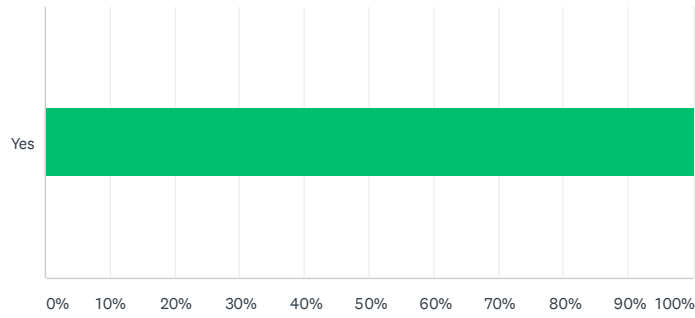


### Q1 I am a dentist enrolled with Texas Medicaid (required to complete survey)

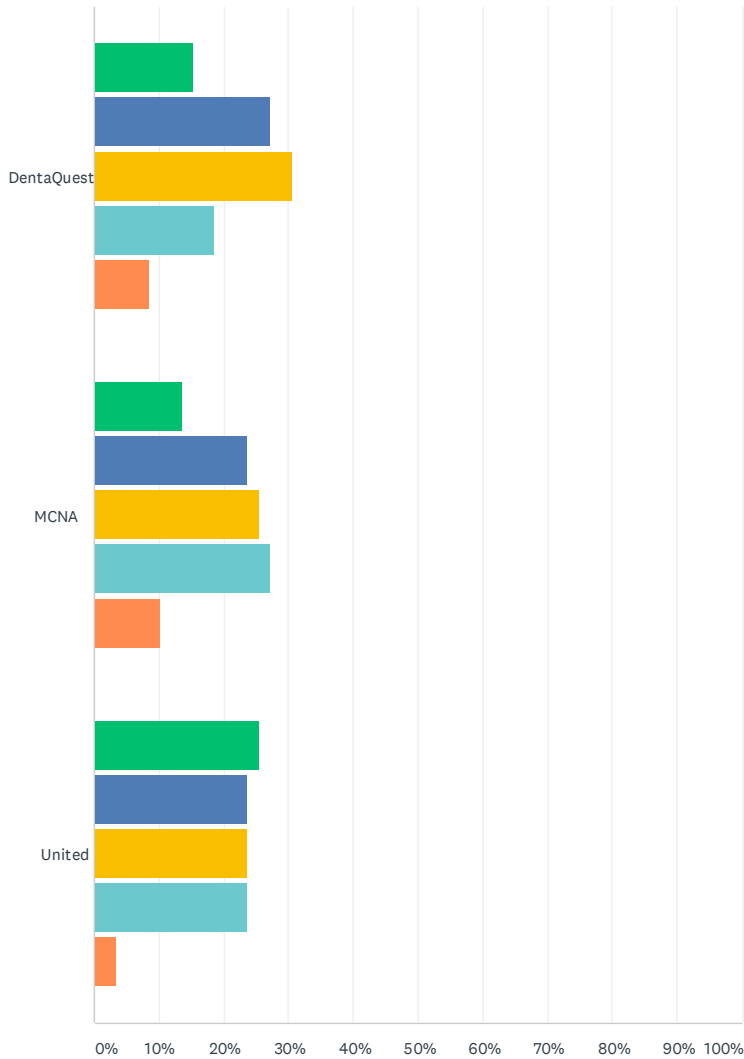
Answered: 59 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	59
TOTAL		59

