bottom teeth. I don't have health/dental beyond this plan. So, I would like more information mailed to me along with a list of Story County dentist offices that accept this dental plans coverage. I work in a high school cafeteria. I don't need to explain that not all kids have good manners. A full smile would be appreciated.
36.	I have a TMJ disorder, 9 surgeries on left side and 7 on the right. I don't think my disorder is covered just don't know I have dentures and was told my gums were barely there so can't glue in always wobble and food gets under. Small teeth for dentures due to smaller than normal opening due to TMJ. Have to wear them at night so have a break spot due to TMJ. Paid cash for dentures about six years ago and need new ones. Can't I get info on dental plan to see if it can work for me. Any help I can get will be so happy. I also hate my looks with these dentures since they are so small, mouth is sucked in. Hate it and mirrors.
37.	I don't have a membership card for the Dental Wellness Plan. I would like new information mailed to me about the program and my options. Thank you!
38.	I don't know anything about the Dental Wellness Plan. I would like pamphlets or something about this plan.
39.	I am interested in finding out more about it.
40.	Honestly I didn't know I had this plan, so I would like to get as much information as I can. I know that my children were covered, but I didn't know I was. I really need to see the dentist at this time due to toothache. I would like to get more information about the coverage and co-pay. Also a list of dentist that take this plan that are in the Fort Dodge area. Thank you for your help.
41.	Haven't used it but need to bad now my bridge retainer thing broke today 3-27-15 and I need it replaced because I can't chew without it. Last time had it replaced was 3 1/2 years ago. I need it bad. Would like a local dentist to fix it quick or get veneers, but haven't used this insurance since I've had it. Want to know what to do ASAP. Thank you.
42.	Haven't tried it yet. I work a lot and have to fit it into my schedule. But I'm not sure which offices take this insurance. If you could send references. Burlington, IA 52601. Your plans seem amazing. And I most definitely need some dental work done ASAP. Thanks, XXXXXXXXXX XXXXX.
43.	Don't have no information on the program.

44.	Didn't know anything about this program. Is this part of Medicaid?
45.	Did not know that I had coverage. Need more info for Sioux City dentists that accept my coverage. Thank you.

Comments about lack of awareness of being in DWP	
1.	When I first applied for insurance they put me in Co-opportunity Health. Now I'm with Iowa Health and Wellness Plan. Wasn't sure about the dental. That's why I haven't used it. I definitely need it.
2.	Well I did not know I even had it to begin with and I have not have to see a dentist since I was 18 years old. That's when I got false teeth.
3.	Wasn't aware of it, have not explored it, therefore haven't availed myself of it. As they've begun to hurt and loosen, have pulled all but 4 of my teeth myself. Instead of paying for extractions, just figured I'd keep pulling my own teeth and then get dentures, with a view towards implants. Until their demises, was primary care giver for my father (Alzheimer's) and ex-wife (cancer).
4.	Until I got this survey i had no idea i was covered under a dental plan. I am actually excited to know I'm covered because I can get my teeth checked out and cleaned and possibly get help with my sensitive teeth! The Dentist is, for some reason, the one dctor I'm not afraid of xD
5.	Now that I know I am covered I will try and find a dentist that takes my coverage as I do need dental care. My teeth bother my every day.
6.	It's been over a year since I had the dentures done and I've never heard anything about benefits/enhanced or enhanced plus benefits.
7.	It would be nice to know I had dental insurance what and where I can use it.
8.	I'm not sure if this plan is for myself or my children. I didn't think I had dental care on my plan. Should I have a different card? Please let me know. I left a message at 1-866-363-1984
9.	I will need to find out if my regular dentist has the Dental Wellness Plan available for me, if so it's time to have a teeth cleaning. Thanks for sending this to me. I didn't know it was available for me.
10.	I will definitely look into it and probably use it at least for cleanings sometime soon.
11.	I will be researching dental plan. Also looking for dentist who accepts DWP. Thanks for survey. Needed the reminder. I don't have internet but will use library one to research.
12.	I went on Dental Wellness Plan in April of 2014. when I went to my regular dentist, she told me that there was no dental plan under Iowa Health and Wellness Plan so I haven't done more research. I will now.
13.	I wasn't aware that I had Dental Wellness Plan so I haven't used it at all. But am very much looking forward to using it.
14.	I wasn't aware that I had dental coverage. Don't have a computer or easy access to one and not real literate about using one. Can you send me dental care information and dentists that I can use in my area?
15.	I wasn't aware I had this coverage. I will need to look into finding a dentist. Please send information to me about Dental Wellness Plan in Polk County.
16.	I was unaware, until I received this survey, that I was eligible for or enrolled in the Dental Wellness Plan.
17.	I was unaware of the different levels. Should have read more into it. Could have gotten more out of the program but am now relocating out of state. Too bad, great information had I known.
18.	I was never informed I had Dental Wellness Plan. If possible.
19.	I was never informed about this plan and would like more information.
20.	I was informed at the beginning of the year (2015) that I was enrolled in the Health Wellness Plan. I haven't been informed on what it entitles. I knew nothing concerning a dental plan.
21.	I think the plan is wonderful for almost everyone. That is "IF" and by that I mean *IF* you already have or had a dentist *prior* to joining the plan. As a nurse, I first hand deal with daily difficulty of finding a health care professional that will accept coverage from anything OTHER than commercial insurance. I also find it very difficult and frustrating to obtain a copy of an additional insurance card. Lastly, the constant transition from one type of coverage to another is both tedious, unmanaged, and very VERY confusing and restricted. Until recently (1 or 2 weeks), I was not aware that I had changed from Iowa Medicaid to this Dental Wellness Plan. I would like information on Dentists currently accepting new patients carrying Dental Wellness. As much as I enjoy my current denstist, location and appointment availabilities are very limited and/or restricted. Thank you.
22.	I never received an insurance card, I have no idea of what I have, no number to call.
23.	I have yet to benefit from this program. 1) I don't know if I even have it. 2) Finding a dentist close to us. We are financially strapped which is causing stress and my teeth to grind. My family and I are awaiting a judges' decision for my disability. If I can I would use this program immediately.
24.	I have never heard of this program. I would like more information as I may have to have teeth extracted and either partials or full dentures. I would like to know if dentures are covered by this program. I believe 1/2 of my medical problems are due to the extremely bad condition of my teeth.
25.	I had NO IDEA that Dental Wellness Plan was available to me. So many of the questions I could not answer.
26.	I had no idea I had a plan. I need to see a dentist.
27.	I forget at times to fill things out. Last couple tooth problems I had I just pulled them out myself. Didn't know I had dental care. And the M.S. problem of having to take a piss normally about every 30 minutes to an hour makes driving a distance a pain So, I just try to stay home most of the time and muddle through life.
28.	I don't know anything about the Dental Wellness Plan. I would like pamphlets or something about this plan.
29.	I didn't know I had it but now that I do, I will be finding a dentist to see what we can do about my teeth. Thanks for the survey, and letting me and possibly others know that they have dental. I found this very helpful. Again thank you and have a great day.

30.	I didn't know that I was in this program. I will look into this. I hope this helps you to be able to help more people.
31.	I didn't know I was on the Dental Wellness Plan until I got this survey.
32.	I didn't even know I had any dental insurance or I would use it. I never got any dental information.
33.	I did not know that I was a member of a dental plan so I have not used the service.
34.	I did not know my Insurance covered dental and I don't think I can afford it anyways I have way too many bills I already have a hard enough time putting food on the house
35.	I did not know I have dental insurance so I do not know how to answer these questions correctly. I do need dental care. I started to fill it out but do not know how to answer.
36.	I did not know I had dental coverage. I will now look for a dentist who will accept this insurance plan.
37.	I can honestly say that I was unaware I was enrolled in this dental plan. I knew it was supposed to be an option at some point, but hadn't checked when that date was. now that I know, I will be taking advantage of it. I just hope that I can hold out until I reach level 3 because it covers things I already need. if I can't wait that long, I have no idea how I would be able to cover it at this point.
38.	Honestly I didn't know I had this plan, so I would like to get as much information as I can. I know that my children were covered, but I didn't know I was. I really need to see the dentist at this time due to toothache. I would like to get more information about the coverage and co-pay. Also a list of dentist that take this plan that are in the Fort Dodge area. Thank you for your help.
39.	First: I didn't know I had this. I only have a top plate. Second: I dropped it and broke it. Didn't know I had help. Worry on money issues. I eat everything with my gums, chips, steaks, etc. I do well without. Would like to have a smile back. Thank you.
40.	Didn't know was on it. Plan on using it.
41.	Didn't know I had it. Hope I can find someone in Marshalltown.
42.	Didn't know I had it.
43.	Didn't know I had it have never received card or information on it.
44.	Didn't know I had dental.
45.	Didn't know I had dental coverage.
46.	Didn't know anything about this program. Is this part of Medicaid?
47.	Didn't even know I had the plan.
48.	Did not know that I had coverage. Need more info for Sioux City dentists that accept my coverage. Thank you.
49.	Did not know I had dental insurance. Have not been to one. I only have 3 teeth left, 2 on top one on lower.
50.	i haven't received an approval letter from dhs so that is why i don't know if i have this coverage yet.
51.	I have to say i am not up to date on the this plan ? I just have not taken the time to look things over on it ! I Have had a hard time finding work ! I would like to say that i Really need to have my teeth looked at ! I am thinking it has been over 10 years i have had any Dental work done !. And the worst thing as a year ago my gums bleed way to much ! And i am fully aware that can lead to stroke to even death ,, So i Really need to get them fixed ! XXXXXXX XXXXXX.

