Dental Safety Net in Iowa Project (DSNI): Project update, Webinar #3

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Professor, College of Dentistry
University of Iowa

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Support provided by Dentaquest Foundation and The Commonwealth Fund
The Iowa Safety Net and ACA project: Agenda

1. Preliminary results from Medicaid survey of Iowa dentists
2. Conjoint analysis preparation
   1. Overview of conjoint analysis
   2. Who provided email addresses to participate
      o Factors related to agreement to participate
         – Demographic characteristics
         – Level of Medicaid participation
      o Discussion of levels for each factor in conjoint
   3. Next steps with project
National Advisory Committee Members

- Meg Booth/Colin Reusch
- Cathy Coppes
- Wayne Cottam
- Jim Crall
- Isabel Garcia
- DaShawn Groves/Jaime Hirschfeld
- Larry Hill
- Mike Kanellis
- Janice Kupiec
- Mary Mariani
- Michael McCunniff
- Beth Mertz
- Pamela Riley
- Bob Russell
- Ed Schooley
- Debra Scott/Scott Trapp
- Andy Snyder
- Maria Rosa Watson

DentaQuest reps
- Matthew Bond
- Mark Doherty
- Andrea Forsht
- Mike Monopoli
Project Phases

1. Establish a National Oral Health **Advisory Committee**
   - Done

2. **Survey private dentists** about Medicaid participation and attitudes
   - Completed

3. Compile a **background inventory report** on oral health in Iowa, especially as it relates to vulnerable populations
   - Draft completed
Project Phases

4. Conduct **conjoint analysis** to determine factors affecting dentist participation in Medicaid
   - In development

5. Assess the **capacity of FQHC** dental clinics in Iowa
   - Concurrent with similar study of medical care capacity as part of CMWF project

6. Develop **policy recommendations** to improve the safety net and increase public/private collaborations
   - After data are collected
Dentist Medicaid Survey

• Draft reviewed at last webinar
• Mailed out **Feb 19th**
  • Online option
  • Second mailing March 25th
• Modifications:
  • Mailed to all private practice dentists (not just primary care)
• Responses linked with demographic data from the Iowa Dentist Tracking System
Response Rate

Overall response rate (57.4%)

- Mail response
  - N = 716 (53.4%)

- Online response
  - N = 54 (4.0%)

- Email addresses provided for 2nd survey
  - N = 304 (39.5% of all respondents)
    - 63% of online respondents provided an email address
    - 38% of written respondents provided an email address
Preliminary Dataset

Today’s results are all preliminary and do not represent final survey findings.

- Includes all surveys returned by 2/26 (N=521)
- Data entered by Quality Key (Calif.)
- Returned to us by 3/20
- For use in developing the conjoint analysis survey
### Survey Respondents

<table>
<thead>
<tr>
<th></th>
<th>Respondents</th>
<th>All Dentists</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sex</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>404 (77.5%)</td>
<td>1,063 (76.5%)</td>
</tr>
<tr>
<td>Female</td>
<td>115 (22.1%)</td>
<td>325 (23.4%)</td>
</tr>
<tr>
<td><strong>Age (mean ± SD)</strong></td>
<td>50.4 ± 12.3</td>
<td>49.1 ± 12.7</td>
</tr>
<tr>
<td><strong>Specialty</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General</td>
<td>435 (83.5%)</td>
<td>1,148 (82.6%)</td>
</tr>
<tr>
<td>Ortho</td>
<td>31 (6.0%)</td>
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<td>13 (2.5%)</td>
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</tr>
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<td>Endo</td>
<td>8 (1.5%)</td>
<td>28 (2.0%)</td>
</tr>
<tr>
<td>Perio</td>
<td>7 (1.3%)</td>
<td>19 (1.4%)</td>
</tr>
<tr>
<td>Prosth</td>
<td>5 (1.0%)</td>
<td>8 (1.0%)</td>
</tr>
</tbody>
</table>
Q1. Do you currently accept new Medicaid patients?

