

# Survey of Medicaid Beneficiaries and Survey of Dentist Opinions on Medicaid Combined Results Report

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### *Oral Health-Related Attitudes and Beliefs*

How much do you agree to disagree with the following statements?

- My smile is an important part of my appearance.
- The condition of my teeth and gums is an important part of my overall health.
- It is important to me to keep my natural teeth.
- Flossing my teeth everyday is a high priority for me.
- Going to a dentist is not worth the cost to me.
- Going to the dentist is only important if my teeth or gums are bothering me.

38

## Survey of Dentist Opinions on Medicaid

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### *Treatment of Medicaid Beneficiaries*

In the last 12 months, have you treated any adult or child patients who are enrolled in your state's Medicaid program? 47

[If saw Medicaid patients within the last 12 months] About what percentage of your total patient volume is Medicaid patients? 48

### *Barriers to Treating Medicaid Beneficiaries*

How important are each of these factors in keeping you from treating more Medicaid patients?

- Reimbursement rate of Medicaid
- Appointment cancellation or no-show rate of Medicaid patients
- Dential of payment by Medicaid
- More comprehensive procedures not covered by Medicaid
- Overall claims submission process
- Time it takes to get paid by Medicaid
- Audit of practice activities
- Staffing shortages in my practice
- Process of enrolling as a Medicaid provider

49

### *Perceptions of Medicaid Beneficiaries*

How much do you agree or disagree with the each statement below?

- Low reimbursement will hurt my practice's overall profitability, making it less valuable over time
- It is challenging to provide comprehensive treatment to Medicaid patients
- Compared to my other patients, oral health problems are more severe for Medicaid patients
- Compared to my other patients, Medicaid patients are culturally more difficult to treat
- I am more likely to be sued if I treat Medicaid patients
- Being a Medicaid-enrolled provider negatively affects my reputation among professional colleagues
- Being a Medicaid-enrolled provider positively affects how my community views me and my practice
- Medicaid patients make other patients feel uncomfortable in the office
- Medicaid patients value their oral health
- Medicaid patients comply with recommended treatment plans

67

## Table of Contents (continued)

### *Practice Capacity and Workload*

Overall, thinking about the last 12 months, what best describes the capacity of your primary practice to treat patients, regardless of their type of insurance coverage? 85

[If too busy to treat all or able to treat all but overworked] How much is your current workload impacted by staffing challenges in the practice (e.g., not enough staff, unqualified staff)? 85

## About these Studies

The American Dental Association Health Policy Institute (HPI) commissioned Qualtrics to conduct online surveys of dental providers and Medicaid beneficiaries in eight states: Maryland, Minnesota, Nebraska, New Hampshire, Ohio, Pennsylvania, Rhode Island, and South Dakota. Data collection for Medicaid beneficiaries began on December 4, 2023 and closed on January 11, 2024. Data collection for dental providers began on December 2, 2023 and closed on December 30, 2023.

For the Survey of Medicaid Beneficiaries, the survey was administered using a nonprobability based sample, and quotas were used to ensure that the sample base was representative of the population of adults, aged 18 or older, in each of the eight states. Responses were reviewed by the researchers for quality control. Respondents were asked if they are enrolled in their state's Medicaid program. Those who answered "yes" were invited to complete the survey. A total of 2,467 Medicaid beneficiaries responded with a +/- 6% margin of error for each state.

For the Survey of Dentist Opinions on Medicaid, this report summarizes results broken out to show dentists who have treated any Medicaid beneficiaries vs. dentists who have not treated any Medicaid beneficiaries in the last 12 months. Due to the low number of responses from dentists practicing in Rhode Island, South Dakota and New Hampshire, results should be interpreted with caution.

### Survey of Medicaid Beneficiaries - Number of responses by state

Maryland	302
Minnesota	484
Nebraska	283
New Hampshire	304
Ohio	302
Pennsylvania	302
Rhode Island	239
South Dakota	251
Total	2467

**About these Studies (continued)**

**Survey of Dentist Opinions on Medicaid - Number of Responses by State**

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Maryland	158
Minnesota	142
Nebraska	116
New Hampshire	51
Ohio	264
Pennsylvania	215
Rhode Island	22
South Dakota	31
Total	999

## Executive Summary

### ***Access to Care for Medicaid Adult Beneficiaries***

- About half of Medicaid adult beneficiaries who were surveyed reported that they visited the dentist within the last 12 months. For reference, this is higher than 38.7% reported by the Medical Expenditure Panel Survey (MEPS).<sup>1</sup> Among those who did not visit the dentist, the top reason is provider availability. Beneficiaries cannot find a dentist who accepts Medicaid, cannot find a convenient appointment time, or beneficiaries did not know how to find a dental care provider.
- Another important barrier to dental care utilization, usually a very close second, relates to affordability. Adult Medicaid beneficiaries reported that they cannot afford to go to the dentist or that many dental care services they need are not covered, leaving them to pay out of pocket.

### ***Attitudes, Behaviors, and Oral Health Status among Medicaid Adult Beneficiaries***

- Access issues are leading to oral health problems. More than one-third of respondents report they very or fairly often felt uncomfortable about the appearance of their teeth, mouth, dentures or jaw in the last year. One-quarter have very or fairly often experienced painful aching in their mouth, and 30% have very or fairly often had trouble chewing. These rates are much higher than for the overall adult population in the United States.
- Adult Medicaid beneficiaries strongly value their oral health. About three-quarters agree or strongly agree that their smile is an important part of their appearance, that the condition of their teeth and gums is an important part of their overall health, and that it is important to keep their natural teeth. There is a disconnect between how adult Medicaid beneficiaries value their oral health and dentist perceptions. Only one in five dentists agree or strongly agree that Medicaid beneficiaries value their oral health.
- Oral health habits can improve among adult Medicaid beneficiaries. Only about half reported that they “most of the time” or “always” brush twice a day with fluoride toothpaste, clean between their teeth, and drink tap water instead of bottled water. Almost half consume sugary foods and beverages 1 to 2 times per day while an additional 25% do so 3 to 5 times per day. Seven out of 10 reported at least occasional usage of tobacco products.

### ***Barriers to Medicaid Participation for Dentists***

- About 60% of dentists who were surveyed reported that they have treated Medicaid beneficiaries during the last 12 months. For reference, this is higher than larger administrative data sets show, where about one-third of U.S. dentists saw at least one Medicaid beneficiary.<sup>2</sup>

- The top pain points keeping dentists from seeing more Medicaid beneficiaries are low reimbursement rates (80% citing this reason), appointment cancellation and no-show rates (60%), denial of payment by Medicaid programs (58%), and Medicaid's limited coverage of comprehensive procedures (49%).
- Only 6% of dentists currently treating Medicaid beneficiaries are not busy enough and can absorb more patients. However, 62% of dentists indicated that staffing challenges are extremely or very much a factor in their heavy workload with an even higher rate for those currently treating Medicaid beneficiaries.

### ***The Big Picture***

This research suggests four important ways policymakers can improve access to dental care for adult Medicaid beneficiaries in the states we studied. These include:

- Ensure Medicaid programs cover comprehensive dental care services. Both providers and beneficiaries reported that lack of coverage for certain dental care services was an important issue. On the beneficiary side, it poses a major barrier to care. On the provider side, it is an important barrier to participation.
- Improve navigation services for beneficiaries. Finding and getting to a dentist who participates in Medicaid is challenging for beneficiaries, not necessarily because the dentists do not exist, but because there is no easy way to find them. State Medicaid programs should consider building Open Table-type of platforms to help beneficiaries find convenient appointment times with minimal friction, including even linking beneficiaries with subsidized transportation services. These reforms will help fill the schedules for participating dentists who are not busy enough.
- Address dentist participation pain points. Top of the list is increasing reimbursement rates. In addition, streamlining administration and findings ways to reduce cancellation and no-show rates is important. The latter might be achieved through improved navigation services or expanded coverage, highlighted above.
- Enhance healthy behavior promotion services. Beneficiaries reported high rates of behaviors that negatively affect oral health. There is an opportunity for Medicaid programs to include oral health-related “healthy behavior coaching” in their beneficiary outreach, such as connecting beneficiaries with nutritional counseling or tobacco cessation programs This must be done in a client-centric way, as there are broader social determinants of health to consider.

### ***Methods***

- We surveyed Medicaid beneficiaries and dentists in eight states: Maryland, Minnesota, Nebraska, New Hampshire, Ohio, Pennsylvania, Rhode Island, and South Dakota. The survey of Medicaid beneficiaries was conducted December 4, 2023 through January 11, 2024. The survey of dentists was conducted December 2, 2023 through December 30, 2023.
- In total, 2,467 Medicaid beneficiaries responded to the survey of Medicaid beneficiaries across the eight states and 999 dentists responded to the survey of dentists.

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<sup>1</sup> American Dental Association. National trends in dental care use, dental insurance coverage, and cost barriers. Health Policy Institute. November 2023. Available from: [https://www.ada.org/-/media/project/ada-organization/ada/ada-org/files/resources/research/hpi/national\\_trends\\_dental\\_use\\_benefits\\_barriers.pdf](https://www.ada.org/-/media/project/ada-organization/ada/ada-org/files/resources/research/hpi/national_trends_dental_use_benefits_barriers.pdf).

<sup>2</sup> American Dental Association. Dentists who participate in Medicaid: Who they are, where they locate, how they practice. Health Policy Institute. Webinar. September 15, 2022. Available from: [https://www.ada.org/-/media/project/ada-organization/ada/ada-org/files/resources/research/hpi/hpi\\_dentist\\_participation\\_medicaid\\_webinar\\_slides.pdf](https://www.ada.org/-/media/project/ada-organization/ada/ada-org/files/resources/research/hpi/hpi_dentist_participation_medicaid_webinar_slides.pdf).

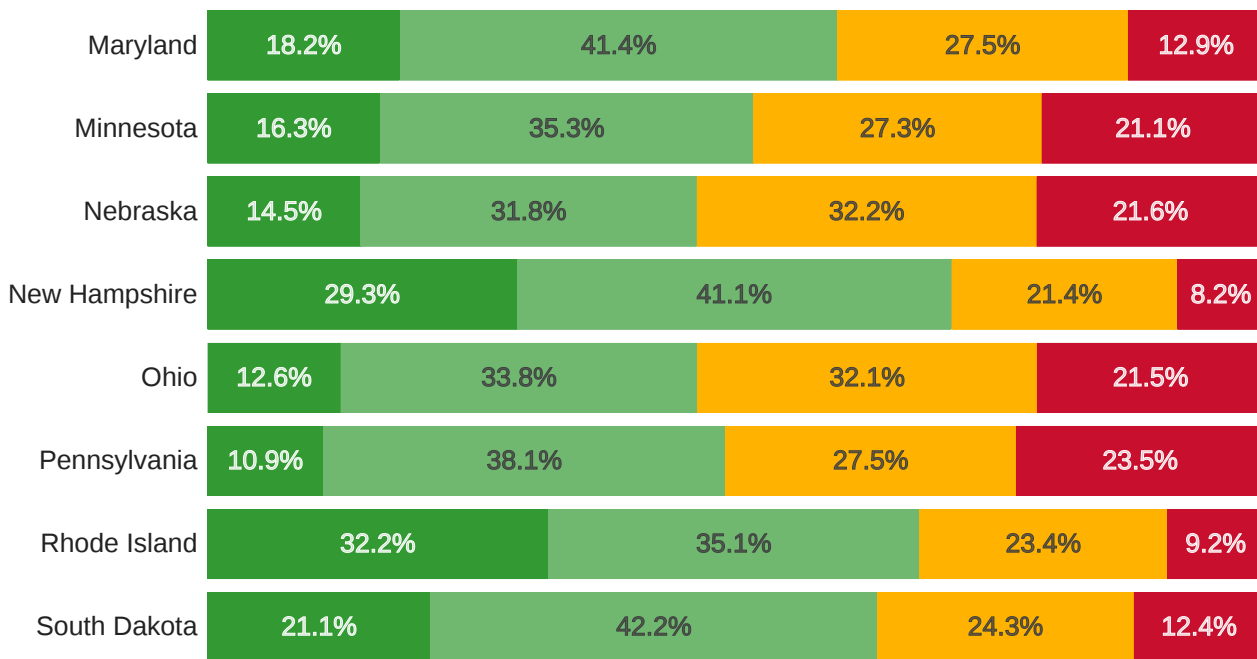
**Survey of Medicaid Beneficiaries**  
**Summary of Results**

**Oral Health Status**

Overall, how would you describe the condition of your mouth and teeth?

**All states**

2467 Responses



● Very good ● Good ● Fair ● Poor



All states

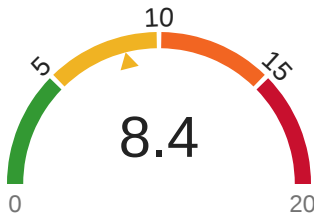
Overall, how would you describe the condition of your mouth and teeth?

2467 Responses



OHIP-5 score

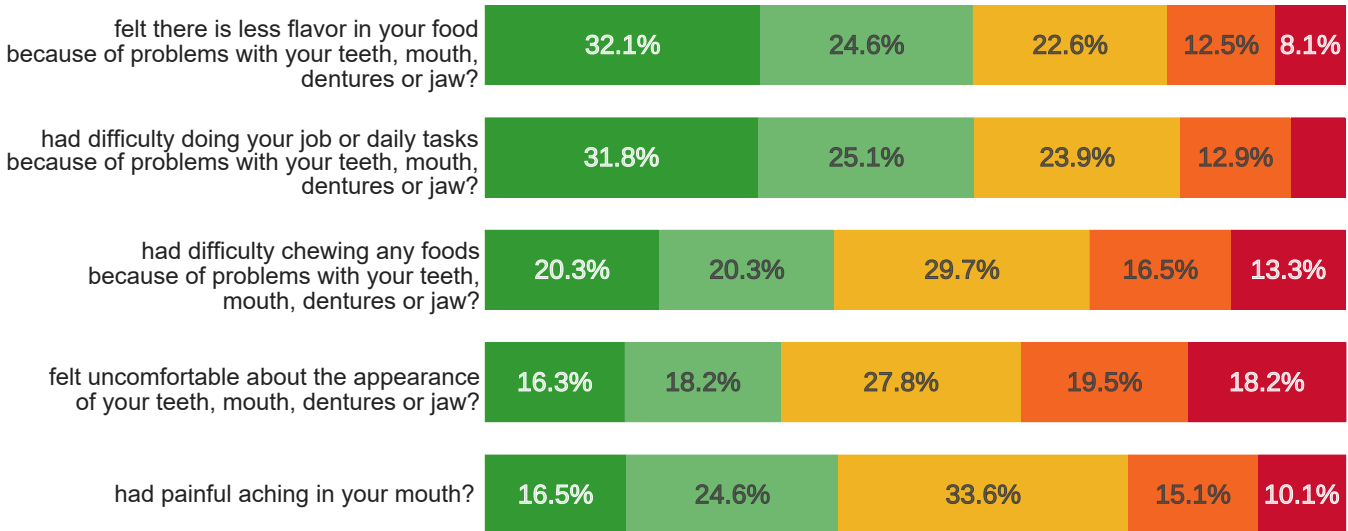
2467 Responses



Lower OHIP-5 scores indicate *less frequent* oral health problems.

The OHIP-5 score is the summary score of ratings on the 5 items in the chart below. A score of 0 indicates no oral health problems and 20 indicates very frequent oral health problems.

In the last 12 months, have you...



● Never (0) ● Hardly ever (1) ● Occasionally (2) ● Fairly often (3) ● Very often (4)

Maryland

Overall, how would you describe the condition of your mouth and teeth?

302 Responses



OHIP-5 score

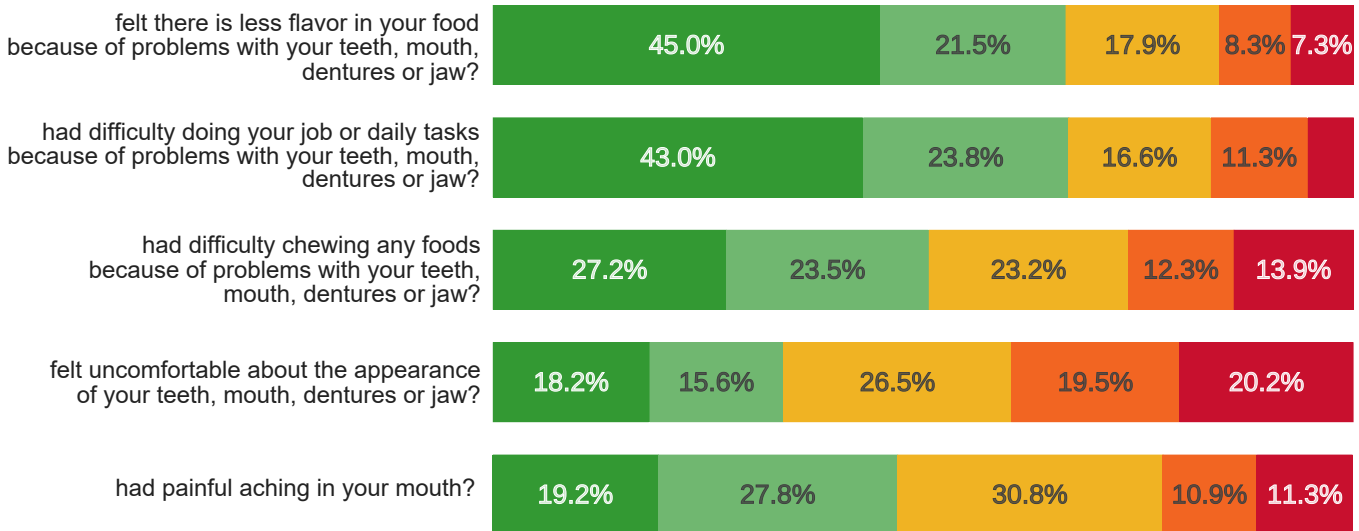
302 Responses



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In the last 12 months, have you...



● Never (0) ● Hardly ever (1) ● Occasionally (2) ● Fairly often (3) ● Very often (4)

Minnesota

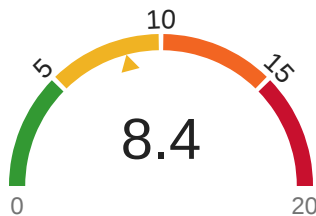
Overall, how would you describe the condition of your mouth and teeth?

484 Responses



OHIP-5 score

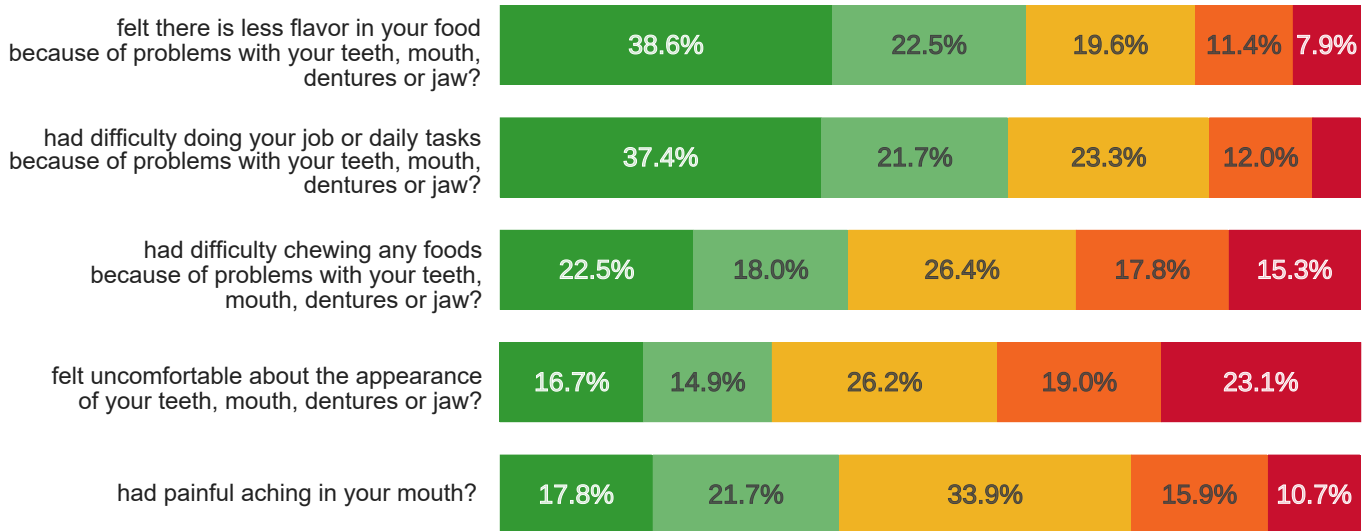
484 Responses



Lower OHIP-5 scores indicate *less frequent oral health problems*.

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In the last 12 months, have you...



● Never (0) ● Hardly ever (1) ● Occasionally (2) ● Fairly often (3) ● Very (4)

Nebraska

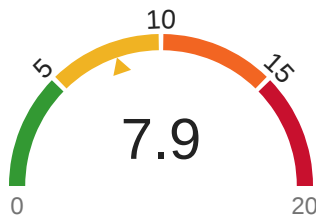
Overall, how would you describe the condition of your mouth and teeth?

283 Responses



OHIP-5 score

283 Responses



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In the last 12 months, have you...



● Never (0) ● Hardly ever (1) ● Occasionally (2) ● Fairly often (3) ● Very often (4)

New Hampshire

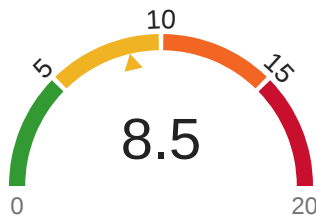
Overall, how would you describe the condition of your mouth and teeth?

304 Responses



OHIP-5 score

304 Responses



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In the last 12 months, have you...



● Never (0) ● Hardly ever (1) ● Occasionally (2) ● Fairly often (3) ● Very often (4)

Ohio

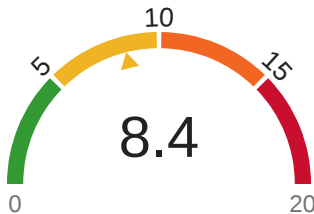
Overall, how would you describe the condition of your mouth and teeth?

302 Responses



OHIP-5 score

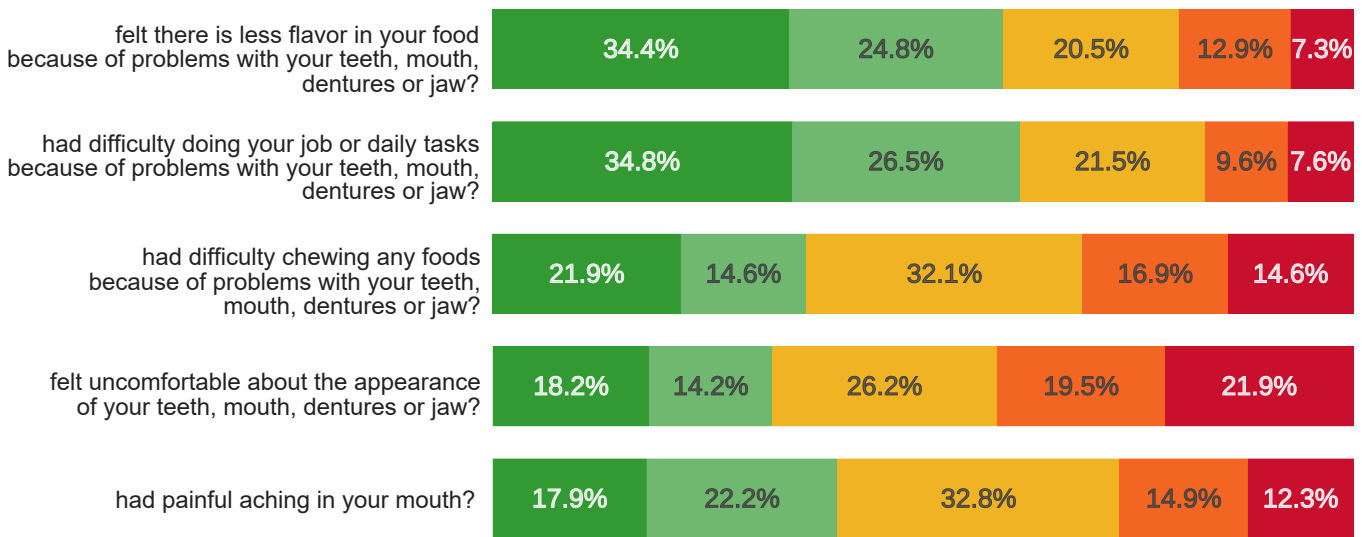
302 Responses



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In the last 12 months, have you...



● Never (0) ● Hardly ever (1) ● Occasionally (2) ● Fairly often (3) ● Very often (4)

Pennsylvania

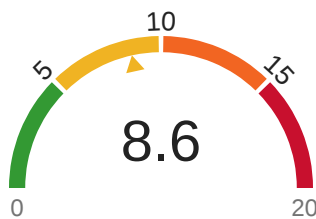
Overall, how would you describe the condition of your mouth and teeth?

302 Responses



OHIP-5 score

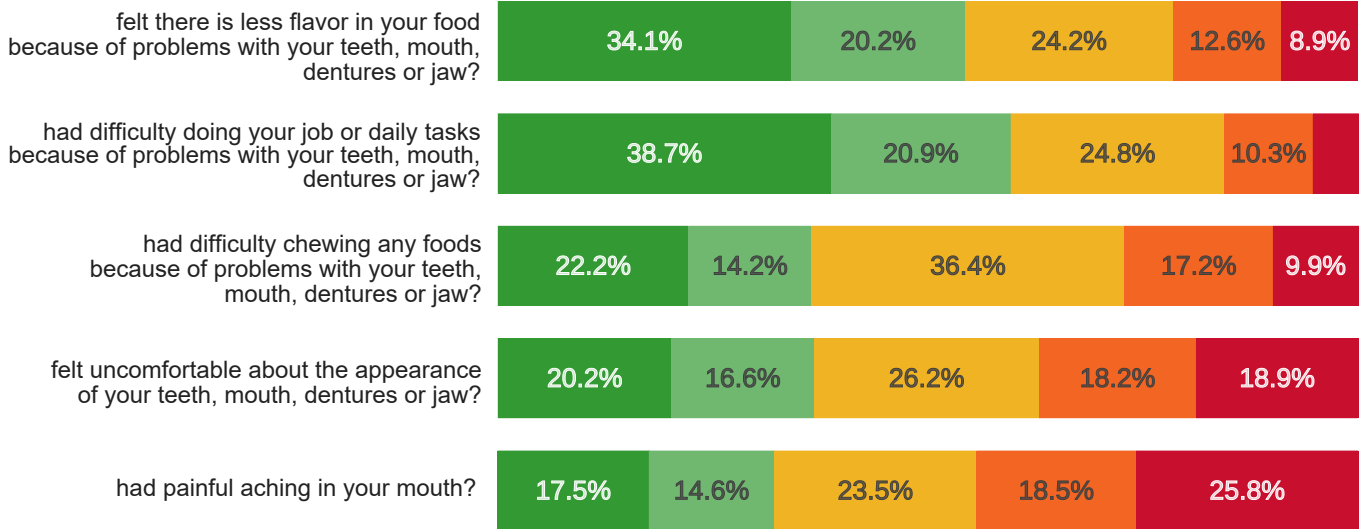
302 Responses



Lower OHIP-5 scores indicate *less frequent* oral health problems.

The OHIP-5 score is the summary score of ratings on the 5 items in the chart below. A score of 0 indicates no oral health problems and 20 indicates very frequent oral health problems.

In the last 12 months, have you...



● Never (0) ● Hardly ever (1) ● Occasionally (2) ● Fairly often (3) ● Very often (4)

**Rhode Island**

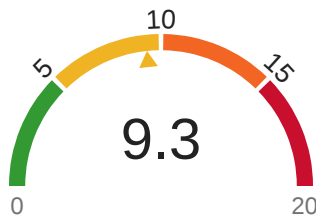
**Overall, how would you describe the condition of your mouth and teeth?**

239 Responses



**OHIP-5 score**

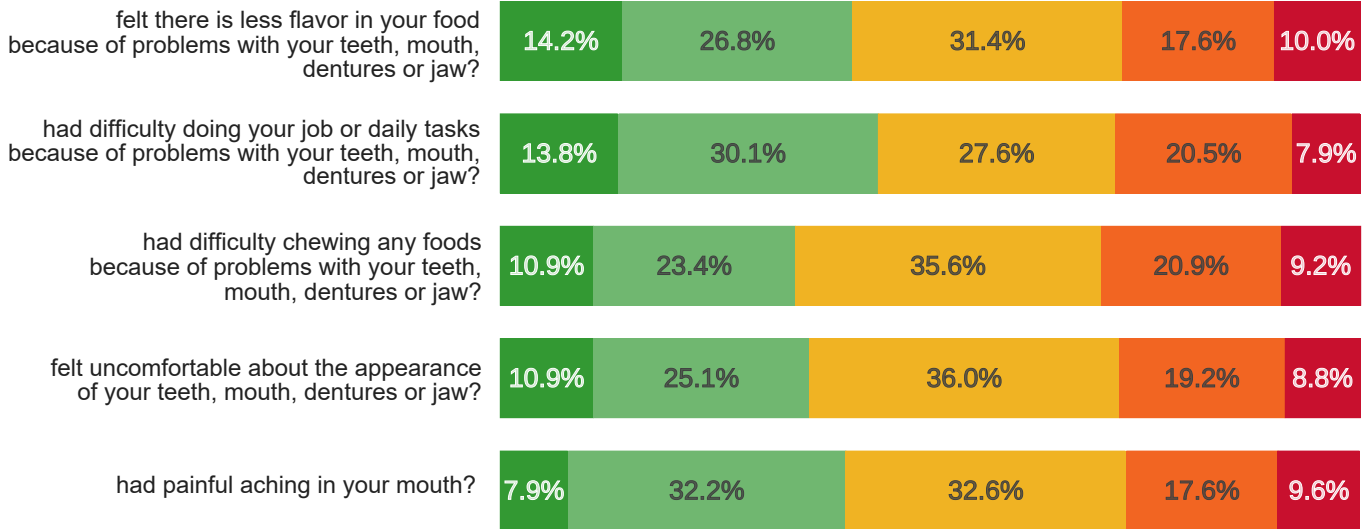
239 Responses



Lower OHIP-5 scores indicate *less frequent oral health problems.*

The OHIP-5 score is the summary score of ratings on the 5 items in the chart below. A score of 0 indicates no oral health problems and 20 indicates very frequent oral health problems.

**In the last 12 months, have you...**



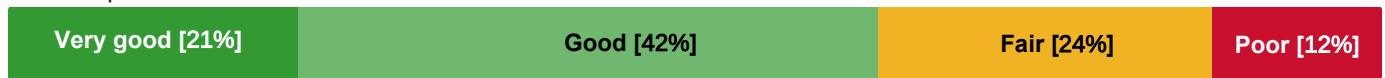
● Never (0) ● Hardly ever (1) ● Occasionally (2) ● Fairly often (3) ● Very often (4)



South Dakota

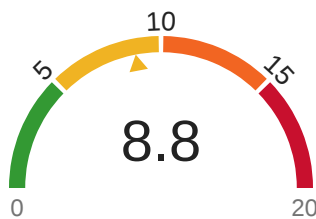
Overall, how would you describe the condition of your mouth and teeth?

251 Responses



OHIP-5 score

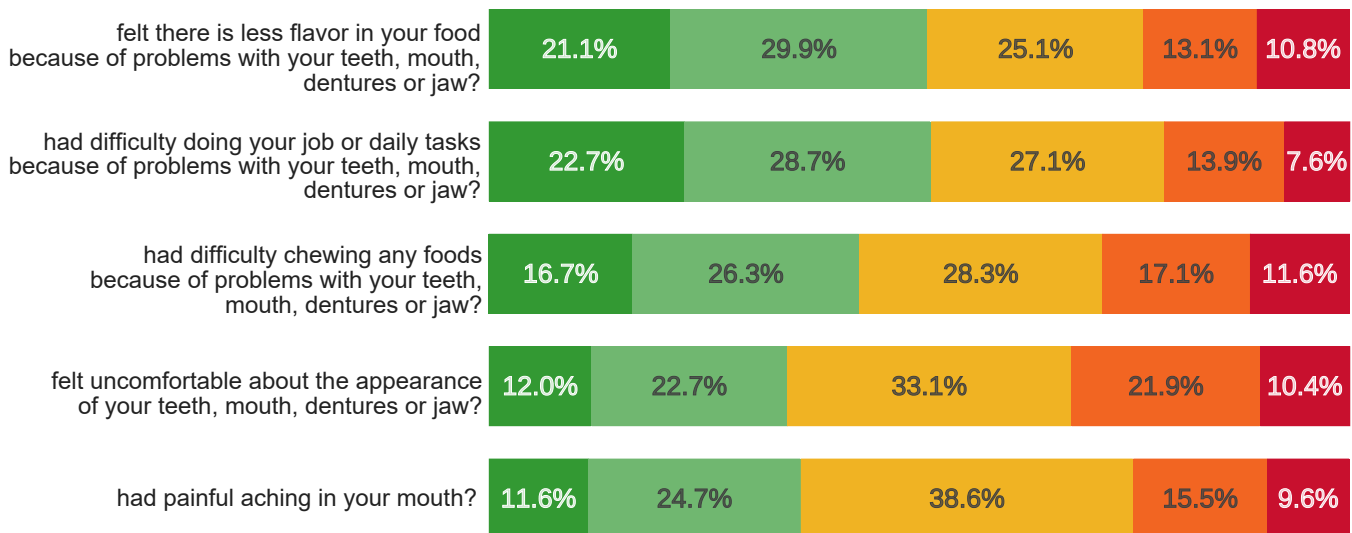
251 Responses



Lower OHIP-5 scores indicate *less frequent* oral health problems.

The OHIP-5 score is the summary score of ratings on the 5 items in the chart below. A score of 0 indicates no oral health problems and 20 indicates very frequent oral health problems.

In the last 12 months, have you...