Comments related to cost/finances	
1.	I wish there wasn't a co-pay. That was one of the main reasons I had to miss my dental appointment, I didn't have enough money to cover the co-pay.
2.	I quit going to the dentist after my divorce in 2010 because I couldn't afford it.
3.	I like the Dental Wellness Plan, but I stopped using it because I don't have the money.
4.	I hope the Dental Wellness Plan will stay affordable. Because I am a low-income person, recently right before I got this survey. I got a yearly recertification stating I may be asked to pay a co-pay of \$20.00 per dentist visit each time I go. My recent visits from last year of all 2014 was no co-pay. But also the letter said only if your insurance plan does not cover everything. I do not think my income went up that much, only a couple of dollars. Instead of a large amount of money.
5.	I hope I get to stay on this plan so I can see a dentist and care for my teeth. Otherwise, I won't be able to and then will not be able to afford to.
6.	I have not used my Dental Wellness Plan since I have received it. This is due in part to my personal fear and a possible financial charge or inability to pay for the service due to my own ignorance of the current outlines of the accepted limitations for procedures. There is also a mild bit of social anxiety and a fear of judgment because of my financial situation pertaining to those who would work on dental health. I am too poor to pay for a proper insurance plan and must rely on government assistance, it is a truly shameful thing.
7.	I did not know my Insurance covered dental and I don't think I can afford it anyways I have way too many bills I already have a hard enough time putting food on the house
8.	I could not afford to go to the dentist before getting this plan. Thank you.
9.	Haven't used it yet and got my false teeth (full) before this was offered. My mom co-signed for a care credit loan so I could get my plates. I still owe \$800.00

1.	When I was young my baby teeth didn't fall out on their own and one of my first dentist visits was in grade school and without explaining what was going to happen I was put in the chair and had many shots given all over my mouth and seven teeth pulled. Very traumatic experience. I have had to go to the dentist a couple times since to get a tooth pulled but am very scared and cry while getting there. I did explain it when I got the last one pulled and they were very nice, took it slow and made it a not so bad experience but still scared.
2.	No. Only that I have to build courage to visit the dentist. One of my biggest fears is the dentist.
3.	i will start by saying I have had nightmares since I was around 5 yrs old about my teeth crumbling and falling out. Recurring dreams. I had perfect teeth growing up, no cavities till after my first child 23 years old. I'm now 40 years old and have 3 children. I've also struggled with addiction which has played a part in my teeth being so bad. When I was 29 years old I had a traumatizing experience with a dentist, 2 1/2 hours in a dental chair to pull a tooth, 9 shots of Novicaine, and the dentist's knee on my chest. It was very bad. I've been scared to death since. My teeth toward the front of my mouth are getting bad and I can't deal with my nightmare coming true. I will not leave home if my front teeth have to be pulled and not replaced. *Please help!*
4.	I need my teeth pulled but afraid of needle. Last time I went got top teeth pull in 95 still have trouble always sore.
5.	I need dental care but have not been to the dentist since I was 8 years old, my teeth are bad and just wish I had the courage to go to the dentist.
6.	I have not used my Dental Wellness Plan since I have received it. This is due in part to my personal fear and a possible financial charge or inability to pay for the service due to my own ignorance of the current outlines of the accepted limitations for procedures. There is also a mild bit of social anxiety and a fear of judgment because of my financial situation pertaining to those who would work on dental health. I am too poor to pay for a proper insurance plan and must rely on government assistance, it is a truly shameful thing.
7.	I have not had dental insurance in over 5 years. Would have to go to XXXXXXXXXX for ER teeth extraction. Couldn't afford to get normal dental maintenance so when I joined the Dental Wellness Plan I needed several fillings. However, the plan states I can only get non-emergency dental work 1ce every 6 months so now by the time I go back I'll need even more additional work. Also, it was EXTREMELY difficult to find a dentist that accepts this insurance. My mom referred me to her dentist [Name of practice]. They are AWESOME. I have -extreme- anxiety when it comes to dental work and they are fabulous in working with me. But Dental Wellness does not cover "laughing gas" which I need any time I go to the dentist.

Comments about not having used coverage/Plans to do so	
1.	There are a few questions I was not able to answer because I have not used the benefit. My schedule makes it difficult to make an appointment six months in advance for routine checkups and cleanings. I will not recommend a product or service without personal knowledge.
2.	Since I have dentures, this insurance does not do me any good unless my current dentures break. It is a waste of money to go to the dentist otherwise.
3.	Planning on getting teeth cleaned in near future.
4.	On completing this survey I made an appointment with a dentist so I will make the one year visit before it expires, last visit was May of 2014.
5.	No, do not use it, I have no teeth, I do have dentures.
6.	No have not used as yet.
7.	Just started.
8.	I've not had to really use it yet.
9.	I've never used it. I have always saved my money for dental work because I've never had dental insurance before. Only because I did not like the policies or could afford them. It was easier to save the money needed.
10.	I've just joined this plan and have been with Delta Dental for the past five years.
11.	I will be getting my top teeth out and part of my bottom teeth pulled sometime in the next 2 months.
12.	I tried to make an appointment and I left a message and still waiting on a call back from XXXXXXXXXX
13.	I think the dental plan seems like a good plan even though I haven't used it yet I wouldn't have a problem finding a dentist or getting transportation. I need dental work done I just need to make an appointment here shortly because I do need some dental work done. Just having problems finding time right now. Need to check into find a dentist in the evenings.
14.	I saw my dentist in October of 2014 to have work done. I need more work done, but I received a stem cell transplant in November 2014, so the soonest I will be able to have the rest of my dental work done will be 6 months after transplant, which will be i May 2015.
15.	I quit going to the dentist after my divorce in 2010 because I couldn't afford it.
16.	I just got the plan so I haven't even been able to do anything with it.
17.	I haven't been to a dentist since 1997 when I got a tooth pulled. I now have a dentist appointment April 16th, 2015.
18.	I have not used the Dental Wellness Plan yet. But prior to this I had Delta Dental, he said I needed to get my bottom teeth pulled and get plates on bottom. I have upper plate already. I have a partial on lower now.
19.	I have not used the Dental Wellness Plan as of yet but everyone I know that have used the Dental Wellness Plan were very happy.
20.	I have not used my Dental Wellness Plan since I have received it. This is due in part to my personal fear and a possible financial charge or inability to pay for the service due to my own ignorance of the current outlines of the accepted limitations for procedures. There is also a mild bit of social anxiety and a fear of judgment because of my financial situation pertaining to those who would work on dental health. I am too poor to pay for a proper insurance plan and must rely on government assistance, it is a truly shameful thing.

21.	I have not had occasion to use it since getting on the plan. My oral health is pretty good but I am currently taking blood thinners due to a pulmonary embolism I suffered in September of 2013. I have been told it could be somewhat dangerous to have dental work right now, the dentist being aware of the medication I take. Besides other than occasional bad breath caused by my medications my teeth and gums are in pretty good shape. The last time I saw a dentist before I lost my job and insurance the dentist suggested I have my wisdom teeth extracted. However as yet I have not been healthy enough to risk having my teeth pulled and risk abundant blood loss or another blood clot.
22.	I have not been to a dentist since the early 1990's.
23.	I have never been to the dentist. Our daughter is on the same plan and insurance won't pay for her braces she needs. So I lost some respect in her coverage for sure.
24.	I hate the dentist, and have not gone for years, and probably will not go until I have real problems.
25.	I had a work comp injury which kept me from my 2nd visit where I planned on having a broken tooth fixed as food gets up under the gum and causes pain. Then right at the time of my 6 month 2nd visit I lost the insurance because of my temp job. I still have a broken tooth and pain--can't afford to get it fixed--car needed to work and have to pay for own health insurance.
26.	I found a dentist through the information received about Delta Dental so I made an appointment with them for a check-up. They found I have 4 cavities and I'm going to need 4 fillings. I made an appointment for a cleaning and the 4 fillings. I went back to get my first set of fillings and the dentist office was closed with no notification. I kept calling the dentist office to make another appointment but no one would ever answer the phone. I made this appointment over a year ago and have yet to get my fillings done and I don't even know if I have dental coverage anymore because of this incident.
27.	I don't understand how it all works. I had had a bad experience with getting the help I needed after getting divorced and ended up w/o insurance and having to have surgery twice. Still trying to figure out how to pay the rest of it. Therefore I don't think I can go get the dental care I need. Surgery was the start of dental problems.
28.	I don't have a dentist. I have no teeth.
29.	I don't use it because I have dentures.
30.	I didn't know I had it but now that I do, I will be finding a dentist to see what we can do about my teeth. Thanks for the survey, and letting me and possibly others know that they have dental. I found this very helpful. Again thank you and have a great day.
31.	I did not know that I was a member of a dental plan so I have not used the service.
32.	I can't say for sure how this plan can be improved as I did not take advantage of it. My reasons being that I often lack transportation or time.
33.	I can honestly say that I was unaware I was enrolled in this dental plan. I knew it was supposed to be an option at some point, but hadn't checked when that date was. now that I know, I will be taking advantage of it. I just hope that I can hold out until I reach level 3 because it covers things I already need. if I can't wait that long, I have no idea how I would be able to cover it at this point.
34.	I appreciate the Dental Wellness Plan. While I have not used the service, I intend to start this year. Thanks.
35.	I am currently on a waiting list at a local dentist office that accepts the Delta Dental Wellness Plan.
36.	I am covered by Delta Dental because I have Iowa Wellness. When I call Iowa Wellness to get info about my plan/doctors I can see what is covered, they refer me to Delta Dental phone # to send me a packet. I have called the Delta Dental # 5-10 times with no answer. I also visited their website and it has no info useful to what I need. So I have never actually been able to use the coverage I supposedly have. It's very frustrating. I just want someone to mail me a stupid packet of info because I currently have 2 teeth that are very painful and need attention and haven't had a checkup in 2 years.
37.	Haven't used it.
38.	Haven't used it yet.
39.	Haven't used it yet.
40.	Haven't used it yet and got my false teeth (full) before this was offered. My mom co-signed for a care credit loan so I could get my plates. I still owe \$800.00
41.	Haven't used it but need to bad now my bridge retainer thing broke today 3-27-15 and I need it replaced because I can't chew without it. Last time had it replaced was 3 1/2 years ago. I need it bad. Would like a local dentist to fix it quick or get veneers, but haven't used this insurance since I've had it. Want to know what to do ASAP. Thank you.
42.	Haven't tried it yet. I work a lot and have to fit it into my schedule. But I'm not sure which offices take this insurance. If you could send references. Burlington, IA 52601. Your plans seem amazing. And I most definitely need some dental work done ASAP. Thanks, XXXXXXXXXX XXXXX.
43.	Haven't had to use it yet, but I am actually going to get ready to use it very soon though!
44.	Haven't had time to start seeing dentist but have to soon.
45.	Haven't been to dentist in so many years. Very rarely sick.
46.	Haven't been on it really long enough to make judgments. In another month answers would be better.
47.	Have not had the time to call a dentist. Hopefully I will get it done within the year.
48.	Have never used Dental Wellness Plan.
49.	Hard to find a dentist that will accept this coverage so haven't been to a dentist for over a year cause can't afford to pay for it out of my own pocket.
50.	Happy to get started with the plan, at this time have not utilized plan but anticipate to in the near future.
51.	Don't force a person to go to the dentist when they don't want to.

52.	Didn't know was on it. Plan on using it.
53.	Dental Wellness Plan terminated as I make \$300 per month over limit. Could not get a dental appt. in the 3 months I was on Dental Wellness Plan. I have no health or dental insurance now.
54.	Can't tell anything about Wellness. Never use it.
55.	Because of my age, all my medical payments, including dental, are subject to repayment, after my death, under the estate recovery program. I'm trying to avoid this, so I'm electing to pay my own bills as much as possible. Hence, I'm not taking advantage of the Dental Wellness Plan the way I would if I was not facing government involvement in my estate.
56.	As I have written, I had trouble getting the 800 line person to send me a benefits book. She told me that I should have received by now and that she would not send me one. I called several times and got the same lady. She was rude, demeaning and when I asked to speak to a supervisor she told me she didn't have one. I spoke to someone at DHS and mentioned what I had gone through. She got the girls supervisor to call me a day or so later and I finally got help and my benefit book sent to me. She apologized for my experience. I still haven't pursued help since then.
57.	As a result of being busy, I did not get to use this service, but I am glad I was covered in case of serious emergency. I knew I needed a filling but, despite not having time to visit, I wouldn't be able to get it filled quickly because of the levels. I understand the necessity of levels, but if I go to the dentist regularly and know I need, I shouldn't have to wait because of the levels.
58.	i haven't received an approval letter from dhs so that is why i don't know if i have this coverage yet.