- 57.8% YES
- 42.2% NO
Current level of Medicaid participation

<table>
<thead>
<tr>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>NONE</td>
<td>Dentist does not currently accept new Title 19 patients</td>
</tr>
<tr>
<td>SOME</td>
<td>Dentists currently accepts Medicaid patients with restrictions (e.g., only children)</td>
</tr>
<tr>
<td>ALL</td>
<td>Dentist currently accepts all new Medicaid patients</td>
</tr>
</tbody>
</table>

- None: 42.4%
- Some: 40.5%
- All: 17.1%
Acceptance of new Medicaid patients

- Do not accept new Medicaid patients
DO NOT accept new Medicaid patients: Have you ever treated Medicaid patients in the past?

- **YES**: 79.5%
- **NO**: 20.5%
DO NOT accept new Medicaid patients:
How seriously have you considered starting to accept new Medicaid patients in the past year?
Acceptance of new Medicaid patients

- DO accept new Medicaid patients
DO accept new Medicaid patients:
Do you accept all new Medicaid patients?
Do you accept ALL new Medicaid patients?  
NO, we only accept the following Medicaid patients:

<table>
<thead>
<tr>
<th>Description</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Our own patients who go on Medicaid</td>
<td>51.5%</td>
</tr>
<tr>
<td>Child patients</td>
<td>25.2%</td>
</tr>
<tr>
<td>Referrals from other dentists/physicians</td>
<td>20.3%</td>
</tr>
<tr>
<td>A set number of new patients</td>
<td>19.3%</td>
</tr>
<tr>
<td>I-Smile coordinator referrals</td>
<td>16.9%</td>
</tr>
<tr>
<td>Patients only from our county</td>
<td>8.6%</td>
</tr>
<tr>
<td>Adult patients</td>
<td>7.6%</td>
</tr>
<tr>
<td>Other</td>
<td>23.9%</td>
</tr>
</tbody>
</table>
How seriously have you considered stopping your acceptance of NEW Medicaid patients?

- Not at all: 0.7%
- Slightly: 20.0%
- Moderately: 33.2%
- Extremely: 24.9%
- Not sure: 0.0%
- 20.8%
### History of Medicaid Participation

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>NEVER</td>
<td>Dentist has never accepted Medicaid patients</td>
<td>59.4%</td>
</tr>
<tr>
<td>STOPPED</td>
<td>Dentists stopped taking Medicaid patients</td>
<td>33.5%</td>
</tr>
<tr>
<td>STILL</td>
<td>Dentist still accepts new Medicaid patients</td>
<td>7.1%</td>
</tr>
</tbody>
</table>

**Chart:**
- **Still:** 59.4%
- **Stopped:** 33.5%
- **Never:** 7.1%
Q2. Do any other dentists in your practice accept Medicaid patients?

- N/A (solo): 45.4%
- YES (some): 27.1%
- YES (all): 8.2%
- NO: 19.3%
Q2. Do any other dentists in your practice accept Medicaid patients?

Non-solo dentists:

<table>
<thead>
<tr>
<th>Do you accept Medicaid pts?</th>
<th>Other dentists in your practice?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>YES</td>
</tr>
<tr>
<td>YES</td>
<td>154 (92%)</td>
</tr>
<tr>
<td>NO</td>
<td>27 (24%)</td>
</tr>
</tbody>
</table>
Q3. About what % of your *current* patients are covered by Medicaid?

<table>
<thead>
<tr>
<th></th>
<th>All respondents</th>
<th>Respondents that currently accept Medicaid</th>
</tr>
</thead>
<tbody>
<tr>
<td>(n=453)</td>
<td>(n=266)</td>
<td></td>
</tr>
<tr>
<td>Mean ± SD</td>
<td>11.5 ± 14.6</td>
<td>16.4 ± 16.4</td>
</tr>
<tr>
<td>Range</td>
<td>0-95%</td>
<td>0-95%</td>
</tr>
</tbody>
</table>
Q4. Where do you refer Medicaid patients that you are not interested or able to accept into your practice? *(check all that apply)*

