

Policy Report
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Evaluation of the Dental Wellness Plan: Member Experiences after Two Years

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Executive Summary

Introduction

This report by the University of Iowa Public Policy Center describes one component of a Centers for Medicare and Medicaid Services (CMS)-approved evaluation of the Iowa Dental Wellness Plan (DWP). The DWP provides dental benefits for members enrolled in the Iowa Health and Wellness Plan (IHAWP), Iowa's version of Medicaid expansion. The DWP was implemented on May 1, 2014, and 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 component of the evaluation is to study DWP members' experiences with the program two years post-implementation and to make comparisons with the experiences of those in Iowa's traditional Medicaid program, as well as the experiences of DWP members after the first year of the program.

Methods

Surveys were administered in August 2016 to a random sample of 6000 DWP members and 6000 adult Medicaid members who were income eligible through the Medicaid State Plan's (MSP) Family Medical Assistance Program (FMAP). Adjusted response rates were 28% (n=1457) for DWP members and 25% (n=1329) for Medicaid members. Univariate and bivariate analyses were conducted to make comparisons between the DWP and Medicaid groups.

Key Findings

Demographic Characteristics and Health Status

Comparing results from this survey to a previous survey conducted in spring 2015 (1.5 years prior), there was a shift in the demographic makeup of DWP members. In 2016, DWP members were younger and had higher educational attainment, on average, compared to DWP members in 2015. Likely related to this demographic shift, members in 2016 were also healthier, on average, compared to 2015.

Due to this demographic shift, we do not make further comparisons on access and quality indicators between the first and second year of the DWP program as differences may be related to changes in demographic and/or health status rather than true changes in access/quality indicators.

- DWP members were significantly more likely than Medicaid members to be older, male, white, never married, employed, and childless. These inherent demographic differences between the two programs are due to different eligibility criteria. Despite these differences, this is the most appropriate comparison group.
- Compared to the previous survey conducted in 2015, DWP members' self-reported oral, physical, and mental health status increased whereas Medicaid members' stayed constant or decreased.
- In 2016, DWP members' self-reported oral health status was significantly better compared to Medicaid members; however, both groups' oral health status was poorer compared to their physical or mental health status.

Utilization

Half of DWP members reported receiving a dental visit in the past 6 months, which is considerably higher than recent national estimates of self-reported dental utilization among similarly aged adults with public dental insurance.

- 50% of both DWP and Medicaid members reported having at least one dental visit in the past 6 months.
- 2% of DWP members reported seeking dental care in an emergency department in the past 6 months, which is significantly less than among Medicaid members (6%).

Access

Approximately 4 in 10 DWP members had a recent unmet need for dental care, which is comparable to recent nationwide estimates of unmet need for dental care among non-elderly adults. Although fewer DWP members reported having a regular dentist in their plan compared to Medicaid members, Medicaid members reported greater difficulty finding a dentist who accepts their plan.

- Approximately 4 in 10 DWP members (38%) had dental insurance coverage just before joining DWP, which is significantly more than among Medicaid members (28%).
- 39% of both DWP and Medicaid members reported an unmet need for dental care during the past 6 months; among DWP members, the most common reason for unmet need was not being able to afford it (50%), whereas for Medicaid members it was inability to find a dentist who accepts their insurance (55%).
- 55% of DWP members reported currently having a regular dentist who accepts DWP, which is significantly less than among Medicaid members (64%).
- Among DWP members who did *not* have a regular DWP dentist at the time of the survey, 29% had tried but could not find one, whereas 71% had not tried to find one. Significantly more Medicaid members (52%) tried and were unable to find a dentist compared to DWP members (29%).
- Adjusting for age, oral health status, and educational attainment, 35% of DWP members said that it was difficult to find a DWP provider, which is significantly less than among Medicaid members (51%).
- Adjusting for the same factors, DWP members were significantly more likely to say they got their appointments for routine care as soon as wanted compared to Medicaid members.

Quality

DWP members had higher overall ratings for both their regular dentist and the dental care they received compared to Medicaid members' ratings; these two measures were rated highly by approximately two-thirds of DWP members.

- Adjusting for age, oral health status, and educational attainment, DWP members rated their dental care in the past 6 months significantly higher compared to Medicaid members.
- Adjusting for the same factors, DWP members rated their regular dentist significantly higher compared to Medicaid members.

Member Experience with Dental Plan

DWP member awareness and understanding about their dental plan was low. Almost three-quarters of DWP members were not aware of the three levels of coverage within the plan; of those that were aware, one third did not know their current benefit level. The highest proportion of members in both groups gave an overall poor rating of their dental plan.

- 13% of DWP members were not aware of being enrolled in the DWP, which is significantly higher than among Medicaid members (2%).
- 74% of DWP members did not know about the three levels of coverage in their plan.
- Adjusting for age, oral health status, and educational attainment, 40% of DWP members rated their dental plan poorly, which was similar to Medicaid members (38%).
- 20% of DWP members reported that the plan did *not* cover the care they needed in the last 6 months, whereas 25% did not know if it covered needed care; the most common non-covered service among DWP members was fillings (30%).
- 11% of DWP members reported having been contacted by a DWP care coordinator.

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 Medicaid State Plan Family Medical Assistance Program (MSP-FMAP).

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 Affordable Care Act-related Medicaid expansion. It 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 provided at two locations in Iowa: the University of Iowa Hospitals and Clinics in Iowa City or Broadlawns Dental Clinic in Des Moines. Starting on April 1, 2016, IHAWP members, together with most of the state's traditional MSP members, were moved into one of three managed care organizations (MCOs) that manage all physical, behavioral, and long term care services. These MCOs are not responsible for dental care.

The DWP was implemented on May 1, 2014. From May 2014 through July 2016, Delta Dental of Iowa was the sole dental carrier for the DWP. As of July 2016, MCNA Dental became the second carrier to join the DWP. Both carriers are required to offer the same benefits; however, each carrier maintains a separate network of dental providers.

Eligibility

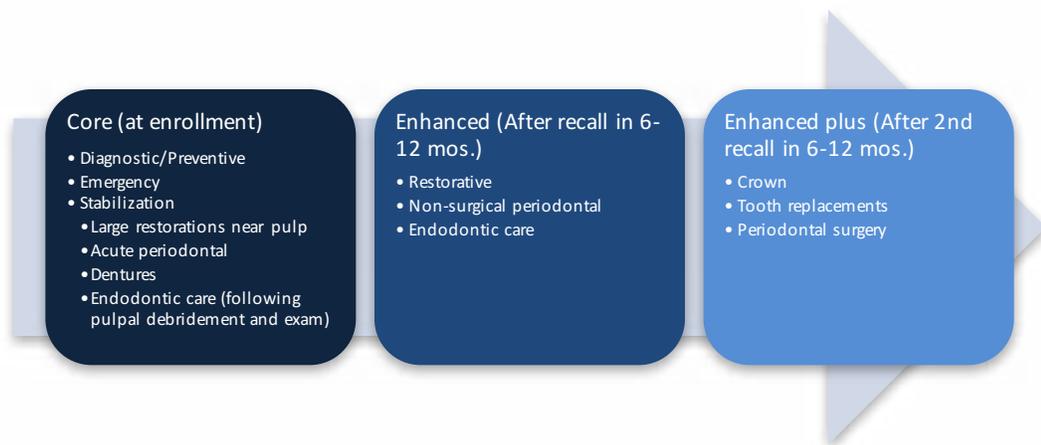
IHAWP includes adults aged 19-64 years with income between 0-133% of the Federal Poverty Level (FPL) who are not otherwise eligible for Medicaid. All IHAWP members are automatically enrolled in the DWP. In year 2 of the program (May 2015-April 2016), 211,012 individuals were enrolled in DWP for at least one month.¹

Dental Benefits in DWP

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" (Tier 1) set of benefits upon enrollment that includes emergency and stabilization services. If members return for a periodic recall exam within 6-12 months of an initial comprehensive exam, they become eligible for "Enhanced" (Tier 2) services. After receiving a second recall exam within 6-12 months, members become eligible for "Enhanced Plus" (Tier 3) services. **Figure 1** shows dental services covered in each tier.

¹ McKernan S, Momany E, Ingleswar A, Ayyagari P, Singhal A, Ghattas A, Damiano P. Access, Utilization & Cost Outcomes: Iowa Dental Wellness Plan Evaluation 2014-2016. December 2016. University of Iowa Public Policy Center.

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. Rewards are in the form of Bonus Pool payments; payment calculations are based on the DWP activity of the dentist relative to the DWP activity of all participating DWP dentists. 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 May 2016, 895 dentists were contracted providers in the DWP network, with 822 dentists who provided at least one service to DWP members during year 2. By comparison, 986 dentists had provided at least one service to adult MSP members during year 2. As of May 2016, the DWP network consisted entirely of Delta Dental of Iowa providers as MCNA had not yet joined as a DWP dental benefits carrier.

Medicaid

The comparison group in this study included adults ages 19-64 who were newly enrolled in the Medicaid State Plan (MSP)-Family Medical Assistance Program (FMAP) for low-income children and families. We excluded those categorically eligible due to a pregnancy or disability determination.

Dental Benefits in Medicaid State Plan

All adults in the MSP-FMAP were eligible to receive comprehensive dental services under a fee for service dental program operated by the Iowa Department of Human Services (IDHS).

Methods

A mixed-mode mail survey was administered to a sample of new DWP and Iowa Medicaid members in August 2016. DWP members were included in the sampling frame if they were enrolled in the DWP for at least the previous 6 months with up to one month of ineligibility during that time frame. Medicaid members were included in the sampling frame if they were aged 19-64, were Medicaid-enrolled for at least the previous 6 months, allowing for one month of ineligibility during that time frame, and were not eligible for Medicaid before May 2014 to be consistent with when the DWP was implemented. Medicaid enrollees were eligible due to income and enrolled in the Family Medical Assistance Program. 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 57,940 DWP members and 26,769 Medicaid members.

Random samples of 6000 DWP and 6000 Iowa Medicaid enrollees who met the above criteria were selected to receive the survey. Samples were drawn from IHAWP and Medicaid enrollment data from July 25, 2016. All members in the DWP sample had Delta Dental of Iowa as their benefits carrier, as members had not yet been assigned to the new carrier, MCNA, at the time the sample was drawn.

Surveys were first sent by mail during August 2016, and respondents were given the option to complete the survey on paper or online by entering a unique access code. A reminder postcard was sent two weeks after the initial mailing, and a second mailed survey was sent to non-respondents 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 (for each program) \$100 gift cards to Wal-Mart.

Survey Instrument

Survey instruments were adapted from previous surveys conducted one year prior.² Survey length was shortened and a color graphic was included on the front page in order to try to improve response rates. The total (maximum) number of survey items were 79 for the DWP survey and 69 for the Medicaid survey. Survey item topics include the following:

- Dental care in the last 6 months
- Emergency dental care
- Specialty dental care
- Care from a regular dentist
- Dental care received in an emergency department
- Knowledge and attitudes toward earned benefits (DWP survey only)
- Coverage for needed care
- Out-of-pocket costs
- DWP care coordinators (DWP survey only)
- Transportation to dental visits
- Health status
- Demographic information

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**.

² Reynolds JC, Damiano PC, McKernan SC, McInroy B, Bentler SE, Momany ET, Kuthy RA. Evaluation of the Dental Wellness Plan: Member Experiences in the First Year. University of Iowa Public Policy Center. Sept 2015. http://ppc.uiowa.edu/sites/default/files/dwp_consumer_survey_report.pdf

Analyses

Univariate and bivariate analyses were conducted to compare characteristics and responses between the DWP and Medicaid groups. Bivariate analyses included 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 analyses were conducted using SPSS Version 21 and SAS 9.4. P-values are reported for comparisons that show statistically significant differences at the 0.05 level.

In the *Demographic Characteristics and Health Status* section, we make comparisons between the current survey and the survey conducted with a similar population in 2015. However, **because the demographic composition of the DWP population changed considerably during this time, we do not make such comparisons for the remaining results.**

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

Response Rates & Response Bias

In total, 1457 DWP members and 1329 Medicaid members responded to the survey, for overall response rates of 28% and 25%, respectively, after adjusting for those who were ineligible (**Table 1**). Of those who completed a survey, over 93% 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	6000	5294	1457	28%
Medicaid	6000	5321	1329	25%
Total	12,000	10,615	2786	26%

*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 and Medicaid samples, significantly higher proportions of respondents were older, female, and white compared to non-respondents (**Tables 2 & 3**). The mean age of respondents was significantly higher than nonrespondents in both DWP (39 vs. 34 years, respectively, $p < .001$) and Medicaid (35 vs. 32 years, respectively, $p < .001$). These age, 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.

The age composition of DWP members is considerably younger than in 2015 when 39% were age 19-34, 43% were age 35-54, and 18% were age 55-64.³

To address potential response bias, post-stratification survey weights for age and gender were computed and applied to adjust for differences between survey respondents and the full sample frame. Race/ethnicity was not included in weighting procedures due to the high proportion of cases with unknown race in program eligibility data. Incorporating survey weights did not change

3 Reynolds JC, Damiano PC, McKernan SC, McInroy B, Bentler SE, Momany ET, Kuthy RA. Evaluation of the Dental Wellness Plan: Member Experiences in the First Year. 2015. Iowa City, IA: University of Iowa Public Policy Center. <http://ppc.uiowa.edu/publications/evaluation-dental-wellness-plan-member-experiences-first-year>

descriptive or bivariate results. Therefore, results are presented unweighted in order to facilitate comparisons with the 2015 DWP Consumer Survey report in which results are also presented unweighted.⁴

Survey respondents' self-reported rates of dental utilization is considerably higher compared to recent estimates of utilization using insurance claims data⁵ (50% vs. 25%, respectively), which is common in survey research. We were not able to include utilization in our nonresponse bias analyses or in the development of post-stratification survey weights. Therefore, it is likely that survey results are not representative of the DWP population in that they overrepresent those who have utilized care.

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

	DWP Respondents (n=1456)	DWP Non-respondents (n=4544)	Total DWP Sample Frame (n=57,940)
Age in Years*			
19-34	42%	59%	55%
35-54	39%	33%	34%
55-64	19%	8%	12%
Gender*			
Female	63%	55%	55%
Male	37%	45%	45%
Race/Ethnicity*			
Unknown	17%	16%	16%
White	71%	63%	65%
Black	4%	8%	8%
Asian	3%	3%	2%
Hispanic/Latino	2%	5%	5%
Pacific Islander	1%	1%	1%
American Indian	1%	1%	1%
Other or Multiple Race	2%	3%	2%
Percent in Poverty			
<100% FPL	72%	74%	74%
≥100% FPL	28%	26%	26%

†Calculated using program eligibility data

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

4 Ibid.

5 McKernan SC, Momany ET, Ingleswar A, Ayyagari P, Singhal A, Shane D, Ghattas A, Damiano PC. Access, Utilization & Cost Outcomes: Iowa Dental Wellness Plan Evaluation 2014-2016. University of Iowa Public Policy Center. (in progress)

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

	Medicaid Survey Respondents (n=1329)	Medicaid Non-respondents (n=4671)	Total Medicaid Sample Frame (n=26,769)
Age in Years*			
19-34	52%	63%	60%
35-54	45%	36%	38%
55-64	3%	1%	2%
Gender*			
Female	86%	82%	82%
Male	14%	18%	18%
Race/Ethnicity*			
Unknown	12%	13%	13%
White	71%	64%	66%
Black	8%	12%	11%
Hispanic/Latino	2%	4%	4%
Asian	2%	1%	1%
Pacific Islander	1%	1%	1%
American Indian	1%	2%	2%
Other or Multiple Race	3%	3%	3%
Percent in Poverty			
<100% FPL	100%	100%	100%
≥100% FPL	<1%	<1%	<1%

†Calculated using program eligibility data

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

Limitations

Recall bias is considered a limitation in this study, which is the potential bias inherent in respondents' attempts to remember past events. Additionally, as mentioned previously, the change in age composition of DWP members makes comparisons with results from a previous survey of the same population difficult.

The demographic composition of the comparison group in this study, Medicaid members, is inherently different than the DWP population due to different eligibility criteria. Specifically, Medicaid members are more likely to be female, younger, and have children in the household compared to DWP members. Despite these limitations, this is the most appropriate comparison group.

Results

Demographic Characteristics and Health Status

Social and Demographic Indicators

Compared to Medicaid members, DWP members were significantly more likely to be older, male, white, never married, employed, and childless (**Table 4**). Approximately 6 in 10 DWP respondents reported being employed at least part time. Compared to the previous survey conducted in 2015, DWP respondents in 2016 were younger and had higher educational attainment. Medicaid members were slightly younger and more likely to be female in 2016 compared to 2015.

Table 4. Demographic Characteristics of DWP and Medicaid Members

	DWP 2016	Medicaid 2016	DWP 2015	Medicaid 2015
Age in Years*				
19-34	41%	51%	24%	45%
35-54	39%	45%	48%	51%
55-64	20%	3%	28%	4%
Gender*				
Female	63%	85%	59%	71%
Male	37%	14%	40%	29%
Other	<1%	<1%	<1%	0%
Race/Ethnicity*†				
White	84%	80%	-	-
Black/African American	4%	9%	-	-
Hispanic/Latino	4%	3%	-	-
Asian	3%	1%	-	-
Native Hawaiian or other Pacific Islander	<1%	<1%	-	-
Middle Eastern/North African	<1%	<1%	-	-
American Indian/Alaska Native	<1%	<1%	-	-
Other race/ethnicity	<1%	<1%	-	-
Multiple race/ethnicity	4%	6%	-	-
Educational Attainment				
< High School Degree	10%	12%	13%	10%
High School Degree	36%	35%	39%	33%
> High School Degree	55%	53%	48%	57%
Marital Status*				
Married or in a marriage-like relationship	38%	47%	31%	53%
Divorced	21%	20%	39%	19%
Widowed	3%	2%	5%	1%
Separated	4%	7%	4%	10%
Never married and not in a marriage-like relationship	35%	25%	30%	18%
Employment status*†				
Employed full time	32%	17%	-	
Employed part time	27%	20%	-	
Out of work for less than 1 year	9%	10%	-	
Out of work for 1 year or more	12%	18%	-	
Homemaker	7%	26%	-	

Student	9%	9%	-	
Retired	5%	<1%	-	
Number of children living in household*				
0	61%	3%	-	
1	14%	34%	-	
2	11%	34%	-	
3 or more	13%	30%	-	

* Statistically significant difference at $p < .05$

† Either did not ask this survey item in 2015 survey (employment status) or modified survey item (race/ethnicity), rendering results noncomparable.

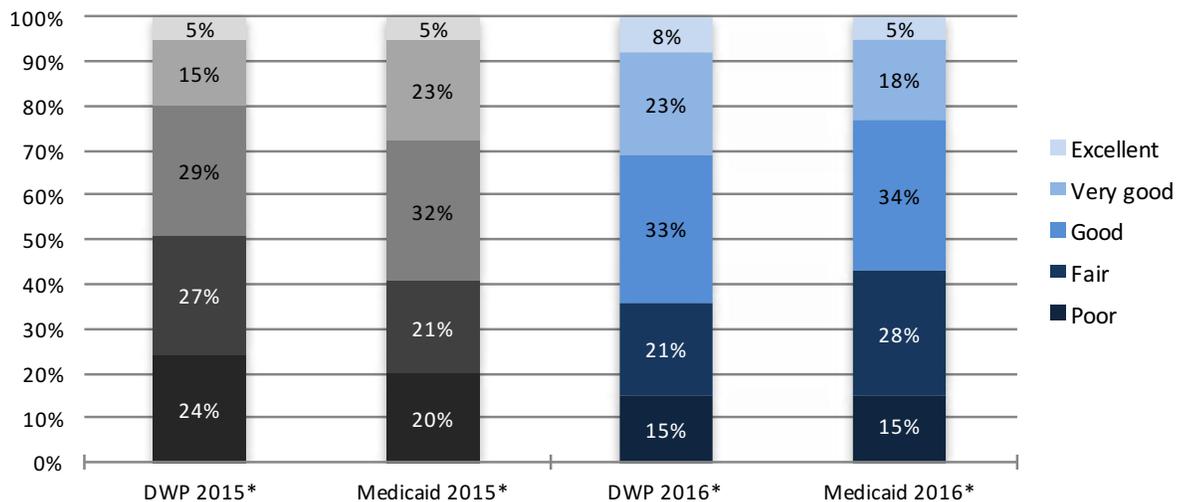
Approximately one-quarter of both groups reported that sometime in the past 12 months they were hungry because there wasn't enough money for food, which is a component of **food security**. Further, more than one in five members of both groups reported that they were 'usually' or 'always' worried or stressed about having enough money to buy nutritious meals.

Oral and General Health Status

DWP members' self-reported **oral health status** was significantly higher ($p < .001$) compared to Medicaid members (**Figure 2**). This is in contrast to 2015 when DWP members' reported oral health status was significantly lower compared to Medicaid members (**Figure 2**). In both years, both groups reported lower oral health status compared to physical or mental health status.

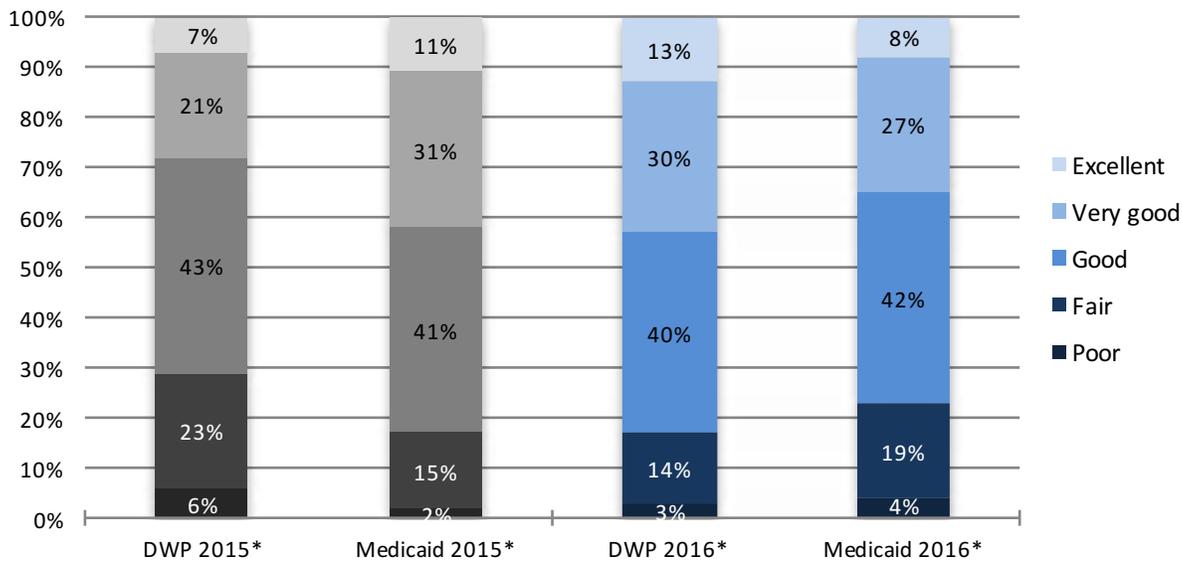
These trends were also evident with respect to **physical and mental health status**. DWP members' physical and mental health status were significantly higher ($p < .001$ for both) compared to Medicaid members (**Figures 3 & 4**), and is in contrast to 2015. Further, 31% of DWP members reported a **chronic physical health condition** in 2016, which is significantly lower compared to Medicaid members (38%, $p < .001$). The proportion of DWP members reporting a chronic physical health condition decreased from 49% in 2015 to 31% in 2016, whereas for Medicaid members it increased from 30% in 2015 to 38% in 2016.

Figure 2. Oral health status, DWP and Medicaid members



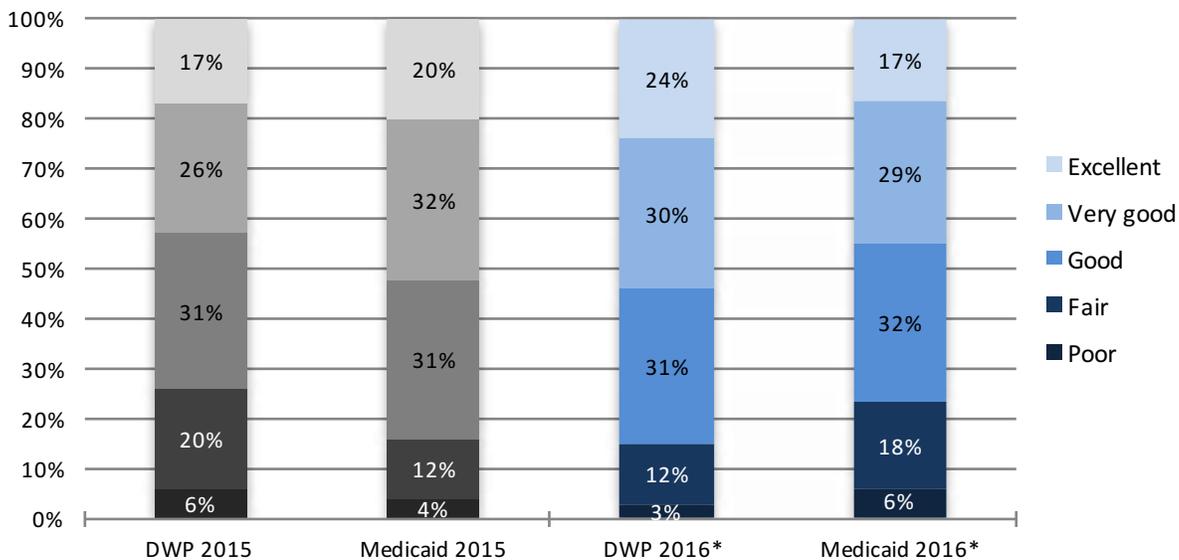
*Comparison between DWP and Medicaid statistically significant difference at $p < .05$

Figure 3. Physical health status, DWP and Medicaid members



*Comparison between DWP and Medicaid statistically significant difference at $p < .05$

Figure 4. Mental health status, DWP and Medicaid members



*Comparison between DWP and Medicaid statistically significant difference at $p < .05$

When asked about the frequency of **painful aching** in the mouth during the last 6 months, 11% of DWP members responded 'usually' or 'always', which is significantly lower compared to Medicaid members (18%, $p < .001$). From 2015-2016, the proportions of DWP and Medicaid members reporting this frequency of painful aching decreased (19% and 21% in 2015, respectively).

One in five DWP members reported having had many or all of their **teeth removed due to tooth decay or gum disease** ($p < .001$), which is significantly higher than for Medicaid members; 14% of DWP and 12% of Medicaid members reported ever having 6 or more but not all of their teeth extracted, and 5% of DWP and 4% of Medicaid members reported having had all of their teeth extracted (i.e., were edentulous). From 2015-2016, the proportion of DWP members reporting that they were edentulous decreased from 10% to 5%, whereas for Medicaid members it remained the same in both years (4%).

When asked about the **change in oral health status** from when they joined the plan until the time of the survey, 31% of DWP members said it had gotten better, which is significantly less compared to Medicaid members (38%, $p < .001$).

Health Behaviors and Attitudes

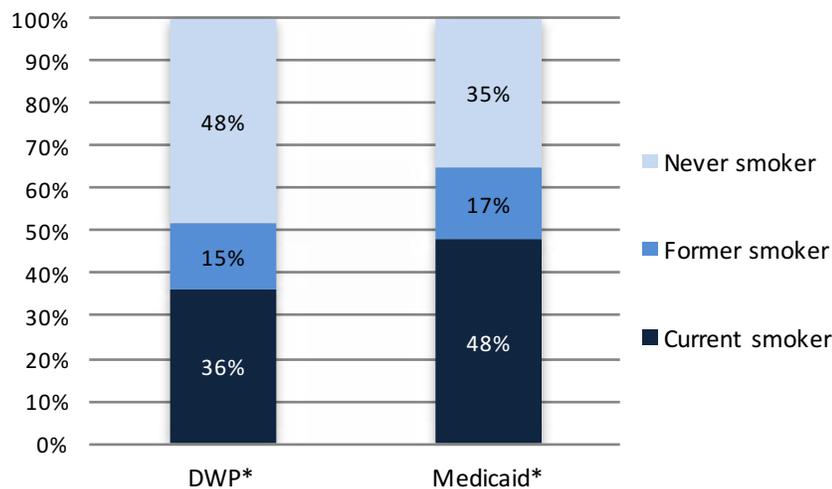
Members' health behaviors and attitudes include self-reported utilization of dental services, fear of dental treatment, smoking patterns, and soda consumption. To assess **dental utilization patterns**, we asked whether they would describe themselves as someone who visits the dentist 'regularly,' 'occasionally,' or 'rarely/only when they have a problem.' DWP members were significantly more likely than Medicaid members to report that they visit the dentist regularly (46% vs. 40%, $p < .001$).

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:⁶

- *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

Following these definitions, significantly more Medicaid members were current smokers ($p < .001$) (**Figure 5**). This is in contrast to results from 2015 in which significantly more DWP than Medicaid members were current smokers (47% vs. 36%, $p = .02$).

Figure 5. Smoking history, DWP and Medicaid members



*Statistically significant difference at $p < .05$

To assess **dental anxiety**, we asked respondents to rate their feelings toward dental treatment, from 'not at all afraid' to 'terrified.' Medicaid members reported significantly more dental anxiety compared to DWP members, with 18% reporting that they are very afraid or terrified compared to 11% of DWP members ($p < .001$).

Finally, we assessed **soda consumption** by asking how many cans of regular (non-diet) soda respondents drink on an average day. Medicaid members drank significantly more soda daily compared to DWP members (mean 1.40 vs. 1.23 cans, $p = .002$). 28% of DWP and 35% of Medicaid members reported drinking 2 or more cans of soda daily.

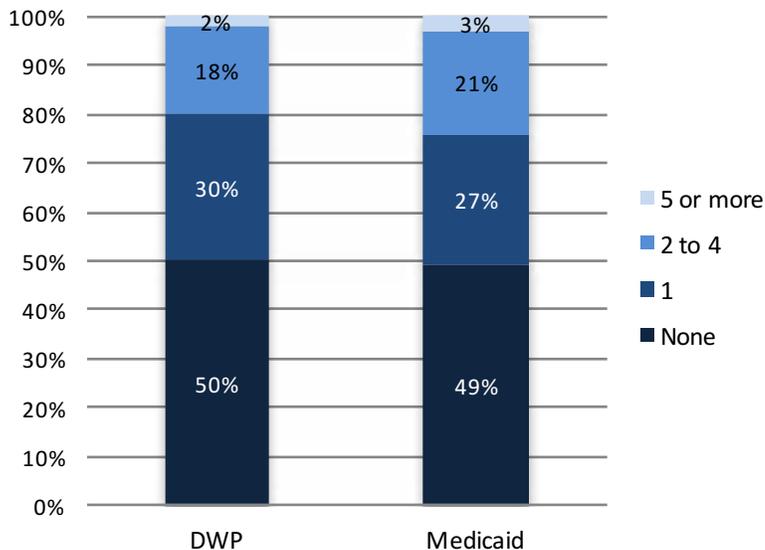
These results show that from 2015-2016 there was a shift in demographic composition and related health status of DWP members. It is inappropriate to make comparisons on access and quality indicators between these two time periods as differences may be related to changes in demographic and/or health status rather than true changes in access/quality indicators. Therefore, the remainder of this section includes results from the 2016 survey only.

6 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.

Utilization of Dental Care

Measures of dental care utilization include dental care received in a dental office or clinic as well as care received in an emergency department (ED). To assess non-ED utilization, we asked how many times in the last 6 months respondents had gone to a dentist office or clinic to get dental care for him/herself. Similar proportions of both DWP and Medicaid members had utilized dental care in the last 6 months (Figure 6).

Figure 6. Number of dental visits in the last 6 months, DWP and Medicaid members



DWP members were significantly less likely than Medicaid members to report having gone to the hospital ED for dental care in the previous 6 months (2% vs. 6%, $p < .001$). Among those who went to the ED, a large majority (87% DWP [$n=20$], 90% Medicaid [$n=68$]) said that the care they received could have been provided in a dental office if one were available.

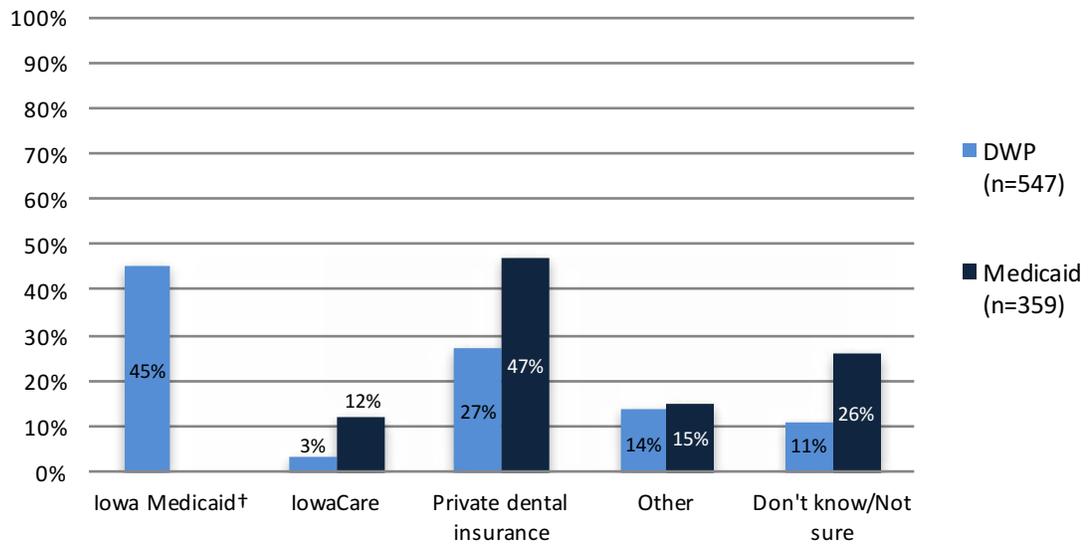
Access to Dental Care

Domains of access to dental care include dental insurance coverage prior to enrolling in the current plan, need and unmet need for routine and specialist care, non-emergency transportation to dental visits, access to emergency dental care, and 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

Less than 4 in 10 DWP members (38%) had dental insurance coverage just before joining DWP, which is significantly more than among Medicaid members (28%, $p < .001$). Among those who had coverage prior to joining their current plan, the most common sources of coverage for DWP members were Iowa Medicaid (45%) and private dental insurance (27%); whereas the most common source of coverage for Medicaid members was private dental insurance (47%) (Figure 7).

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



† Iowa Medicaid was not a response option in the Medicaid survey.

Need and Unmet Need for Dental Care

Survey items:

- In the last 6 months, 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 last 6 months, was there any time when you needed dental care but could not get it for any reason?
- What kinds of dental care did you need but could not get?
- The following is a list of possible reasons why people may not be able to get dental care. In the last 6 months, which of the following stopped you from getting dental care that you or a dentist thought you needed?
- In the last 6 months, did you need care from a dental specialist?
- What kind of care did you need from a dental specialist?
- In the last 6 months, was there any time when you needed care from a dental specialist but could not get it for any reason?
- What kinds of care from a dental specialist did you need but could not get?

Six out of 10 DWP members reported a recent **need for dental care**, which is significantly less than Medicaid members (65%, $p=.002$). The most commonly needed services among DWP and Medicaid members were checkup/cleaning, fillings, and extractions (**Table 5**). Medicaid members were significantly more like to report needing fillings ($p=.001$), extractions ($p=.005$), crowns ($p=.002$), root canals ($p<.001$), and braces ($p=.02$); whereas DWP members were significantly more likely to report needing full dentures ($p<.001$).

Table 5. Dental services needed in past 6 months, DWP and Medicaid members

Type of care needed	DWP (n=855)	Medicaid (n=855)
Checkup and cleaning	75%	74%
Fillings*	43%	51%
Extractions*	33%	39%
Crowns/Caps*	16%	22%
Tooth replacements, such as bridges or partial dentures	15%	15%
Root canal or other emergency dental care*	14%	21%
Full dentures*	12%	7%
Braces*	2%	4%
Other treatment	5%	6%

*Statistically significant difference at $p < .05$

Approximately 4 in 10 (39%) DWP and Medicaid members reported recent **unmet need for dental care**. The most common unmet dental needs were checkup/cleaning, fillings, and extractions (Table 6). Significantly more Medicaid members had an unmet need for extractions ($p = .004$) and for braces ($p = .02$) compared to DWP members.

Table 6. Unmet need for dental services in the past 6 months, DWP and Medicaid members

Type of care needed	DWP (n=320)	Medicaid (n=317)
Checkup and cleaning	46%	45%
Fillings	41%	39%
Extractions*	31%	42%
Crowns/Caps	19%	22%
Tooth replacements, such as bridges or partial dentures	18%	22%
Root canal or other emergency dental care	16%	21%
Full dentures	12%	9%
Braces*	3%	8%
Other treatment	6%	7%

*Statistically significant difference at $p < .05$

Among those who reported unmet need for dental care in the past 6 months, the most common **reasons for unmet need** among DWP and Medicaid members were not being able to afford it, not covered by insurance, and trouble finding a dentist who accepted their plan (Table 7). Significantly more Medicaid members say they could not find a dentist who accepted their insurance ($p < .001$), had travel or transportation problems ($p < .001$), and had trouble getting an appointment for a reason other than not accepting insurance ($p = .003$); whereas significantly more DWP members reported not being able to afford the needed care ($p = .002$).

Table 7. Reasons for unmet need for dental care in the past 6 months, DWP and Medicaid members

Reason for unmet need	DWP (n=316)	Medicaid (n=317)
Could not afford it*	50%	37%
Care I needed was not covered by my insurance	39%	33%
Trouble finding a dentist who accepted my insurance*	35%	55%
Fear or anxiety	18%	18%
Had to travel too far or other transportation problems*	14%	31%
Trouble getting an appointment with a dentist for a reason other than not accepting my insurance*	10%	18%
Could not get off work	10%	8%
Didn't know where to go at night or on the weekend for care	6%	9%
Other reason	12%	8%

*Statistically significant difference at $p < .05$

Twenty-two percent of DWP members reported a recent **need for care from a dental specialist**, which was significantly less than among Medicaid members (28%, $p = .003$). Of those needing care from a dental specialist, the most common type of care needed within both groups was oral surgery (Table 8). DWP members were significantly less likely than Medicaid members to report needing care from an oral surgeon ($p = .006$).

Table 8. Type of care needed from a dental specialist in the past 6 months, DWP and Medicaid members

Type of care needed	DWP (n=144)	Medicaid (n=182)
Oral surgery*	55%	70%
Endodontic	35%	38%
Prosthodontic	25%	19%
Periodontic	8%	9%
Orthodontic	5%	2%

*Statistically significant difference at $p < .05$

Among those needing care from a dental specialist, approximately one-third of both groups (33% DWP, 36% Medicaid) reported an **unmet need for dental specialist care**. Medicaid members were significantly more likely than DWP members to report unmet need for oral surgery ($p = .02$) and for periodontal care ($p = .02$) (Table 9). The most common reason for unmet need for specialist care among DWP members was that it was not covered by insurance, whereas for Medicaid members it was trouble finding a dentist who accepted Medicaid (Table 10).

Table 9. Type of unmet need for care needed from a dental specialist in the past 6 months, DWP and Medicaid members

Type of unmet care needed	DWP (n=46)	Medicaid (n=64)
Prosthodontic	41%	33%
Oral surgery*	37%	59%
Endodontic	37%	39%
Periodontal*	0%	11%
Orthodontic	11%	8%

*Statistically significant difference at $p < .05$

Table 10. Reasons for unmet need for dental specialist care in past 6 months, DWP and Medicaid members

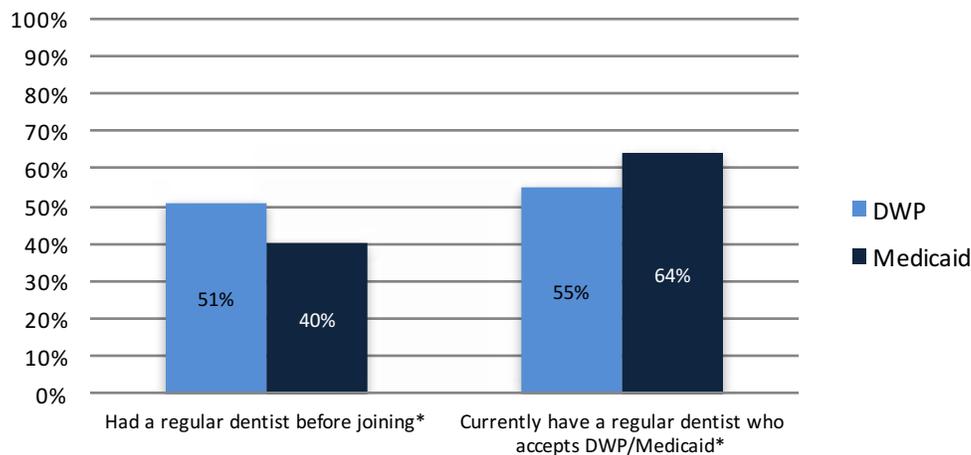
Reason for unmet need	DWP (n=47)	Medicaid (n=66)
Care I needed was not covered by my insurance*	60%	38%
Could not afford it	45%	33%
Trouble finding a dentist who accepted my insurance	43%	56%
Trouble getting an appointment with a dentist for a reason other than not accepting my insurance	26%	30%
Had to travel too far or other transportation problems*	19%	47%
Fear or anxiety	9%	11%
Could not get off work	4%	9%
Didn't know where to go at night or on the weekend for care	2%	9%
Other reason	15%	11%

*Statistically significant difference at p<.05

Regular Source of Dental Care

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 who accepted their dental plan at the time of the survey. There was not a considerable change in the proportion of DWP members with a regular dentist before and after joining the plan (Figure 8). However, 24% more Medicaid members had a regular dentist after joining compared to before joining. Prior to joining, DWP members were significantly *more* likely than Medicaid members to have a regular dentist (p<.001), whereas after joining they were significantly *less* likely (p<.001).