Positive Comments about Plan	
1.	Works for me!
2.	Without them I would still be in a 10+ of pain my teeth were all bad and a lot of pain. Thank you Dental Wellness Plan.
3.	When I had private ins, I finally found a dentist I liked who didn't want to crown every tooth in my mouth or replace every filling. I was told they didn't want to deal with the paper work for Medicaid. I now have another dentist who wants to crown every tooth and I do not think this is necessary. I do have a missing tooth I would like to replace as an implant. I am grateful the plan does not allow dentists to do unnecessary crown, etc.
4.	Very good plan. It has helped me tremendously. I'm only embarrassed of my teeth because of a missing tooth which I have to wait for the plus benefits. I like my teeth and am very self conscience of a crack head smile.
5.	Very good plan. Has helped a lot with contiual care of my teeth--feel better that my teeth are getting good dental care. need to offer free whitening- just kidding.
6.	Until I got this survey i had no idea i was covered under a dental plan. I am actually excited to know I'm covered because I can get my teeth checked out and cleaned and possibly get help with my sensitive teeth! The Dentist is, for some reason, the one dctor I'm not afraid of xD
7.	This plan really helped me get a lot of my problem teeth fixed. Most of the issues I had concerning my teeth was that I didn't have dental insurance for years and couldn't afford dental care.
8.	This is the first time I've had dental insurance since getting kicked off my parents' plan 8 years ago. I've been paying around \$250/ appointment (cleaning and exam) every 6 months and refusing x-rays. It is beyond wonderful not to have that expense anymore. My 2nd appointment is in a month! Thank you! I was a little sad to have to switch dentists because I liked my old one and their office was close to my home, but I actually like my new dentist better.
9.	This is a big help!
10.	This has been the best plan I've ever been through and then dentist I had was XXXXXXXXXXX XXXXXXXXXX XXX, was the best dentist I've had for a lot of years I would say to anyone who needed a dentist to call on him.
11.	There need to be more dentists available for this program. Since this program became available to me it's very helpful to me and I'm very thankful and that it's an awesome program. My dentist office convinced me to quit drinking soda since I began getting services I no longer smoke either. Soda I quit 1 month after my first check up and 2 weeks ago. I was able to quit smoking. I used to drink 3-6 cans of pop a day now I drink 1 a week at the most. I don't keep it in the house. Cig I smoke since I was 19 years of age I'm now 40 I quit 2 weeks ago.
12.	There have been more dental offices that have opened their services to your plan. I have just started seeing a regular dentist and very pleased with the dental plan.
13.	The plan itself provides good coverage. I imagine a large percentage of people on this plan are job, food or financially insecure. I am able to use the coverage, but unable to have time off work between 8 and 5 pm to go to an appointment. Having insurance is wonderful, getting to use it is a little bit less so.
14.	The dentist was a very good dentist. He just wouldn't listen to me when I told him the dentures just wasn't me. The teeth on them is just too big. I think I went back 4 times to see him. So now I have teeth I can not wear. So now all I eat is pancakes, and cream, of wheat. I think Delta Dental is great for those who don't hardly have income, but the teeth just didn't work for me.
15.	The dentist I go to very caring, to the point, explains the appointment, I just want to say (God Bless) the healthcare benefits. I am low poverty, but not poor enough to live on month to month, travel 60 mi day and the price of gas, have no extra money, so thank you to all of you for offering me these services. Thank you for the \$2 bill.
16.	The Dental wellness plan was the only way I was able to get my mouth taken care of. Otherwise I would still have a mouth full of decay.

17.	The Dental Wellness Plan is great, but I had two teeth hurting me and it took almost 3 weeks or more to get into the dentist, then I had to wait another 4 weeks to get into another dentist to get them pulled. Was hard to do my job at work, was taking a lot of Aleve and using a lot of Oragel. The first dentist I seen was the dentist my wife and son were seeing. My wife said when he fills her teeth he don't get all of the cavity out. Also the fillings fall out in a week or less. That's how she knows he isn't getting all of the cavity. The second dentist I seen was great I didn't feel a thing. I don't think I have Delta dentist anymore. I think I am just Medicaid. Went to use my Coventry Health and Wellness insurance card at Hyvee and they told me it wasn't active. Called Medicaid and they told me I was just Medicaid now. So I believe I would be Medicaid for my dental now also.
18.	The Dental Wellness Plan is a very wonderful dental plan. I have not been to a dentist in years due to no insurance. The Dental Wellness Plan has changed that completely. I appreciate these benefits and it has really given me a great deal of confidence I have not had in awhile. I feel good about going to the dentist. I am receiving the care I need and deserve. My dentist and his staff are great and very accommodating to my needs every time I walk in the room. Thank you for allowing me to express my thoughts and feelings on the Dental Wellness Plan. Hope my answers help you achieve good results.
19.	The Dental Wellness Plan is a very good dental insurance. I have found a wonderful dentist and am able to get my teeth fixed and not have to be in any pain anymore.
20.	The Dental Wellness Plan is a program that helps to low income persons. Thank you for your help and kindness. XXXX XXXXXX.
21.	Thanks for helping me with the dental insurance. It really work for me.
22.	Thank you. Although I have not felt the need to use my benefits the peace of mind is well worth it.
23.	Thank you. I'm getting old and have multiple problems, physical and mental. The Dental Wellness Plan has given me some sunshine in my life that so often is shrouded in clouds. I also want to say thank you to all the people at the college of dentistry and dental clinics at U of I. Especially the staff at the endodontics clinic who treated me so well. Also a big thanks to Dr XXXXXX at XXXXXXXXXXXX. You guys are great!
24.	Thank you! Very helpful in getting the care I needed.
25.	Thank you very much for the two dollars and making me feel very valued and respected to ask my opinion. I think that the dental health plan is very beneficial and is one less bill I have to worry about. If it weren't for helpful programs like this I would have a very hard time affording my health care and dentist coverage. Thank you for the opportunity to share my experience.
26.	Thank you very much for taking care of me. I really appreciate it. Thanks.
27.	Thank you for helping people in need like me. There are a lot of hard working people who just can't afford dental or medical so this is a huge help to people. So thank you all for your help.
28.	Thank you for your help with my dental.
29.	Thank you for the Dental Wellness Plan.
30.	Thank you all very much for your help and services. If everyone follows the steps properly there is no reason things can be restored for dignity's sake. I appreciate the help!
31.	Thank God for the Wellness Plan, and thank you.
32.	Sounds like a great program. I will check with my dentist to see if he accepts it.
33.	So far so good, with the Iowa Dental Plan.
34.	So far its amazing i needed a root canal and was covered for one and now just have to keep going for checkups to get a crown. Thought it was weird at first but after the hygentist explained it to me it makes sense for the people who just abuse the program
35.	So far I have been extremely satisfied with the Dental Wellness Program.
36.	She's very pleased with this program, everything is explained to her.
37.	Really a great thing. Thanks.
38.	No just that I am very happy to have it. Thank you so much.
39.	No it covered everything I thought it would.
40.	No I love this plan and I'm very thankful for it.
41.	My bottom dentures are broken. I will be glad when I can get them replaced. My dentist was a little perturbed when he couldn't fill my cavity yet. He wants to fill it before it gets too big. Thank you for being there, I can't afford any dental expenses.
42.	Just very grateful for this plan!
43.	Just that I'm very thankful to have it.
44.	It's nice I don't worry about my dental care. Which is a concern the older my teeth get! Best thing that has happened to me!
45.	It's a very worthy program to have and I want to thank you from the bottom of my heart.
46.	It's a great plan, thanks a lot!
47.	It's a good dental plan and I love it a lot. Couldn't do without it.
48.	it's a big help and having it takes a financial worry off my mind.
49.	It works, thank you!
50.	It was hard to wait the 6 months, when I might of saved 2 teeth that cracked while waiting and now can't be saved but I am grateful to be able to go to the dentist again and had 1 tooth pulled and now I need 3 more pulled. Before I got sick I always went to the dentist, but I never could afford insurance. So I usually had to use my credit card. And now I can't afford the payments on my card. But I am thankful for this program.
51.	It sounds really good. I lost my pamphlet but had a doctor assigned. I need to find another one closer than I. C. Dental College.