### Q2 How do you rate the performance of MCNA, Dentaquest and newcomer United Healthcare?

Answered: 59 Skipped: 0

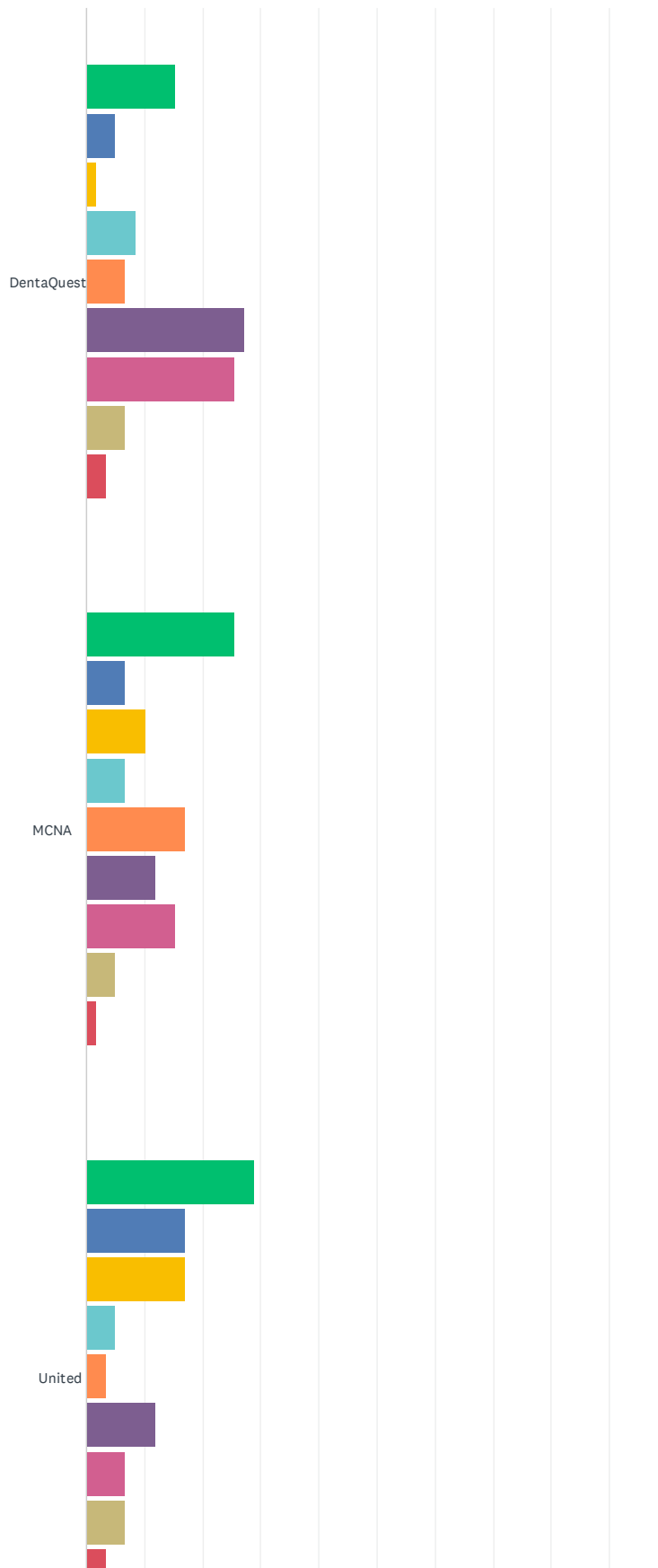


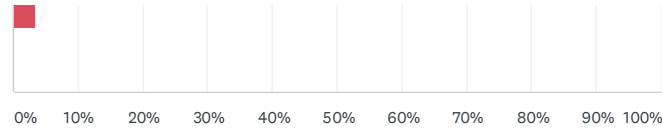
■ Terrible   
 ■ Lots of difficulties encountered  
■ There was some improvement but still not satisfied   
 ■ Satisfied with performance  
■ Excellent

	TERRIBLE	LOTS OF DIFFICULTIES ENCOUNTERED	THERE WAS SOME IMPROVEMENT BUT STILL NOT SATISFIED	SATISFIED WITH PERFORMANCE	EXCELLENT	TOTAL
DentaQuest	15.25% 9	27.12% 16	30.51% 18	18.64% 11	8.47% 5	59
MCNA	13.56% 8	23.73% 14	25.42% 15	27.12% 16	10.17% 6	59
United	25.42% 15	23.73% 14	23.73% 14	23.73% 14	3.39% 2	59