Figure 8. DWP and Medicaid members with a regular dentist before and after joining plan



*Comparison between DWP and Medicaid statistically significant difference at p<.05

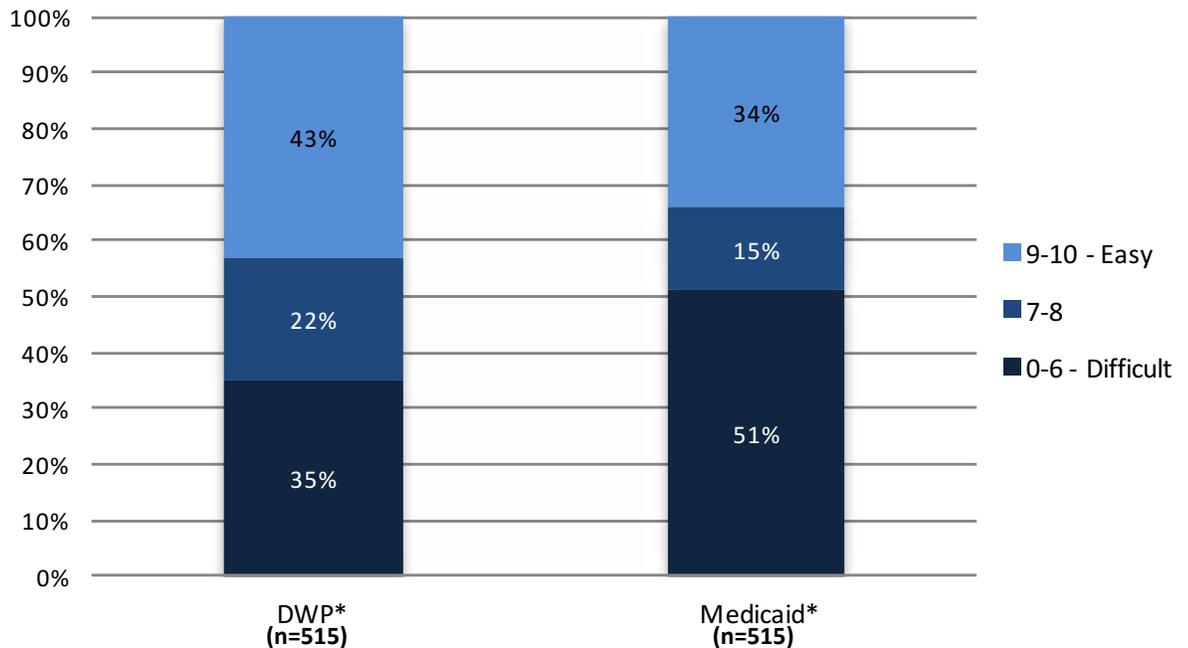
Experiences Finding a Plan Dentist

Among members who reported *not* having a regular dentist in their plan at the time of the survey (45% DWP, 36% Medicaid), 29% of DWP had tried but could not find one, which is significantly less than among Medicaid members (52%, p<.001). Conversely, 71% of DWP members and 49% of Medicaid members had not tried to find a dentist in their plan.

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, oral health status, and educational attainment, DWP members rated finding a provider as significantly easier compared to Medicaid members (p<.001). Thirty-five percent of DWP

and 51% of Medicaid members rated it as difficult (Figure 9).

Figure 9. Rating (0-10, 10=easiest) of ease of finding a dentist who accepts DWP/Medicaid



*Statistically significant difference at $p < .05$

Experience Changing Dentists

Among members who reported having a regular dentist in their plan at the time of the survey (55% DWP, 64% Medicaid), 24% (n=184) of DWP and 21% (n=179) of Medicaid members reported having changed dentists after joining. Of those who changed dentists, 18% (n=32) of DWP and 23% (n=41) of Medicaid members said it was 'very difficult' or 'somewhat difficult' to change dentists.

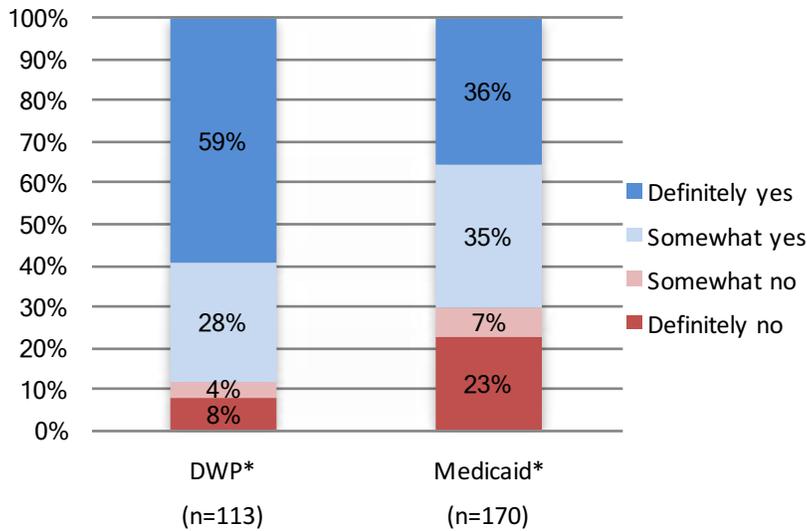
Access to Emergency Dental Care

Survey items:

- In the last 6 months, did you need to see a dentist right away because of a dental emergency?
- When 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')
- How many days did you usually have to wait for an appointment when you needed care for a dental emergency?
- In the last 6 months, did you need emergency dental care for yourself during evenings, weekends, or holidays?
- In the last 6 months, how often were you able to get the emergency dental care you needed from a dentist's office during evenings, weekends, or holidays?

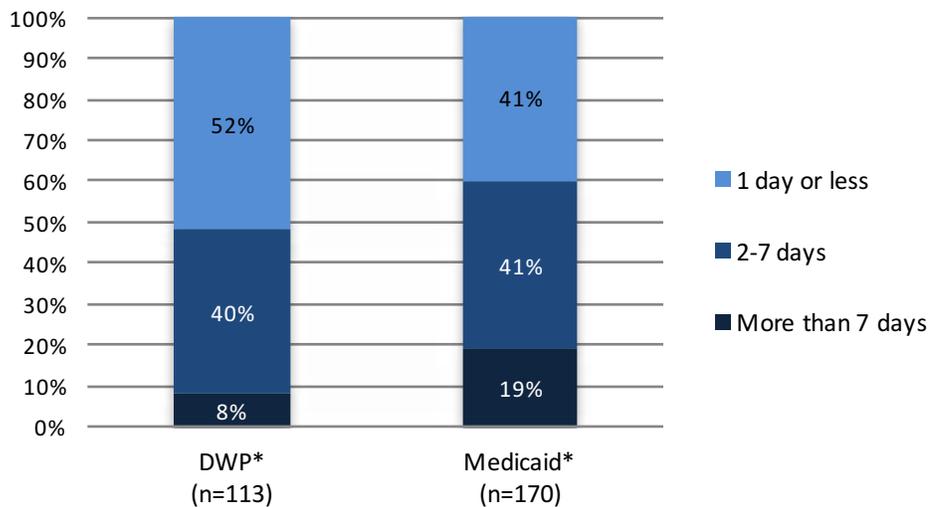
Sixteen percent of DWP members **needed to see a dentist right away because of a dental emergency** in the previous 6 months, which is significantly less than among Medicaid members (26%, $p < .001$). Among those who had a dental emergency, DWP members were significantly more likely to **see a dentist as soon as wanted** ($p < .001$) (Figure 10). Additionally, DWP members reported significantly shorter **wait-times for emergency care** (Figure 11).

Figure 10. Appointment for emergency dental care as soon as wanted, DWP and Medicaid members



*Statistically significant difference at $p < .05$

Figure 11. Reported waiting times for emergency dental care in a dental office, DWP and Medicaid members



*Statistically significant difference at $p < .05$

Among those with a dental emergency, 26% (n=29) of DWP members and 35% (n=59) of Medicaid members reported a recent **need for emergency dental care during nights or weekends**. When asked how often they were able to get emergency care they needed from a dental office on nights, weekends, or holidays, a majority of both groups said “never” (68% [n=19] DWP, 76% [n=45] Medicaid).

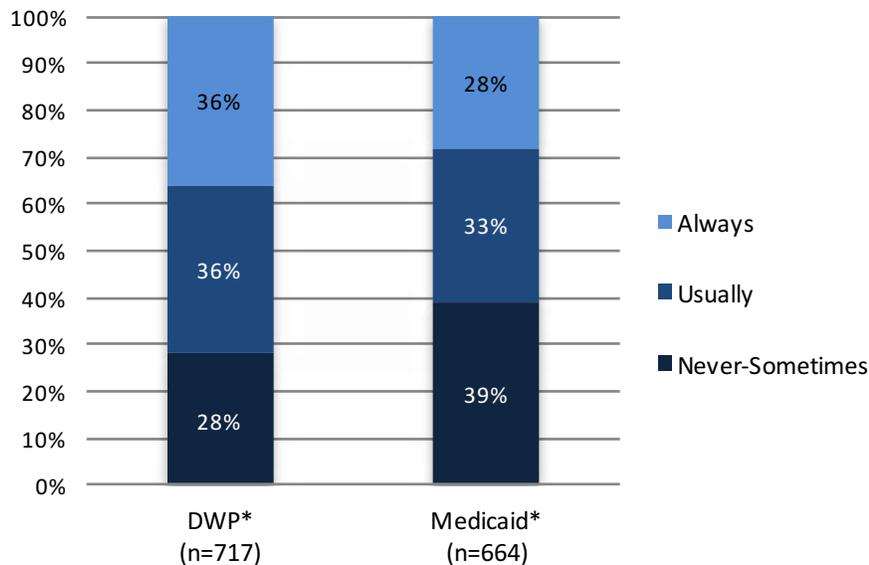
Timely Appointments for Routine and Specialist Dental Visits

Survey items:

- In the last 6 months, 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?
- In the last 6 months, how often did you get an appointment to see a specialist as soon as you wanted?

Among respondents who reported at least one dental visit in the previous 6 months (51% DWP and Medicaid), DWP members were significantly more likely to say that they got their appointments as soon as wanted ($p < .001$) after adjusting for age, oral health status, and educational attainment (Figure 12).

Figure 12. Appointments for routine care as soon as wanted, DWP and Medicaid members



*Statistically significant difference at $p < .05$

Regarding waiting times for appointments for non-emergency dental care, 65% of DWP and 62% of Medicaid members said they usually had to wait 1-2 weeks or less.

Among respondents who reported a need for specialist care in the previous 6 months (22% DWP, 28% Medicaid), significantly fewer DWP members said they ‘usually’ or ‘always’ got an appointment with a specialist as soon as they wanted compared to Medicaid members (49% [n=74] vs. 56% [n=101], $p = .01$).

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?
- Who usually drives?
- In the last 6 months, was there any time when you needed transportation to or from a dental visit but could not get it for any reason?
- In the last 6 months, how much, if at all, have you worried about your ability to pay for the cost of transportation to or from a dental visit?

More than 9 in 10 DWP and Medicaid members report driving their personal vehicle when they need to get dental care (92% DWP, 91% Medicaid), whereas 3-4% ride a bus and 5% use other transportation. Among those driving a personal vehicle, more than 8 in 10 drive him/herself (84% DWP, 83% Medicaid).

Seven percent of DWP members reported a recent unmet need for transportation to dental visits, which is significantly less than among Medicaid members (16%, $p < .001$). When asked how often respondents have worried about their ability to pay for transportation, DWP members were significantly less likely than Medicaid members to report worrying ‘a great deal’ (8% vs. 12%, $p < .001$).

Quality of Dental Care

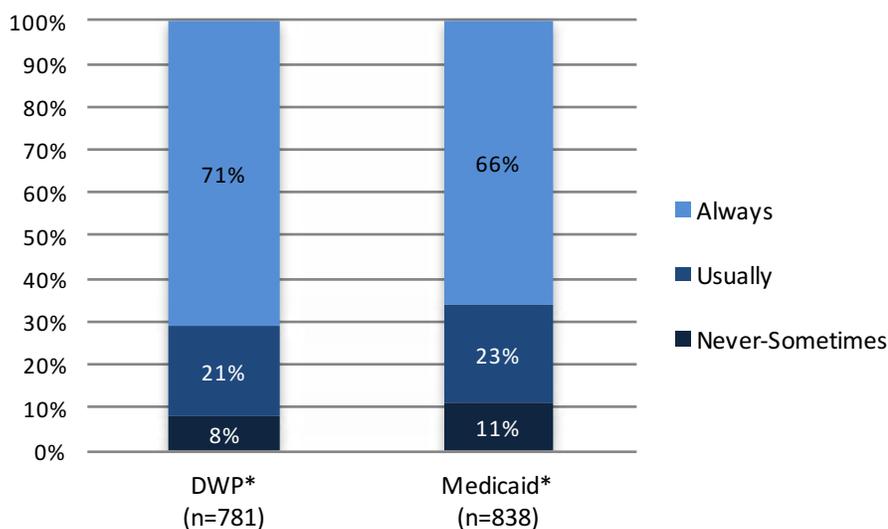
Quality domains include provider communication, rating of regular dentist, and rating of all dental care received.

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?

Following CAHPS® protocol, these items were combined into a single score to measure provider communication. After adjusting for age, oral health status, and educational attainment, significantly more DWP members reported good provider communication compared to Medicaid members ($p=.001$) (**Figure 13**).

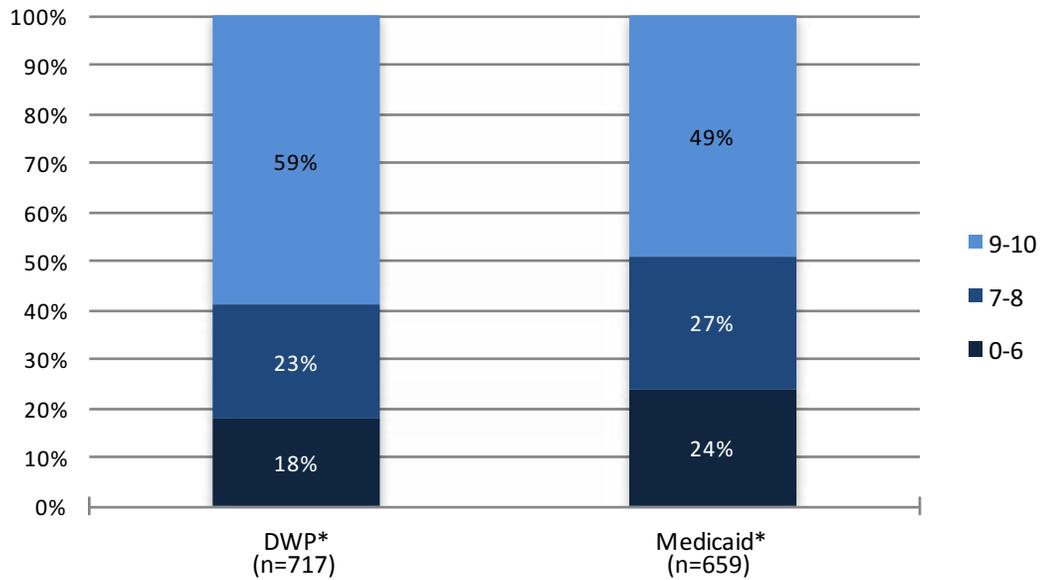
Figure 13. Provider communication composite: frequency of good communication, DWP and Medicaid members



*Statistically significant difference at $p<.05$

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, oral health status, and educational attainment, Medicaid members rated their dental care significantly lower than DWP members ($p<.001$). 59% of DWP and 45% of Medicaid members rated their dental care highly (rating of 9-10) (**Figure 14**).

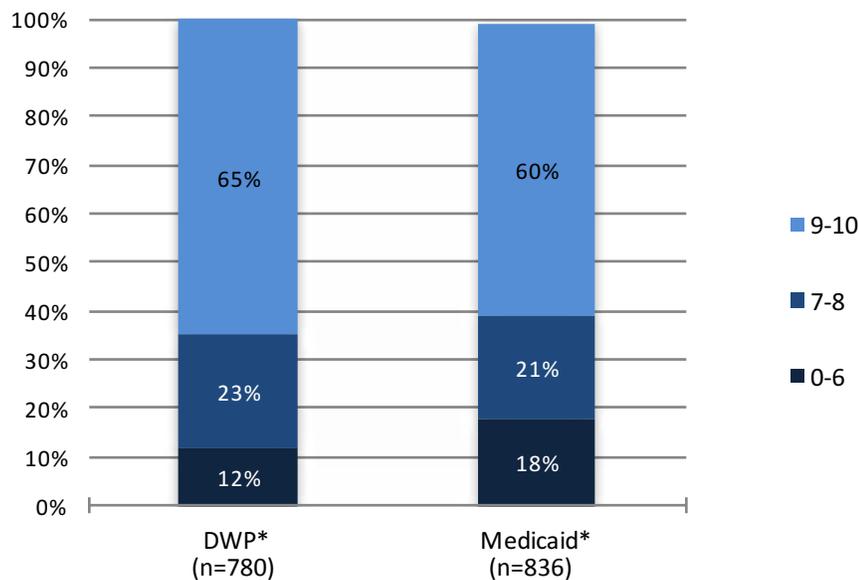
Figure 14. Ratings (0-10, 10 = best) of all dental care received, DWP and Medicaid members



*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. After adjusting for age, oral health status, and educational attainment, DWP members were significantly more likely to rate their regular dentist highly (rating of 9-10) compared to Medicaid members (**Figure 15**).

Figure 15. Ratings (0-10, 10 = best) of regular dentist, DWP and Medicaid members



*Statistically significant difference at $p < .05$

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
- 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 earned benefit structure and DWP care coordinators.

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?” Thirteen percent of DWP members said they did not know or were not sure, which was significantly higher compared to Medicaid members (2%, $p < .001$).

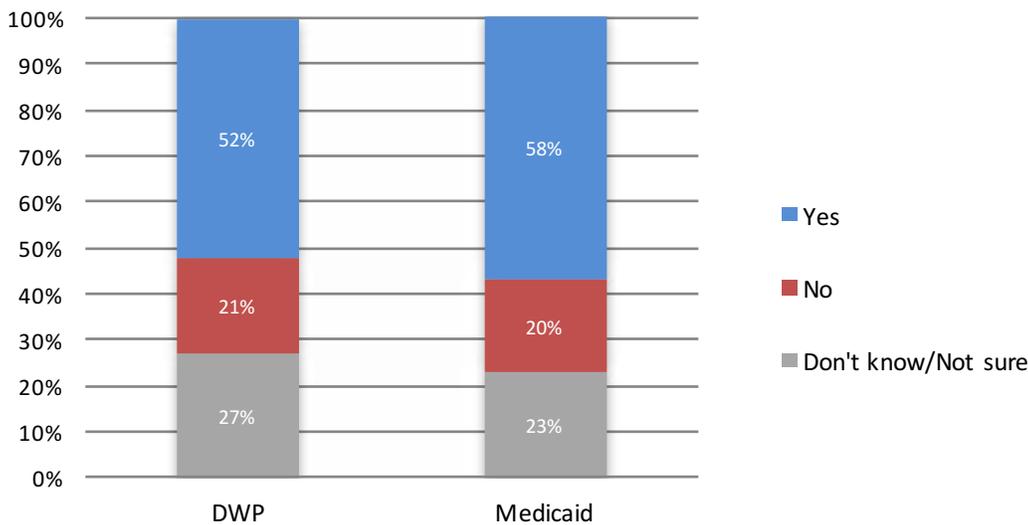
Coverage and Out-of-Pocket Spending for Needed Care

To assess member perceptions of services covered by each program, all respondents were asked:

- Thinking about all of the care that you or a dentist thought you needed in the last 6 months, **did the DWP/Medicaid cover what you or a dentist thought you needed to get done?**

Among those reporting a recent need for dental care (60% DWP, 65% Medicaid), approximately one in five DWP and Medicaid members said that their plan did not cover the care they needed. Additionally, 27% DWP and 23% Medicaid members said they did not know (**Figure 16**).

Figure 16. Current dental plan has covered needed dental care, DWP and Medicaid members reporting a need for dental care in the past 6 months



Those reporting that their plan did not cover needed dental care were asked which services were not covered. The three most common services needed but not covered among DWP members were fillings, crowns, and bridges/partial dentures (**Table 11**). Significantly more DWP members reported their plan not covering needed fillings compared to Medicaid members ($p = .04$), whereas significantly fewer DWP members reported non-covered need for braces ($p = .004$).

When asked whether they paid for any of these services out of pocket, 25% ($n = 43$) of DWP and 28% ($n = 45$) of Medicaid members said they did.

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

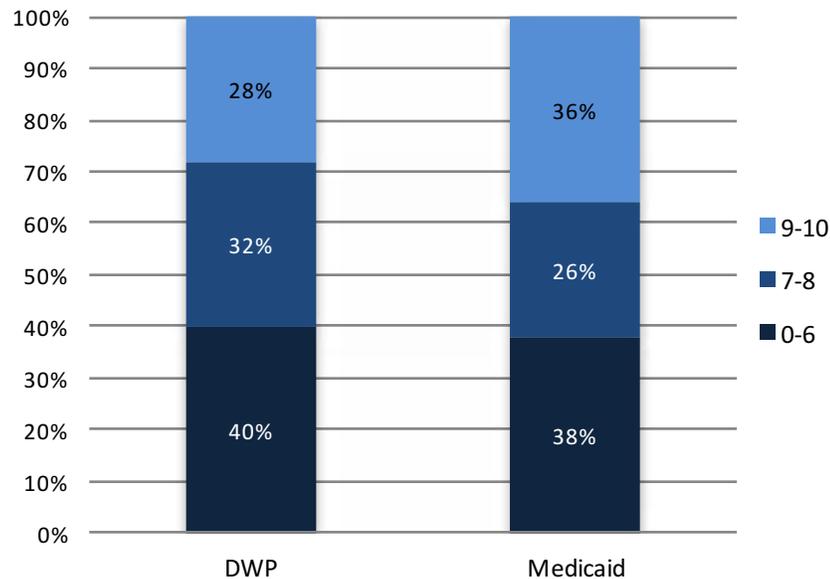
Needed dental services that were not covered	DWP (n=165)	Medicaid (n=153)
Fillings*	30%	20%
Crowns/Caps	29%	26%
Tooth replacements, such as bridges or partial dentures	25%	33%
Checkup and cleaning	18%	15%
Root canal or other emergency dental care	14%	20%
Extraction	12%	16%
Full dentures	7%	4%
Braces*	5%	14%

*Statistically significant difference at $p < .05$

Overall Rating of Dental Plan

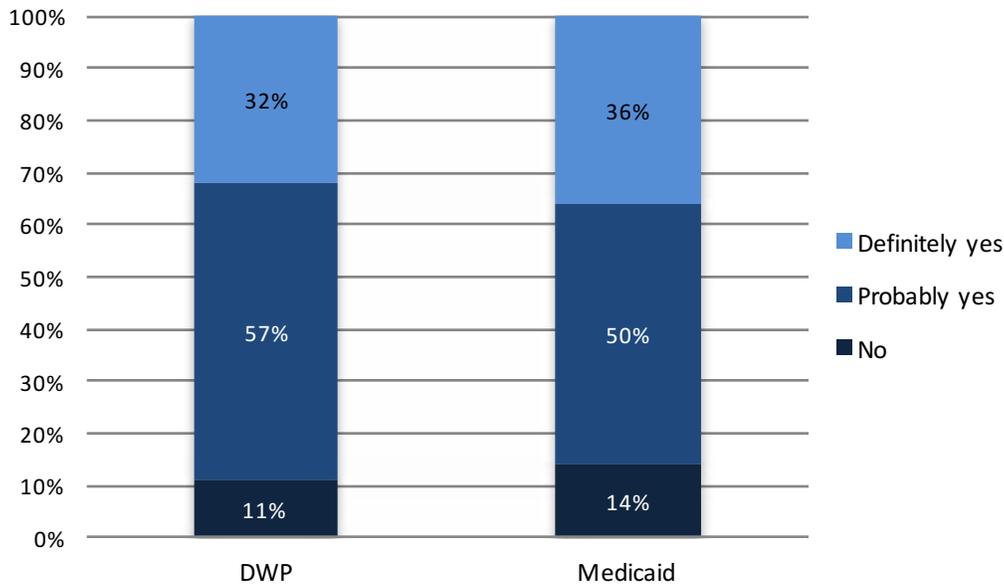
Respondents were asked to rate their dental plan on a scale of 0-10 (10=best) and whether they would recommend their plan to others. After adjusting for age, oral health status, and educational attainment, there was not a significant difference between how DWP and Medicaid members rated their plans ($p=.44$). Approximately 4 in 10 members of both groups rated their plans poorly (**Figure 17**).

Figure 17. Rating (0-10, 10=best) of dental plan, DWP and Medicaid members



When asked whether they would recommend their dental plan to others, there was not a significant difference between DWP and Medicaid members ($p=.85$) after adjusting for age, oral health status, and educational attainment. Eleven percent of DWP and 14% of Medicaid members said they 'probably' or 'definitely' would not recommend their plan to others (**Figure 18**).

Figure 18. DWP and Medicaid members' recommendation of the plan to others



DWP Member Experiences

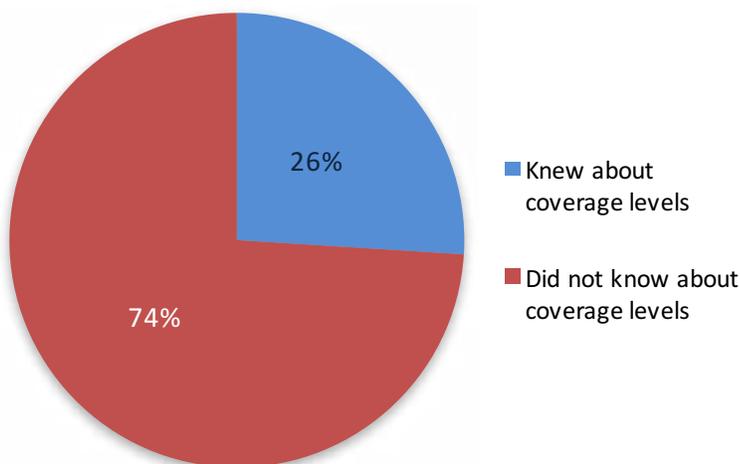
To assess DWP members' knowledge and attitudes regarding the earned benefit structure, we provided a description of the three benefit levels, and then asked:

- 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) attitudes toward specific aspects of the 3 level structure, and
- 5) experiences with DWP care coordinators.

Almost three-quarters (74%) of DWP members did not know about the three levels of coverage in their plan (**Figure 19**). Of the 26% that did, 68% (n=245) learned about them from the insurance company and 39% (n=142) learned about them from their dentist.⁷ Of the same group, 31% (n=114) did not know their current benefit level.

When separated by whether DWP members had utilized care in the past 6 months, 37% of utilizers were aware of the three coverage levels whereas only 15% of non-utilizers were aware of it.

Figure 19. DWP member knowledge about three levels of coverage



⁷ Percentages do not add up to 100% because respondents were asked to 'select all that apply.'

To assess DWP members' perceptions of specific aspects of their plan, we asked the degree to which they agree or disagree with the following four statements:

- The 3 levels of coverage are an effective way to reward people who return for regular checkups.
- The 3 levels of coverage will increase the likelihood that I return for regular checkups.
- The 3 levels of coverage prevent me from getting the care I need when I need it.
- The 3 levels of coverage will increase the likelihood that I take better care of my teeth and gums.

The highest proportion of DWP members reported positive attitudes toward potential advantages and disadvantages of the three levels of coverage (**Figures 20 and 21**).

Figure 20. DWP member attitudes about potential advantages of the three levels of coverage

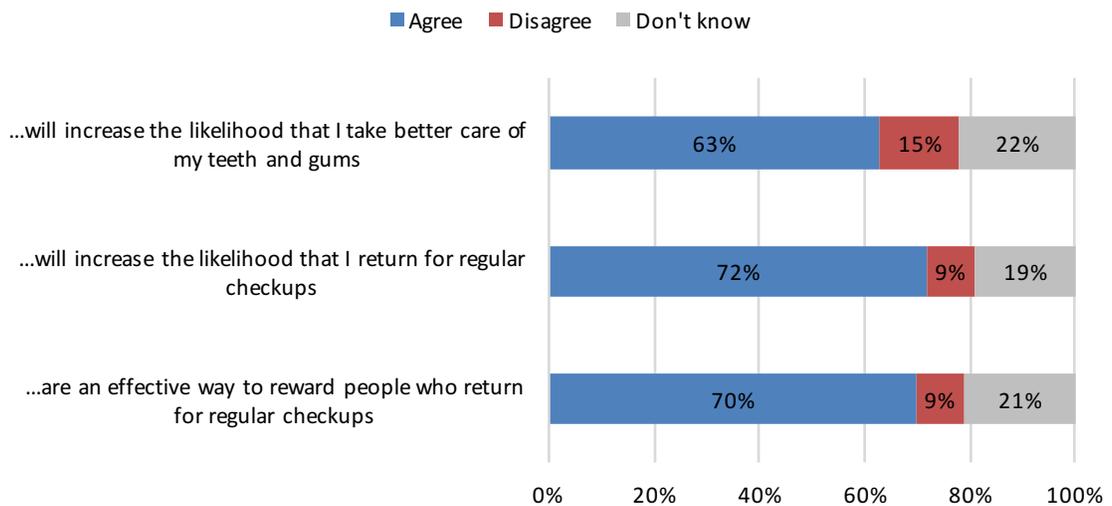
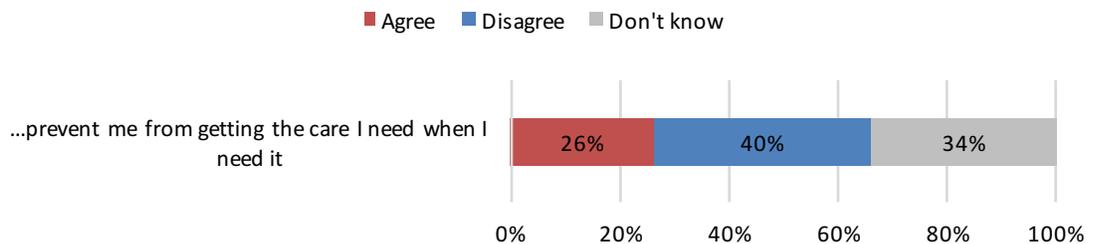


Figure 21. DWP member attitudes about potential disadvantages of the three levels of coverage



When asked whether they had been contacted by a DWP care coordinator, 11% (n=149) of DWP members said they had. Those who had been contacted were asked what information the care coordinator discussed; 61% (n=82) discussed a reminder to return for a regular checkup to become eligible for the next level of benefits, 46% (n=61) discussed finding a DWP dentist, 5% (n=7) discussed getting dental care after a visit to the emergency room, and 8% (n=11) discussed something else.⁸

⁸ Percentages do not add up to 100% because respondents were instructed to select all that apply.

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, 506 (35%) DWP respondents and 500 (38%) Medicaid respondents provided open-ended comments. Comments were analyzed qualitatively and the most common emergent themes are presented below, as well as several illustrative quotations. 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.

Problems with access to providers

Access to providers was the most common topic among both DWP and Medicaid respondents. Respondents commented on distance needed to travel to the nearest provider due to a lack of dentists in the area who accept their plan. Transportation was commonly cited as a barrier to providers.

DWP

Took over 50 hours phone time to find participating dentist. 2 hours travel to one. 2 months wait for apt. All called said do not accept or met quota for Medicaid patients. Some said State reimbursements totally inadequate. No book to look up participating doctors, not even at local DHS disposal. No clue how to answer these questions, finally got appointment.

It's hard to find dentists in the area that will accept the Dental Wellness Plan. Especially when you are someone who is in great need of dental work. It would be helpful if it was put into a list of the dentists that accept this plan.

Medicaid

It is extremely hard to find a dentist! I called 22 places for my wisdom teeth and no one accepts it. Finally found someone over an hour away and have to wait over a month to be seen. Makes it extremely discouraging when all you want is to take care of your only set of teeth.

The distance needed to travel for dental surgery is alarmingly far. The number of dental professionals in the area that accept Medicaid is very low. I believe that if there were more that would accept Medicaid were available in my area traveling for dental surgery would not be so far. Thank you.

Negative comments about coverage

Dental coverage was a frequently cited as an issue for both DWP and Medicaid respondents. Medicaid respondents often cited frustrations with specific services not covered, where DWP respondents noted negative feelings towards the earned benefits program.

DWP

I think cavities should be taken care of right away. Waiting for 6 more months, make the cavities worse or even the loss of the tooth or teeth.

While looking for a dentist that accepts DWP, several dental offices told me that they used to accept DWP but no longer do because it is near impossible to comply with their extremely strict rules. When I found a dentist that both accepts DWP and new patients, they told me I had 2 cavities that needed to be filled soon or they would get worse and cause problems. But they also said DWP wouldn't pay for them in my first 6 months since I had no pain caused by them. So I'm waiting and praying. The 3 level coverage is ridiculous.

Medicaid

It works well for what it is. For people like me who need crowns or individual teeth (2) in areas so we can eat properly the insurance doesn't cover that need. But if I was to have enough teeth pulled for dentures it covers that. The goal is NOT to have dentures.

Positive comments about plan

Several respondents from both DWP and Medicaid groups had positive comments about their plan that generally include feelings of appreciation for dental coverage or an overall happiness with coverage.

DWP

It's a good plan. It has helped me very much in trying to improve my health. Before the DWP my teeth were very bad and were making life very much harder, now I'm on my way to being able to do everything better.

Medicaid

Before I got the Medicaid coverage a few of my fillings from childhood had fallen out and I had wisdom teeth that were bad. I had been like that because I didn't have insurance. My teeth are now healthy and the dentist office I go to now is the best one I have ever been to.

Negative experiences with dental provider/dental services

Respondents from both groups reported negative experiences they had with either dental providers or services that were provided. Some common themes from both groups were that they were poorly treated, unhappy with care received and with long wait times.

DWP

My dentist was good and thorough. Was rude about not being able to do anything more than just a cleaning because of my health care payment. Felt I was degraded because I was not on an insurance or cash payment.

Medicaid

While on Medicaid you will get treated like the poor, and talked to in a manner that you feel lower and you automatically know, you will not get the best treatment. Dental care places I have been to that accept Medicaid gives you no options if you are too late or do not have a phone to reschedule, the second time you are too late, they say we can no longer see you, but give you other Medicaid dental number. They are very rude and treat you like you are in a poor position.

The dentist I found that takes Medicaid is always booked out forever. They seem overwhelmed and are rude and short with you at times. They seemed "bothered" your there. Their re-schedule policy sucks. You feel like your trash, low life while your there. I am thankful for coverage because for many many years I had no coverage. I just don't enjoy being treated like I don't matter because of being on Medicaid.

Additional Open-ended Comment Themes

The following additional themes were mentioned by several commenters:

- Not having used coverage or plans to do so (e.g., "Just found out that I had this coverage. Planning on getting in to see a dentist real soon. Pretty sure I will need some work done. A couple of teeth have a discolor in the gum area.")
- Lack of awareness of being in their current plan (e.g., "I am not too familiar with the Dental Wellness Plan. Not even sure how I'm on it or if I'm even on it. I don't know what it covers if it even covers anything. Not sure there is even a dentist willing to take me in.")
- Cost/finances (e.g., "I was seeing a dentist before I got on the DWP, and they do not accept the DWP. So, I have continued to pay out of pocket for my private dental insurance.")
- Positive comments about dental provider and/or dental services (e.g., "I have been to my dentist 2x and he took care of my issues. His office personnel were awesome to help me with the Dental Wellness Plan. I now have good teeth because of the dentist.")

- Switching insurance and/or providers (e.g., *"The dentist whom I was seeing was excellent. I was very happy then. Unfortunately starting July 2016 he would no longer accept this coverage. I have not yet found another dentist."*)
- Requests for more information (e.g., *"I know not many people use the mail for information much, with the internet being available, but it would be nice to be able to receive available dentist through the mail instead of through the phone or internet. When I contacted customer service they were very rude to me when I was asking questions about available dentist and my husband's account. Since then I haven't contacted them about anything and tries to find access to the internet."*)
- General positive comments (e.g., *"Thank you for making this available to those in need!"*)
- Communications from DWP/Medicaid (e.g., *"Need to offer more communication so we know what's available (services, coverage, tiers, dentists/offices)."*)
- Dental anxiety (e.g., *"I have always feared going to the dentist and as such have let my dental health go when I know I shouldn't."*)

Conclusions

Comparing results from this survey to a previous survey conducted in spring 2015 (1.5 years prior), **there was a shift in the demographic makeup of DWP members.** In 2016, DWP members were younger and had higher educational attainment, on average, compared to members in 2015. Likely related to this demographic shift, members in 2016 were also healthier, on average, compared to in 2015.

Due to this demographic shift, we do not make further comparisons on access and quality indicators between these two time periods as differences may be related to changes in demographic and/or health status rather than true changes in access/quality indicators.

Half of DWP members reported receiving a dental visit in the past 6 months, which is considerably higher than recent national estimates of self-reported dental utilization among non-elderly adults with public dental insurance.⁹ In 2013, the national self-reported utilization rate among this population was 20%. However, it is well-known that self-reported utilization rates are typically higher than utilization rates calculated with insurance claims data, and this is the case for the DWP population as well. In the second year after program implementation, 24% of DWP members had had a dental visit in the previous year according to insurance claims data.¹⁰

Approximately 4 in 10 DWP members had a recent unmet need for dental care, which is comparable to recent nationwide estimates of unmet need for dental care.¹¹ The most common dental services cited among those with unmet need were checkup/cleaning, suggesting that unmet need is likely driven by access-related factors or lack of awareness about coverage rather than actual coverage. This is supported by members' responses about the reasons for unmet need: among DWP members, the most common reason for unmet need was not being able to afford it (50%), whereas for Medicaid members it was inability to find a dentist who accepts their insurance (55%).

Although fewer DWP members reported having a regular dentist in their plan compared to Medicaid members, **Medicaid members reported greater difficulty finding a dentist who accepts their plan compared to DWP members.** Difficulty in finding a provider was a consistent theme among Medicaid participants in this survey, and DWP members report better experiences with finding a provider compared to their Medicaid-enrolled counterparts.

DWP members had higher overall ratings for their regular dentist, dental care received, and provider communication compared to Medicaid members' ratings; these factors were rated highly by 60-70% DWP members. As these measures were adjusted for age, oral health status, and educational attainment, the comparisons are robust and not impacted by differences in these demographic factors between the two groups.

DWP members had low awareness and understanding about the "earned benefits" component of their dental plan. Almost three-quarters of DWP members were not aware of the three levels of coverage within the plan; of those that were aware, one third did not know their current benefit level. Low plan awareness and understanding is common among members with complex benefit plans, particularly in low-income populations.¹²

The highest proportion of members in both groups gave an overall poor rating of their dental plan. Similar to other overall ratings, this measure was adjusted for age, oral health status, and educational attainment, meaning that the comparison is robust and not impacted by differences in these demographic factors between the two groups.

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 - 12 Blumenthal KJ, Saulsgiver KA, Norton L, Troxel AB, Anarella JP, Gesten FC, et al. Medicaid incentive programs to encourage health behavior show mixed results to date and should be studied and improved. *Health Affairs*. 2013;32(3):497-507.

Appendix 1: Survey Instruments



Iowa Dental Wellness Plan Survey

Improving our understanding of Iowa's public dental programs

Survey instructions: Answer each question by marking the box to the left of your answer.

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 #4

If you make a mistake, please **cross out** the **incorrect** answer and **circle** the **correct** answer. If there is a question that you are uncomfortable answering, feel free to skip to the next question. If you have questions, please call 1-800-710-8891.

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 #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 IN THE LAST 6 MONTHS

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

4. In the last 6 months, was there any time when you or a dentist thought you needed dental care?

- ¹ Yes
- ² No → If No, go to #9

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

- ¹ Tooth pulled (extraction)
- ² Filling(s)
- ³ Root canal or other emergency dental care
- ⁴ Checkup and cleaning
- ⁵ Full dentures that replace all upper and/or lower teeth
- ⁶ Tooth replacements, such as bridges or partial dentures
- ⁷ Crowns/Caps
- ⁸ Braces
- ⁹ Other treatment (write in): _____

6. In the last 6 months, 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 #9

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

1 Tooth pulled (extraction)

2 Filling(s)

3 Root canal or other emergency dental care

4 Checkup and cleaning

5 Full dentures that replace all upper and/or lower teeth

6 Tooth replacements, such as bridges or partial dentures

7 Crowns/Caps

8 Braces

9 Other treatment (write in):

8. The following is a list of possible reasons why people may not get dental care. In the last 6 months, 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 Fear or anxiety

9 Other (write in): _____

9. In the last 6 months, 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 #24

1 1 time

2 2

3 3

4 4

5 5 to 9

6 10 or more times

10. In the last 6 months, how often were your dental appointments as soon as you wanted?

1 Never

2 Sometimes

3 Usually

4 Always

11. When you called to make a dental appointment for routine, 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.

12. In the last 6 months, did you need to see a dentist right away because of a dental emergency?

1 Yes

2 No → Go to #17

If you answered “Yes” to question 12, please answer questions 13-16. Otherwise, please go to question 17.

13. When 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?

- 1 Definitely yes
- 2 Somewhat yes
- 3 Somewhat no
- 4 Definitely no

14. 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

15. In the last 6 months, did you need emergency dental care for yourself during evenings, weekends or holidays?

- 1 Yes
- 2 No → If No, go to #17

16. In the last 6 months, 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

17. Using any number from 0 to 10, where 0 is the worst dental care possible and 10 is the best dental care possible, how would you rate the dental care you received in the last 6 months?

- 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

For the next 6 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).

18. In the last 6 months, did you need care from a dental specialist?

- 1 Yes
- 2 No → Go to #24

If you answered “Yes” to question 18, please answer questions 19-22. Otherwise, please go to question 24.

19. In the last 6 months, how often did you get an appointment to see a specialist as soon as you wanted?

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

20. What kind of care did you need from a dental specialist? 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): _____

21. In the last 6 months, was there any time when you needed care from a dental specialist but could not get it for any reason?

