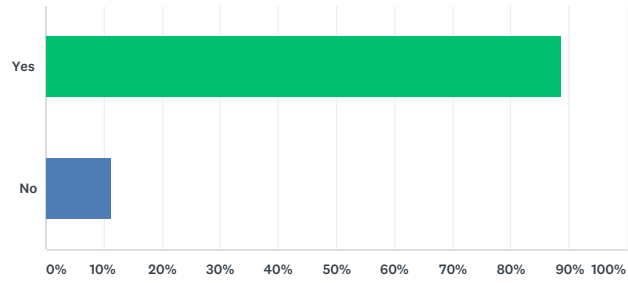


Q1 I am a dentist enrolled with Texas Medicaid.

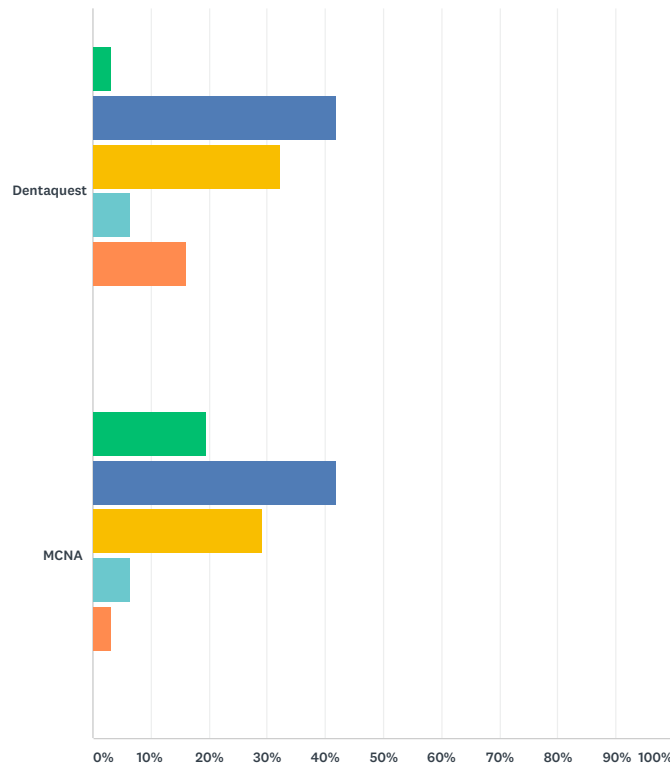
Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	88.64%	39
No	11.36%	5
TOTAL		44

Q4 How do you rate the performance of MCNA and Dentaquest today as compared to last year?

