Dental Safety Net in Iowa Project (DSNI): Project update, Webinar #4

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University of Iowa

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The Commonwealth Fund
The Iowa Safety Net and ACA project: Agenda

1. Progress report
2. Overview of conjoint analysis
3. Selection of survey factors
4. Conjoint survey schedule
   a) Advisory committee pilot testing
   b) Revisions
   c) Release
Steering Committee

Pete Damiano  
(PI)

Ray Kuthy  
(Co-investigator)

Susan McKernan  
(Co-investigator)

Elham Kateeb  
(Co-investigator UI OSU)

Julie Reynolds  
(Grad Research Asst.)

Nancy Adrianse  
(Iowa PCA)

Sarah Dixon Gale  
(Iowa PCA)
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
Survey 1
Dentist Medicaid Survey

- Used dentist responses to problems with Medicaid to determine factors in Conjoint
- Received email addresses from 305
# Respondents to Survey 1

<table>
<thead>
<tr>
<th></th>
<th>Email Addresses N=305</th>
<th>All Respondents N=776</th>
<th>Iowa Dentists N=1,389</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sex</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>81%</td>
<td>78%</td>
<td>77%</td>
</tr>
<tr>
<td>Female</td>
<td>19%</td>
<td>22%</td>
<td>23%</td>
</tr>
<tr>
<td><strong>Age (mean ± SD)</strong></td>
<td>49 ± 12</td>
<td>50 ± 12</td>
<td>49 ± 13</td>
</tr>
<tr>
<td><strong>Specialty</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General</td>
<td>89%</td>
<td>85%</td>
<td>83%</td>
</tr>
<tr>
<td>Ortho</td>
<td>3%</td>
<td>5%</td>
<td>6%</td>
</tr>
<tr>
<td>OMFS</td>
<td>3%</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>Pediatric</td>
<td>3%</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Endo</td>
<td>0%</td>
<td>1%</td>
<td>2%</td>
</tr>
<tr>
<td>Perio</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Prosth</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
</tr>
</tbody>
</table>
Survey 2
Conjoint survey of dentists’ attitudes towards the Medicaid program
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
Ecological model for dentist participation in Medicaid

- Ecological models of human behavior emphasize environmental and policy contexts of behavior
- Also incorporates social and psychological influences of behavior
- Consideration can be given to multiple levels of influence
- Allows for development of more comprehensive interventions
### Factors from ecological model used in Conjoint survey

<table>
<thead>
<tr>
<th>Category</th>
<th>Factors</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Policy</strong></td>
<td>• Reimbursement • Changing regulations</td>
</tr>
<tr>
<td><strong>Organizational</strong></td>
<td>• Paperwork • Delay in payment • Extent of covered services • Intermittent eligibility</td>
</tr>
<tr>
<td><strong>Community</strong></td>
<td>• Other dentists that accept Medicaid</td>
</tr>
<tr>
<td><strong>Inter-personal (Patient)</strong></td>
<td>• Broken appointments • Non-compliance • Intermittent eligibility</td>
</tr>
<tr>
<td><strong>Intra-personal (Dentist)</strong></td>
<td>• Self-efficacy with difficult pts • Fear of govt investigation</td>
</tr>
</tbody>
</table>
### Potential conjoint factors from dentist survey

<table>
<thead>
<tr>
<th>Factor</th>
<th>Mean importance* (Survey 1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low reimbursement rates</td>
<td>3.78</td>
</tr>
<tr>
<td>Broken appointments</td>
<td>3.75</td>
</tr>
<tr>
<td>Denial of payment</td>
<td>3.41</td>
</tr>
<tr>
<td>Patient non-compliance with recommended treatment</td>
<td>3.22</td>
</tr>
<tr>
<td>Complicated paperwork</td>
<td>3.07</td>
</tr>
<tr>
<td>Frequently changing Medicaid regulations</td>
<td>3.01</td>
</tr>
<tr>
<td>Limited services covered by Medicaid</td>
<td>3.00</td>
</tr>
<tr>
<td>Intermittent eligibility of Medicaid patients</td>
<td>2.98</td>
</tr>
<tr>
<td><strong>Not enough other practices in the area accept Medicaid patients</strong></td>
<td><strong>2.90</strong></td>
</tr>
<tr>
<td>Slow payment</td>
<td>2.82</td>
</tr>
<tr>
<td>Fear of government investigation</td>
<td>1.92</td>
</tr>
</tbody>
</table>

*4-point scale

Also used factor loading to determine factors
Ecological model for dentist participation in Medicaid

<table>
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<td></td>
</tr>
</tbody>
</table>

- • Reimbursement
- • Delay in payment
- • Other dentists that accept Medicaid
- • Broken appointments
Survey 2
Conjoint survey

• Factors
  – Based on the most important problems with Medicaid that were reported by dentists in the first survey

• Levels
  – Determined by review of the literature and expert opinion
## Selected factors & levels

<table>
<thead>
<tr>
<th>Domain</th>
<th>Factor</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Policy</td>
<td>Reimbursement rate</td>
<td>35%</td>
<td>55%</td>
<td>85%</td>
</tr>
<tr>
<td>Organizational</td>
<td>Claim approval</td>
<td>The first submission is unlikely to be approved</td>
<td>The first submission may or may not be approved</td>
<td>The first submission will be approved</td>
</tr>
<tr>
<td>Community</td>
<td>Other practices in the area that accept new Medicaid patients</td>
<td>No other practices</td>
<td>A few other practices</td>
<td>Many other practices</td>
</tr>
<tr>
<td>Inter-personal</td>
<td>Patient behavior</td>
<td>Often misses an appointment</td>
<td>Sometimes misses an appointment</td>
<td>Never misses an appointment</td>
</tr>
</tbody>
</table>
Conjoint scenarios