- 1 Yes
- 2 No → If No, go to #24

22. What kind of care from a dental specialist did you need but could not get? 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. The following is a list of possible reasons why people may not get specialty dental care. In the last 6 months, which of the following stopped you from getting specialty 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 Fear or anxiety
- 9 Other (write in): _____

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 #34
- 3 No; I have *not tried* to find one → Go to #34

If you answered “Yes” to question 25, please answer questions 26-33. Otherwise, please go to question 34.

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 #29**
- 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 #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 extremely difficult and 10 is extremely easy, how easy was it for you to find a regular dentist who accepts Dental Wellness Plan?

- 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. How often does your regular dentist listen carefully to you?

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

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

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

31. How often does your regular dentist treat you with courtesy and respect?

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

32. How often does your regular dentist spend enough time with you?

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

33. Using any number from 0 to 10, where 0 is the worst regular dentist possible and 10 is the best regular dentist possible, how would you rate your current regular 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

34. In the last 6 months, have you gone to a hospital emergency room for a dental problem?

- 1 Yes
- 2 No → If No, go to #37

35. 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 were available at the time?

- 1 Yes
- 2 No → If No, go to #37

36. What was the main reason you did not go to a dentist's office or clinic for this care? Please check only one.

- 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 questions pertain to these levels of covered benefits.

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

- 1 Yes
2 No → If No, go to #40

38. How did you learn about the three levels of coverage? Please check all that apply.

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

39. Which level of coverage are you currently in?

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

Please indicate how much you agree or disagree with the following 4 statements about the 3 levels of coverage within Dental Wellness Plan.

40. The 3 levels of coverage are an effective way to reward people who return for regular checkups.

- 1 Strongly agree
2 Agree
3 Disagree
4 Strongly disagree
5 Don't know/Not sure

41. The 3 levels of coverage will increase the likelihood that I return for regular checkups.

- 1 Strongly agree
2 Agree
3 Disagree
4 Strongly disagree
5 Don't know/Not sure

42. The 3 levels of coverage prevent me from getting the care I need when I need it.

- 1 Strongly agree
- 2 Agree
- 3 Disagree
- 4 Strongly disagree
- 5 Don't know/Not sure

43. The 3 levels of coverage will increase the likelihood that I take better care of my teeth and gums.

- 1 Strongly agree
- 2 Agree
- 3 Disagree
- 4 Strongly disagree
- 5 Don't know/Not sure

44. Thinking about all of the care that you or a dentist thought you needed in the last 6 months, did the Dental Wellness Plan cover what you needed to get done?

- 1 Yes → **Go to #48**
- 2 No
- 3 Don't know/Not sure

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

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

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

- 1 Yes
- 2 No → **If No, go to #48**

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

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

A DWP care coordinator is someone who contacts DWP members to help them find dentists and to remind them about being eligible for the next level of benefits.

48. Have you received a phone call or other communication from a DWP care coordinator?

- 1 Yes
- 2 No → **If No, go to #51**

49. What information did the DWP care coordinator discuss with you? Please check all that apply.

- 1 Getting dental care after a visit to the Emergency Room
- 2 Finding a DWP dentist
- 3 Reminder to return for a regular checkup to become eligible for the next level of benefits
- 4 Other (write in): _____

TRANSPORTATION

50. How helpful was the information the DWP care coordinator discussed with you?

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

51. Using any number from 0 to 10, where 0 is the worst dental plan possible and 10 is the best dental plan possible, how would you 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

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

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

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

- 1 Personal vehicle (such as a car or truck)
- 2 Bus travel → **Go to #55**
- 3 Other (such as a taxicab, bicycle, or walk) → **Go to #55**

54. Who usually drives? *Please choose only one answer.*

- 1 I drive myself
- 2 Someone else (such as a friend, neighbor, or family) drives me

55. In the last 6 months, 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

56. In the last 6 months, 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

YOUR HEALTH

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

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

58. 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

59. 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

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

- 1 Never
2 Sometimes
3 Usually
4 Always

61. 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

62. How do you rate your own feelings toward dental treatment?

- 1 Not at all afraid
2 A little afraid
3 Somewhat afraid
4 Very afraid
5 Terrified

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

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

64. 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

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

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

ABOUT YOU

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

- 1 Yes
- 2 No

67. 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

68. 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

69. 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

70. On an average day, how many cans of regular (non-diet) soda or pop do you drink? If you don't drink it in cans, write the amount it would be when compared to a can, 1 can = 12 oz.

_____ cans

71. What is your age?

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

72. What is your gender?

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

73. 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

74. What best describes your current employment status?

- 1 Employed full time
- 2 Employed part time
- 3 Out of work for less than 1 year
- 4 Out of work for 1 year or more
- 5 Homemaker
- 6 Student
- 7 Retired

75. How many children under age 18 live in your household?

_____ children



Iowa Medicaid Dental Survey

Improving our understanding of Iowa's public dental programs

Survey instructions: Answer each question by marking the box to the left of your answer.

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 #4

If you make a mistake, please **cross out** the incorrect answer and **circle** the correct answer. If there is a question that you are uncomfortable answering, feel free to skip to the next question. If you have questions, please call 1-800-710-8891.

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 IN THE LAST 6 MONTHS

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

4. In the last 6 months, was there any time when you or a dentist thought you needed dental care?

- 1 Yes
- 2 No → If No, go to #9

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

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

6. In the last 6 months, 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 #9

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

1 Tooth pulled (extraction)

2 Fillings

3 Root canal or other emergency dental care

4 Checkup and cleaning

5 Full dentures that replace all upper and/or lower teeth

6 Tooth replacements, such as bridges or partial dentures

7 Crowns/Caps

8 Braces

9 Other treatment (write in):

8. The following is a list of possible reasons why people may not be able to get dental care. In the last 6 months, 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 Fear or anxiety

9 Other (write in): _____

9. In the last 6 months, 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 #24

1 1 time

2 2

3 3

4 4

5 5 to 9

6 10 or more times

10. In the last 6 months, how often were your dental appointments as soon as you wanted?

1 Never

2 Sometimes

3 Usually

4 Always

11. When you called to make a dental appointment for routine, 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.

12. In the last 6 months, did you need to see a dentist right away because of a dental emergency?

1 Yes

2 No → Go to #17

If you answered “Yes” to question 12, please answer questions 13-16. Otherwise, please go to question 17.

13. When 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?

- 1 Definitely yes
- 2 Somewhat yes
- 3 Somewhat no
- 4 Definitely no

14. 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

15. In the last 6 months, did you need emergency dental care for yourself during evenings, weekends or holidays?

- 1 Yes
- 2 No → If No, go to #17

16. In the last 6 months, 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

17. Using any number from 0 to 10, where 0 is the worst dental care possible and 10 is the best dental care possible, how would you rate the dental care you received in the last 6 months?

- 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

For the next 6 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).

18. In the last 6 months, did you need care from a dental specialist?

- 1 Yes
- 2 No → Go to #24

If you answered "Yes" to question 18, please answer questions 19-22. Otherwise, please go to question 24.

19. In the last 6 months, how often did you get an appointment to see a specialist as soon as you wanted?

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

20. What kind of care did you need from a dental specialist? 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): _____

21. In the last 6 months, was there any time when you needed care from a dental specialist but could not get it for any reason?

- 1 Yes
- 2 No → If No, go to #24

22. What kind of care from a dental specialist did you need but could not get? 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. The following is a list of possible reasons why people may not be able to get specialty dental care. In the last 6 months, which of the following stopped you from getting specialty 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 Fear or anxiety
- 9 Other (write in): _____

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 #34
3 No; I have *not tried* to find one → Go to #34

If you answered “Yes” to question 25, please answer questions 26-33. Otherwise, please go to question 34.

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

- 1 Yes → If Yes, go to #29
2 No, I had a *different* regular dentist before joining Medicaid
3 I did not have a regular dentist before joining Medicaid → Go to #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, how easy was it for you to find a regular dentist who accepts Medicaid?

- 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. How often does your regular dentist listen carefully to you?

- 1 Never
2 Sometimes
3 Usually
4 Always

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

- 1 Never
2 Sometimes
3 Usually
4 Always

31. How often does your regular dentist treat you with courtesy and respect?

- 1 Never
2 Sometimes
3 Usually
4 Always

32. How often does your regular dentist spend enough time with you?

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

33. Using any number from 0 to 10, where 0 is the worst regular dentist possible and 10 is the best regular dentist possible, how would you rate your current regular 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

34. In the last 6 months, have you gone to a hospital emergency room for a dental problem?

- 1 Yes
- 2 No → If No, go to #37

35. 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 were available at the time?

- 1 Yes
- 2 No → If No, go to #37

36. What was the main reason you did not go to a dentist's office or clinic for this care? Please select only one.

- 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

37. Thinking about all of the care that you or a dentist thought you needed in the last 6 months, did Medicaid cover what you or a dentist thought you needed to get done?

- 1 Yes → **Go to #41**
2 No
3 Don't know/Not sure

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

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

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

- 1 Yes
2 No → **If No, go to #41**

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

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

41. Using any number from 0 to 10, where 0 is the worst dental plan possible and 10 is the best dental plan possible, how would you 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

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

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

TRANSPORTATION

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

- 1 Personal vehicle (such as a car or truck)
- 2 Bus travel → **Go to #45**
- 3 Other (such as a taxicab, bicycle, or walk) → **Go to #45**

44. Who usually drives? *Please choose only one answer.*

- 1 I drive myself
- 2 Someone else (such as a friend, neighbor, or family) drives me

45. In the last 6 months, 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

46. In the last 6 months, 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

YOUR HEALTH

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

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

48. 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

49. 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

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

- 1 Never
2 Sometimes
3 Usually
4 Always

51. 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

52. How do you rate your own feelings toward dental treatment?

- 1 Not at all afraid
2 A little afraid
3 Somewhat afraid
4 Very afraid
5 Terrified

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

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

54. 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

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

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

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

- 1 Yes
2 No

57. 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

ABOUT YOU

58. 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

59. 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

60. On an average day, how many cans of regular (non-diet) soda or pop do you drink? If you don't drink it in cans, write the amount it would be when compared to a can, 1 can = 12 oz.

_____ cans

61. What is your age?

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

62. What is your gender?

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

63. 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

64. What best describes your current employment status?

- 1 Employed full time
- 2 Employed part-time
- 3 Out of work for less than 1 year
- 4 Out of work for 1 year or more
- 5 Homemaker
- 6 Student
- 7 Retired

65. How many children under age 18 live in your household?

_____ children

Appendix 2: Descriptive Tables

Q1: Our records show that you are now in the Dental Wellness Plan/Medicaid program. Is that right?			
	DWP	Medicaid	Total
Yes	1254 (86.4)	1290 (97.3)	2544 (91.6)
No	14 (1.0)	11 (0.8)	25 (0.9)
Don't know/Not sure	183 (12.6)	25 (1.9)	208 (7.5)
Total Responding	1451	1326	2777

Missing= 9

Q2: Just before enrolling in the Dental Wellness Plan/Medicaid, did you have dental insurance coverage?			
	DWP	Medicaid	Total
Yes	551 (38.3)	329 (28.1)	920 (33.4)
No	888 (61.7)	944 (71.9)	1832 (66.6)
Total Responding	1439	1313	2752

Missing = 34

Q3: What was the name of your dental plan?			
	DWP	Medicaid	Total
Iowa Medicaid	246 (45.0)	*	246 (27.2)
IowaCare	18 (3.3)	43 (12.0)	61 (6.7)
Private dental insurance	145 (26.5)	170 (47.4)	315 (34.8)
Other	78 (14.3)	52 (14.5)	130 (14.3)
Don't know/Not sure	60 (11.0)	94 (26.2)	154 (17.0)
Total Responding	547	359	906

Missing = 1880

Q4: In the last 6 months, was there any time when you or a dentist thought you needed dental care?			
	DWP	Medicaid	Total
Yes	860 (59.7)	861 (65.4)	1721 (62.4)
No	580 (40.3)	456 (34.6)	1036 (37.6)
Total Responding	1440	1317	2757

Missing = 29

Q5: What kinds of dental care did you or a dentist think you needed? Please check all that apply.			
	DWP	Medicaid	Total
Tooth pulled (extraction)	281 (32.9)	337 (39.5)	618 (36.1)
Filling(s)	371 (43.4)	437 (51.1)	808 (47.3)
Root canal or other emergency dental care	121 (14.2)	176 (20.6)	297 (17.4)
Checkup and cleaning	638 (74.6)	632 (73.9)	1270 (74.3)
Full dentures that replace all upper and/or lower teeth	100 (11.7)	58 (6.8)	158 (9.2)
Tooth replacements, such as bridges or partial dentures	125 (14.6)	128 (15.0)	253 (14.8)
Crowns/Caps	136 (15.9)	187 (21.9)	323 (18.9)
Braces	19 (2.2)	36 (4.2)	55 (3.2)
Other treatment	45 (5.3)	54 (6.3)	99 (5.8)
Total Responding	855	855	1710

Missing = 1076

Q6: In the last 6 months, was there any time when you needed dental care but could not get it for any reason?			
	DWP	Medicaid	Total
Yes	327 (39.0)	324 (38.4)	651 (38.7)
No	511 (61.0)	519 (61.6)	1030 (61.3)
Total Responding	838	843	1681

Missing = 1105

Q7: What kinds of dental care did you need but could not get? Please check all that apply.			
	DWP	Medicaid	Total
Tooth pulled (extraction)	99 (30.9)	133 (42.0)	232 (36.4)
Filling(s)	131 (40.9)	125 (39.4)	256 (40.2)
Root canal or other emergency dental care	52 (16.3)	65 (20.5)	117 (18.4)
Checkup and cleaning	146 (45.9)	144 (45.4)	291 (45.7)
Full dentures that replace all upper and/or lower teeth	38 (11.9)	27 (8.5)	65 (10.2)
Tooth replacements, such as bridges or partial dentures	56 (17.5)	71 (22.4)	127 (19.9)
Crowns/Caps	62 (19.4)	71 (22.4)	133 (20.9)
Braces	11 (3.4)	24 (7.6)	35 (5.5)
Other treatment	18 (5.6)	22 (6.9)	40 (6.3)
Total Responding	320	317	2786

Missing = 2149

Q8: The following is a list of possible reasons why people may not get dental care. In the last 6 months, 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.			
	DWP	Medicaid	Total
Care I needed was not covered by my insurance	122 (38.6)	105 (33.1)	227 (35.9)
Trouble finding a dentist who accepts my insurance	112 (35.4)	174 (54.9)	286 (45.2)
Trouble getting an appointment with a dentist for a reason other than not accepting my insurance	32 (10.1)	58 (18.3)	90 (14.2)
Count not afford it	157 (49.7)	118 (37.2)	275 (43.4)
Had to travel too far or other transportation problems	44 (13.9)	97 (30.6)	141 (22.3)
Didn't know where to go at night or on the weekend for care	19 (6.0)	27 (8.5)	46 (7.3)
Could not get off work	32 (10.1)	24 (7.6)	56 (8.8)
Fear or anxiety	57 (18.0)	58 (18.3)	115 (18.2)
Other	37 (11.7)	25 (7.9)	62 (9.8)
Total Responding	316	317	633

Missing = 2153

Q9: In the last 6 months, 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	710 (49.5)	646 (49.2)	1356 (49.4)
1	434 (30.3)	351 (26.8)	785 (28.6)
2	147 (10.3)	136 (10.4)	283 (10.3)
3	79 (5.5)	95 (7.2)	174 (6.3)
4	33 (2.3)	45 (3.4)	78 (2.8)
5 to 9	25 (1.7)	35 (2.7)	60 (2.2)
10 or more times	5 (0.3)	4 (0.3)	9 (0.3)
Total Responding	1433	1312	2745

Missing = 41

Q10: In the last 6 months, how often were your dental appointments as soon as you wanted?			
	DWP	Medicaid	Total
Never	58 (8.2)	93 (14.0)	151 (10.9)
Sometimes	134 (18.7)	172 (25.9)	306 (22.2)
Usually	258 (36.0)	225 (33.9)	483 (35.0)
Always	267 (37.2)	174 (26.2)	441 (31.9)
Total Responding	717	664	1381

Missing = 1405

Q11: When you called to make a dental appointment for routine, non-emergency care, how long did you usually have to wait to be seen?			
	DWP	Medicaid	Total
Less than a week	180 (25.5)	135 (20.5)	315 (23.1)
1-2 weeks	281 (39.7)	271 (41.2)	552 (40.4)
3-4 weeks	143 (20.2)	143 (21.7)	286 (21.0)
Greater than 1 month but less than 2 months	69 (9.8)	77 (11.7)	146 (10.7)
2 months or longer	34 (4.8)	32 (4.9)	66 (4.8)
Total Responding	707	658	1365

Missing = 1421

Q12: In the last 6 months, did you need to see a dentist right away because of a dental emergency?			
	DWP	Medicaid	Total
Yes	114 (16.0)	171 (25.9)	286 (20.7)
No	600 (84.0)	490 (71.4)	1090 (79.3)
Total Responding	714	661	1375

Missing = 1411

Q13: When 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
Definitely yes	67 (59.3)	61 (35.9)	128 (45.2)
Somewhat yes	32 (28.3)	59 (34.7)	91 (32.2)
Somewhat no	5 (4.4)	11 (6.5)	16 (5.7)
Definitely no	9 (8.0)	39 (22.9)	48 (17.0)
Total Responding	113	170	283

Missing = 2503

Q14: 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	32 (28.3)	33 (19.4)	65 (23.0)
1 day	27 (23.9)	36 (21.2)	63 (22.3)
2 to 3 days	29 (25.7)	37 (21.8)	66 (23.3)
4 to 7 days	16 (14.2)	32 (18.8)	48 (17.0)
More than 7 days	9 (8.0)	32 (18.8)	41 (14.5)
Total Responding	113	170	283

Missing = 2503

Q15: In the last 6 months, did you need emergency dental care for yourself during evenings, weekends or holidays?

	DWP	Medicaid	Total
Yes	29 (26.1)	59 (34.7)	88 (31.3)
No	82 (73.9)	111 (65.3)	193 (68.7)
Total Responding	111	170	281

Missing = 2505

Q16: In the last 6 months, 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	19 (67.9)	45 (76.3)	64 (73.6)
Sometimes	3 (10.7)	9 (15.3)	12 (13.8)
Usually	2 (7.1)	5 (8.5)	7 (8.0)
Always	4 (14.3)	0 (0.0)	4 (4.6)
Total Responding	28	59	87

Missing = 2699

Q17: Using any number from 0 to 10, where 0 is the worst dental care possible and 10 is the best dental care possible, how would you rate the dental care you received in the last 6 months?

	DWP	Medicaid	Total
0	8 (1.1)	20 (3.0)	28 (2.0)
1	2 (0.3)	8 (1.2)	10 (0.7)
2	6 (0.8)	14 (2.1)	20 (1.5)
3	12 (1.7)	14 (2.1)	26 (1.9)
4	14 (2.0)	27 (2.1)	41 (3.0)
5	44 (6.1)	58 (8.8)	102 (7.4)
6	35 (4.9)	26 (3.9)	61 (4.4)
7	68 (9.5)	70 (10.6)	138 (10.0)
8	95 (13.2)	110 (16.7)	205 (14.9)
9	114 (15.9)	94 (14.3)	208 (15.1)
10	319 (44.5)	218 (33.1)	537 (39.0)
Total Responding	717	659	1376

Missing = 1410

Q18: In the last 6 months, did you need care from a dental specialist?

	DWP	Medicaid	Total
Yes	153 (21.5)	188 (28.4)	341 (24.8)

No	560 (78.5)	474 (71.6)	1034 (75.2)
Total Responding	713	662	1375

Missing = 1411

Q19: In the last 6 months, how often did you get an appointment to see a specialist as soon as you wanted?			
	DWP	Medicaid	Total
Never	31 (20.5)	43 (23.6)	74 (22.2)
Sometimes	46 (30.5)	38 (20.9)	84 (25.2)
Usually	31 (20.5)	63 (34.6)	94 (28.2)
Always	43 (28.5)	38 (20.9)	81 (24.3)
Total Responding	151	182	333

Missing = 2453

Q20: What kind of care did you need from a dental specialist? Please check all that apply.			
	DWP	Medicaid	Total
Root canal or other endodontic treatment	50 (34.7)	379 (182)	119 (36.5)
Tooth pulled or other oral surgery	79 (54.9)	127 (69.8)	206 (63.2)
Braces or other orthodontic care	7 (4.9)	4 (2.2)	11 (3.4)
Treatment for gum disease or other periodontal care	12 (8.3)	16 (8.8)	28 (8.6)
Dentures, crowns, bridge, or other prosthodontic care	36 (25.0)	35 (19.2)	71 (21.8)
Other	3 (2.1)	6 (3.3)	9 (2.8)
Total Responding	144	182	326

Missing = 2460

Q21: In the last 6 months, was there any time when you needed care from a dental specialist but could not get it for any reason?			
	DWP	Medicaid	Total
Yes	49 (33.1)	66 (35.9)	115 (34.6)
No	99 (66.9)	118 (64.1)	217 (65.4)
Total Responding	148	184	332

Missing = 2454

Q22: What kind of care from a dental specialist did you need but could not get? Please check all that apply.			
	DWP	Medicaid	Total
Root canal or other endodontic treatment	17 (37.0)	25 (39.1)	42 (38.2)
Tooth pulled or other oral surgery	17 (37.0)	38 (59.4)	55 (50.0)
Braces or other orthodontic care	5 (10.5)	5 (7.8)	10 (9.1)
Treatment for gum disease or other periodontal care	0 (0.0)	7 (10.9)	7 (6.4)

Dentures, crowns, bridge, or other prosthodontic care	19 (41.3)	21 (32.8)	40 (36.4)
Other	1 (2.2)	1 (1.6)	2 (1.8)
Total Responding	46	64	110

Missing = 2676

Q23: The following is a list of possible reasons why people may not get specialty dental care. In the last 6 months, which of the following stopped you from getting specialty dental care or treatment 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	28 (59.6)	25 (37.9)	53 (46.9)
Trouble finding a dentist who accepts my insurance	20 (42.6)	37 (56.1)	57 (50.4)
Trouble getting an appointment with a dentist for a reason other than not accepting my insurance	12 (25.5)	20 (30.3)	32 (28.3)
Could not afford it	21 (44.7)	22 (33.3)	43 (38.1)
Had to travel too far or other transportation problems	9 (19.1)	31 (47.0)	40 (35.4)
Didn't know where to go at night or on the weekend for care	1 (2.1)	6 (9.1)	7 (6.2)
Could not get off work	2 (4.3)	6 (9.1)	8 (7.1)
Fear or anxiety	4 (8.5)	7 (10.6)	11 (9.7)
Other	7 (14.9)	7 (10.6)	14 (12.4)
Total Responding	47	66	113

Missing = 2673

Q24: Before you enrolled in the Dental Wellness Plan, did you have a regular dentist?

	DWP	Medicaid	Total
Yes	737 (51.0)	528 (40.1)	1265 (45.8)
No	707 (49.0)	790 (59.9)	1497 (54.2)
Total Responding	1444	1318	2762

Missing = 24

Q25: Do you currently have a regular dentist who accepts Dental Wellness Plan insurance?

	DWP	Medicaid	Total
Yes	788 (54.8)	841 (63.8)	1629 (59.1)
No, I tried but could not find one	191 (13.3)	246 (18.7)	437 (15.9)
No, I have no tried to find one	459 (31.9)	232 (17.6)	691 (25.1)
Total Responding	1438	1319	2757

Missing = 29

Q26: Is your current regular dentist the same person who was your regular dentist before you joined the Dental Wellness Plan?

	DWP	Medicaid	Total
Yes	367 (47.0)	320 (38.2)	687 (42.5)
No, I had a different regular dentist before joining the Dental Wellness Plan	184 (23.6)	179 (21.4)	363 (22.4)
I did not have a regular dentist before joining the Dental Wellness Plan	230 (29.4)	337 (40.3)	567 (35.1)
Total Responding	781	836	1617

Missing = 1169

Q27: How easy was it for you to change from your previous regular dentist to a dentist in the Dental Wellness Plan?			
	DWP	Medicaid	Total
Very easy	94 (51.6)	85 (48.3)	179 (50.0)
Somewhat easy	56 (30.8)	50 (28.4)	106 (29.6)
Somewhat difficult	21 (11.5)	26 (14.8)	47 (13.1)
Very difficult	11 (6.0)	15 (8.5)	26 (7.3)
Total Responding	182	176	358

Missing = 2428

Q28: Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, how easy was it for you to find a regular dentist who accepts Dental Wellness Plan?			
	DWP	Medicaid	Total
0	22 (5.4)	49 (9.5)	71 (7.7)
1	8 (2.0)	21 (4.1)	29 (3.1)
2	19 (4.7)	40 (7.8)	59 (6.4)
3	23 (5.6)	38 (7.4)	61 (6.6)
4	11 (2.7)	31 (6.0)	42 (4.6)
5	32 (7.8)	57 (11.1)	89 (9.6)
6	24 (5.9)	29 (5.6)	53 (5.7)
7	29 (7.1)	41 (8.0)	70 (7.6)
8	61 (15.0)	37 (7.2)	98 (10.6)
9	34 (8.3)	35 (6.8)	69 (7.5)
10	145 (35.5)	137 (26.6)	282 (30.6)
Total Responding	408	515	923

Missing = 1863

Q29: How often does your regular dentist listen carefully to you?			
	DWP	Medicaid	Total
Never	8 (1.0)	21 (2.5)	29 (1.8)
Sometimes	58 (7.4)	98 (11.7)	156 (9.7)
Usually	172 (22.1)	221 (26.4)	393 (24.3)
Always	542 (69.5)	496 (59.3)	1038 (64.2)
Total Responding	780	836	1616

Missing = 1170

Q30: How often does your regular dentist explain things in a way that is easy to understanding?			
	DWP	Medicaid	Total

Never	7 (0.9)	12 (1.4)	19 (1.2)
Sometimes	36 (4.6)	64 (7.6)	100 (6.2)
Usually	167 (21.5)	214 (25.6)	381 (23.6)
Always	568 (73.0)	547 (65.4)	1115 (69.0)
Total Responding	778	837	1615

Missing = 1171

Q31: How often does your regular dentist treat you with courtesy and respect?			
	DWP	Medicaid	Total
Never	1 (0.1)	7 (0.8)	8 (0.5)
Sometimes	34 (4.4)	50 (6.0)	84 (5.2)
Usually	99 (12.7)	139 (16.6)	238 (14.7)
Always	643 (82.8)	641 (76.6)	1284 (79.6)
Total Responding	777	837	1614

Missing = 1172

Q32: How often does your regular dentist spend enough time with you?			
	DWP	Medicaid	Total
Never	16 (2.1)	25 (3.0)	41 (2.5)
Sometimes	57 (7.3)	111 (13.3)	168 (10.4)
Usually	196 (25.2)	233 (27.9)	429 (26.6)
Always	508 (65.4)	466 (55.8)	974 (60.4)
Total Responding	777	835	1612

Missing = 1174

Q33: Using any number from 0 to 10, where 0 is the worst regular dentist possible and 10 is the best regular dentist possible, how would you rate your current regular dentist?			
	DWP	Medicaid	Total
0	6 (0.8)	10 (1.2)	16 (1.0)
1	3 (0.4)	7 (0.8)	10 (0.6)
2	6 (0.8)	16 (1.9)	22 (1.4)
3	8 (1.0)	14 (1.7)	22 (1.4)
4	9 (1.2)	18 (2.2)	27 (1.7)
5	33 (4.2)	50 (6.0)	83 (5.1)
6	25 (3.2)	45 (5.4)	70 (4.3)
7	53 (6.8)	71 (8.5)	124 (7.7)
8	118 (15.1)	114 (13.6)	232 (14.4)
9	133 (17.1)	163 (19.5)	296 (18.3)
10	386 (49.5)	328 (39.2)	714 (44.2)
Total Responding	780	836	1616

Missing = 1170

Q34: In the last 6 months, have you gone to a hospital emergency room for a dental problem?			
	DWP	Medicaid	Total
Yes	24 (1.7)	77 (5.9)	101 (3.7)
No	1411 (98.3)	1239 (94.1)	2650 (96.3)
Total Responding	1435	1316	2751

Missing = 35

Q35: 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 were available at the time?			
	DWP	Medicaid	Total
Yes	20 (87.0)	68 (89.5)	88 (88.9)
No	3 (13.0)	8 (10.5)	11 (11.1)
Total Responding	23	76	99

Missing = 2687

Q36: What was the main reason you did not go to a dentist's office or clinic for this care? Please check only one.			
	DWP	Medicaid	Total
I could not find a dentist's office or clinic in my area that accepted my insurance	2 (10.0)	18 (29.0)	20 (24.4)
I had to wait too long for an appointment with the dentist's office or clinic	1 (5.0)	18 (29.0)	19 (23.2)
I had transportation problems getting to a dentist's office or clinic	1 (5.0)	4 (6.5)	5 (6.1)
A dentist's office or clinic was not open when I needed care	14 (70.0)	16 (25.8)	30 (36.6)
Some other reason	2 (10.0)	6 (9.7)	8 (9.8)
Total Responding	20	62	82

Missing = 2704

Q37: Did you know there were 3 levels of coverage in the Dental Wellness Plan?			
	DWP	Medicaid	Total
Yes	370 (25.8)	*	370 (25.8)
No	1066 (74.2)	*	1066 (74.2)
Total Responding	1436	*	1436

Missing = 1350

Q38: How did you learn about the three levels of coverage? Please check all that apply.			
	DWP	Medicaid	Total
My dentist	142 (39.3)	*	142 (39.3)
Materials I received from my dental insurance company	245 (67.9)	*	245 (67.9)
Some other method	12 (3.3)	*	12 (3.3)
Total Responding	361	*	361

Missing = 2425

Q39: Which level of coverage are you currently in?			
	DWP	Medicaid	Total
Core Benefits	143 (39.3)	*	143 (39.3)
Enhanced Benefits	57 (15.7)	*	57 (15.7)
Enhanced Plus Benefits	50 (13.7)	*	50 (13.7)
Don't know/Not sure	114 (31.3)	*	114 (31.3)

Total Responding	364	*	364
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Missing = 2422

Q40: The 3 levels of coverage are an effective way to reward people who return for regular checkups.

	DWP	Medicaid	Total
Strongly agree	401 (27.8)	*	401 (27.8)
Agree	607 (42.4)	*	607 (42.4)
Disagree	82 (5.7)	*	82 (5.7)
Strongly disagree	49 (3.2)	*	49 (3.2)
Don't know/Not sure	301 (20.9)	*	301 (20.9)
Total Responding	1440	*	1440

Missing = 1346

Q41: The 3 levels of coverage will increase the likelihood that I return for regular checkups.

	DWP	Medicaid	Total
Strongly agree	422 (29.3)	*	422 (29.3)
Agree	612 (42.6)	*	612 (42.6)
Disagree	86 (6.0)	*	86 (6.0)
Strongly disagree	46 (3.2)	*	46 (3.2)
Don't know/Not sure	272 (18.9)	*	272 (18.9)
Total Responding	1438	*	1438

Missing = 1348

Q42: The 3 levels of coverage prevent me from getting the care I need when I need it.

	DWP	Medicaid	Total
Strongly agree	161 (11.3)	*	161 (11.3)
Agree	216 (15.1)	*	216 (15.1)
Disagree	394 (27.6)	*	394 (27.6)
Strongly disagree	176 (12.3)	*	176 (12.3)
Don't know/Not sure	479 (33.6)	*	479 (33.6)
Total Responding	1426	*	1426

Missing = 1360

Q43: The 3 levels of coverage will increase the likelihood that I take better care of my teeth and gums.

	DWP	Medicaid	Total
Strongly agree	320 (27.4)	*	320 (27.4)
Agree	587 (41.0)	*	587 (41.0)
Disagree	160 (11.2)	*	160 (11.2)
Strongly disagree	56 (3.9)	*	56 (3.9)
Don't know/Not sure	307 (21.5)	*	307 (21.5)
Total Responding	1430	*	1430

Missing = 1356

Q44/37: Thinking about all of the care that you or a dentist thought you needed in the last 6 months, did the Dental Wellness Plan/Medicaid cover what you needed to get done?

	DWP	Medicaid	Total
Yes	708 (50.0)	780 (59.8)	1488 (54.7)

No	220 (15.5)	215 (16.5)	435 (16.0)
Don't know/Not sure	488 (34.5)	309 (23.7)	797 (29.3)
Total Responding	1416	1304	2270

Missing = 66

Q45/38: What services did you need that were not covered? Please check all that apply.			
	DWP	Medicaid	Total
Tooth pulled (extraction)	52 (15.2)	61 (22.1)	113 (18.3)
Filling(s)	86 (25.1)	65 (23.6)	151 (24.4)
Root canal or other emergency dental care	36 (13.4)	46 (16.7)	92 (14.9)
Checkup and cleaning	90 (26.2)	63 (22.8)	153 (24.7)
Full dentures that replace all upper and/or lower teeth	37 (10.8)	30 (10.9)	67 (10.8)
Tooth replacements, such as bridges or partial dentures	66 (19.2)	78 (28.3)	144 (23.3)
Crowns/Caps	72 (21.0)	63 (22.8)	135 (21.8)
Braces	26 (7.6)	36 (13.0)	62 (10.0)
Other treatment	50 (14.6)	34 (12.3)	84 (13.6)
Total Responding	343	276	619

Missing = 2167

Q46/39: Did you pay for any of the non-covered dental services yourself?			
	DWP	Medicaid	Total
Yes	110 (17.6)	80 (17.3)	190 (17.5)
No	514 (82.4)	383 (82.7)	897 (82.5)
Total Responding	624	463	1087

Missing = 1699

Q47/40: What types of dental services did you pay for yourself? Please check all that apply.			
	DWP	Medicaid	Total
Tooth pulled (extraction)	23 (21.9)	16 (21.3)	39 (21.7)
Filling(s)	34 (32.4)	20 (26.7)	54 (30.0)
Root canal or other emergency dental care	11 (10.5)	6 (8.0)	17 (9.4)
Checkup and cleaning	43 (41.0)	30 (40.0)	73 (40.6)
Full dentures that replace all upper and/or lower teeth	3 (2.9)	5 (6.7)	8 (4.4)
Tooth replacements, such as bridges or partial dentures	4 (3.8)	6 (8.0)	10 (5.6)
Crowns/Caps	11 (10.5)	8 (10.7)	19 (10.6)
Braces	2 (1.9)	5 (6.7)	7 (3.9)
Other treatment	16 (15.2)	9 (12.0)	25 (13.9)
Total Responding	105	75	180

Missing = 2606

Q48: Have you received a phone call or other communication from a DWP care coordinator?
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	DWP	Medicaid	Total
Yes	149 (10.5)	*	149 (10.5)
No	1271 (89.5)	*	1271 (89.5)
Total Responding	1420	*	1420

Missing = 1366

Q49: What information did the DWP care coordinator discuss with you? Please check all that apply.			
	DWP	Medicaid	Total
Getting dental care after a visit to the Emergency Room	7 (5.2)	*	7 (5.2)
Finding a DWP dentist	61 (45.5)	*	61 (45.5)
Reminder to return for a regular checkup to become eligible for the next level of benefits	82 (61.2)	*	82 (61.2)
Other	11 (8.2)	*	11 (8.2)
Total Responding	134	*	134

Missing = 2652

Q50: How helpful was the information the DWP care coordinator discussed with you?			
	DWP	Medicaid	Total
Not at all helpful	4 (3.0)	*	4 (3.0)
A little helpful	21 (15.6)	*	21 (15.6)
Somewhat helpful	50 (37.0)	*	50 (37.0)
Very helpful	60 (44.4)	*	60 (44.4)
Total Responding	135	*	135

Missing = 2651

Q51/41: Using any number from 0 to 10, where 0 is the worst regular dentist possible and 10 is the best regular dentist possible, how would you rate the Dental Wellness Plan/Medicaid dental plan?			
	DWP	Medicaid	Total
0	37 (2.8)	57 (4.5)	94 (3.6)
1	16 (1.2)	23 (1.8)	39 (1.5)
2	29 (2.2)	36 (2.9)	65 (2.5)
3	34 (2.5)	48 (3.8)	82 (3.2)
4	50 (3.7)	45 (3.6)	95 (3.7)
5	252 (18.8)	177 (14.1)	429 (16.5)
6	109 (8.1)	102 (8.1)	211 (8.1)
7	198 (14.7)	156 (12.4)	354 (13.6)
8	225 (16.8)	172 (13.7)	397 (15.3)
9	140 (10.4)	129 (10.3)	269 (10.4)
10	253 (18.8)	309 (24.6)	562 (21.6)
Total Responding	1343	1254	2597

Missing = 189

Q52/42: Would you recommend the Dental Wellness Plan/Medicaid dental plan to others?			
	DWP	Medicaid	Total
Definitely yes	443 (32.5)	435 (34.7)	878 (33.6)
Probably yes	765 (56.2)	639 (51.0)	1404 (53.7)

Probably no	113 (8.3)	118 (9.4)	231 (8.8)
Definitely no	41 (3.0)	62 (4.9)	103 (3.9)
Total Responding	1362	1254	2616

Missing = 170

Q53/43: When you need to get dental care, what type of transportation do you use most often to get to your visit? Please choose only one answer.			
	DWP	Medicaid	Total
Personal vehicle (such as a car or truck)	1325 (92.1)	1192 (90.8)	2517 (91.5)
Bus travel	41 (2.9)	50 (3.8)	91 (3.3)
Other (such as a taxicab, bicycle, or walk)	72 (5.0)	71 (5.4)	143 (5.2)
Total Responding	1438	1313	2751

Missing = 35

Q54/44: Who usually drives? Please choose only one answer.			
	DWP	Medicaid	Total
I drive myself	1112 (84.3)	979 (82.5)	2091 (83.5)
Someone else (such as a friend, neighbor, or family) drives me	207 (15.7)	207 (17.5)	414 (16.5)
Total Responding	1319	1186	2505

Missing = 281

Q55/45: In the last 6 months, was there any time when you needed transportation to or from a dental visit but could not get it for any reason? Please choose only one answer.			
	DWP	Medicaid	Total
Yes	101 (7.0)	206 (15.6)	307 (11.2)
No	1335 (93.0)	1111 (84.4)	2446 (88.8)
Total Responding	1436	1317	2753

Missing = 33

Q56/46: In the last 6 months, 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	962 (67.0)	766 (58.3)	1738 (62.8)
A little	223 (15.5)	229 (17.4)	452 (16.4)
Somewhat	138 (9.6)	157 (11.9)	295 (10.7)
A great deal	113 (7.9)	163 (12.4)	276 (10.0)
Total Responding	1436	1315	2751

Missing = 35

Q57/47: Would you describe yourself as someone who visits the dentist...			
	DWP	Medicaid	Total
Regularly (at least once a year)	661 (45.6)	523 (39.8)	1184 (42.9)
Occasionally	248 (17.1)	299 (22.8)	547 (19.8)

Rarely/Only when you have a problem	539 (37.2)	492 (37.4)	547 (19.8)
Total Responding	1448	1314	2762

Missing = 24

Q58/48: In general, how would you rate the overall condition of your teeth and gums?			
	DWP	Medicaid	Total
Excellent	115 (8.0)	62 (4.7)	177 (6.4)
Very good	333 (23.1)	231 (17.5)	564 (20.4)
Good	472 (32.8)	445 (33.8)	917 (33.2)
Fair	304 (21.2)	374 (28.4)	678 (24.6)
Poor	217 (15.1)	206 (15.6)	423 (15.3)
Total Responding	1441	1318	2759

Missing = 27

Q59/49: Compared to when you joined the Dental Wellness Plan/Medicaid, would you say your overall dental health is:			
	DWP	Medicaid	Total
Much better	227 (16.3)	248 (19.0)	475 (17.6)
Somewhat better	201 (14.4)	242 (18.6)	443 (16.4)
About the same	853 (61.2)	659 (50.5)	1512 (56.1)
Somewhat worse	89 (6.4)	102 (7.8)	191 (7.1)
Much worse	23 (1.7)	53 (4.1)	76 (2.8)
Total Responding	1393	1304	2697

Missing = 89

Q60/50: How often during the last 6 months have you had painful aching anywhere in your mouth?			
	DWP	Medicaid	Total
Never	723 (50.2)	490 (37.0)	1213 (43.9)
Sometimes	566 (39.3)	599 (45.2)	1165 (42.1)
Usually	106 (7.4)	146 (11.0)	252 (9.1)
Always	44 (3.1)	91 (6.9)	135 (4.9)
Total Responding	1439	1326	2765

Missing = 21

Q61/51: 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	776 (53.7)	654 (49.6)	1430 (51.7)
1-5	397 (27.5)	466 (35.3)	863 (31.2)
6 or more but not all	196 (13.6)	152 (11.5)	348 (12.6)
All	76 (5.3)	47 (3.6)	123 (4.5)
Total Responding	1445	1319	2764

Missing = 22

Q62/52: How do you rate your own feelings toward dental treatment?			
	DWP	Medicaid	Total

Not at all afraid	669 (46.5)	543 (41.1)	1212 (43.9)
A little afraid	376 (26.1)	295 (22.3)	671 (24.3)
Somewhat afraid	235 (16.3)	249 (18.9)	484 (17.5)
Very afraid	89 (6.2)	129 (9.8)	218 (7.9)
Terrified	71 (4.9)	104 (7.9)	175 (6.3)
Total Responding	1440	1320	2760

Missing = 26

Q63/53: In general would you say your overall physical health is:			
	DWP	Medicaid	Total
Excellent	187 (12.9)	105 (7.9)	292 (10.5)
Very good	440 (30.4)	357 (27.0)	797 (28.7)
Good	573 (39.5)	559 (42.4)	1132 (40.8)
Fair	205 (14.1)	246 (18.6)	451 (16.3)
Poor	44 (3.0)	57 (4.3)	101 (3.6)
Total Responding	1449	1324	2773

Missing = 13

Q64/54: 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	448 (31.2)	497 (37.7)	945 (34.3)
No	987 (68.8)	833 (62.3)	1809 (65.7)
Total Responding	1435	1319	2754

Missing = 32

Q65/55: In general would you say your overall mental or emotional health is:			
	DWP	Medicaid	Total
Excellent	347 (24.0)	224 (16.9)	571 (20.6)
Very good	435 (30.1)	377 (28.5)	812 (29.3)
Good	441 (30.5)	417 (31.5)	858 (31.0)
Fair	176 (12.2)	232 (17.5)	408 (14.7)
Poor	47 (3.3)	73 (5.5)	120 (4.3)
Total Responding	1446	1323	2769