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>UI College of Dentistry</td>
<td>44.5%</td>
</tr>
<tr>
<td>CHC</td>
<td>31.3%</td>
</tr>
<tr>
<td>I don’t have a good place to refer</td>
<td>25.3%</td>
</tr>
<tr>
<td>Another local practice</td>
<td>24.0%</td>
</tr>
<tr>
<td>I accept them all</td>
<td>9.4%</td>
</tr>
<tr>
<td>Iowa Medicaid “Find a Provider” website</td>
<td>8.8%</td>
</tr>
<tr>
<td>Local I-Smile coordinator</td>
<td>2.7%</td>
</tr>
<tr>
<td>Other</td>
<td>6.3%</td>
</tr>
</tbody>
</table>
Q5. Who was primarily responsible for making the decision whether your practice would accept Medicaid patients? (check one)

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>I WAS</td>
<td>64.1%</td>
</tr>
<tr>
<td>THE GROUP</td>
<td>17.6%</td>
</tr>
<tr>
<td>THE OWNER</td>
<td>13.4%</td>
</tr>
<tr>
<td>MANAGEMENT</td>
<td>3.9%</td>
</tr>
<tr>
<td>OTHER</td>
<td>1.0%</td>
</tr>
</tbody>
</table>

The diagram shows the percentage of respondents choosing each option.
Q6. What was your personal level of involvement in the decision whether to accept Medicaid patients?

- Not involved: 7.8%
- Somewhat involved: 7.4%
- Involved: 18.9%
- Very involved: 65.9%
Statements about the Medicaid program

7. Please read the following statements about the Title 19 (Medicaid) program and circle the number that indicates the degree to which you disagree or agree with these statements.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Agree</th>
<th>Strongly agree</th>
<th>Not sure/Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. It is difficult to provide comprehensive treatment to Title 19 patients</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>NS</td>
</tr>
<tr>
<td>b. The Title 19 program has been getting less complicated in the last few years</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>NS</td>
</tr>
<tr>
<td>c. Title 19 patients make other patients feel uncomfortable in the office</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>NS</td>
</tr>
<tr>
<td>d. Without the Title 19 program, low income patients would not be able to get adequate dental care</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>NS</td>
</tr>
</tbody>
</table>
Dentist attitudes about the patient population
Patients

It is difficult to provide comprehensive treatment to Medicaid patients.

- STRONGLY AGREE: 41.3%
- AGREE: 35.2%
- DISAGREE: 15.5%
- STRONGLY DISAGREE: 3.3%
- NOT SURE: 4.7%
Patients

Oral health problems of Medicaid patients are more severe than those of other patients.

- Strongly Agree: 26.4%
- Agree: 46.0%
- Disagree: 18.1%
- Strongly Disagree: 1.8%
- Not Sure: 7.7%
Patients
Low income patients are more difficult to treat than others.

- Strongly Agree: 13.9%
- Agree: 36.3%
- Disagree: 34.8%
- Strongly Disagree: 5.7%
- Not Sure: 9.4%
Patients

I am more likely to be sued if I treat Medicaid patients.

- STRONGLY AGREE: 7.8%
- AGREE: 12.7%
- DISAGREE: 41.2%
- STRONGLY DISAGREE: 10.0%
- NOT SURE: 28.2%
Patients

Medicaid patients make other patients feel uncomfortable in the office.

- STRONGLY AGREE: 4.5%
- AGREE: 14.7%
- DISAGREE: 48.4%
- STRONGLY DISAGREE: 17.5%
- NOT SURE: 14.9%
Dentist attitudes about Medicaid administration
The Medicaid program has been getting less complicated in the last few years.

- *Strongly Agree*: 2.5%
- *Agree*: 13.5%
- *Disagree*: 31.7%
- *Strongly Disagree*: 31.5%
- *Not Sure*: 20.7%
Administration

Dentists can have an impact on the policies of the Medicaid program.

- **Strongly Agree**: 3.7%
- **Agree**: 14.7%
- **Disagree**: 36.3%
- **Strongly Disagree**: 29.8%
- **Not Sure**: 15.5%
Administration

The Medicaid program respects my professional judgment concerning patient care

- **Strongly Agree**: 3.5%
- **Agree**: 28.7%
- **Disagree**: 30.1%
- **Strongly Disagree**: 23.6%
- **Not Sure**: 14.1%
Administration

Changes in the Medicaid program are communicated effectively to my office.