52.	It seem to be good plan.
53.	It may be a good plan, but I just don't seem to have enough time in the day to make appointments for me at "any" doctors office. My children come first, after their needs are met then maybe I can go. My plan this year for myself is to see a dentist, eye doctor, and regular doctor, on a regular basis. With the dental plan in place, I now have the ability to see a doctor. Before, with no insurance, I just couldn't afford it.
54.	It is a good plan.
55.	It has really been a great plan and thank you for giving me a smile again, it's been 7 years ago that I liked to smile.
56.	It has helped me greatly, by providing me with 2 cleanings a year which makes my teeth healthy.
57.	Is good but it could be better.
58.	If not for the Dental Wellness Plan and the 800 number that I called as soon as I received the dental pamphlets. They found me a dentist 6 blocks from where I live, and if I had no transportation I could walk, but I have disabilities and can't walk that far so I'm thankful to my car and being this close to home it hardly took any gas. The Dental Wellness Plan and Dr. XXXXXXXX which is on 6th Ave. and the corner of Madison St., saved my life. I had so much infection from bad teeth because of bone loss. That could have killed me because of being disabled and, having no income. I am very grateful and thankful to you and Dr. XXXXXXXX, his staff and him made me feel comfortable right away. Thank you always! XXXXX XXXX XXXXXX.
59.	If it wasn't for this dental plan I would not have been able to get the new dentures I've needed for sooo long THANK YOU
60.	If it wasn't for my Dental Wellness Plan, I wouldn't be able to get the proper dental care that is necessary. It is much appreciated. When I was growing up my parents couldn't afford dentistry. It was only emergency that my siblings and I were to see a dentist. I'm not blaming, my father worked three jobs to take care of his family. I just have always had ugly smile. I always tried to cover my mouth when I smiled. I don't have any teeth left, I hate that but I'm waiting for my dentures. At least I'll have a better smile. Thank you, Dental Wellness Plan.
61.	I've only been on the dental plan since September/October and had one visit. I got a lot of work done with private insurance before losing it and switching to Iowa's plan. The benefit levels should work fine for me.
62.	I'm very satisfied with the service. I think that people that who have it are blessed. Dental care is very expensive and not everyone can afford it. I feel lucky.
63.	I'm very glad to have this Dental Wellness Plan. Thank you.
64.	I'm thankful that I have this cause my smile is a whole lot nicer!
65.	I'm really glad to have this dental coverage. Thanks...
66.	I'm really appreciative to have the plan and be able to have regular dental visits.
67.	I'm glad I qualified for Dental Wellness Plan because my teeth needed it . Thank you.
68.	I'm glad I have it. Teeth are important, without it I would not go to dentist, could not afford it.
69.	I'm doing fine, had a little problem with my dentures, need to go back to dentist. Thank you for the dental insurance, I really needed it.
70.	I'll be 65, 9/21/2015. will no longer be in one or on plan. Thank you very much for the service. Helped me out, thank you.
71.	I would not have had the opportunity to get my teeth fixed, without assistance. I really appreciate the assistance from you. The service has been great..
72.	I would like to say thank you dental wellness for giving me a smile again....dental wellness has been awesome. Before i would not smile and now i smile all the time. THANK YOU SO MUCH! !!!
73.	I was very pleased to be able to get dentures. I was missing a front tooth, one on the top and one on the bottom. I was very self conscious.
74.	I was very pleased that I was able to stay with my regular dentist. Thank you!
75.	I was not able to get regular dental care until I qualified for Dental Wellness Plan. I plan to go to the dentist regularly since the State of Iowa gave me this wonderful opportunity.
76.	I was able to get my teeth cleaned for the first time in 10+ years. I am very thankful for this. The Dental Wellness Plan has been a real help.
77.	I want to say this plan is great and thank you very much.
78.	I understand the way the plan was set up and now that I do, I will get regular check ups. I relocated from IL they do not give regular dental treatments or check ups to Medicaid recipients. I have not had dental treatments in 10 years or more. I am a very happy person and do usually smile a lot. Over the past two years when it was pointed out to me how bad my teeth were I found that I couldn't even smile at an interview. I am now smiling all day every day and cannot wait to go see my dentist again.
79.	I think this is a wonderful plan and can't wait to find a dentist and get a check-up.
80.	I think the Wellness Plan is great have never had dental insurance before this. I love my dentist she is great.
81.	I think the plan works good for me.
82.	I think the plan is wonderful. I wouldn't change a thing.
83.	I think the level system of coverage for the dental plan is a great idea. You basically get rewarded (aka) more coverage just for using it in the first place which is great for those of us who cannot afford other means of coverage. I appreciate the help I receive, as I am one who can use all the help I can get, but I do wish there was an option of coverage for braces of some kind for me through this plan. Thanks for your help, and thanks for thinking of me!
84.	I think that dentures should be covered and partials. But it is a good program.
85.	I think it's great. It's giving me great dental coverage.
86.	I think it's good plan. But I had no income and still owe \$80. That's not easy for someone with no income.

87.	I think it is a very good plan and I am very grateful. Thank you.
88.	I sincerely appreciated the fact that my dental care was upgraded to take care of my periodontal disease. Deep cleaning below the gums in order to get hip replacement surgery done that was past needing done.
89.	I really like the Dental Wellness Plan it has help me out a lot.
90.	I love this program!
91.	I love that this was added to the Iowa Care health plan. Dental health is an important part of a comprehensive health care program.
92.	I like the plan but haven't had the chance to use it yet. But my teeth are slowly getting bad.
93.	I like the Dental Wellness Plan, but I stopped using it because I don't have the money.
94.	I like the Dental Wellness Plan, but don't like the steps you have to go through. I needed care, but had to wait longer, because I had to go through different steps. Cleaning, check-up, x-rays, etc. But overall very happy. I wouldn't be able to afford dental care otherwise. Thank you.
95.	I like my dental plan. I did not have any dental care before this plan. I could not afford it.
96.	I know that expanding Medicaid has not been popular with Republican governors, so I was surprised, that dental care was included in Iowa's package. I cannot say how thankful I am for this. The meds I take for long-term depression cause dry mouth, the resultant dental problems, so dental care is so important even when I was working I rarely had the cash required to stay on top of my dental needs. This program has been a God send. Thank you!
97.	I know I need dental care but have been putting it off. I know I will have to go and get work done sometime soon. I am thankful for having this plan available to me at this time.
98.	I just want to thank you for offering this Dental Wellness Plan to me. Without it I couldn't afford dental care. This means the world to me.
99.	I heard that Medicaid is no longer going to be offering dental insurance or any insurance under the Health and Wellness Plan, and I read that there is a reform starting January 2016 that will offer some other health insurance but no dental. There are no low income dentists available at many Iowa Comm Health Clinics unless you are a child or elderly or if you need any procedure other than extraction. I really hope I will be able to keep dental insurance. I have saved almost 7 teeth due to the program.
100.	I have the two front teeth chipped up from an accident. A dentist filled them two times and it never held. I went a few years and they started hurting some bothering me. Then I got insurance again through this program and I got the same thing done again only a month or so ago. Program won't allow me to get something else done more permanent. I hope this job hold up longer. Thank you for this program to allow me to get the dental health allowed so far. I am now a heart patient so now my care is really critical. Again much appreciated.
101.	I have not had dental insurance in over 5 years. Would have to go to XXXXXXXXXX for ER teeth extraction. Couldn't afford to get normal dental maintenance so when I joined the Dental Wellness Plan I needed several fillings. However, the plan states I can only get non-emergency dental work 1ce every 6 months so now by the tiem I go back I'll need even more additional work. Also, it was EXTREMELY difficult to find a dentist that accepts this insurance. My mom referred me to her dentest [Name of practice]. They are AWESOME. I have -extreme- anxiety when it comes to dental work and they are fabulous in working with me. But Dental Wellness does not cover "laughing gas" which I need any time I go to the dentist.
102.	I have had the same dentist since I was in my twenties. I always have 2 visits a year. This plan is extremely helpful because it takes the burden off of my mother who is on social security and disabled of having to pay for my dental care. I am very grateful that my dentist is part of the plan. When I did have my own dental insurance I had Delta Dental. They are an awesome company. Never had any problems. Easy to use. This plan is comparable to private plans and in some cases better. I wouldn't change anything! I really like the incentives for having 2 visits a year.
103.	I have been surprised at how well my new dental insurance has helped me. I haven't been able to afford dental care for several years. Tomorrow I'll be having my remaining teeth extracted. I'm looking forward to getting new dentures in approximately six months. The dental plan I now enjoy is amazing. How lucky I feel to be in the position I find myself in. Thank you.
104.	I have been pleased with Delta Dental. The only time I had to pay out of pocket was before I had enhanced benefits. I needed to get a tooth filled right away because of the pain. My dentist worked with me and gave me a discount because I paid that day. I then waited for my enhanced benefits at my six month appointment to have other filling completed.
105.	I have a beautiful smile and thanks to the Dental Wellness Plan I am able to keep my mouth healthy.
106.	I had the regular Delta Dental Plan through my former employer and honestly cannot tell a difference between that and the Iowa Health and Wellness version of the Delta Dental services. The only thing that changed is the my old dentist didn't take the Iowa version but I was able to find one that did easily and it's only a half block from my old dentist office.
107.	I enjoyed the plan. I think it should be available to everyone not just people who are not working.
108.	I do go to XXXXXX XXXXXX in CR. They give excellent service there. I am happy to finally have dental coverage. I do dislike that it takes so long to get enhanced plus benefits because I need some of that work done now. Thank you!
109.	I didn't know I had it but now that I do, I will be finding a dentist to see what we can do about my teeth. Thanks for the survey, and letting me and possibly others know that they have dental. I found this very helpful. Again thank you and have a great day.
110.	I could not have my teeth taken care of without Dental Wellness Plan, I could not afford to, I'm very grateful to get the work done I need on my teeth and gums.

111. I could not be more grateful, having this dental coverage. I have worked at a children's facility for 10 years without health insurance. My teeth have paid the price of not being able to afford dental insurance. I now am able to have them cleaned and cared for in a way that I was used to many years ago. I worked as a dental assistant for a dentist in my town many years ago and fully understand the importance. However, having become separated and being solely responsible for bills and living expenses, dental care was unfortunately not something I could afford. I could say and have said to my friends and loved ones, that I have found a wonderful competent dentist that I recommend highly. Dr _____ in Hoban in Manson, IA is wonderful. I'm grateful and blessed to be in this program and have my new dentist.
112. I could not afford to go to the dentist before getting this plan. Thank you.
113. I believe it a very helpful and useful program to ensure the health of those in need of it. Thank you.
114. I believe if you have a cavity it should be able to be filled on the first visit. I also believe that you should be able to have them cleaned the first visit and not have to wait 6 months to be eligible. I will be having 2nd 6 month check-up next month. Had to wait several months to get first appt needed cleaned ad had a cavity which won't be taken care of till April. But I am very thankful to have a dental plan now.
115. I appreciate this plan. I was having trouble with my wisdom teeth but thanks to this plan I was able to get them out. I'm getting my cavities fixed now. I'm happy to be getting it done.
116. I appreciate the Dental Wellness Plan. While I have not used the service, I intend to start this year. Thanks.
117. I appreciate having the plan available to me. My dentist is great. I apologize for getting this returned late. It was misplaced.
118. I am very thankful for this program.
119. I am very thankful for the Dental Wellness Plan as of now I am able to get the dental care I need. Thank you.
120. I am very happy to have coverage and as long as my check-ups are involved I will go. The only problem I have was when I went the first time, they treated me like cattle, they pulled the x-ray machine down while pushing me into a room, still standing she said stand still then after rearranging the x-ray machine several times she told me to follow her and she showed me to a chair, then the doctor said open and looked and told her assistant some stuff and then pushed her chair back and walked out, the same girl told me to follow her she took me to the front to make an appointment there was no one there and she said they would call me, I waited a week so I called and was told I could not get an appointment for 2 months. I hope my filling doesn't go that way.
121. I am very happy that this has been offered through the Iowa Wellness Plan. Because I am married, I believe it would be a benefit if this plan would be offered for a participant's spouse.
122. I am very grateful for the help from Dental Wellness Plan and thanks for reading printed material. It is very helpful. I am happy with my dentist and the way dentist is helping with my dental health. Thank you very much.
123. I am very grateful for Iowa health and wellness programs and to all those who help its daily function.
124. I am very glad to have it. I had not had dental insurance at my last job and then I was unemployed and had no insurance.
125. I am thrilled there is a Dental Wellness Plan
126. I am so happy I finally have dental coverage and can have my needs met.
127. I am really thankful for the Dental Wellness Plan and that it has preventative care.
128. I am just thankful that my husband and I now have dental coverage.
129. I am happy because I don't have to worry about paying for dental care.
130. I am grateful to have it to take care of my dental needs as my only source of income is a part time job. I basically live paycheck to paycheck.
131. I am glad that Dental Wellness helped me out otherwise I wouldn't have gotten the help that I needed to get my teeth done. I just want to thank you for helping me out.
132. I am finally able to receive dental care again. This has definitely increased my well being.
133. I am currently under the care of very good, great care thanks to Dental Wellness Plan. Very grateful.
134. I am a long distance trucker. My family lives in Mexico. It's hard to use my benefits because I never know when I'll be back to Iowa. I have this program because the law says I have to have insurance. Urgent care, chiropractors in truck stops, minute clinics work when I am in need of care. Thank you, you supply care if I am in need.
135. Have been very happy with the U of I dental clinic care and the Dental Wellness Plan.
136. Have been very happy with benefits.
137. Happy to get started with the plan, at this time have not utilized plan but anticipate to in the near future.
138. Great program. Thank you for all that you've helped with.
139. Great program to have available as I am a single mother obtaining a master's degree. Thanks!
140. Great plan to be on, appreciate everything that it does for me and my girls, being a divorced mom. It's wonderful not to be stressed.
141. Great plan coverage.
142. Good program. Thank you!
143. Good plan.
144. Extremely happy with this plan. Would have never been able to get my teeth fixed without it!
145. Dental Wellness Plan. I like it. Good plan. Thank you very much.
146. Dental wellness plan is a wonderful thing.