### Q3 Which problems do you have with them?

Answered: 59 Skipped: 0





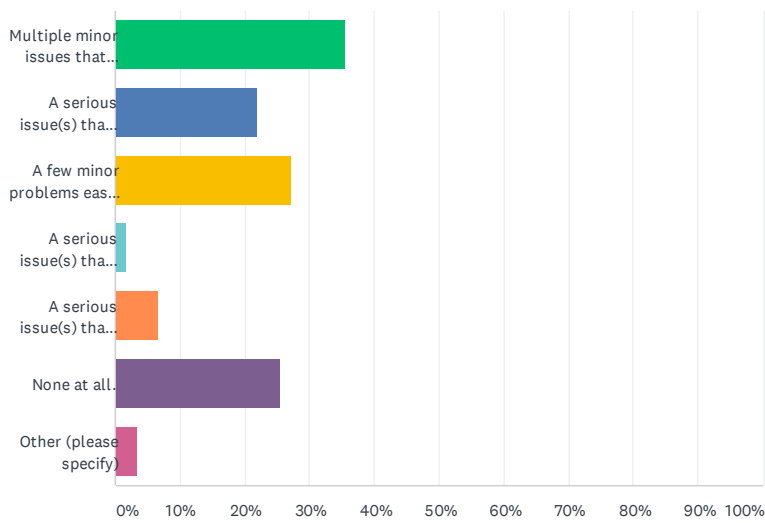
- Nothing
- Can't reach representative or they get back slowly.
- Credentialing takes a long time.
- Dental homes keep switching
- Recouping for services already approved and delivered
- Dictating treatment against my judgment
- Not approving medically necessary treatment
- Can't treat emergencies immediately and expect payment
- Payment hold for minor reasons

	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
DentaQuest	15.25% 9	5.08% 3	1.69% 1	8.47% 5	6.78% 4	27.12% 16	25.42% 15	6.78% 4
MCNA	25.42% 15	6.78% 4	10.17% 6	6.78% 4	16.95% 10	11.86% 7	15.25% 9	5.08% 3
United	28.81% 17	16.95% 10	16.95% 10	5.08% 3	3.39% 2	11.86% 7	6.78% 4	6.78% 4

#	OTHER (PLEASE SPECIFY)	DATE
1	DentaQuest: Insurance Check do NOT have Member's name nor Date Of Service of Claim.	7/30/2021 2:21 PM
2	Many of these items above are issues. Wish I could choose more than one	7/28/2021 10:25 AM
3	I wish I could choose more than one, payment holds, not approving things, dental homes switching, hard to reach rep, etc.	7/28/2021 6:36 AM
4	TO FEW PATIENTS TO EVALUATE UNITED	7/27/2021 11:39 AM
5	All of the above on DentaQuest (not contracted with MCNA or United, left MCNA because they were too difficult to deal with)	7/21/2021 12:23 PM
6	Several items I cant check more than 1	7/21/2021 8:09 AM
7	not in network w/ United	7/20/2021 11:51 AM
8	Unable to get a hold on credentials	7/20/2021 11:23 AM
9	DQ- our tax ID was updated and some of our claims were denied even though we were in network. we have been trying for about 9-10 months to get these claims paid. Spoke to our representative and emailed her our concerns, she was able to help with a few claims but we are pending payment on some of them, till this day.	7/20/2021 11:22 AM
10	Not participating as a providee	7/12/2021 8:52 AM
11	They suck everywhere	6/30/2021 4:09 PM
12	I realize they are new to Medicaid and are still trying to work out glitches but claims get lost.	6/30/2021 12:35 PM

Q4 AS OF TODAY, I would characterize my problems with MCNA as:

Answered: 59 Skipped: 0

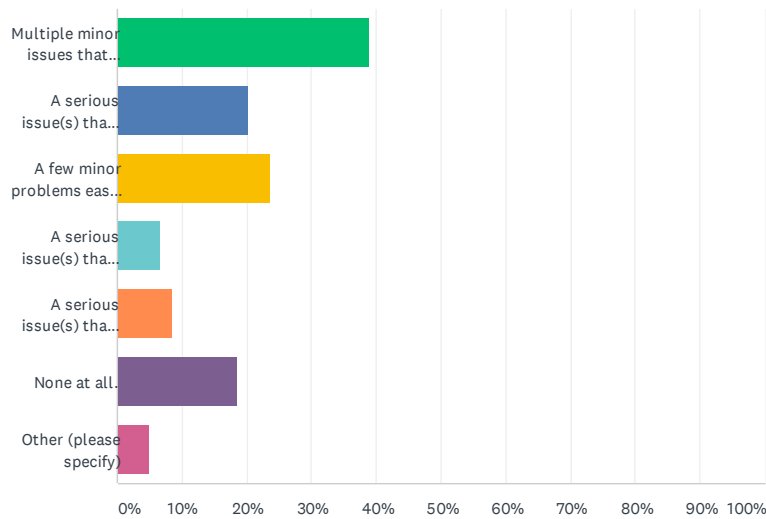


ANSWER CHOICES	RESPONSES
Multiple minor issues that don't get resolved and keep recurring.	35.59% 21
A serious issue(s) that I cannot get resolved and is still outstanding.	22.03% 13
A few minor problems easily resolved with the company.	27.12% 16
A serious issue(s) that was eventually resolved to my satisfaction.	1.69% 1
A serious issue(s) that was resolved but not to my satisfaction.	6.78% 4
None at all.	25.42% 15
Other (please specify)	3.39% 2
Total Respondents: 59	

#	OTHER (PLEASE SPECIFY)	DATE
1	Good comment: My regional rep Sandra Perez is amazing and always super helpful!	7/27/2021 8:31 AM
2	Cancelled contract with MCNA because they kept recouping payments	7/21/2021 12:23 PM

Q5 AS OF TODAY, I would characterize my problems with DentaQuest as:

Answered: 59 Skipped: 0

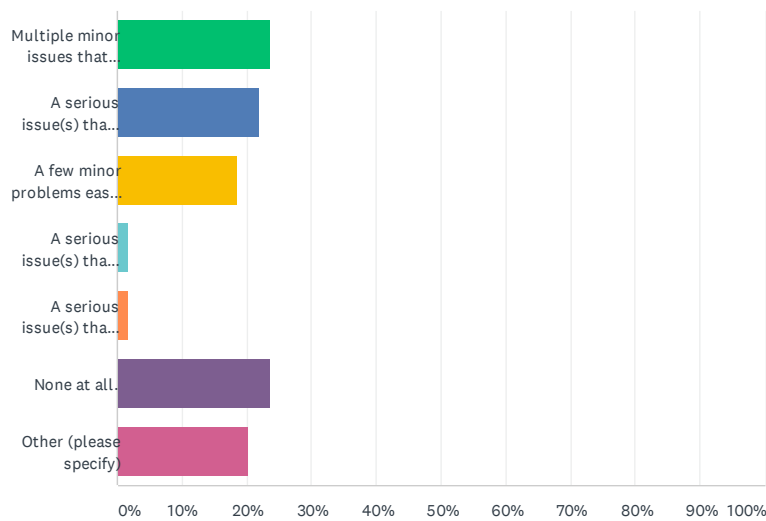


ANSWER CHOICES	RESPONSES
Multiple minor issues that don't get resolved and keep recurring.	38.98% 23
A serious issue(s) that I cannot get resolved and is still outstanding.	20.34% 12
A few minor problems easily resolved with the company.	23.73% 14
A serious issue(s) that was eventually resolved to my satisfaction.	6.78% 4
A serious issue(s) that was resolved but not to my satisfaction.	8.47% 5
None at all.	18.64% 11
Other (please specify)	5.08% 3
Total Respondents: 59	