Missing = 17

Q66/56: Have you smoked at least 100 cigarettes in your entire life?			
	DWP	Medicaid	Total
Yes	723 (49.9)	832 (62.9)	1555 (56.1)
No	727 (50.1)	491 (37.1)	1218 (43.9)
Total Responding	1450	1323	2773

Missing = 13

Q67/57: Do you now smoke cigarettes or use tobacco every day, some days, or not at all?			
	DWP	Medicaid	Total
Every day	405 (27.9)	470 (35.5)	875 (31.5)
Some days	122 (8.4)	162 (12.2)	284 (10.2)

Not at all	923 (63.7)	692 (52.3)	1615 (58.2)
Total Responding	1450	1324	2774

Missing = 12

Q68/58: 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	340 (23.5)	353 (26.7)	693 (25.0)
No	1107 (76.5)	969 (73.3)	2076 (75.0)
Total Responding	1447	1322	2769

Missing = 17

Q69/59: 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	565 (39.0)	472 (35.7)	1037 (37.4)
Sometimes	586 (40.5)	539 (40.8)	1125 (40.6)
Usually	175 (12.1)	179 (13.5)	354 (12.8)
Always	122 (8.4)	132 (10.0)	254 (9.2)
Total Responding	1448	1322	2770

Missing = 16

Q70/60: 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	677 (47.8)	533 (41.3)	1210 (44.7)
Up to 1 can/day	342 (24.2)	307 (23.8)	649 (24.0)
2 cans/day	195 (13.8)	203 (15.7)	398 (14.7)
3-5 cans/day	145 (10.2)	182 (14.1)	327 (12.1)
6-12 cans/day	51 (3.6)	57 (4.4)	108 (4.0)
More than 12 cans/day	5 (0.4)	7 (0.5)	12 (0.4)
Total Responding	1415	1289	2704

Missing = 82

Q71/61: What is your age?			
	DWP	Medicaid	Total
19-24	257 (17.7)	161 (12.1)	418 (15.0)
25-34	346 (23.8)	521 (39.3)	867 (31.2)
35-44	293 (20.1)	430 (32.4)	723 (26.0)
45-54	275 (18.9)	171 (12.9)	446 (16.0)
55-64	284 (19.5)	43 (3.2)	327 (11.8)
Total Responding	1455	1326	2781

Missing = 5

Q72/62: What is your gender?			
	DWP	Medicaid	Total
Male	531 (36.5)	191 (14.4)	722 (26.0)

Female	919 (63.2)	1133 (85.4)	2052 (73.8)
Other	3 (0.2)	2 (0.2)	5 (0.2)
Total Responding	1453	1326	2779

Missing = 7

Q73/63: Are you currently...			
	DWP	Medicaid	Total
Married or in a marriage-like relationship	547 (37.9)	619 (46.8)	1166 (42.2)
Divorced	298 (20.7)	260 (19.7)	558 (20.2)
Widowed	38 (2.6)	22 (1.7)	60 (2.2)
Separated	59 (4.1)	93 (7.0)	152 (5.5)
Never married and not in a marriage-like relationship	501 (34.7)	329 (24.9)	830 (30.0)
Total Responding	1443	1323	2766

Missing = 20

Q74/64: What best describes your current employment status?			
	DWP	Medicaid	Total
Employed full time	466 (32.4)	216 (16.6)	682 (24.9)
Employed part time	383 (26.6)	263 (20.3)	636 (23.6)
Out of work for less than 1 year	122 (8.5)	125 (9.6)	247 (9.0)
Out of work for 1 year or more	178 (12.4)	229 (17.6)	407 (14.9)
Homemaker	95 (6.6)	340 (26.2)	435 (15.9)
Student	129 (9.0)	116 (8.9)	245 (9.0)
Retired	66 (4.6)	9 (0.7)	75 (2.7)
Total Responding	1439	1298	2737

Missing = 49

Q75/65: On How many children under age 18 live in your household?			
	DWP	Medicaid	Total
Mean/SD/Range	1.66/2.33/1-24	1.55/2.03/1-12	1.65/2.29/1-24

Missing = 58

Q76/66: What is the highest grade or level of school that you have completed?			
	DWP	Medicaid	Total
8 th grade or less	34 (2.4)	24 (1.8)	58 (2.1)
Some high school, but did not graduate	104 (7.2)	138 (10.4)	242 (8.8)
High school graduate or GED	511 (35.5)	457 (34.6)	968 (35.0)
Some college or 2-year degree	582 (40.4)	576 (43.6)	1158 (41.9)
4-year college graduate	137 (9.5)	86 (6.5)	223 (8.1)
More than 4-year college degree	73 (5.1)	41 (3.1)	114 (4.1)

Total Responding	1441	1322	2763
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Missing = 23

Q77/67: What is your race or origin? Please check all that apply.			
	DWP	Medicaid	Total
American Indian/Alaska Native	31 (2.2)	42 (3.2)	73 (2.6)
Asian	41 (2.9)	22 (1.7)	63 (2.3)
Black/African American	79 (5.5)	139 (10.5)	218 (7.9)
Hispanic/Latino	75 (5.2)	66 (5.0)	141 (5.1)
Middle Eastern/North African	6 (0.4)	3 (0.2)	9 (0.3)
Native Hawaiian or other Pacific Islander	4 (0.3)	7 (0.5)	11 (0.4)
White	1250 (87.0)	1105 (83.8)	2355 (85.4)
Other race or origin	11 (0.8)	17 (1.3)	28 (1.0)
Total Responding	1437	1319	2756

Missing = 30

Q78/68: Did someone help you complete this survey?			
	DWP	Medicaid	Total
Yes	71 (4.9)	32 (2.4)	103 (3.7)
No	1369 (95.1)	1291 (97.6)	2660 (96.3)
Total Responding	1440	1323	2763

Missing = 23

Q79/69: How did that person help you? Please check all that apply.			
	DWP	Medicaid	Total
Read the questions to me	25 (36.2)	17 (56.7)	42 (42.4)
Wrote down the answers I gave	23 (33.3)	12 (40.0)	35 (35.4)
Answered the questions for me	22 (31.9)	5 (16.7)	27 (27.3)
Translated the questions into my language	8 (11.6)	8 (26.7)	16 (16.2)
Helped in some other way	7 (10.1)	3 (10.0)	10 (10.1)
Total Responding	69	30	99

Missing = 2687

Appendix 3: Consumer Comments

Dental Wellness Plan

Problems with access to providers	
1.	Would like to see more dentists take it. Was only easy for him to find dentist from pediatric dentist because mom already had. She is not very professional and sometimes makes rude comments. Talks a lot about herself. Only other dentist is XXXXXXXXXXX XXXXXX XXXXXX and if I had to go there I just wouldn't go. They are very rough and our whole family all the way down to the 3 year old love teeth cleaning.
2.	Would like more dentist in my area. I have not gone to the dentist in the last 6 months, because I have to chose a new one. My regular dentist doesn't accept this plan.
3.	While looking for a dentist that accepts DWP, several dental offices told me that they used to accept DWP but no longer do because it is near impossible to comply with their extremely strict rules. When I found a dentist that both accepts DWP and new patients, they told me I had 2 cavities that needed to be filled soon or they would get worse and cause problems. But they also said DWP wouldn't pay for them in my first 6 months since I had no pain caused by them. So I'm waiting and praying. The 3 level coverage is ridiculous.
4.	We need more local doctors in the area.
5.	We are unable to find a dentist that takes Medicare. Sorry for spelling. We do not want to go to People's Clinic so if you know of any dentist that takes this insurance please reach out to me ASAP! My sister needs her wisdom teeth pulled.
6.	Trouble getting job because of work injuries from previous job. Companies don't want to chance me getting re-injured on their payroll so they won't have to pay the workman's comp. I think your dental plan is ok for me, except the dentist I tried wouldn't accept insurance. I gave up and treat my problems however I can.
7.	Took over 50 hours phone time to find participating dentist. 2 hours travel to one. 2 months wait for apt. All called said do not accept or met quota for Medicaid patients. Some said State reimbursements totally inadequate. No book to look up participating doctors, not even at local DHS disposal. No clue how to answer these questions, finally got appointment.
8.	This is very frustrating. I had no idea of the levels of coverage. Now I have basic because there is no dentist in my area that take the State plan. I really want to take care of my teeth and can't.
9.	This is the worst plan ever. No one accepts and most offices don't even know what the covered benefits are.
10.	There is only one place in Sioux City who takes this insurance and I refuse to go there. They are med students and have already made many mistakes on my teeth. So I will not go there. And I didn't know about 3 levels of coverage until I was already in trouble. They need to explain that better at the beginning.
11.	There aren't any local dentists accepting new patients w/Medicaid plans.
12.	The Wellness Plan has been great about giving us coverage when we had nothing and has covered far more than I expected, but it is extremely difficult to find providers that accept the plan and I have never gotten any information about our coverage.
13.	The main obstacle to receiving any dental care in NW Iowa is that, to my knowledge, there is not a dentist in a 60-90 mile radius that accepts any Medicaid patients. Thankfully, I have excellent teeth. But, I haven't had my teeth cleaned in well over 5 years due to costs of paying out of pocket.
14.	The greatest challenge is finding a dentist close to my home. I will need to travel 30 miles for my next dental check up and cleaning. Also would like to have a printed paper with dentists who are care providers in the program.
15.	The DWP staff has been very helpful. I do not like having to wait for a filling for 6 months in order to have it covered, that should be included with your initial visit. All in all this is an excellent program and I am happy it is available for my family. I do wish orthodontics could be made available for adults. It would also be nice if there was incentive for more dentists to participate, I was sad had to leave my regular dentist.
16.	The difficulty in finding and keeping a dentist who takes this plan is extremely high! I lost out on 2nd tier because the dentist I had stopped taking it. Now I can get fillings done but must wait another 6 months to get crowns and partials done through no fault of my own. I am under dentist orders to eat soft foods to avoid damaging newly fixed teeth and can not get the partials I need until crowns are done. I have only 2 teeth that come together for chewing purposes. One missing tooth is in front caused by a poor job by another dentist when on plan previously affects ability to get decent job and self esteem! Hoping this dentist will still be there and taking this insurance when I get to level 3 in Jan.
17.	That I am upset that my dentist stopped carrying this insurance. They stopped carrying because they were not getting paid by the insurance. The dentist is XXXXXX and XXXXXXXX in Waterloo, Iowa, now I have to find a new dentist.
18.	Thank you for finding out this survey. It is good to know I'm not the only one who is possibly having problems! Over the past year, I have made countless attempts at an appointment (well over 20). Never to any avail. I could never find anyone who would take my insurance, even when I contacted providers off of the DWP webpage. I also contacted my insurance for a packet of providers who would accept my insurance, waited two weeks, and when I received the packet, there was not one dental provider! I apologize for not getting this to you sooner. I have had a few "life issues" come up unexpectedly that I could not have planned for. I just hope this finds you in enough time to still be put to use! Thanks again.
19.	Still waiting for my dentist to call me about filling 3 teeth he already filled.
20.	Sorry, I already complained earlier. First of all, I've had trouble finding a dentist because I wasn't aware (until June) that my dental was Delta Dental and not Ameri-health Caritas. Secondly, I understand the reward system is meant to condition patients into complying with health care recommendations, but it will backfire in some cases. I have large fillings that could probably fall out before the 6 months waiting period for the next level of coverage. So you're creating emergency cases that don't need to be emergent. I have no solution to this problem. Just felt like complaining. P.S.: I realize the solution is to take care of my teeth and not put me or my dental providers in that situation in the first place.

21.	Only found one dentist in Lemars who accepts Delta Dental and he has a terrible record. Just got vehicle fixed so can go to Sioux City for a dentist.
22.	Not only is it difficult to find dentists that accept my insurance but the quality of care is poor. They treat you like sheep and rush you in and out. Got a partial after 10 visits the item was still not usable at Southside Dental in DM IA. Very poor quality work.
23.	No dentists!
24.	No dentist likes taking Title 19. I drive 45 minutes away from home every time.
25.	Needs to cover my regular dentist!
26.	Need more dentists to accept new patients!
27.	My son needed braces urgently but it seems most orthodontist don't take Dental Wellness Plan (Medicaid). I have visited more than 10 orthodontist but no one takes Medicaid. My dentist did not refer me to any orthodontist but instead he gave me a letter to look for one on my own. Now it's 3 months with no success. Are braces covered by Dental Wellness (Medicaid)?
28.	My dentist only accepted this plan because I was already a patient, but he would not have accepted me as a new patient with this plan. It is difficult to find a dentist who will accept new patients with this plan.
29.	My dentist just left the office I go to and no one else in his office accepts the Iowa Wellness. Now I've been prepped for a crown and I have to wait to progress into enhanced benefits to cover the crown and find another dentist. I don't like that not many people accept the insurance.
30.	Make it easier for more dentist to be able to accept the Wellness insurance, mine does not. And I won't go to the ones that do.
31.	Lucky for me, my dentist "grand mothered" me in when the insurance switched from Medicaid to DWP, and I am very grateful to receive top notch care. My husband and for whatever reason was not allowed to continue his care with his dentist after the switch. He's had a very difficult time finding any dentist who accepts DWP other than the XX XXXXXX. Due to this lack of experienced dentists willing to accept this insurance he has not had proper dental care since the transition. This is very frustrating and hopefully can be resolved soon. Thank you for accepting feedback.
32.	Like to find a regular dentist that can do crown without having to drive to Iowa City. Someone locally.
33.	Just got a letter in the mail from my dentist that as of Jan. 2017 they will no longer be accepting Delta Dental.
34.	It's hard to find dentists in the area that will accept the Dental Wellness Plan. Especially when you are someone who is in great need of dental work. It would be helpful if it was put into a list of the dentists that accept this plan.
35.	It would have been nice to know about the 3 levels before. And easier to find a dentist that not only will accept Dental Wellness but is also accepting new patients.
36.	It would be nice if places in my home town would accept it. It's so far for my kids and I to drive. We can't afford the gas.
37.	It would be nice if all dentists participated in this program. Since my dentist doesn't participate I need to find a different dentist.
38.	It was very, very difficult for me to find a dentist who was accepting new patients and also accepts the Dental Wellness Plan. I have to drive a half hour to my dental office. When I get there, the dentist looks at my teeth for two minutes, paints some fluoride on them, and sends me off. I feel like he is only seeing me for the government paycheck, yet I hesitate to search for a new, better dentist because of how difficult it was to find this poor excuse for one. When I lived in Wisconsin, I was able to see the regular dentist I had from before I went on Medicaid when I made the switch over, still received excellent dental care, and had all services covered except oral cancer screenings (I have not even been offered an x-ray here, yet alone an oral cancer screening). The Dental Wellness Plan is only slightly better than having no dental coverage at all.
39.	It has been extremely hard to find a Dental Wellness provider in the rural IA area. Honestly I would rather pay out of pocket to go to a dentist near me in town rather than driving hours for a Dental Wellness provider and miss work. But even in the small towns the waitlist to be seen at the dentist is at least 6 months or longer. And that's when paying out of pocket because there are no available dentists taking new Iowa Wellness pts.
40.	Initially looking for a dentist was difficult. I contacted several that accepted the plan, but stated they were full on their member quota. In the end, I went to the public health clinic to receive my dental care.
41.	If you want to pull a tooth that is bad such as molar. Maybe sew up the hole mandatory so as to not have dry socket for a month - pain! Could not follow up after extraction, Iowa City is 100 miles away and I don't have drivers license.
42.	If we could get more dentists in Mason City, Iowa or closer to Mason City.
43.	If I could find a dentist that works nights or weekends I would have likely been there. Work too many hours to fit one into my schedule.
44.	I'VE TRIED CALLING EVERY DENTIST IN MY AREA AND AROUND MY AREA AND STILL NOTHING AROUND. . AT MY LAST APPOINTMENT 11 CAVITIES WERE FOUND. NEED A DENTIST BADLY.
45.	I'm fairly new and most dentists won't take it. Had to make appointments at XX XXXXXX XXXXXX way too many appointments but it's the only place I can go. I went to a dentist in Marshalltown and she could only pull 1 tooth because that's all the coverage could do. So I passed on her, she sent me to IA City. It's so hard for me to travel that far.
46.	I would like to know how to find out the dentist who accept this insurance. Thank you.
47.	I would like to have options for dentists to accept the dental plan. I called all the dentists on Google listed in Ames and no one took the plan.
48.	I would like to get full dentures but have no idea of where to go that is close to the town I live in Perry Iowa that accepts the dental plan. It becomes discouraging. So I stopped looking.
49.	I would like to find a dentist that is somewhat close to where I live as I don't have a lot of extra funds for transportation to get to and from appointments.
50.	I would like to find a dentist in my area.

51.	I wish my regular dentist took this insurance. I can't find a dentist that takes this government insurance. Every where I go they tell me they don't take this Delta Dental and I need a lot of dental work done.
52.	I wish more dentists offered DWP in my area so I wouldn't have to drive so far. But that's up to them I guess. What are they afraid of? Thank you for the \$2.00.
53.	I wish more dentists in town would take this dental plan insurance because the dentist I want to go to doesn't and the only one that does, besides the XXXXXXXXXX XXXXXXX, was kind of rough. They were nice but they just cleaned my teeth and made me bleed more than I ever have at a dentist cleaning.
54.	I went to the website to find a dentist. Went to his office to make an appointment. Things were going good until I said my insurance plan. I was told they were not taking new people with Iowa Dental Wellness Plan now. Come back 3-4 months. Have not looked any more nice to have but I feel it's going to be hard to find someone to go to.
55.	I use to go every 6 months to dentist but had to change due to my dentist not taking ins. and no one around with openings. Afraid my teeth will go bad! Would be nice if when you called looking your would know who has openings and who doesn't spend 2 hours looking all over for dentist calling back and forth no luck I'm a college student on a budget and my mom is the same way!
56.	I think it could be a great program. The biggest problem is that the good dentists that will do the major work with sedation, like I need done, will not take my insurance. So still 5 months later I still need a root canal and no one will do what I need done.
57.	I struggle finding a dentist so I called United Health Care, they got me all situated. Also the Dental Wellness Plan is an amazing thing! Thanks again for selecting me for this survey.
58.	I haven't tried to find a dentist because I have been told there aren't any dentists accepting Delta Wellness Plan members at this time.
59.	I haven't found a dentist that was taking on new patients that wasn't an HR or more drive from me so I have continued to use my own dentist and not the Dental Wellness Plan. Wish my dentist participated as it would be helpful.
60.	I have very poor teeth! Some cracked and broken off, very painful. I called all around Mason City area and "did not" find a dentist who would accept Delta Dental. I've need to have a tooth pulled for the last 6 months. Is there a plan in Iowa City that I can check into? 4 years ago I went to XXXXX XXXXXX in Mason City. They quoted me almost \$3,000 to fix my teeth. I filled out application for a pay plan and was denied. My heart doctor told me I would die because of my teeth before anything else that bad!
61.	I have the Dental Wellness Plan but I am not able to use it. The dentist that I have been seeing for 30 years doesn't take the Wellness because of how they get reimbursed. I have to purchase insurance to cover my visits every six months. They have told me that it ends up costing them to do the Wellness Plan.
62.	I have heard that Medicaid now covers dental, though I have also heard it is not easy finding a dentist who will accept it. I haven't tried. I have not been to the dentist in around a year because of this.
63.	I have 6 unfilled cavities that I can not afford to fill at this time. This plan is good if you don't have many teeth issues but if you have a lot of teeth issues it can be bad. The tier system does not accommodate for cavities.
64.	I don't know how to find a primary dental provider but I would like my old dentist back I think. Because I don't have one and I haven't needed care. I have not used dental plan at all yet.
65.	I don't believe I have took my kids to the dentist since they have changed insurance and I don't go to the dentist because I can never find any dentist that would take our old insurance.
66.	I believe this plan to be very beneficial for many people. The downfall to this plan is that very few, genuinely good dentists accept this coverage. Therefore, the doctors that do tend to be overcrowded and do not seem to focus on you as a patient. They seem to not care to build a relationship with their clients.
67.	I appreciated the availability of the Dental Wellness Plan but I have to pay for dental services out of pocket to get them done (so in my case, I have to take out student loans to pay for them or use a credit card) because my insurance would only pay for 1 filling every six months and only covers the worst dentists in the area. It has been hard to find a provider and when I did the office took forever to schedule appointments and told me I could not get thru.
68.	I am very upset that my regular dentist does not participate in this plan. I do not want to find a new dentist. It has been hard to find one.
69.	I am really unsure about the plan itself. I am not sure what's covered, what isn't. And I find it very hard to find a dentist who will accept the Wellness Plan.
70.	I am not sure what this plan is. I had to purchase my own dental insurance. There isn't a dentist that takes Medicaid or Medicare in town so I usually have to pay out of pocket on a limited income.
71.	How do I find a dentist that accepts my insurance without calling everyone?
72.	Hard to find providers. Things are not covered. Getting approval for procedures.
73.	Finding a dentist that accepts the insurance without having a 6 month plus wait for a first appt has been difficult.
74.	Can not find a dentist in my area that accepts this insurance.
75.	By Q28: My current dentist was the same I had on Iowa Medicaid. However, I had a very hard time finding them. After calling every place in the nearest town, I called DHS. The only reason they could help is their daughter used a Medicaid dentist in another town, somewhat nearby.
76.	Being in college made it difficult to find a dentist since I was in an unfamiliar city.
77.	A lot of dentist in my area do not take this dental and my original dentist doesn't take it, and I would prefer to stay with someone I trust.
78.	A lot of dentist don't take Delta Dental Plan.

Negative comments about coverage	
1.	Yes, not necessarily in my case, but in many others that I can think of, a six to 12 month period of wait is too long, otherwise the insurance plan in my eyes is very good.
2.	Yes, I think you need to combine enhanced benefits (2) and enhanced benefits plus (3) because I needed partial dentures so as to help with my mental and emotional state of mind, the lack of teeth can play on a person's psychological state of mind, and also helps to consume food better for digestion! Types of food you cannot eat without teeth.
3.	Would be happier if insurance would cover braces, or at least part of the cost.
4.	While looking for a dentist that accepts DWP, several dental offices told me that they used to accept DWP but no longer do because it is near impossible to comply with their extremely strict rules. When I found a dentist that both accepts DWP and new patients, they told me I had 2 cavities that needed to be filled soon or they would get worse and cause problems. But they also said DWP wouldn't pay for them in my first 6 months since I had no pain caused by them. So I'm waiting and praying. The 3 level coverage is ridiculous.
5.	While I understand the intention behind the 3 tiered coverage, it was poorly thought out and surely does more harm than good. Imagine my surprise (as a first year medical student) to learn that in fact, I'd have to wait at least 6 months to fill 4 cavities (the only 4 I've ever had) at my first visit. How can this stipulation be overlooked or trumped by encouraging patients to come to the dentist (which I do not think works anyway, most patients have little to no idea tiers even exist in the plan)? It is a basic human right to receive health care when the means exist to provide it. Luckily I have loaned money so I paid out of pocket for 4 fillings. Think of the patients who have to return home, and let their cavities (or other conditions) worsen for 6 months, how absurd, and embarrassing.
6.	When I went to make my 6 month wellness dental checkup I had to wait 6 months because they had only a fill in dentist at time. When I finally got my appt I had 5 cavities and couldn't get in till 6 months later to fill those 5 cavities. I had some sharp teeth I wanted filed that day that takes 5 minutes, he said they were short handed and couldn't do it and would do it when they filled my cavities so I have to wait those 6 months; with discomfort from sharp teeth rubbing on tongue, 6 months is too long, could develop root canal from cavity by then.
7.	We spent over 5,000 last year out of pocket; go to our dentist regularly but now we are having to wait to get a crown. I have to wait 6 months to even find out if the pre authorization is accepted because am new to Delta Dental. I had a root canal done to the tooth that needs a crown so now a good portion of my tooth broke off. I feel if I can prove I go regularly I shouldn't have to wait. It just caused unnecessary damage.
8.	Waiting 18 months to get my non-emergency (per Delta insurance) cracked tooth and repair a prior crown is very extreme considering the pain it causes me to eat and sometimes talk.
9.	This is very frustrating. I had no idea of the levels of coverage. Now I have basic because there is no dentist in my area that take the State plan. I really want to take care of my teeth and can't.
10.	This entire system is ridiculous. I have a college degree and find it hard to negotiate. It prevents people from accessing good services for themselves or their children. A person who has a serious illness or a low functioning skills level may not have what it takes to advocate for services. I am still waiting on approval for over 3 months post root canal.
11.	They refused to pay for my daughters braces, something about a point system. She didn't meet their levels high enough. She had fangs coming in way too high plus overbite and not aligned. I had to cash in some of my retirement fund to help pay for it. They said it was too cosmetic for them to pay.
12.	There is only one place in Sioux City who takes this insurance and I refuse to go there. They are med students and have already made many mistakes on my teeth. So I will not go there. And I didn't know about 3 levels of coverage until I was already in trouble. They need to explain that better at the beginning.
13.	the insurance would cover my appointment but would not help with cost of my teeth or denture care.
14.	The insurance is very slow to respond. I have now had the dental insurance for over a year and done all my regular visits and they still went cover my crown.
15.	The Dental Wellness Plan will delay treatment for me unnecessarily; when compared with other States what is designed to encourage visits to the dentist will more than likely result in people waiting to have work done; is unfair and even possibly illegal when no coverage is offered; factor in the long delays to be seen and short hours and hard to find and get to dentist; having to schedule an appointment months in advance what if you can't make because it is planned so far in advance.
16.	The Dental Wellness Plan is pretty good, but I would appreciate it a lot more if I could use it for help paying for my braces. The cost of braces are \$5,000-7,000 and I will continue to have terrible crowding in my teeth without braces, it is very hard to floss and I get a lot of plaque build up in the crowded parts of my teeth. Thank you for listening/reading.
17.	Sorry, I already complained earlier. First of all, I've had trouble finding a dentist because I wasn't aware (until June) that my dental was Delta Dental and not Ameri-health Caritas. Secondly, I understand the reward system is meant to condition patients into complying with health care recommendations, but it will backfire in some cases. I have large fillings that could probably fall out before the 6 months waiting period for the next level of coverage. So you're creating emergency cases that don't need to be emergent. I have no solution to this problem. Just felt like complaining. P.S.: I realize the solution is to take care of my teeth and not put me or my dental providers in that situation in the first place.
18.	Sometimes it's hard to get things covered when needed because on the coverage tier.
19.	Some people have mental illness' that causes them to stray from the plan, which makes it hard to cooperate with the 3 levels of Dental Wellness Plan. I do, sincerely, appreciate the help, though. Thank you, a thousand times!
20.	Since being on DWP I have had all my teeth pulled and now have upper and lower dentures. Everything has been great except for the lower denture that will not stay in place because of my lower jaw bone. My dentist says I need like 4 pins or clips drilled into my lower jaw to hold my new denture, but that it is not covered by DWP. Seems a waste to me to have new teeth and can't wear them. I can't afford that expense if you're going to go, go 100%.
21.	Should allow pt to get all fillings done at same time.
22.	Please make it easier for people to get stitches. I could not afford them and had to wait almost a month to get my teeth out, and it made me really sick from infection and caused me to miss work and I already have a hard enough time paying for things.

23.	paid over \$3000 for wisdom teeth to be pulled and now I have credit. Could have used that money to get to appts. Whats insurance for if it wont cover extractions that are needed.
24.	Overall Dental Wellness Plan is good, I just hate you have to wait to get to the next levels to get work done.
25.	Other States do not force people to earn health care benefits. Iowa and Iowans should be ashamed this is not simply about dental but about medical as well. This is another way of maintaining the status quo, wake up! The good old boys need to be stopped in this State, or else you'll just have old people and no young people to support them through tax revenue, hell-looo!
26.	On the first visit for patients should be given services due like tooth extractions, and other services that the patient sees emergent than waiting for 6 months.
27.	Not due to the 3 tier plan. My dentist did not remove all teeth needed for my dentures and partial so I continue to have pain every day. I am in process of finding a new dentist because he also messed up my fiance's dentures and refuses to fix them, so we have filed small claims against him.
28.	Nice to finally have dental coverage but I wish ortho care was part of it, at least partially.
29.	Never informed what is covered.
30.	Need better explanation of things. If treatment need why is there wait see if insurance covers or schedule appt to only find out not covered. 3 tier process seems unrealistic. Makes people refuse more dental visits. Most only go when problem occurs. Work schedule, don't always allow time to schedule appointments.
31.	My son needed braces urgently but it seems most orthodontist don't take Dental Wellness Plan (Medicaid). I have visited more than 10 orthodontist but no one takes Medicaid. My dentist did not refer me to any orthodontist but instead he gave me a letter to look for one on my own. Now it's 3 months with no success. Are braces covered by Dental Wellness (Medicaid)?
32.	My dentist just left the office I go to and no one else in his office accepts the Iowa Wellness. Now I've been prepped for a crown and I have to wait to progress into enhanced benefits to cover the crown and find another dentist. I don't like that not many people accept the insurance.
33.	Make it so there isn't three levels. I need my wisdom teeth out now and can't.
34.	Let the dentist decide what care is needed, not shareholders. The people making decisions should have to use the same dental plan they make others use.
35.	It's a great plan for people who can't afford dental help, I just hate it took this long to get my partials (which I'm still waiting on).
36.	It would have been nice to know about the 3 levels before. And easier to find a dentist that not only will accept Dental Wellness but is also accepting new patients.
37.	It would be nice if you automatically had level 3 benefits, that way people could get the dental work they need instead of waiting.
38.	It would be great if I needed work done to get it that same day and not have to wait in pain for 6 more months. Especially if it affects your health.
39.	It would be amazing if the plan covered braces.
40.	It sucked, had to wait to get stuff done that could have been done in one visit, had to go back about 4 times to get it done.
41.	Impossible to find good dentist who takes insurance. My teeth hurt for a week after cleaning with new dentist and previous dentist never issue. Did speak to a DWP rep to get help finding dentist, they said to look on-line not everyone has easy access to internet and when did very difficult to find dentist who would take insurance even though on provider list, most wanted off list. Once my previous dentist suggested doesn't take this insurance anymore. One I did get had to wait couple months before person licensed for this insurance then they only worked 2 days a week so had to wait another 6 weeks to get into them and I needed to see a dentist in mid summer and couldn't get in till following year. Loved my previous dentist, took good care of my teeth, they didn't hurt, awesome customer service and willing to work me in as quick as could. New dentist no follow-up and no info on periodontal disease or cleanings every 3 months. Just ignored my question. I want to find a new dentist but know impossible to find any who takes insurance. One I have now was the 8th dentist I tried to get, one and still had to wait about 5 months to get into. This insurance doesn't seem to cover my needs which is periodontal disease and need cleanings every 3 months which I was doing when had private dental insurance even when had to pay half out of pocket for them. New dentist had charts seen how teeth were previously and they had gotten worse but didn't think or say anything about 3 month cleaning just focus brushing on those areas which I do all the time. Website not up to date on providers who take insurance and taking new patients which there are very few decent ones that do. I wish had more providers who are good. Getting into a dentist takes usually 6 weeks at least, my experience regardless of insurance longer with this insurance. Thought being Delta Dental be easier and my previous dentist would take it but not the case for finding dentist nor previous dentist take it
42.	If procedures need done, they should be covered immediately. A person shouldn't have to wait!
43.	I'm fighting pain in 3 teeth and jaw line but I don't know where to go and if it will be covered. I have 5 partial teeth, where over 1/2 is gone. I hope you can help. Thank you.
44.	I would like to see more coverage for bigger issues such as root canal, bridge, crown, etc.
45.	I wish we had more coverage for replacing teeth that have been pulled. I would love a pretty smile, my teeth are crooked and have tooth missing.
46.	I wish the Dental Wellness Plan paid for Invisalign or SmileDirect Club.
47.	I think the Dental Wellness Plan is a good plan for people with no other option, but with the levels it can cause barriers for working adults when it comes to having work done on their teeth, as I seen this happen frequently when working at the dental office. I would recommend it to people with no other option, but if another option was available I would not recommend Dental Wellness.
48.	I think the current way the dental insurance is isn't very good. I shouldn't have to wait 3 visits to get a cavity filled. I think if you're going to give dental insurance it should be everything is covered. I was without dental insurance for 5 years before getting this and couldn't have my teeth cleaned because it cost too much. Then when I got insurance through this I have to wait to get work done that I need.

49.	I think it is a good plan. I am a displaced worker from XXXXX XXXXX. Had good dental insurance for 30 years, went every six months, now I have this plan and I have 2 cracked teeth in the back that need crowns and I have to wait a year or more to get fixed. That is not right. I have always went to dentist and take good care of my teeth. I should not have to wait to get them fixed.
50.	I think Dental Wellness Plan is a good plan that provides sufficient coverage. I need to get a couple fillings but can't because it has to be significant damage to teeth so that is frustrating. I have to wait till my teeth become more decayed until I can get hem fixed. So preventive maintenance isn't an option. That is frustrating.
51.	I think cavities should be taken care of right away. Waiting for 6 more months, make the cavities worse or even the loss of the tooth or teeth.
52.	I should be level 3 coverage because if you check with my dentist, I get regular (6 months) cleaning and check-ups. Have for years. But have been turned down for a bridge that would help the constant pain in my mouth with chewing.
53.	I really wish they covered braces, if it just isn't for cosmetic. I always accidentally bite my cheeks, lips, tongue. It does a big dent to my self-esteem. I can't afford it, I have a bit of bills, a job that gives me 1-5 days a month. My anxiety makes it hard for me to look for a new job. I can only hope one day insurance will cover braces.
54.	I really like the Dental Wellness Plan. The only thing I do not like is with the condition of my teeth, having a few cavities and gum disease, I wish I could have the cleaning done sooner so I can fix my teeth and not have to wait 6 months possible having cause more damage. Thank you.
55.	I need a new set of dentures, but since I am only at core coverage I can't receive them?
56.	I love my dentist and should he ever not accept my insurance it may hinder my want to return to a different dentist. I'm not a fan of the DWP because I feel as though it prevents me and prevents my dentist from providing the best care absolutely possible. Not because he or I are incapable, however, because the DWP prevents certain services from being performed. I have always seen my dentist very religiously. The only time I wasn't seeing him regularly was when I wasn't insured. The DWP will not stop me, help me or any other thing as long as I have insurance I will visit the dentist regularly (as well as my child). As will I take care of my teeth.
57.	I just need my bottom teeth all pulled, my top teeth are all pulled. I need top and bottom dentures but don't think my dental plan will cover it all, or any of it, and I can't afford any of it because I'm unemployed. It really just sucks. I can't get this done.
58.	I have not had any problems yet but I do have some cavities that need to be filled but I am new to the Dental Wellness Plan so I had have to wait 6 more months when I have my second check up to get them filled which I now understand why but did not really have much info before hand about when I get certain things covered.
59.	I had a root canal and needed a crown, but had to wait to get to the next level. I think if you get a root canal and need a crown you should not have to wait, but get it at the same time.
60.	I feel the plan needs to be more flexible in what a person can get done. A lot of kids (my 3 boys) need braces but since their teeth are not bad enough this insurance won't pay for it. It would cost me around \$2,000 per child (which I can't afford)! So my kids can't get the care they are needing. I need a crown on 1 tooth but have to wait a year before insurance will pay for it. I think this insurance should change the policy for children to get braces if they need them so their teeth don't get worse. It's correcting the problem before it gets serious.
61.	I feel more things should be covered in the plan and that those that switch over from a different plan that have had regular check-ups for years should immediately receive full benefits from this plan. If I had received full ones immediately I could have gotten the filling that fell out replaced w/o a 6 month wait.
62.	I don't agree with not being able to get cavities filled on first visit cause those cavities could result in tooth extraction or root canal by the 6 month appointment.
63.	I do worry that I won't have reached the enhanced benefit level and would need extra dental care. I take good care of my teeth but have needed fillings in the past. I understand the theory behind the 3 tier plan, but there are too many barriers for most people with this pan to receive regular dental care. I had a good foundation of dental care but a lot of people don't. I'm not sure what the best way to encourage regular dental care though and applaud the people trying to encourage it.
64.	I do not like the fact that the plan does not cover for dental surgery. When I need it I did not get it now I am stock with a \$2800 loan for pulling out 2 teeth with the plan I only get cleanings every 6 months visit a time and possible filling. I think that needs to be changed.
65.	I do not have my next appointment until 9-2-16. This will only be my 2nd visit, so I will know more after this visit. I had a waiting period to wait in order for peridental would be covered. Wish there was no waiting period.
66.	I believe that if your dentist finds some problems with your teeth and they need to do it, they should be able to submit what is needed and it be approved as soon as possible. I believe a person's mouth helps them with self-esteem. And everyone deserves a pretty smile.
67.	I appreciated the availability of the Dental Wellness Plan but I have to pay for dental services out of pocket to get them done (so in my case, I have to take out student loans to pay for them or use a credit card) because my insurance would only pay for 1 filling every six months and only covers the worst dentists in the area. It has been hard to find a provider and when I did the office took forever to schedule appointments and told me I could not get thru.
68.	I appreciate it, but I wish there was a way to get a lost tooth replaced through the plan.
69.	I am extremely disappointed with my entire experience regarding the DWP. I feel as though I've wasted countless hours trying to decipher what being on this plan entails. I was happy with my previous dentist when I was told I was being switched over to Delta Dental Wellness. My former dentist accepts Medicaid and Delta but doesn't accept the Delta Dental Wellness Program offered through Medicaid. After learning about the hoops that need to be jumped through to receive basic and necessary dental care. I agree with her stance. I wouldn't want to turn patients away because they didn't jump through the right hoops either.
70.	Hard to find providers. Things are not covered. Getting approval for procedures.
71.	Great plan. Very easy. No hassles with any paperwork or questions at dentist office. Would like to see the ability to get a cavity filled in core benefits if necessary. Thankfully I did not have this happen, but I'm sure many may have that issue and really need it.
72.	For the most part, I have been very satisfied with the program. I required major dental work including a full denture and partial. I received the full denture after waiting to "earn" the approval, but still waiting for the partial to be "earned" after 6 more months, leaving me with top teeth but only a few or bottom to try to chew until approval. Don't agree with all the waiting, especially in a severe case.

73.	For myself I have always received regular dental care; because of the levels, which I do understand are built similar to private dental insurance, someone who has foregone dental care may end up having to receive emergency dental care because they enrolled in dental coverage and then have to wait 6-12 months to reach the two levels for the coverage they need. That is if you change their levels in a timely manner. When I went back for my 2nd exam you still had me listed as core, instead of level 2.
74.	Delaying deep scaling/cleanings for 6 months. Exacerbates the health problem, contributing to possible tooth loss. Thanks for the 2 dollar bill! I would not have completed the form without it! The dental help is greatly appreciated.
75.	Answers to survey were hard to answer since I have had only 1 appointment. Dentist has informed me I will need fillings which means it will be out of pocket since I am still at the core level. While I think the levels are a good idea for the company, they are inconvenient for me at this time. Would've worked better if I was started at level 3.
76.	Although the intention of the plan is practical, I find that my dental care has been interrupted. Now, instead of receiving a complete 'tooth work' from one dentist, I am forced to shuffle between a specialist and a regular dentist. This has created a delay in being able to thoroughly complete a root canal because of the restrictions placed in by the insurance. At this point, it seems that my health care needs are in the hands of an insurance company and not within my control since I have to delay completing a procedure if I need it covered by the insurance. Yes, the intent of the plan is just, especially in the long-term, for many that do not visit their dentist(s) regularly and are not in the middle of dental work (i.e procedures requiring several visits). However, I find that my circumstance has been negatively affected by the changes in insurances. The patient experience following the new requirements, such as the performing of a root canal, has been extremely uncomfortable, awkward and lacking in dental dignity. It would have been logical and reasonable if current patients could have been able to retain current dentists and/or be able to complete procedures that had already been started. Hence, minimizing dental care interruptions and increasing not only patient care outcomes, but also current patients' satisfaction.

Positive comments about plan	
1.	Yes, not necessarily in my case, but in many others that I can think of, a six to 12 month period of wait is too long, otherwise the insurance plan in my eyes is very good.
2.	When I entered the Dental Wellness Plan, I was in desperate need of oral surgery. I was very pleased to learn that even though I was only in stage 1 category they approved the surgery and dentures. I am very pleased with the services I have received.
3.	This plan has kept me going to dentist and taking care of my teeth and keeps my kids going to dentist for teeth. Now, if they could get something going for glasses for my eyes.
4.	The Wellness Plan is great, but I feel that XXXXXX XXXXXX DDS is an insurance fraud that does unnecessary operations on the public just to get the money from your programs. Something should be done to stop this illegal practice.
5.	The Dental Wellness Plan has helped me out a great deal. My dental health is most important to me. Thank you. I appreciate what you guys do.
6.	Thank you! The plan has helped me, my teeth were very bad, had them pulled in April, waiting for appointment to have dentures made.
7.	Thank you so much for putting this plan into action! It has helped me exponentially. I feel 100% better now than I did 6 months ago. I hope more people can get these much needed services, and get the dental care that all Americans deserve. Thank you.
8.	Since I get Dental Wellness I have been getting the treatment I need and my dentist has treated me good. Thank you.
9.	Overall Dental Wellness Plan is good, I just hate you have to wait to get to the next levels to get work done.
10.	Overall a very good plan. It got me to a healthier state. Thank you so much. God bless!
11.	Now that I have Dental Wellness. It help me a great deal, 2 months ago I had 7 teeth pulled, my next appt is Oct 16th. I am going to have more work done.
12.	No thank you. I'm pleased with the plan.
13.	My wisdom teeth and one other tooth will be pulled soon. It would not be possible without this insurance. Thank you.
14.	It's nice to have it available for emergencies, it's one less thing to worry about and very important for low income people.
15.	It's great.
16.	It's a great plan.
17.	It's a great plan, and I'm fortunate that I'm enrolled in the service.
18.	It's a great plan for people who can't afford dental help, I just hate it took this long to get my partials (which I'm still waiting on).
19.	It's a great plan but I've never relied on anyone to help me. I've always done everything on my own.
20.	It's a good program, its helps a lot of people.
21.	It's a good plan. It has helped me very much in trying to improve my health. Before the DWP my teeth were very bad and were making life very much harder, now I'm on my way to being able to do everything better.
22.	It is a very good plan, help me a ton.
23.	It has helped when needed. I'm terrified of needles and get anxiety that is why it is hard to go. I also have a calcium disorder in my teeth and have been in an accident that has broke them.
24.	It appears to be an excellent program. It's my own fault about the periodic 6-12 check-up but I'm aware of it now. Thanks for asking.
25.	I'm very thankful for the Dental Wellness Plan.
26.	I'm very satisfied with my dentist and dental care.
27.	I'm very happy to have Dental Wellness Plan. For years I never had dental insurance and couldn't visit a dentist. Through those years I lost one tooth. So thank you for allowing me to be accepted through your insurance.