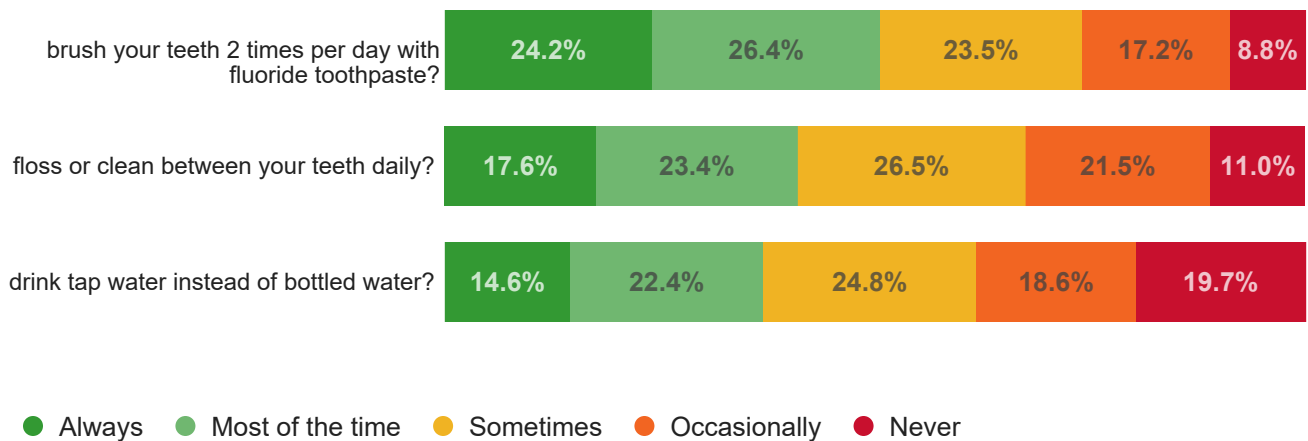
● Never (0) ● Hardly ever (1) ● Occasionally (2) ● Fairly often (3) ● Very often (4)

**Oral Health-Related Behaviors**

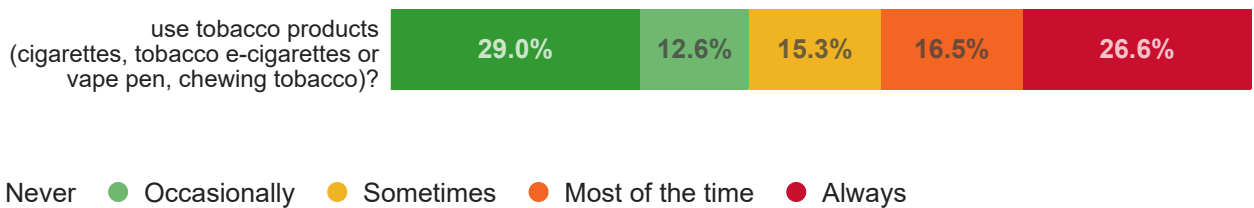
**All states**

**How often do you:**

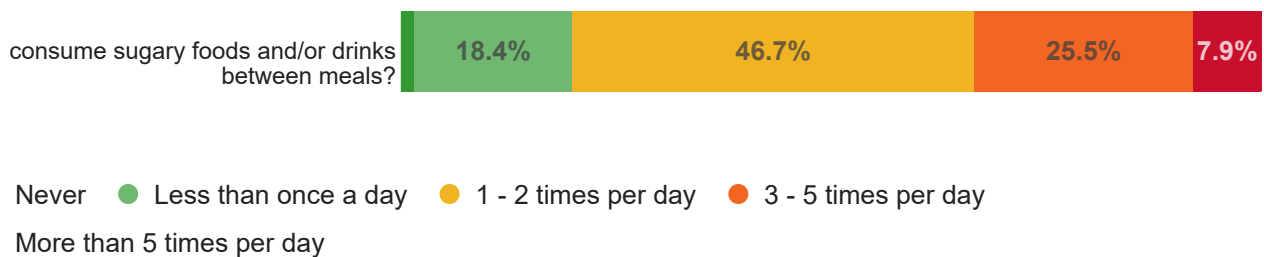
2467 Responses



(Reversed scale item)



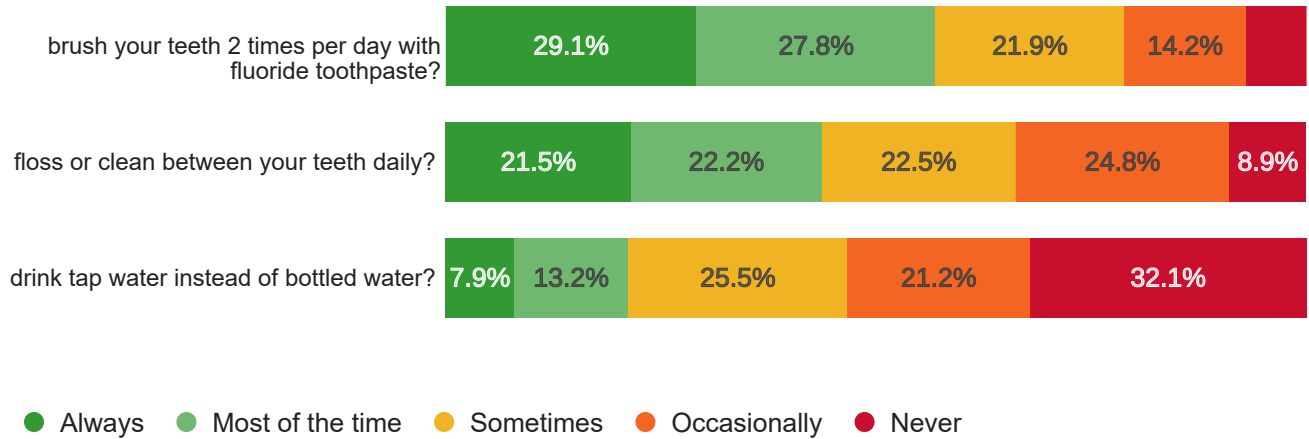
(Reversed scale item)



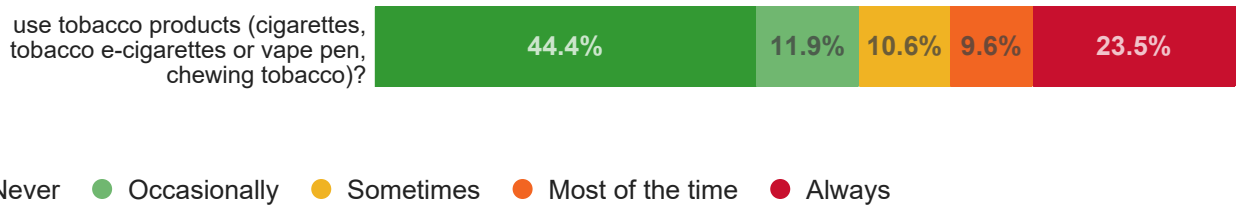
**Maryland**

**How often do you:**

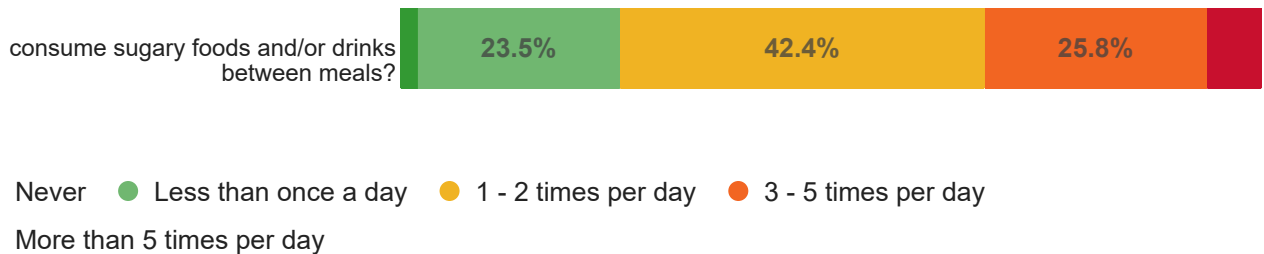
302 Responses



(Reversed scale item)



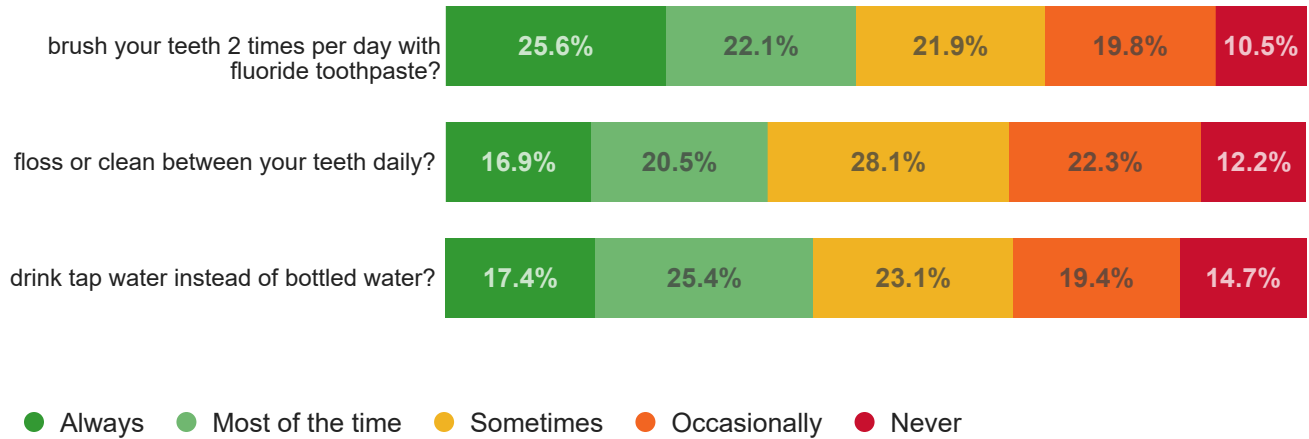
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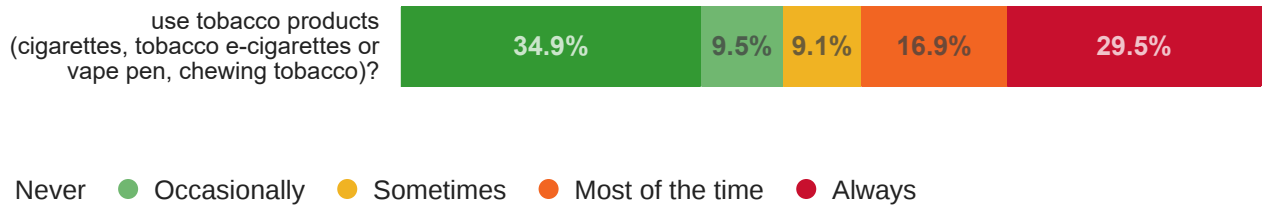
**Minnesota**

**How often do you:**

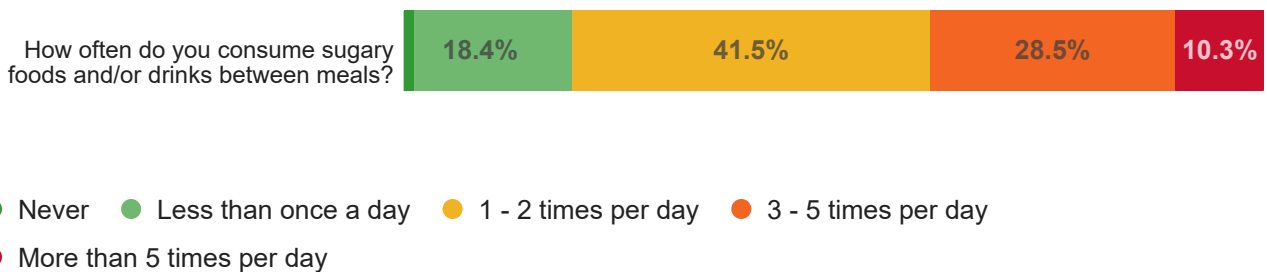
484 Responses



(Reversed scale item)



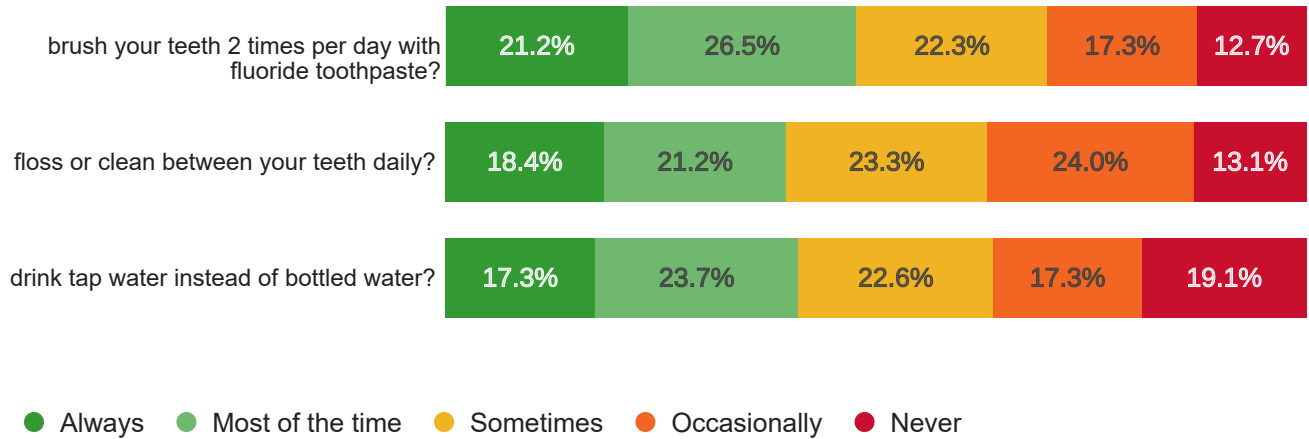
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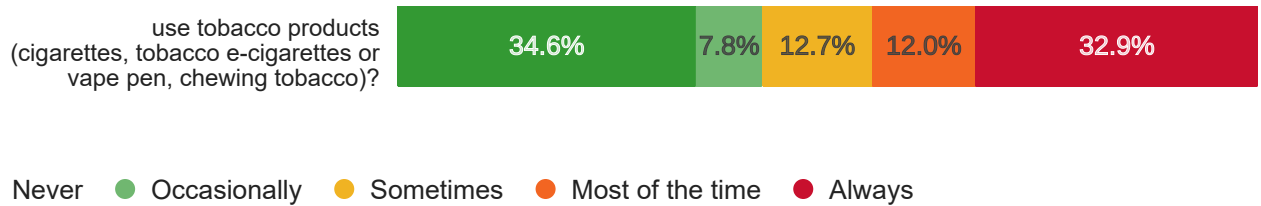
**Nebraska**

**How often do you:**

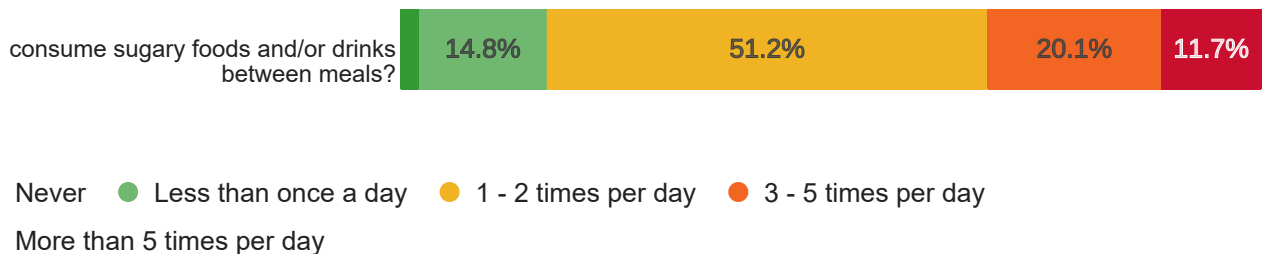
283 Responses



(Reversed scale item)



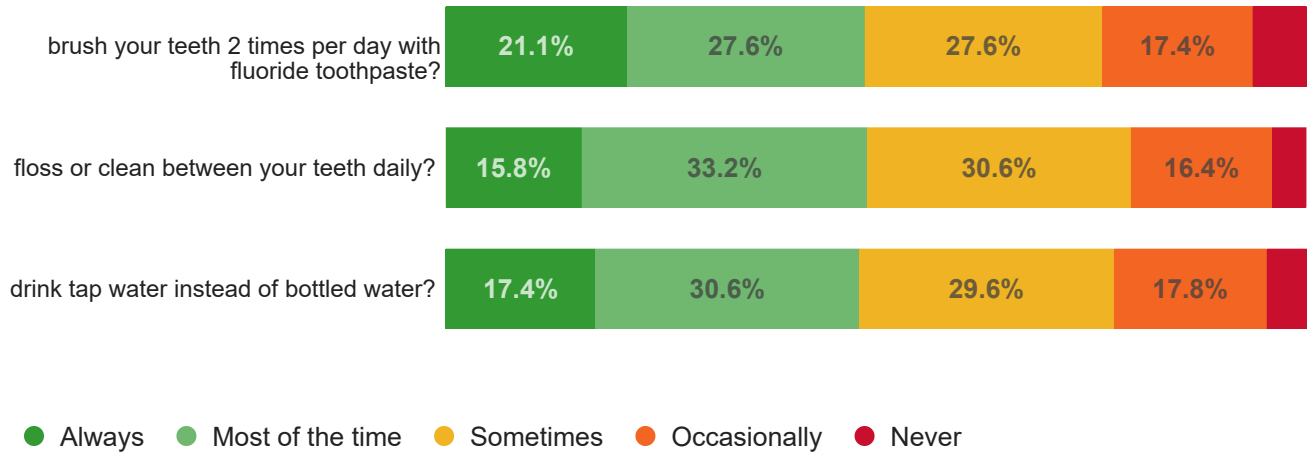
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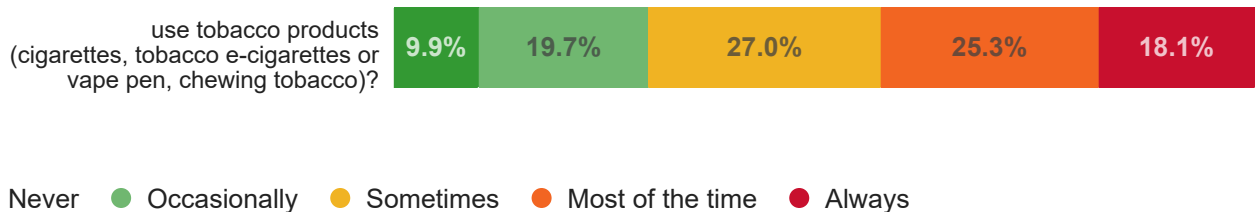
**New Hampshire**

**How often do you:**

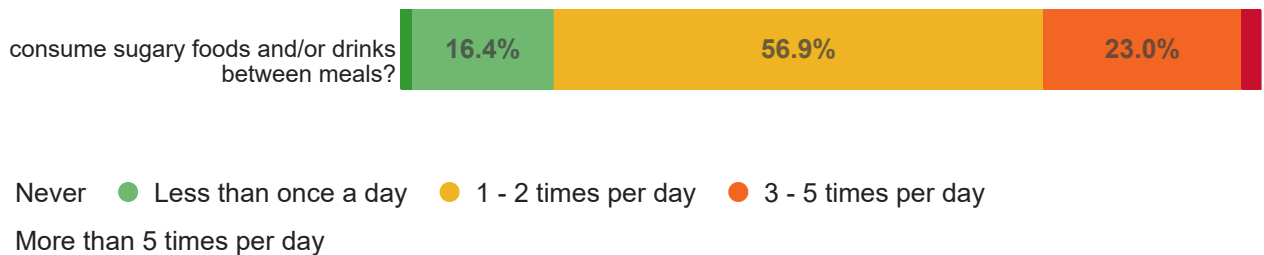
304 Responses



(Reversed scale item)



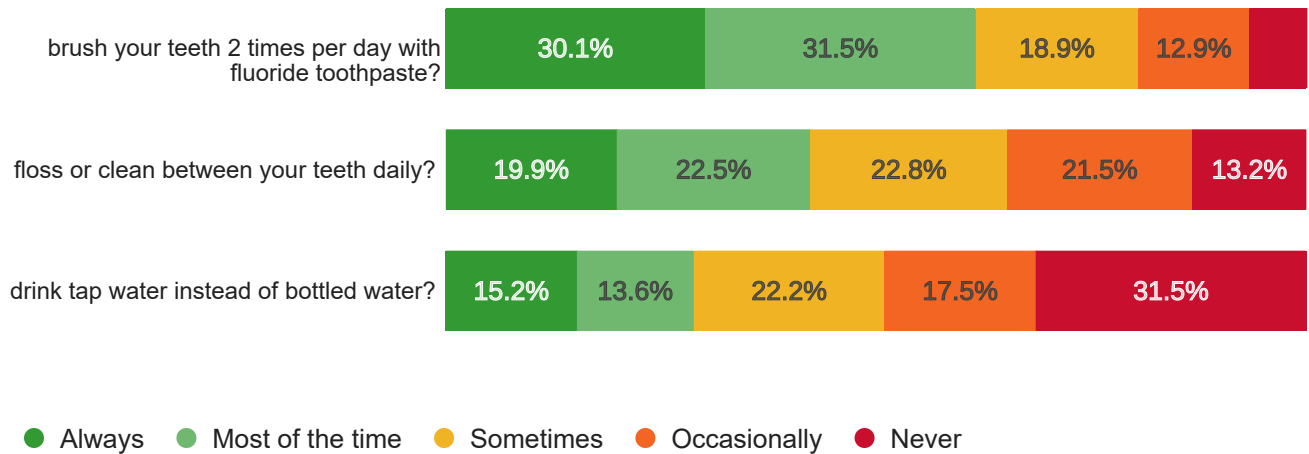
(Reversed scale item)



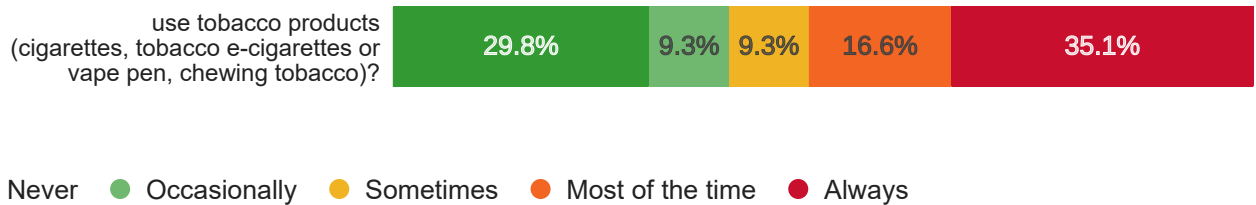
**Ohio**

**How often do you:**

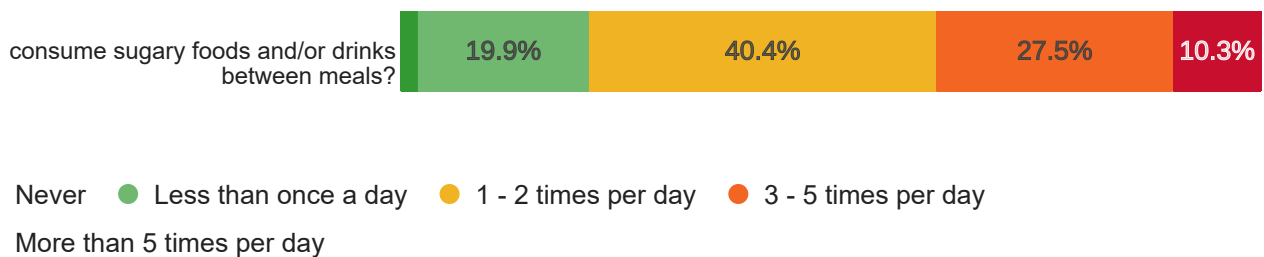
302 Responses



(Reversed scale item)



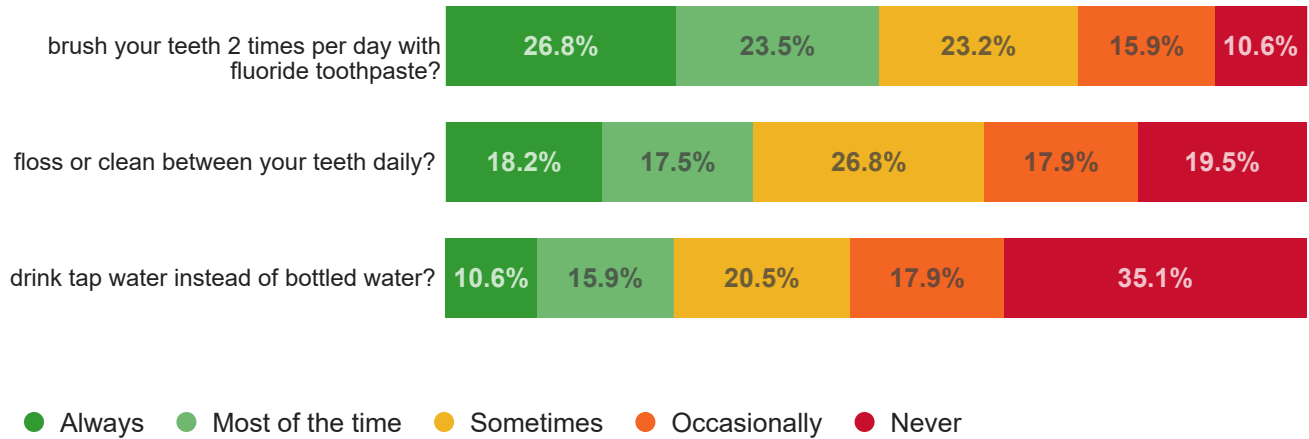
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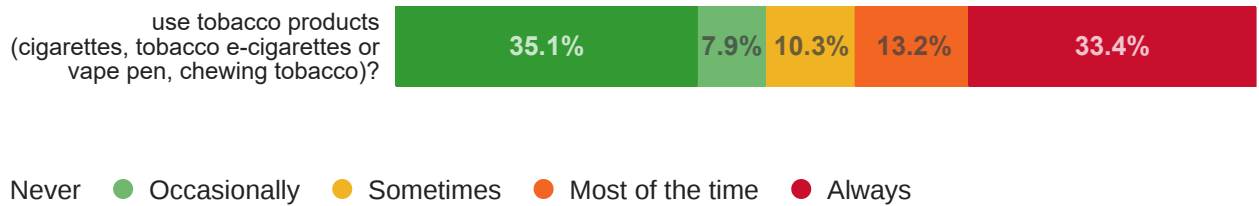
**Pennsylvania**

**How often do you:**

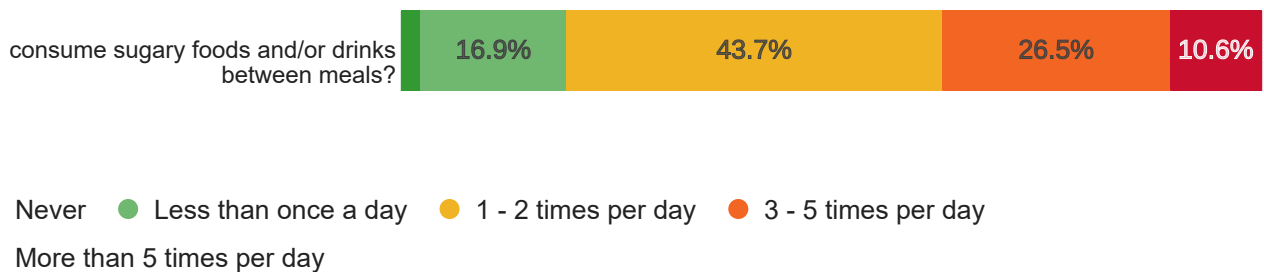
302 Responses



(Reversed scale item)



(Reversed scale item)

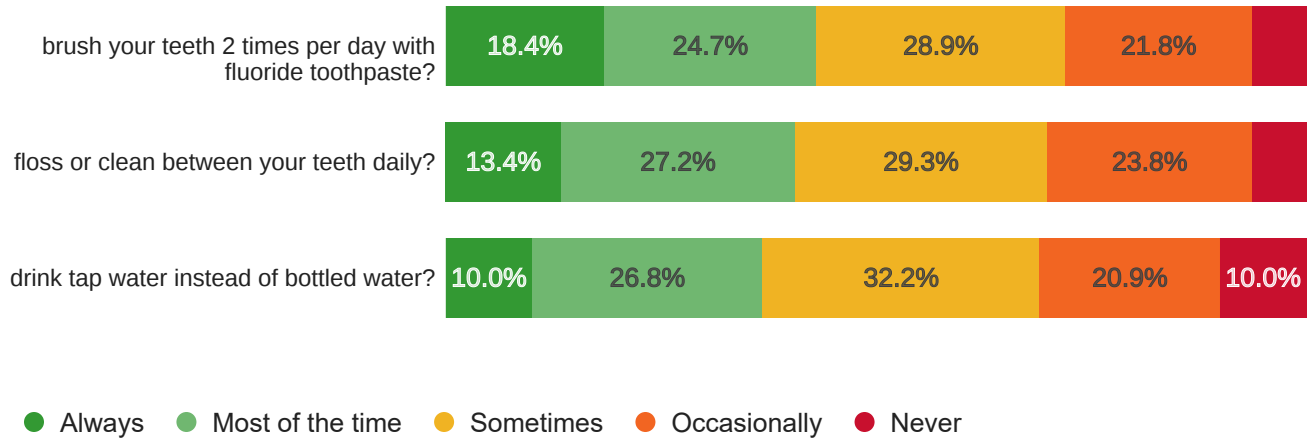




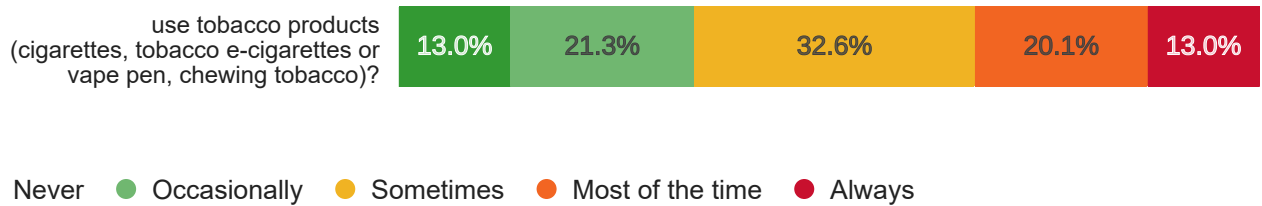
**Rhode Island**

**How often do you:**

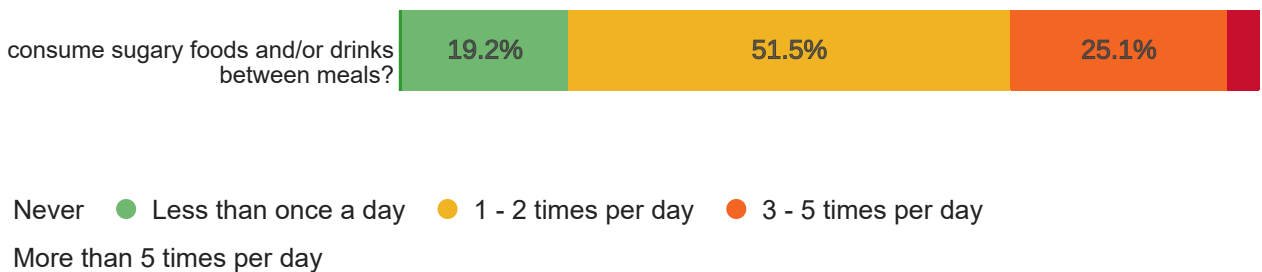
239 Responses



(Reversed scale item)



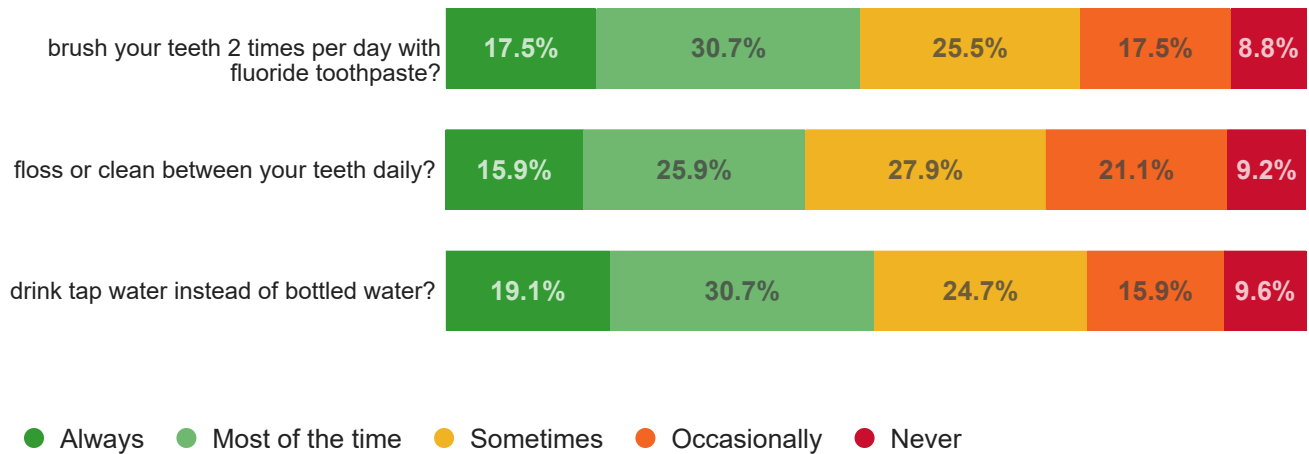
(Reversed scale item)