#	OTHER (PLEASE SPECIFY)	DATE
1	IN LAST 2 YEARS , HAS ONLY MADE IT MORE DIFFICULT TO PROVIDE SERVICE DUE TO INCREASING NUMBER OF LIMITING CRITERIA TO IMPEDE SERVICE	7/27/2021 11:39 AM
2	I've submitted credentialing info 3 months ago, I've returned via email additional info that was requested and I still haven't received notification that my applications have been approved just emails back requesting the same info I've already submitted- I need this completed asap. Regional rep is also not the most friendliest or most helpful sometimes, more lecture and scolding it feels like	7/27/2021 8:31 AM
3	Giving alternate benefits for fillings based on "anatomical tooth structure"	7/20/2021 11:23 AM

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

Answered: 59 Skipped: 0

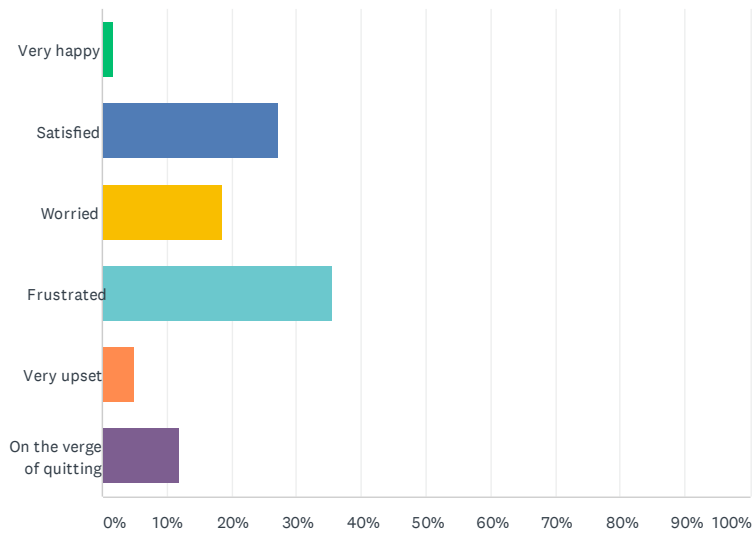


ANSWER CHOICES	RESPONSES
Multiple minor issues that don't get resolved and keep recurring.	23.73% 14
A serious issue(s) that I cannot get resolved and is still outstanding.	22.03% 13
A few minor problems easily resolved with the company.	18.64% 11
A serious issue(s) that was eventually resolved to my satisfaction.	1.69% 1
A serious issue(s) that was resolved but not to my satisfaction.	1.69% 1
None at all.	23.73% 14
Other (please specify)	20.34% 12
Total Respondents: 59	

#	OTHER (PLEASE SPECIFY)	DATE
1	UNKNOWN	7/27/2021 11:39 AM
2	I've had major issues this time around credentialing a new office/ providers, I've been pushed from person to person with still no answers or the office being credentialed. I need this asap as our office is opening next week	7/27/2021 8:31 AM
3	Not contracted with United	7/21/2021 12:23 PM
4	One issue with a covered benefit that was not covered	7/21/2021 8:09 AM
5	not in network	7/20/2021 11:51 AM
6	Credentialing Department	7/20/2021 11:23 AM
7	Not participating provider	7/12/2021 8:52 AM
8	Can not credentialed in a timely manner.	7/5/2021 4:57 PM
9	not in network with them	7/3/2021 1:31 PM
10	They completely suck	7/3/2021 7:07 AM
11	don't see many United patients	7/2/2021 1:42 PM
12	Our relationship is evolving.	6/30/2021 12:35 PM

Q7 AS OF TODAY, as a Medicaid provider, I am:

Answered: 59 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very happy	1.69%	1
Satisfied	27.12%	16
Worried	18.64%	11
Frustrated	35.59%	21
Very upset	5.08%	3
On the verge of quitting	11.86%	7
<b>TOTAL</b>		<b>59</b>