28.	I'm very grateful for the Dental Wellness Plan because now I can get needed treatments done without having to pay for it. I'm broke as it is so it's very awesome to be able to take away my dental pain. Thank you!
29.	I would like to say I am very grateful to be able to receive this help because of my current heart problems. My teeth does have a factor in this matter. Thank you!
30.	I was disabled 4 1/2 years ago and my battle to get Medicaid and SSD was a long process. No income, went in debt and my health suffered immensely. This dental plan and Medicaid has been a true blessing. The dentist I chose was fabulous, very caring. I broke my neck and back in accident, co drive rolled truck while I was in the steeper. Thank you.
31.	I think the plan is great for low income people like me. I like Obama Care. I'm voting for Hilary. Thanks.
32.	I think the plan is great and I like it a lot it helped me be able to smile again. My teeth were bad. Thank you for all the help!
33.	I think the Dental Wellness Plan is a good plan for people with no other option, but with the levels it can cause barriers for working adults when it comes to having work done on their teeth, as I seen this happen frequently when working at the dental office. I would recommend it to people with no other option, but if another option was available I would not recommend Dental Wellness.
34.	I think that it is a great plan for people and for me.
35.	I think some people believe they can not receive excellent dental care through programs like these, and in the case of the Iowa Dental Wellness Plan that is simply not true. I have been going to XXXXX XXXXXXXX DDS and have received the best dental care of my life. What a great office! So thankful that I am able to maintain my dental care again as I could in my youth!
36.	I think my dental program is good, but I feel my dentist is over booked. Could use more help and better equipment, very dated dental tools.
37.	I think it's a very good plan.
38.	I think it's a great plan.
39.	I think it's a good program if I ever get to use it.
40.	I think it is a pretty good plan overall, I got all the coverage I should need.
41.	I think it is a good plan. I am a displaced worker from XXXXX XXXXX. Had good dental insurance for 30 years, went every six months, now I have this plan and I have 2 cracked teeth in the back that need crowns and I have to wait a year or more to get fixed. That is not right. I have always went to dentist and take good care of my teeth. I should not have to wait to get them fixed.
42.	I think it is a good plan with great incentives to keep going to the dentist.
43.	I think Dental Wellness Plan is a good plan that provides sufficient coverage. I need to get a couple fillings but can't because it has to be significant damage to teeth so that is frustrating. I have to wait till my teeth become more decayed until I can get hem fixed. So preventive maintenance isn't an option. That is frustrating.
44.	I struggle finding a dentist so I called United Health Care, they got me all situated. Also the Dental Wellness Plan is an amazing thing! Thanks again for selecting me for this survey.
45.	I really like the Dental Wellness Plan. The only thing I do not like is with the condition of my teeth, having a few cavities and gum disease, I wish I could have the cleaning done sooner so I can fix my teeth and not have to wait 6 months possible having cause more damage. Thank you.
46.	I really like my dental plan. I got dentures on 12-28-15 and haven't been back to the dentist but I need to call to get them adjusted.
47.	I moved here from Illinois where they don't cover anything that isn't an emergency, it's nice to be able to go to the dentist and not have to worry about how much it's going to cost me. The Dental Wellness Plan is great.
48.	I love it. It is great!
49.	I love it, it's a great insurance I love it.
50.	I like this, help me.
51.	I like this plan. It keeps me current on my dental exams.
52.	I like the plan very much. Hope it helps more people.
53.	I like the plan and it has helped me maintain a healthy mouth. I do wish my dentist would pay more attention to my requests for partial dentures. I do not have any molars left, only front teeth, and I find it difficult to eat many foods because I cannot chew them properly, and am afraid of damaging the teeth I do have.
54.	I have had dentures for 31 years. I have this coverage on my kids. So far it has worked well for them.
55.	I had Delta Dental at work years ago. It was good coverage. It was a good plan.
56.	I did not get dental care for many years before the Dental Wellness Plan. I couldn't be happier with it. I'm very thankful for this service because I cannot afford dental insurance.
57.	I believe that the Dental Wellness Plan can be a great thing to so many people, but I am the type who don't care much for doctors so to say just because of no particular reason, but in my case I never lost my baby teeth (or all of them) and that has caused me issues now in my adulthood. When they were removed the gaps in my teeth caused my teeth to become loose and they started abscessing and had bad pain with. I would love to be able to just get partial dentures or even all removed if need be so I could actually be able to eat real food and not just soft foods!
58.	I am very thankful for the plan!
59.	I am very pleased with the plan care I was given and I like my dentist.
60.	Great plan. Very easy. No hassles with any paperwork or questions at dentist office. Would like to see the ability to get a cavity filled in core benefits if necessary. Thankfully I did not have this happen, but I'm sure many may have that issue and really need it.

61.	Great plan!
62.	Grateful for the coverage I do receive.
63.	Glad it's out there. Not just for me but for my children.
64.	For the most part, I have been very satisfied with the program. I required major dental work including a full denture and partial. I received the full denture after waiting to "earn" the approval, but still waiting for the partial to be "earned" after 6 more months, leaving me with top teeth but only a few or bottom to try to chew until approval. Don't agree with all the waiting, especially in a severe case.
65.	Excellent plant and coverage.
66.	Everything is ok with the dental program.
67.	Dental Wellness is best of plan; I have never seen. Excellent services and more concern than other dentals. Thanks.
68.	Because of this survey I must be honest and say that I didn't know there were three levels of coverage in the DWP. I think that policy is encouraging to someone like me that might not otherwise go to the dentist, decide to better seek out a dentist to take care of my dental needs. Thank you.

Comments about not having used coverage	
1.	When I get a provider, I hope to enjoy my bright smile.
2.	We just moved to Iowa in March and have not utilized this plan yet. We are wanting and needing to get established with a good dentist though.
3.	Was unaware I had dental coverage. Thank you for survey. I will look into getting to the dentist.
4.	the benefits package upgrades sound like a wonderful idea that I would use and benefit from.
5.	Seems all right I need to start using it.
6.	No, just I need to seek out a dentist so I can start getting my teeth and kids teeth checked again. Thanks!
7.	Just found out that I had this coverage. Planning on getting in to see a dentist real soon. Pretty sure I will need some work done. A couple of teeth have a discolor in the gum area.
8.	I never used the dental plan. I have only used the health insurance once since I had it.
9.	I haven't yet used this dental plan in previous years. I've had Delta Dental from employees insurance but am in a career transition period and have no insurance through employer yet, but will call my dentist tomorrow and make a cleaning and check-up appointment.
10.	I haven't used it yet.
11.	I haven't tried to find a dentist because I have been told there aren't any dentists accepting Delta Wellness Plan members at this time.
12.	I haven't seen a dentist yet.
13.	I haven't really used this plan as I have just recently moved and am just getting established. I need to find a dentist where I am living now.
14.	I haven't called anyone yet, about this plan.
15.	I have yet to use my plan. I have to change dentist so I'm a bit nervous about that. I think it will be a good plan though.
16.	I have not used this. I have been sick.
17.	I have not looked into it. I will be dropped Sept. 1 from Medicaid Iowa and must find new insurance.
18.	I have not had a chance to use it yet.
19.	I have not had a chance to really utilize the public dental coverage as prior to obtaining health coverage I had purchased dental coverage through Delta Dental whom was also the carrier I had prior to losing my job. Also I was not aware there was dental included with the state health plan. However prior to obtaining public dental coverage I had consistently went to the dentist since childhood. Therefore under the public plan my dentist, I assume would have to take the time to go over my past records and provide certain documentation to the plan which would take at least 30 days and then would need reviewed all prior to me seeing dentist and/or the public plan making payment to my dentist.
20.	I have never used or had to use it.
21.	I certainly need to get to a dentist. It's been too long. Hopefully this survey will keep me thinking about making some phone calls and find a good dentist. Thanks.
22.	I am enrolled in the Dental Wellness Plan, but have never used it. I use my private dental insurance.
23.	Haven't used it.
24.	Have yet to go to a dentist on this insurance.
25.	Have not used the dentist Wellness Plan yet. But I plan on going within the year. Very excited about the benefits and opportunities Dental Wellness provides.
26.	Have not seen a dentist in 14 years. They just want to do endless expensive work, mainly, a finding a tooth for a filling on every visit.
27.	Have not had my dental check-up or found a dentist.
28.	Have not much experience with the DWP as yet.
29.	Have never used it to date.

30.	For my son dental I got a list of dentist I would like a list for myself because I'm just not sure who will take Iowa Dental Wellness and I do not have time to call everywhere. This is the only reason I have gone to a dentist yet.
31.	Even though I qualified for dental insurance I did not use it. This is the first time I've been on welfare. I don't like it. I have always paid my own way. Recently circumstances have caused me to enroll on Medicaid. That's why I try not to use it unless absolutely necessary. When I get back to work then I will go back to the dentist when I can pay my own way.
32.	DWP sounds good. I haven't been able to use it because of my busy schedule.
33.	Due to my marriage separation I haven't taken them out to see or find a new dentist, as my old dentist does not accept this program. Thanks for info on the 3 levels of dental care.

Comments related to costs/finances	
1.	Would be happier if insurance would cover braces, or at least part of the cost.
2.	When I had braces they took them off early and left glue on teeth now I got rotten spots on front teeth, they need straight my teeth are small and large gaps, wisdom teeth need taken out but scared. Just now started a job and won't be able to afford insurance.
3.	They refused to pay for my daughters braces, something about a point system. She didn't meet their levels high enough. She had fangs coming in way too high plus overbite and not aligned. I had to cash in some of my retirement fund to help pay for it. They said it was too cosmetic for them to pay.
4.	The Dental Wellness Plan is pretty good, but I would appreciate it a lot more if I could use it for help paying for my braces. The cost of braces are \$5,000-7,000 and I will continue to have terrible crowding in my teeth without braces, it is very hard to floss and I get a lot of plaque build up in the crowded parts of my teeth. Thank you for listening/reading.
5.	Please make it easier for people to get stitches. I could not afford them and had to wait almost a month to get my teeth out, and it made me really sick from infection and caused me to miss work and I already have a hard enough time paying for things.
6.	paid over \$3000 for wisdom teeth to be pulled and now I have credit. Could have used that money to get to appts. Whats insurance for if it wont cover extractions that are needed.
7.	No I'm not sure if this was thru my job or with T19. but I have neglected to go to the dentist any way. I don't really have an excuse except that anytime I've gone to the doctor since I lost my insurance vision, health and dental since my divorce and it costs me 500.00 every time I would go to the dentist. I can't afford that. Thank you.
8.	Needs to have some co-pay like a doctor. Too much \$ when needing dental work done!
9.	It's the best thing ever happen to me. Thanks to them. I had 11 lose teeth pulled got false teeth for my upper and waiting for lower. They sent me letter that they may not cover everything. I can pay in payments I am not rich but a little at a time. All in all I'm very happy.
10.	It would be nice to have a little assistance paying for the temporary dentures.
11.	I would like to find a dentist that is somewhat close to where I live as I don't have a lot of extra funds for transportation to get to and from appointments.
12.	I was seeing a dentist before I got on the DWP, and they do not accept the DWP. So, I have continued to pay out of pocket for my private dental insurance.
13.	I want to know why low income families are getting charged five dollars each month to pay a bill. You ask for proof to be sent that you are telling the truth you go to the dentist for check ups and don't get a response back. I get another bill in the mail and the dental coverage still charges five bucks for each month and adds to it. Even when you fill out hardship. They ignore me when I call and say I can't pay it why are you adding to it each month. I worry about the bill hanging or my head and messing up my credit score. I should not have to worry about eating or paying this dumb fee I am being charged. I think you should way the fee for the poor. I applied for this help to keep my teeth because I can't afford rent and dental.
14.	I just need my bottom teeth all pulled, my top teeth are all pulled. I need top and bottom dentures but don't think my dental plan will cover it all, or any of it, and I can't afford any of it because I'm unemployed. It really just sucks. I can't get this done.
15.	I have never used this survey. Fear that regular things like fillings, extractions and other services won't be paid. I have very little money.
16.	I have had dentures since I was 21 and had to buy a new set last year. I had to pay in full on my own four the dentures. Some of this survey was hard to fill out because I have dentures.
17.	I have a lot of anxiety when going to a dentist it took me several visits to become comfortable w/my current dentist. My dentist is not covered under this plan. I scrimp and save all year so I can go to my dentist, otherwise I wouldn't get any dental care. I wish my dentist accepted this coverage.
18.	I have 6 unfilled cavities that I can not afford to fill at this time. This plan is good if you don't have many teeth issues but if you have a lot of teeth issues it can be bad. The tier system does not accommodate for cavities.
19.	I hate Dental Wellness Plan because there are times I don't have money to pay to go to my dentist. My dentist does not accept Dental Wellness Plan!
20.	I had to take out a low for 7000.00 for dental care, I had no way of knowing I might qualify for dental care.
21.	I had made regular check ups under private insurance, when I switched to this I had to pay for my filling because it showed I hadn't had enough check-ups. Would be nice if they could look at previous private insurance to see I had regular cleanings so I didn't have to pay or wait 6+ months to get it filled.
22.	I feel the plan needs to be more flexible in what a person can get done. A lot of kids (my 3 boys) need braces but since their teeth are not bad enough this insurance won't pay for it. It would cost me around \$2,000 per child (which I can't afford)! So my kids can't get the care they are needing. I need a crown on 1 tooth but have to wait a year before insurance will pay for it. I think this insurance should change the policy for children to get braces if they need them so their teeth don't get worse. It's correcting the problem before it gets serious.
23.	I don't use the plan because my dentist is no on the plan. I trust my current dentist enough to pay for services out of pocket.

24.	I do not like the fact that the plan does not cover for dental surgery. When I need it I did not get it now I am stock with a \$2800 loan for pulling out 2 teeth with the plan I only get cleanings every 6 months visit a time and possible filling. I think that needs to be changed.
25.	I appreciated the availability of the Dental Wellness Plan but I have to pay for dental services out of pocket to get them done (so in my case, I have to take out student loans to pay for them or use a credit card) because my insurance would only pay for 1 filling every six months and only covers the worst dentists in the area. It has been hard to find a provider and when I did the office took forever to schedule appointments and told me I could not get thru.
26.	I am not sure what this plan is. I had to purchase my own dental insurance. There isn't a dentist that takes Medicaid or Medicare in town so I usually have to pay out of pocket on a limited income.
27.	Answers to survey were hard to answer since I have had only 1 appointment. Dentist has informed me I will need fillings which means it will be out of pocket since I am still at the core level. While I think the levels are a good idea for the company, they are inconvenient for me at this time. Would've worked better if I was started at level 3.

Negative experiences with dental providers/dental services	
1.	Would like to see more dentists take it. Was only easy for him to find dentist from pediatric dentist because mom already had. She is not very professional and sometimes makes rude comments. Talks a lot about herself. Only other dentist is XXXXXXXXXX XXXXXXX XXXXX and if I had to go there I just wouldn't go. They are very rough and our whole family all the way down to the 3 year old love teeth cleaning.
2.	When I went to my first scheduled appt with Delta Dental, the dentist was out of town and they couldn't see me. They did not have me down as even calling for any appt. No apology or anything.
3.	When appt was made I told them to allow enough time to do the teeth cleaning then too--but have to make another appt for cleaning because time was not allowed for like I said--this was weeks ahead of time I schedule
4.	The Wellness Plan is great, but I feel that XXXXXXX XXXXXXX DDS is an insurance fraud that does unnecessary operations on the public just to get the money from your programs. Something should be done to stop this illegal practice.
5.	The plan is awesome, but some dentists cheat the patient by putting in "low grade" (his words) dentures, and he told me they won't last. I can hold them up to the light and see thru them! They are very fragile and thin!
6.	The only thing that bothered me is I felt the last teeth cleaning was rushed. Didn't feel as clean as they had in the past at my regular dentist.
7.	The only down fall to the program is that when you can't get an appt w/current doctor and you have to make an appt w/a new doctor and office, you have to start back at tier 1 again. That's not fair to the patient.
8.	The DWP staff has been very helpful. I do not like having to wait for a filling for 6 months in order to have it covered, that should be included with your initial visit. All in all this is an excellent program and I am happy it is available for my family. I do wish orthodontics could be made available for adults. It would also be nice if there was incentive for more dentists to participate, I was sad had to leave my regular dentist.
9.	The dentist we visited was reckless.
10.	Not only is it difficult to find dentists that accept my insurance but the quality of care is poor. They treat you like sheep and rush you in and out. Got a partial after 10 visits the item was still not usable at XXXXXXXXXX XXXXXXX in DM IA. Very poor quality work.
11.	Not due to the 3 tier plan. My dentist did not remove all teeth needed for my dentures and partial so I continue to have pain every day. I am in process of finding a new dentist because he also messed up my fiancé's dentures and refuses to fix them, so we have filed small claims against him.
12.	My dentist was good and thorough. Was rude about not being able to do anything more than just a cleaning because of my health care payment. Felt I was degraded because I was not on an insurance or cash payment.
13.	If you want to pull a tooth that is bad such as molar. Maybe sew up the hole mandatory so as to not have dry socket for a month - pain! Could not follow up after extraction, Iowa City is 100 miles away and I don't have drivers license.
14.	I wish more dentists in town would take this dental plan insurance because the dentist I want to go to doesn't and the only one that does, besides the XXXXXXXXXX XXXXXXX was kind of rough. They were nice but they just cleaned my teeth and made me bleed more than I ever have at a dentist cleaning.
15.	I tried to get into Doctor XXXXXXXXXX in Mason City for my son and they put us on a waitlist, plus we have Delta Dental private insurance. My son has CP (age 7) wheelchair bound. Even though we have private b/c we have Iowa Medicaid we are on waitlist. We went to another pediatric specialist in Minnesota and now the MCO won't pay for the hospital outpatient stay. So wrong!
16.	I like the plan and it has helped me maintain a healthy mouth. I do wish my dentist would pay more attention to my requests for partial dentures. I do not have any molars left, only front teeth, and I find it difficult to eat many foods because I cannot chew them properly, and am afraid of damaging the teeth I do have.
17.	I don't think anyone would tell me how often I have to go to the dentist or doctor. It's like they are trying to control my life. I am an adult, don't treat me like a child. Also if I could find a dentist that doesn't judge me because of the way my teeth are then maybe I would go to the dentist.
18.	I didn't know of the 3 levels of case. The dentist I had originally on the plan was in West Des Moines and the office was operated as a married couple who were rude and arrogant. They should be ashamed to have belittled me publicly for the type of insurance I was covered with. They embarrassed me and refused to do proper services I needed. I was told that I would have to wait a year!
19.	I attempted to find a provider that accepted the Dental Wellness Plan in my area but was unsuccessful. The only one in my area was a 45-60 min drive. I knew I had cavities that would require several trips and could not take off work that often. Therefore I went without.

20.	I appreciated the availability of the Dental Wellness Plan but I have to pay for dental services out of pocket to get them done (so in my case, I have to take out student loans to pay for them or use a credit card) because my insurance would only pay for 1 filling every six months and only covers the worst dentists in the area. It has been hard to find a provider and when I did the office took forever to schedule appointments and told me I could not get thru.
21.	Have not seen a dentist in 14 years. They just want to do endless expensive work, mainly, a finding a tooth for a filling on every visit.
22.	Don't qualify for it anymore after this month. Last time they pulled a tooth, numbing didn't work so had to do 1/2 with no numbing agent. He was rude. Took almost 2.5 hours.
23.	Dentist told me that it cost him more money to see me than have me not come in at all. He said patients w/this insurance weren't worth his time b/c he wasn't making money off us.
24.	Any plan should include more than a check list of problems. Details fix and identify problems, not this sat/act crap fill in the correct blank - call me- I'd let you know how helpful this DDS really was. Jefferson, Iowa. It's Iowa. I've lived from Boston to NY to KC to St Louis to Iowa. Really should be better.
25.	Although the intention of the plan is practical, I find that my dental care has been interrupted. Now, instead of receiving a complete 'tooth work' from one dentist, I am forced to shuffle between a specialist and a regular dentist. This has created a delay in being able to thoroughly complete a root canal because of the restrictions placed in by the insurance. At this point, it seems that my health care needs are in the hands of an insurance company and not within my control since I have to delay completing a procedure if I need it covered by the insurance. Yes, the intent of the plan is just, especially in the long-term, for many that do not visit their dentist(s) regularly and are not in the middle of dental work (i.e procedures requiring several visits). However, I find that my circumstance has been negatively affected by the changes in insurances. The patient experience following the new requirements, such as the performing of a root canal, has been extremely uncomfortable, awkward and lacking in dental dignity. It would have been logical and reasonable if current patients could have been able to retain current dentists and/or be able to complete procedures that had already been started. Hence, minimizing dental care interruptions and increasing not only patient care outcomes, but also current patients' satisfaction.

Positive comments about dental provider/dental services	
1.	The dentist whom I was seeing was excellent. I was very happy then. Unfortunately starting July 2016 he would no longer accept this coverage. I have not yet found another dentist.
2.	The dental office I chose is very accommodating. The dentist and staff are very friendly and caring. Would recommend them to others.
3.	No, but I do like XXXX X. XXXXXX DDS in XXXX XXXXX, IA.
4.	My experience was great, due mostly to XXXX and XXXXXXX. Both students made me feel comfortable and relaxed. Thanks.
5.	My care was good. Thank you.
6.	XXXXXX XXXXXX XXXXXXXXXX is always helpful in assisting me with all my dental care and dental needs.
7.	I've only had one visit with my new dentist, he and his other workers were so very nice, only cleared my teeth, have one cavity (my 1st). Will get it fixed Nov. 8th. Thank you for this program. I'd not been to a dentist for 20 years because I hadn't the money. (A blessing to me!) Thanks also for the \$2 bill. Nice survey. Hope I helped.
8.	I was disabled 4 1/2 years ago and my battle to get Medicaid and SSD was a long process. No income, went in debt and my health suffered immensely. This dental plan and Medicaid has been a true blessing. The dentist I chose was fabulous, very caring. I broke my neck and back in accident, co drive rolled truck while I was in the steeper. Thank you.
9.	I think some people believe they can not receive excellent dental care through programs like these, and in the case of the Iowa Dental Wellness Plan that is simply not true. I have been going to XXXXX XXXXXXXXXX DDS and have received the best dental care of my life. What a great office! So thankful that I am able to maintain my dental care again as I could in my youth!
10.	I really like my new dentist. She cares about her patients and loves her job.
11.	I only had 16 teeth left when I went on the plan, my teeth were rotten, I was in pain, went to my dentist, pulled my teeth, got dentures, I feel so much better because I got put on this plan.
12.	I love my dentist and should he ever not accept my insurance it may hinder my want to return to a different dentist. I'm not a fan of the DWP because I feel as though it prevents me and prevents my dentist from providing the best care absolutely possible. Not because he or I are incapable, however, because the DWP prevents certain services from being performed. I have always seen my dentist very religiously. The only time I wasn't seeing him regularly was when I wasn't insured. The DWP will not stop me, help me or any other thing as long as I have insurance I will visit the dentist regularly (as well as my child). As will I take care of my teeth.
13.	I have just gotten on the plan. But my mother has been on it and I found a good group of dentists for her and will switch to them from my present dentist. We have liked them for her so I'm hopeful!
14.	I have been to my dentist 2x and he took care of my issues. His office personnel were awesome to help me with the Dental Wellness Plan. I now have good teeth because of the dentist.
15.	I go to two different dentists as part of the plan. Because I live in different places throughout the year. They are both good and coordinate between them very well.
16.	I appreciate the treatment I received, was in a lot of pain. Thanks.
17.	I am very happy with my dentist. He makes me feel very comfortable. He is located in Council Bluffs, Iowa.
18.	Everyone was very pleasant and I had no problems.
19.	Doctor XXXXXX XXXXX is a great dentist. Before him I would never smile because my teeth were so bad now that I have my upper dentures I love to smile. Just hoping to get my bottom partial so I can eat without my top dentures coming loose because I only have 5 front teeth on bottom, but it's in the plans. Thanks for being a part of helping me smile.
20.	XXXXX XXXXXX in Cedar Rapids is fanstastic!

21. Care is overall good. Sometimes you have to set up multiple appointments which I think could have been done in less. Takes a lot of time to get chipped teeth fixed. Dentists are nice and do a good job though. Cavity/filling appointments.

Comments about lack of awareness of being in DWP

1. Never received any info on providers nor any info on Dental Wellness. I have no idea what me coverage is.
2. Never knew I had it or I would have checked into it. Need replacement partial very badly. Thanks though, wish I could receive a coverage pocket.
3. Just that I didn't even know I had dental coverage.
4. I wasn't aware of my Dental Wellness Plan, so I haven't been to a dentist in over a year. Not even know who will take this insurance plan.
5. I was unaware that I was covered by the Dental Wellness Plan. A lot of the data from my survey may not be accurate due to the fact that I have entirely avoided my dental health and have not made time to visit a dentist and use the insurance to the fullest.
6. I truly don't know anything about it. I have primary dental coverage through my work and just go when I need to go to the dentist for cleanings and whatever is recommended. In Jan 1 I had to have a root canal and was prepared to figure out bills when I received them but was covered. I'm currently needing a crown but will wait until new plan year. I didn't even know I had dental coverage thru the plan until someone called me awhile back. But again, I don't know anything about it. Thanks!
7. I like the 3 levels incentive. I did not realize this. I got DWP? Call the very day I made my 2nd (6 month) visit to my dentist. She happened to call about 1 hour after I returned. When I qualify for enhanced benefits, I wonder if that would cover a single tooth replacement that was previously pulled? My lower left bi-cuspid is missing and I have an empty space, that might be considered care I needed but could not get. I am not sure if I answered that question #44 correctly?
8. I have read very little about the Dental Wellness Plan.
9. I don't know how I got in this dental plan. I haven't gone or tried it out always busy taking care of disabled husband and running small farm. My husband had back surgery 5 weeks ago, now much better, maybe I can get teeth cleaned now.
10. I don't know anything about it yet.
11. I didn't know I was being switch to this plan until my dentist called me before my appointment and told me that my Wellness Plan didn't cover my appointment. I wished I got a phone call or a letter about it with better understanding.
12. I didn't know I had Delta Dental but I'm glad I know I can try and get this taken care of. Thank you!
13. I did not know I applied to the Dental Wellness Plan. I also have not used this plan before and haven't used it yet.
14. I am not too familiar with the Dental Wellness Plan. Not even sure how I'm on it or if I'm even on it. I don't know what it covers if it even covers anything. Not sure there is even a dentist willing to take me in.
15. I am not sure what this plan is. I had to purchase my own dental insurance. There isn't a dentist that takes Medicaid or Medicare in town so I usually have to pay out of pocket on a limited income.
16. Don't know if I have insurance.
17. Do I have dental coverage? If so when did I received it. If not may I be accepted for dental coverage? If not how do I get to receive it? I am pretty sure I spelled receive wrong, sorry.
18. Didn't know I was on a plan for dental.

Communications from DWP

1. The insurance is very slow to respond. I have now had the dental insurance for over a year and done all my regular visits and they still went cover my crown.
2. The DWP staff has been very helpful. I do not like having to wait for a filling for 6 months in order to have it covered, that should be included with your initial visit. All in all this is an excellent program and I am happy it is available for my family. I do wish orthodontics could be made available for adults. It would also be nice if there was incentive for more dentists to participate, I was sad had to leave my regular dentist.
3. People on phone have always been very courteous and helpful. I had to change from my long time dentist to a new one for this plan. I found one easy but feel the level of care went down.
4. Never received any info on providers nor any info on Dental Wellness. I have no idea what me coverage is.
5. Never informed what is covered.
6. Need to offer more communication so we know what's available (services, coverage, tiers, dentists/offices).
7. Need better explanation of things. If treatment need why is there wait see if insurance covers or schedule appt to only find out not covered. 3 tier process seems unrealistic. Makes people refuse more dental visits. Most only go when problem occurs. Work schedule, don't always allow time to schedule appointments.
8. More dentist mailers or info cards explaining the benefits and each level would be helpful. Many years ago I was on a Delta Dental plan and never had a problem with service, payment, etc. I was satisfied with the service then (2 years ago).
9. It would have been nice to know about the 3 levels before. And easier to find a dentist that not only will accept Dental Wellness but is also accepting new patients.

10.	Impossible to find good dentist who takes insurance. My teeth hurt for a week after cleaning with new dentist and previous dentist never issue. Did speak to a DWP rep to get help finding dentist, they said to look on-line not everyone has easy access to internet and when did very difficult to find dentist who would take insurance even though on provider list, most wanted off list. Once my previous dentist suggested doesn't take this insurance anymore. One I did get had to wait couple months before person licensed for this insurance then they only worked 2 days a week so had to wait another 6 weeks to get into them and I needed to see a dentist in mid summer and couldn't get in till following year. Loved my previous dentist, took good care of my teeth, they didn't hurt, awesome customer service and willing to work me in as quick as could. New dentist no follow-up and no info on periodontal disease or cleanings every 3 months. Just ignored my question. I want to find a new dentist but know impossible to find any who takes insurance. One I have now was the 8th dentist I tried to get, one and still had to wait about 5 months to get into. This insurance doesn't seem to cover my needs which is periodontal disease and need cleanings every 3 months which I was doing when had private dental insurance even when had to pay half out of pocket for them. New dentist had charts seen how teeth were previously and they had gotten worse but didn't think or say anything about 3 month cleaning just focus brushing on those areas which I do all the time. Website not up to date on providers who take insurance and taking new patients which there are very few decent ones that do. I wish had more providers who are good. Getting into a dentist takes usually 6 weeks at least, my experience regardless of insurance longer with this insurance. Thought being Delta Dental be easier and my previous dentist would take it but not the case for finding dentist nor previous dentist take it
11.	I've recently been released from incarceration and was very hopeful that counselors would help persons as myself and others being released back into society, but they are not as helpful as they could be in passing on information to persons in need of help with these situations. I believe that more direct contact with persons in halfway houses thru mail and ways of communication would be a much better way of informing them of positive direction to use these and other ways to better their health and such as the federal institutions only pull teeth not repair them which might have a better outcome with persons and dentists. Thank you for your survey and the \$2.
12.	I've had this dental plan because of Obama Care, but I haven't known which dentist I can see for dental health. The phone system is draining because it takes forever to get a person who can help problem solve. I'm a well educated adult and found this plan cumbersome and unclear, so I didn't utilize it at all. I would have liked to use it, however soon I'll be on new health insurance because I'm no longer a student.
13.	I know not many people use the mail for information much, with the internet being available, but it would be nice to be able to receive available dentist through the mail instead of through the phone or internet. When I contacted customer service they were very rude to me when I was asking questions about available dentist and my husband's account. Since then I haven't contacted them about anything and tries to find access to the internet.
14.	I get too many phone calls from Medicaid, and most of them are about the same thing. When I tell them this, it most likely does not get documented because they always call back.
15.	i dont know how your coverage works. i have never received any info on the dental wellness plan. i think it is ridiculous that you force people to take this survey with out any knowledge of the company or their coverage. you threaten to take my insurance away and make me pay for it but no one ever told me that i have new insurance. based off of the info i gathered through this survey i am not pleased with the insurance. if i go to the dentist i have to wait 6 months to go back.... what if i need other services before that? nothing thats what i have to wait to have it done. i am sick of all of the changes to my insurance and im pissed that no one even sent me anything on this plan. overall not happy with any of you.
16.	I don't like waiting for authorization because it takes a long time to get approval for an appt.
17.	I visited my dentist the 1 st time and insurance did not reply to request for further work, I went for 2nd visit after 6 months, told needed partial, still no response to dentist from insurance, I will go the 3rd time after 6 months and hope to get all treatments needed.

Comments about switching insurance/providers	
1.	Would like more dentist in my area. I have not gone to the dentist in the last 6 months, because I have to chose a new one. My regular dentist doesn't accept this plan.
2.	The dentist whom I was seeing was excellent. I was very happy then. Unfortunately starting July 2016 he would no longer accept this coverage. I have not yet found another dentist.
3.	That I am upset that my dentist stopped carrying this insurance. They stopped carrying because they were not getting paid by the insurance. The dentist is XXXXXXXX and XXXXXXXX in Waterloo, Iowa, now I have to find a new dentist.
4.	People on phone have always been very courteous and helpful. I had to change from my long time dentist to a new one for this plan. I found one easy but feel the level of care went down.
5.	My past dentist is on the list for me, but when I went they said they will no longer taking that insurance card (meaning this) so I had to pay out of pocket, so I refused the x0rays and they said I had to have them next time I came. I haven't been back. I was mad because I had been a patient of theirs before and they refused it! XXXXX XXXXXXXXXXXX of XXXXXXXX.
6.	My dentist only accepted this plan because I was already a patient, but he would not have accepted me as a new patient with this plan. It is difficult to find a dentist who will accept new patients with this plan.
7.	Make it easier for more dentist to be able to accept the Wellness insurance, mine does not. And I won't go to the ones that do.
8.	Lucky for me, my dentist "grand mothered" me in when the insurance switched from Medicaid to DWP, and I am very grateful to receive top notch care. My husband and for whatever reason was not allowed to continue his care with his dentist after the switch. He's had a very difficult time finding any dentist who accepts DWP other than the XX XXXXXXXX. Due to this lack of experienced dentists willing to accept this insurance he has not had proper dental care since the transition. This is very frustrating and hopefully can be resolved soon. Thank you for accepting feedback.
9.	It would be nice if all dentists participated in this program. Since my dentist doesn't participate I need to find a different dentist.

10.	Impossible to find good dentist who takes insurance. My teeth hurt for a week after cleaning with new dentist and previous dentist never issue. Did speak to a DWP rep to get help finding dentist, they said to look on-line not everyone has easy access to internet and when did very difficult to find dentist who would take insurance even though on provider list, most wanted off list. Once my previous dentist suggested doesn't take this insurance anymore. One I did get had to wait couple months before person licensed for this insurance then they only worked 2 days a week so had to wait another 6 weeks to get into them and I needed to see a dentist in mid summer and couldn't get in till following year. Loved my previous dentist, took good care of my teeth, they didn't hurt, awesome customer service and willing to work me in as quick as could. New dentist no follow-up and no info on periodontal disease or cleanings every 3 months. Just ignored my question. I want to find a new dentist but know impossible to find any who takes insurance. One I have now was the 8th dentist I tried to get, one and still had to wait about 5 months to get into. This insurance doesn't seem to cover my needs which is periodontal disease and need cleanings every 3 months which I was doing when had private dental insurance even when had to pay half out of pocket for them. New dentist had charts seen how teeth were previously and they had gotten worse but didn't think or say anything about 3 month cleaning just focus brushing on those areas which I do all the time. Website not up to date on providers who take insurance and taking new patients which there are very few decent ones that do. I wish had more providers who are good. Getting into a dentist takes usually 6 weeks at least, my experience regardless of insurance longer with this insurance. Thought being Delta Dental be easier and my previous dentist would take it but not the case for finding dentist nor previous dentist take it
11.	If the dentist that had accept this plan would still accept it. Because of that now I need to find new dentist and because of that went back to level 1 because I didn't know about the different levels of benefits.
12.	I have yet to use my plan. I have to change dentist so I'm a bit nervous about that. I think it will be a good plan though.
13.	I don't know how to find a primary dental provider but I would like my old dentist back I think. Because I don't have one and I haven't needed care. I have not used dental plan at all yet.
14.	I do not want to change dentists. I've had him for 16 years or more.
15.	I am very upset that my regular dentist does not participate in this plan. I do not want to find a new dentist. It has been hard to find one.
16.	Due to my marriage separation I haven't taken them out to see or find a new dentist, as my old dentist does not accept this program. Thanks for info on the 3 levels of dental care.

General positive comments	
1.	When I was terminated from my job, I was skeptical about getting this coverage. I've always had a private insurance and thought how good could the government really take care of my needs. I was very much surprised at the benefits and ways Dental Wellness helps you. Dental Wellness has great ways to motivate you with incentives that other companies don't. I know I'll probably stick around even when I'm employed again.
2.	Well, I am just thankful it's available for people like me.
3.	Very grateful to have, when needed also plan to use more in the near future.
4.	Very grateful to have it.
5.	This plan is great for a low income person to get his teeth taken care of. Without this program I'd never see a dentist regularly.
6.	The Wellness Plan has been great about giving us coverage when we had nothing and has covered far more than I expected, but it is extremely difficult to find providers that accept the plan and I have never gotten any information about our coverage.
7.	The plan is awesome, but some dentists cheat the patient by putting in "low grade" (his words) dentures, and he told me they won't last. I can hold them up to the light and see thru them! They are very fragile and thin!
8.	The Dental Wellness Plan is pretty good, but I would appreciate it a lot more if I could use it for help paying for my braces. The cost of braces are \$5,000-7,000 and I will continue to have terrible crowding in my teeth without braces, it is very hard to floss and I get a lot of plaque build up in the crowded parts of my teeth. Thank you for listening/reading.
9.	The Dental Wellness Plan has helped me out a great deal. My dental health is most important to me. Thank you. I appreciate what you guys do.
10.	Thanks.
11.	Thanks.
12.	Thanks.
13.	Thank you. I am returning the \$2.00. I appreciate the gesture though. I am so very thankful for the help I have received.
14.	Thank you.
15.	Thank you.
16.	Thank you.
17.	Thank you.
18.	Thank you.
19.	Thank you.
20.	Thank you.
21.	Thank you!
22.	Thank you!
23.	Thank you!

24. Thank you!
25. Thank you for the plan so we can have better care of ourselves!
26. Thank you for the help. Too bad it took a heart doctor to help.
27. Thank you for the help! Could not afford dental care on my own.
28. Thank you for the help!
29. Thank you for the dental care, it was helpful.
30. Thank you for making this available to those in need!
31. Thank you for making a program to help people.
32. Thank you for including me in this plan.
33. Some people have mental illness' that causes them to stray from the plan, which makes it hard to cooperate with the 3 levels of Dental Wellness Plan. I do, sincerely, appreciate the help, though. Thank you, a thousand times!
34. So far so good.
35. Satisfied
36. None. Works great for me and my kids. Thank you so much for the help. It means a lot to my family being a single mom.
37. No, it's very helpful! Thanks for taking the time to ask about my wellbeing.
38. No, I'm just thrilled to have insurance. After my husband died I was afraid that I would no longer have dental insurance.
39. No, I think it is a good program.
40. No, except thank you for your service.
41. No, expect thank you for providing dental benefits to me.
42. No for now but thank you for taking the time out of your day to care. Thank you.
43. moving back to council bluffs soon. would like to go to dentist there as soon as back surgeon say it is okay am hoping to get dentures to help with overall better health very grateful you can help
44. Keep up the good work.
45. It's the best thing ever happen to me. Thanks to them. I had 11 lose teeth pulled got false teeth for my upper and waiting for lower. They sent me letter that they may not cover everything. I can pay in payments I am not rich but a little at a time. All in all I'm very happy.
46. It's nice I guess.
47. It works for me!
48. It is very good.
49. It is nice to know that dental care is available to someone who doesn't make much money!
50. It is a great plan for us that don't have the money to pay for dental.
51. I've only had one visit with my new dentist, he and his other workers were so very nice, only cleared my teeth, have one cavity (my 1st). Will get it fixed Nov. 8th. Thank you for this program. I'd not been to a dentist for 20 years because I hadn't the money. (A blessing to me!) Thanks also for the \$2 bill. Nice survey. Hope I helped.
52. I've been more prompt about scheduling my appointments since my dentist told me briefly about the core benefits and that they would get better with regular treatments. I would like to get my missing teeth replaced since it causes biting issues with my lips; so I will discuss this with my dentist. Thank you for this detailed information.
53. I'm thankful to have it. Thank you.
54. I think I confused a dental doctor with a special dental care doctor. I got a mouth and gum exam. Had had the same dentures for over 6 years until I got Dental Wellness. I couldn't afford to go for any dental help before that. Am extremely grateful that I finally qualified to receive dental assistance. Thank you!
55. I just say thanks for everything. I need you send me the card for Dental Wellness.
56. I have learned a lot about the Delta Dental Plan over the last few months and am planning on scheduling an appointment now that I have coverage. Definitely would not be able to otherwise. Thanks!
57. I have been out of work for over 2 years. I have been a caregiver for my mother since then. I am very grateful for the Wellness Plan.
58. I have been dealing with a lot of emotional stress do to the injuries to both arms. Have recently moved in with a friend but want desperately to have my arms back in working condition to find employment. I'm not liking that I cannot work like always have. I will look for a dentist--you all have been amazing help for me since hurting my arms. Thank you.
59. I feel it is needed. I and many other Americans without dental insurance lost teeth. With dental insurance tooth loss can be avoided. It is just affording insurance, where my dentist will work with me, many don't and won't. In full any insurance is a good thing.
60. I appreciate the plan being available when I need it.
61. I appreciate it, but I wish there was a way to get a lost tooth replaced through the plan.
62. I appreciate having it.