Answered: 31 Skipped: 13

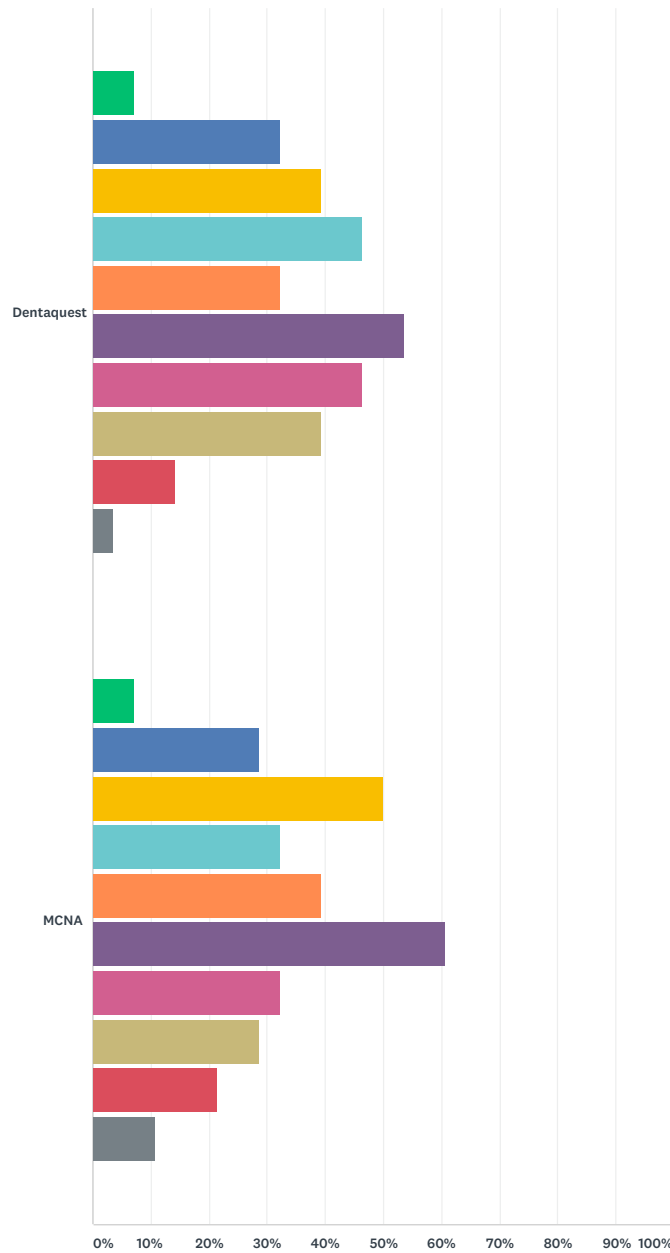


■ Still terrible
 ■ Lots of difficulties still encountered
■ There was some improvement but still not satisfied
■ Now satisfied with performance
 ■ Still satisfied
 ■ Excellent

	STILL TERRIBLE	LOTS OF DIFFICULTIES STILL ENCOUNTERED	THERE WAS SOME IMPROVEMENT BUT STILL NOT SATISFIED	NOW SATISFIED WITH PERFORMANCE	STILL SATISFIED	EXCELLENT	TOTAL
Dentaquest	3.23% 1	41.94% 13	32.26% 10	6.45% 2	16.13% 5	0.00% 0	31
MCNA	19.35% 6	41.94% 13	29.03% 9	6.45% 2	3.23% 1	0.00% 0	31

Q5 Which problems do you STILL have with them?

Answered: 28 Skipped: 16



- Nothing
- Can't reach representative or they get back slowly
- Credentialing takes a long time.
- Dental homes keep switching.
- Recouping for services already approved and delivered.
- Dictating treatment against my judgment.
- Not approving medically necessary treatment.
- Can't treat emergencies immediately and expect payment.
- Payment hold for minor reasons (SHOULD NO LONGER EXIST)
- Other

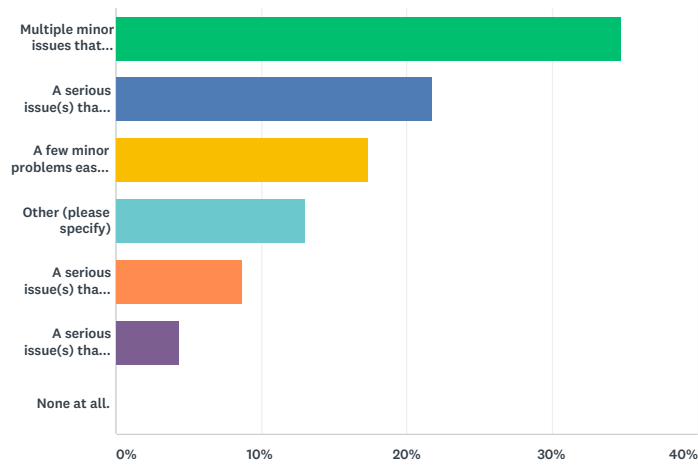
	NOTHING	CAN'T REACH REPRESENTATIVE OR THEY GET BACK.SLOWLY	CREDENTIALING TAKES A LONG TIME.	DENTAL HOMES KEEP SWITCHING.	RECOUPING FOR SERVICES ALREADY APPROVED AND DELIVERED.	Dictating treatment AGAINST MY JUDGMENT.	NOT APPROVING MEDICALLY NECESSARY TREATMENT.	CAN'T TREAT EMERGENCIES IMMEDIATELY AND EXPECT PAYMENT.	PAYMEN HOLD FOR MINOR REASON (SHOUL NO LONGER EXIST)
Dentaquest	7.14%	32.14%	39.29%	46.43%	32.14%	53.57%	46.43%	39.29%	14.29%
	2	9	11	13	9	15	13	11	

Texas Medicaid Dental Maintenance Organization Annual Survey 2018 REVISED

MCNA	7.14%	28.57%	50.00%	32.14%	39.29%	60.71%	32.14%	28.57%	21.43'
	2	8	14	9	11	17	9	8	

Q6 AS OF TODAY, I would characterize my problems with MCNA as:

Answered: 23 Skipped: 21

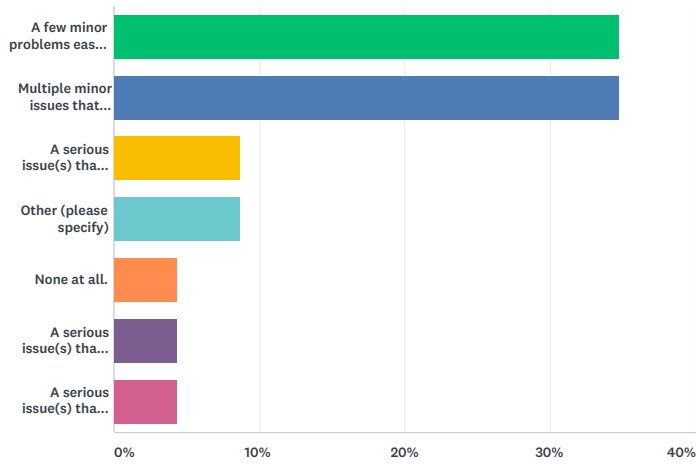


ANSWER CHOICES	RESPONSES
Multiple minor issues that don't get resolved and keep recurring.	34.78% 8
A serious issue(s) that I cannot get resolved and is still outstanding.	21.74% 5
A few minor problems easily resolved with the company.	17.39% 4
Other (please specify)	13.04% 3
A serious issue(s) that was eventually resolved to my satisfaction.	8.70% 2
A serious issue(s) that was resolved but not to my satisfaction.	4.35% 1
None at all.	0.00% 0
TOTAL	23

#	OTHER (PLEASE SPECIFY)	DATE
1	we do not accept mcna	6/4/2018 7:17 AM
2	Frequent automated claim rejections that need appeal and reconsideration no time limit can take up to 10 months. Hospital tx plans need pre auth but tx in hosp will often change, especially if unable to complete xray and exam in office.	4/25/2018 8:37 AM
3	So feed up with MCNA, we opted out.	4/24/2018 1:11 PM

Q7 AS OF TODAY, I would characterize my problems with Dentaquest as:

Answered: 23 Skipped: 21

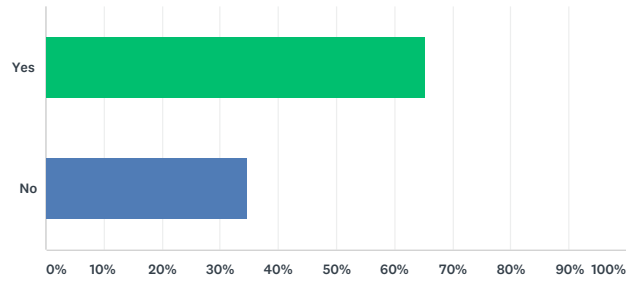


ANSWER CHOICES	RESPONSES
A few minor problems easily resolved with the company.	34.78% 8
Multiple minor issues that don't get resolved and keep recurring.	34.78% 8
A serious issue(s) that I cannot get resolved and is still outstanding.	8.70% 2
Other (please specify)	8.70% 2
None at all.	4.35% 1
A serious issue(s) that was eventually resolved to my satisfaction.	4.35% 1
A serious issue(s) that was resolved but not to my satisfaction.	4.35% 1
TOTAL	23

#	OTHER (PLEASE SPECIFY)	DATE
1	I can't believe you guys have not even mentioned capitation	6/2/2018 3:47 PM
2	Frequent claim rejections that need appeal and reconsideration no time limit can take up to 10 months. Hospital tx plans need pre auth but tx in hosp will often change, especially if unable to complete xray and exam in office.	4/25/2018 9:43 AM

Q8 I would like to see other DMOs in Texas Medicaid besides Dentaquest and MCNA.

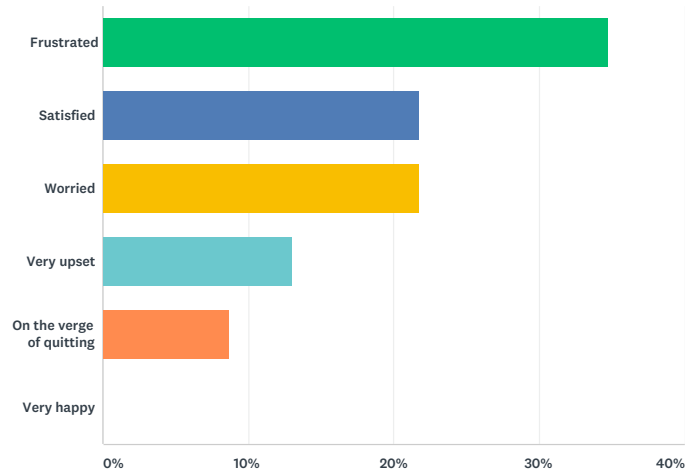
Answered: 23 Skipped: 21



ANSWER CHOICES	RESPONSES	
Yes	65.22%	15
No	34.78%	8
TOTAL		23

Q9 AS OF TODAY, as a Medicaid provider, I am:

Answered: 23 Skipped: 21



ANSWER CHOICES	RESPONSES	
Frustrated	34.78%	8
Satisfied	21.74%	5
Worried	21.74%	5
Very upset	13.04%	3
On the verge of quitting	8.70%	2
Very happy	0.00%	0
TOTAL		23