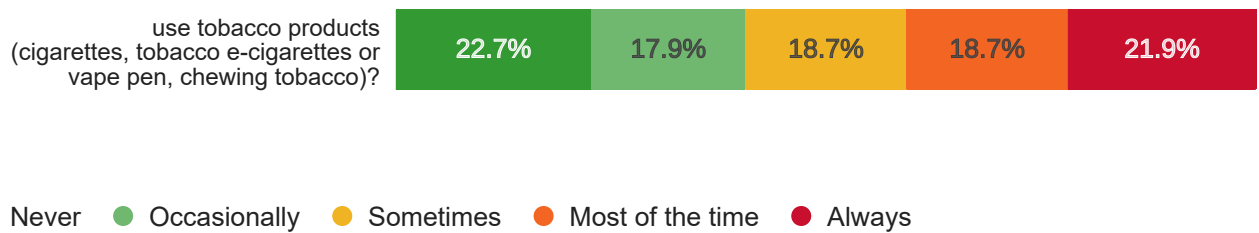
**South Dakota**

**How often do you:**

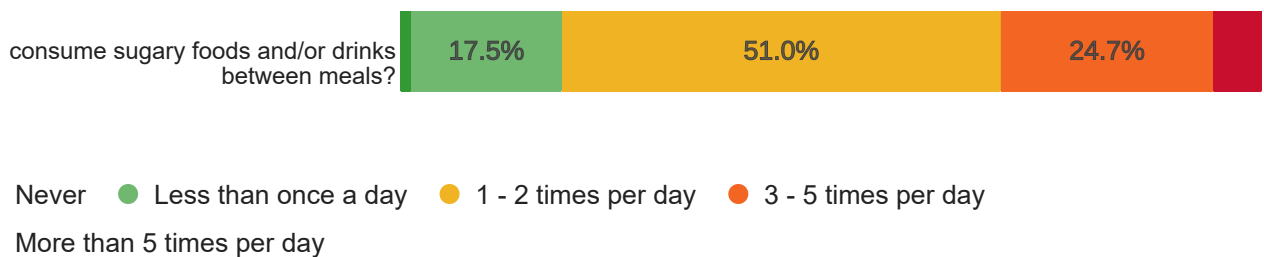
251 Responses



(Reversed scale item)



(Reversed scale item)



**Time of Last Dental Visit**

**When was your last visit to the dentist?**

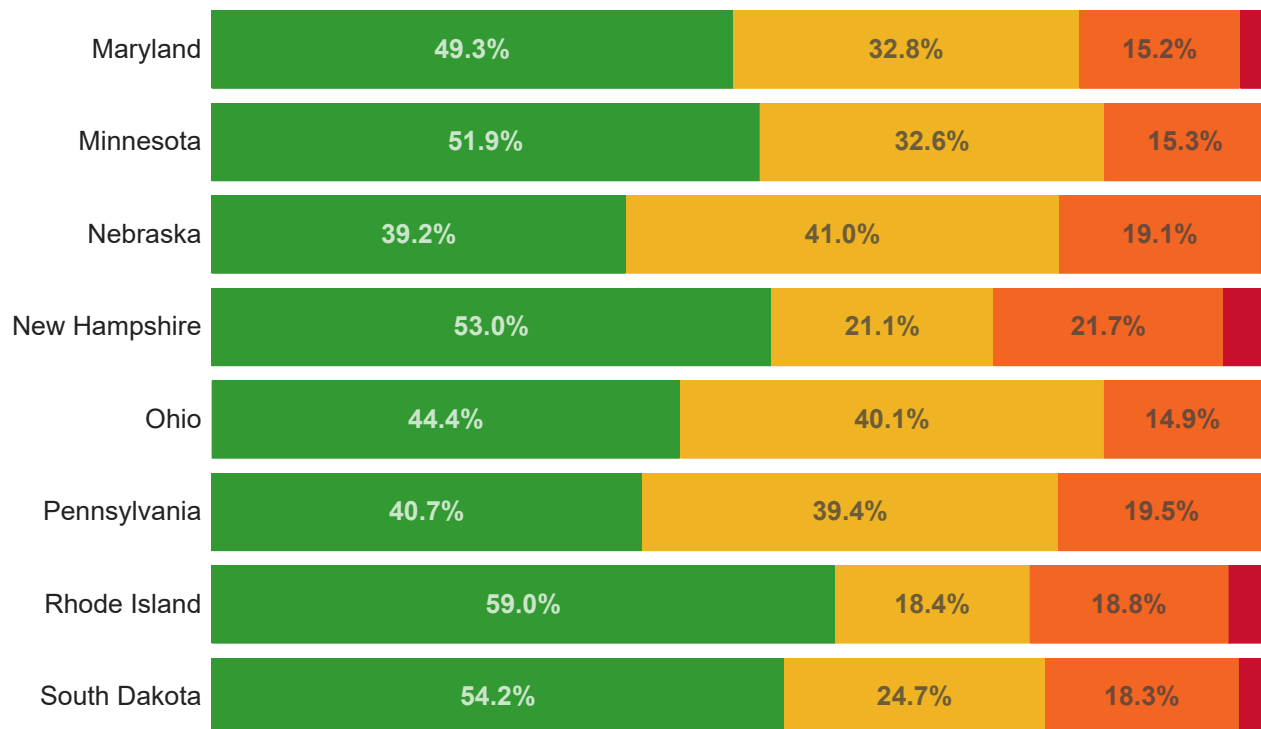
**All states**

2467 Responses



● Within the last 12 months ● 1 - 5 years ago ● More than 5 years ago ● I have never been to the dentist

**By state**



***Reasons For Not Visiting the Dentist More Frequently***

**[If not within the past 12 months] Why did you not visit the dentist more frequently? (Select all that apply.)**

Responses to this question are combined into 5 larger categories: provider access, affordability, no perceived need, fear/anxiety, other. If one or more of the items in a category was selected, it was counted as 1 response for the larger category.

The individual items for each of the larger categories are as follows:

**1. Provider access**

- It is too hard to find a dentist that accepts my insurance plan
- I cannot travel to a dentist easily
- I cannot find time to get to the dentist
- I do not know where to go to receive dental services
- I could not find a dentist who speaks my language or is of a similar racial or ethnic background as me

**2. Affordability**

- I cannot afford to go to the dentist
- Many services are not covered by my plan so I end up having to pay with my own money

**3. No perceived need**

- My mouth is healthy so I do not need to visit the dentist
- I do not have any of my original teeth

**4. Fear / anxiety**

- I am afraid of going to the dentist

**5. Other**

- Other
- No reason

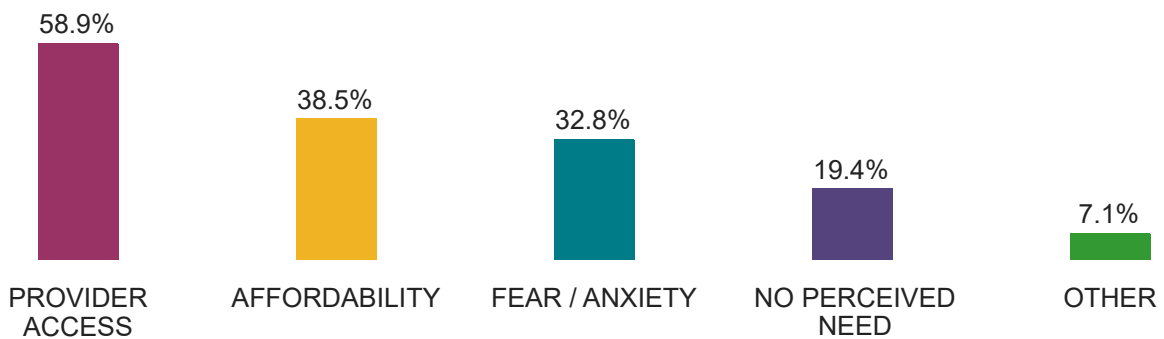
[If not within the past 12 months] Why did you not visit the dentist more frequently?

(Select all that apply.)

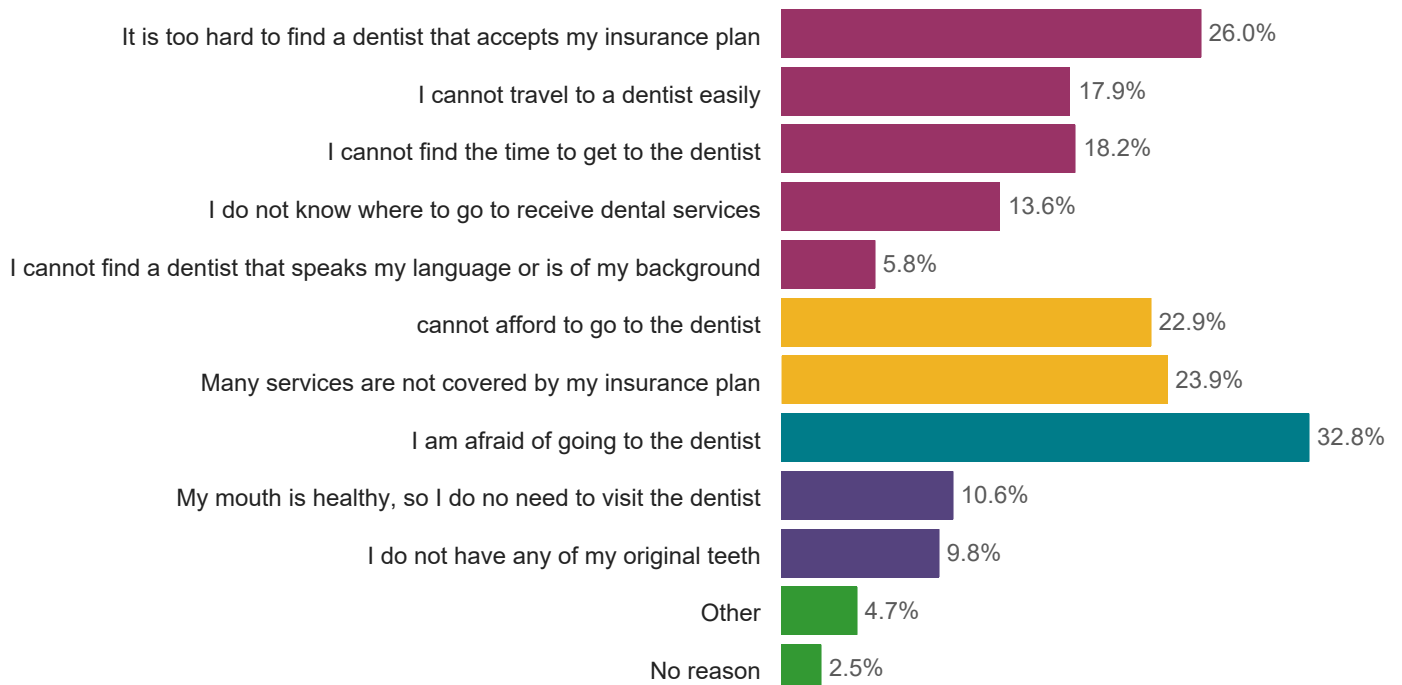
All states

Five categories

1261 Responses



Individual items

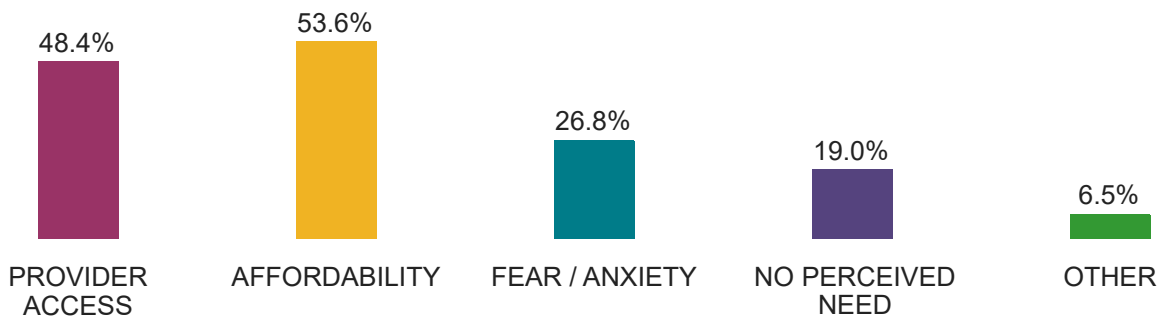


**[If not within the past 12 months] Why did you not visit the dentist more frequently? (Select all that apply.)**

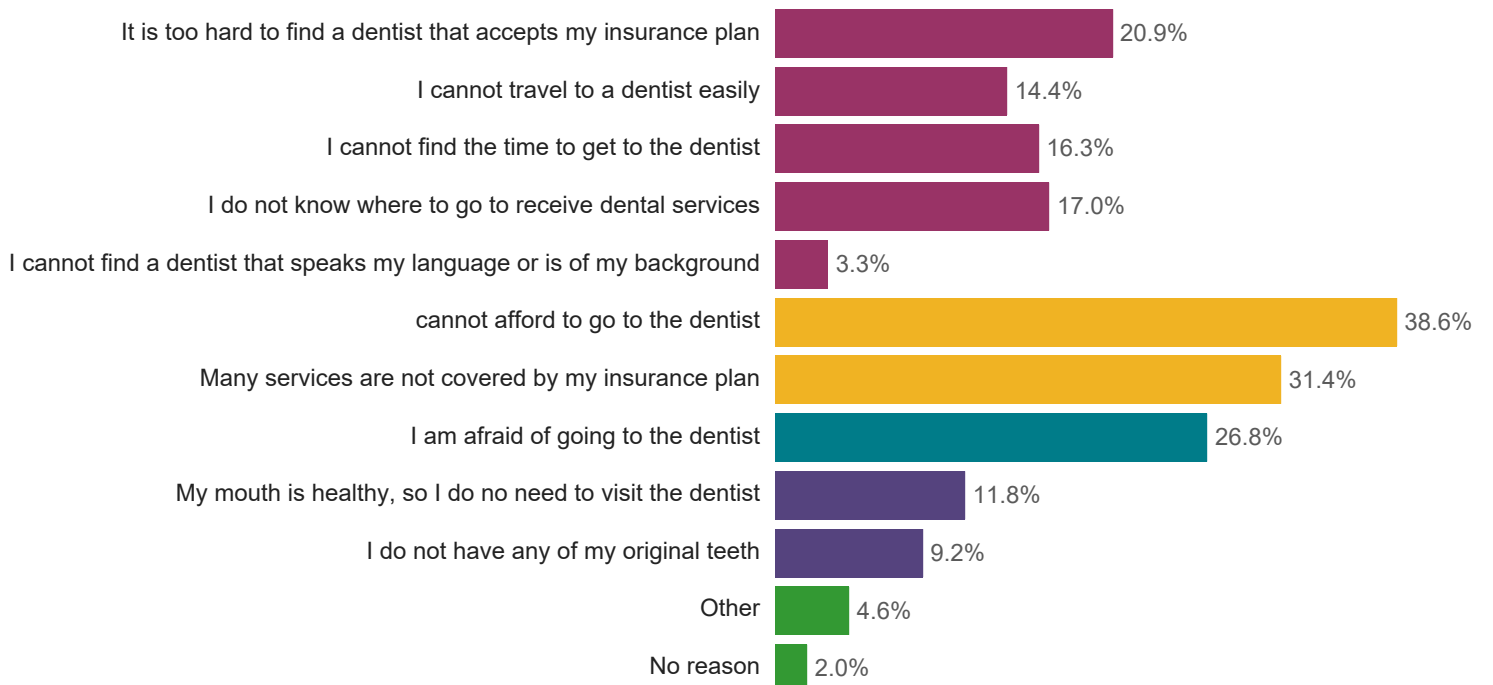
**Maryland**

**Five categories**

153 Responses



**Individual items**



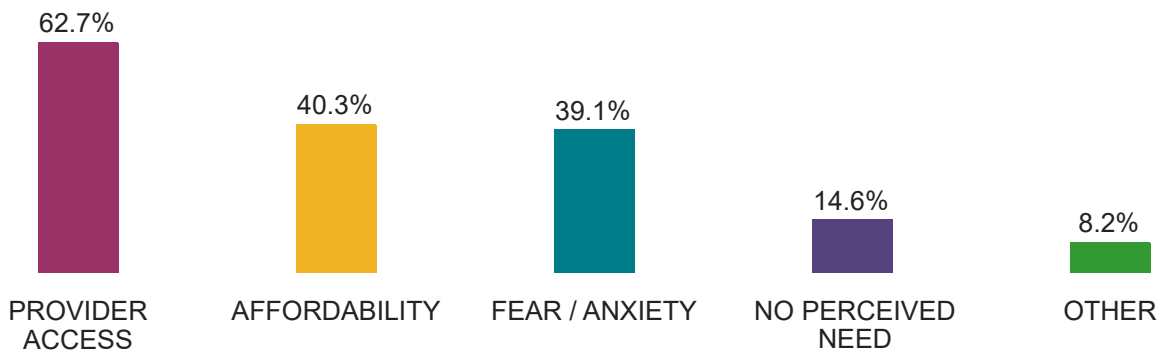
[If not within the past 12 months] Why did you not visit the dentist more frequently?

(Select all that apply.)

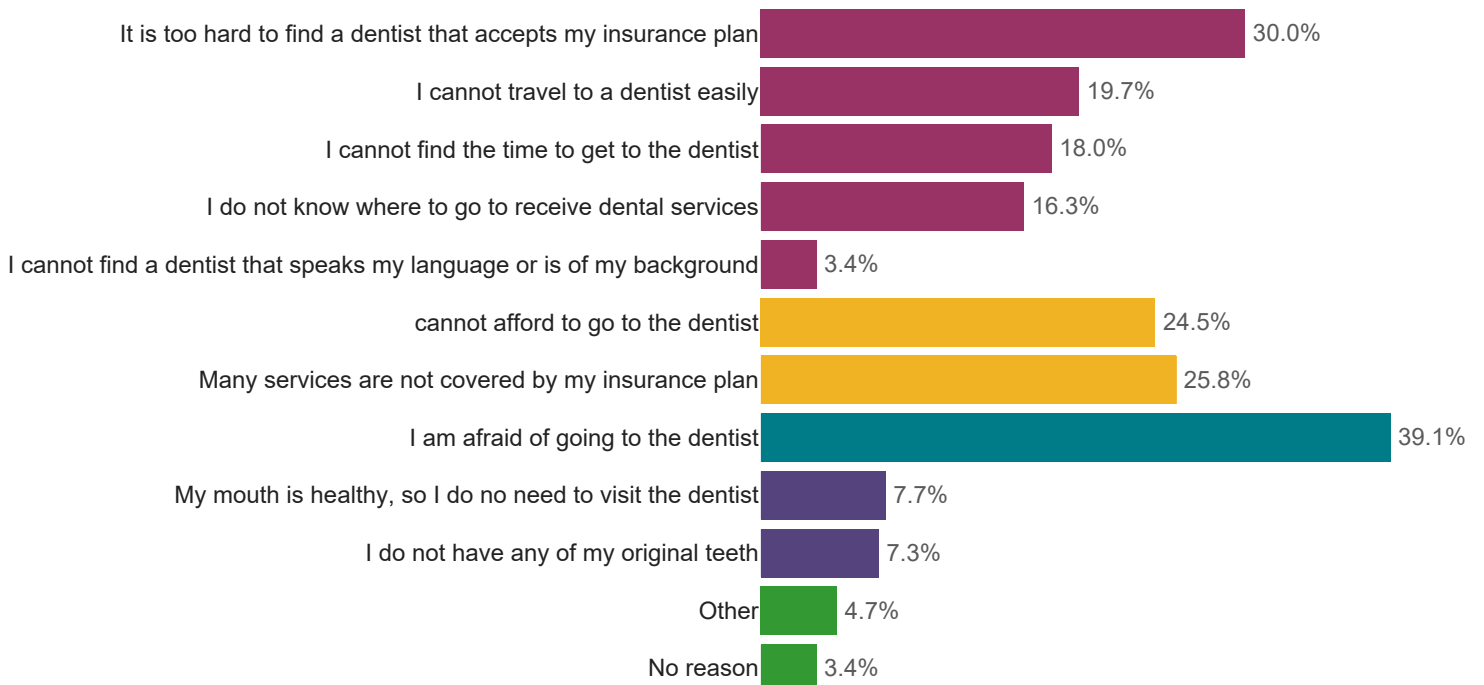
**Minnesota**

**Five categories**

233 Responses



**Individual items**



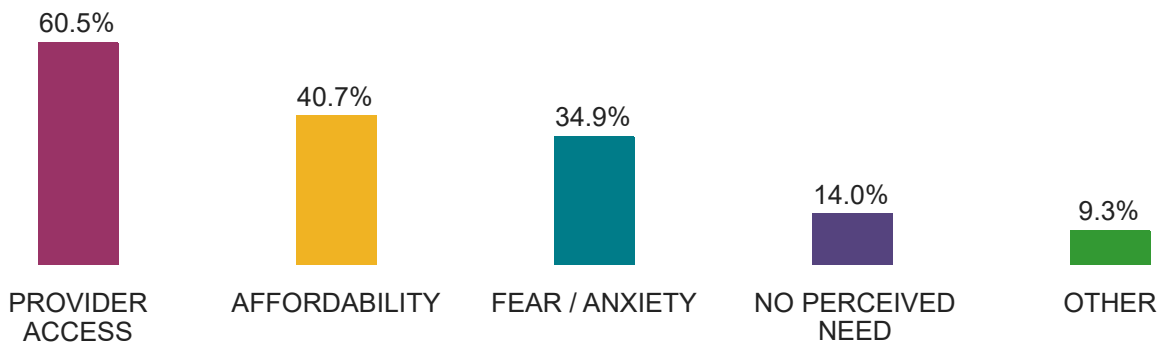
[If not within the past 12 months] Why did you not visit the dentist more frequently?

(Select all that apply.)

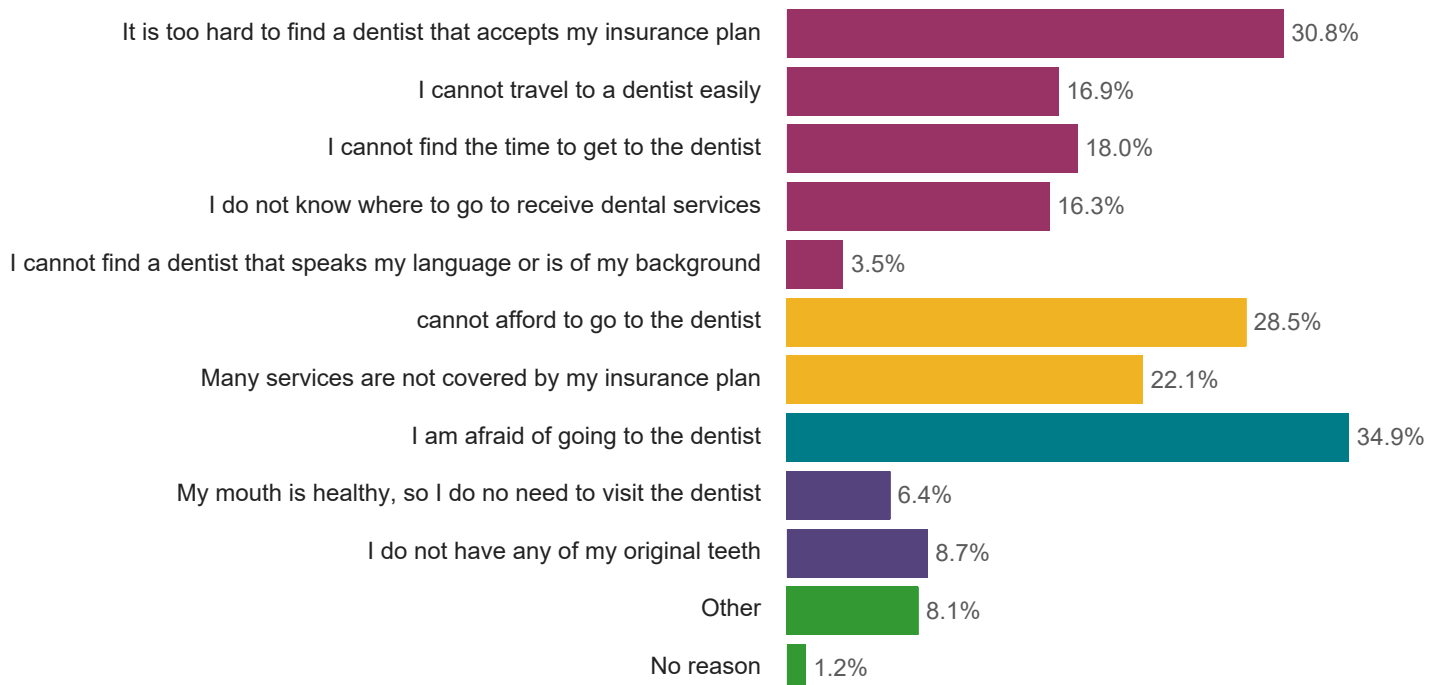
**Nebraska**

**Five categories**

172 Responses



**Individual items**





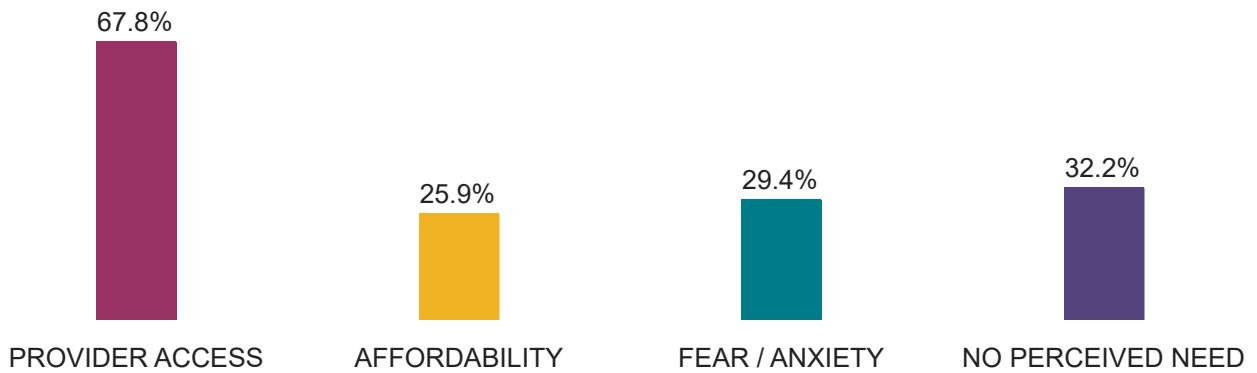
[If not within the past 12 months] Why did you not visit the dentist more frequently?

(Select all that apply.)

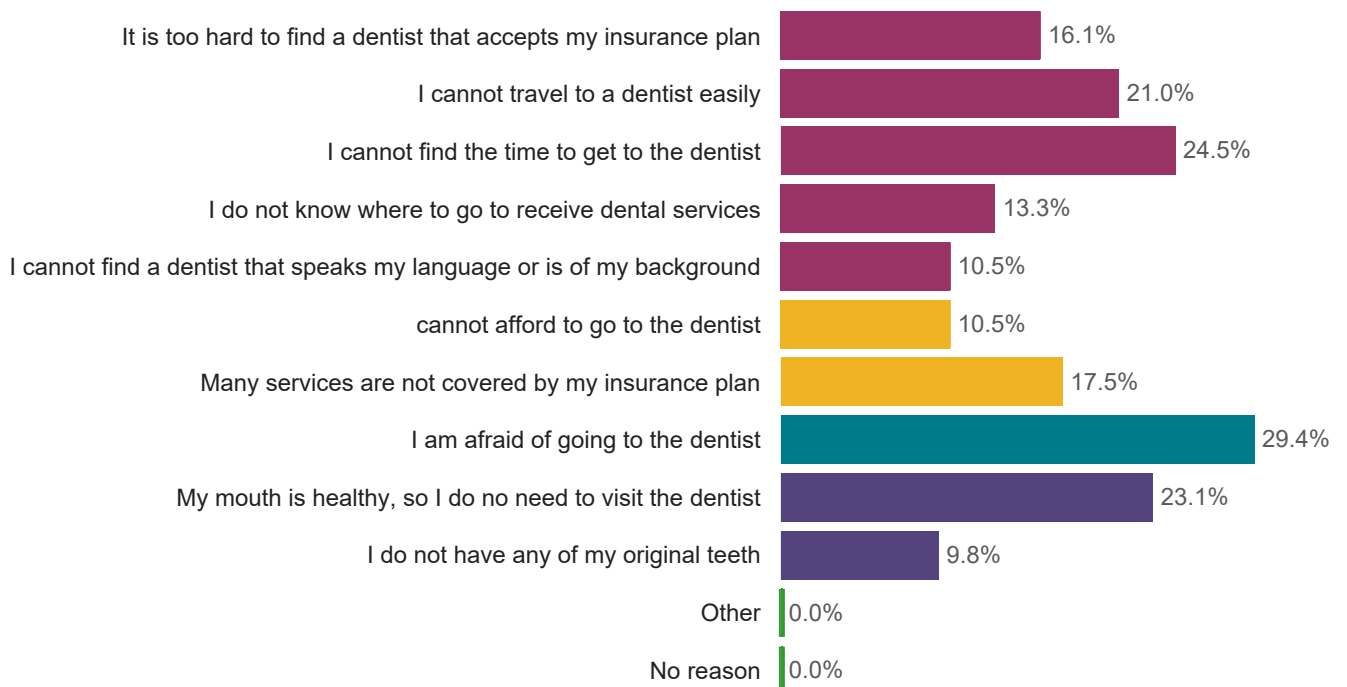
New Hampshire

Five categories

143 Responses



Individual items



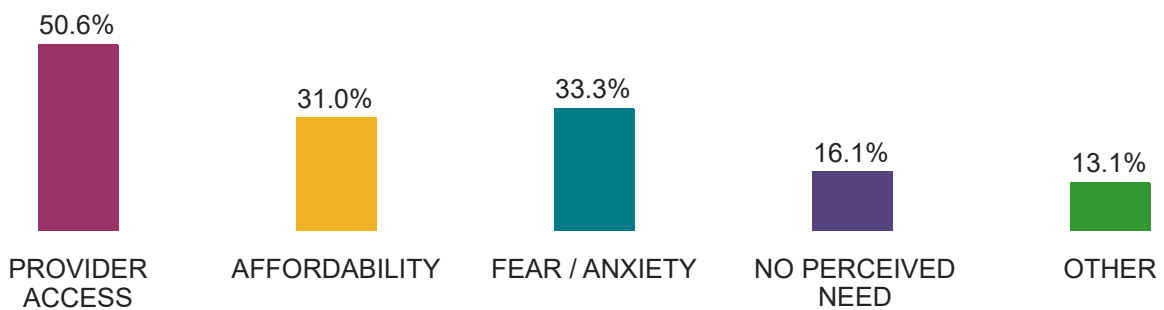
[If not within the past 12 months] Why did you not visit the dentist more frequently?

(Select all that apply.)

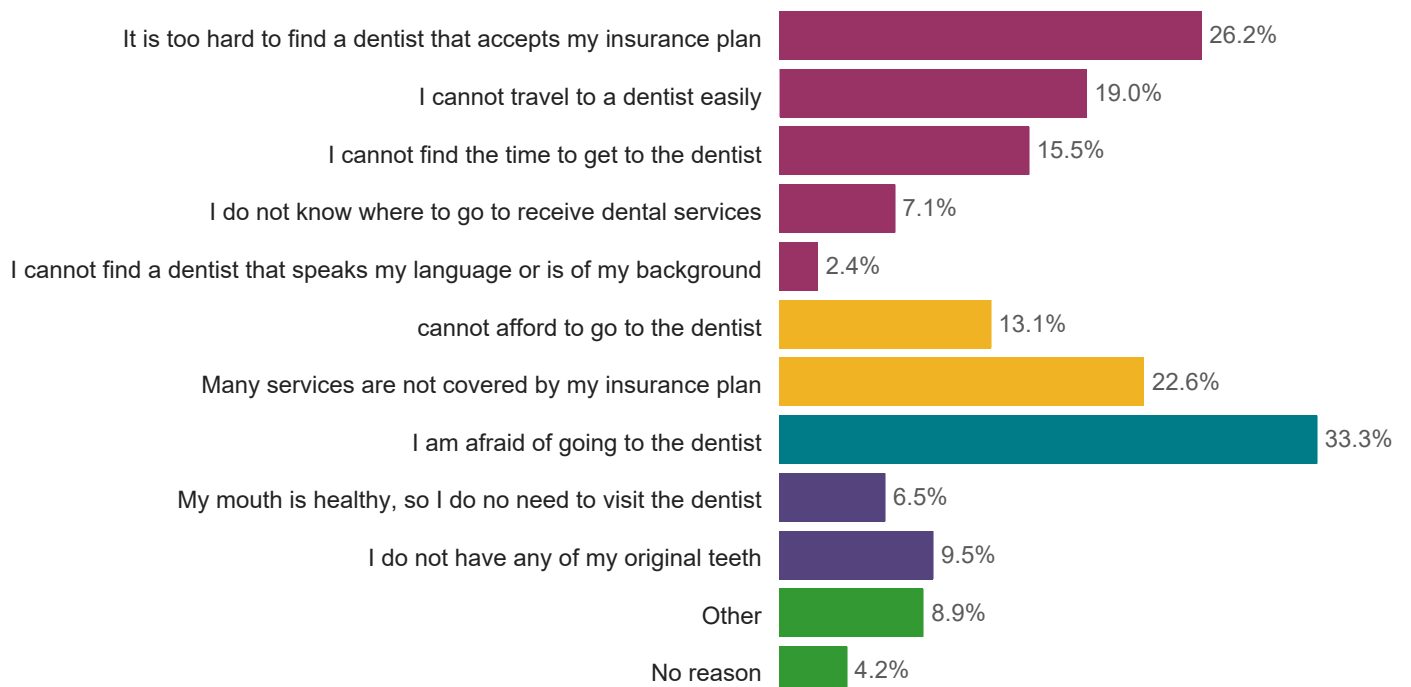
**Ohio**

**Five categories**

168 Responses



**Individual items**



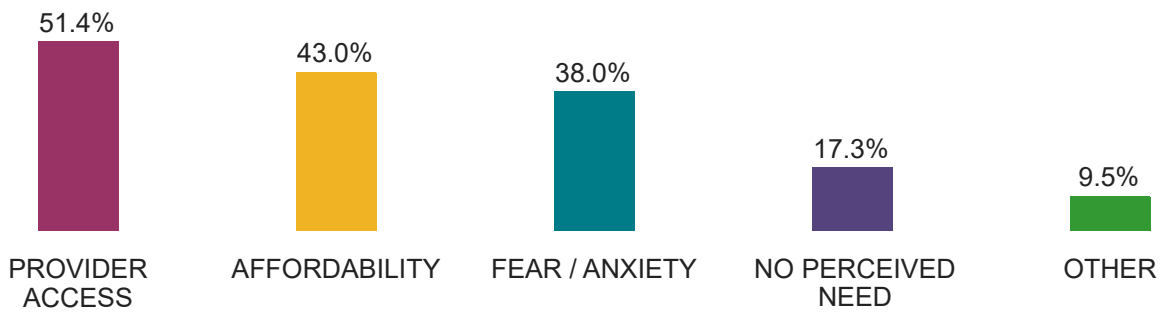
[If not within the past 12 months] Why did you not visit the dentist more frequently?