63. I appreciate being able to receive dental care after years without, thank you. P.S.: Thank you for the 2 dollar bill.
64. I am very thankful for having it! Thank you!
65. I am very pleased and thankful for this program.
66. I am thankful to live in a state that cares about poor people and people temporarily down on their luck. Thankful to be provided the dental care plan.
67. I am really glad to know about the 3 levels of dental care. Now that I am getting older my teeth need more and more care. Thank you.
68. I am moving to Arizona in November 2016, very worried that I will not have same level of health/dental coverage in that state. Thank you!
69. I am grateful to have it!
70. I am grateful for it, although it is not my first choice to be enrolled in this one. Thank you very much.
71. I am glad to have it and I want to use it ASAP. I just need to find a dentist that accepts it.
72. Helpful service while I was unable to have regular, not State covered insurance. Thank you.
73. Have not used the dentist Wellness Plan yet. But I plan on going within the year. Very excited about the benefits and opportunities Dental Wellness provides.
74. For someone whose somewhat financially challenged. The DWP is awesome! I am very grateful and pleased that this service has been granted to me. Thank you very much!
75. Blessed to have as an option as young college student w/low funds.
76. As smooth as a bottom.
77. Appreciative to have the coverage while I am in school.
78. Appreciate your coverage in helping pay!
79. Am very happy I have insurance now to take better care of my health. Thank you very much.

Comments about survey	
1. Why did I get a \$2 bill?	
2. What is the \$2 for?	
3. Tired of suffering with tooth pain. Can't eat or chew on right side of mouth. Sometimes can't eat at all, too much pain. Thank you for the 2 dollars.	
4. The Walmart gift will help me get food and dental needs as soon as I get the card.	
5. Thanks for the two dollars. Would of returned this earlier but it got lost under paper work considering I live in my car it's very hard to keep track of stuff.	
6. Thanks for the \$2.	
7. Thanks for the \$2 bill.	
8. Thank you. I am returning the \$2.00. I appreciate the gesture though. I am so very thankful for the help I have received.	
9. Thank you for the \$2.00. Very nice of you.	
10. Thank you for the \$2.00!	
11. Thank you for the \$2. Please send me a Walmart card, it's Sept. 1st. Please! This helped me reflect on the obstacles I am facing to get to the dentist. It has been over 10 years.	
12. Thank you for sending me this short survey regarding my dental history. Thank you for two dollar. Thank you!	
13. Thank you for finding out this survey. It is good to know I'm not the only one who is possibly having problems! Over the past year, I have made countless attempts at an appointment (well over 20). Never to any avail. I could never find anyone who would take my insurance, even when I contacted providers off of the DWP webpage. I also contacted my insurance for a packet of providers who would accept my insurance, waited two weeks, and when I received the packet, there was not one dental provider! I apologize for not getting this to you sooner. I have had a few "life issues" come up unexpectedly that I could not have planned for. I just hope this finds you in enough time to still be put to use! Thanks again.	
14. Sometimes confusing. Use simple instructions like the 3 steps in this survey so it's clear what is expected of us and over plan. Thanks for helping me get back on track.	
15. No. Happy to participate with a survey anytime. Thank you.	
16. Just want to thank you for having it! It's nice not to have to worry about my teeth. Thank you also for the \$2.00!	
17. I've recently been released from incarceration and was very hopeful that counselors would help persons as myself and others being released back into society, but they are not as helpful as they could be in passing on information to persons in need of help with these situations. I believe that more direct contact with persons in halfway houses thru mail and ways of communication would be a much better way of informing them of positive direction to use these and other ways to better their health and such as the federal institutions only pull teeth not repair them which might have a better outcome with persons and dentists. Thank you for your survey and the \$2.	

18.	I wish more dentists offered DWP in my area so I wouldn't have to drive so far. But that's up to them I guess. What are they afraid of? Thank you for the \$2.00.
19.	I appreciate being able to receive dental care after years without, thank you. P.S.: Thank you for the 2 dollar bill.
20.	Delaying deep scaling/cleanings for 6 months. Exacerbates the health problem, contributing to possible tooth loss. Thanks for the 2 dollar bill! I would not have completed the form without it! The dental help is greatly appreciated.
21.	Before completing this I was unaware that dental care was part of Medicare-Medicaid, or if there is a fee for this additional service. Hopefully going over recent materials will answer my questions. Thank you.
22.	Because of this survey I must be honest and say that I didn't know there were three levels of coverage in the DWP. I think that policy is encouraging to someone like me that might not otherwise go to the dentist, decide to better seek out a dentist to take care of my dental needs. Thank you.

Requests for more information	
1.	Would like to get a benefit book for Delta Dental.
2.	We are unable to find a dentist that takes Medicare. Sorry for spelling. We do not want to go to XXXXXXXX XXXXXX so if you know of any dentist that takes this insurance please reach out to me ASAP! My sister needs her wisdom teeth pulled.
3.	The greatest challenge is finding a dentist close to my home. I will need to travel 30 miles for my next dental check up and cleaning. Also would like to have a printed paper with dentists who are care providers in the program.
4.	Please send out more information to the clients or have a representative make calls.
5.	Need to offer more communication so we know what's available (services, coverage, tiers, dentists/offices).
6.	More dentist mailers or info cards explaining the benefits and each level would be helpful. Many years ago I was on a Delta Dental plan and never had a problem with service, payment, etc. I was satisfied with the service then (2 years ago).
7.	I'm fighting pain in 3 teeth and jaw line but I don't know where to go and if it will be covered. I have 5 partial teeth, where over 1/2 is gone. I hope you can help. Thank you.
8.	I'd like to learn more about this plan.
9.	I would love for some help on finding a dentist in my area!
10.	I would like to know how to find out the dentist who accept this insurance. Thank you.
11.	I would like to have more info. Thanks.
12.	I would like some info about what all is involved in this plan (coverage).
13.	I would like more information so I could visit a dentist and my family.
14.	I would like a list of benefits provided send to me by mail.
15.	I know not many people use the mail for information much, with the internet being available, but it would be nice to be able to receive available dentist through the mail instead of through the phone or internet. When I contacted customer service they were very rude to me when I was asking questions about available dentist and my husband's account. Since then I haven't contacted them about anything and tries to find access to the internet.
16.	I just wanted to say I really need my teeth redone, they are bad so could you please help me. Thank you.
17.	I just say thanks for everything. I need you send me the card for Dental Wellness.
18.	I don't know which dentist I should go to, there are a couple of dentists located in Mason City, IA. Could you send me their names and locations.
19.	For my son dental I got a list of dentist I would like a list for myself because I'm just not sure who will take Iowa Dental Wellness and I do not have time to call everywhere. This is the only reason I have gone to a dentist yet.
20.	Do I have dental coverage? If so when did I received it. If not may I be accepted for dental coverage? If not how do I get to receive it? I am pretty sure I spelled receive wrong, sorry.
21.	Could I get info on my coverage.

Comments about dental anxiety	
1.	It has helped when needed. I'm terrified of needles and get anxiety that is why it is hard to go. I also have a calcium disorder in my teeth and have been in an accident that has broke them.
2.	I'm scared of dentists, used to have the same thing with eye doctors but it took time to get over.
3.	I need a dentist that knows how to deal with people who are terrified to even go to the dentist, like myself, I can not tolerate a lot of pain and terrified of needles that the dentist have to use.
4.	I have always feared going to the dentist and as such have let my dental health go when I know I shouldn't.
5.	I have a lot of anxiety when going to a dentist it took me several visits to become comfortable w/my current dentist. My dentist is not covered under this plan. I scrimp and save all year so I can go to my dentist, otherwise I wouldn't get any dental care. I wish my dentist accepted this coverage.
6.	Had dentures for about a year thru your program. Have had no problem, only have 2 of my own teeth, general health/teeth is much improved. Had numerous infections before as teeth were very poor and needed extractions and dentures, at present time dentist has moved away and no need to see one. I'm very afraid of dentist.

Other comments	
1.	Yes, how can Dental Wellness Plan help me and my family with a house to live and a car for transportation and also with student loan for my education? What can I do to help improve Dental Wellness Plan for others that don't know?
2.	Would like to just have what little teeth left pulled. I was told I need to have so many appointments over the year to qualify for such work. I just want them replaced.
3.	When dentist tell you you got more teeth work but on some work got to wait 6 months or it's not covered by the plan.
4.	Well if we are doing this survey for our dentist, what does have a job or our mental, emotional or physical wellbeing have to do with our Dental Wellness Plan or if we finish school or how much pop someone drinks or what our marital status is.
5.	Unsure if I have this or not.
6.	Trouble getting job because of work injuries from previous job. Companies don't want to chance me getting re-injured on their payroll so they won't have to pay the workman's comp. I think your dental plan is ok for me, except the dentist I tried wouldn't accept insurance. I gave up and treat my problems however I can.
7.	To some people the 3 step program means that they have to get or try to get more time off from work or get a babysitter. And some people don't go to dentists b/c they have to travel 40-50 minutes away just to get a simple clean to earn more points for 2 step, then 3rd step. Or people think it's a hassle and won't go back at all.
8.	Tired of suffering with tooth pain. Can't eat or chew on right side of mouth. Sometimes can't eat at all, too much pain. Thank you for the 2 dollars.
9.	XXXXXX XXXXX answered the questions for me.
10.	This plan has kept me going to dentist and taking care of my teeth and keeps my kids going to dentist for teeth. Now, if they could get something going for glasses for my eyes.
11.	Thanks for the two dollars. Would of returned this earlier but it got lost under paper work considering I live in my car it's very hard to keep track of stuff.
12.	Several of my teeth have rotted away and I have lots of toothaches.
13.	paid over \$3000 for wisdom teeth to be pulled and now I have credit. Could have used that money to get to appts. Whats insurance for if it wont cover extractions that are needed.
14.	Our family dentist doesn't accept Medicaid dental plan so I have Delta Dental through my mom's employer.
15.	Nutritious meals cost more when trying to manage a budget.
16.	Nothing, thanks.
17.	Not at this time.
18.	Not at the moment.
19.	Nope.
20.	Nope.
21.	Nope!
22.	Nope, not at this time. Thank you!
23.	None.
24.	None
25.	No.
26.	No.
27.	No.
28.	No, thanks.
29.	No, thank you.
30.	No, thank you.
31.	No, but I wish to explain my answer to #79. I am a college student who works part time on campus.
32.	No thanks.
33.	No thanks.
34.	No thank you.
35.	No thank you.
36.	No thank you.
37.	No problems except my dentures don't fit and the adjustments are not working, can't wear the bottom at all and the top ones are ok, but come out when I eat. I don't know what to do.
38.	No comments. But when I see my dental tell me you don't pay for deep cleaning, I don't know why, he said you need. To say yes for it, and I need ASAP and he send you many e-mails or fax but no answer until now.
39.	Needs to have some co-pay like a doctor. Too much \$ when needing dental work done!
40.	Needed to have cavities filled at last check up but was informed I had to wait until my next check up because of my new insurance.

41. Need help for appointment.
42. n/a
43. My wife helped me understand and fill out the form.
44. My children are going to need braces and I'm not sure whether or not the Dental Wellness Plan covers that.
45. My appt. isn't till Sept. I've been waiting over 2 months to get in and desperately need dental work done. Looking forward to getting my teeth fixed.
46. Just want my teeth pulled out, want dentures.
47. It is hard to get to a dentist because of school (college) to get better benefits (tiers).
48. In the Dental Wellness Plan I would like to get my teeth fix so I can have the smile I always want so I can be that beautiful person I always wanted to be. So all I'm asking for is your help as soon as you can. Thank you.
49. I've only used it one time. Next will be in about a month for my 6 month cleaning and check up.
50. I've had full dentures for 5 years.
51. I'm worried that I don't know what I need to do to keep coverage, and I don't know how to find out.
52. I'm toothless.
53. I'm not sure I haven't been to the dentist this year, or checked out anything about it.
54. I'm limited on the kinds of food I can eat cause I don't have very many teeth left.
55. I would like to tell about the Dental Wellness Plan because I don't know what kind of dental plan I have. Because in last October when I went for check-up and cleaning. When I was done. They don't make me an appointment for next 6 months. They said in April they can send me the mail or call. That's why I didn't go to the dental care last 6 months ago. Now they say they accept any insurance. I hope, I will go to make an appointment next week.
56. I wish my husband could get dental insurance. I think he needs to see one.
57. I was beat and had my teeth knocked out. I need dentures.
58. I want a health smile again.
59. I truly don't know anything about it. I have primary dental coverage through my work and just go when I need to go to the dentist for cleanings and whatever is recommended. In Jan 1 I had to have a root canal and was prepared to figure out bills when I received them but was covered. I'm currently needing a crown but will wait until new plan year. I didn't even know I had dental coverage thru the plan until someone called me awhile back. But again, I don't know anything about it. Thanks!
60. I tried to make an appointment last week, but there seems to be a considerable amount of bureaucracy and red tape involved with my dentist, he was the first dentist listed where I called to see what dentists provided service for this plan. The receptionist told me they were not qualified yet! What are you people doing? If this is an upgrade in healthcare, I think you need to reassess your plan! Perhaps you need to hire me as a consultant. I can fix this epic failure!
61. I tried to get into Doctor XXXXXXXX in Mason City for my son and they put us on a waitlist, plus we have Delta Dental private insurance. My son has CP (age 7) wheelchair bound. Even though we have private b/c we have Iowa Medicaid we are on waitlist. We went to another pediatric specialist in Minnesota and now the MCO won't pay for the hospital outpatient stay. So wrong!
62. I think the program is good. My only concern is getting to the dentist. Sometimes it's very difficult to get in.
63. I think my dental program is good, but I feel my dentist is over booked. Could use more help and better equipment, very dated dental tools.
64. I think I'm good. Thanks.
65. I think I was never contacted.
66. I still have to go and get my teeth done.
67. I never used the dental plan. I have only used the health insurance once since I had it.
68. I need to get dentures on the top, my dentures has been fitted but I was unable to make my appointment for my procedure due to transportation problems. Really need to get this done. Can you help me in this matter please and thank you. My dentist is, XXX Xth XXXXXXXX XX Xth.
69. I know how to read the questions!
70. I injured my back November 2014 and haven't been able to work much since then. I also suffer from fibromyalgia and have arthritis in my hips. I had a painting and cleaning business and haven't been able to do much.
71. I hope I have gas money when it is time for my next appointment! I'm still waiting on ssi and disability because I'm following doctors orders in hopes I can one day return to the workforce
72. I have two small children so that makes it difficult for me to go to the dentist. Also I am pretty afraid of them, have had problems in the past.
73. I have only used it for cleaning on a 6 month time frame. I would rather see it go 1 year cleaning at least for people with good teeth. A dentist would have to figure that out.

74.	I have not received information. I am on Medicaid title 19 and unemployed. I can not go to a regular dentist. I have receding gums. I still owe 200.00 because my dentist was 160.00 and then they referred me to a periodontist. The cleaning was never done but the x-rays were.
75.	I have not had a chance to really utilize the public dental coverage as prior to obtaining health coverage I had purchased dental coverage through Delta Dental whom was also the carrier I had prior to losing my job. Also I was not aware there was dental included with the state health plan. However prior to obtaining public dental coverage I had consistently went to the dentist since childhood. Therefore under the public plan my dentist, I assume would have to take the time to go over my past records and provide certain documentation to the plan which would take at least 30 days and then would need reviewed all prior to me seeing dentist and/or the public plan making payment to my dentist.
76.	I have no teeth, and no dentures.
77.	I have never used this survey. Fear that regular things like fillings, extractions and other services won't be paid. I have very little money.
78.	I have just gotten it and used it once.
79.	I have had to have 2 teeth removed because these root canalled crowns became infected and I didn't want to go septic. So now I don't smile because I'm embarrassed of my smile. The spaces can both be seen when I smile but I can't afford a bridge or a permanent tooth. I would give anything to have this fixed so I can smile proudly again, but it will never happen.
80.	I have had dentures since I was 21 and had to buy a new set last year. I had to pay in full on my own four the dentures. Some of this survey was hard to fill out because I have dentures.
81.	I have had dentures for 31 years. I have this coverage on my kids. So far it has worked well for them.
82.	I have had 2 dentists in my life and I will not use your program because my dentist is not on your list. I will not change dentists. I trust my dentist, I don't trust the government program to pay my dentist (which is probably why he opted out). Thank you.
83.	I have gum disease, so I go to dentist every 4 months for cleaning.
84.	I have gone to my dentist for 30 years, and will continue as long as I can afford it. Wish he would accept Dental Wellness Plan.
85.	I have dentures upper – lowers.
86.	I have dentures (uppers and lowers)
87.	I have been doctoring with all kinds of different doctors. I missed one of my appointments with my dentists so I know I can't go get any work done on my teeth until January.
88.	I have been dealing with a lot of emotional stress do to the injuries to both arms. Have recently moved in with a friend but want desperately to have my arms back in working condition to find employment. I'm not liking that I cannot work like always have. I will look for a dentist--you all have been amazing help for me since hurting my arms. Thank you.
89.	I feel laminated ID cards should be a little more durable. With normal wear and tear, the card I hold has only lasted 6 months.
90.	I feel I lost teeth that could have been saved. I hate dentures. They don't fit right.
91.	I don't think anyone would tell me how often I have to go to the dentist or doctor. It's like they are trying to control my life. I am an adult, don't treat me like a child. Also if I could find a dentist that doesn't judge me because of the way my teeth are then maybe I would go to the dentist.
92.	I don't need it, I have dentures.
93.	I don't know much about the Dental Wellness Plan. I am partially blind. It is hard to see things to read about the plan.
94.	I don't know much about it but went to learn more.
95.	I don't have teeth as they were pulled out a long time ago.
96.	I don't have a vehicle and it's hard to find someone that will take me places. I do not eat on a daily basis because I don't have the money for food when I only get \$16.00 in food stamps and \$475 in rent.
97.	I don't like the pop question. Because people like me drink pop every no and then not EVERYDAY. I think there should be more extensive answers available to choose from.
98.	I didn't know of the 3 levels of case. The dentist I had originally on the plan was in West Des Moines and the office was operated as a married couple who were rude and arrogant. They should be ashamed to have belittled me publicly for the type of insurance I was covered with. They embarrassed me and refused to do proper services I needed. I was told that I would have to wait a year!
99.	I believe that the Dental Wellness Plan can be a great thing to so many people, but I am the type who don't care much for doctors so to say just because of no particular reason, but in my case I never lost my baby teeth (or all of them) and that has caused me issues now in my adulthood. When they were removed the gaps in my teeth caused my teeth to become loose and they started abscessing and had bad pain with. I would love to be able to just get partial dentures or even all removed if need be so I could actually be able to eat real food and not just soft foods!
100.	I apologize that I took so long completing this form.
101.	I am worried about my wife who is also on Medicaid. She has had a G.I. problem for 3 years. Mercy Hospital can not fix her problem. Been to Mayo Clinic, they can help her but insurance denied referral. Her missing work will cause loss of employment soon. But as I watch her loose weight and go thru this excruciating pain, my mental health is deteriorating as is hers. Can you help her? Her name is XXXXXXXX XXX. Thanks.
102.	I am unemployed and they said I couldn't get my teeth or new glasses.

103. I am really unsure about the plan itself. I am not sure what's covered, what isn't. And I find it very hard to find a dentist who will accept the Wellness Plan.
104. I am just starting this program. I hope my answers are correct for you, any questions I can be reach at
105. How do I find a dentist that accepts my insurance without calling everyone?
106. Hopefully I can find one soon in my area. Mostly for my kids.
107. Hopefully Dental Wellness Plan will give good service to the dental patients.
108. Have dentures most dentist will take the insurance you have. Last place we called lady oh you probably have to go to Iowa City. Not traveling to Iowa City. What else might be offered there're probably might be other might be liable for. Am sure am not the only person that has no idea what they might be liable for.
109. Hardest problem working dental appointments around full time employment.
110. Had to switch dental insurance to find a dentist and now have to wait until Oct. 1 before we can go because new dental insurance is not effective until then. Privatizing Medicaid was a big mistake, people are loosing their doctors, caregivers aren't getting paid on time and our Governor thinks it's ok. Maybe he should be on it and see how it really works! And if you do the 3 levels of coverage I will have to wait 1 1/2 years before I could get dentures, so that's not good, I need them soon.
111. Had dentures for abut a year thru your program. Have had no problem, only have 2 of my own teeth, general health/teeth is much improved. Had numerous infections before as teeth were very poor and needed extractions and dentures, at present time dentist has moved away and no need to see one. I'm very afraid of dentist.
112. Get rid of private insurers.
113. Even though I qualified for dental insurance I did not use it. This is the first time I've been on welfare. I don't like it. I have always paid my own way. Recently circumstances have caused me to enroll on Medicaid. That's why I try not to use it unless absolutely necessary. When I get back to work then I will go back to the dentist when I can pay my own way.
114. Did it myself.
115. Completed w/assistance of domestic partner.
116. Can't wait to get all the work done. I am happy to have help to make it work.
117. Before completing this I was unaware that dental care was part of Medicare-Medicaid, or if there is a fee for this additional service. Hopefully going over recent materials will answer my questions. Thank you.
118. Any plan should include more than a check list of problems. Details fix and identify problems, not this sat/act crap fill in the correct blank - call me- I'd let you know how helpful this DDS really was. Jefferson, Iowa. It's Iowa. I've lived from Boston to NY to KC to St Louis to Iowa. Really should be better.
119. Amount of care is not beneficial to welfare or poverty stricken people.

Medicaid

Problems with access to providers
1. You need to have more providers.
2. Yes, it's very difficult to find a good provider without having to drive very far and wait a very long time. Where we have went it is very unprofessional. The government sucks and so does the healthcare system. They just make it hard for low income families who work their ass of to provide for their families. Just because we are not rich means we should be treated differently or judged--But we are--we all are. The system is corrupt.
3. Yes I have tried to get information about dental for me and my son XXXXX XXXXX. Everyone I called didn't take new patients so we haven't been to the dentist in 9 months and we need to.
4. Would like more dental clinics to accept more insurance policies. The ones that do accept the insurance they can be mean and not even really care how much pain you are in or how much pain they put you through.
5. Wish there was dentist around me who will service this dental coverage. My teeth are getting worse and having infections in my teeth can go to my blood stream and not be good. End up loosing more teeth since I can't get proper care of them.
6. Wish more dentists would accept Medicaid! Very hard to find one!
7. Wish more dentists accepted Medicaid and didn't have to go to Iowa City for root canals.
8. Wish I could use it. Hard to find a dentist who takes my insurance. Wish more would. It has been amazing for my girls. We thank you!
9. While the coverage is great, the choice of dentists is not. I had to chose a dentist that I really am not comfortable with. I wish more dentists would participate in Medicaid.
10. When you have to be on a waiting list just to get an appointment due to Medicaid it makes it really hard to see a dentist.
11. When Medicaid privatized it was extremely hard to find a dentist who would accept our insurance in Cedar Falls and Waver Iowa.

12.	When I first went on Medicaid I found a dentist in the town I lived in, but they did say they were overbooked because of so many dentists not accepting Medicaid. They were very good at dental care and service, but it took a long time to get in. Then when I moved to another town after a while I looked for a closer dentist. It was not easy to find a dentist that accepted Medicaid and when I finally found one he was overbooked and was not a good dentist. He gave very poor care and service, then on Aug. 9th he said he was up and leaving for California, I found out the day before my appointment. So now I am back with my old dentist who is good but farther away and overbooked. I can't get in until Feb. 27th. I am happy to have coverage and very thankful. I just wish there was more availability.
13.	We need more dentists in the Keokuk area. That will accept Medicaid and no extractions.
14.	We do love our dentist, we just wish it was easier to get to her. And also that we could get the full work done. We just have not had time. Our dentist is amazing and my fiancé, children and I will continue to see her as long as our insurance will still cover her office even w/the distance we have to drive. She is located in Eagle Grove, IA and we are in Webster City, IA. Thank you.
15.	We are limited on providers due to being a small area, either we get one kind of close that we don't care for, or drive hours. Some providers are only in our area on certain days and times of the month and the waiting list is long.
16.	Very few dentists even accept this insurance. The ones who do are at least an hour away and are usually booked for months. Because of the type of insurance, sometimes they treat you poorly. This is not good insurance. Supposed to provide help. My son has TMJ and the insurance won't cover it or any considered to be cosmetic.
17.	Try having a local dentist. We have to travel 60+ miles to get to one, so myself and children don't go often as we should as we have no way to get there.
18.	This coverage is the worst! I should NOT have to go to another city to get my dental care! Des Moines, IA should have people here! Not at all happy with adult coverage!
19.	There needs to be more providers that take Medicaid.
20.	There needs to be more providers of dental care.
21.	There needs to be more dentists who 1) accept Medicaid. 2) Accept new patients with Medicaid. 3) Need accurate info on-line for answers to 1 and 2. I have called 15 or more dentists in my area as well as up to 70 miles from my location with no answers. Have had to wait months for emergency dental care. It's ridiculous, frustrating, and costly due to travel expenses.
22.	There needs to be more dentists that will take Medicaid.
23.	There needs to be more dentists that accept Medicaid.
24.	There needs to be more dentists that accept Medicaid in my area because I can not find one.
25.	There needs to be more dentist open to this program. The XXXXXX XX XXXXXXXXXX is not a good place to go, they did work on my teeth and did not do it right, my teeth started falling apart faster so I stopped going. You all should send list of these dentist in our areas who accept our insurance.
26.	There need to be more dentists in the area that accept Medicaid, and more choices for young kids. The dentist I go to has a waiting list of a year for new patients; that's not right. Another reason people end up needing more work than necessary, because of the wait time.
27.	There is only 1 dentist office in Ames that I know accepts Medicaid dental. I also have heard many bad stories. I am thankful for a dentist that will work with us when we pay a deductible. I found out that the 4 kids are covered by their dad but Medicaid (I don't think) covers the remaining cost. I and my husband are not covered other than Medicaid.
28.	There is not enough providers in this area and the available ones are not very good. After going to one that left me in a lot of pain I do not want to return to the dentist until I can get private insurance. Also some of the providers that don't usually take Medicaid patients, unless recommended are not very attentive and treat you as a hassle when they don't even know why you are in the program. Other than that experience Medicaid program has helped me complete college even having children.
29.	There is not enough choices for dentists.
30.	There is not a dentist close to me living in Sumner, Iowa that will accept my dental so I am unable as a student to afford a simple cleaning etc.
31.	There are only a few oral surgeons who accept Medicaid so it takes a while for me to get an appointment and I am in pain. Other than that it's great.
32.	The regular preventive care (cleanings and check ups) are great and covered well. As are emergency appts. However my dentist often just writes off my x-ray cost and anytime I need specialized care it is difficult to find anyone to accept Medicaid and then most of the recommended treatments aren't even covered, even at a minimal coverage!
33.	The problem with coverage is not enough providers and root canals and crowns only covered on anterior teeth when posterior teeth are needed for eating and also helping covering replacing teeth once they have been lost. But I am very thankful just to have the insurance at all.
34.	The problem with coverage is not enough providers and root canals and crowns only covered on anterior teeth when posterior teeth are needed for eating and also helping covering replacing teeth once they have been lost. But I am very thankful just to have the insurance at all.
35.	The only issue I have with Medicaid dental insurance is the process of getting things approved for those under the age of adult. My son has a 100% overbite and some other issues such as crooked teeth and was denied braces, after waiting for 3 plus months to hear a decision.
36.	The distance needed to travel for dental surgery is alarmingly far. The number of dental professionals in the area that accept Medicaid is very low. I believe that if there were more that would accept Medicaid were available in my area traveling for dental surgery would not be so far. Thank you.
37.	The dentists I was able o find that accept Medicaid have horrible and very scary reviews, dirty tools, dirty offices, and one of them does not answer the phone. Also stories of un-needed procedures (root canals) on toddlers so I have not made an appt because I want a clean, sterile environment with a good dentist.

38.	The dentist I'm currently seeing is NOT at the XXXXXXXXXXXX XX XXXX. I did not base any of my answers on when I had treatment at the XXXXXXXXXXXX. I felt like or should I say at the XXXXXXXXXXXX they made me feel like dirt because of having Medicaid. I wish more dentist took Medicaid though. I know others who can't find a dentist in the area and don't want to drive 1-2 to Iowa City.
39.	The coverage works great for children and ok for adults who have no allergies or special needs for their dental care. My biggest complaint is you can't find a dentist who takes our insurance and will use anything besides Novocain
40.	The coverage is good I just have bad teeth and the dentist wanted to put crowns or caps on but wasn't sure if it'd be covered so I've been getting fillings that keep needing refilled. The place I go to was very hard to find, not many places take the insurance, maybe a list of places that do in our area would be good. I've been switched dentist to dentist 3 times where I go for unknown reasons, they are very frustrating place.
41.	The boys have a dentist in Independence (where we used to live), but where we live now there's only one dentist that accepts Title 19 and the one the boys go to is too full to add me as a patient.
42.	Something needs to change if it's required that I drive 2 hours to receive dental care. I don't go unless it's an emergency.
43.	Please pay dentists for services, they always say Medicaid does not pay, will not accept this insurance. I can't find any dentist to help me. I am in pain every day because of my teeth. Please help!
44.	Only complaint I have is the difficulty in finding a provider. I finally found one (40 mi away) but have not yet been seen since I need to get the kids in first.
45.	Nothing except, I can't find dentist who accepts insurance I have as of now, not been to the dentist for over 5 years.
46.	Not sure if Medicaid has anything to do with it, but more places should be more willing to accept it. Hard to get appointments if I have to travel far or if can't find a place that accepts.
47.	Not many providers in the Des Moines Medicaid dental insurance.
48.	No one accepts the coverage. My teeth used to be in excellent condition when I didn't have kids and I had a full time job with insurance. Now that I'm on Medicaid, I even have found it hard to get my young children to see a dentist. I am disappointed.
49.	No dentist takes Medicaid in my area. Had hoped to get dental care when joined but haven't been able to get in for myself or my daughter. I can't evaluate how good or bad it is as I have been unable to use it. Very frustrating that they can refuse service because I have Medicaid. It's NOT right or fair.
50.	No complaints. I do wish we had more dentists in our area that took Medicaid. Our dentist, although good, can be a little aloof. Also, I had a tooth knocked out in my teens. That fake tooth (does not have a crown) is now yellowing, Medicaid won't pay for it. Again, not complaining but it will cost me over \$430 to get it covered so it's not bright yellow. Just wishing Medicaid would cover things like this that are necessary, not cosmetic. Thanks!
51.	Need to have more dental providers that accept Medicaid.
52.	need to get more local dentist to accept it
53.	Need to get in network with oral surgeons. Make it affordable.
54.	Need more specialist in my area. I can't afford to go to Iowa City. Time or \$.
55.	Need more places that accept Medicare.
56.	Need more dentists who accept Medicaid.
57.	Need more dentist to choose from.
58.	Need more dentist that accept Medicaid, dentist need to offer nitrous oxide, need higher quality dentist for Medicaid, the dentist I have seen are horrible and very scary for a person that is scared of dentist.
59.	Need easier way to find dental care, like maybe list of dental offices who accept Medicaid would help a lot.
60.	My wish, there would be more dentist except Medicaid that would help us as a patient have more option to choose from and the availability in time and day to get service done. Medicaid of Iowa would never sell out to the middle man company, because they don't pay enough to dentist, so many of the office drop them and that created too many patient with little dentist to choose from.
61.	My town the dental office doesn't cover my insurance. Scared and barely able to get to an appointment due to not enough money for transportation, only able to provide for my son to get to town for his dental care.
62.	My recent dentist stopped accepting Iowa Medicaid.
63.	My only complaint is the lack of providers that will accept Medicaid insurance. None of the local offices close to our town accepts the insurance. Luckily we only have to drive 20 miles to receive care. I am very pleased and appreciative of the care we do receive.
64.	My Medicaid is good, it's just hard finding a dentist that will pull my teeth, they're all bad and every dentist I have seen argues with me that I'm only 29 (30 next week). My family has some genetic thing, a lot of the women have gotten dentures between 25 and 30.
65.	My main problem is finding a dentist that takes my insurance that's close, I drive 45 miles one way to go to the dentist.
66.	My dentist does not accept it. Closest one is 2 hours away
67.	My closest provider makes me feel very uncomfortable, but there's very few spots in surrounding offices that are available. It would be nice to receive a list of offices in my area to get myself and child in for regular check ups.
68.	My children's coverage is really good, however, every place I called trying to find a dentist closer to home told me that Medicaid no longer has coverage for adult dental services, so I have not seen our dentist yet for myself. It's been at least 3-4 years since I had any regular checkups and cleanings.

69.	My children have a good pediatric dentist (who accepts Medicaid) and go for their 6 month check ups regularly. When I tried to find a dentist for my husband and I, I called the dental plan phone number and asked for a list of dentists that accept Medicaid. Every dentist I called from that list said they either do not accept Medicaid or are no longer accepting new patients. My husband and I are unable to get dental cleanings in our area on Medicaid. At least our children can.
70.	Most the dental questions were based on my children due to me having dentures for 7 years. If Missouri offered as good of services I might not of had dentures at 22. regular insurance did not cover a lot so I loss due to a genetic reason. Iowa Medicaid saved my kids teeth and thankful for that due to my son having bone loss but there needs to be more doctors that take it for braces.
71.	Most dentist won't accept it, I use to go to the dentist on a regular basis but since I've moved out of Des Moines and into Winterset I haven't been able to see one, they are all in Des Moines and our car can't make it. I highly respect the dental profession and am worried about my teeth. I hope one day it will be remedied. When I would go to the dentist I had no complaints.
72.	Most all of the dentists in the Des Moines area do not accept Medicaid insurance for dental care. When I picked a primary care doctor I had MULTIPLE options but in the case of choosing a dentist I am LIMITED by the very small amount of dentists who take my insurance. If it is offered there should be a good number of providers to choose from.
73.	More dentists to accept Medicaid.
74.	More dentists need to accept the Medicaid insurance. Very hard to find one and it seems we have to settle for this doctor since no others will take you, unless paying cash. Kids seem to always be accepted but adults are pushed away as the doctors have met their "quota" for the year. My dentist is ok but I feel I should have more options when selecting a doctor.
75.	Medicaid is great and I appreciate having it, but it's hard to find a dentist who accepts it. Driving to Iowa City all the time is difficult financially and time wise. I had problems with the only dentist I could find. XXXX XXXXXX billed out a crown before it was placed and now it's been 1 1/2 years and I still don't have a crown. XXXX XXXXXX also let 2 cavities go for over a year and now one of those cavities chipped (broke off 1/3 of the tooth) and it now needs a root canal. It's hard to get to Iowa City multiple times for one tooth. There aren't any dentists I could find in Davenport, IA that do root canals.
76.	Just wish more dentists accepted Medicaid. Almost seems pointless when no dentists take it.
77.	Just make it easier to find a dentist
78.	It's hard to find dentist that accepts new Medicaid patients.
79.	It's hard to find coverage. Some places say they take it but only at certain times, that is confusing to me.
80.	It's great coverage because it's free, but it is so hard to find a dentist who does a decent job who accepts Medicaid.
81.	It's been difficult to find an office that accepts my insurance. The only place nearby was incredibly rude and failed to notify me that my appointment would be canceled if I did not confirm it nor did they attempt to reach me more than once. The receptionist was rude and failed to give information.
82.	It would be nice to have more dentist in my area accept Medicaid dental coverage. My children also need to be seen and refusing to see them but allowing to see me is not acceptable. A dentist should stay committed to his patients. My children are afraid of the dentist now because they can't be seen and continuing to change dentist is ridiculous. I would rather have no insurance than get treated like my family has!
83.	It was virtually impossible to find an available dentist that accepted Medicaid. I eventually had to be seen by a dentist and paid out of pocket. I have yet to fix the issues they found with my teeth because the amount of money needed is too much.
84.	It was kind of difficult to find a dental office that was accepting new Medicaid patients. Yes, I do worry that don't have enough money for food for my family (my child). I rely on donations from my family (mainly my father) for money or food and diapers. Thank you for your consideration and the opportunity to win money from Walmart.
85.	It was a bit of a challenge a couple years ago to even find a dentist that was not just primary care. Within the past couple of years there has been only a few options open up. I live in Ankeny and only know of two places now. It is unbelievable that they do not cover deep cleanings that cost way too much to afford on my own. I have yet to see how it will be if any of my children will require braces but I guess I will just wait and see.
86.	It sucks. My teeth are horrible and no dentist in Mason City, IA will take any adults with Medicaid coverage. I have no transportation to get anywhere outside of Mason!
87.	It sucks. No providers or they will not accept new patients. Because the providers are not being paid!
88.	It sucks no dentist will accept.
89.	It should be easier to find a dentist that accepts it. We spent 2 hours on the phone to find Iowa City that accepted it and that's an hour drive for us.
90.	It is very hard to find a pediatric dentist that will accept Medicaid for my children.
91.	It is very difficult to find someone to take that dental coverage. The last time I went there was a balance of \$300 left from what Medicaid would not cover. So I'm no longer allowed to attend my regular dentist that I used before Medicaid. Because I was unable to afford the difference. I currently have a hole in my tooth where my filling fell out, and the tooth is falling apart.
92.	It is very difficult to find a provider. The website lists several doctors but they are not accepting new Medicaid.
93.	It is impossible to find dental care for adults with Medicaid. The dentist who can accept it are almost an hour and a half away and have waiting lists 4-6 months out.
94.	It is hard to find a dentist who takes Medicaid where I live. Also wish they covered more of the cost for false teeth or dentures.
95.	It is hard to believe that there are NO DENTIST'S that are willing to take Medicaid here in my town of Boone or the next town over which is Ames. I did just find out that my previous Dentist may take me as a current patient still and also take medicaid since I had already been with them for years. So I will try that path and see if it works!

96.	It is frustrating not having enough dental providers that take Medicaid insurance. I was told it's too much paperwork and that didn't have the staff to be able to be a Medicaid qualified dental practice. Very frustrating.
97.	It is extremely hard to find a dentist! I called 22 placed for my wisdom teeth and no one accepts it. Finally found someone over an hour away and have to wait over a month to be seen. Makes it extremely discouraging when all you want is to take care of your only set of teeth.
98.	It has always been hard to find a provider in the local areas I live in. When living in Oskaloosa, IA, I had to drive to Knoxville, IA. Now living in Newton, IA, I have to drive to Des Moines, IA for dental care.
99.	Impossible to find a good dentist. Treated like second class citizen. Nearly impossible to find any dentist at all and the ones that are available that take Medicaid have waitlists and it takes months to get in to see them!
100.	If there is an emergency situation most dentists will not see you without a set appointment in which would be a week or more wait due to insurance or whatever type that you may have!
101.	I'd be great if dentists accepted it.
102.	I would like to know information on where they accept Medicaid insurance for dental work. I haven't had any luck finding one. Please and thank you.
103.	I wish there was someone that takes Medicaid in my area.
104.	I wish there was a dentist that takes adult on Medicaid in my area but I can not find one (in Mason City, IA).
105.	I wish it was easier to find a dentist that accepts Medicaid.
106.	I was disappointed that I was unable to find any dentist in a nearby town that accepts Medicaid. Now I have to drive one hour each way for dental appointments. I recently had a cap come loose, so made an appointment with my old dentist to have it cemented back on rather than drive two hours and also have to wait two weeks for an appointment at my Medicaid dentist.
107.	I was disappointed in the lack of choices in dentists. It's difficult to get an appointment within a month. It takes several visits before they actually fix anything. You can tell these dentists were the bottom of the barrel in their class. Very unprofessional and unskilled. I know I need work done but I'm holding out until we move to another State or my husband graduates and we can afford private insurance. If it's serious I would rather pay out of pocket to see a real dentist.
108.	I think all dentist should consider how hard it is to get good dental coverage and should allow all Medicaid patients to be seen instead of have to go sometimes 2 hours away.
109.	I really need an upper and lower partial but my insurance doesn't cover it. I also need to find a new dentist and don't know which ones are taking new Title 19 patients. I need to go to a dentist soon, I have a cracked tooth, it hurts badly. Also thank you for the \$2. I can now go buy some oragel for my painful teeth.
110.	I really like the Medicaid plan, but sometimes I notice the doctors don't like patients with Medicaid plan. Might be more paperwork or do they get less money not sure. Once the secretary rolled her eyes when we handed her the Medicaid card.
111.	I often feel like when I go to the dentist for care I don't receive the same treatment as I would if I were an "other insured" or cash paying client. I have called multiple dentist offices in Des Moines and surrounding areas and have been turned down for care by every single one. The last dentist I was seen at performed a root canal with no anesthetic at all, and the filling I received chipped out in 2 months. There was no dental plan offered even though I asked for one. Just frustrating.
112.	I never known Medicaid to cover dental over the age of 18. it was very hard to get a dentist with openings in a timely fashion for the services I needed. I had to wait 3 months for my first visit but after that all my dental needs were taken care of, and now I have a regular dentist. Thank you so much.
113.	I live in Boone, soonest I could get an appointment was a month in Marshalltown. I was sent to IA City (2 1/2 hours from me). I had to drive to IA City for an appointment. Then had to have a driver for surgery. They did NOT do what they said so now I have to go back at least two more times! 4 trips to Iowa City = 10 hours driving. 1 trip to Marshalltown = 2 hours driving + 2 surgeries and a physical that can't be done locally. I hate this!
114.	I live in Allamakee County, Iowa. There are no providers in our county that will take new dental clients on Medicaid. Currently I drive from New Albin, IA to Fayette, IA for dentist visits for 4 people. This is almost a 4 hour drive round trip! The dentist is backed up for months at a time and can't see more than 1 of us in a trip. Ridiculous!
115.	I know many are having a difficult time getting acceptance from local dentist and the clinic that does is a month or more out for appointments. The new requirements are a bit too much, not all go to reg dental appt and go when absolutely needed, but w/new reg now have to wait until the necessary procedure is done before getting necessary treatment.
116.	I just wish I could find a good dentist to help with my teeth that take my insurance.
117.	I just found a really good dentist in January of this year. He is leaving that practice and won't be re-established for a while. I am back to square one, without a dentist. It is very hard to find one that takes Medicaid, most are not taking Medicaid or you are on a long waiting list. I'm glad I got all my work done before he left.
118.	I haven't seen a dentist since 2012 because I can't find anyone that take Medicaid or they are too far for me to drive.
119.	I have to travel 2 1/2 hours one way because the dentists who actually do accept Medicaid in Des Moines are incompetent to say the least. They are charging you for cleanings when all they do is polish teeth. No scraping off plaque at all! And, I feel, the dentists in Iowa City at the hospital use you just as a test subject, not a patient. They don't care about making you comfortable at all. They are only interested in teaching "oral surgeon" students to extract. Hopefully I will still have teeth by the age of 40.
120.	I have to drive an hour and 45 minutes to a dentist because no one in my area takes Medicaid.
121.	I have to drive about 40 miles to a dentist and I have to pay gas for the rides.
122.	I have TMJ (lock jaw) and can not find a dental provider. I was told I needed a mouth guard and tooth correction to help with my migraines/headaches. Not sure where to go or look. Nothing locally.