147.	Before the dental plan, I could not afford coverage. I was relieved when I heard about the Dental Wellness Plan. Thank you for the two dollar bill!
148.	Because of Delta I have dentures. I was without for 8 years because of no insurance and never enough money. Thank you Delta. I can smile now!
149.	As a result of being busy, I did not get to use this service, but I am glad I was covered in case of serious emergency. I knew I needed a filling but, despite not having time to visit, I wouldn't be able to get it filled quickly because of the levels. I understand the necessity of levels, but if I go to the dentist regularly and know I need, I shouldn't have to wait because of the levels.
150.	A very welcome addition to my life. While the benefits may not compare to the insurance options I had when younger, I am so happy to be able to visit the dentist again, even if only two times a year.
151.	I have been going to my dentist for over 10 years. I am very satisfied with him and provides me with all of my dental care and concerns. However, my only visit at my dentist, since obtaining the Dental Wellness plan was unable to give me all of my dental care. I was unaware of the three levels of coverage. I am thankful that I am able to return in 6 months to receive the rest of my care. Without this insurance I would not have any way to receive my dental exams. I am thankful that this insurance is possible for the lower income residents of Iowa.

Positive Comments about Dental Provider/Dental Services	
1.	This is the first time I've had dental insurance since getting kicked off my parents' plan 8 years ago. I've been paying around \$250/ appointment (cleaning and exam) every 6 months and refusing x-rays. It is beyond wonderful not to have that expense anymore. My 2nd appointment is in a month! Thank you! I was a little sad to have to switch dentists because I liked my old one and their office was close to my home, but I actually like my new dentist better.
2.	This has been the best plan I've ever been through and then dentist I had was XXXXXXXXXX XXXXXXXXXX XXX, was the best dentist I've had for a lot of years I would say to anyone who needed a dentist to call on him.
3.	There need to be more dentists available for this program. Since this program became available to me it's very helpful to me and I'm very thankful and that it's an awesome program. My dentist office convinced me to quit drinking soda since I began getting services I no longer smoke either. Soda I quit 1 month after my first check up and 2 weeks ago. I was able to quit smoking. I used to drink 3-6 cans of pop a day now I drink 1 a week at the most. I don't keep it in the house. Cig I smoke since I was 19 years of age I'm now 40 I quit 2 weeks ago.
4.	The intern that pulled my teeth was awesome.
5.	The dentist I go to very caring, to the point, explains the appointment, I just want to say (God Bless) the healthcare benefits. I am low poverty, but not poor enough to live on month to month, travel 60 mi day and the price of gas, have no extra money, so thank you to all of you for offering me these services. Thank you for the \$2 bill.
6.	The Dental Wellness Plan is great, but I had two teeth hurting me and it took almost 3 weeks or more to get into the dentist, then I had to wait another 4 weeks to get into another dentist to get them pulled. Was hard to do my job at work, was taking a lot of Aleve and using a lot of Oragel. The first dentist I seen was the dentist my wife and son were seeing. My wife said when he fills her teeth he don't get all of the cavity out. Also the fillings fall out in a week or less. That's how she knows he isn't getting all of the cavity. The second dentist I seen was great I didn't feel a thing. I don't think I have Delta dentist anymore. I think I am just Medicaid. Went to use my Coventry Health and Wellness insurance card at Hyvee and they told me it wasn't active. Called Medicaid and they told me I was just Medicaid now. So I believe I would be Medicaid for my dental now also.
7.	The Dental Wellness Plan is a very wonderful dental plan. I have not been to a dentist in years due to no insurance. The Dental Wellness Plan has changed that completely. I appreciate these benefits and it has really given me a great deal of confidence I have not had in awhile. I feel good about going to the dentist. I am receiving the care I need and deserve. My dentist and his staff are great and very accommodating to my needs every time I walk in the room. Thank you for allowing me to express my thoughts and feelings on the Dental Wellness Plan. Hope my answers help you achieve good results.
8.	The Dental Wellness Plan is a very good dental insurance. I have found a wonderful dentist and am able to get my teeth fixed and not have to be in any pain anymore.
9.	Thank you. I'm getting old and have multiple problems, physical and mental. The Dental Wellness Plan has given me some sunshine in my life that so often is shrouded in clouds. I also want to say thank you to all the people at the college of dentistry and dental clinics at U of I. Especially the staff at the endodontics clinic who treated me so well. Also a big thanks to Dr XXXXXX at XXXXXXXXXX. You guys are great!
10.	Since enrolled in this plan, I made an appointment for check-up due to pain. Scheduled appointment was for three weeks out, after one week I had unbearable pain, so I called they got me in that day. I went and had a tooth pulled, had an appointment to go back for cleaning and checkup, but was sick at the time and didn't make it. I have not rescheduled appointment. The care I received was excellent from beginning to end. The not following up with appointment is due to my own anxiety. The choice to go to the dentist had nothing to do with the Wellness Plan but the care was great. I also have not read information on the plan, even though a packet was sent at the time. I have never been one to go to dentist due to an extensive trauma with a dentist at age seven. So my lack in knowledge of information is on me, not that it wasn't given. Thank you for your time.
11.	Service received has been excellent.
12.	Peoples Community Health Clinic in Waterloo where my dentist is located at is excellent. Very professional.
13.	My overall visits were good. I don't agree having to wait six months two times to get teeth filled. Thank you for the \$2.00 bill
14.	My dentist is a local dentist from my town of 2500 people. She is very good, and I am very fond of the Dental Wellness Plan.

15.	If not for the Dental Wellness Plan and the 800 number that I called as soon as I received the dental pamphlets. They found me a dentist 6 blocks from where I live, and if I had no transportation I could walk, but I have disabilities and can't walk that far so I'm thankful to my car and being this close to home it hardly took any gas. The Dental Wellness Plan and Dr. XXXXXXXX which is on 6th Ave. and the corner of Madison St., saved my life. I had so much infection from bad teeth because of bone loss. That could have killed me because of being disabled and, having no income. I am very grateful and thankful to you and Dr. XXXXXXXX, his staff and him made me feel comfortable right away. Thank you always! XXXXX XXXX XXXXXX.
16.	I love my dentist. He is great. He informed me of all my benefits and the levels of benefits. He has treated me like his patients are what matter most. He keeps me well informed on all work he does with my teeth. Informs me on my teeth care and what needs done or worked on. I recommend my dentist all the time. He is AWESOME!
17.	I have not had dental insurance in over 5 years. Would have to go to XXXXXXXXXXXX for ER teeth extraction. Couldn't afford to get normal dental maintenance so when I joined the Dental Wellness Plan I needed several fillings. However, the plan states I can only get non-emergency dental work 1ce every 6 months so now by the time I go back I'll need even more additional work. Also, it was EXTREMELY difficult to find a dentist that accepts this insurance. My mom referred me to her dentist [Name of practice]. They are AWESOME. I have -extreme- anxiety when it comes to dental work and they are fabulous in working with me. But Dental Wellness does not cover "laughing gas" which I need any time I go to the dentist.
18.	I have had the same dentist since I was in my twenties. I always have 2 visits a year. This plan is extremely helpful because it takes the burden off of my mother who is on social security and disabled of having to pay for my dental care. I am very grateful that my dentist is part of the plan. When I did have my own dental insurance I had Delta Dental. They are an awesome company. Never had any problems. Easy to use. This plan is comparable to private plans and in some cases better. I wouldn't change anything! I really like the incentives for having 2 visits a year.
19.	I could not be more grateful, having this dental coverage. I have worked at a children's facility for 10 years without health insurance. My teeth have paid the price of not being able to afford dental insurance. I now am able to have them cleaned and cared for in a way that I was used to many years ago. I worked as a dental assistant for a dentist in my town many years ago and fully understand the importance. However, having become separated and being solely responsible for bills and living expenses, dental care was unfortunately not something I could afford. I could say and have said to my friends and loved ones, that I have found a wonderful competent dentist that I recommend highly. Dr. _____ in Hoban in Manson, IA is wonderful. I'm grateful and blessed to be in this program and have my new dentist.
20.	I appreciate having the plan available to me. My dentist is great. I apologize for getting this returned late. It was misplaced.
21.	I am very grateful for the help from Dental Wellness Plan and thanks for reading printed material. It is very helpful. I am happy with my dentist and the way dentist is helping with my dental health. Thank you very much.
22.	Have been very happy with the U of I dental clinic care and the Dental Wellness Plan.
23.	Have a great dentist now. Did not go much prior to having the plan.
24.	Hard to find dentists but finally got a good one!
25.	Dr. _____ is a very kind, polite, explains the visit with you. After we're done the nurses also explain the next step they are going to do. Will keep Dr. _____.
26.	Dr. XXXXXX XXXXXXXXXXXX is an awesome dental provider. Very caring and concerned.
27.	Dr. _____ and _____ the hygienist at Dubuque, IA Crescent Health Center are excellent. I wish Wellness would cover fillings/bonding that matched tooth color instead of silver.
28.	XXXXXXXXXXXX dental is EXCELLENT!
29.	I have been going to my dentist for over 10 years. I am very satisfied with him and provides me with all of my dental care and concerns. However, my only visit at my dentist, since obtaining the Dental Wellness plan was unable to give me all of my dental care. I was unaware of the three levels of coverage. I am thankful that I am able to return in 6 months to receive the rest of my care. Without this insurance I would not have any way to receive my dental exams. I am thankful that this insurance is possible for the lower income residents of Iowa.

General Positive Comments	
1.	Thanks
2.	Thank you.
3.	Thank you.
4.	THANK YOU!!
5.	Thank you!
6.	Thank you, you are the best.
7.	Thank you, keep up the good work.
8.	Thank you for helping me.
9.	Thank ya!
10.	Sometimes it's very hard to find transportation to get there, wish I could just use the dentist that I live by. But other than that thank you. You guys are amazing.
11.	Much appreciated.
12.	Keep up the good work.
13.	It is a good idea I am homeless lost three teeth in a black out not worried about it feel gums shrinking.