(Select all that apply.)

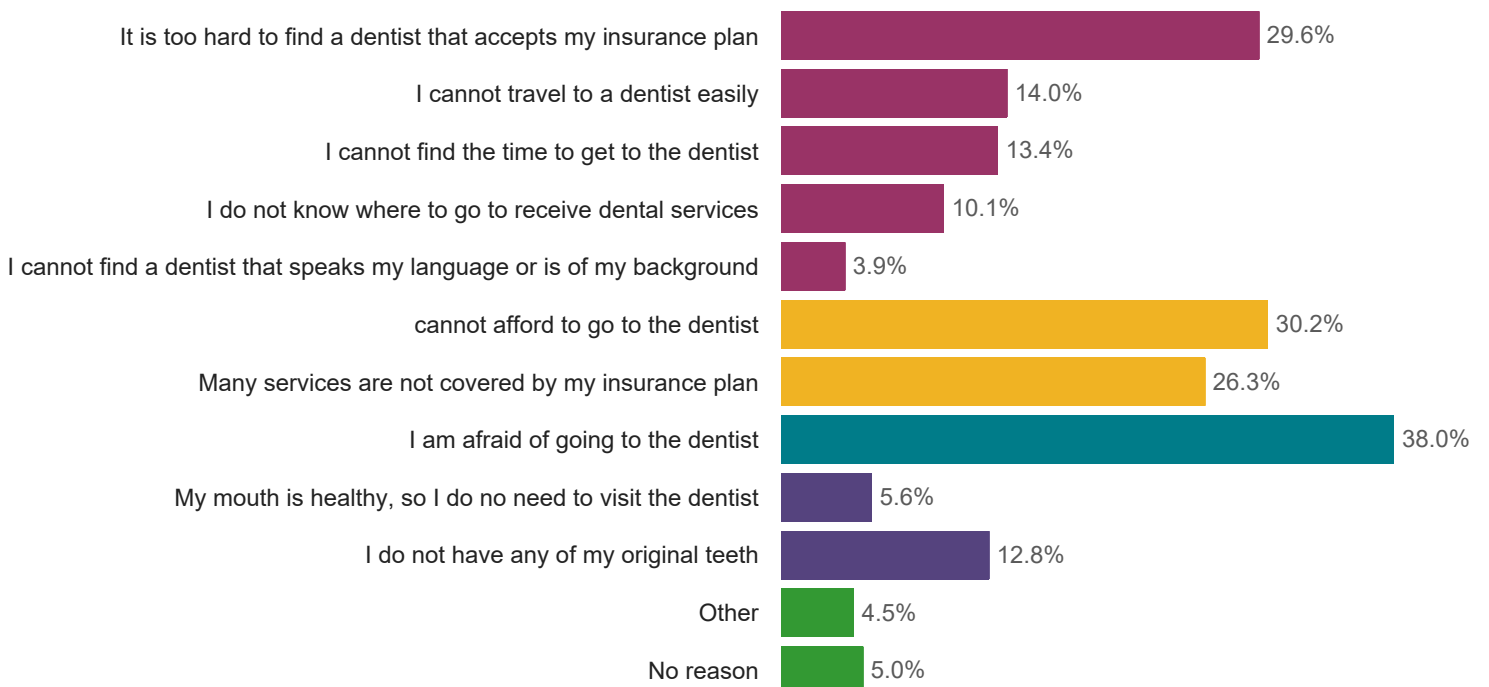
**Pennsylvania**

**Five categories**

179 Responses



**Individual items**



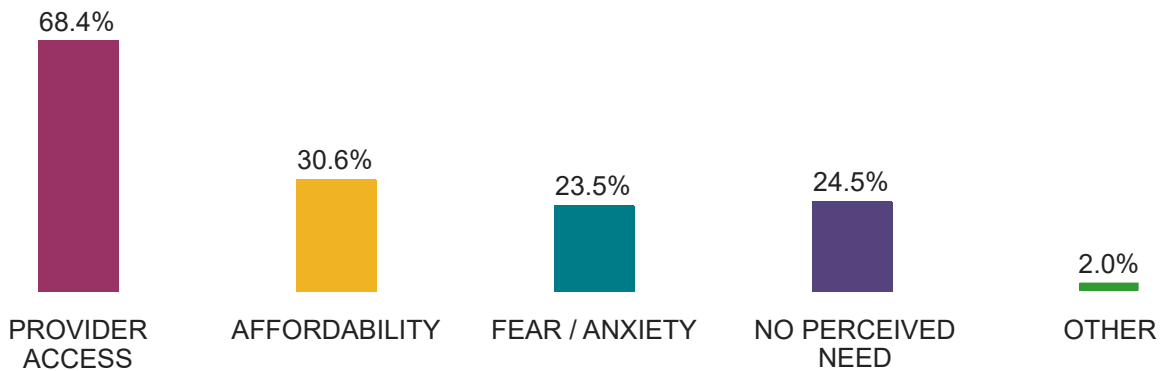
[If not within the past 12 months] Why did you not visit the dentist more frequently?

(Select all that apply.)

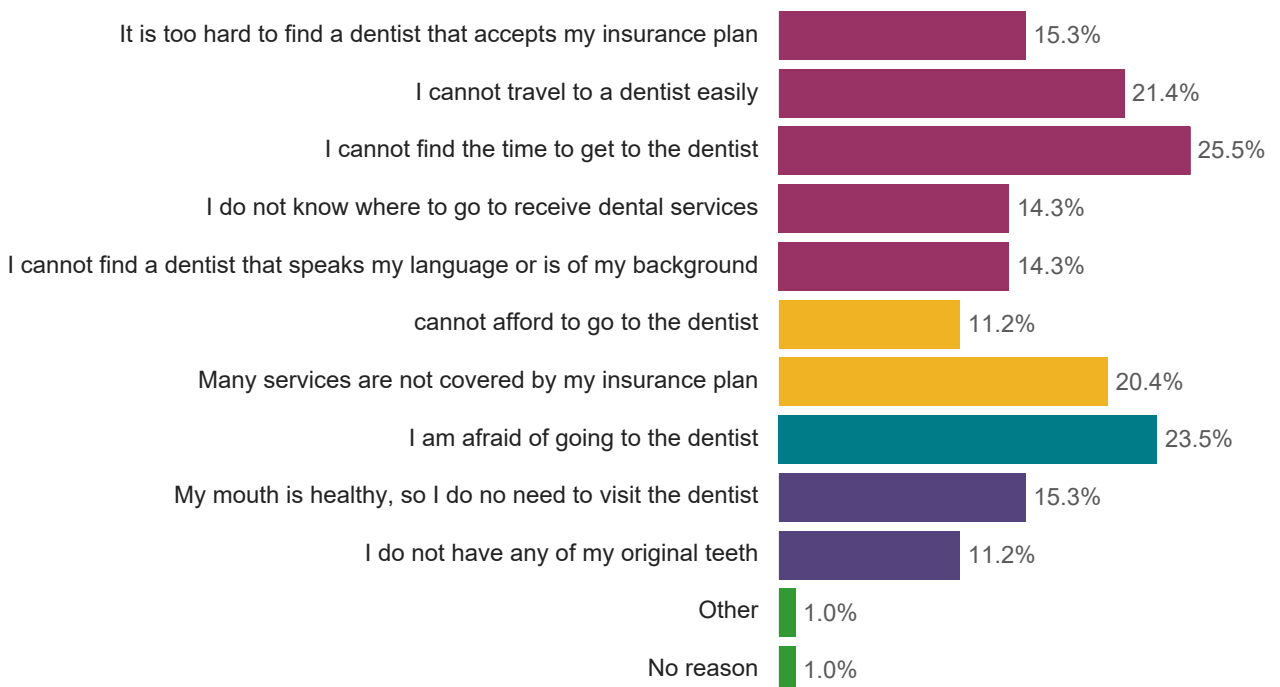
**Rhode Island**

**Five categories**

98 Responses



**Individual items**



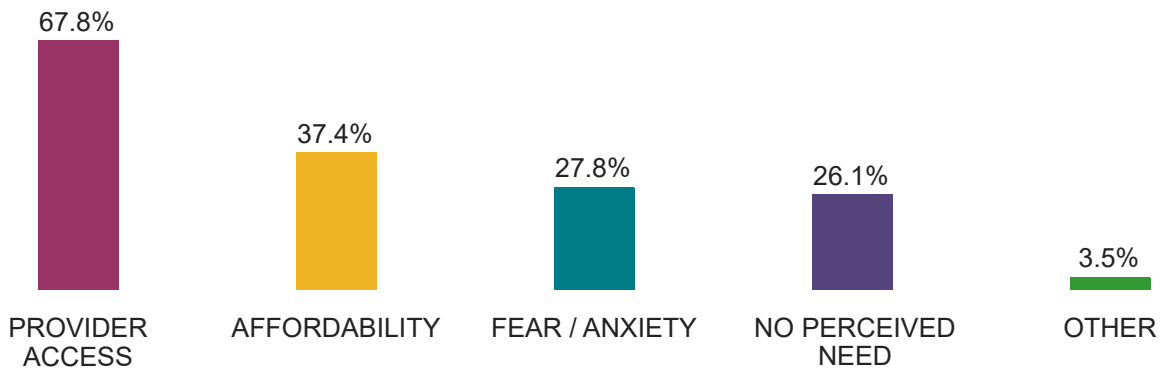
[If not within the past 12 months] Why did you not visit the dentist more frequently?

(Select all that apply.)

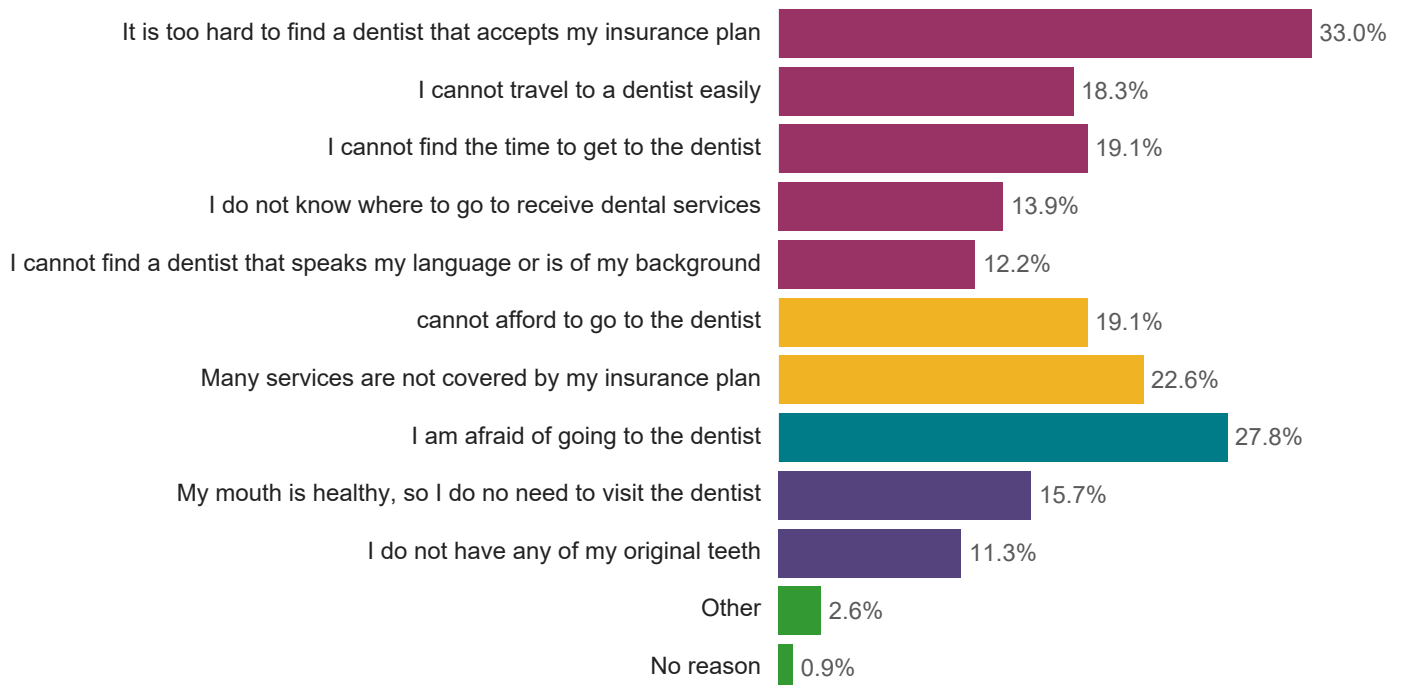
**South Dakota**

**Five categories**

115 Responses



**Individual items**

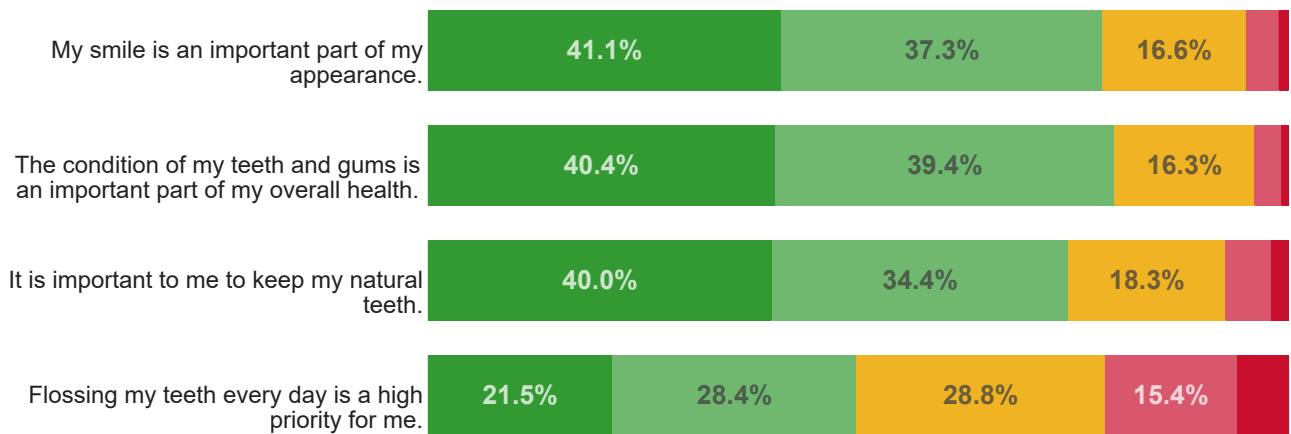


**Oral Health-Related Attitudes and Beliefs**

**All states**

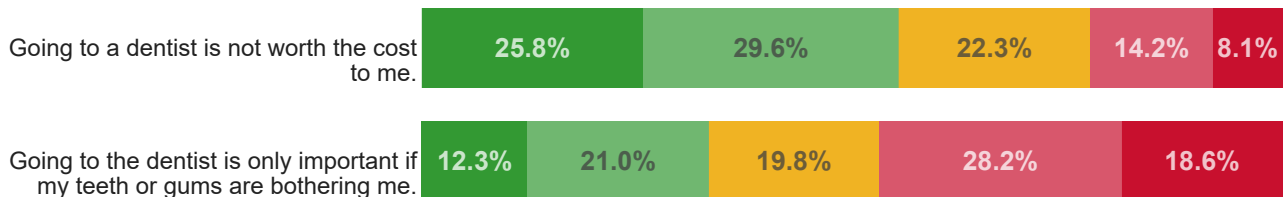
**How much do you agree or disagree with the following statements?**

2467 Responses



● Strongly agree ● Agree ● Neutral ● Disagree ● Strongly disagree

**(Reversed scale items)**

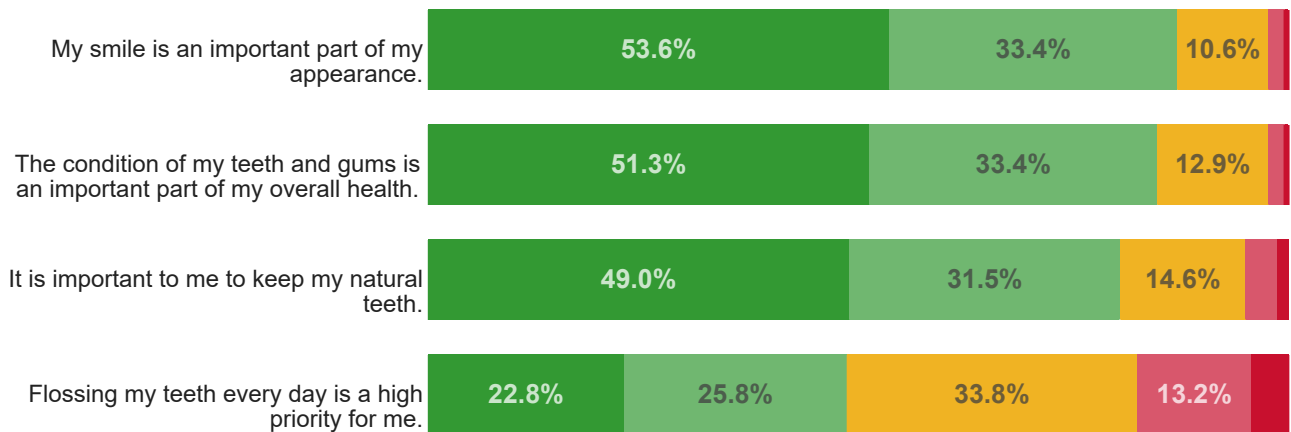


● Strongly disagree ● Disagree ● Neutral ● Agree ● Strongly agree

**Maryland**

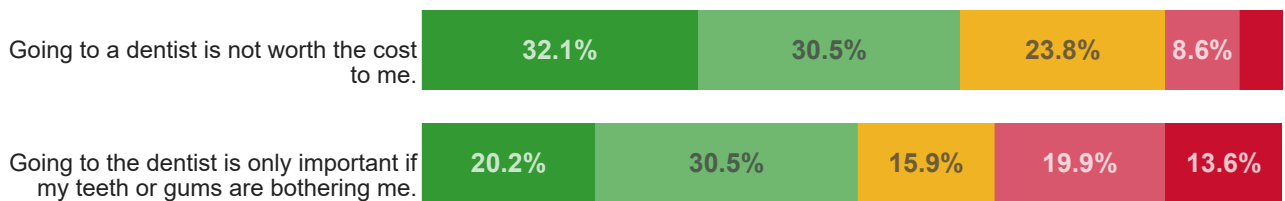
**How much do you agree or disagree with the following statements?**

302 Responses



● Strongly agree ● Agree ● Neutral ● Disagree ● Strongly disagree

**(Reversed scale items)**

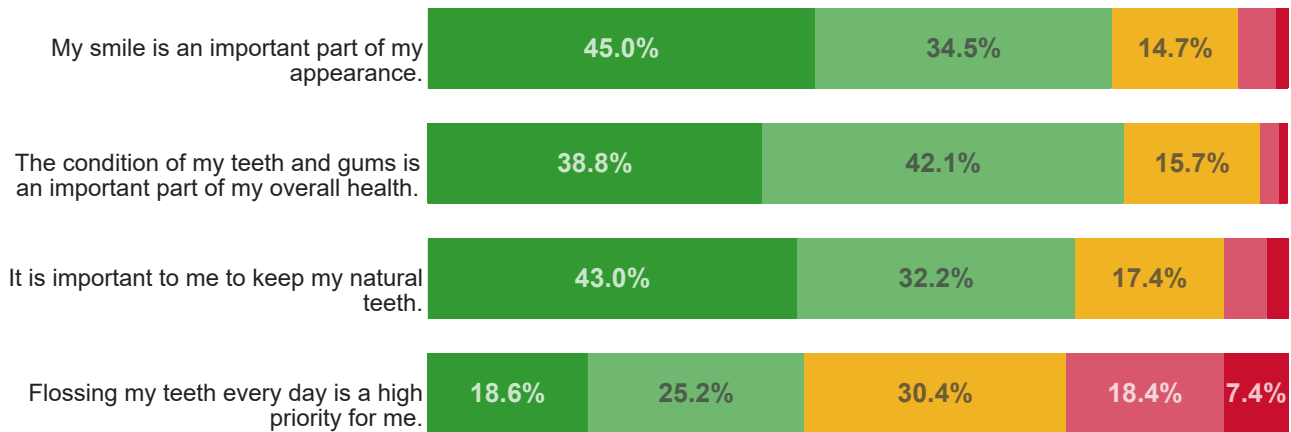


● Strongly disagree ● Disagree ● Neutral ● Agree ● Strongly agree

**Minnesota**

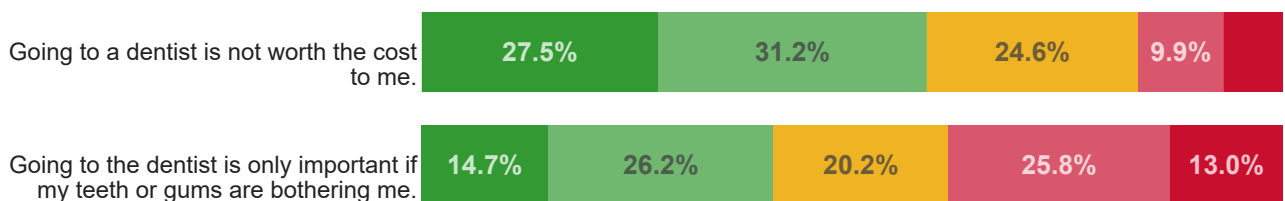
**How much do you agree or disagree with the following statements?**

484 Responses



● Strongly agree ● Agree ● Neutral ● Disagree ● Strongly disagree

**(Reversed scale items)**



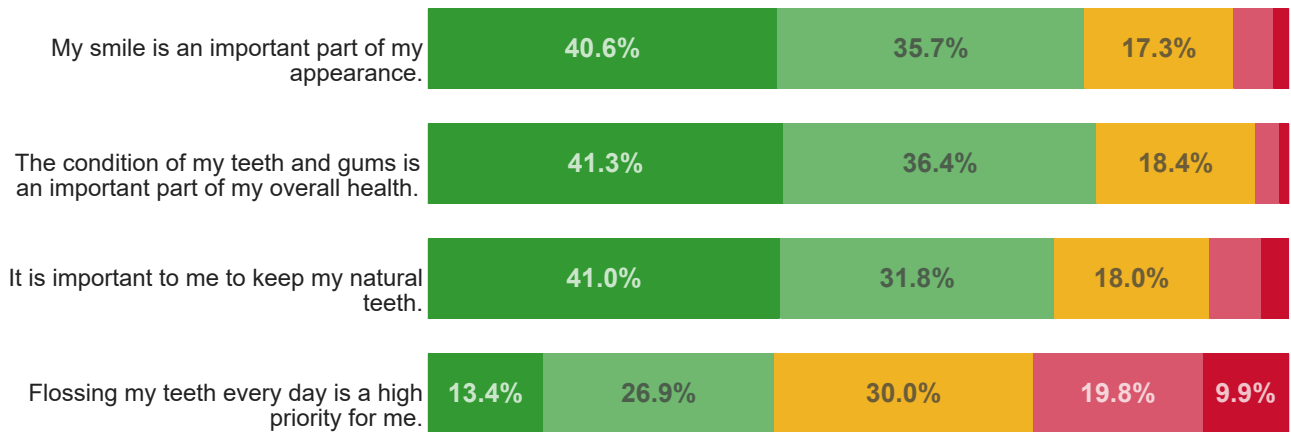
● Strongly disagree ● Disagree ● Neutral ● Agree ● Strongly agree



**Nebraska**

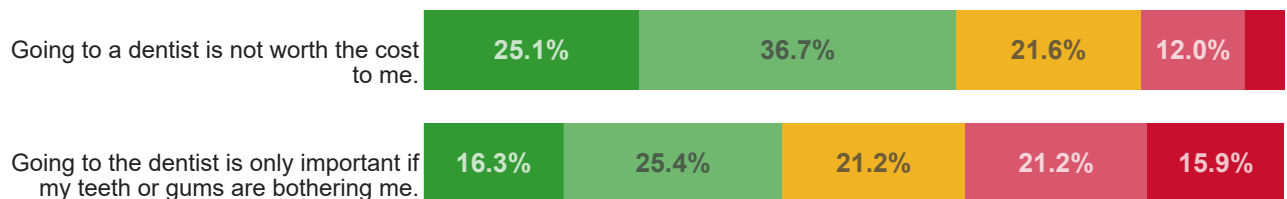
**How much do you agree or disagree with the following statements?**

283 Responses



● Strongly agree ● Agree ● Neutral ● Disagree ● Strongly disagree

**(Reversed scale items)**

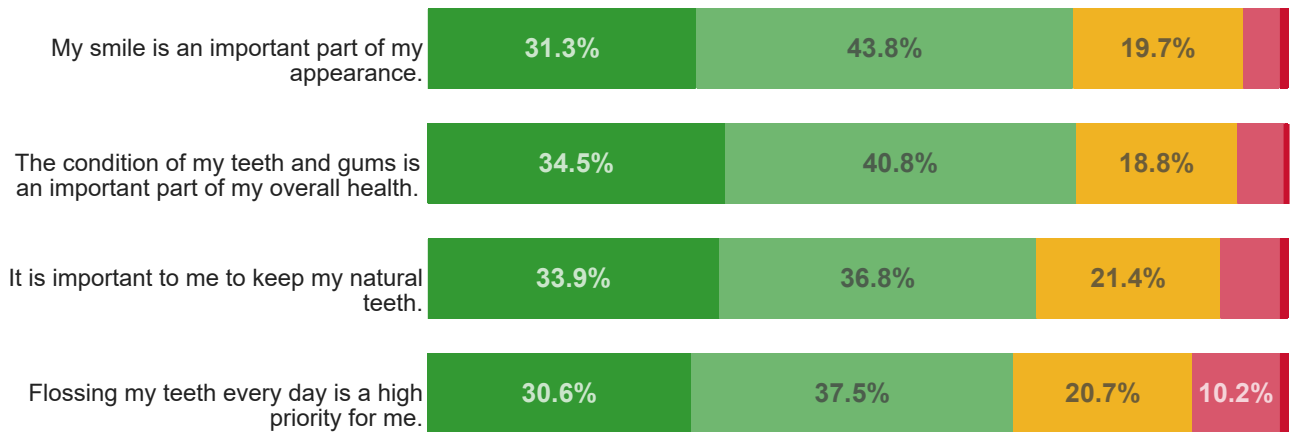


● Strongly disagree ● Disagree ● Neutral ● Agree ● Strongly agree

**New Hampshire**

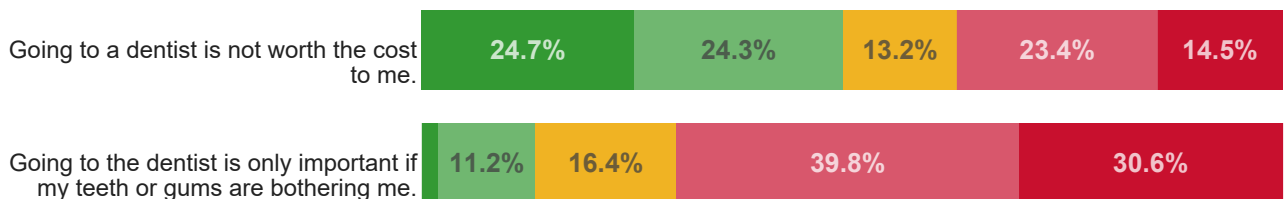
**How much do you agree or disagree with the following statements?**

304 Responses



● Strongly agree ● Agree ● Neutral ● Disagree ● Strongly disagree

**(Reversed scale items)**

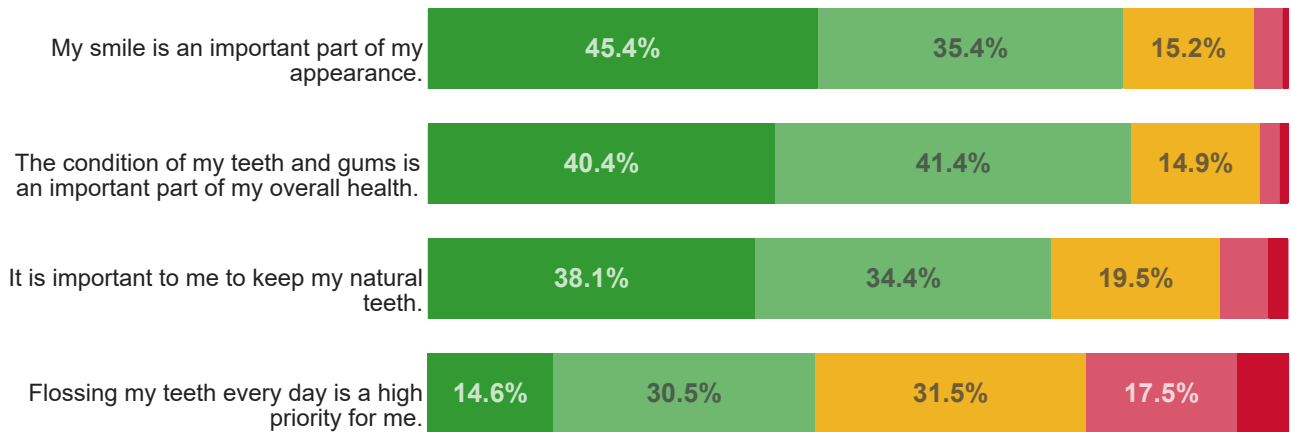


● Strongly disagree ● Disagree ● Neutral ● Agree ● Strongly agree

**Ohio**

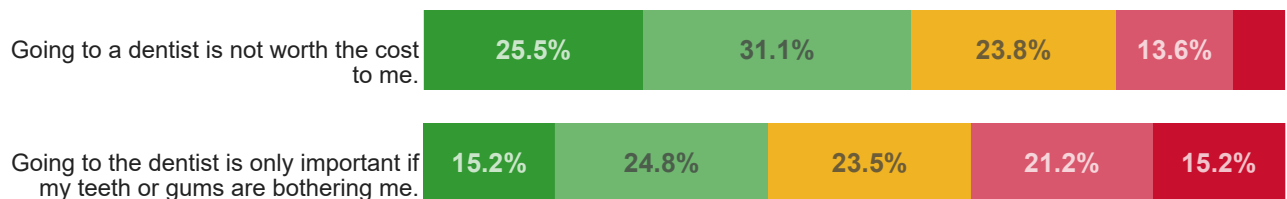
**How much do you agree or disagree with the following statements?**