123. I have had trouble finding a dentist to accept Medicaid in my area. My dentist now is over 100 miles away. I have found dentists who accept patients with no insurance before they accept Medicaid. Sad really. I don't have a choice.
124. I have been really disappointed in the dental care provided for medicaid patients here in Iowa. My wife and I are health professional students. I am in medical school and she is in the speech pathology program. My wife had a number of instances where she was having severe teeth pain and was unable to find a provider throughout the state of Iowa. We called over 15 dentists that were listed on the medicaid website and no dentists were willing to treat her because of our insurance. It was frustrating, especially when they said their was availability until we disclosed that we had medicaid and then they would refuse service. Being in the medical field, we both strongly feel this is unacceptable.
125. I have a broken tooth. It needs to be surgically extracted. It broke last June. I was referred to this surgeon. They did not take title 19. If the extraction is not done right, I was told I could lose the feeling in that side of my face. I was told this surgeon was the best and I wanted him to do it. I have not looked for a dental surgeon who takes my insurance. I have one that I am going to apply for financing someday but I can still eat and it only hurts when I accidentally bite down on food with my broken tooth. It is a molar. At some point I am going to need all my molars pulled.
126. I had to beg my long term dentist to keep me and my child after we started to receive Medicaid. He knows it's short term and my child has other dental coverage under his dad. The next closes dental provider is far away, the next after that is almost 2 that takes Medicaid.
127. I had started treatments for periodontal disease but was not able to return to that dentist because I called to re-schedule. I now have more pain and decay than when it was first diagnosed. I can not find a local dentist that will accept my insurance policy.
128. I had a great dentist and so did my kids in Iowa City, but I was not able to find a dentist who accepts Medicaid near me (in Davenport, IA). Can you please send me a list of dentists in Davenport, IA who accept Medicaid? I haven't had dental care for over two years now and I would appreciate it if you provide me with information about dentists in my area. Thank you in advance and I appreciate the Medicaid dental plan because without it, I wouldn't know what to do (how to afford dental care). Thank you.
129. I find it sad that those on Medicaid have to suffer finding a dentist or specialist close to home. I have had to wait for an extraction for 3 months. The tooth is also abscessed. I also find it sad that I had to drive 6 hours round trip to see a specialist for a root canal that he could not do, due to the fact not enough tooth.
130. I don't see how they expect people to drive over 20 minutes to see a doctor. I can't drive barely because of physical and mental conditions. How are you expected to pay someone to drive you that far? Especially when you have no income to pay them. My primary dentist only took my insurance because I was a previous patient if not I wouldn't have been accepted and would have had problems finding a new one.
131. I do think it helps a lot for a lot of people. Very grateful to have it for my child. But wish adults had a little more help with getting a dentist to accept you.
132. I can't find a dentist locally that will accept my insurance am I missing something or is it that hard to find a dentist that will take me with Medicaid. Very stressful I feel like I have to go without because it's so expensive and money is limited, right now I have a 3 year old son who comes first.
133. I can't find a dentist in Sioux City, IA that accepts Iowa Medicaid as insurance for adults. A few accept Medicaid for children only.
134. I can not find a dentist in the town I live in that would take Medicaid for older people. I did take my son to a dentist office here before but when it was time for his next check-up I was going to court dealing with domestic violence. That lead me to for his appointment, so now he can't attend there. I have to find another dentist that's close by.
135. I am still waiting to see if my crown is going to be covered. It would also be amazing if there was other oral surgeons located closer to me so I don't have to go to the XXXXXXXXXXXX XX XXXX all the way in Iowa City.
136. I am pregnant so it was harder to find someone. No one in my town wants to cover my dental insurance and if they do I have to go during walk in hours.
137. I am happy that in an emergency I could probably find a dentist to take care of me that takes Medicaid. There is no dentist in my town. I have 5 small children and having to drive to another town is a real hardship, especially since I need a new crown and it will need me to have quite a few visits. and thanks for the \$2 bill
138. Hard to find dentist to accept Medicaid, haven't had any dental issues yet but am concerned about coverage if anything beyond regular checkups are needed.
139. Getting dental care is almost impossible. Not enough providers.
140. Finding a quality dentist s really impossible under the Medicaid plans. The ones that do take the plan are in large "centers" that herd patients in and out like cattle, doing shady work and often making the original problem much worse. Dentists that are in private practice and who are of quality simply won't accept Medicaid. The poor are relegated to sub par work on their mouths because the plan isn't comparable to private dental insurance. For this reason, I am afraid to have dental work completed.
141. Extremely frustrated with dentist we had for over 18 years for refusing to see me, would see all other family members, but due to job loss and coverage, I was concerned about affording the checkup. Once I had Medicaid it had been 14 months since I had been seen for a checkup and they refused to take me as a patient with Medicaid unless I paid privately or had other dental insurance. Tried several other dental offices and they would not accept new patients w/Medicaid. Extremely frustrating and I won't go to a provider who has a bad reputation or is a poor provider. Those seem to be the only ones who take Medicaid patients (and there aren't very many).
142. Every time I have call they take my number say they check in see what States is give call back, nobody calls. I try to get supervisor and then sit on hold for long time like one day they left me 1 1/2 and some how got disconnected. So I still need to see a dentist for 2 chipped teeth and it's hard to eat. No answer to where there is a dentist that takes this insurance.
143. Easy assess to Medicaid approved dentists would be helpful.
144. Dentists don't take medicid so can only go to clinic or pay it myself.

145. Dentists are hard to find and don't accept new patients even free dental clinic is only doing extractions. My dentist is too far away so I am being dismissed as a client for inability to make appointments. Now only care I can find is even further away. My dental health has greatly started to deteriorate over past 3 years.
146. Dentist wanted me to have crowns/caps but I had to go to at least 2 consecutive 6 month cleanings. By the time my 2nd one was due my dentist stopped accepting Medicaid. I haven't tried to find another dentist yet b/c it is hard to find dentists that accept Medicaid and my teeth aren't bothering me bad enough yet but they are getting there.
147. Dentist discontinued our coverage in Buffalo Center, IA and did not notify my family. Upon making appointments for school I found this out I called five dentists around our area, one even said try calling dentists in a 60 mile radius. I finally found one in our county but had to wait about six weeks for my children to be seen.
148. Dentist and ortho look down upon Medicaid b/c of the payment gap. I had an orthodontist tell me at age 17 (Iowa City private office) that he doesn't like to take Medicaid because they don't pay. I was in foster care. Another surgeon didn't give me options to fix my teeth b/c I had Medicaid. They just assume we don't care. It's embarrassing. XX was the only hospital who truly cared. Business office worked with me and it was great. Amazing staff. All my kids go there now. Thank you for this survey. It gives us a voice.
149. Can't find dentist accepting Medicaid and new patients! Last one pulled tooth messed it up or ended up surgery losing 3 teeth total. Need work but waiting for good insurance again. Because of poor treatment received.
150. Can not find a dentist that will take my Medicaid.
151. Can I receive information on dentist in my home area. Waterloo, Evansdale, Iowa, 50707. Dentist that accept Medicaid. Accepting new patients. If you have info by chance. Thank you.

Negative comments about coverage	
1.	Yes, it would be very helpful if Medicaid dental coverage could extend the ability to get braces to at least until 25 years of age. I'm in need of braces due to my gums but could not receive them due to me being 22 which I think is unfair because of age. I feel anyone should get braces if they are on Medicaid dental and age should not be an issue. Thank you! Hope Medicaid dental will change so at any age you may get braces!
2.	Would be easier for people to go and get treatments if you didn't have to go so many times a year to fix a problem. Like a root canal you can put you don't cover the crowning of the tooth to have it 100% fixed until getting to a spot on the coverage. A big reason I don't go, I don't have time with two jobs and six kids to go that much to fix my teeth. I just live with the pain.
3.	Wish they would cover stuff only if you really need it like me, I need braces but don't have 5,000 dollars to pay for it.
4.	Wish it would cover more. Very hard to go to an interview with yellow teeth.
5.	Wish it covered implants.
6.	Why does Medicaid dental coverage don't pay for braces, for adult or half of the money?
7.	Why can't I get crown coverage. I had a hiatal hernia that caused lots of vomiting and has decayed my front 4 teeth that need capped but can't get it?
8.	We have transitioned from private insurance to Medicaid several times over the years based on my employment and student status. XXXXXX XXXXXXXX in Decorah was amazing regardless of our coverage at any given time. In earlier years, silver fillings were the only covered option. It would be nice if white fillings were covered or if I would have known I could have paid the difference.
9.	Very disappointed that outside regular cleanings and basic fillings that services aren't covered. I've had a pre existing condition that has worsened, I need a tooth extracted and bridge put in and insurance has denied it. I do not have money to pay out of pocket for this.
10.	This comment is in reference to my daughter's dental care on the Medicaid Program. Three years ago, her dentist recommended braces for her upper teeth, Medicaid covered it 100%. However, when she needed her second set as part of the correction process, Medicaid did not cover it, she got denied in the second half of her treatment, and we couldn't afford to pay. Due to not receiving the rest of her of her care, all the progress of the first set of braces has been lost. The change in Medicaid coverage doesn't make any sense, and it's not right.
11.	They need to cover braces no matter the age of the patient.
12.	The replacement on dentures is ridiculous, we should not have to walk around with missing teeth in our mouth because of this 5 year rule, some of us can't talk or laugh because we have gaps in our mouths, it's not fair and somebody needs to re-evaluate that policy. I have a total of 4 teeth missing at the bottom and can't not get a replacement denture because of this stupid policy. Every one deserved a beautiful smile. Thanks.
13.	The one time I did see a dentist at the XXXXXXXXXXX XXXXXX XXXXXX, he was excellent. I take care of my dental hygiene daily by brushing and flossing, and my gums are excellent, however there are cosmetic dental issues that affect my "smile", there by affecting my general daily disposition. Unfortunately, these are not covered under this or most any other dental plans.
14.	The Dental Insurance has been a major help in getting my teeth healthy! I have much larger health problems that are currently being investigated and searching for a cure. The only issue is because I am missing 6 teeth (Top and bottom) I was denied partial dentures for the top and bottom of my mouth and I was denied bridges or implants via insurance. The cost of these are way too much without insurance. With the missing teeth I struggle daily to chew up food well, especially veggies, fruits, nuts and meat (The Healthy Foods). Any food that is soft is fine, but most of those foods are unhealthy. I grind up a lot of foods and add them together in order to get nuts, raw veggies, and some firmer fruits.
15.	Should cover everything cause for example if you need to whitened your teeth for Medicaid the denial. It's not easy to find dental clinic which accepts Medicaid.

16.	Put simply, I feel the program is fast-tracking me to dentures. I have no way to preserve my dental health. Old procedures that I had done, and were then "covered", are now liabilities as there is no funding to repair, only to extract. This is seriously dentistry from my childhood in the 60's. Since then we have learned so much about the preservation of our teeth and its importance (in general and specifically) to our overall health and well-being. This is not even to mention the emotional and mental factors dealing with tooth pain w/out alternative.
17.	Partials or implants should be covered. I am missing a front tooth due to a bad root canal but worry because the tooth my partial hooks on to has a hole in it but afraid to pull it because then it would be harder to get a job because front tooth is missing.
18.	Other than not covering certain items. The coverage has been beneficial. Thank you.
19.	Only been once since having Medicaid, go back in November, so the questions are all based on 1 time visit with this dentist.
20.	Need to be able to give better care to children. If they need braces feel this should be available.
21.	My son needs braces, he was born without 2 teeth, 1 on each side of his front big teeth. His teeth are messed up because of it. I need this covered.
22.	My son needs braces and I can't afford to pay down payment of 600 and 123 per month for 24 months.
23.	My Medicaid dental coverage does not cover the cost of needing a bridge or false tooth. I had an abscessed tooth, which resulted in traveling an hour away to an endodontist who accepted Medicaid. He was supposed to do a root canal, but concluded that the tooth needed to be extracted by an oral surgeon. 2 weeks after the tooth extraction I needed a filling in another tooth, which my Medicaid coverage did cover.
24.	My daughter needs braces. Medicaid won't cover it, they wouldn't cover for my other daughter either, and now she suffers with horrible jaw pain. Would be nice if they covered whitening of the teeth. I have to be put under for dentist to pull my teeth because of my anxiety.
25.	My daughter is also on Medicaid and needs braces. I can't find an orthodontic who will take a T19. we have been denied coverage her when it's very clear she needs them. I'd love any info that may help.
26.	My daughter has a need for some "special work done" but falls short of being accepted under our dental plan. Under a normal dental plan this wouldn't happen but because I am poor and on State aid, my daughter must suffer. I will pray that when she grows up she will find work with a dental plan because she refuses to even smile now because of the problem (she is 14). Why should she have to suffer because we have to use Medicaid?
27.	Medicaid dental seems like it is less preventative. i really wish they would offer teeth and gum cleaning
28.	Medicaid coverage for braces is the most ridiculous part of the program. It is very important for me and my kids to have braces and according to coverage guidelines we DO NOT qualified, although braces have been recommended by several dentists.
29.	It's been a couple years when I needed dental specialist (endodontics) and Medicaid didn't cover it and it was a very high price. I just don't understand why. The work I had done was no fault of my own.
30.	It would be so nice if Medicaid covered dental implants instead of dentures.
31.	It would be really great to have all braces be a part of Medicaid. As a single parent who recently graduated and had not much time available during school to work and now a pile of student loans, braces are barely affordable.
32.	It works well for what it is. For people like me who need crowns or individual teeth (2) in areas so we can eat properly the insurance doesn't cover that need. But if I was to have enough teeth pulled for dentures it covers that. The goal is NOT to have dentures.
33.	I'm in need of teeth pulled and dentures. Recently went to dentist in my area. They were willing to pull the teeth needed but would not give me the dentures that are needed. (Insurance wouldn't cover). So was able to find somewhere I could go that would do work I needed but it was over 1 1/2 hours away and had to cancelled appt and was never able to go and haven't since. I'm still needing dental care.
34.	I would very like medicaid to cover for braces for people over 18. I'm 22 and I need braces but I can't afford one. That would be very helpful. Thank you.
35.	I would like Medicaid dental coverage to include dentures, top and bottom. I have 8 teeth on bottom, and 9 teeth left need pulled (for some reason). I can't afford to pay cash for dentures.
36.	I wish Medicaid could coverage to do braces.
37.	I wish it covered dentures and root canals. I will have to go to 2 or 3 different dentists because of this.
38.	I was told I could use braces but Medicaid don't cover. I also think State should help pay for kids that can't afford them. So parents can get them.
39.	I was told by dentist that Medicaid would only cover a partial dentures, but dentist and myself felt a bridge would be more appropriate because it is a front tooth that is missing because it could no longer be crowned.
40.	I took my 10 year old son to XXXXX XXXXXX and was told he absolutely needs braces, then went to see the ortho waited for a letter and got denied and was told by the office it would cost \$180/month for me to pay out of pocket. So he is not getting braces.
41.	I think if needed you should be able to get cleaning more than twice a year.
42.	I really need an upper and lower partial but my insurance doesn't cover it. I also need to find a new dentist and don't know which ones are taking new Title 19 patients. I need to go to a dentist soon, I have a cracked tooth, it hurts badly. Also thank you for the \$2. I can now go buy some oragel for my painful teeth.
43.	I need braces badly, however it's not "medically necessary". Changes to the orthodontics needs to be made. How would you feel if it were you?
44.	I have had to move out of State to get a partial covered along with good dental care. My son is very much in need of braces, is on Medicaid as well and has been denied braces. Instead I will, if I am approved, have to use my disability to pay the \$8000 braces which will, obviously, affect my economic status detrimentally. If I do not receive disability, I doubt he will not receive treatment. His need of braces is not a cosmetic choice. His mouth is too small for his teeth and has already has 7 teeth removed to make room.

45.	I have a broken tooth. It needs to be surgically extracted. It broke last June. I was referred to this surgeon. They did not take title 19. If the extraction is not done right, I was told I could lose the feeling in that side of my face. I was told this surgeon was the best and I wanted him to do it. I have not looked for a dental surgeon who takes my insurance. I have one that I am going to apply for financing someday but I can still eat and it only hurts when I accidentally bite down on food with my broken tooth. It is a molar. At some point I am going to need all my molars pulled.
46.	I got 3 fillings 5 years ago when I first got Medicaid. However they will not pay for anything anymore.
47.	I can't get fillings or root canals that are needed for 18 months after being on program so I have fillings that need redone and can't get them fixed and it hurts at times when I eat. Would like if dentist recommends it that I be able to have it done regardless of the time I've been on the program.
48.	I believe it's a good program. The only time I have had issues with the Medicaid dental is with my child needing braces. I would do more routine check ups and care if I wasn't so scared of needles.
49.	I am still waiting to see if my crown is going to be covered. It would also be amazing if there was other oral surgeons located closer to me so I don't have to go to the XXXXXXXXXXXX XX XXXX all the way in Iowa City.
50.	I am only unhappy with the dental coverage because it doesn't pay for fillings just to get the tooth pulled. I wish I had a full set of teeth but I don't because of the lack of covered services .
51.	First of all I am so grateful to have insurance. I have left my teeth on the back burner for a long time and now I am having problems. I think Medicaid should help more with the major issues of saving and replacing teeth etc., crowns, bridges. I have had root canals but had to wait for a crown and cracked the tooth and now is to be pulled. I feel discriminated sometimes.
52.	Does not cover prescription toothpaste.
53.	Did not go to my oral surgeon appt because insurance had not yet approved my partial. I didn't want to pull the teeth w/out knowing I would have a partial to replace them.
54.	Dental wise has had many issues with the material used to do dentures. Also another is how hard it is to get services needed for better dental needs. Like braces for children and adults.
55.	Cover little.
56.	Braces should be covered if the person is experiencing pain from the position of his or her teeth.
57.	Being a person with high anxiety about going to a dentist, I wish there were more offices that helped make time there easier. I worry about my teeth non-stop, but worry about judgment when seeing a dentist. I hope to get over this issue sooner than later.
58.	Be nice if it helped with more care and fees. Not bad insurance. Just doesn't cover it all.

Negative experiences with dental providers/dental services	
1.	Would like more dental clinics to accept more insurance policies. The ones that do accept the insurance they can be mean and not even really care how much pain you are in or how much pain they put you through.
2.	While on Medicaid you will get treated like the poor, and talked to in a manner that you feel lower and you automatically know, you will not get the best treatment. Dental care places I have been to that accept Medicaid gives you no options if you are too late or do not have a phone to reschedule, the second time you are too late, they say we can no longer see you, but give you other Medicaid dental number. They are very rude and treat you like you are in a poor position.
3.	When I got my dentures they were not the best quality and there for I do not where them. Need a new pair but I am afraid the quality will be the same.
4.	When I go to dentist I feel he always recommends things I don't feel I need.
5.	Very few dentists even accept this insurance. The ones who do are at least an hour away and are usually booked for months. Because of the type of insurance, sometimes they treat you poorly. This is not good insurance. Supposed to provide help. My son has TMJ and the insurance won't cover it or any considered to be cosmetic.
6.	The place we go (one of only two in DSM, Iowa) is actually mostly dental students who diagnose and clean, etc so, every time we go (I take my kids more often than myself) - then the dentist (different ones every time) comes in to confirm/change diagnosis. From one appt to the next, different dentists recommend different things!
7.	The last time I went for a cleaning the dentist said that I have gum disease so there was no use in cleaning my teeth so that's why I don't go to a dentist any more.
8.	The dentist I'm currently seeing is NOT at the XXXXXXXXXXXX XX XXXX. I did not base any of my answers on when I had treatment at the XXXXXXXXXXXX. I felt like or should I say at the XXXXXXXXXXXX they made me feel like dirt because of having Medicaid. I wish more dentist took Medicaid though. I know others who can't find a dentist in the area and don't want to drive 1-2 to Iowa City.
9.	The dentist I went to 3 times kept rescheduling me. I arrived, sat in dental chair for long periods of time only to be rescheduled again. The very first visit they did x-rays and cleanings, but second visit when I was in pain, they did nothing. Third visit, they did nothing but did refer me to another office 30 miles away. I got frustrated. I'm looking for a new dentist.
10.	The dentist I found that takes Medicaid is always booked out forever. They seem overwhelmed and are rude and short with you at times. They seemed "bothered" your there. Their re-schedule policy sucks. You feel like your trash, low life while your there. I am thankful for coverage because for many many years I had no coverage. I just don't enjoy being treated like I don't matter because of being on Medicaid.
11.	The coverage is good I just have bad teeth and the dentist wanted to put crowns or caps on but wasn't sure if it'd be covered so I've been getting fillings that keep needing refilled. The place I go to was very hard to find, not many places take the insurance, maybe a list of places that do in our area would be good. I've been switched dentist to dentist 3 times where I go for unknown reasons, they are very frustrating place.
12.	That sometimes you have to wait forever to get in.

13.	No. Would appreciate less judgement for having Medicaid. We are only accepted certain times. Very unfair.
14.	Need more dentist that accept Medicaid, dentist need to offer nitrous oxide, need higher quality dentist for Medicaid, the dentist I have seen are horrible and very scary for a person that is scared of dentist.
15.	My closest provider makes me feel very uncomfortable, but there's very few spots in surrounding offices that are available. It would be nice to receive a list of offices in my area to get myself and child in for regular check ups.
16.	My answers may not be accurate because I have 6 children whose cared am answering questions about. My dentist's office was hesitant to take Medicaid who we started in 2002. The only other office that will take me and my 7 children was rude and uncommunicative, I felt discriminated against. We live in Fairfield, Iowa, and our dentist did not care for people who practiced transcendental meditation. So the dentist we ended up with is very busy, it takes 3 months to get a cavity filled after a cleaning appointment. XXXX XXXXXX recently hired a new dentist and he has damaged my son's tooth and his tooth is now gray and needs a root canal. When I have taken 3 of my children to a doctor for wisdom teeth extraction I have had to worry about transportation, we had to ride home in a tow truck after oral surgery while my son was still on anesthesia; because my car wouldn't drive properly, steering wheel locking up. Our food stamps usually lasted 2 weeks and for the next 2 weeks we scrambled for food. By the time I got food stamp again I started to forget how to/what to cook. Another problem with Iowa Medicaid, the biggest problem was TMS, transportation reimbursement. I would borrow \$ from my children for gas and food in Iowa City, promise them I would get reimbursed and pay them back but for my son and daughter I did not get reimbursed. The same happened with TMS for doctor's appointments 9 month ago in Iowa City for my son's neurosurgeon. TMS always lied and manipulated and didn't reimburse. You may think I am exaggerating or lying but I am not. If you would like to call and verify any problems I have and am having please do.
17.	Medicaid is great and I appreciate having it, but it's hard to find a dentist who accepts it. Driving to Iowa City all the time is difficult financially and time wise. I had problems with the only dentist I could find. XXXX XXXXXX billed out a crown before it was placed and now it's been 1 1/2 years and I still don't have a crown. XXXX XXXXXX also let 2 cavities go for over a year and now one of those cavities chipped (broke off 1/3 of the tooth) and it now needs a root canal. It's hard to get to Iowa City multiple times for one tooth. There aren't any dentists I could find in Davenport, IA that do root canals.
18.	Many dentists who accept Medicaid do poor cleanings. I have went to one dentist who told me I had cavities and another who said I had none. When doing fillings, some do not even clean out the tooth before adding the filling or the filling doesn't fit right or old and falls out, chunks of it or the whole thing. Dentists refer me an hour and a half away to see if a root canal is needed. I can not afford that. When the dentist who did my last cap and refused to replace it, why didn't Medicaid sue him and force him to replace it? Why isn't numbing gel used for shots? Medicaid discrimination is real, hard to find, and doesn't pay enough or have enough accountability for dentists to do good work on patients. If this survey s for contracting decisions, the only way contracting companies save the government money is because of more lack of accountability. Hold these dentists responsible and pay them a bit more.
19.	Last time I saw a dentist he drilled a hole in my lip. He said it was an accident but I seriously wonder.
20.	It's hard they didn't help pay for my tooth. Dentist at Iowa City is great w/energy. I had but two fillings fell out he had filled w/in 2 weeks and he replaced a 20 year old cap and it was not a match of color (way too bright) so he showed my other root canal tooth to brighten it. Well since it was a root canal and the tooth was weakened already I took a bit of asparagus and my tooth fell out. Talk about devastated. I went in that day and they made me a retainer with a tooth in it. 5 months and \$5,000 later. The two teeth he fixed for his filling falling out, he kept a space in between so wide, I get food terribly in the two spot (I can't eat w/out going w/out flossing) it gives me anxiety to go to the dentist. I like morning apt's b/c after 3 they get rushing through. My old dentist retired and hard to find another good one. He was irreplaceable.
21.	It's great coverage because it's free, but it is so hard to find a dentist who does a decent job who accepts Medicaid.
22.	It's been difficult to find an office that accepts my insurance. The only place nearby was incredibly rude and failed to notify me that my appointment would be canceled if I did not confirm it nor did they attempt to reach me more than once. The receptionist was rude and failed to give information.
23.	It would be nice to have more dentist in my area accept Medicaid dental coverage. My children also need to be seen and refusing to see them but allowing to see me is not acceptable. A dentist should stay committed to his patients. My children are afraid of the dentist now because they can't be seen and continuing to change dentist is ridiculous. I would rather have no insurance than get treated like my family has!
24.	It took a few dentists (I think 3) to go through before we found one that listened and respected our views. It was a stressful time.
25.	Impossible to find a good dentist. Treated like second class citizen. Nearly impossible to find any dentist at all and the ones that are available that take Medicaid have waitlists and it takes months to get in to see them!
26.	If there is an emergency situation most dentists will not see you without a set appointment in which would be a week or more wait due to insurance or whatever type that you may have!
27.	I've had one dentist through our community health program who was amazing, quick, and even made sure to fill in a crack in my tooth. However upon getting 4 impacted wisdom teeth +1 regular tooth removed I was left with no pain medication and ended up with dry root. Also, not good w/kids refused to fill my 7 year olds cavity w/out gas couldn't afford to drive to Ames for pediatric dentistry.
28.	I was disappointed in the lack of choices in dentists. It's difficult to get an appointment within a month. It takes several visits before they actually fix anything. You can tell these dentists were the bottom of the barrel in their class. Very unprofessional and unskilled. I know I need work done but I'm holding out until we move to another State or my husband graduates and we can afford private insurance. If it's serious I would rather pay out of pocket to see a real dentist.
29.	I think just because you have State covered dental insurance you shouldn't have to settle for less when it comes to treatment or procedures. Or even product for that matter.
30.	I really like the Medicaid plan, but sometimes I notice the doctors don't like patients with Medicaid plan. Might be more paperwork or do they get less money not sure. Once the secretary rolled her eyes when we handed her the Medicaid card.

31.	I often feel like when I go to the dentist for care I don't receive the same treatment as I would if I were an "other insured" or cash paying client. I have called multiple dentist offices in Des Moines and surrounding areas and have been turned down for care by every single one. The last dentist I was seen at performed a root canal with no anesthetic at all, and the filling I received chipped out in 2 months. There was no dental plan offered even though I asked for one. Just frustrating.
32.	I have to travel 2 1/2 hours one way because the dentists who actually do accept Medicaid in Des Moines are incompetent to say the least. They are charging you for cleanings when all they do is polish teeth. No scraping off plaque at all! And, I feel, the dentists in Iowa City at the hospital use you just as a test subject, not a patient. They don't care about making you comfortable at all. They are only interested in teaching "oral surgeon" students to extract. Hopefully I will still have teeth by the age of 40.
33.	I have had problems in the past getting good care with Medicaid. I recently went to XXXXXX XXXXXX here in Cedar Rapids and they were the best I have ever had. Very caring professional and will get you in right away if it's an emergency. Made me feel very comfortable and did awesome work.
34.	I have cancelled 4 times because of the first come first serve once a month thing. Why can't we just make a normal appointment. Always show up and parking lots full so I leave and never come back. Why should we have to do first come first serve just because of our insurance.
35.	I have been going to the XXXXXX XXXXXX because I don't know of any other dentists th take Medicaid. Over the summer there are no XXXXXXXX here who can provide regular care, so I had to let some of my cavities go without treatment for months and I am probably going to have to have 2 or 3 of those teeth pulled. I was on DWP before and I was told that fillings for those teeth weren't covered because they were not severe enough and I needed to be in the program longer. I spent over half of my tax refund having my teeth fixed when I didn't have insurance, so I figured I would just wait until DWP would cover. I received no notification that my insurance had changed to Medicaid, I found out at my appointment at the dental school. If I had known that I didn't have to wait for the next tier I don't think I would need the 3 teeth extracted. I appreciate the help in caring for my teeth but it could use a lot of improvement. Thanks.
36.	I had a terrible experience resulted in nearly every tooth having a filling. That dentist no longer practices or has a license. Just can't bring myself to go back when I know they don't care, only receiving minimal reimbursement. When I have tried, no one takes that insurance within a close distance to me.
37.	I found a dentist but I had to cancel due to a family emergency. Now he will not accept me because I missed. I don't know who else will accept my insurance and I am in desperate need of dental care. My mouth hurts constantly. I have teeth that have broken off.
38.	I dont appreciate going to a Dentist offic and there are No doors or a dooe thats NOT closed and The Dentist is Proceeding to Talk loud enough for the Deer in the Woods to hear him, some people like myself like to go to the dentist as minimual as possible and have had tramatizing incidents and are not comfortable with showing their teeth to their their boyfriend let alone a doctor shouting about my teeth to other 6 people listening. some Dentist need to be a little more private with their patients. (XXXX XXXXXX) XXXX XXXXXXXX XXXX (XXXXXX XXXXXXXX) XXXXXXXXXXX, Iowa ^ those are just a few places i have went and left feeling as big as a grasshopper. Thank you. God Bless!
39.	I did have to see an oral surgeon over the past year due to my multiple sclerosis. I also suffer from TMJ and damage from taking Tysabri infusion. I'm not sure if my oral surgeon was covered but was just given exercises to do at home was not satisfied with my oral surgeon. I was referred to out of Waterloo. I also suffer from trigeminal neuralgia pain. I am very satisfied with my dentist but is a 20 min drive so a family member drives me.
40.	I am disabled and glad to have the coverage. The way that my regular dentist treats me changed when I became disabled and no longer had private dental insurance and started with the Iowa Medicaid coverage. I feel he does not do as good of work as he used to. The quality of care declined and I am currently looking for a new dentist.
41.	XXXXXX XXXXXX isn't gental and have more problems with my teeth since started going there for fillings or crack tooth and then need crown or in pain get infections. At X it takes a longer time to get things accomplished time consuming.
42.	Extremely frustrated with dentist we had for over 18 years for refusing to see me, would see all other family members, but due to job loss and coverage, I was concerned about affording the checkup. Once I had Medicaid it had been 14 months since I had been seen for a checkup and they refused to take me as a patient with Medicaid unless I paid privately or had other dental insurance. Tried several other dental offices and they would not accept new patients w/Medicaid. Extremely frustrating and I won't go to a provider who has a bad reputation or is a poor provider. Those seem to be the only ones who take Medicaid patients (and there aren't very many).
43.	Doctor XXXXXX in XXXXXX is very unprofessional. Very rude to his patients and even more rude to his staff, I hate that I have to go to him now that I have Medicaid.
44.	Dentist and ortho look down upon Medicaid b/c of the payment gap. I had an orthodontist tell me at age 17 (Iowa City private office) that he doesn't like to take Medicaid because they don't pay. I was in foster care. Another surgeon didn't give me options to fix my teeth b/c I had Medicaid. They just assume we don't care. It's embarrassing. XX was the only hospital who truly cared. Business office worked with me and it was great. Amazing staff. All my kids go there now. Thank you for this survey. It gives us a voice.
45.	Dental wise has had many issues with the material used to do dentures. Also another is how hard it is to get services needed for better dental needs. Like braces for children and adults.
46.	Can't find dentist accepting Medicaid and new patients! Last one pulled tooth messed it up or ended up surgery losing 3 teeth total. Need work but waiting for good insurance again. Because of poor treatment received.

Comments about not having used coverage/plans to do so	
1.	We haven't had to use it yet.
2.	Sorry I could not answer many since. I need to schedule an appointment yet but I did what I could. P.S.: Thank you for the 2 dollar bill that came will really appreciate it.
3.	So far I have not used the new coverage for myself, however both of my children have and I have not noticed any differences in the new Medicaid coverage, everything has stayed the same so it has been a hassle free transition for my family.

4.	On paper it sounds fine, I just haven't needed to use it yet.
5.	Never used it.
6.	My significant other had a lot of dental work done. She is very pleased with her Medicaid coverage. Currently my girl friend is trying to get me to visit the dentist.
7.	My kids have used it. I have not.
8.	I've not yet used the dental coverage with the new changes in Medicaid. My experience with dentists hasn't been very comforting. I will be finding an office and making an appt in near future though.
9.	I'm not sure how well the coverage is because I haven't used it yet. I have an appointment next month.
10.	I never used the dental plan, so I've not going to answer if I would recommend Medicaid to anybody okay. I got full time job now so I get medical and dental plan starting in October. So now leave me alone!
11.	I haven't used it yet so questions that didn't apply are blank. Next dental appointment is 9/30/2016.
12.	I haven't really used it yet.
13.	I haven't been to a dentist in awhile due to working full time and raising a baby.
14.	I recently got back on Medicaid. I am currently looking for a dentist. Thank you.
15.	I have not used this services.
16.	I have not used the dental insurance yet.
17.	I have not used Medicaid dental coverage yet. I answered the questions the best I could.
18.	I have not used it. I have work that needs done on my mouth due to gum disease but I have more important things to worry about before I can get that taken care of.
19.	I have not gone to the dentist or have used the Medicaid dental coverage.
20.	I have no clue what is and what isn't covered. Have not tried to use it yet but intend on doing so in the near future.
21.	I have never used this plan because I just moved her from a State that didn't have dental after 21. I at the age 38 have full set of dentures.
22.	I have never used dental coverage through Medicaid. I do not want to change dentists (can't) because prior to having to go on Medicaid (employed by DHS) I made plenty of money to pay for braces. I have to continue with this treatment, they do not accept Medicaid.
23.	I don't use it for myself, but my kids use it. They have a regular dentist
24.	I don't feel I was a good choice to participate in this survey because during the time I have had Medicaid I have not utilized the dental coverage. I was only on Medicaid because I was enrolled in nursing school which I graduated from in June, once I find employment I will no longer use Medicaid because I will have health care coverage through an employer.
25.	I didn't know I had dental coverage so I have not been to a dentist.
26.	I currently have not used my Medicaid coverage. My son (6) used the Medicaid program to cover extra expenses such as nitras oxide (gas) that his BCBS insurance, from his employed father did not cover. I was very pleased with the whole process. I am a veteran and the XX does not cover dental.
27.	Haven't used Medicaid dental, haven't been to a dentist since 1963.
28.	Haven't been to the dentist since the new changes in Medicaid this last year, so I don't know if the new changes affect the dental part. I know the new changes have affected the prescriptions and lab work. It's hard to get anything ok'ed by the companies helping to manage the Medicaid.
29.	Feel very fortunate to have Medicaid Dental and need to start to utilize. Thanks again!
30.	Although I do not use the coverage for myself as I should, I do use it regularly for my children. I am beyond satisfied with the coverage. I am very thankful for Medicaid.

Comments about lack of awareness of being in their current plan or about dental coverage within Medicaid	
1.	Well, I don't know that I have dental Medicaid but I wish you folks would mail us some cards. Thanks for the two dollars. Go advance Iowa.
2.	We had Medicaid as a secondary insurance as of August, we now have Medicaid but did not know we had dental too.
3.	Was not aware Medicaid covered dental. So therefore have not seen a dentist while I've had Medicaid, even though I'd like to get in for a dental check/cleaning.
4.	It would be helpful if they would let you know if you have dental or not. Not every one I know was told if they have it or not.
5.	I'm not sure if my Medicaid covers dental.
6.	I was told my Medicaid insurance doesn't cover dental.
7.	I never known Medicaid to cover dental over the age of 18. it was very hard to get a dentist with openings in a timely fashion for the services I needed. I had to wait 3 months for my first visit but after that all my dental needs where taken care of, and now I have a regular dentist. Thank you so much.
8.	I honestly don't know what my Medicaid plan covers, a booklet or some sort of packet explaining the benefits would be very helpful. I'm not even sure if a routine yearly cleaning is covered for me. It's been a year since I've had a checkup, my 4 year old son hasn't had one yet either because I don't know of any dentists that accept Medicaid to do a routine checkup for him. (He has Medicaid as well.)
9.	I honestly didn't know I had dental coverage. I thought I only had medical.

10.	I didn't know we had coverage but know I will look into my paperwork and try to get a doctor located.
11.	I didn't know I was covered.
12.	I didn't know I had dental coverage so I have not been to a dentist.
13.	I did not think that Medicaid dental coverage existed except for twice year checkups for our minor child. I have not been to a dentist for about 2 years due to unemployment. Are we even allowed to contact a dentist for preventive dental care? I had been told that the answer was "no".
14.	I currently don't know what my medical coverage is with change to new plans.
15.	I am unaware if I still have coverage since the Medicaid change over.

Comments related to costs/finances	
1.	With the chance of a private insurance I heard people talk about how both dental and medical not covering cost. Try not to use any of the insurance (dental/medical) for fear it won't pay.
2.	Wish they would cover stuff only if you really need it like me, I need braces but don't have 5,000 dollars to pay for it.
3.	Very disappointed that outside regular cleanings and basic fillings that services aren't covered. I've had a pre existing condition that has worsened, I need a tooth extracted and bridge put in and insurance has denied it. I do not have money to pay out of pocket for this.
4.	Sometimes I have to pay for x-rays on my child. And fluoride treatments for me.
5.	No complaints. I do wish we had more dentists in our area that took Medicaid. Our dentist, although good, can be a little aloof. Also, I had a tooth knocked out in my teens. That fake tooth (does not have a crown) is now yellowing, Medicaid won't pay for it. Again, not complaining but it will cost me over \$430 to get it covered so it's not bright yellow. Just wishing Medicaid would cover things like this that are necessary, not cosmetic. Thanks!
6.	Need more specialist in my area. I can't afford to go to Iowa City. Time or \$.
7.	My son needs braces and I can't afford to pay down payment of 600 and 123 per month for 24 months.
8.	It was virtually impossible to find an available dentist that accepted Medicaid. I eventually had to be seen by a dentist and paid out of pocket. I have yet to fix the issues they found with my teeth because the amount of money needed is too much.
9.	It is very difficult to find someone to take that dental coverage. The last time I went there was a balance of \$300 left from what Medicaid would not cover. So I'm no longer allowed to attend my regular dentist that I used before Medicaid. Because I was unable to afford the difference. I currently have a hole in my tooth where my filling fell out, and the tooth is falling apart.
10.	It helps financially to have dental coverage. Having coverage allows me to have regular dental check-ups and needed dental care.
11.	It has covered everything so far. I haven't paid for any co-pay. It's a very good insurance.
12.	It covers everything. I have never gotten a bill for extra charges that Medicaid did not pay.
13.	I took my 10 year old son to XXXXX XXXXXX and was told he absolutely needs braces, then went to see the ortho waited for a letter and got denied and was told by the office it would cost \$180/month for me to pay out of pocket. So he is not getting braces.
14.	I have to drive one hour away just to see a dentist that accepts us just because one of us had an old bill there. I don't think it's fair that our kids have to suffer and not be seen for a bill made by their parent over 10 years ago.
15.	I have had to move out of State to get a partial covered along with good dental care. My son is very much in need of braces, is on Medicaid as well and has been denied braces. Instead I will, if I am approved, have to use my disability to pay the \$8000 braces which will, obviously, affect my economic status detrimentally. If I do not receive disability, I doubt he will not receive treatment. His need of braces is not a cosmetic choice. His mouth is too small for his teeth and has already has 7 teeth removed to make room.
16.	I have been going to the XXXXXX XXXXXX because I don't know of any other dentists th take Medicaid. Over the summer there are no XXXXXXXX here who can provide regular care, so I had to let some of my cavities go without treatment for months and I am probably going to have to have 2 or 3 of those teeth pulled. I was on DWP before and I was told that fillings for those teeth weren't covered because they were not severe enough and I needed to be in the program longer. I spent over half of my tax refund having my teeth fixed when I didn't have insurance, so I figured I would just wait until DWP would cover. I received no notification that my insurance had changed to Medicaid, I found out at my appointment at the dental school. If I had known that I didn't have to wait for the next tier I don't think I would need the 3 teeth extracted. I appreciate the help in caring for my teeth but it could use a lot of improvement. Thanks.
17.	I don't like it, because I get to pay for most of my work to be done.
18.	Even with Medicaid and another dental plan, double coverage, I was left with hundreds of dollars in bills after seeing my dentist. This caused me to stop going so that I could pay my bills before making another appointment.

Comments about switching insurance/providers	
1.	It's hard they didn't help pay for my tooth. Dentist at Iowa City is great w/energy. I had but two fillings fell out he had filled w/in 2 weeks and he replaced a 20 year old cap and it was not a match of color (way too bright) so he showed my other root canal tooth to brighten it. Well since it was a root canal and the tooth was weakened already I took a bit of asparagus and my tooth fell out. Talk about devastated. I went in that day and they made me a retainer with a tooth in it. 5 months and \$5,000 later. The two teeth he fixed for his filling falling out, he kept a space in between so wide, I get food terribly in the two spot (I can't eat w/out going w/out flossing) it gives me anxiety to go to the dentist. I like morning apt's b/c after 3 they get rushing through. My old dentist retired and hard to find another good one. He was irreplaceable.
2.	I really need an upper and lower partial but my insurance doesn't cover it. I also need to find a new dentist and don't know which ones are taking new Title 19 patients. I need to go to a dentist soon, I have a cracked tooth, it hurts badly. Also thank you for the \$2. I can now go buy some oragel for my painful teeth.