- **Strongly Agree**: 2.9%
- **Agree**: 28.5%
- **Disagree**: 32.2%
- **Strongly Disagree**: 17.5%
- **Not Sure**: 18.9%
Dentist altruistic attitudes
Altruism

Dentists have an ethical obligation to treat Medicaid patients.

- **Strongly Agree**: 9.5%
- **Agree**: 36.6%
- **Disagree**: 28.3%
- **Strongly Disagree**: 16.2%
- **Not Sure**: 9.5%
Altruism

I am concerned about having the only practice in the area that accepts Medicaid patients.
Altruism

Without the Medicaid program, low income patients would not be able to get adequate dental care.
# Statements about vulnerable populations

8. Please read the following statements about treating needy patients and circle the number that indicates the degree to which you disagree or agree with these statements.

<table>
<thead>
<tr>
<th></th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Agree</th>
<th>Strongly agree</th>
<th>Not sure/Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Dental care should be available for needy patients</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>NS</td>
</tr>
<tr>
<td>b. It is the responsibility of the government to fund programs that provide dental care to the needy.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>NS</td>
</tr>
<tr>
<td>c. I feel a personal responsibility for providing dental care to the needy.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>NS</td>
</tr>
</tbody>
</table>
Personal role in providing care to vulnerable populations
Personal role

Dental care should be available for needy patients.

STRONGLY AGREE: 23.5%
AGREE: 71.6%
DISAGREE: 4.1%
STRONGLY DISAGREE: 0.8%
Personal role

I feel a personal responsibility for providing dental care to the needy.

- **Strongly Agree**: 13.4%
- **Agree**: 61.7%
- **Disagree**: 20.4%
- **Strongly Disagree**: 4.5%
Personal role
I feel I am personally unable to have an impact on the problem of meeting the dental needs of the underserved.
Role of the government
Role of government
It is more efficient for the government to pay private dentists to provide care to needy patients than to fund public clinics.
Role of government

It is the responsibility of the government to fund programs that provide dental care to the needy.

- STRONGLY AGREE: 7.3%
- AGREE: 44.2%
- DISAGREE: 34.7%
- STRONGLY DISAGREE: 13.8%
Role of government
Taxes should be raised so that dentists can be reimbursed more to treat needy patients.

- **Strongly Agree**: 6.9%
- **Agree**: 17.1%
- **Disagree**: 44.2%
- **Strongly Disagree**: 31.8%
9. The following is a list of commonly reported problems with Title 19 programs. Please indicate how important you considered each problem to be when deciding how much to participate in Title 19.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Not at all important</th>
<th>Slightly important</th>
<th>Moderately important</th>
<th>Extremely important</th>
<th>Not sure/Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Complicated paperwork</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>NS</td>
</tr>
<tr>
<td>b. Low reimbursement rates</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>NS</td>
</tr>
<tr>
<td>c. Intermittent eligibility of Title 19 patients</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>NS</td>
</tr>
<tr>
<td>d. Denial of payment</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>NS</td>
</tr>
</tbody>
</table>
Commonly reported problems with Medicaid

Low reimbursement rates

- Extremely Important: 82.2%
- Moderately Important: 13.7%
- Slightly Important: 3.5%
- Not At All Important: 0.6%
Commonly reported problems with Medicaid

Broken appointments

- Extremely Important: 80.8%
- Moderately Important: 14.5%
- Slightly Important: 4.3%
- Not at All Important: 0.4%
Commonly reported problems with Medicaid

Denial of payment

- **EXTREMELY IMPORTANT**: 57.5%
- **MODERATELY IMPORTANT**: 28.8%
- **SLIGHTLY IMPORTANT**: 11.5%
- **NOT AT ALL IMPORTANT**: 2.2%
Commonly reported problems with Medicaid

Patient non-compliance with recommended treatment

- **Extremely Important**: 49.9%
- **Moderately Important**: 31.7%
- **Slightly Important**: 16.2%
- **Not at All Important**: 4.2%
Commonly reported problems with Medicaid

Complicated paperwork

- EXTREMELY IMPORTANT: 37.2%
- MODERATELY IMPORTANT: 38.6%
- SLIGHTLY IMPORTANT: 20.7%
- NOT AT ALL IMPORTANT: 3.5%
Commonly reported problems with Medicaid