302 Responses



● Strongly agree ● Agree ● Neutral ● Disagree ● Strongly disagree

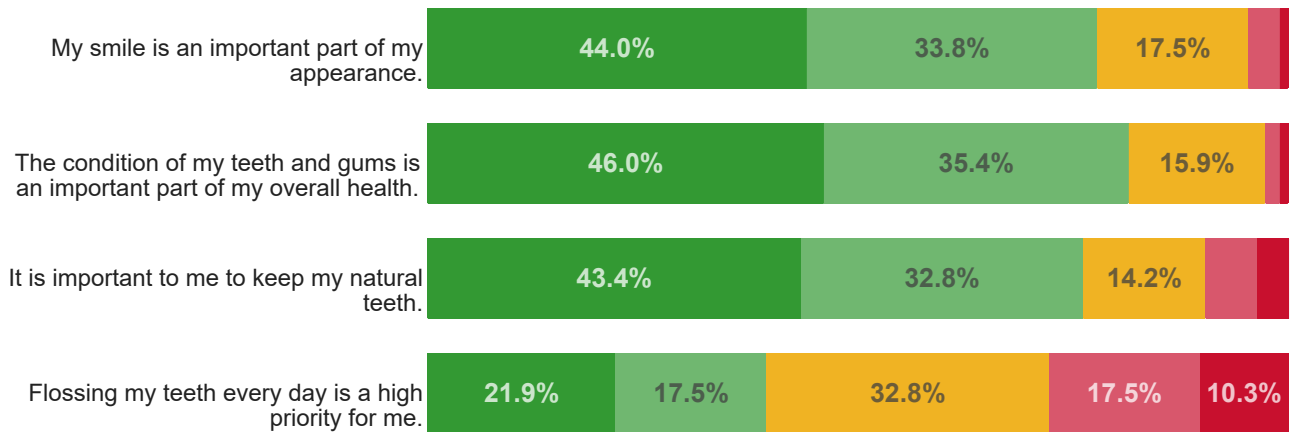
**(Reversed scale items)**



● Strongly disagree ● Disagree ● Neutral ● Agree ● Strongly agree

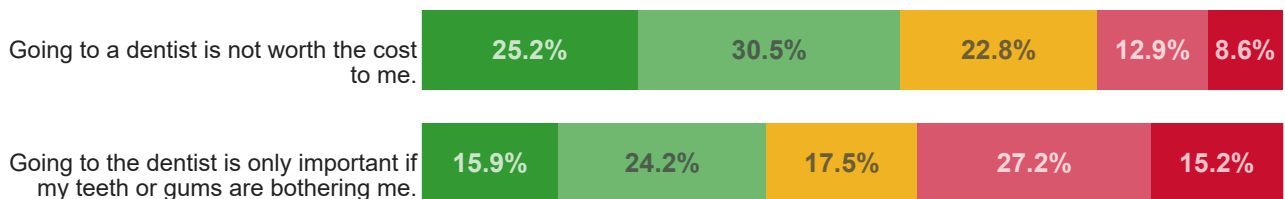
**Pennsylvania**

**How much do you agree or disagree with the following statements?** 302 Responses



● Strongly agree ● Agree ● Neutral ● Disagree ● Strongly disagree

**(Reversed scale items)**

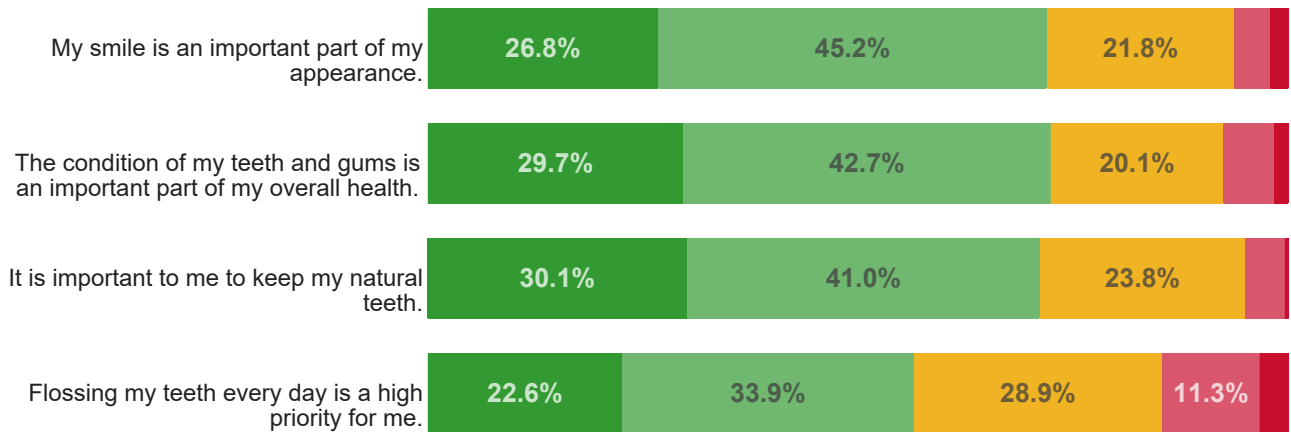


● Strongly disagree ● Disagree ● Neutral ● Agree ● Strongly agree

**Rhode Island**

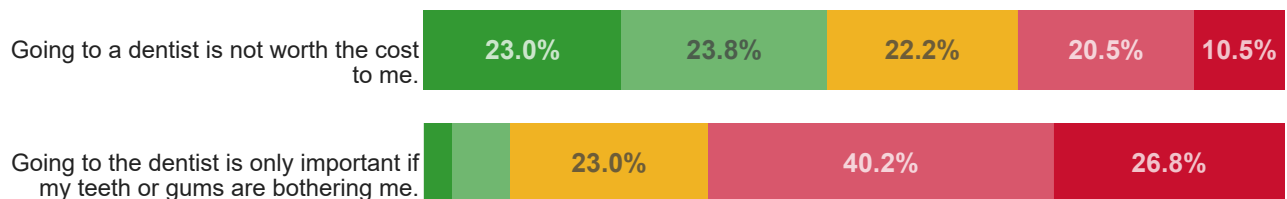
**How much do you agree or disagree with the following statements?**

239 Responses



● Strongly agree ● Agree ● Neutral ● Disagree ● Strongly disagree

**(Reversed scale items)**

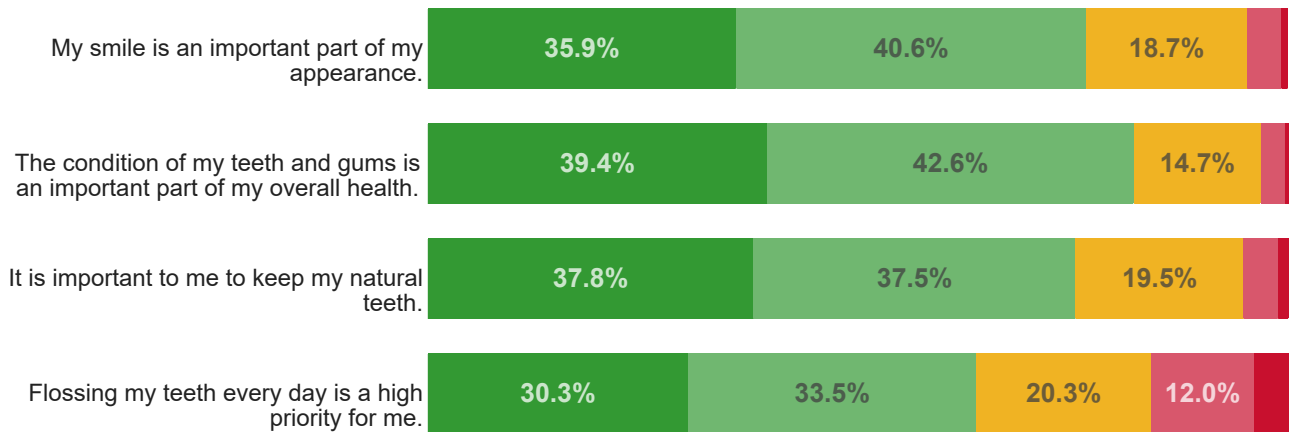


● Strongly disagree ● Disagree ● Neutral ● Agree ● Strongly agree

**South Dakota**

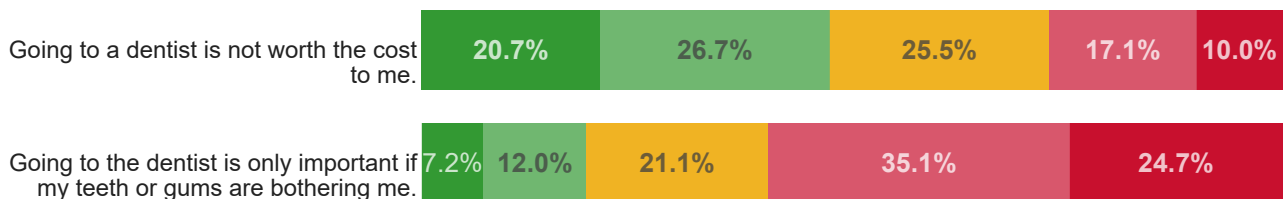
**How much do you agree or disagree with the following statements?**

251 Responses



● Strongly agree ● Agree ● Neutral ● Disagree ● Strongly disagree

**(Reversed scale items)**



● Strongly disagree ● Disagree ● Neutral ● Agree ● Strongly agree

**Survey of Dentist Opinions on Medicaid**  
**Summary of Results**

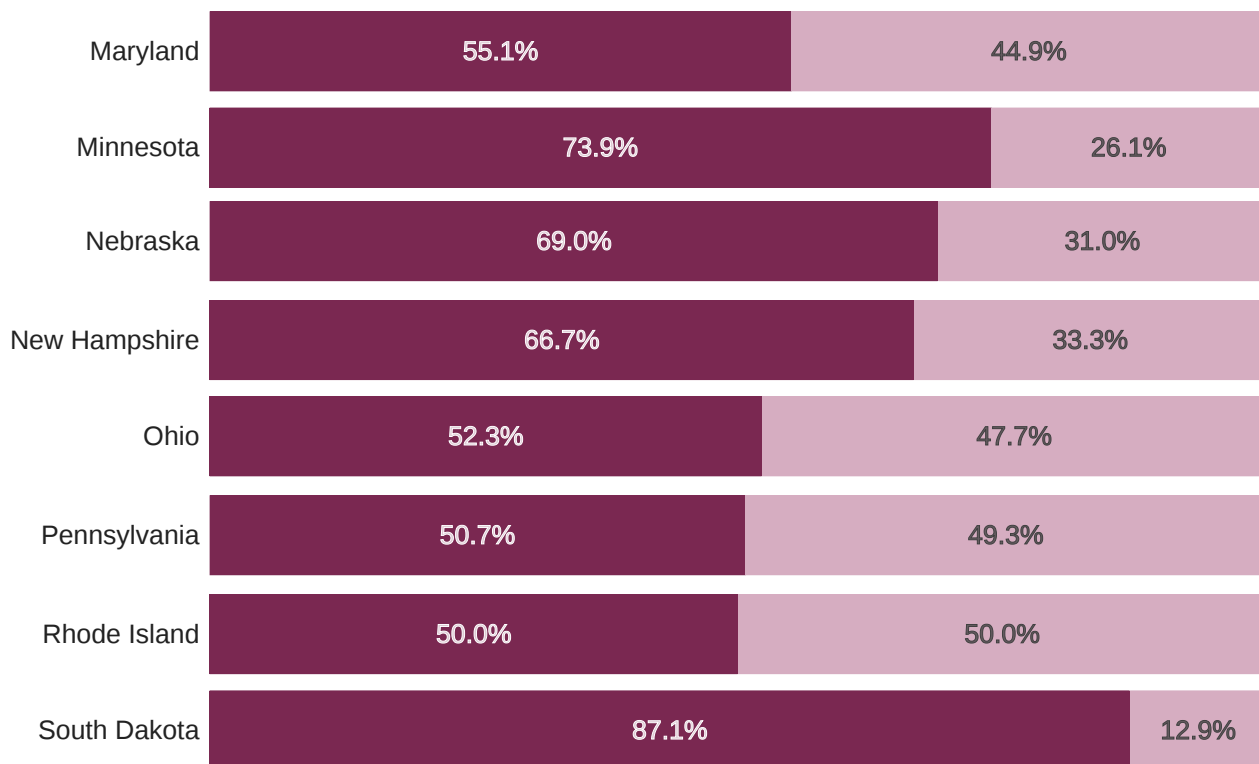
***Treatment of Medicaid Beneficiaries***

In the last 12 months, have you treated any adult or child patients who are enrolled in your state's Medicaid program?

**All states**



● CURRENTLY TREATING MEDICAID PATIENTS (ADULT OR CHILD) ● NOT TREATING MEDICAID PATIENTS

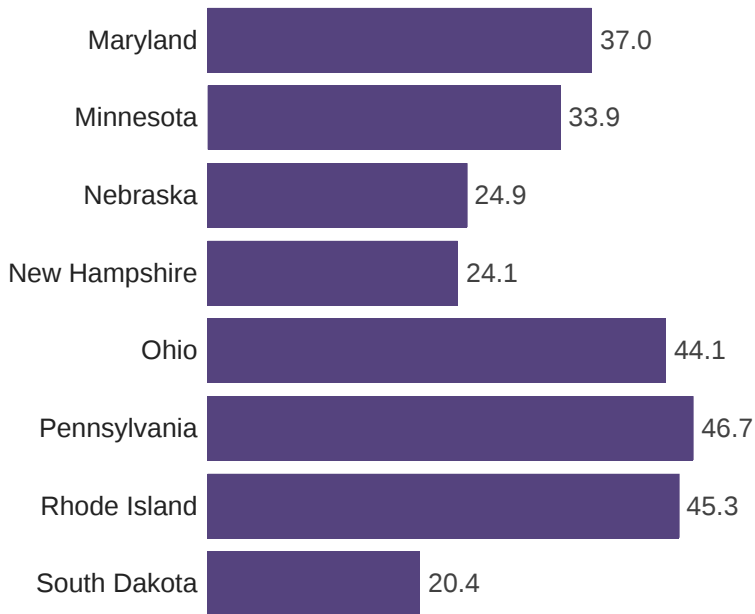


[If saw Medicaid patients within the last 12 months] About what percentage of your total patient volume is Medicaid patients?

All states



By state



● Mean

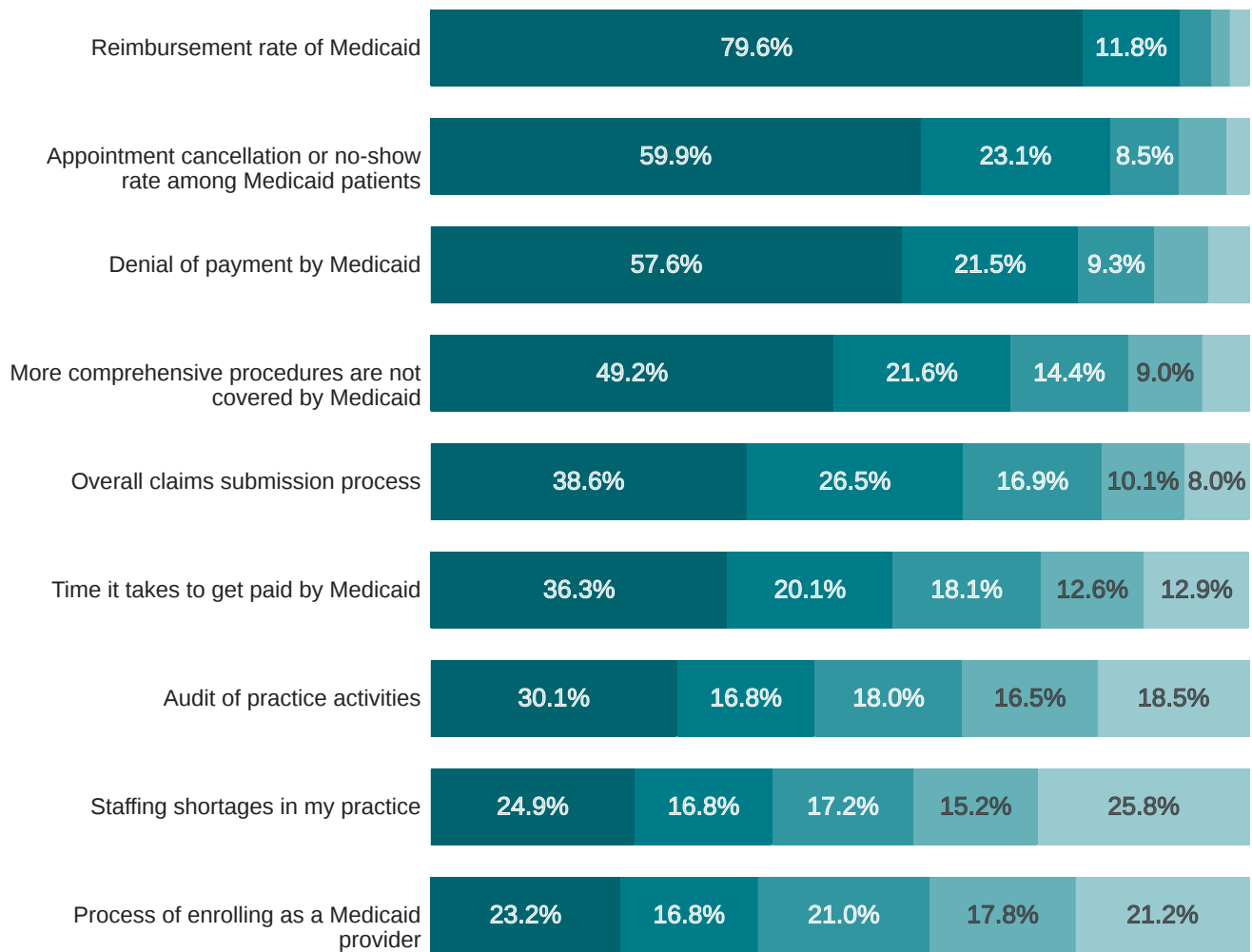


**Barriers to Treating Medicaid Beneficiaries**

**All states**

How important are each of these factors in keeping you from treating more Medicaid patients?

**All respondents**

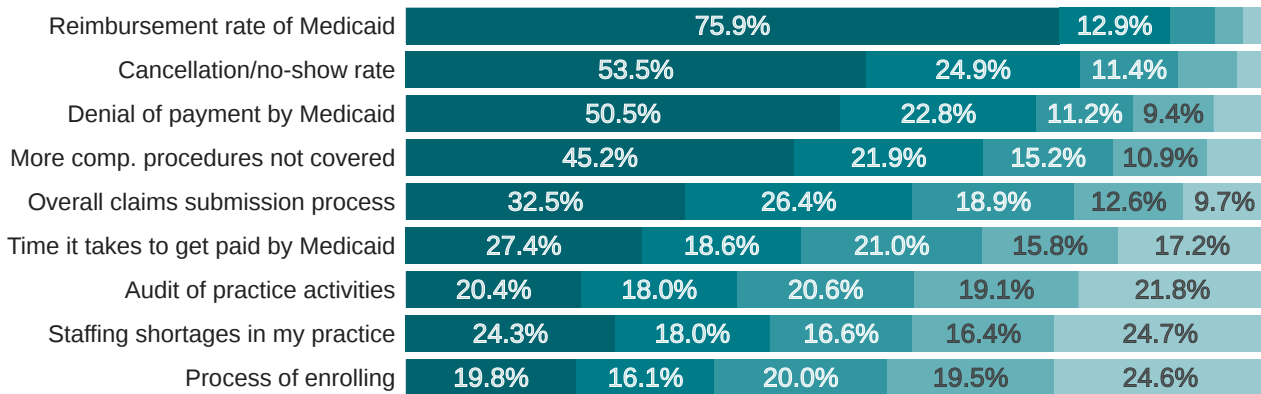


- Extremely important
- Very important
- Moderately important
- Somewhat important
- Not at all important

All states (continued)

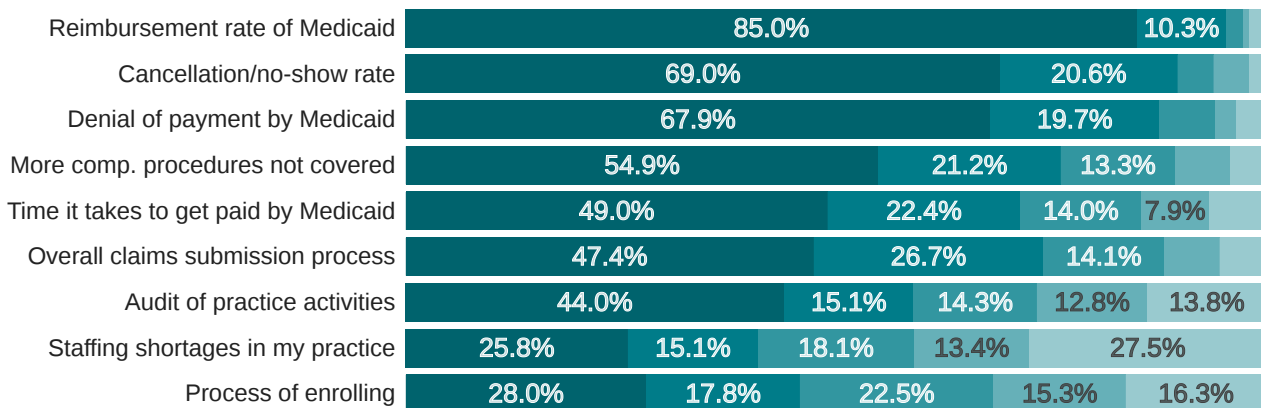
How important are each of these factors in keeping you from treating more Medicaid patients?

Dentists currently treating Medicaid beneficiaries



- Extremely important
- Very important
- Moderately important
- Somewhat important
- Not at all important

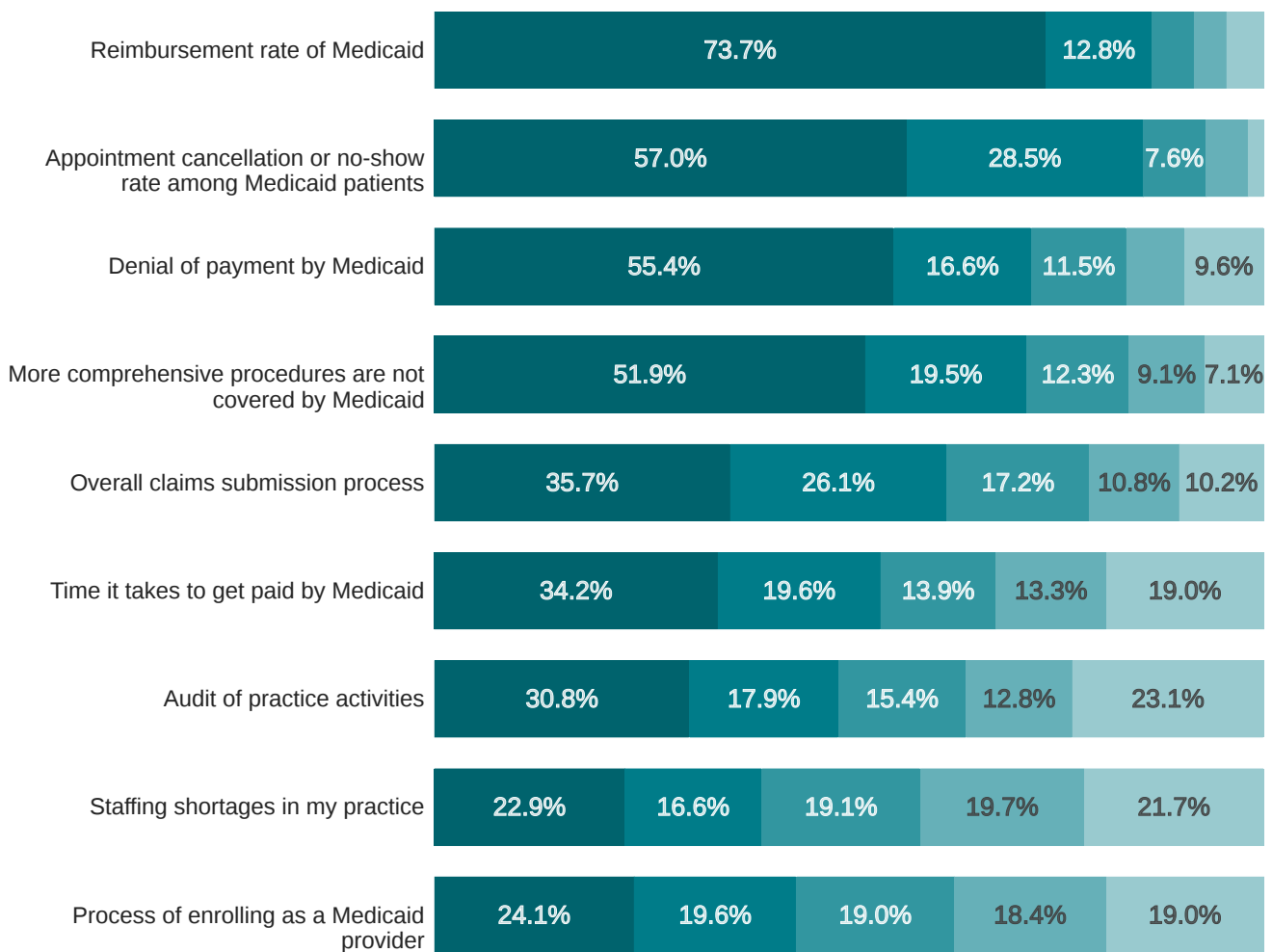
Dentists *not* currently treating Medicaid beneficiaries



**Maryland**

**How important are each of these factors in keeping you from treating more Medicaid patients?**

**All respondents**

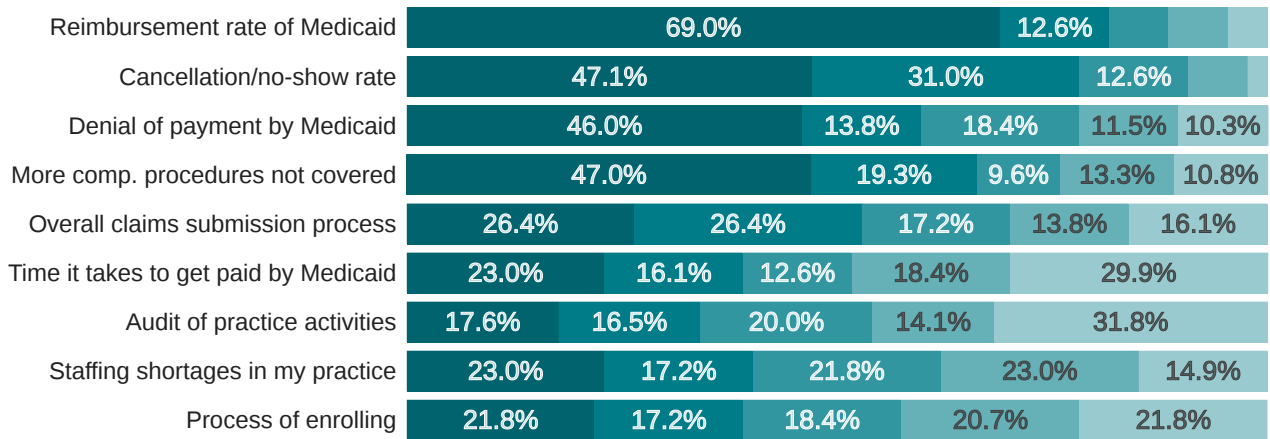


- Extremely important
- Very important
- Moderately important
- Somewhat important
- Not at all important

**Maryland (continued)**

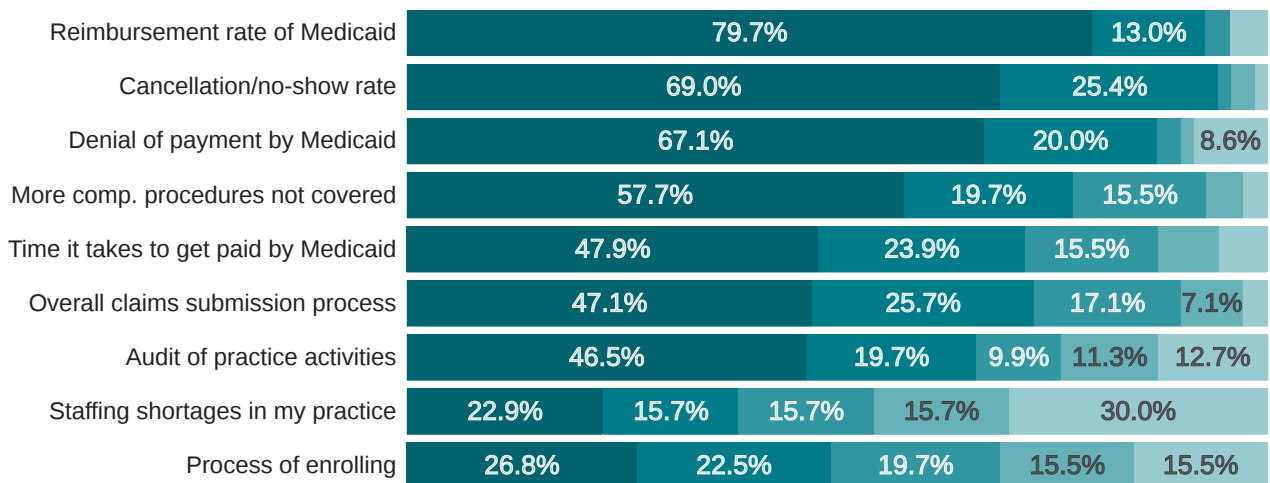
**How important are each of these factors in keeping you from treating more Medicaid patients?**

**Dentists currently treating Medicaid beneficiaries**



- Extremely important
- Very important
- Moderately important
- Somewhat important
- Not at all important

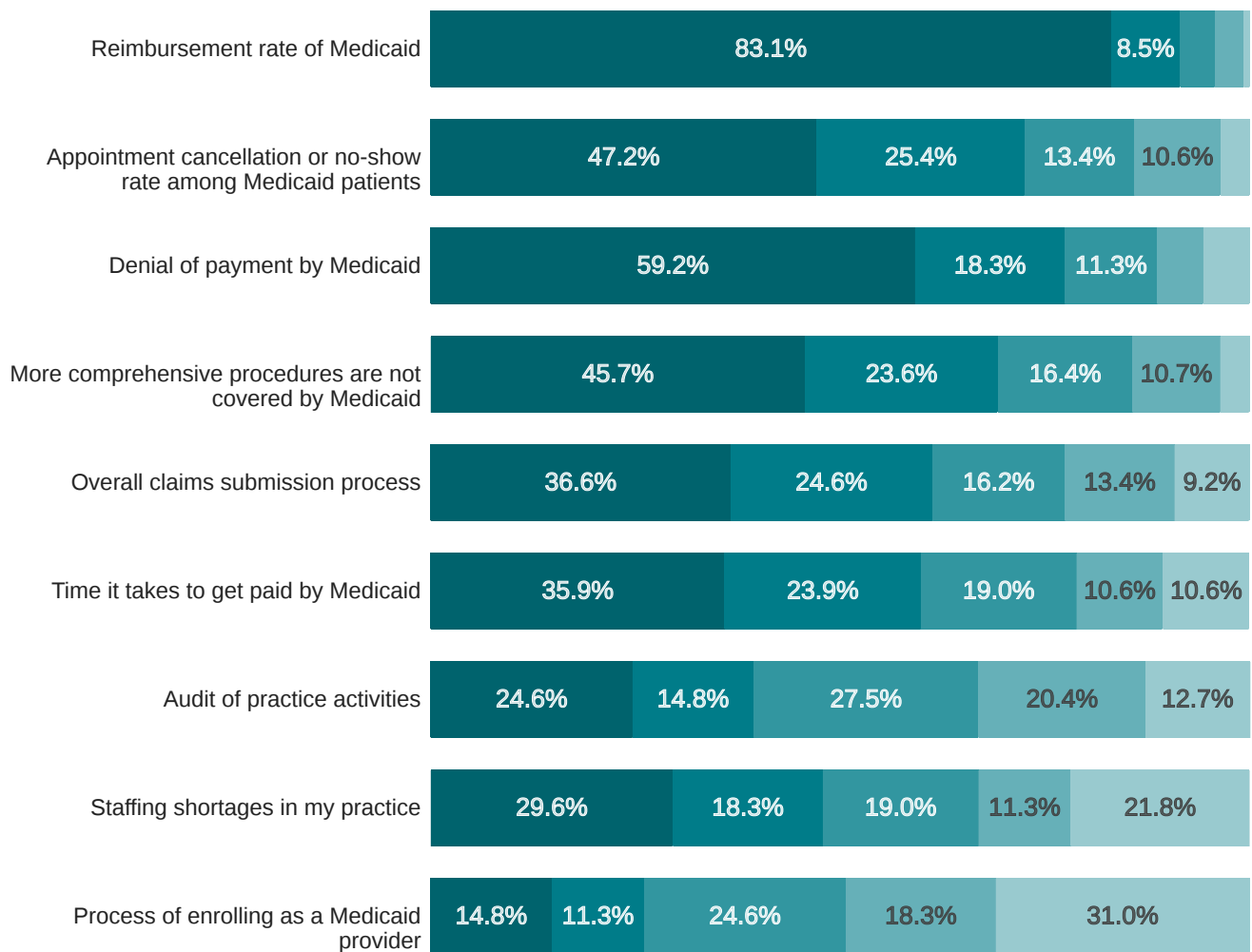
**Dentists *not* currently treating Medicaid beneficiaries**



**Minnesota**

**How important are each of these factors in keeping you from treating more Medicaid patients?**

**All respondents**

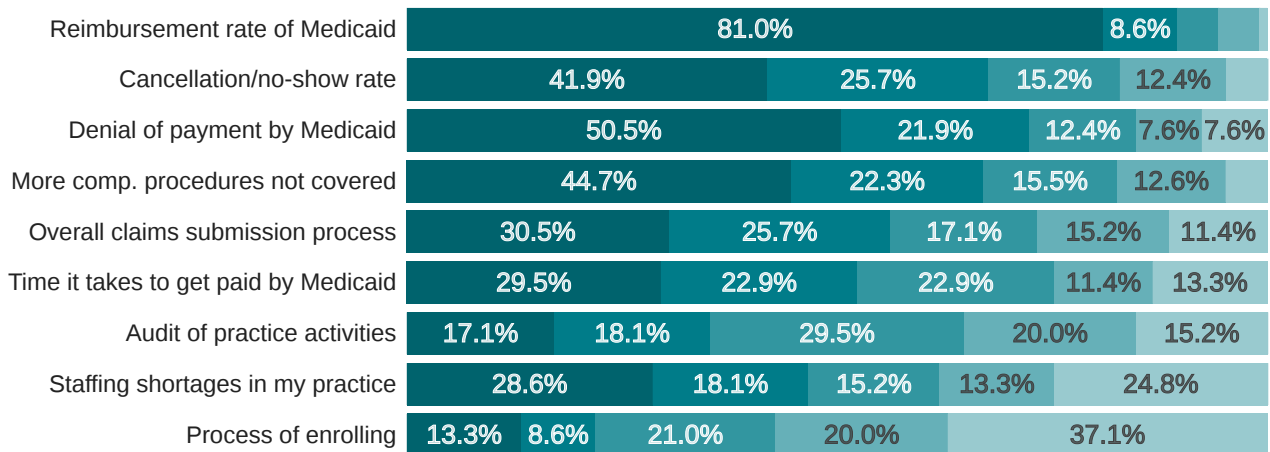


- Extremely important
- Very important
- Moderately important
- Somewhat important
- Not at all important

**Minnesota (continued)**

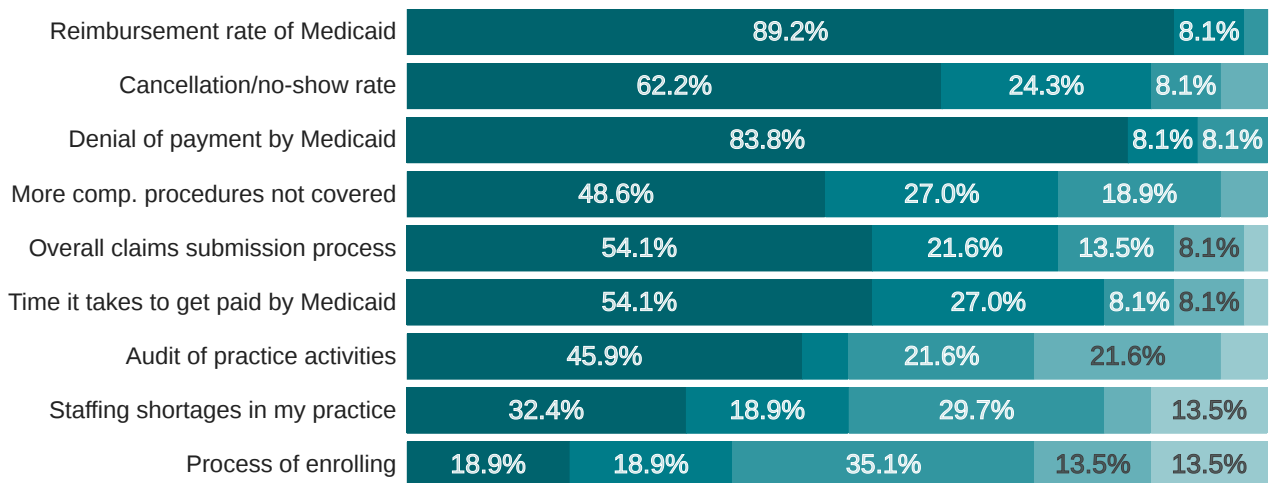
**How important are each of these factors in keeping you from treating more Medicaid patients?**