3.	I just found a really good dentist in January of this year. He is leaving that practice and won't be re-established for a while. I am back to square one, without a dentist. It is very hard to find one that takes Medicaid, most are not taking Medicaid or you are on a long waiting list. I'm glad I got all my work done before he left.
4.	I have been going to the XXXXXX XXXXXX because I don't know of any other dentists th take Medicaid. Over the summer there are no XXXXXXXX here who can provide regular care, so I had to let some of my cavities go without treatment for months and I am probably going to have to have 2 or 3 of those teeth pulled. I was on DWP before and I was told that fillings for those teeth weren't covered because they were not severe enough and I needed to be in the program longer. I spent over half of my tax refund having my teeth fixed when I didn't have insurance, so I figured I would just wait until DWP would cover. I received no notification that my insurance had changed to Medicaid, I found out at my appointment at the dental school. If I had known that I didn't have to wait for the next tier I don't think I would need the 3 teeth extracted. I appreciate the help in caring for my teeth but it could use a lot of improvement. Thanks.

Communications from Medicaid	
1.	Took nearly 1 year for Medicaid to get correct records straight regarding previous health insurance. Made SEVERAL calls to correct it (approximately 6 or 7 calls) very frustrating! Providers weren't getting paid.
2.	There needs to be more dentists who 1) accept Medicaid. 2) Accept new patients with Medicaid. 3) Need accurate info on-line for answers to 1 and 2. I have called 15 or more dentists in my area as well as up to 70 miles from my location with no answers. Have had to wait months for emergency dental care. It's ridiculous, frustrating, and costly due to travel expenses.
3.	The last dental visit I had I was no longer eligible. I did my cleaning on the times I had to. So I don't understand. Also could not reach anyone to explain this reason.
4.	The coverage is very good; but the time it takes for treatment that requires prior approval is too long.
5.	It takes a long time for things to be pre-authorized, like my gum disease treatment.
6.	I have not received a new card or any information on any changes that have made. I have not yet received a new card for XXXXXXXXX either, she is my daughter.
7.	I have been going to the XXXXXX XXXXXX because I don't know of any other dentists th take Medicaid. Over the summer there are no XXXXXXXX here who can provide regular care, so I had to let some of my cavities go without treatment for months and I am probably going to have to have 2 or 3 of those teeth pulled. I was on DWP before and I was told that fillings for those teeth weren't covered because they were not severe enough and I needed to be in the program longer. I spent over half of my tax refund having my teeth fixed when I didn't have insurance, so I figured I would just wait until DWP would cover. I received no notification that my insurance had changed to Medicaid, I found out at my appointment at the dental school. If I had known that I didn't have to wait for the next tier I don't think I would need the 3 teeth extracted. I appreciate the help in caring for my teeth but it could use a lot of improvement. Thanks.
8.	I have an upper tooth that has a large filling that has pieces broken around the filling. My dentist sent a request to Medicaid to see if she could put a crown on it but it has not been approved yet. Other than this my dentist has done an excellent job of caring for my teeth.
9.	I broke a crown 3 weeks ago and I am still waiting for Medicaid to approve the dental care I need. My dentist suggested some work be done last year and placed a request for care and to my knowledge the request was never approved. The waiting for approval is crazy. I don't know who is dropping the ball my dentist says it's the insurance. My insurance says it's the dentist.

Positive comments about plan	
1.	Wish I could use it. Hard to find a dentist who takes my insurance. Wish more would. It has been amazing for my girls. We thank you!
2.	While the coverage is great, the choice of dentists is not. I had to chose a dentist that I really am not comfortable with. I wish more dentists would participate in Medicaid.
3.	Was glad to have some kind of coverage when needed dentures and could never have afforded it and had to do it.
4.	Very thankful for this coverage as it helps my children and I.
5.	This help a lot if we didn't have this insurance it would cost just for the wisdom tooth with my insurance thru work 100 or more. With one income it gets tough and having this help stress on pay bills or allowing him to get stuff done.
6.	There are only a few oral surgeons who accept Medicaid so it takes a while for me to get an appointment and I am in pain. Other than that it's great.
7.	The regular preventive care (cleanings and check ups) are great and covered well. As are emergency appts. However my dentist often just writes off my x-ray cost and anytime I need specialized care it is difficult to find anyone to accept Medicaid and then most of the recommended treatments aren't even covered, even at a minimal coverage!
8.	The problem with coverage is not enough providers and root canals and crowns only covered on anterior teeth when posterior teeth are needed for eating and also helping covering replacing teeth once they have been lost. But I am very thankful just to have the insurance at all.
9.	The problem with coverage is not enough providers and root canals and crowns only covered on anterior teeth when posterior teeth are needed for eating and also helping covering replacing teeth once they have been lost. But I am very thankful just to have the insurance at all.
10.	The Medicaid dental coverage is great to have when an employer does not offer it. If I don't have dental insurance I don't go to the dentist. I feel it's important to have your teeth taken care of. I'm grateful for the Medicaid coverage.

11.	The Dental Insurance has been a major help in getting my teeth healthy! I have much larger health problems that are currently being investigated and searching for a cure. The only issue is because I am missing 6 teeth (Top and bottom) I was denied partial dentures for the top and bottom of my mouth and I was denied bridges or implants via insurance. The cost of these are way too much without insurance. With the missing teeth I struggle daily to chew up food well, especially veggies, fruits, nuts and meat (The Healthy Foods). Any food that is soft is fine, but most of those foods are unhealthy. I grind up a lot of foods and add them together in order to get nuts, raw veggies, and some firmer fruits.
12.	The coverage works great for children and ok for adults who have no allergies or special needs for their dental care. My biggest complaint is you can't find a dentist who takes our insurance and will use anything besides Novocain
13.	Thanks for the two dollars also I just got my job two weeks ago. Thanks for the dental help and treatment.
14.	Thank you, anytime I have been to the dentist Medicaid has paid and even sent reminders if it was a time for myself or children to have a check up.
15.	Thank you for having the program available to people (adults and children).
16.	Overall I have been satisfied with the dental care I have received.
17.	Other than not covering certain items. The coverage has been beneficial. Thank you.
18.	Other than a few inconveniences with scheduling, I am happy and appreciative to have dental coverage.
19.	No it's decent coverage. Thank you.
20.	My significant other had a lot of dental work done. She is very pleased with her Medicaid coverage. Currently my girl friend is trying to get me to visit the dentist.
21.	My Medicaid dental coverage is great!
22.	My Medicaid dental cover was good. I didn't use it a whole lot. Maybe once. I had my teeth cleaned when expecting my first child. It was a good experience. That was the only time I used it.
23.	My life has changed since i got all my teeth pulled. I have poor health which made my teeth go bad soni am grateful for the medicaid program.
24.	My husband recently has gotten a lot of dental work thru medicaid, he had to get most of his teeth taken out, and had to get partials. XXXXXXXXXXXXXXXXXXXX did such an awesome job I couldn't be any more grateful, & medicaid covered everything! Now my husband has a beautiful smile & we didn't have to worry about having to pay anything out of pocket! Thank you!!
25.	My daughter uses the insurance more than I do. I'm a veteran and go to the XX for my dental and health issues, I think the insurance is great never had a problem using it for my daughter. Thank you.
26.	My daughter needs to get caps and everything went smooth. Would not have been able to afford without Medicaid.
27.	My children's coverage is really good, however, every place I called trying to find a dentist closer to home told me that Medicaid no longer has coverage for adult dental services, so I have not seen our dentist yet for myself. It's been at least 3-4 years since I had any regular checkups and cleanings.
28.	My children have a good pediatric dentist (who accepts Medicaid) and go for their 6 month check ups regularly. When I tried to find a dentist for my husband and I, I called the dental plan phone number and asked for a list of dentists that accept Medicaid. Every dentist I called from that list said they either do not accept Medicaid or are no longer accepting new patients. My husband and I are unable to get dental cleanings in our area on Medicaid. At least our children can.
29.	Most the dental questions were based on my children due to me having dentures for 7 years. If Missouri offered as good of services I might not of had dentures at 22. regular insurance did not cover a lot so I loss due to a genetic reason. Iowa Medicaid saved my kids teeth and thankful for that due to my son having bone loss but there needs to be more doctors that take it for braces.
30.	Medicaid is doing a wonderful job! Thank you.
31.	Medicaid is an awesome program. Glad to have the services (more of them) with the privatization. Thanks for your help from/for me and my family.
32.	Medicaid helps when needed on dental. Thanks.
33.	Medicaid has been great to get me back on my feet and help support my children better. Thank you.
34.	Medicaid has been an excellent program for myself, son, and my daughter when she lived at home. Some of my ratings may not be exact or accurate. At this time I am not 100% sure of how to rate health, teeth but I tried to guess a good rating based on what I know. My teeth are in good shape due to Medicaid and I am grateful.
35.	Managed healthcare has actually benefited the Medicaid programs and brought efficiency to a much needed service.
36.	Love it! Don't change it.
37.	Just that I am happy to have it and so glad that I get help!
38.	It's great for my kids. My dentures, my father paid for all teeth to be pulled and dentures while I was on Medicaid in Illinois.
39.	It's been incredibly helpful and extremely useful.
40.	It is wonderful that I get it. Not everyone qualifies, so I am lucky to have it.
41.	It helps financially to have dental coverage. Having coverage allows me to have regular dental check-ups and needed dental care.
42.	It has made some great improvements thru the years and i hope it continues. i could have kept alot of my teeth if medicaid paid for crowns in back etc when i first got it in 1999 instead of just covering pulling them out. I now have 19 teeth left!!!

43.	It has covered everything so far. I haven't paid for any co-pay. It's a very good insurance.
44.	It has been very good. Before I didn't have the money to go for dental care or to a doctor for anything. Thank you. XXXXX.
45.	It covers everything. I have never gotten a bill for extra charges that Medicaid did not pay.
46.	It covers everything. I have never gotten a bill for extra charges that Medicaid did not pay.
47.	Is very good plan.
48.	I'm very satisfied with my Medicaid dental coverage.
49.	I'm incredibly thankful for the Medicaid dental program, without it I surely would have lost more of my natural teeth. I couldn't afford to go before Medicaid. Due to the dental plan, most all of my dental issues have resolved and I've had no further decay. My children all have healthy teeth. My only wish would be for the plan to help with cosmetic issues I feel my mental health suffers and my ability to be social because of insecurities about my teeth. Also that dentist that accept Medicaid for adults were easier to find and get accepted to! I lucked out there.
50.	I'm glad that I was able to receive Medicaid dental coverage, during the time I was going through college and not working, very grateful.
51.	I wish NM and AZ had your dental coverage. My fiancé can finally get his teeth fixed. I can get my wisdom teeth pulled and not have to worry about aging out and not be covered. Thank you. I love the dental coverage!
52.	I was very pleased with it. Thanks.
53.	I think it's great that Medicaid wants to improve their dental coverage plan. It's always nice to know I have such a great dental plan.
54.	I think it is great!
55.	I really like the Medicaid plan, but sometimes I notice the doctors don't like patients with Medicaid plan. Might be more paperwork or do they get less money not sure. Once the secretary rolled her eyes when we handed her the Medicaid card.
56.	I really like Medicaid.
57.	I like that my dental coverage is based on my dental needs instead of only getting a couple needs met a year by my previous coverage.
58.	I like Medicaid dental coverage.
59.	I just couldn't be more happier than the service I am getting now. Thanks for asking.
60.	I have not had any problems thus far with Medicaid dental. Keep up the good work Medicaid!
61.	I have been out of work for about 7 years. I was a medical secretary and had insurance through my work. I have had 4 back surgeries and am no longer able to work. I am currently fighting to get on disability which is very hard. I now have a lawyer but it has still been over 2 years. Before Obama Care I could not get on Medicaid to get dental insurance, even though I live off \$740 a month. So now I have Medicaid and it has been great to get dental care when you need it!
62.	I feel very privileged to have dental insurance. I had to lose my 2 teeth before because I couldn't afford the dental care I needed. I think is a wonderful program and will save a lot of money in the long run. Dental preventative care is so important to overall health and well being.
63.	I feel Medicaid has met our needs during out time of need.
64.	I do think it helps a lot for a lot of people. Very grateful to have it for my child. But wish adults had a little more help with getting a dentist to accept you.
65.	I currently have not used my Medicaid coverage. My son (6) used the Medicaid program to cover extra expenses such as nitras oxide (gas) that his BCBS insurance, from his employed father did not cover. I was very pleased with the whole process. I am a veteran and the VA does not cover dental.
66.	I believe it's a good program. The only time I have had issues with the Medicaid dental is with my child needing braces. I would do more routine check ups and care if I wasn't so scared of needles.
67.	I appreciate the coverage.
68.	I am very happy to have coverage now I can go to the dentist on a regular basis.
69.	I am very grateful to have Medicaid dental coverage, especially for my children. Without it, I wouldn't be able to afford the care their teeth need.
70.	I am truly thankful for it!! I've been on an extended medical leave for the last year and a half. Before I had to stop working I was employed P/T but worked F/T hours. I did not have any health or dental offered to me. I have needed it and used it and this is why I am truly grateful for it. Thank you!! (I wish the optical was as good)
71.	I am thankful it is available to me, having been recently divorced with 2 children, one who is special needs and not being able to work a full time job with benefits, I would not be able to afford dental care.
72.	I am satisfied with my Medicaid dental coverage so far.
73.	I am grateful for dental coverage. I have had to self pay in the past, which has prevented me from routine care.
74.	I am extremely thankful to have Medicaid dental coverage for my children and myself.
75.	I am disabled and glad to have the coverage. The way that my regular dentist treats me changed when I became disabled and no longer had private dental insurance and started with the Iowa Medicaid coverage. I feel he does not do as good of work as he used to. The quality of care declined and I am currently looking for a new dentist.
76.	Had rest of my permanent teeth pulled 3 years ago at dental clinic and received dentures through the same clinic. Even though I haven't had to see the dentist since I was satisfied with my coverage and care then.

77.	Great.
78.	Good coverage. Thankful for the service.
79.	Coverage has been great especially with having young children, thank you.
80.	Appreciate it tremendously. Huge blessing to have for me and my children. Thank you.
81.	Although I do not use the coverage for myself as I should, I do use it regularly for my children. I am beyond satisfied with the coverage. I am very thankful for Medicaid.

Positive comments about dental provider/dental services	
1.	We have transitioned from private insurance to Medicaid several times over the years based on my employment and student status. XXXXX XXXXXXXXXXXX in Decorah was amazing regardless of our coverage at any given time. In earlier years, silver fillings were the only covered option. It would be nice if white fillings were covered or if I would have known I could have paid the difference.
2.	We do love our dentist, we just wish it was easier to get to her. And also that we could get the full work done. We just have not had time. Our dentist is amazing and my fiancé, children and I will continue to see her as long as our insurance will still cover her office even w/the distance we have to drive. She is located in Eagle Grove, IA and we are in Webster City, IA. Thank you.
3.	We are very happy with our dental coverage and the office staff, we get in right away.
4.	The one time I did see a dentist at the XXXXXXXXXXX XXXXXX XXXXXX, he was excellent. I take care of my dental hygiene daily by brushing and flossing, and my gums are excellent, however there are cosmetic dental issues that affect my "smile", there by affecting my general daily disposition. Unfortunately, these are not covered under this or most any other dental plans.
5.	Sometimes I feel afraid from going to the dentist. My last treatment because of having pain when I drink or eat something cold didn't work 100%. I still have pain (not normal) when I drink cold things. The dentist did a good treatment and was professional and nice, but I don't know why the problem still exists.
6.	No. I had excellent services and experience.
7.	My only complaint is the lack of providers that will accept Medicaid insurance. None of the local offices close to our town accepts the insurance. Luckily we only have to drive 20 miles to receive care. I am very pleased and appreciative of the care we do receive.
8.	My husband recently has gotten a lot of dental work thru medicaid, he had to get most of his teeth taken out, and had to get partials. XXXXXXXXXXX XXXXXXXXXXX XXXXXX did such an awesome job I couldn't be any more grateful, & medicaid covered everything! Now my husband has a beautiful smile & we didn't have to worry about having to pay anything out of pocket! Thank you!!
9.	my dental experience is based on my daughter utilizing a new regular dentist during our time on medicaid. Dentist was friendly, easy to access and treated us very very well. Thank you
10.	I've had the same dentist for 20 years and has been each one of my children's dentist. He can handle all of our basic dental care and refers us to Univ. of Iowa or elsewhere if other concerns arise. Very happy with the care I receive from their office.
11.	I've had one dentist through our community health program who was amazing, quick, and even made sure to fill in a crack in my tooth. However upon getting 4 impacted wisdom teeth +1 regular tooth removed I was left with no pain medication and ended up with dry root. Also, not good w/kids refused to fill my 7 year olds cavity w/out gas couldn't afford to drive to Ames for pediatric dentistry.
12.	I receive great Medicaid dental coverage.
13.	I love XXXX XXXXXXXXXXX-XXXXXX. She is a fantastic dentist. She has seen my children as well and takes an interest in our lives.
14.	I haven't been on it long enough to get all the care available, but my daughters have for a few years and are very well cared for at the offices we go to.
15.	I have had problems in the past getting good care with Medicaid. I recently went to XXXXXX XXXXXX here in Cedar Rapids and they were the best I have ever had. Very caring professional and will get you in right away if it's an emergency. Made me feel very comfortable and did awesome work.
16.	I have an upper tooth that has a large filling that has pieces broken around the filling. My dentist sent a request to Medicaid to see if she could put a crown on it but it has not been approved yet. Other than this my dentist has done an excellent job of caring for my teeth.
17.	I had to have a root canal about 2 years ago at your XXXX XXXX XXXXXX XXXXXXXXXXX (I live in Dubuque) and it was a great experience. Very friendly dentists and
18.	I did have to see an oral surgeon over the past year due to my multiple sclerosis. I also suffer from TMJ and damage from taking Tysabri infusion. I'm not sure if my oral surgeon was covered but was just given exercises to do at home was not satisfied with my oral surgeon. I was referred to out of Waterloo. I also suffer from trigeminal neuralgia pain. I am very satisfied with my dentist but is a 20 min drive so a family member drives me.
19.	Had rest of my permanent teeth pulled 3 years ago at dental clinic and received dentures through the same clinic. Even though I haven't had to see the dentist since I was satisfied with my coverage and care then.
20.	Dentist and ortho look down upon Medicaid b/c of the payment gap. I had an orthodontist tell me at age 17 (Iowa City private office) that he doesn't like to take Medicaid because they don't pay. I was in foster care. Another surgeon didn't give me options to fix my teeth b/c I had Medicaid. They just assume we don't care. It's embarrassing. XX was the only hospital who truly cared. Business office worked with me and it was great. Amazing staff. All my kids go there now. Thank you for this survey. It gives us a voice.
21.	Before I got the Medicaid coverage a few of my fillings from childhood had fallen out and I had wisdom teeth that were bad. I had been like that because I didn't have insurance. My teeth are now healthy and the dentist office I go to now is the best one I have ever been to.

General positive comments	
1.	When I first went on Medicaid I found a dentist in the town I lived in, but they did say they were overbooked because of so many dentists not accepting Medicaid. They were very good at dental care and service, but it took a long time to get in. Then when I moved to another town after a while I looked for a closer dentist. It was not easy to find a dentist that accepted Medicaid and when I finally found one he was overbooked and was not a good dentist. He gave very poor care and service, then on Aug. 9th he said he was up and leaving for California, I found out the day before my appointment. So now I am back with my old dentist who is good but farther away and overbooked. I can't get in until Feb. 27th. I am happy to have coverage and very thankful. I just wish there was more availability.
2.	Very very good.
3.	Very nice that it's there for people. Dental problems can be very painful.
4.	Very happy that I have it to take care of my teeth.
5.	Transportation that I had before would not let me ride to my appointments unless my kids had the same appointment date..that was the only way I could make my or keep my appointments that was before my insurance changed, but now its much much better. Thank you
6.	Thanks.
7.	Thanks for your help.
8.	Thanks for asking.
9.	Thanks for always being worried about our health.
10.	Thank you.
11.	Thank you.
12.	Thank you.
13.	Thank you.
14.	Thank you!
15.	Thank you!
16.	Thank you!
17.	Thank you!
18.	Thank you for offering this. Dental insurance through Medicaid has been a blessing!
19.	Thank you for helping me.
20.	Thank you for everything.
21.	Thank you for chosen me.
22.	Thank you for being my insurance.
23.	So far everything's good.
24.	Overall it's pretty good.
25.	Overall great but need to find one for kids still.
26.	Nope! You guys are understanding and respectful to my needs! Thanks.
27.	No, only that I am grateful for it! Thank you.
28.	My teeth were almost awful but since getting an electric toothbrush my teeth are so much cleaner and happy.
29.	Just want to say thank you for the help you provide.
30.	If is very helpful for low income families to have the medicaid option.
31.	I love it.
32.	I am thankful I have this benefit. I do need to find a dentist to complete my dental care.
33.	First of all I am so grateful to have insurance. I have left my teeth on the back burner for a long time and now I am having problems. I think Medicaid should help more with the major issues of saving and replacing teeth etc., crowns, bridges. I have had root canals but had to wait for a crown and cracked the tooth and now is to be pulled. I feel discriminated sometimes.
34.	Fell very fortunate to have Medicaid Dental and need to start to utilize. Thanks again!
35.	A okay.

Comments about survey	
1.	Well, I don't know that I have dental Medicaid but I wish you folks would mail us some cards. Thanks for the two dollars. Go advance Iowa.
2.	Thanks for the two dollars also I just got my job two weeks ago. Thanks for the dental help and treatment.
3.	Sorry I could not answer many since. I need to schedule an appointment yet but I did what I could. P.S.: Thank you for the 2 dollar bill that came will really appreciate it.
4.	Not good with kids. Hope I helped. My kids loved looking at the 2 bill. Thanks.
5.	No. I really would like to be eligible for the \$100 gift card.

6.	No, it isn't. Thanks and hope I'm one of those ten!
7.	No, but I do thank you for the survey to better help my care.
8.	It was kind of difficult to find a dental office that was accepting new Medicaid patients. Yes, I do worry that don't have enough money for food for my family (my child). I rely on donations from my family (mainly my father) for money or food and diapers. Thank you for your consideration and the opportunity to win money from Walmart.
9.	I would like it if you please stop sending me the same survey. This is the third one I received. Thank you!
10.	I usually use the dental for my children only because their teeth are more important to me than my teeth and overall health. I also answered a question about myself not eating, I do so, so that my children have enough food to eat. My children are the most important in my life.
11.	I really need an upper and lower partial but my insurance doesn't cover it. I also need to find a new dentist and don't know which ones are taking new Title 19 patients. I need to go to a dentist soon, I have a cracked tooth, it hurts badly. Also thank you for the \$2. I can now go buy some oragel for my painful teeth.
12.	I haven't been to the dentist in the last 6 months so I really don't know how to answer some of the questions.
13.	I have dentures except for 5 teeth on my lower jaw so don't have much dental care. I would prefer not to do another survey.
14.	I don't feel I was a good choice to participate in this survey because during the time I have had Medicaid I have not utilized the dental coverage. I was only on Medicaid because I was enrolled in nursing school which I graduated from in June, once I find employment I will no longer use Medicaid because I will have health care coverage through an employer.
15.	I did not know Medicaid covered dental until I received this questionnaire. I did know if the questions applied only to myself or my family. I answered for myself, but some of the answers may have been different if I was responding for the entire family.
16.	I did most of these answers for my son. He benefits the most from this!
17.	I answered questions as I felt pertained to myself and son. Who is also covered by Medicaid.
18.	I am happy that in an emergency I could probably find a dentist to take care of me that takes Medicaid. There is no dentist in my town. I have 5 small children and having to drive to another town is a real hardship, especially since I need a new crown and it will need me to have quite a few visits. and thanks for the \$2 bill

Requests for information	
1.	Yes, I do not and haven't received a Medicaid card. I would also like a list of dentists that accept Medicaid dental. Thank you.
2.	To my knowledge, the Medicaid dental program hasn't changed at all. The program needs a lot of work. It's sad that people of low incomes aren't able to get the appropriate care they need. Please send me any information regarding any changes to the Medicaid dental program because if there in fact are improvements, I'm interested!
3.	Provide a list of dentists that take the coverage.
4.	Please help find dentist for my family that accepts Medicaid coverage. We need dental work done.
5.	My insurance is no longer accepted at XXXX XXX XXXXXX need recommendations.
6.	More rapid responses to dental or dentists requests would be nice. I need periodontal cleaning and the dentist waited about 6 months for insurance to approve my cleaning!
7.	It would be helpful to know who covers Medicaid, which dentists in the area or county that accept Medicaid and also a list of what dental treatments are covered. If these were sent out once accepted onto Medicaid, along with lists of other necessary things like which doctors, eye doctors, etc and what Medicaid typically covered would be nice.
8.	I would like to know what dentist is covered with my insurance. How much is the co pay (if any). Is there any way to get free transportation to and from the appointments. If there is a co pay, how much would it be. Can I get a list of dentists, their addresses and their phone numbers with my area? Thanks.
9.	I would like to know information on where they accept Medicaid insurance for dental work. I haven't had any luck finding one. Please and thank you.
10.	I would like it if I had a list of dentists that takes Medicare.
11.	I honestly don't know what my Medicaid plan covers, a booklet or some sort of packet explaining the benefits would be very helpful. I'm not even sure if a routine yearly cleaning is covered for me. It's been a year since I've had a checkup, my 4 year old son hasn't had one yet either because I don't know of any dentists that accept Medicaid to do a routine checkup for him. (He has Medicaid as well.)
12.	I had a great dentist and so did my kids in Iowa City, but I was not able to find a dentist who accepts Medicaid near me (in Davenport, IA). Can you please send me a list of dentists in Davenport, IA who accept Medicaid? I haven't had dental care for over two years now and I would appreciate it if you provide me with information about dentists in my area. Thank you in advance and I appreciate the Medicaid dental plan because without it, I wouldn't know what to do (how to afford dental care). Thank you.
13.	Does Medicaid dental coverage help with covering debt from bills accumulated, from when not having dental coverage?
14.	Can I receive information on dentist in my home area. Waterloo, Evansdale, Iowa, 50707. Dentist that accept Medicaid. Accepting new patients. If you have info by chance. Thank you.

Comments about dental anxiety	
1.	Sometimes I feel afraid from going to the dentist. My last treatment because of having pain when I drink or eat something cold didn't work 100%. I still have pain (not normal) when I drink cold things. The dentist did a good treatment and was professional and nice, but I don't know why the problem still exists.

2.	My daughter needs braces. Medicaid won't cover it, they wouldn't cover for my other daughter either, and now she suffers with horrible jaw pain. Would be nice if they covered whitening of the teeth. I have to be put under for dentist to pull my teeth because of my anxiety.
3.	It's hard they didn't help pay for my tooth. Dentist at Iowa City is great w/energy. I had but two fillings fell out he had filled w/in 2 weeks and he replaced a 20 year old cap and it was not a match of color (way too bright) so he showed my other root canal tooth to brighten it. Well since it was a root canal and the tooth was weakened already I took a bit of asparagus and my tooth fell out. Talk about devastated. I went in that day and they made me a retainer with a tooth in it. 5 months and \$5,000 later. The two teeth he fixed for his filling falling out, he kept a space in between so wide, I get food terribly in the two spot (I can't eat w/out going w/out flossing) it gives me anxiety to go to the dentist. I like morning apt's b/c after 3 they get rushing through. My old dentist retired and hard to find another good one. He was irreplaceable.
4.	I wish it didn't end in October. I just need some time because of my anxiety to have some dental work done. The dentist is a trigger for my anxiety and the epinephrine (sp) in the Novocain (sp) gives me awful anxiety. I just wait till I have no choice and force myself to go. Send me surveys anytime!
5.	I need teeth work done but have to be put to sleep because anxiety and fear. Medical cover that?
6.	Being a person with high anxiety about going to a dentist, I wish there were more offices that helped make time there easier. I worry about my teeth non-stop, but worry about judgment when seeing a dentist. I hope to get over this issue sooner than later.

Other comments	
1.	Yes, it's very difficult to find a good provider without having to drive very far and wait a very long time. Where we have went it is very unprofessional. The government sucks and so does the healthcare system. They just make it hard for low income families who work their ass off to provide for their families. Just because we are not rich means we should be treated differently or judged--But we are--we all are. The system is corrupt.
2.	Would like to have my teeth pulled with new teeth in with no cost to me.
3.	Would like more places to cover it sent tests. Why I don't go to dentist.
4.	Would be nice to have more local opticians available for a provider. He gets the job done but keep having issues after. Would like optician for local 2nd opinion.
5.	Wish we had transportation money to get to and from.
6.	When employer didn't provide dental and didn't qualify for Title 19, I couldn't go to dentist, had to feed 5 kids and wife. If I would of got treatment earlier I wouldn't be in need of pulling them and getting dentures, just like my stroke if I could of afforded my blood pressure meds it probably wouldn't of happened, now I'm left walk my with a cane limp in left leg, can't use left arm and depressed.
7.	What do you mean by other gender?
8.	We never had one. So can't tell you my option.
9.	We currently don't have any with Medicaid, but I'd like it. With Title 19, I had it and was able to make regular appointments. I haven't seen a dentist since the birth of my first child 4 years ago.
10.	Until now my Medicaid for dental coverage is fine with me, don't know in the future.
11.	XXXXXX XXXXXX XXXX.
12.	Unable to work due to stage 4 cancer.
13.	Transportation that I had before would not let me ride to my appointments unless my kids had the same appointment date..that was the only way I could make my or keep my appointments that was before my insurance changed, but now its much much better. Thank you
14.	Transportation only issue.
15.	This is emergency question for me because I need full insurance or Medicaid. I am a diabetic patient. And also I have a baby. I need to take care of the baby. I am not working any more. That is why I need Medicaid for my health and for my baby. Thanks for sending me this form. I think this form will help me in future.
16.	This help a lot if we didn't have this insurance it would cost just for the wisdom tooth with my insurance thru work 100 or more. With one income it gets tough and having this help stress on pay bills or allowing him to get stuff done.
17.	The reason I'm on Medicaid is because it is the law to have some type of insurance.
18.	The last time I went for a cleaning the dentist said that I have gum disease so there was no use in cleaning my teeth so that's why I don't go to a dentist any more.
19.	The last dental visit I had I was no longer eligible. I did my cleaning on the times I had to. So I don't understand. Also could not reach anyone to explain this reason.
20.	The instructors at the XXXXXXXX XXXXXXXX are jerks.
21.	The amount of color fillings I have in my mouth are crazy.
22.	Sometimes. I only have problems getting to dentist is because I have to choose between doctors appointment or dentist, so I usually pick doctors appointment cause my health. When I get reburst I usually have another doctors appointment 30 minutes community dentist so kind of hard to always get there. If there was a little help like doctors reburstment a lot of people would keep going to dentist and kids also. My kids also.
23.	Since the shift to MCO's in Iowa accessibility to normal health care, of any type, has become so much more difficult. Many establishments do not accept our current MCO. If we need any medical care, we would need to travel 30+ miles away to get acceptable care.
24.	Scaling and root planning should be in tier 1.

25.	Reading the book, I wish you didn't have to go 3 times before you had the "full" benefits. Reason #1, why I haven't gone in and need too badly. Thank you!
26.	Put simply, I feel the program is fast-tracking me to dentures. I have no way to preserve my dental health. Old procedures that I had done, and were then "covered", are now liabilities as there is no funding to repair, only to extract. This is seriously dentistry from my childhood in the 60's. Since then we have learned so much about the preservation of our teeth and its importance (in general and specifically) to our overall health and well-being. This is not even to mention the emotional and mental factors dealing with tooth pain w/out alternative.
27.	Please pay dentists for services, they always say Medicaid does not pay, will not accept this insurance. I can't find any dentist to help me. I am in pain every day because of my teeth. Please help!
28.	Please have some one call me if any question or more concerning. Also I would like help if I miss any or misunderstand any questions.
29.	Our family is only on Medicaid because of the high cost of health insurance. We still have health insurance and are checking out what of our health needs are covered and if our doctors accept Medicaid. Our dentist does not. His reason: It doesn't cover his expenses. We do not want others to pay our expenses. We are willing to pay and work to pay our bills.
30.	Only been once since having Medicaid, go back in November, so the questions are all based on 1 time visit with this dentist.
31.	Now that I have more information about my dental plan I can continue care on my teeth and know what I am covered and what I am not.
32.	Nothing much to complain about so far.
33.	Not good with kids. Hope I helped. My kids loved looking at the 2 bill. Thanks.
34.	Not at this time. Thank you!
35.	Not at this time.
36.	Not at the moment, no.
37.	Nope!
38.	None right now.
39.	None at this time.
40.	None at this time.
41.	No, thank you.
42.	No, thank you!
43.	No there's nothing else.
44.	No there is nothing else that I would like to say.
45.	No thanks.
46.	No thanks.
47.	No thank you.
48.	No thank you.
49.	No thank you.
50.	No thank you so much. Have a nice day.
51.	No but thank you.
52.	No
53.	Needing a dentist before I loose all my teeth.
54.	My wife.
55.	My town the dental office doesn't cover my insurance. Scared and barely able to get to an appointment due to not enough money for transportation, only able to provide for my son to get to town for his dental care.
56.	My teeth are in good condition. When I was in the military my teeth and dental care was outstanding. We did checkups with our dental provider even 6 to 12 months as it was mandatory. I was active duty for 16 years so my teeth are in good condition. I worry about my children's dental now that I'm not in the military.
57.	My insurance is no longer accepted at XXXX XXX XXXXXXX need recommendations.
58.	My family and I are in good health!
59.	My current dentist will not accept Medicaid.
60.	My children and I have private insurance, Medicaid coverage is secondary.

61.	My answers may not be accurate because I have 6 children whose cared am answering questions about. My dentist's office was hesitant to take Medicaid who we started in 2002. The only other office that will take me and my 7 children was rude and uncommunicative, I felt discriminated against. We live in Fairfield, Iowa, and our dentist did not care for people who practiced transcendental meditation. So the dentist we ended up with is very busy, it takes 3 months to get a cavity filled after a cleaning appointment. XXXX XXXXXX recently hired a new dentist and he has damaged my son's tooth and his tooth is now gray and needs a root canal. When I have taken 3 of my children to doctor for wisdom teeth extraction I have had to worry about transportation, we had to ride home in a tow truck after oral surgery while my son was still on anesthesia; because my car wouldn't drive properly, steering wheel locking up. Our food stamps usually lasted 2 weeks and for the next 2 weeks we scrambled for food. By the time I got food stamp again I started to forget how to/what to cook. Another problem with Iowa Medicaid, the biggest problem was TMS, transportation reimbursement. I would borrow \$ from my children for gas and food in Iowa City, promise them I would get reimbursed and pay them back but for my son and daughter I did not get reimbursed. The same happened with TMS for doctor's appointments 9 month ago in Iowa City for my son's neurosurgeon. TMS always lied and manipulated and didn't reimburse. You may think I am exaggerating or lying but I am not. If you would like to call and verify any problems I have and am having please do.
62.	Mine does not cover any dental or vision. XXXXXXXXXXXX XXXXXXXX.
63.	Many dentists who accept Medicaid do poor cleanings. I have went to one dentist who told me I had cavities and another who said I had none. When doing fillings, some do not even clean out the tooth before adding the filling or the filling doesn't fit right or old and falls out, chunks of it or the whole thing. Dentists refer me an hour and a half away to see if a root canal is needed. I can not afford that. When the dentist who did my last cap and refused to replace it, why didn't Medicaid sue him and force him to replace it? Why isn't numbing gel used for shots? Medicaid discrimination is real, hard to find, and doesn't pay enough or have enough accountability for dentists to do good work on patients. If this survey s for contracting decisions, the only way contracting companies save the government money is because of more lack of accountability. Hold these dentists responsible and pay them a bit more.
64.	It's beyond embarrassing and has affected the way I smile and talk, because I have 2 missing teeth. I have nightmares about this. It has been 1 year and 8 months that I have been waiting.
65.	It would be helpful to know who covers Medicaid, which dentists in the area or county that accept Medicaid and also a list of what dental treatments are covered. If these were sent out once accepted onto Medicaid, along with lists of other necessary things like which doctors, eye doctors, etc and what Medicaid typically covered would be nice.
66.	It works well for what it is. For people like me who need crowns or individual teeth (2) in areas so we can eat properly the insurance doesn't cover that need. But if I was to have enough teeth pulled for dentures it covers that. The goal is NOT to have dentures.
67.	It sucks. My teeth are horrible and no dentist in Mason City, IA will take any adults with Medicaid coverage. I have no transportation to get anywhere outside of Mason!
68.	Is there any way to make a claim on a bill that's due my regular dental insurance left me with a hefty out or pocket dentist bill.
69.	I'm sorry about a lot of the questions I have false teeth. I do not go to the dentist. I have had false teeth for 20 years and have not been to the dentist in 20 years. I have a regular doctor I see regularly but no dentist. Sorry.
70.	I would like to see more help with bus pass or tokens for the public bus system in order to continue physical care further for myself and I appreciate all of the care that the Medicaid program has helped me for everything. Thanks.
71.	I would like to say that it's only me and my daughter and she is 15 and I'm behind on my rent and I'm a lot behind because I only get \$280 a month in child support and I could not pay my last rent so now I have to find another place for me and my baby. I'm so stressed out about it, sorry if I did not fill it out right.
72.	I wish the Medicaid website allowed me to view the dentists only in my county instead of an alphabetical list for the whole State.
73.	I used the web address given with the information packet giving all the info on the MCO's to locate a dentist office that was currently accepting Medicaid patients. It was a useful, although somewhat confusing, tool to have for patient like myself.
74.	I really have bad teeth and I would like to get dentures out. I don't know if I still have Medicaid or if it covers it, but I sure would like to find out if I could.
75.	I pray that it stays on the right track and better for people that are low income base like myself. It doesn't get harder for us to afford to go to different doctors concerning our health. We all want to live a good health life but if we need doctors to help us live longer than give us that chance every thing happens for a reason. XXXXX XXXXXXXX XXXX Plan was the best in the Midwest. So if it is anything like that we are in good business.
76.	I need to find a good dental plan.
77.	I need the rest of my lower teeth pulled. I have 6 teeth on bottom. I never wear my partial plate due to being painful. So I have full plate on top and 6 teeth on bottom. I'd like to have full plates on top and bottom but not sure if I qualify.
78.	I need my wisdom teeth out but am on a waiting list! Need out soon!
79.	I need help finding a dentist.
80.	I need good dental coverage.
81.	I his mother completed because he is only 2 years old.
82.	I have used tobacco for long time so I might need help to find the right dentist.
83.	I have privatized insurance through Medicare known as United Healthcare. I haven't needed any dental care. My overall health is excellent. Life is good!
84.	I have only lived in IA for the past 5 months but here and in AZ Medicaid does not provide dental care for people 21 years or older, my son is fully covered and his needs are always taken care of besides some procedures.
85.	I have nothing else to say.

86.	I have not tried dental coverage since the changes that took place. I have good teeth often the dentist comments on them. I don't ever remember having any cavities so I only go to the dentist on occasion for a cleaning and a check up. Just seems like a waste of time and money. To go more than once every couple of years.
87.	I have dentures, but can not wear them because I can only get them re-lined once a year. My jaw bone is deteriorating so dentures won't fit without a lot of Fixodent or similar product. Every time I try to eat with them, they fall out. They don't stay in place. I would like to get re-lined a couple times a year, or as needed.
88.	I have been trying to get my cavities filled, but I still have another check up.
89.	I have been going to the XXXXXX XXXXXXX because I don't know of any other dentists th take Medicaid. Over the summer there are no XXXXXXX here who can provide regular care, so I had to let some of my cavities go without treatment for months and I am probably going to have to have 2 or 3 of those teeth pulled. I was on DWP before and I was told that fillings for those teeth weren't covered because they were not severe enough and I needed to be in the program longer. I spent over half of my tax refund having my teeth fixed when I didn't have insurance, so I figured I would just wait until DWP would cover. I received no notification that my insurance had changed to Medicaid, I found out at my appointment at the dental school. If I had known that I didn't have to wait for the next tier I don't think I would need the 3 teeth extracted. I appreciate the help in caring for my teeth but it could use a lot of improvement. Thanks.
90.	I had a full set of dentures put in about two years ago. And since that time they have never fit right in fact I have to remove them to eat. I have lost my appetite and can only eat soft foods due to this problem. I have lost about 60 pounds and food doesn't even taste good to me any more. I eat out of necessity only.
91.	I go to an IHS hospital for dental care, so I've done this survey based on that. I am not sure if my Medicaid covers it or not. I have not tried to see a dentist in Iowa that uses Medicaid, but would like to try one in the future.
92.	I found a dentist but I had to cancel due to a family emergency. Now he will not accept me because I missed. I don't know who else will accept my insurance and I am in desperate need of dental care. My mouth hurts constantly. I have teeth that have broken off.
93.	I don't have anything happening with my teeth now. So I don't know if Medicaid dental cover all kind of treatment. I just go for cleaning. Thanks.
94.	I did not think that Medicaid dental coverage existed except for twice year checkups for our minor child. I have not been to a dentist for about 2 years due to unemployment. Are we even allowed to contact a dentist for preventive dental care? I had been told that the answer was "no".
95.	I am too embarrassed to use it now. I realize the office didn't call/mail reminded me for a six month recheck and can't help but wonder if it's because with Medicaid they are supposed to "write off a loss" (even though I paid it). I am planning to go to another town and see if they'll see me just so I can get the teeth cleaned.
96.	I am enrolled in the Iowa Medicaid program due to the fact that I am required by the United States Federal Government to have health insurance. I am a graduate student and do not have an income at the current time; therefore, I am compelled to enroll in the Medicaid program. Prior to the Healthcare Affordability Act, I paid all of my healthcare expenditures out-of-pocket; I currently still pay all of my dental expenditures out-of-pocket; I do not utilize Medicaid to pay for my dental expenditures.
97.	I am embarrassed to go to dentist.
98.	Hate how many times it has changed names. Makes it confusing on knowing if something's covered still or covered at all.
99.	Dentures.
100.	Because of life circumstances I haven't been to my dentist these last 6 months. So I don't know if Medicaid would have covered all my dental work. #37 and #38.
101.	As far as I know my current provider still accepts this insurance. I've heard concerns the insurance is very difficult in paying providers in my office.
102.	After smoking for 14 years, I am proud to say I quit! It's been 4 1/2 months!