Limited services covered by Medicaid

- **Extremely Important**: 37.0%
- **Moderately Important**: 33.8%
- **Slightly Important**: 21.3%
- **Not at All Important**: 7.8%
Commonly reported problems with Medicaid

Not enough other practices in the area accept Medicaid patients

- Extremely Important: 36.6%
- Moderately Important: 28.2%
- Slightly Important: 23.4%
- Not at All Important: 11.8%
Commonly reported problems with Medicaid
Frequently changing Medicaid regulations

- EXTREMELY IMPORTANT: 35.4%
- MODERATELY IMPORTANT: 34.3%
- SLIGHTLY IMPORTANT: 27.0%
- NOT AT ALL IMPORTANT: 3.3%

0.0% 20.0% 40.0%
Commonly reported problems with Medicaid

Intermittent eligibility of Medicaid patients

- Extremely Important: 32.6%
- Moderately Important: 40.9%
- Slightly Important: 20.5%
- Not at All Important: 6.0%
Commonly reported problems with Medicaid

Slow payment

- Extremely Important: 29.2%
- Moderately Important: 32.1%
- Slightly Important: 30.1%
- Not at all Important: 8.6%
Commonly reported problems with Medicaid

Fear of government investigation (e.g., chart audits)

- Extremely Important: 13.2%
- Moderately Important: 11.6%
- Slightly Important: 30.7%
- Not At All Important: 44.5%
Commonly reported problems with Medicaid

Which of the problems above is the *most important* consideration for your office?

- Low reimbursement: 59.0%
- Broken appointments: 20.3%
- Complicated paperwork: 7.4%
- Patient non-compliance: 3.0%
- Denial of payment: 2.6%
- Limited services covered: 2.0%
Commonly reported problems with Medicaid

Which of the problems above is the second most important consideration for your office?

- Broken appointments: 37.6%
- Low reimbursement: 17.5%
- Denial of payment: 11.6%
- Complicated paperwork: 9.6%
- Patient non-compliance: 6.8%
- Intermittent eligibility: 4.6%
Commonly reported problems with Medicaid

Which of the problems above is the third most important consideration for your office?

- Broken appointments: 17.8%
- Patient non-compliance: 13.6%
- Not enough other practices: 10.9%
- Denial of payment: 10.3%
- Limited services covered: 10.1%
- Low reimbursement: 9.7%
Medicaid reimbursement for dental services in 2011

- $50,000+: 26.5%
- $10,000 - 49,999: 27.5%
- $1,000 - 9,999: 16.7%
- $1-999: 2.3%
- 0: 27.1%
Do you accept *hawk-i* patients in your practice?

- **YES - ALL:** 65.2%
- **YES - SOME:** 22.4%
- **NO:** 8.7%
- **NOT SURE:** 3.7%
Survey 2
Conjoint survey of dentists’ attitudes towards the Medicaid program
Survey Respondents *(preliminary only)*

<table>
<thead>
<tr>
<th></th>
<th>Email Addresses</th>
<th>All Respondents</th>
<th>Iowa Dentists</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sex</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>246 (80.9%)</td>
<td>404 (77.5%)</td>
<td>1,063 (76.5%)</td>
</tr>
<tr>
<td>Female</td>
<td>58 (19.1%)</td>
<td>115 (22.1%)</td>
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<td>272 (89.5%)</td>
<td>435 (83.5%)</td>
<td>1,148 (82.6%)</td>
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<td>Ortho</td>
<td>10 (3.3)</td>
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<td>OMFS</td>
<td>8 (2.6)</td>
<td>30 (3.8)</td>
<td>55 (4.0)</td>
</tr>
<tr>
<td>Pediatric</td>
<td>9 (3.0)</td>
<td>13 (2.5)</td>
<td>45 (3.2)</td>
</tr>
<tr>
<td>Endo</td>
<td>1 (0.3)</td>
<td>8 (1.5)</td>
<td>28 (2.0)</td>
</tr>
<tr>
<td>Perio</td>
<td>2 (0.7)</td>
<td>7 (1.3)</td>
<td>19 (1.4)</td>
</tr>
<tr>
<td>Prosth</td>
<td>2 (0.7)</td>
<td>5 (1.0)</td>
<td>8 (1.0)</td>
</tr>
</tbody>
</table>
Survey 2
Conjoint survey