**Dentists currently treating Medicaid beneficiaries**



- Extremely important
- Very important
- Moderately important
- Somewhat important
- Not at all important

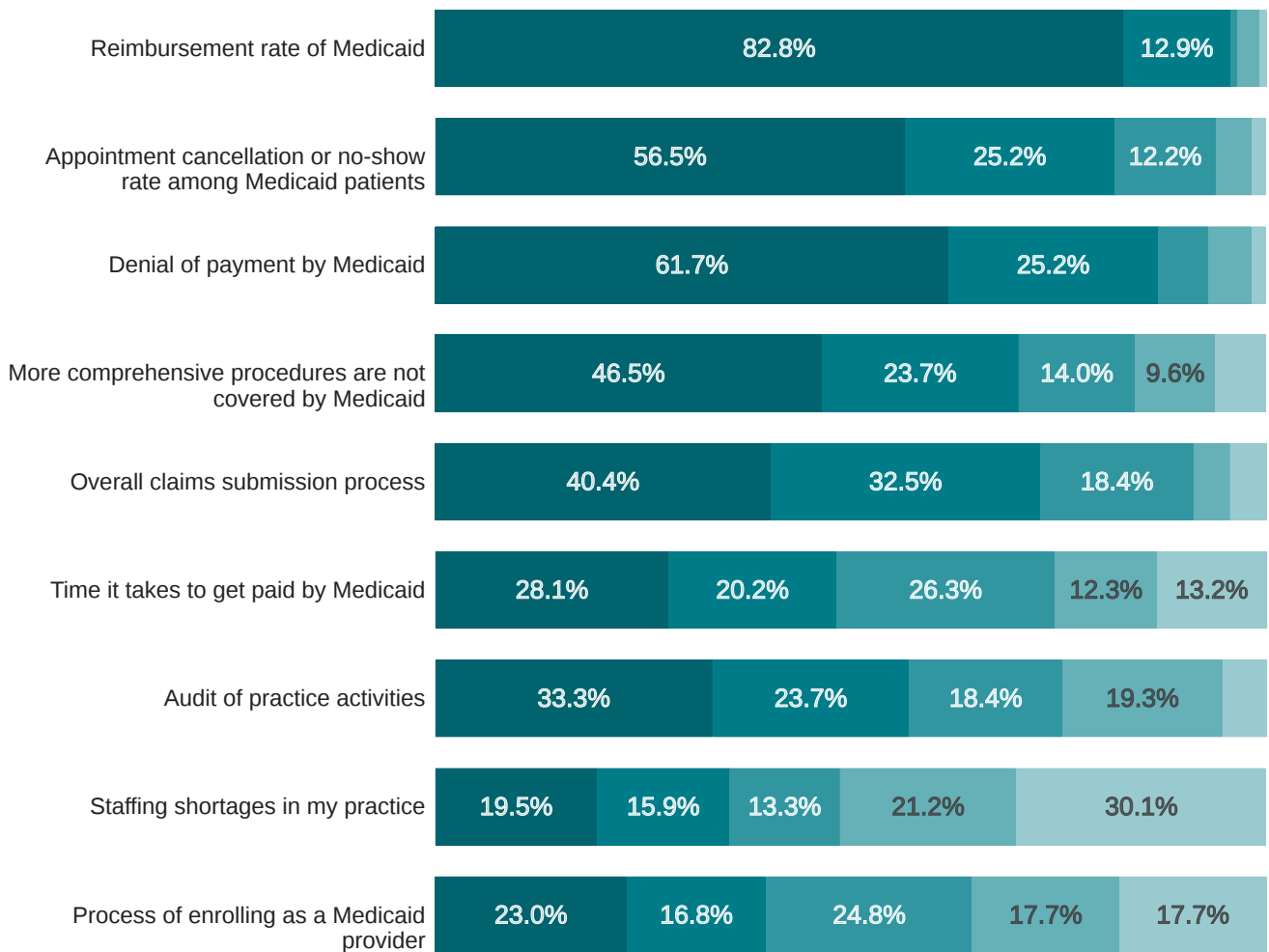
**Dentists *not* currently treating Medicaid beneficiaries**



**Nebraska**

**How important are each of these factors in keeping you from treating more Medicaid patients?**

**All respondents**

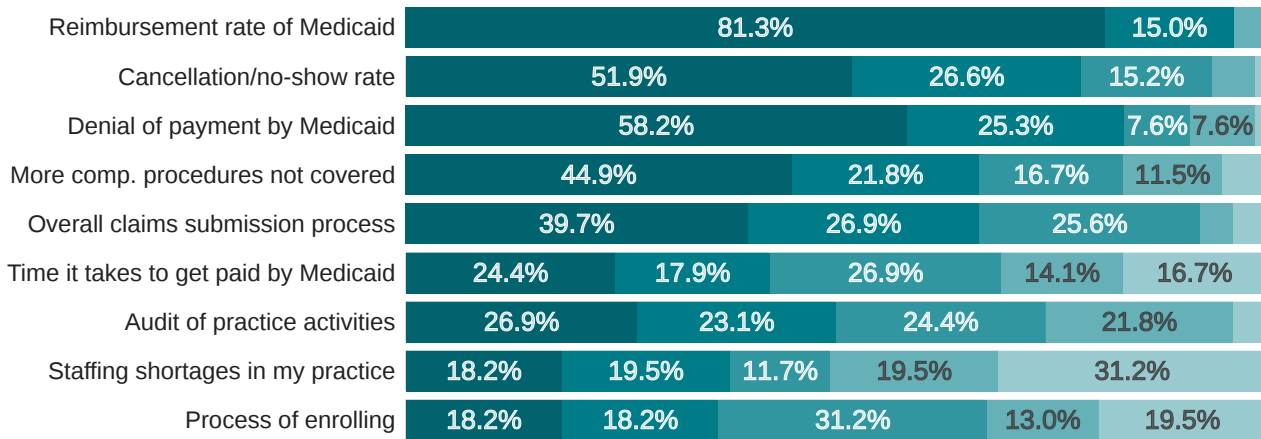


- Extremely important
- Very important
- Moderately important
- Somewhat important
- Not at all important

Nebraska (continued)

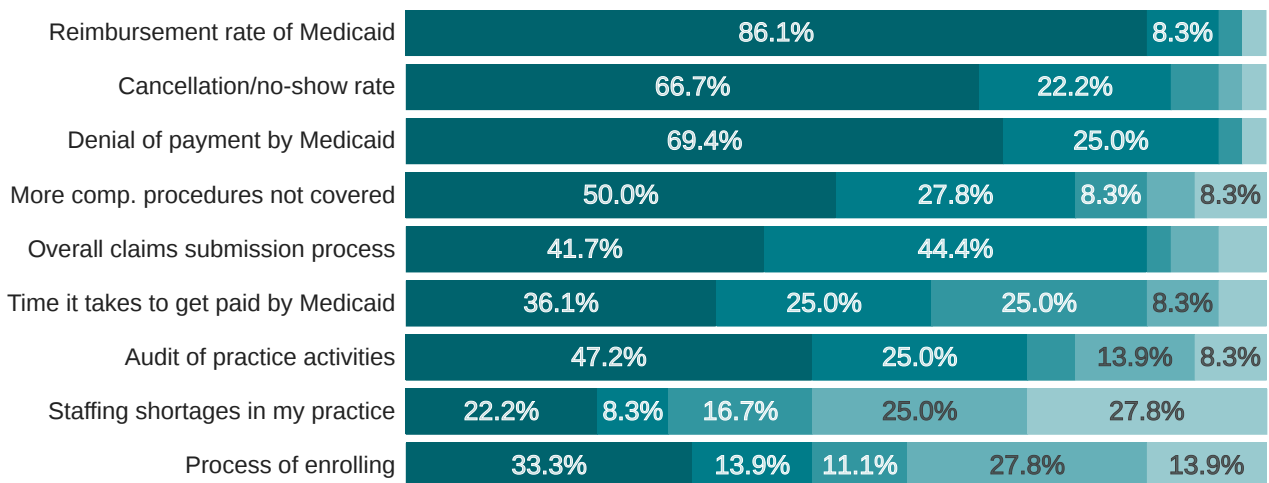
How important are each of these factors in keeping you from treating more Medicaid patients?

Dentists currently treating Medicaid beneficiaries



- Extremely important
- Very important
- Moderately important
- Somewhat important
- Not at all important

Dentists *not* currently treating Medicaid beneficiaries

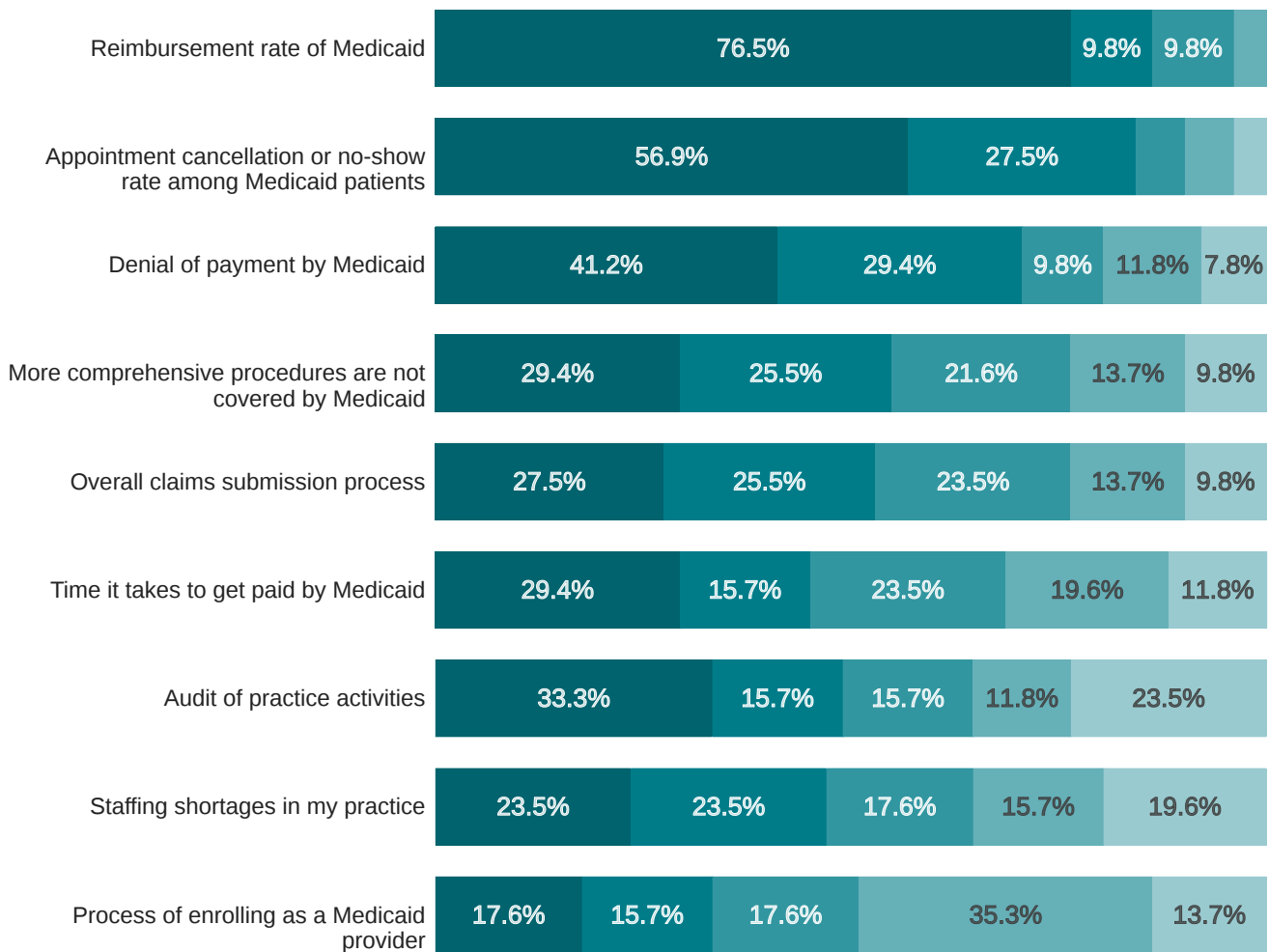




**New Hampshire**

**How important are each of these factors in keeping you from treating more Medicaid patients?**

**All respondents**

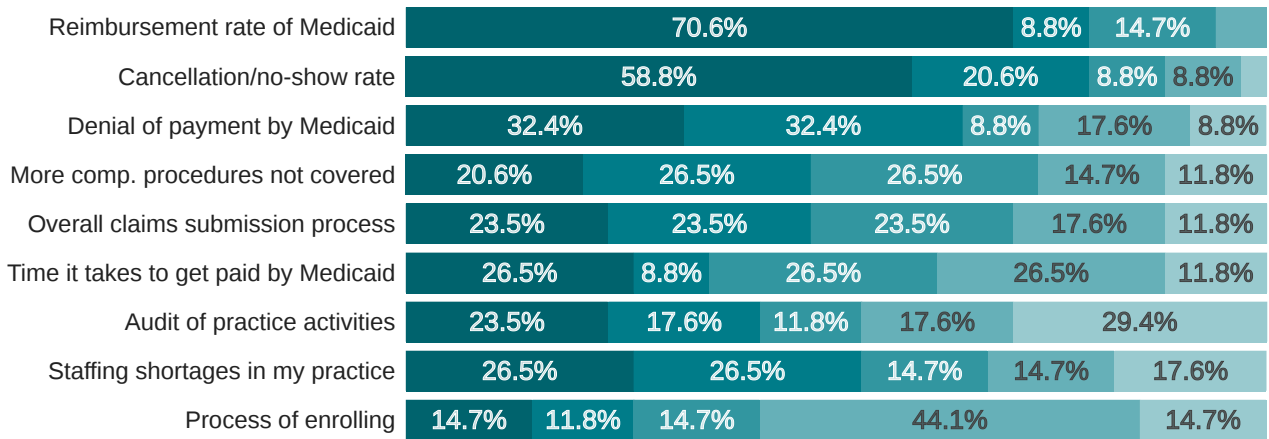


- Extremely important
- Very important
- Moderately important
- Somewhat important
- Not at all important

**New Hampshire (continued)**

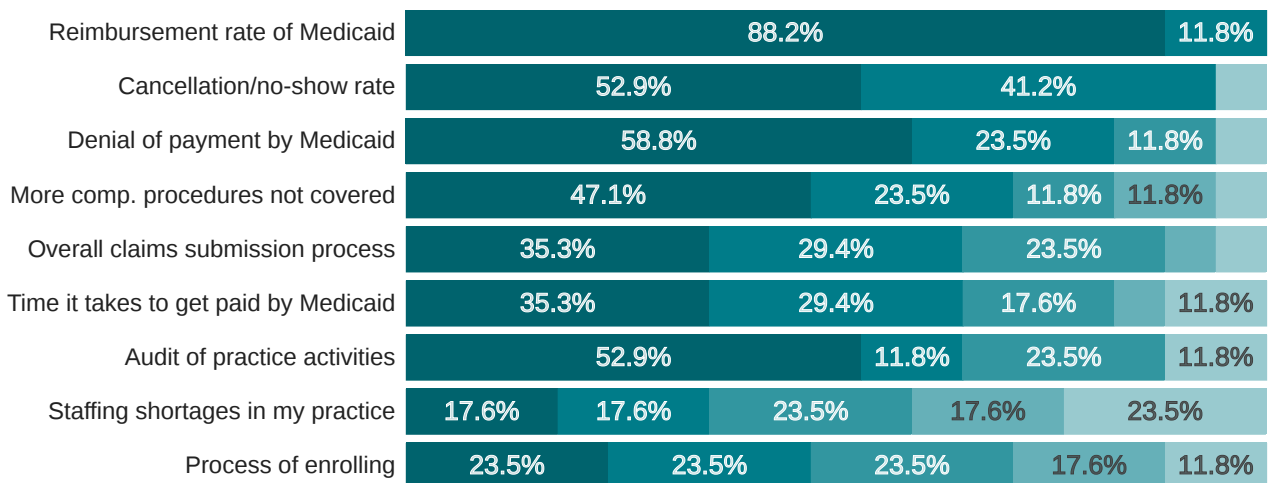
**How important are each of these factors in keeping you from treating more Medicaid patients?**

**Dentists currently treating Medicaid beneficiaries**



- Extremely important
- Very important
- Moderately important
- Somewhat important
- Not at all important

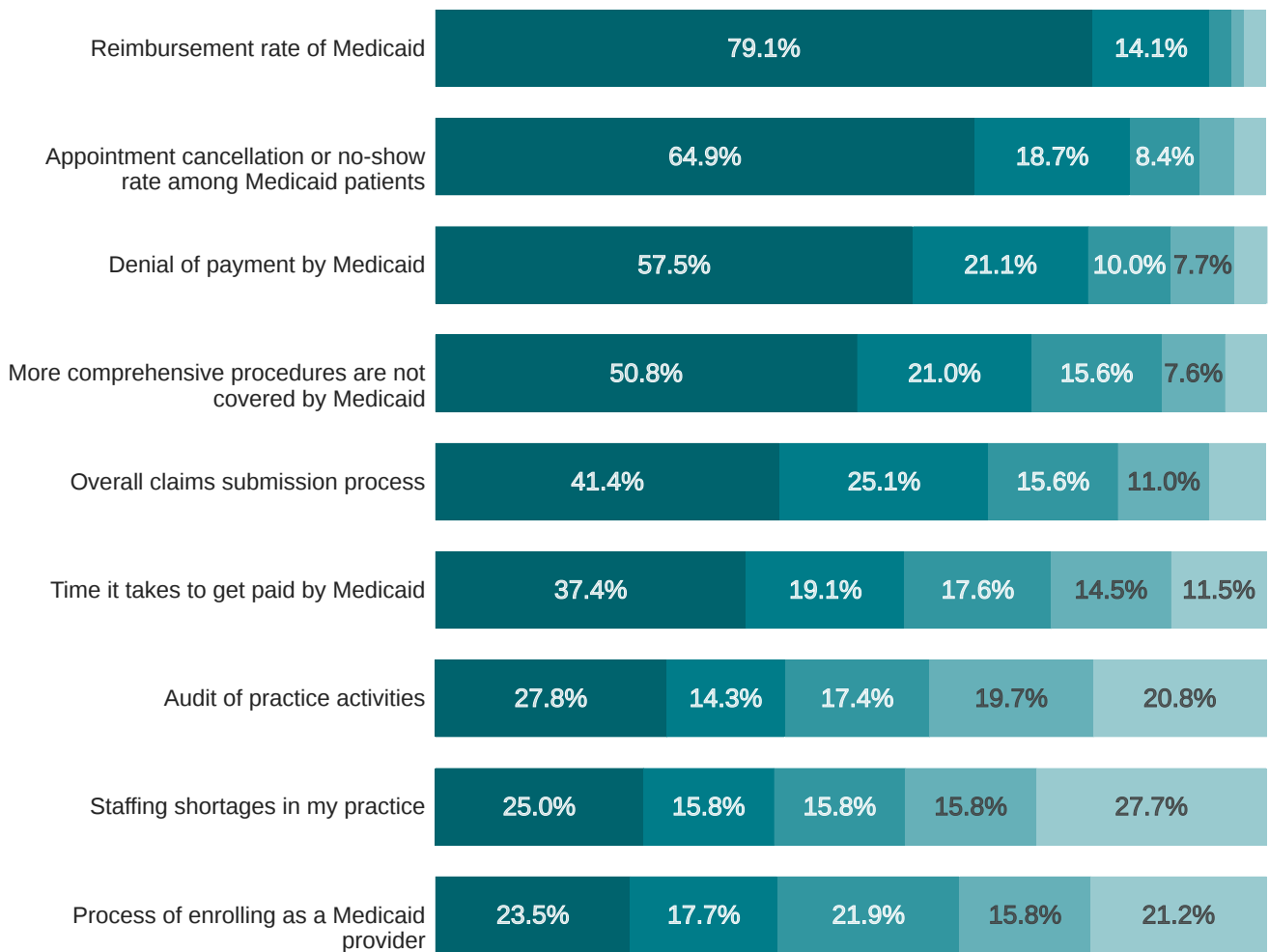
**Dentists *not* currently treating Medicaid beneficiaries**



**Ohio**

**How important are each of these factors in keeping you from treating more Medicaid patients?**

**All respondents**

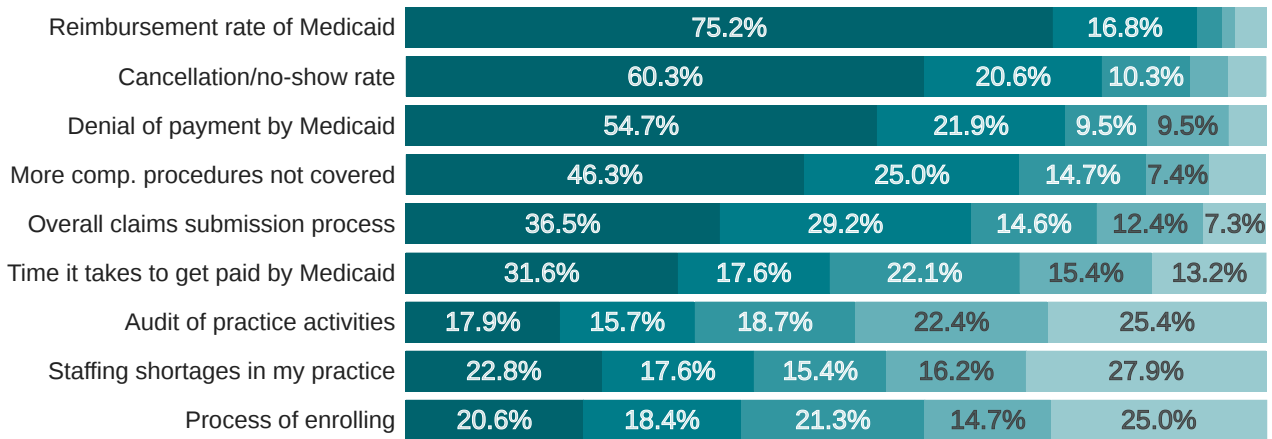


- Extremely important
- Very important
- Moderately important
- Somewhat important
- Not at all important

Ohio (continued)

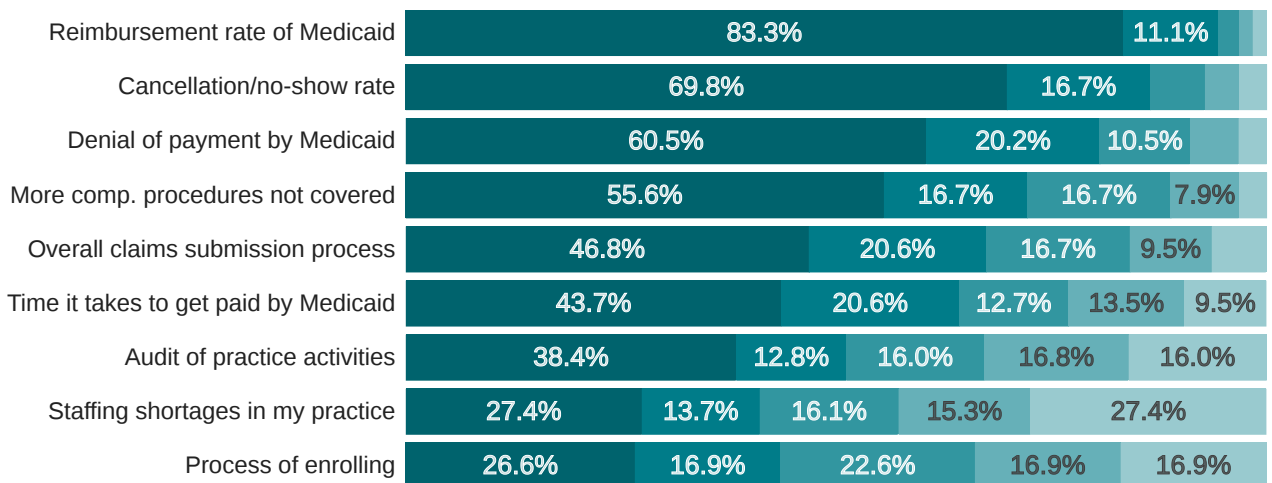
How important are each of these factors in keeping you from treating more Medicaid patients?

Dentists currently treating Medicaid beneficiaries



- Extremely important
- Very important
- Moderately important
- Somewhat important
- Not at all important

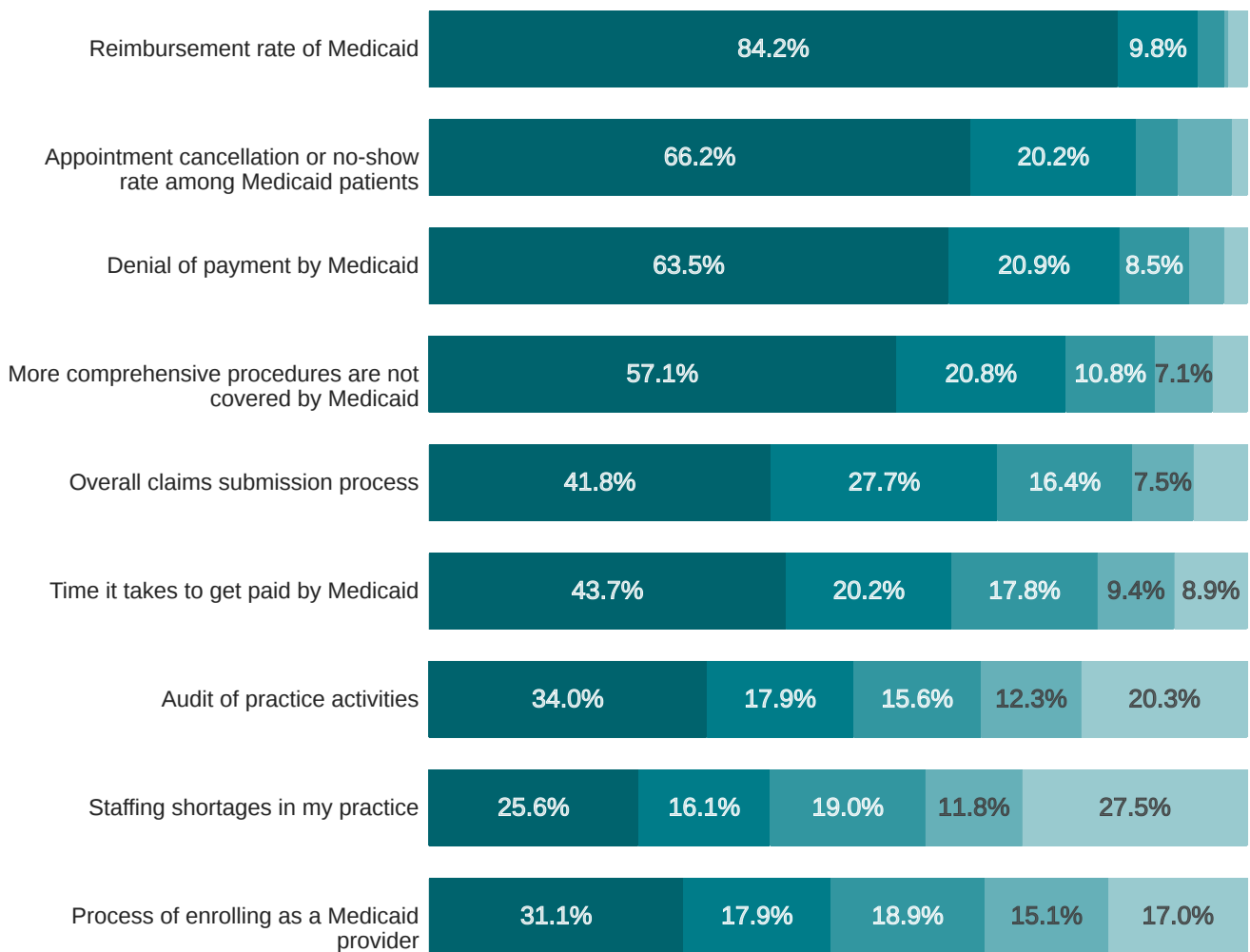
Dentists *not* currently treating Medicaid beneficiaries



**Pennsylvania**

**How important are each of these factors in keeping you from treating more Medicaid patients?**

**All respondents**

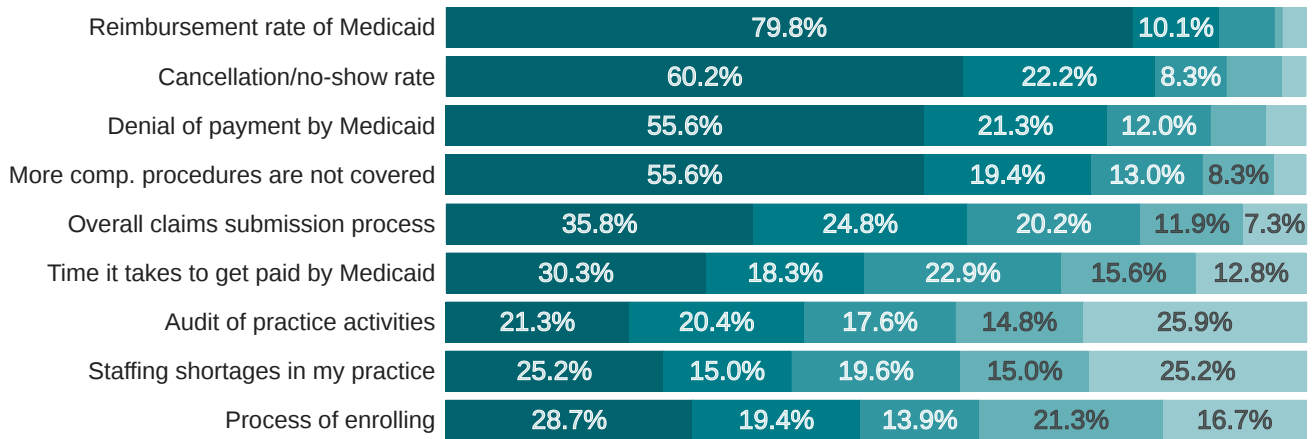


- Extremely important
- Very important
- Moderately important
- Somewhat important
- Not at all important

**Pennsylvania (continued)**

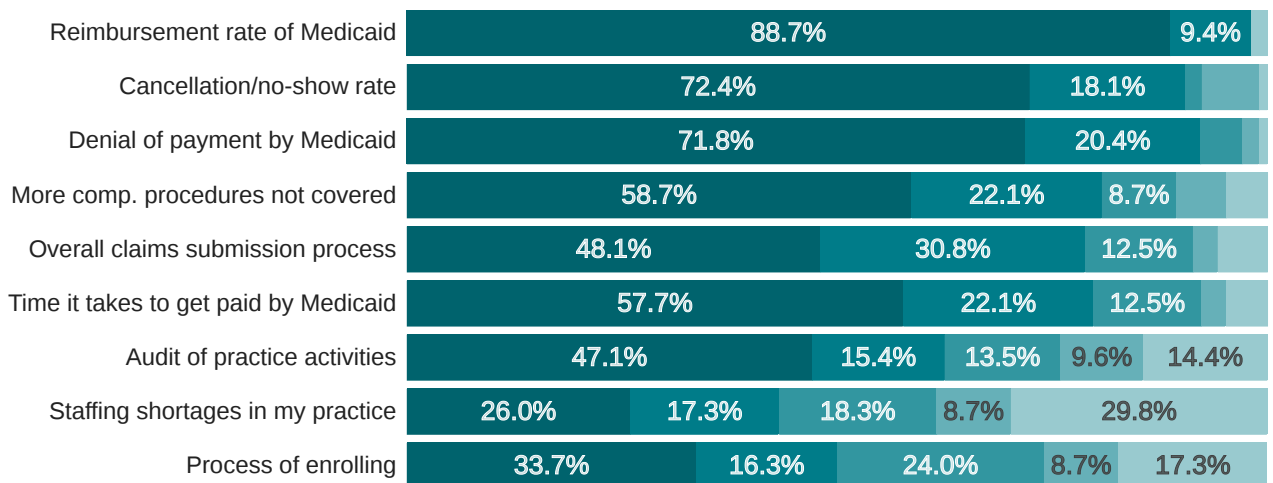
**How important are each of these factors in keeping you from treating more Medicaid patients?**

**Dentists currently treating Medicaid beneficiaries**



- Extremely important
- Very important
- Moderately important
- Somewhat important
- Not at all important