14.	Had all my teeth pulled in Iowa City. My mouth feels great. Thank you.
15.	All is good. Thank you.
16.	After I was accepted at Delta Dental I went to your website and found that the dentist my parents and sister go to accepts Delta Dental. So I went to Dr in Carlisle my old home town and he has made an appointment for me to go to a specialist on XX XXX Street on Tuesday March 31st because I have to take Coumadin everyday and this dentist has dealt with bleeders before. A few years back I was going to XXXXXXXXXX Dental and before I got Delta Dental I had the hardest time trying to get an appointment because I always get an answering service, no human voice, so I gave up on them. I look forward to getting new teeth. Thank you very much.
17.	[Name] had to wait to get an appt til August. He made it in February. He has full set of dentures that need realigned or replaced. Thank you for your help! It is greatly appreciated!!

Comments about Survey	
1.	Yes, stop sending me this!
2.	The authors of this booklet, I, "XXXXX", commend you on a job excellently done.
3.	Thank you. Sent me a questionnaire about two years ago. I don't go to hospital (dental) treatment because I don't travel too far and my car had problems.
4.	Thank you for involving me. If you need any other research I'd love to help. Thank you.
5.	Thank you for the \$2 bill.
6.	Thank you for the \$2 bill, it's been years since I saw one.
7.	Thanks for the two bucks!
8.	Thank you for giving me this survey. This shows me that you care about my health. Please keep doing your job am so glad that you care. Big Thank you.
9.	Thank you very much for the two dollars and making me feel very valued and respected to ask my opinion. I think that the dental health plan is very beneficial and is one less bill I have to worry about. If it weren't for helpful programs like this I would have a very hard time affording my health care and dentist coverage. Thank you for the opportunity to share my experience.
10.	Please take me off your mailing list! Thank you.
11.	Not really enough time in the program to give an accurate survey.
12.	I tried to fill this online but had a hard time finding the right website. Thank you for the \$2.00.
13.	I really appreciate being one of several picked to do this survey. Thank you.
14.	I didn't know I had it but now that I do, I will be finding a dentist to see what we can do about my teeth. Thanks for the survey, and letting me and possibly others know that they have dental. I found this very helpful. Again thank you and have a great day.
15.	I didn't know that I was in this program. I will look into this. I hope this helps you to be able to help more people.
16.	I did not want to tell you anything to begin with. Thank you for the 2 bill.
17.	I did not know I have dental insurance so I do not know how to answer these questions correctly. I do need dental care. I started to fill it out but do not know how to answer.
18.	I appreciate having the plan available to me. My dentist is great. I apologize for getting this returned late. It was misplaced.
19.	All comments are written through your study/survey.
20.	89 questions! First dentist at primary was great. She went into private practice. The new dentist was awful, so I quit going.

Other Comments	
1.	Yes! I do not like going to the dentist. I only go when I need to. So when I signed up for this Dental Wellness Plan I did not know what was all involved in it. I do not care about scores. I would like to have a Dental Wellness Plan. I would like to have a plan that I only have to go when I need to. You said Dental Wellness Plan has a plan. I would like plan that only have to go when I need to. Please!
2.	When I had insurance I went to dentist on a regular basis. I lost my job so dental care was put aside for things that were more necessary. The job I have now pays minimum wage and no insurance. I didn't know I could go online to locate dental care providers, I hope there is a local provider.
3.	We have dental and medical, why do we not have eye care at the same place, eye exams, glasses, etc. or somewhere to get eye care. Thanks.
4.	This type of dental plan should also be offered in other states.
5.	They don't want to fix broken tooth.
6.	The only other thing is that I have diabetes so that is another reason that my teeth are so bad.
7.	The Iowa Cares program met my needs.
8.	She has never been to a dentist in years. No insurance. I would like to get her to a dentist that covers Medicaid.
9.	On Medicare now.
10.	Not sure, since I just started working, I'm guessing I'll be losing dental care insurance.

11. Not sure if I have received a card with my policy number. Not sure which or what dentist to go to.
12. Not good insurance.
13. Not at this time.
14. Not at all.
15. Nope. Thank you.
16. Nope.
17. Nope, thanks for all.
18. None.
19. None, thank you.
20. No. XXXXX XXXX, XXX X XXXXXXXX XXX, XXX, XX XXXXX.
21. No.
22. No.
23. No.
24. No, they do what I need, what they can do, make my appointment to Iowa City.
25. No thank you.
26. No thank you.
27. No thank you.
28. No questions as of now.
29. No I don't have anything else.
30. No I am okay.
31. Needed teeth pulled for quintuple bypass surgery. Heart attack in March 14. Surgery not until May 2014 having dental done, got dentures in December 14.
32. Need to find one close to Eagle Grove, IA.
33. Need a local dentist in Toledo area so I can have my last 4 teeth cut-out and get dentures and get rid-of all the infections I have because of my eye-tooth draining.
34. My dentures were fragile
35. Mother.
36. If I am eligible for this study I have no transportation to Iowa City. Thank you.
37. I'm epileptic and broke several teeth during a seizure. Also I'm verbally paralyzed from a prior head injury and have very little feeling in my mouth. I'm in very bad need of dental work but I'm in the middle of a hip replacement deal. Physical therapy, etc.. But I do need help from you guys.
38. I'm a cancer survivor. Colon cancer.
39. I'd like to keep the dental insurance and get the partials in place.
40. I would really love to have the rest of my teeth removed so I can get dentures and stop having so much pain all the time, day after day.
41. I would love to get dental coverage for clean up rather than just tooth problem before seeing a dentist.
42. I would like to have all my teeth pulled and have false teeth. When my sense hurt my teeth hurt.
43. I would like my Dad and Mom to get on this plan.
44. I will be 65 in May so I will not be able to have this plan any more.
45. I really don't have anything to say, but I really would like to get my teeth fix and keep my insurance so I can get my dental done.
46. I need upper dentures please.
47. I need dentures but have been hurt can't work, trying to get disability still waiting for my case to be heard by a judge, is been 15 months since I was hurt, don't have money for gas.
48. I mostly drink water or at times juice. I would probably drink 24 oz = 2 cans/month. I also at times have comprehension issues as well as anxiety depression which contribute to ADD.
49. I lost my job and separated from my spouse. I've had trouble finding a job. I've worked temporary, part-time and seasonal. I've had interview upon interview. I'm determined to provide for myself due to morals and pride. I was told to go to human services for assistance in complying with Obama Care regulations. I was devastated and embarrassed. They signed me up for full benefits, due to my low income. All I wanted was affordable health care and not to be in violation of law. I cried and put the cards in my wallet and have never used them. Health care in America! I have 1 year of college, no criminal background, not even a speeding ticket and a perfect work record. Good luck with your studies and thank you!
50. I just hope I can get dentures under this plan cause I have no teeth and sometimes it's hard to eat and smile or laugh cause ya wonder how many people talk behind your back. It makes ya embarrassd at times.

51.	I have tried to keep as many of my teeth as I can. Here lately as I get older and my medications weakened my teeth I've had three at a time pulled at Iowa City Dental Clinic. I would like to work on getting a partial for my top, I can't smile because I have three teeth in a row gone and one front one. Not very presentable to me. Makes me feel depressed sometimes that my teeth need very nice shape. It makes it hard to eat some foods because not enough teeth to chew with and no nuts. My other teeth on bottom can't handle them they get loose when eat nuts. I would appreciate all the help you could give me to get my teeth looking nice again. I'm not young but I'm not old either, 52, want to still look nice.
52.	I have problems keeping my appointments.
53.	I have pretty good teeth but I hope if ever I would need dentures that it will be covered because the ideal of being without teeth is one I dread. I would not leave my house.
54.	I have gum disease and my exboyfriend not my keys out .I need help. then I can going with a pretty smile . thank you if you can help me. please and thank you . where I can get back to work
55.	I have a lot, but I can't say anymore. I'm so sorry. God bless you.
56.	I had teeth pulled out when I was 30. had dentures but threw them away. Am happy going without.
57.	I feel it would be beneficial to allow teeth cleaning every six months.
58.	I do skip meals due to len and IBS. Instead of immediately brushing after eating due to IBS symptoms I will wait two or more hours before brushing.
59.	I did not know U of I was covered on Dental Wellness Plan.
60.	I did not have any comments at this time.
61.	I couldn't wait for the healthcare and pay for the extractions myself.
62.	I can't write very well because of nerve problems in my left hand. I would like to see about new false teeth cause my teeth are really loose!
63.	I can say that there was no pain.
64.	XXXXXXX XXXXXX
65.	I am under the impression that dentures/any non-emergency procedure are not covered/V.A. does not cover outside of soldier home. I plan on trying to find and read to explore some of the issues you addressed in this survey. VA and Wellness are charging me for services I am not using, or can not afford.
66.	I am not sure how well the plan works or which dentists to go to, haven't checked into anything, but need to because I need some dental work done, I have some bad teeth that need fixed.
67.	Having nice teeth that have always been taking care of would be nice to get crown right away. (Compared to people who don't take care of their teeth and do drugs, smoke and alcohol).
68.	Have false teeth.
69.	Had all of my teeth except 8 on bottom, would have to have upper denture and partial bottom really hard to chew.
70.	Dental Wellness Plan is the only dental insurance I've had in years.
71.	As of this moment I can't think of anything.
72.	As a university, and as a Medicaid subscriber, I am appalled at the level of FAKE that goes on there! You've placed a plaque about "care for everyone" at your entrance but when it comes to services and proving appliances for care we are REJECTED! That is un-called for! HYPOCRITICAL OATH! We are ALL HUMANS! Your staff obviously still suffer from "colorism" when it comes to patient care, that particular ? Needs to be WIPED from your services! Why NOT BE the first educational campus/teaching hospital that treats ALL patients w/equity and DOES NOT DISCRIMINATE based on SKIN COLOR? Change your questionnaire!

Medicaid

Negative Comments about Coverage	
1.	Yes, it is very painful, for me to eat hard foods, my gums get very sore because I'm missing chewing teeth and Medicaid won't approve me for partials.
2.	The only thing I wish the Medicaid dental covered is whitening otherwise the Medicaid dental program is excellent and I'm thankful to have it.
3.	Not many dentist accept Title 19 and if they do they have a waiting list. Have to drive to Iowa City which is a long ways away. I have 2 teen age boys that need braces in Texas Medicaid Title 19 they cover braces, Iowa does not. Thank you for the \$2.00.
4.	My daughter is in desperate need of braces and has been denied twice. The orthodontist couldn't believe she was denied. Her tooth is growing horizontally under front bottom teeth and into her chin. It needs to be surgically removed. Also, our dentist just quit taking Medicaid leaving us without a dentist. Nearest one is 2 hours away. Please help us with all of this!
5.	Medicaid is great unless you need teeth removed, root canal or bridge/dentures. I am missing my front teeth, they won't replace them.
6.	It would be nice to be able to get more than one cleaning a year and have Medicaid pay for tooth replacement or partials.
7.	It is extremely hard to find a dentist and get approved for braces for your children. Children need braces, but can't get them. How are they supposed to have healthy teeth if they won't let them get them. If you guys are so worried about their teeth why won't you approve them. Absolutely ridiculous. Not happy at all, you are supposed to help and care about the health, teeth and well-being but actually you don't. We can't find a dentist that takes this insurance and if we do they don't take new patients. So we are not getting our teeth taking care of. I'm not happy at all my kids can't go to the dentist to take care of their teeth. I have to have surgery to prevent cancer because I can't find an OB-GYN.