• Conjoint technique pioneered in business and marketing
• Survey design uses a series of scenarios that ask dentists whether they would accept a patient or not
• Scenarios are developed to include specific factors that vary across several levels
• Responses are based on the dentist’s consideration of all factors
• Designed to reveal hidden preferences
Survey 2
Conjoint survey

• **Factors:**
  – Based on the most important problems with Medicaid that were reported by dentists in the first survey
  – Examples: Low reimbursement rates, denial of payment

• **Levels**
  – Determined by review of the literature and expert opinion
A child who has Medicaid coverage is seeking restorative treatment at your practice. The patient has a problem adhering to your recommended home care but does show up on time for their appointments. Medicaid reimburses at 70% of your usual charges and there are other practices in your area accepting Medicaid patients. Medicaid recently reduced the paperwork needed to submit a claim.

Would you accept this patient? (yes/no)
## Conjoint Factors

<table>
<thead>
<tr>
<th>Factor</th>
<th>Mean importance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low reimbursement rates</td>
<td>3.77</td>
</tr>
<tr>
<td>Broken appointments</td>
<td>3.76</td>
</tr>
<tr>
<td>Denial of payment</td>
<td>3.42</td>
</tr>
<tr>
<td>Patient non-compliance with recommended treatment</td>
<td>3.23</td>
</tr>
<tr>
<td>Complicated paperwork</td>
<td>3.09</td>
</tr>
<tr>
<td>Frequently changing Medicaid regulations</td>
<td>3.02</td>
</tr>
<tr>
<td>Intermittent eligibility of Medicaid patients</td>
<td>3.00</td>
</tr>
<tr>
<td>Limited services covered by Medicaid</td>
<td>3.00</td>
</tr>
<tr>
<td>Not enough other practices in the area accept Medicaid patients</td>
<td>2.89</td>
</tr>
<tr>
<td>Slow payment</td>
<td>2.82</td>
</tr>
<tr>
<td>Fear of government investigation</td>
<td>1.93</td>
</tr>
</tbody>
</table>
## Conjoint Factors - Levels

<table>
<thead>
<tr>
<th>FACTOR</th>
<th>LEVELS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low reimbursement rates</td>
<td>30%, 50%, 80%, 100%</td>
</tr>
<tr>
<td>Broken appointments</td>
<td>Patient is known to break appointments, Patient is punctual</td>
</tr>
<tr>
<td>Denial of payment</td>
<td>Denial is expected, Denial rarely occurs</td>
</tr>
<tr>
<td>Patient non-compliance</td>
<td>Patient is compliant with recommendations, Patient is non-compliant</td>
</tr>
<tr>
<td>Complicated paperwork</td>
<td>Paperwork is complicated, System has been reformed to be less complicated</td>
</tr>
<tr>
<td>Intermittent eligibility</td>
<td>Patient has continuous eligibility, Patient has intermittent eligibility</td>
</tr>
<tr>
<td>Limited services covered</td>
<td>Medicaid provides comprehensive coverage, Few services are covered</td>
</tr>
</tbody>
</table>
Future Activities
## Timeline

<table>
<thead>
<tr>
<th>Phase 1</th>
<th>Establish a National Advisory Committee</th>
<th>Done</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phase 2</td>
<td>Dentist Medicaid survey</td>
<td>Done</td>
</tr>
<tr>
<td>Phase 3</td>
<td>Compile inventory report</td>
<td>Draft completed</td>
</tr>
<tr>
<td>Phase 4</td>
<td>Conjoint analysis dentist survey</td>
<td>In progress</td>
</tr>
<tr>
<td>Phase 5</td>
<td>Assess CHC capacity</td>
<td>Summer 2013</td>
</tr>
<tr>
<td>Phase 6</td>
<td>Policy development</td>
<td>Summer 2013</td>
</tr>
</tbody>
</table>