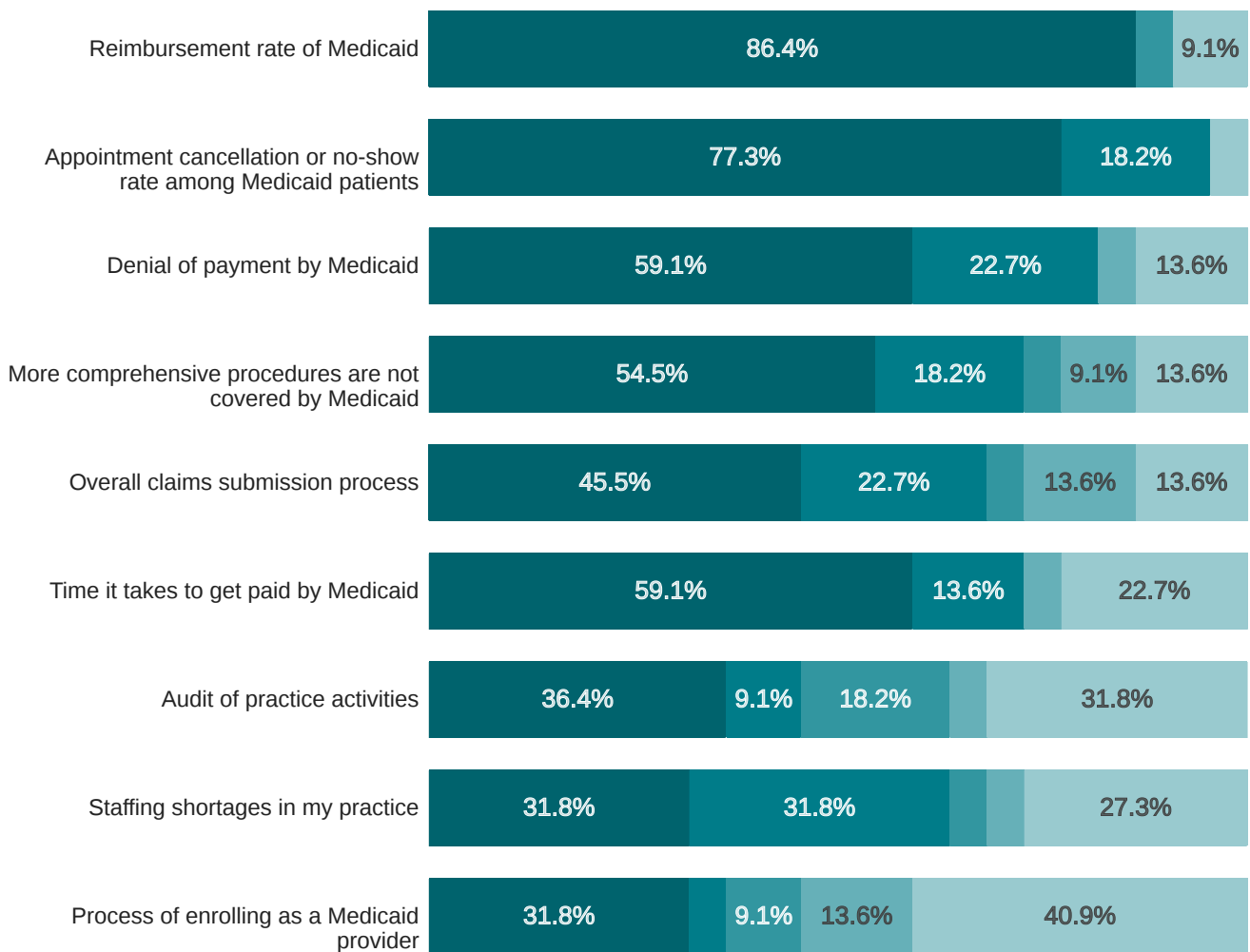
**Dentists *not* currently treating Medicaid beneficiaries**



**Rhode Island**

**How important are each of these factors in keeping you from treating more Medicaid patients?**

**All respondents**

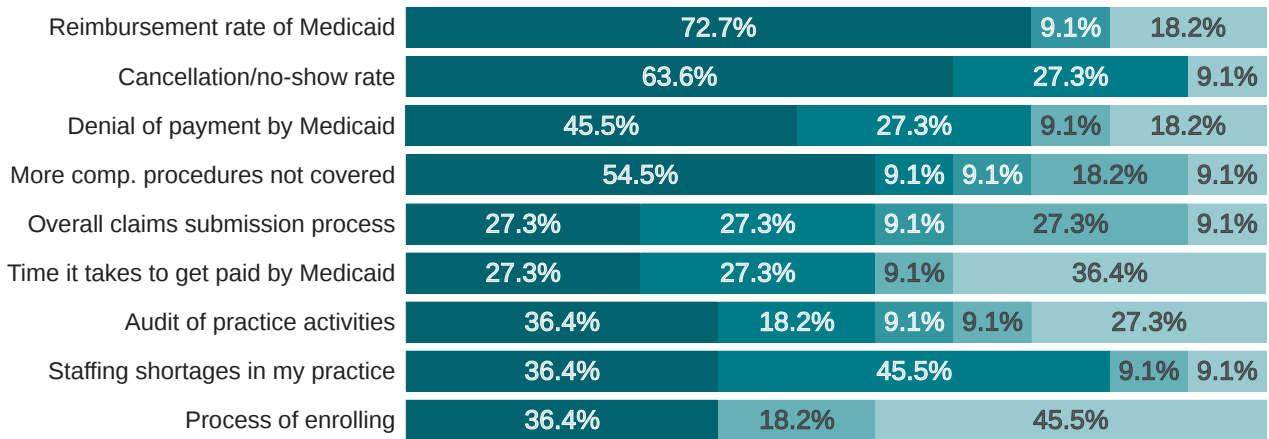


- Extremely important
- Very important
- Moderately important
- Somewhat important
- Not at all important

Rhode Island (continued)

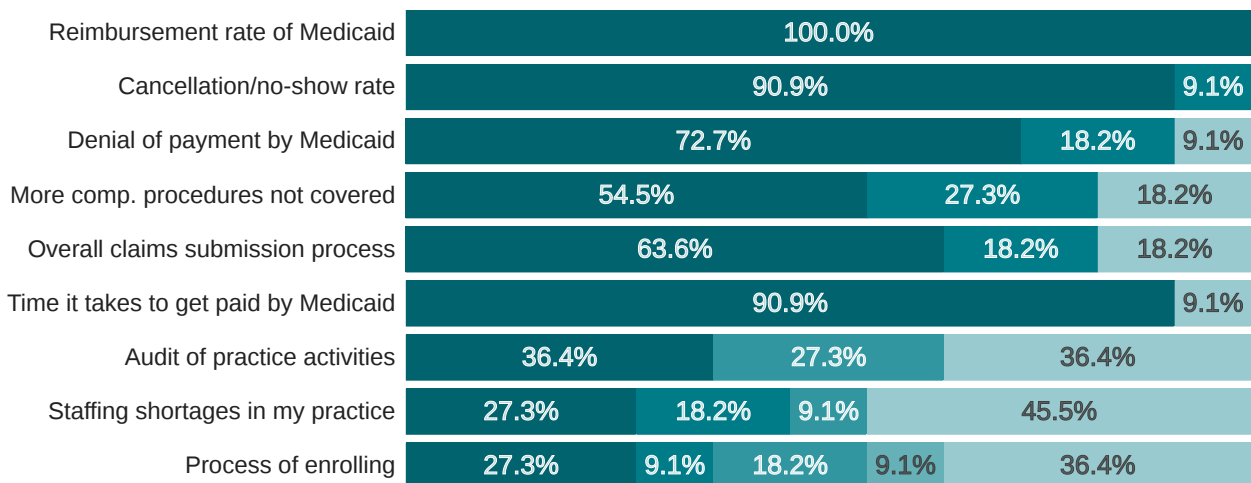
How important are each of these factors in keeping you from treating more Medicaid patients?

Dentists currently treating Medicaid beneficiaries



- Extremely important
- Very important
- Moderately important
- Somewhat important
- Not at all important

Dentists *not* currently treating Medicaid beneficiaries

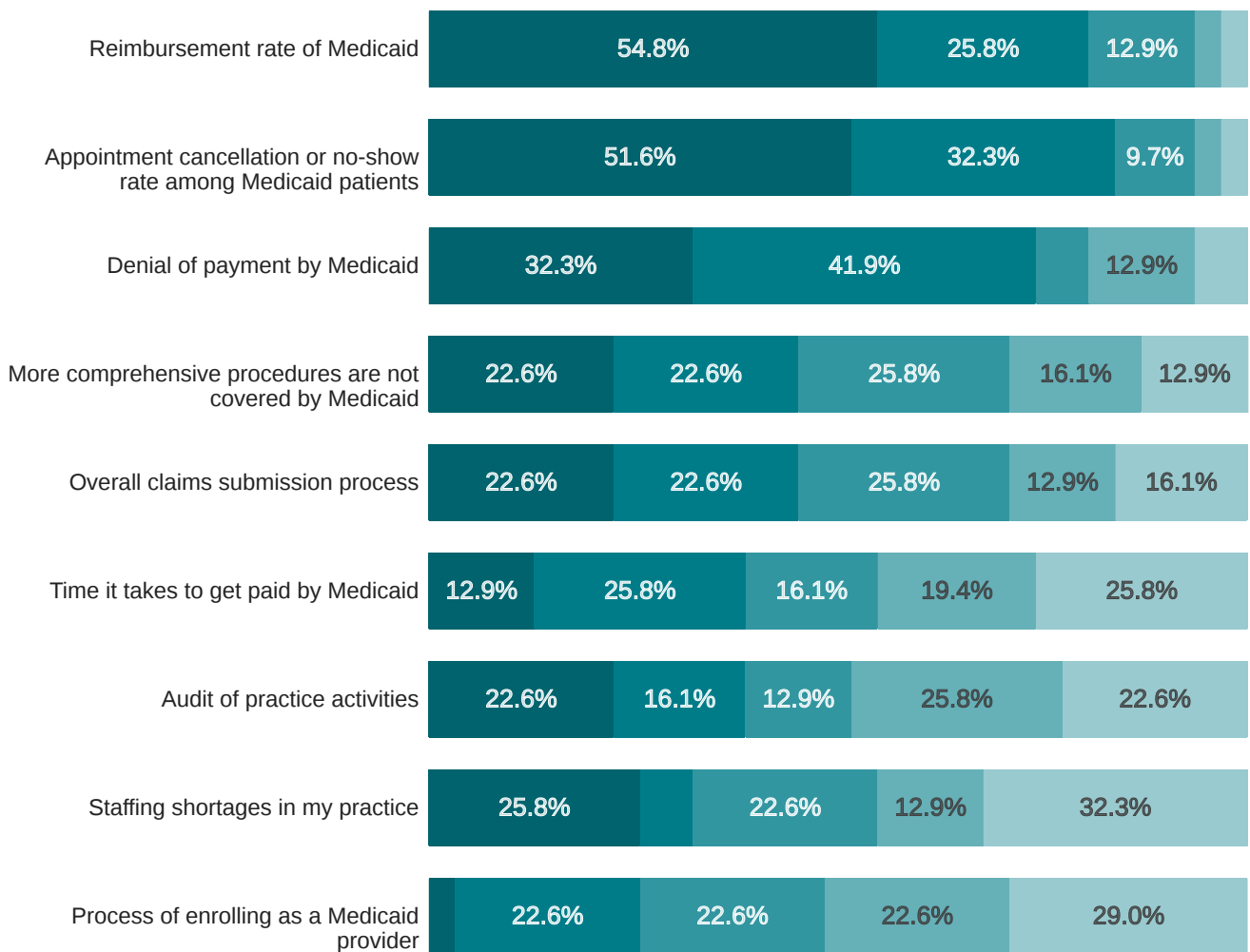




**South Dakota**

**How important are each of these factors in keeping you from treating more Medicaid patients?**

**All respondents**

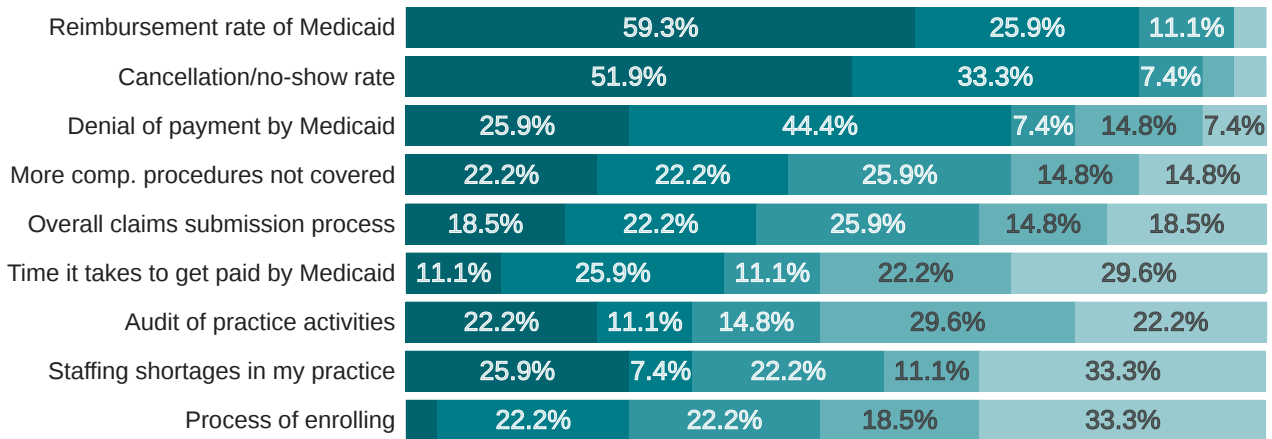


- Extremely important
- Very important
- Moderately important
- Somewhat important
- Not at all important

**South Dakota (continued)**

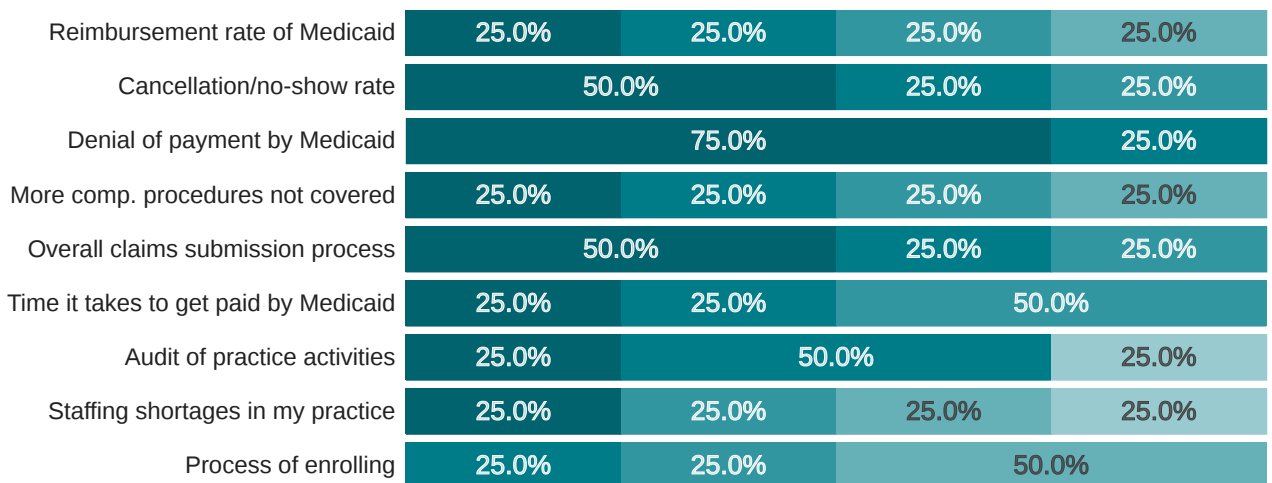
**How important are each of these factors in keeping you from treating more Medicaid patients?**

**Dentists currently treating Medicaid beneficiaries**



- Extremely important
- Very important
- Moderately important
- Somewhat important
- Not at all important

**Dentists *not* currently treating Medicaid beneficiaries**

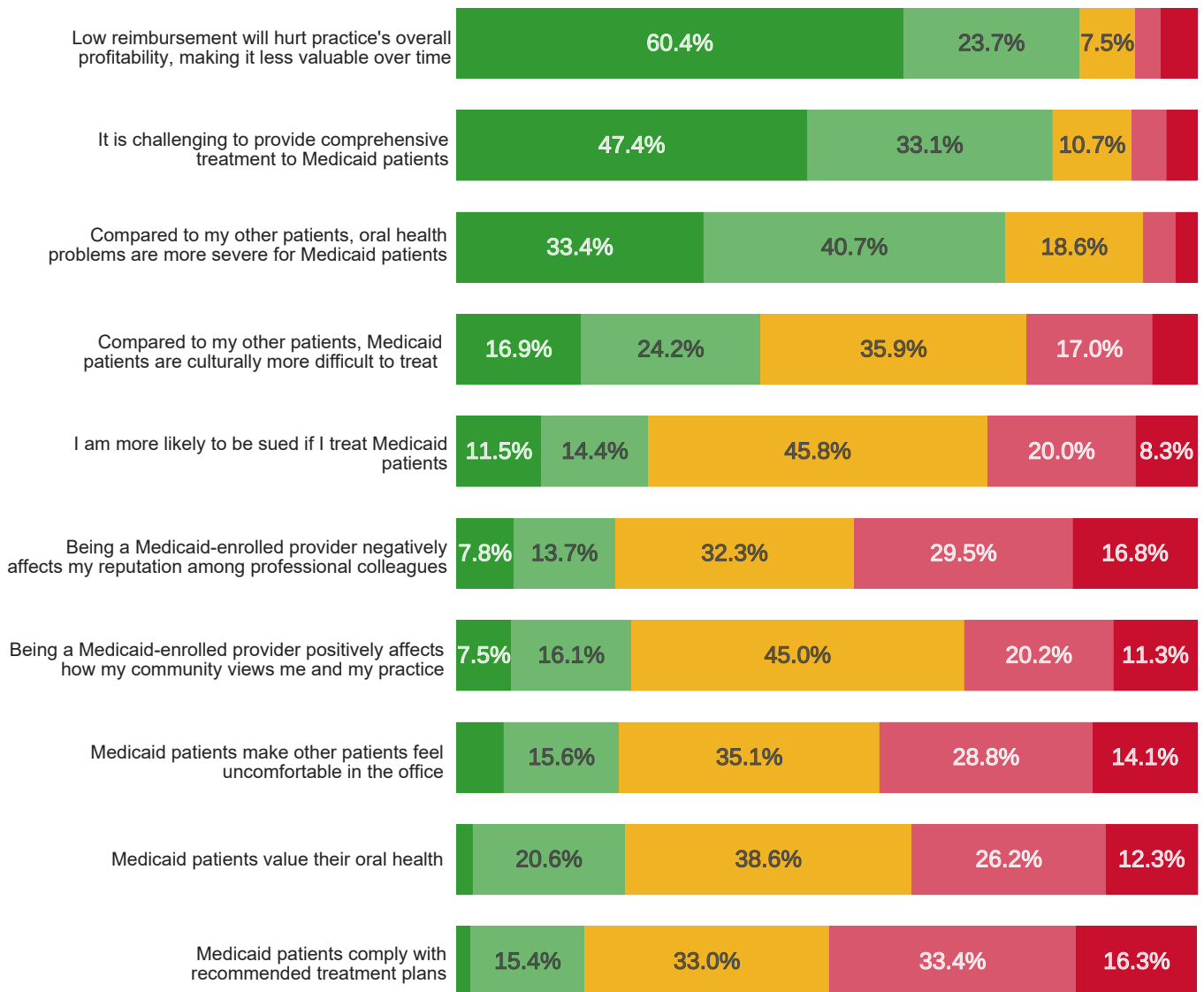


**Perceptions of Medicaid Beneficiaries**

All states

How much do you agree or disagree with the each statement below?

All respondents

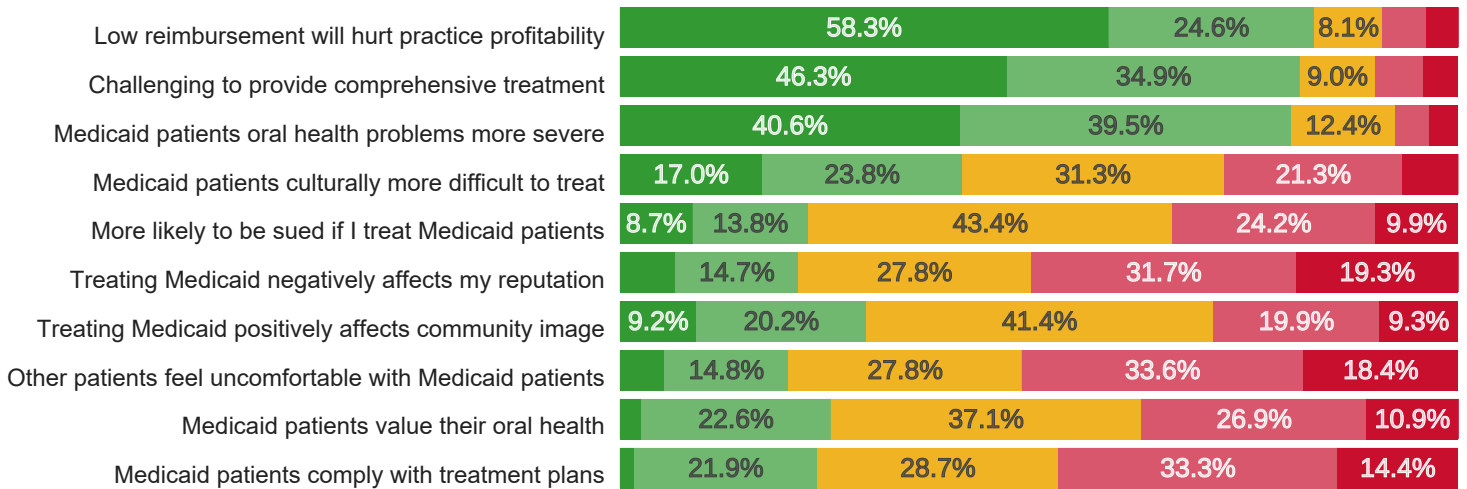


● Strongly agree ● Agree ● Neither agree nor disagree ● Disagree ● Strongly disagree

**All states (continued)**

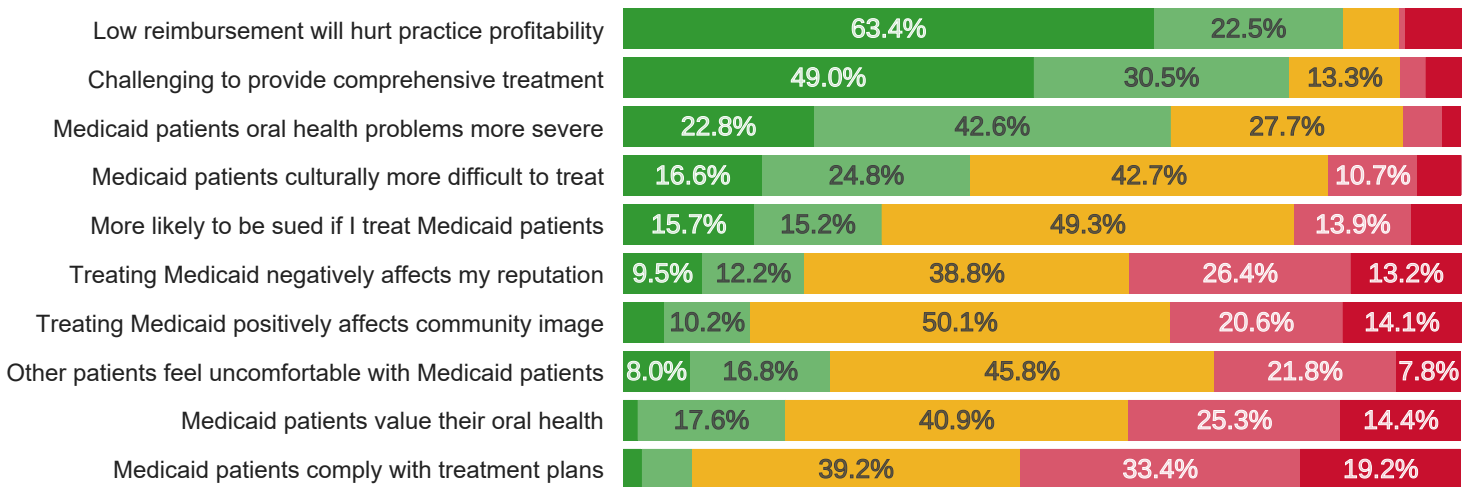
**How much do you agree or disagree with the each statement below?**

**Dentists currently treating Medicaid beneficiaries**



● Strongly agree ● Agree ● Neither agree nor disagree ● Disagree ● Strongly disagree

**Dentists *not* currently treating Medicaid beneficiaries**



Maryland

How much do you agree or disagree with the each statement below?

All respondents

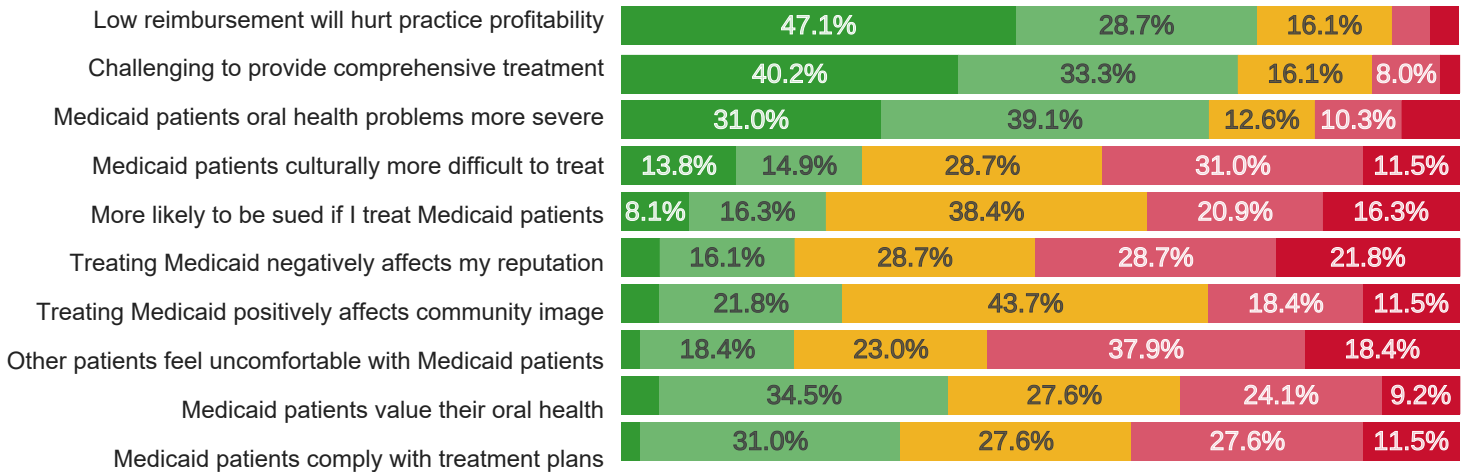


● Strongly agree ● Agree ● Neither agree nor disagree ● Disagree ● Strongly disagree

**Maryland (continued)**

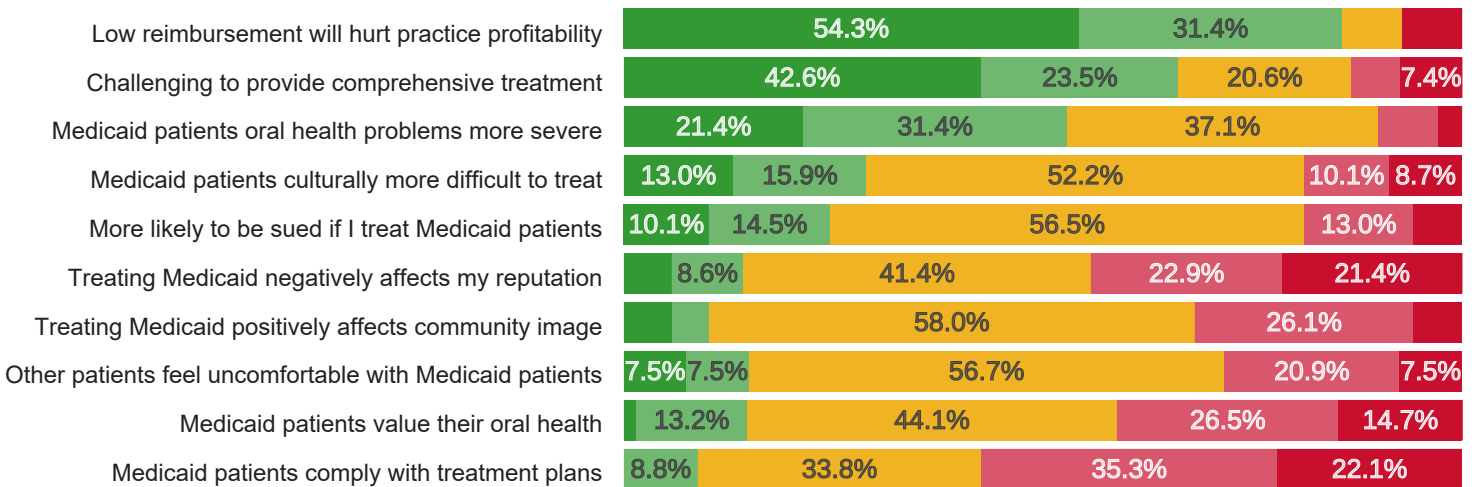
How much do you agree or disagree with the each statement below?

Dentists currently treating Medicaid beneficiaries



● Strongly agree ● Agree ● Neither agree nor disagree ● Disagree ● Strongly disagree

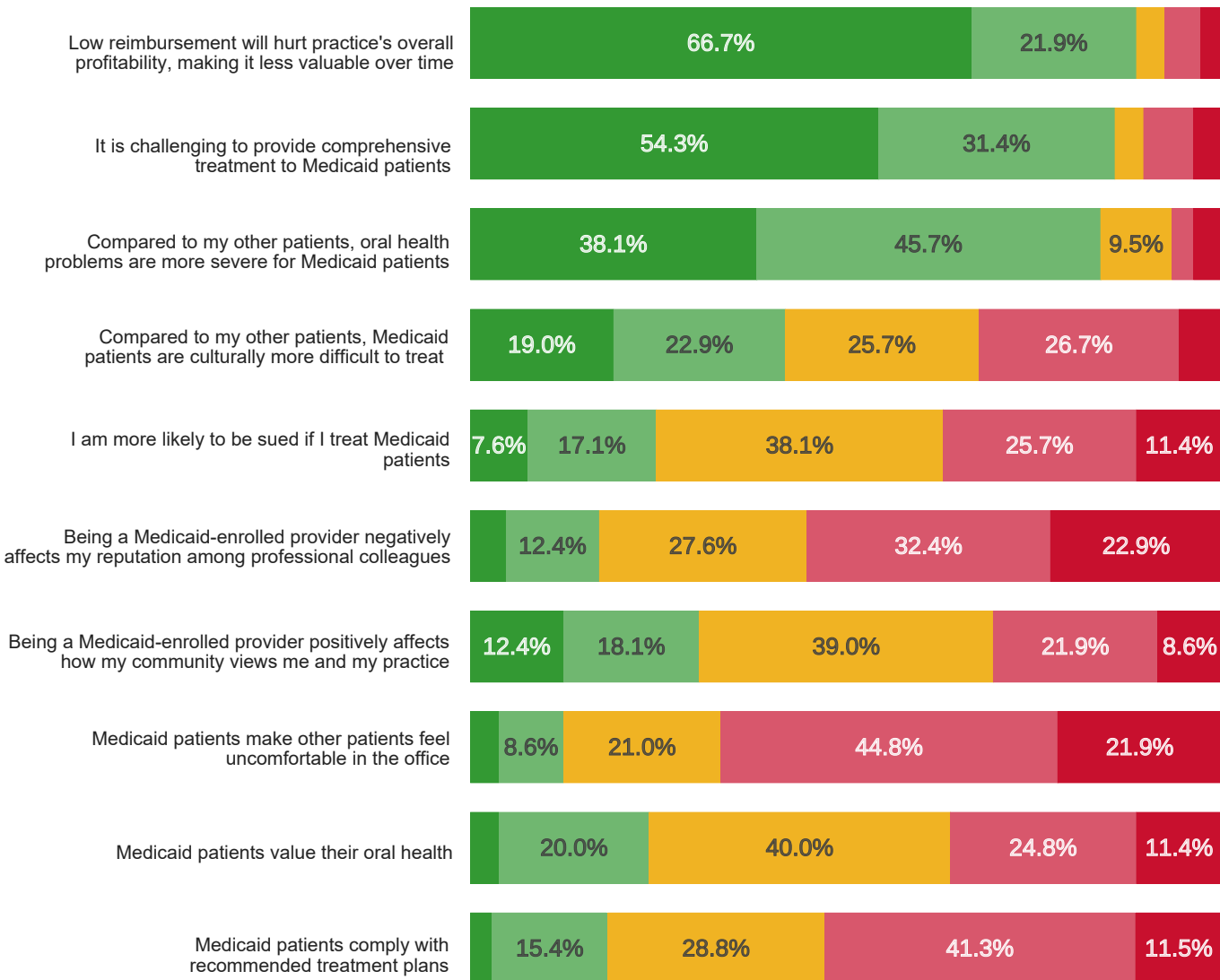
Dentists *not* currently treating Medicaid beneficiaries



**Minnesota**

**How much do you agree or disagree with the each statement below?**

**All respondents**

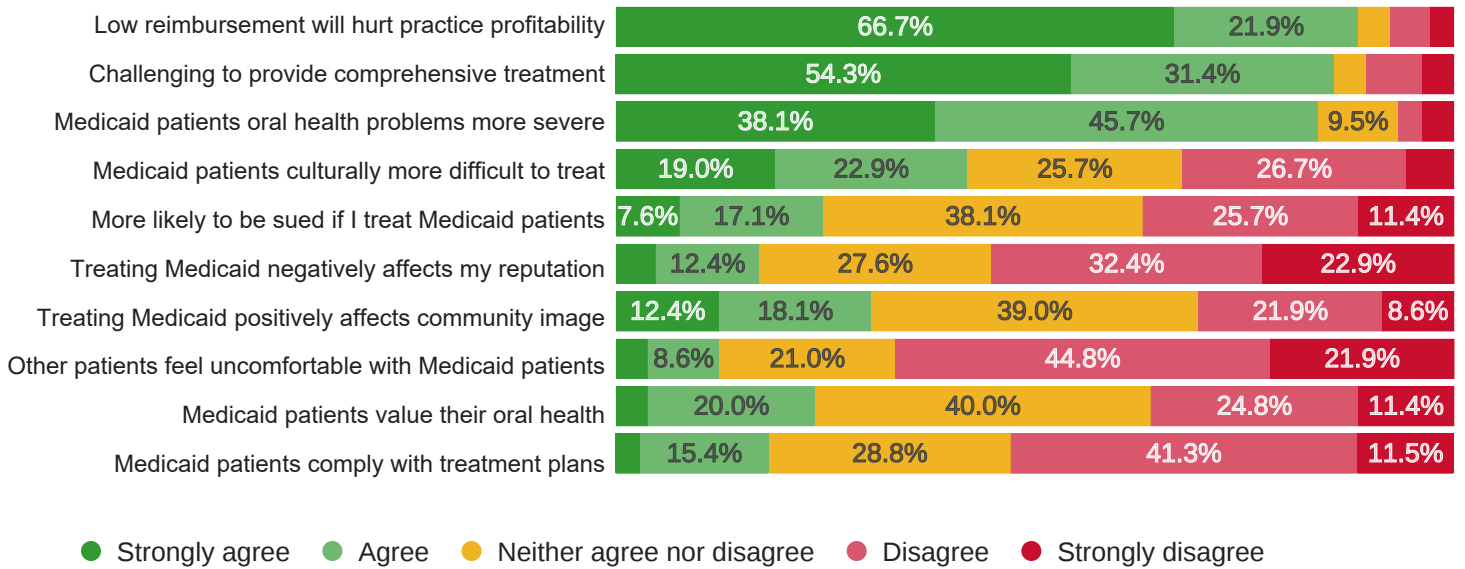


● Strongly agree ● Agree ● Neither agree nor disagree ● Disagree ● Strongly disagree

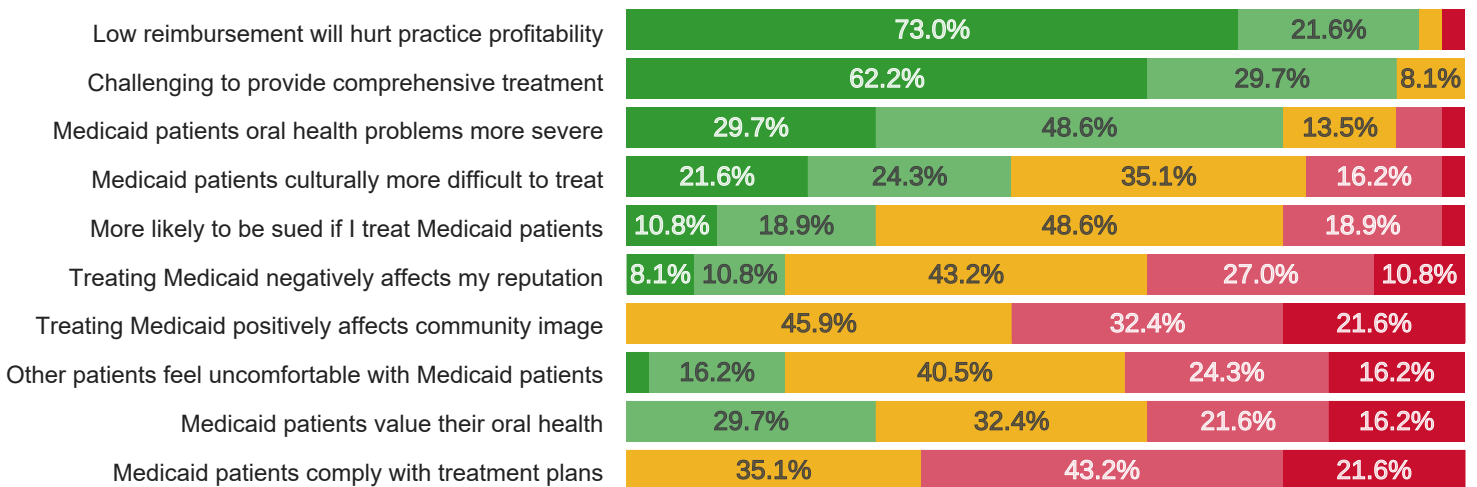
Minnesota (continued)

How much do you agree or disagree with the each statement below?