8.	I would like to see Medicaid cover the laughing gas for those who are very nervous or scared of the dentist. Maybe if they would have when I was younger I wouldn't have such a problem with my teeth to going to the dentist.
9.	I love paying only \$3 for teeth cleanings, but I do wish there was an option to make payments on the mouth guard I need because I grind my teeth while sleeping, but it is not covered by insurance.
10.	I have partial for more than 5 years and my dentist recommend to get new one, but my Medicaid refuse to cover for me. Also I asked my dentist to have bridge instead of partial for my appearance but I found the cost is so expensive and is not covered by Medicaid.
11.	I have been waiting quite a long time to find out if Medicaid will cover the partial dentures I will need, or anything else. Happy with services, but process is slow. I could fill-out this survey more realistically if decisions had been made at this point about what will be covered or not covered.
12.	I could not get into a dentist for over 6 months, my children's appointments were moved back when the dentist found out our Delta Dental was no longer available. They have said that they do that cause Medicaid does not pay them so they need to take people whose insurance do pay. Now because of the wait there is no saving one of my teeth that broke and I have to come up with \$200 to clean two before they have to come out also my son was not able to get sealants to prevent issues because I did not have the cash to pay for the gas or whatever to calm him to get it done.
13.	I am 29 and it would be nice to be considered for braces with Medicaid as I have had crooked teeth my entire life (lol). Could prevent or have prevented a lot of dental issues. Thanks.
14.	Had a tooth pulled but Medicaid won't pay to have it replaced so I have a big gap in mouth on the side you can see when I smile but they won't replace because it isn't right in front and it cost too much for me to have it done.
15.	As a mother of three kids making a \$11.50 hour, it would be nice if Medicaid covered braces to fix my children's teeth or made them more affordable.

Comments about Switching Insurance/Providers	
1.	My regular dentist does not take Medicaid. I did not know right away that was my coverage as I filled out a general form for insurance coverage. My family and I are due for our check-up soon and I will be finding a new provider. I am a little disappointed that we cannot have the same dentist we've had for years.

Communications from Medicaid	
1.	I was lucky my dentist from my childhood took us. Normal with all Medicare services everyone gets horrible service. Dealing with referrals and only certain places take the insurance. Once you get into a place they look at you and treat you like trash. If I could afford different insurance I would take it. I HATE being on this. Calling the 800 number to figure things out is pointless! The people are rude and talk down to you. Then they transfer you over and over. You get nowhere. Now please send out a survey for medical. The docs and rules are the worst! Thank you.
2.	I had trouble get information on how to get help finding dentist in my area or information on getting help on what was covered under Medicaid. I also had transportation problems and get an appointment for my dental work in a timely manner. I wish I had more help or information. I don't have internet.

Problems with Access to Providers	
1.	Wish there were more dentists that take Medicaid closer in my area. Now it's a 2 hour trip.
2.	Where is there a dentist to pull my teeth they're broken off and turning gray. I have had trouble all my life. Please help me find one in Waverly area to get teeth pulled.
3.	Overall it would be a lot better if we had dentists that are in our area instead of driving at least an hour one way for any dentists appts.
4.	Not many dentist accept Title 19 and if they do they have a waiting list. Have to drive to Iowa City which is a long ways away. I have 2 teen age boys that need braces in Texas Medicaid Title 19 they cover braces, Iowa does not. Thank you for the \$2.00.
5.	Need more dentists in area that accept Medicaid.
6.	My daughter will need ortho and possible surgeries to fix her teeth due to malformation from a medical condition. Iowa City is the only provider that will take her. It's too far away. Her regular dentist doesn't see new Medicaid patients, I had to beg on grounds of her extreme needs. Her ortho "may be" handled locally after the dentist spoke with a colleague about her particular case. This delivery system is horrible! Please contract through a commercial carrier like Delta Dental, or get more local providers on board! No pediatric dentists within 50 mile radius should be illegal, same with oral surgery and orthodontics. I can find care as an adult, locally, but my children cannot (without begging a very nice dentist). I am lucky, as my special needs child being graciously accepted meant the other, healthy children see her as well. Imagine none or some of them not getting treatment. Get a commercial carrier for service, and providers! Please!
7.	My daughter is in desperate need of braces and has been denied twice. The orthodontist couldn't believe she was denied. Her tooth is growing horizontally under front bottom teeth and into her chin. It needs to be surgically removed. Also, our dentist just quit taking Medicaid leaving us without a dentist. Nearest one is 2 hours away. Please help us with all of this!
8.	Just can't use it because my dentist doesn't accept it.
9.	It's hard to find a dentist in my area while on Medicaid. It's also hard to find any kind of health care provider while on Medicaid and have them treat you like a human being. As soon as they see what kind of insurance you have they will automatically treat you differently. I wouldn't be on Medicaid if I didn't have to, however the dead beat dad I have for my daughter pays for absolutely nothing for her and is currently enjoying a vacation in North Carolina with his wife and her 5 children. Thank you.

10.	It was very difficult to find a dentist that took Medicaid!
11.	It is hard to find a dentist that accepts NEW Medicaid adult patients. I have called the list a couple times and have had no luck. I could make an appointment in Iowa City but that is a long wait list and you cannot request days or times. I work and have children so I cannot just go any day.
12.	It is extremely hard to find a dentist and get approved for braces for your children. Children need braces, but can't get them. How are they supposed to have healthy teeth if they won't let them get them. If you guys are so worried about their teeth why won't you approve them. Absolutely ridiculous. Not happy at all, you are supposed to help and care about the health, teeth and well-being but actually you don't. We can't find a dentist that takes this insurance and if we do they don't take new patients. So we are not getting our teeth taking care of. I'm not happy at all my kids can't go to the dentist to take care of their teeth. I have to have surgery to prevent cancer because I can't find an OB-GYN.
13.	I wish they had a dentist office located in Bettendorf, Iowa closer to where I live at. The one in Davenport is farther away.
14.	I was lucky my dentist agreed to accept the Medicaid dental coverage because I was a long time patient, before I lost my old coverage due to a divorce. Otherwise I would have had to find a different office and dentist. I can not find an orthodontist for my son that will accept Medicaid dental coverage. His problem is not cosmetic and needs to be addressed.
15.	I think Medicaid is great that is if you can find a dentist who accepts dental Medicaid. You can not find a dentist who accepts Medicaid. If you do find a dentist who takes Medicaid the dentist is not a reputable doctor. I have a dental background but currently am not working and I still can't find a dentist I trust to work on my teeth. I have a great dentist who I'd love to go to but he no longer is accepting new Medicaid patients even though my kids go to him. I can't get care due to my insurance unless I pay for it out of my pocket and I have no money. My suggestion is get the good reputable doctors to accept Medicaid. Thanks.
16.	I love my dentist and wish I could keep her, but she does not accept Medicaid.
17.	I know it is extremely hard for people who are just starting to receive Medicaid dental coverage to find a dentist that will accept them. I think it's really sad. All people who have the coverage should be seen. I don't understand why dentists won't do it.
18.	I just wish it was more dentist that take my insurance.
19.	I have not been able to use Medicaid dental coverage because it is not accepted by the dentist who I see.
20.	I have horrible teeth and found out that the nearest dentist to my residence is at the least 30+ miles away. It would be nice if MA paperwork was easier so that more local dentists in the smaller towns are able to accept my insurance. All dentist offices I've spoke to have always said that it's too much paperwork to accept MA. Maybe there should be a government building specifically for people on MA so people like me would have a for sure place to be seen.
21.	I have been disappointed with the dental coverage. Only pediatric dentist that is covered is over 80 miles away. Only dentist I could find that was willing to take me you can't get into see them for months.
22.	I had trouble get information on how to get help finding dentist in my area or information on getting help on what was covered under Medicaid. I also had transportation problems and get an appointment for my dental work in a timely manner. I wish I had more help or information. I don't have internet.
23.	I go to XXXX Dental and the only location that will take Medicaid is in Carter Lake, that is too far. It is super hard trying to find someone who accepts Medicaid and I don't like change, I like my regular dentist so I just don't go.
24.	I could not get into a dentist for over 6 months, my children's appointments were moved back when the dentist found out our Delta Dental was no longer available. They have said that they do that cause Medicaid does not pay them so they need to take people whose insurance do pay. Now because of the wait there is no saving one of my teeth that broke and I have to come up with \$200 to clean two before they have to come out also my son was not able to get sealants to prevent issues because I did not have the cash to pay for the gas or whatever to calm him to get it done.
25.	I could never find a dentist that accepts my insurance. Also when I call people to give me places that does, they tell me they don't accept it or they're all full. I would like to be seen but can't and it's really pointless to have the insurance and cannot use it.
26.	Could not find a dentist locally who accepts Medicaid. Waiting for dental insurance through work to start.

Negative Experiences with Dental Provider/Dental Services	
1.	When I had my tooth fixed I went to a different doctor, and I did not like how I was treated.
2.	My experience with Medicaid insurance providing my full set of dentures is the quality of material they use making mine look like horse teeth. I could never get comfortable with having bottom plate in and trying to eat. At this time of my life I won't go out in public to eat because it's difficult and embarrassing. I wish denture dentist would upgrade material they use to make a more natural smile. Also, if there was a way to do two implants on bottom to (???) on with without causing (???) and leg. Thank you!
3.	My daughter Morgan has 4 bottom front teeth that hurt and are moving, dentist told her to use dental floss which did nothing to help, she needs 1 tooth pulled to give room in her mouth, but dentist won't pull back tooth or even consider braces because they're not covered by Medicaid.
4.	It's hard to find a dentist in my area while on Medicaid. It's also hard to find any kind of health care provider while on Medicaid and have them treat you like a human being. As soon as they see what kind of insurance you have they will automatically treat you differently. I wouldn't be on Medicaid if I didn't have to, however the dead beat dad I have for my daughter pays for absolutely nothing for her and is currently enjoying a vacation in North Carolina with his wife and her 5 children. Thank you.
5.	I was lucky my dentist from my childhood took us. Normal with all Medicare services everyone gets horrible service. Dealing with referrals and only certain places take the insurance. Once you get into a place they look at you and treat you like trash. If I could afford different insurance I would take it. I HATE being on this. Calling the 800 number to figure things out is pointless! The people are rude and talk down to you. Then they transfer you over and over. You get nowhere. Now please send out a survey for medical. The docs and rules are the worst! Thank you.