• 9 factor/level combinations will be presented to participants as scenarios

• Scenarios are presented in a random sequence during the online survey
  – All will get the same scenarios, different order

• Responses indicate factor importance (similar to regression coefficients)

• 2 “holdout” scenarios are used to validate results
  – Look for consistency of responses
For the following hypothetical scenarios, assume that a healthy 32-year-old patient from your community calls your practice and needs a lost MO restoration on tooth #19 replaced. The tooth is asymptomatic. The patient is enrolled in the Iowa Medicaid program and is eligible for the next 12 months.

Given the extra information that is provided below, would you accept this new patient in your practice?
Scenario 1

At the time this patient calls your practice, you know there are a few other practices in your area accepting Medicaid patients. You are also aware that this patient often misses an appointment. Medicaid will reimburse you at 85% of your usual fees for this service and the first submission of your claim will be approved.

Would you accept this new patient in the scenario described above?

Yes, I would                                           No, I wouldn't
Scenario 2

At the time this patient calls your practice, you know that there are no other practices in your area accepting Medicaid patients. You are also aware that this patient never misses an appointment. Medicaid will reimburse you at 55% of your usual fees for this service and the first submission of your claim will be approved.

Would you accept this new patient in the scenario described above?

Yes, I would                                           No, I wouldn't
Scenario 3

At the time this patient calls your practice, you know that there are many other practices in your area accepting Medicaid patients. You are also aware that this patient often misses an appointment. Medicaid will reimburse you at 55% of your usual fees for this service and the first submission of your claim may or may not be approved.

Would you accept this new patient in the scenario described above?

Yes, I would                                           No, I wouldn't
Scenario 4

At the time this patient calls your practice, you know that there are many other practices in your area accepting Medicaid patients. You are also aware that this patient sometimes misses an appointment. Medicaid will reimburse you at 35% of your usual fees for this service and the first submission of your claim will be approved.

Would you accept this new patient in the scenario described above?

Yes, I would  No, I wouldn't
Scenario 5

At the time this patient calls your practice, you know that there are a few other practices in your area accepting Medicaid patients. You are also aware that this patient never misses an appointment. Medicaid will reimburse you at 35% of your usual fees for this service and the first submission of your claim may or may not be approved.

Would you accept this new patient in the scenario described above?

Yes, I would                                           No, I wouldn't
Scenario 6

At the time this patient calls your practice, you know that there are no other practices in your area accepting Medicaid patients. You are also aware that this patient sometimes misses an appointment. Medicaid will reimburse you at 85% of your usual fees for this service and the first submission of your claim may or may not be approved.

Would you accept this new patient in the scenario described above?

Yes, I would                                           No, I wouldn't
Scenario 7

At the time this patient calls your practice, you know that there are a few other practices in your area accepting Medicaid patients. You are also aware that this patient sometimes misses an appointment. Medicaid will reimburse you at 55% of your usual fees for this service and the first submission of your claim is unlikely to be approved.

Would you accept this new patient in the scenario described above?

Yes, I would                                           No, I wouldn't
Scenario 8

At the time this patient calls your practice, you know that there are no other practices in your area accepting Medicaid patients. You are also aware that this patient often misses an appointment. Medicaid will reimburse you at 35% of your usual fees for this service and the first submission of your claim is unlikely to be approved.

Would you accept this new patient in the scenario described above?

Yes, I would                                           No, I wouldn't
Scenario 9

At the time this patient calls your practice, you know that there are many other practices in your area accepting Medicaid patients. You are also aware that this patient never misses an appointment. Medicaid will reimburse you at 85% of your usual fees for this service and the first submission of your claim is unlikely to be approved.

Would you accept this new patient in the scenario described above?

Yes, I would                                           No, I wouldn't
Scenario 10 (Holdout)

At the time this patient calls your practice, you know that there are many other practices in your area accepting Medicaid patients. You are also aware that this patient often misses an appointment. Medicaid will reimburse you at 35% of your usual fees for this service and the first submission of your claim is unlikely to be approved.

Would you accept this new patient in the scenario described above?

Yes, I would  No, I wouldn't
At the time this patient calls your practice, you know that there are many other practices in your area accepting Medicaid patients. You are also aware that this patient sometimes misses an appointment. Medicaid will reimburse you at 35% of your usual fees for this service and the first submission of your claim is unlikely to be approved.

Would you accept this new patient in the scenario described above:

Yes, I would                                           No, I wouldn't
Conjoint Schedule

• Final revisions, online coding, & IRB approval
  – By July 30th

• Email survey out (N=305)
  – August 1st
Year 2 activities

Phase 1: Year 1 wrap up
1. Completion of conjoint analysis/writing
2. Completion of FQHC capacity analysis/writing
3. Dentist participation writing/presentations

Phase 2: Policy development
1. Convene a meeting of public/private partners to discuss options for improving Medicaid participation
Year 2 activities

Phase 3: Dental home development

1. Expert panel/focus groups-
   1. Components of a dental home
   2. Role for oral health in health home
   3. Implications of ACO development for dentistry
      - Builds on work in Iowa around community care team development and ACOs and safety net

2. Instrument development for measuring dental homeness
   - Builds on work in Iowa regarding medical homeness