6.	I just wanted to clarify why I answered some of those questions the way I did. I joined Medicaid and found a dentist shortly after joining. Had my first consultation and found him to be very rude and disrespectful. So, he technically is my dentist still but I'm looking for a new one to replace him. Thank you! This was a good survey!
7.	Every time I call a dentist I either can't get in for 6 months or they are full. On Medicaid you are treated like you don't really matter to your medical providers even at the hospital my son sat in the waiting room at emergency room for 2 hours while five people with other insurance went in first. Acute care takes over 2 hours as well. Just food for thought people don't like being treated like third class citizens in this country. I appreciate having the insurance just not how we get treated for having it.
8.	Dr. XXXXXXXX XXXXXX is one of the best dentists I've ever had, and the only dentist I've had who wasn't in their own private practice. I hope he is paid well so he can stay at MICA because everyone else I know who sees him loves him too. He's thorough, attentive, kind, and remembers you and what you even talked about at the last visit. I wish he was my uncle or neighbor or something so I could see him more often. And he does an excellent job helping me take care of my teeth. It's frustrating that they don't provide longer appointments. Having to make 2 appointments for a cleaning and known filling is not convenient.
9.	Dental visits at the U Iowa Dental School are too spread out. The number of visits to get your teeth evaluated and cleaned should be reduced.

Requests for More Information	
1.	The person who received this survey is a Burmese refugee who arrived in Des Moines in July 2014 after living in a refugee camp in Thailand for almost 20 years. While there in Thailand and Burma there was little to no dental care or education available. I helped the family obtain dental care here in August or September of 2014. They face many barriers, language, education, transportation, lack of knowledge of how systems (health care) operate here in the US. They received care from Primary health dental. They/I were very pleased and grateful for the compassionate care as well as the phone interpreters. I assisted another person in 2012/2013 before Medicaid offered dental and it was much more difficult to obtain care through XXXXXXXXXX dental clinic. I have used the website to try to look up dentists. It was helpful. The person who received this survey had his initial visit, x-rays, exam and extractions done prior to starting a job. His treatment plan called for scaling or deep cleaning but he hasn't had this done yet. He works to support a family of 5 on a \$14/hr job so cannot afford to miss work for dental appts now. Primary health dental does not offer evening or weekend hours. Questions, if you can answer them: If he switched to another dentist who had evening or weekend hours, would Medicaid pay for the initial exam even though he already had one within the last year? Could the new dentist do the scaling based on the treatment plan already approved by Medicaid and written by the old dentist, or would a new plan need to be written and go through the approval process? Thanks for any help. Please call me if you have any further questions. XXXXX XXXXXXXXXX XXX-XXX-XXXX
2.	I would like to have a beautiful smile but no wearing dentures. I'd love to have a snap on smile or veneers. Do the Iowa dentistry have these resources available? My number is XXX-XXX-XXXX. Thank you.

Comments related to cost/finances	
1.	Waited till 03/30/15 to fill out survey. Went to dentist on 03/26/15 for first time for Medicaid was the reason I waited to do survey. River Hills is where I have always went. They charge you on your income that you make. So the rates was different prices.
2.	I could not get into a dentist for over 6 months, my children's appointments were moved back when the dentist found out our Delta Dental was no longer available. They have said that they do that cause Medicaid does not pay them so they need to take people whose insurance do pay. Now because of the wait there is no saving one of my teeth that broke and I have to come up with \$200 to clean two before they have to come out also my son was not able to get sealants to prevent issues because I did not have the cash to pay for the gas or whatever to calm him to get it done.

Comments about lack of awareness of being in their current plan or about dental coverage within Medicaid	
1.	My Medicaid was supposed to be cancelled a few months ago due to increase in wages. For some reason it still shows as "active" I did not know though that adults were covered thru dental, so when I did have Medicaid I never went to the dentist due to that.
2.	I did not know Medicaid had dental insurance when you have health insurance.

Comments about not having used coverage/Plans to do so	
1.	My Medicaid was supposed to be cancelled a few months ago due to increase in wages. For some reason it still shows as "active" I did not know though that adults were covered thru dental, so when I did have Medicaid I never went to the dentist due to that.
2.	I wish I would use my dental coverage more but have a hard time getting around to make an appointment.
3.	I stopped at Q #50 because I didn't know Medicaid covered any dental expenses. I have not gone to the dentist at all since being eligible for Medicaid.
4.	I have teeth that need filled, I was told that some might need a root canal. I was told before I got on Medicaid but haven't went to a community health dental place to get them looked at so I can get them taken care of but I need to and I will. I also need to start brushing my teeth more often than what I do, I haven't had any bad pain in any of my teeth for a long time but I know I got some bad teeth cause when they do hurt my teeth they hurt badly. I'm almost 7 months pregnant with my second girl and believe me I think tooth pain is just as bad as labor or worse than having a kid, but I hope I have good luck in a drawing for doing this survey cause I could really use a \$25 gift card at Walmart on baby stuff. I'm going to be having a girl, I'm about 7 months almost and don't really have much girl clothes yet at all or girl stuff! Thanks for the \$2 bill.
5.	I guess I will find out soon more about dental coverage when I make a call to find a dentist.

Positive Comments about Plan	
1.	The only thing I wish the Medicaid dental covered is whitening otherwise the Medicaid dental program is excellent and I'm thankful to have it.
2.	No thank you. I really enjoy the help I do get from it. Or I would have no dental.
3.	Medicaid doesn't reimburse as much to providers as other insurances and the care is reflecting in cleanings or fillings in time and quality. I am grateful to be able to have a dental coverage plan at this point in my life.
4.	I just want to add that Medicaid is the best insurance I had.
5.	I have only been to the dentist once since being approved for Medicaid. I lost my insurance when I got divorced. I am so grateful for this program!
6.	I have been waiting quite a long time to find out if Medicaid will cover the partial dentures I will need, or anything else. Happy with services, but process is slow. I could fill-out this survey more realistically if decisions had been made at this point about what will be covered or not covered.
7.	I am very happy with my Medicaid dental coverage. Thank you!
8.	I am very happy to have Medicaid dental coverage as it can't get without it. Dental care is necessary for everybody but it is expensive. My Medicaid is playing great role for the support of poor people.
9.	For me, I have other insurance as well and whatever that insurance doesn't cover Medicaid usually picks it up and I don't usually owe anything. My fiancé and daughter have Medicaid as well and ever since we've gotten it we've all been able to go to the dentist regularly. Before we didn't get to due to money and not being able to afford it. We're very appreciative!
10.	Every time I call a dentist I either can't get in for 6 months or they are full. On Medicaid you are treated like you don't really matter to your medical providers even at the hospital my son sat in the waiting room at emergency room for 2 hours while five people with other insurance went in first. Acute care takes over 2 hours as well. Just food for thought people don't like being treated like third class citizens in this country. I appreciate having the insurance just not how we get treated for having it.

Positive Comments about Dental Provider/Dental Services	
1.	There is no way I would use the Story County free dental, many of my friends go and have told me the horror stories when going there. How dirty, how the technicians complain to clients while cleaning their teeth, suggesting to pull a tooth that doesn't need to be pulled. I have a wonderful dentist that I have had for years. He asks what I can afford and if needed, payment plans are an option. I feel my teeth need better care than people who don't have pride in helping other people's teeth look nice that I will scrimp and save (even go without) to pay the \$25-\$100 for my teeth to be seen by my dentist. If the place was cleaner and better, I would go, but it's not. But thank you for offering the service.
2.	The person who received this survey is a Burmese refugee who arrived in Des Moines in July 2014 after living in a refugee camp in Thailand for almost 20 years. While there in Thailand and Burma there was little to no dental care or education available. I helped the family obtain dental care here in August or September of 2014. They face many barriers, language, education, transportation, lack of knowledge of how systems (health care) operate here in the US. They received care from Primary health dental. They/I were very pleased and grateful for the compassionate care as well as the phone interpreters. I assisted another person in 2012/2013 before Medicaid offered dental and it was much more difficult to obtain care through XXXXXXXXXXXX dental clinic. I have used the website to try to look up dentists. It was helpful. The person who received this survey had his initial visit, x-rays, exam and extractions done prior to starting a job. His treatment plan called for scaling or deep cleaning but he hasn't had this done yet. He works to support a family of 5 on a \$14/hr job so cannot afford to miss work for dental appts now. Primary health dental does not offer evening or weekend hours. Questions, if you can answer them: If he switched to another dentist who had evening or weekend hours, would Medicaid pay for the initial exam even though he already had one within the last year? Could the new dentist do the scaling based on the treatment plan already approved by Medicaid and written by the old dentist, or would a new plan need to be written and go through the approval process? Thanks for any help. Please call me if you have any further questions. XXXXX XXXXXXXXXX XXX-XXX-XXXX
3.	My regular dentist only accepted Medicaid because I was a patient for 12 years before joining Medicaid. Currently I'm not enrolled in Medicaid for myself, but my children are enrolled.
4.	I went on Medicaid because I am doing my PhD program, my dentist normally does not accept Medicaid patients but since I was his client anyways he kept me even though I changed my coverage.
5.	I was lucky my dentist agreed to accept the Medicaid dental coverage because I was a long time patient, before I lost my old coverage due to a divorce. Otherwise I would have had to find a different office and dentist. I can not find an orthodontist for my son that will accept Medicaid dental coverage. His problem is not cosmetic and needs to be addressed.
6.	Dr. XXXXXXXX XXXXXXX is one of the best dentists I've ever had, and the only dentist I've had who wasn't in their own private practice. I hope he is paid well so he can stay at MICA because everyone else I know who sees him loves him too. He's thorough, attentive, kind, and remembers you and what you even talked about at the last visit. I wish he was my uncle or neighbor or something so I could see him more often. And he does an excellent job helping me take care of my teeth. It's frustrating that they don't provide longer appointments. Having to make 2 appointments for a cleaning and known filling is not convenient.

General Positive Comments	
1.	Thank you.
2.	No. Thank you for all you provide!

Comments about Survey

1.	I stopped at Q #50 because I didn't know Medicaid covered any dental expenses. I have not gone to the dentist at all since being eligible for Medicaid.
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Other Comments	
1.	Nothing at this time.
2.	No. I have had only Medicaid dental coverage for a little less than a year.
3.	No I'm pretty clear on what Medicaid covers. Thank you.
4.	My mouth is aching a bit due to my new retainers. Not tooth problems.
5.	most of my dental care has been under title 19 an they have wanted to just remove teeth instead of repair I am now finishing my AA and moving on to my bachelors and my teeth are a horrid embarrassment. It hurts to eat my jaw gets tired an since i only hav one side I can chew on my teeth get sore from over use. I would love to get them fixed but when i was working i was looking at a huge out of pocket expense. I dont know if you can help me but I hope you can.
6.	Got taken off because I guess \$450 a month with 3 kids and a husband is making too much money, but Medicaid is given to people who don't have kids, not understanding. Love the program hate how yall pick and choose people.
7.	Comments about dental coverage is very important in these days, because of high price doctors fee and hard to find dental doctor in Dubuque like dentists should be welcome all people. Dental coverage should cover doctor visit quarterly for further problem for poor and middle class people. I like to donate this two dollar bill to excellent research study. Thank you.