Dentists currently treating Medicaid beneficiaries



Dentists *not* currently treating Medicaid beneficiaries

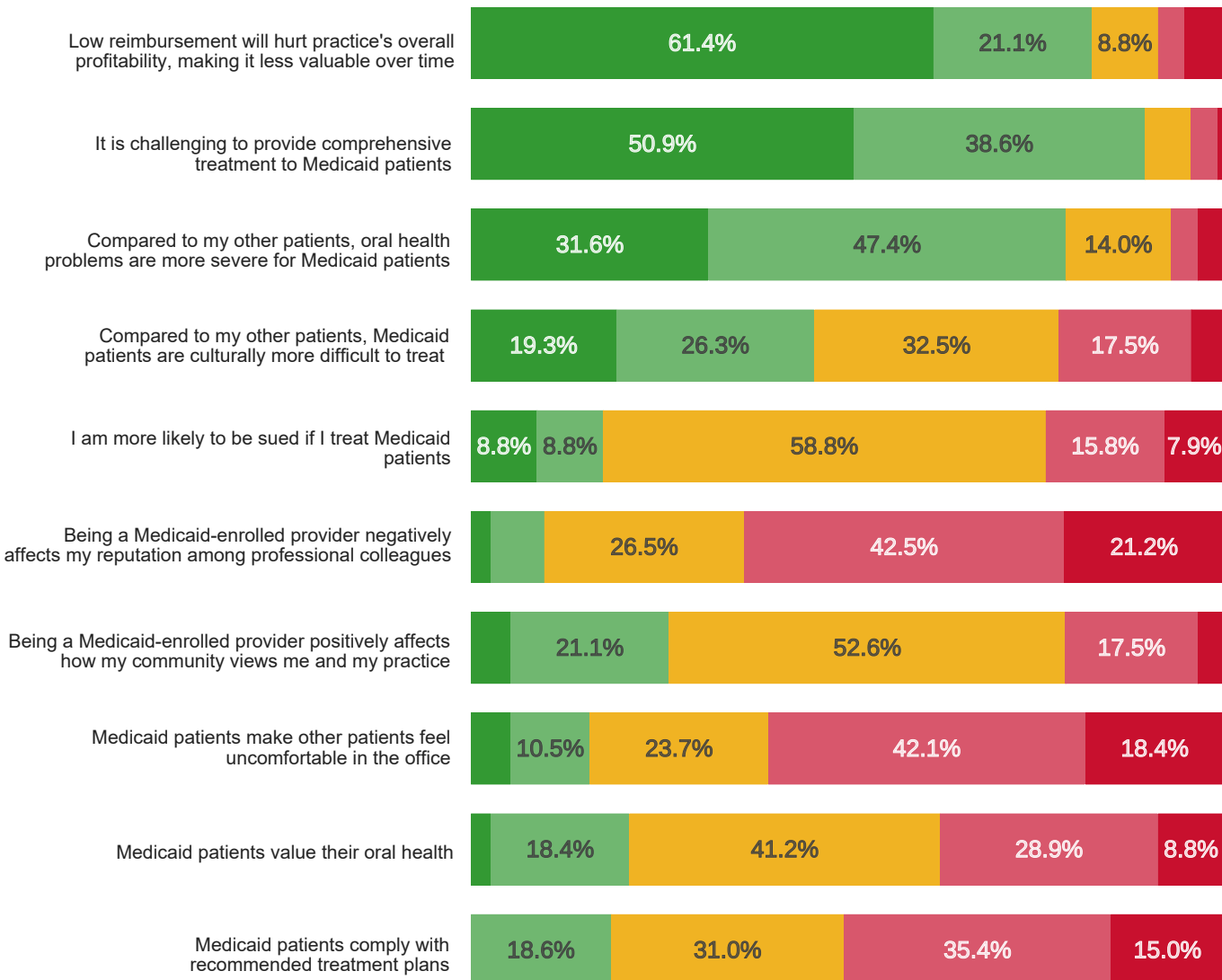




Nebraska

How much do you agree or disagree with the each statement below?

All respondents

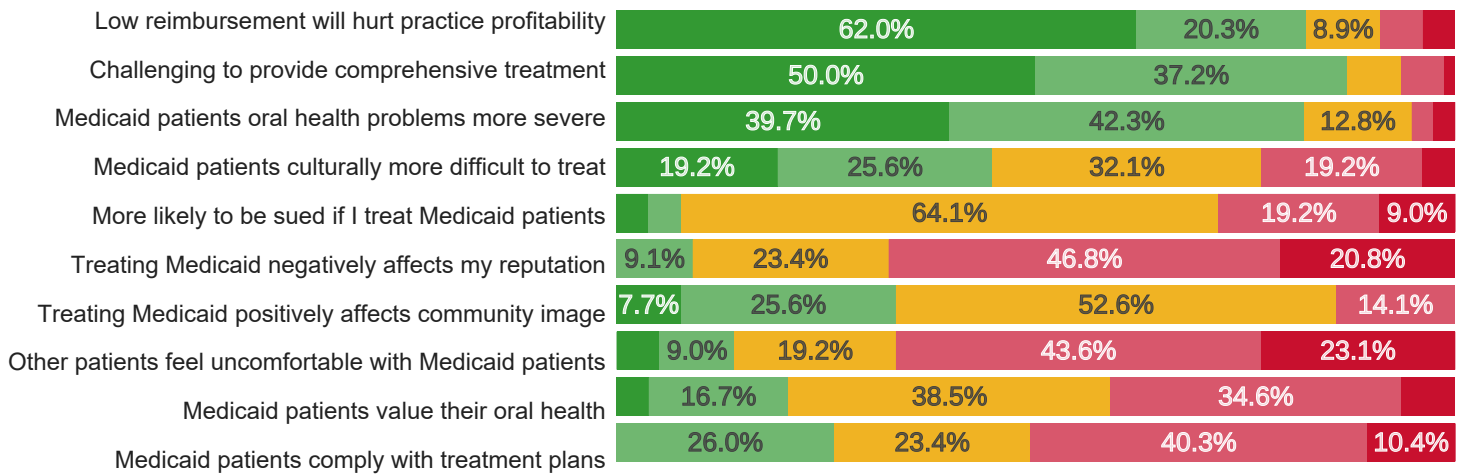


● Strongly agree ● Agree ● Neither agree nor disagree ● Disagree ● Strongly disagree

Nebraska (continued)

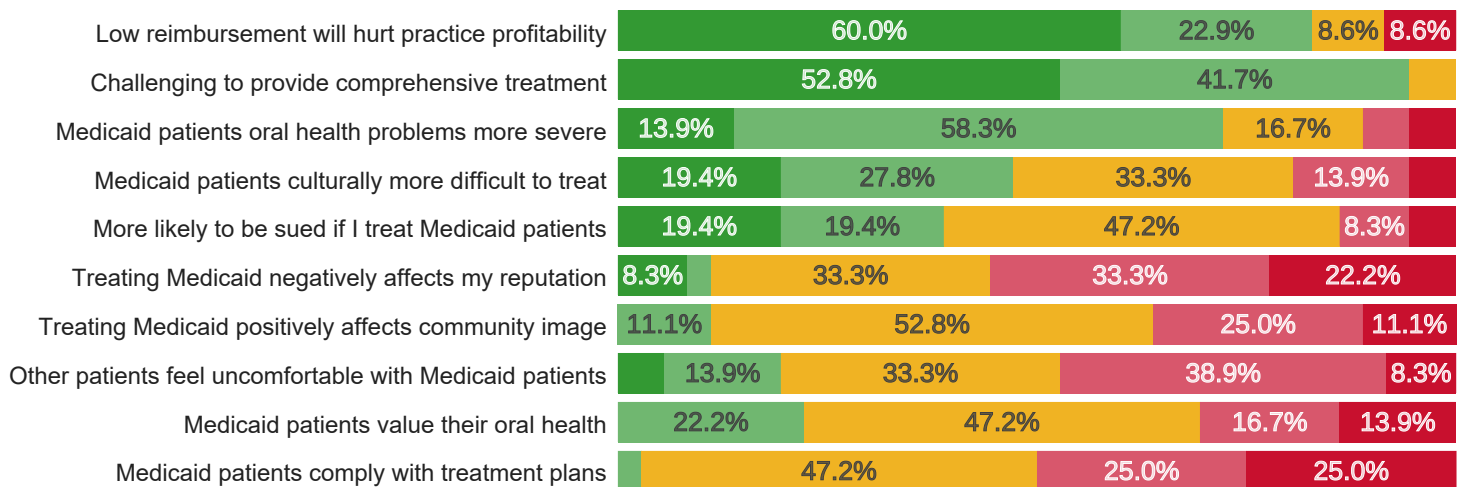
How much do you agree or disagree with the each statement below?

Dentists currently treating Medicaid beneficiaries



● Strongly agree ● Agree ● Neither agree nor disagree ● Disagree ● Strongly disagree

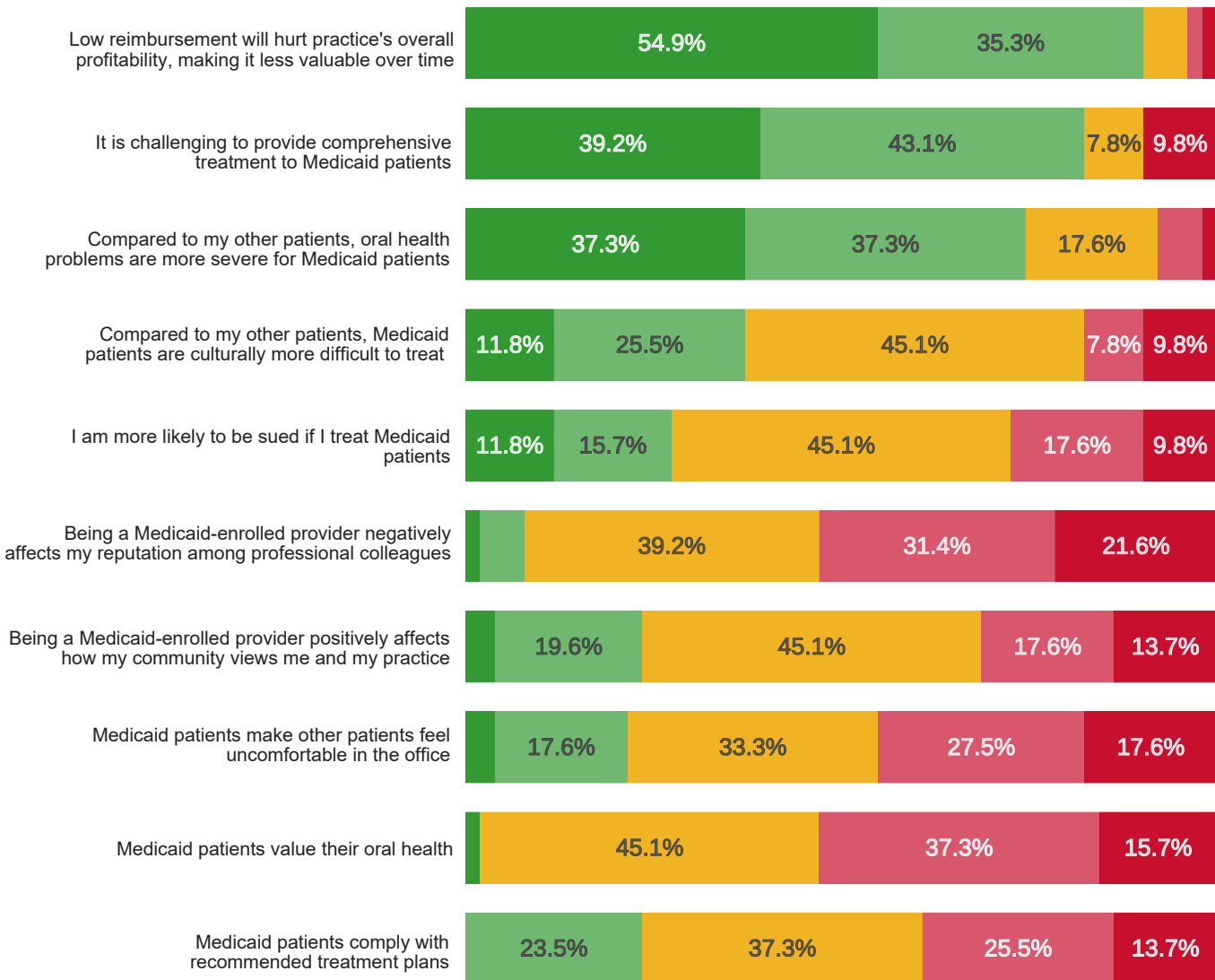
Dentists *not* currently treating Medicaid beneficiaries



**New Hampshire**

**How much do you agree or disagree with the each statement below?**

**All respondents**

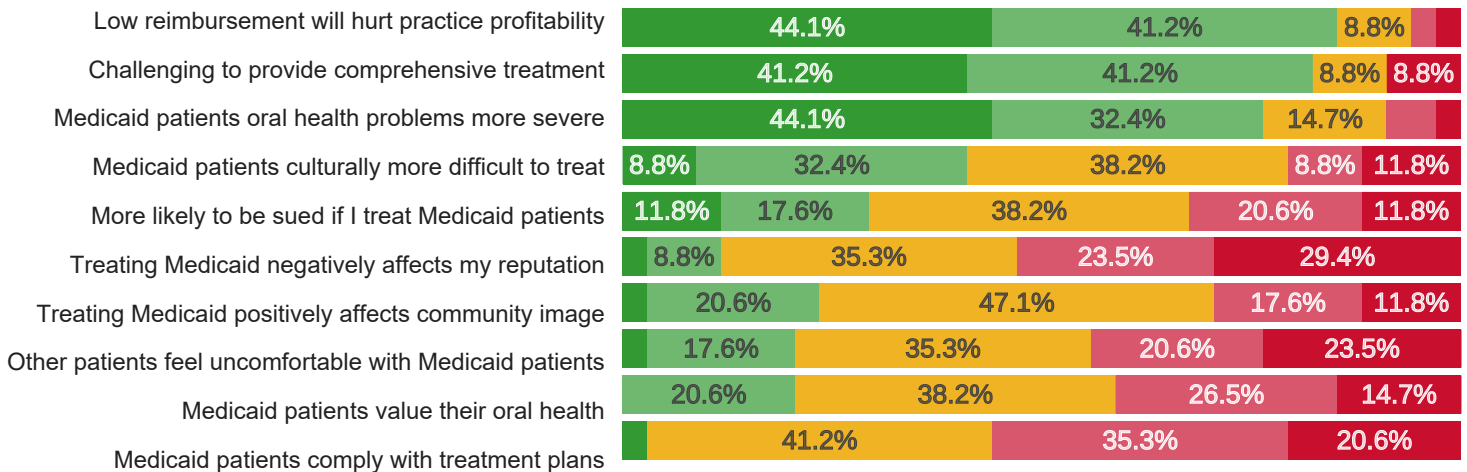


● Strongly agree ● Agree ● Neither agree nor disagree ● Disagree ● Strongly disagree

New Hampshire (continued)

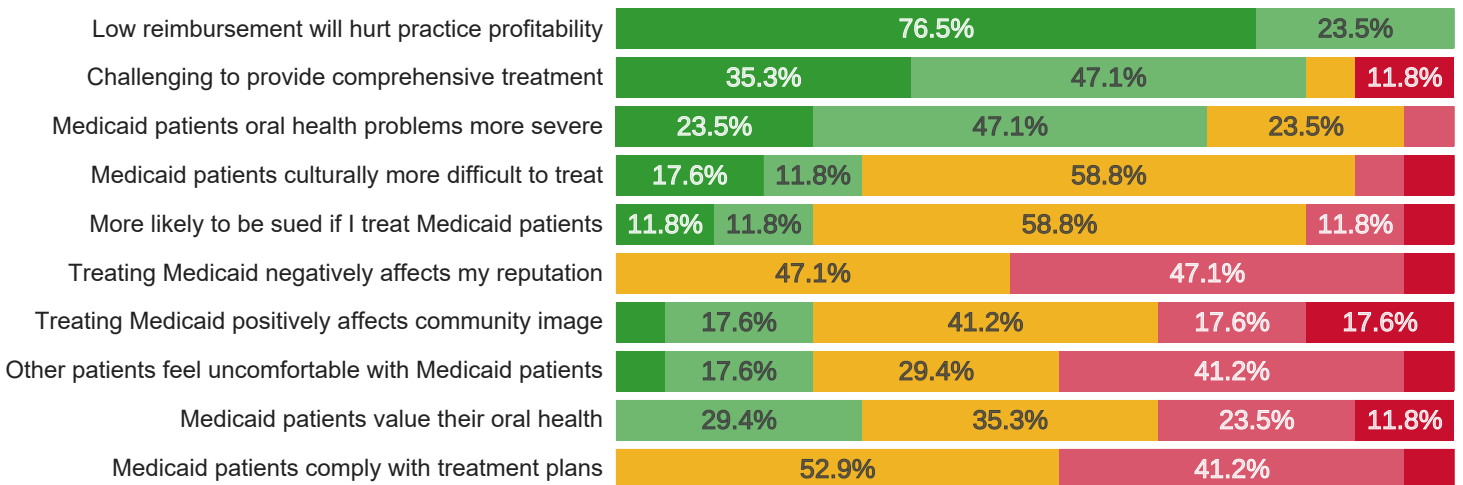
How much do you agree or disagree with the each statement below?

Dentists currently treating Medicaid beneficiaries



● Strongly agree ● Agree ● Neither agree nor disagree ● Disagree ● Strongly disagree

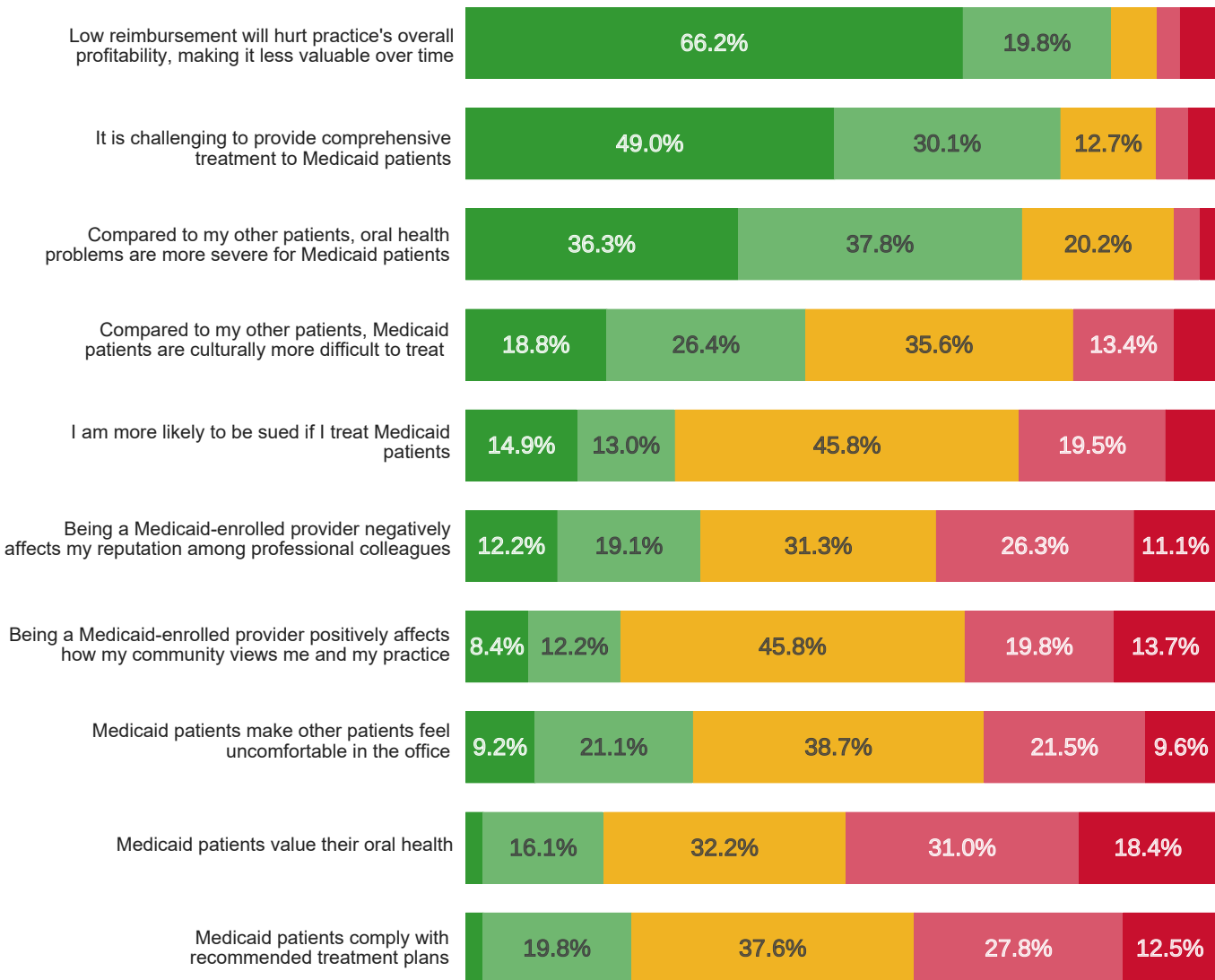
Dentists *not* currently treating Medicaid beneficiaries



**Ohio**

**How much do you agree or disagree with the each statement below?**

**All respondents**

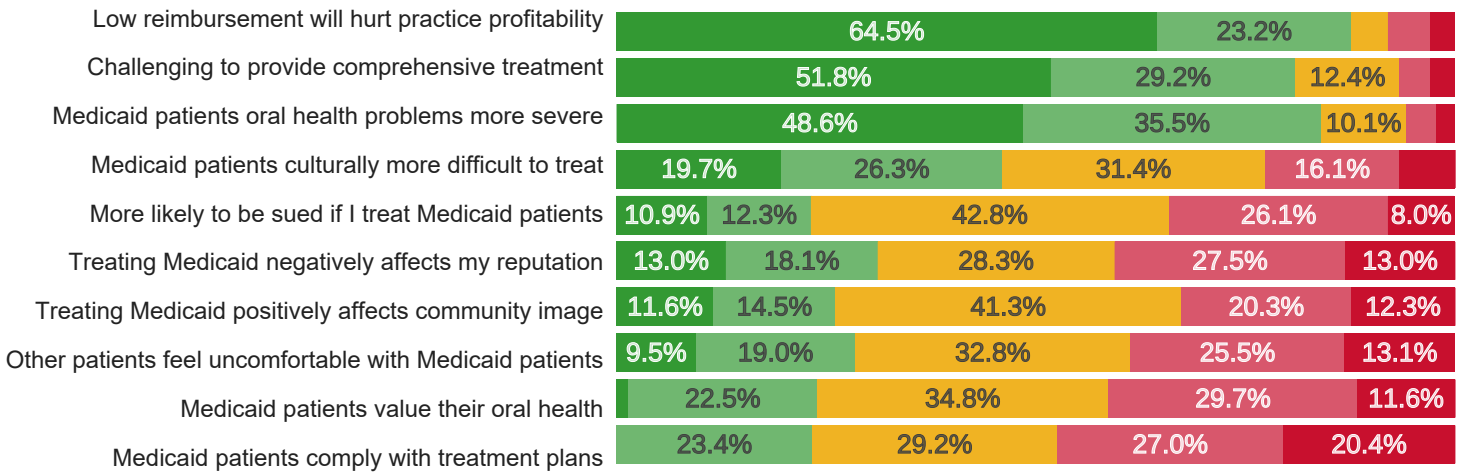


● Strongly agree ● Agree ● Neither agree nor disagree ● Disagree ● Strongly disagree

Ohio (continued)

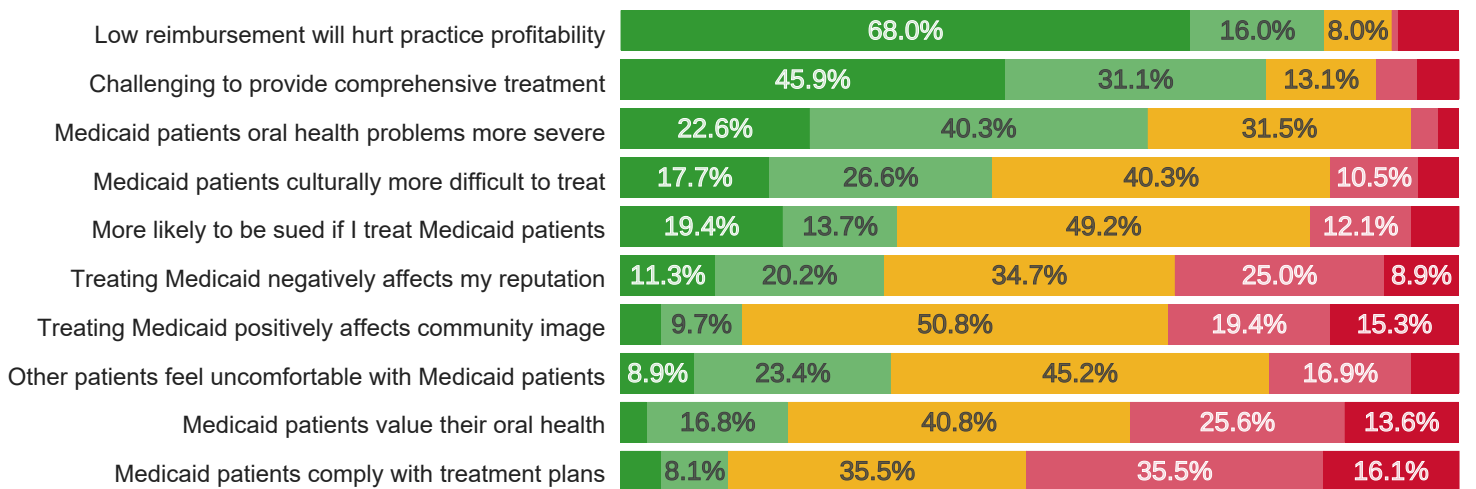
How much do you agree or disagree with the each statement below?

Dentists currently treating Medicaid beneficiaries



● Strongly agree ● Agree ● Neither agree nor disagree ● Disagree ● Strongly disagree

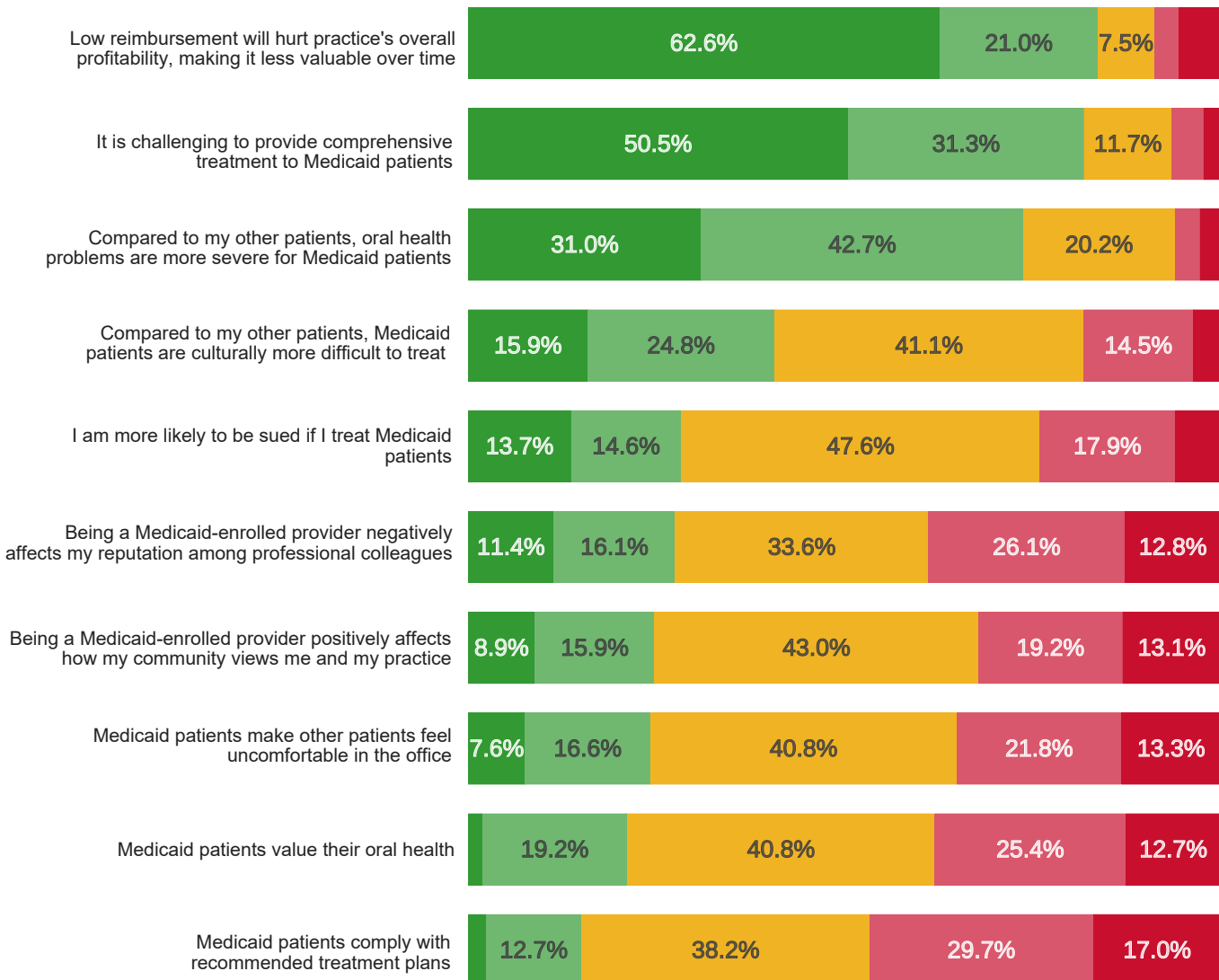
Dentists *not* currently treating Medicaid beneficiaries



**Pennsylvania**

**How much do you agree or disagree with the each statement below?**

**All respondents**

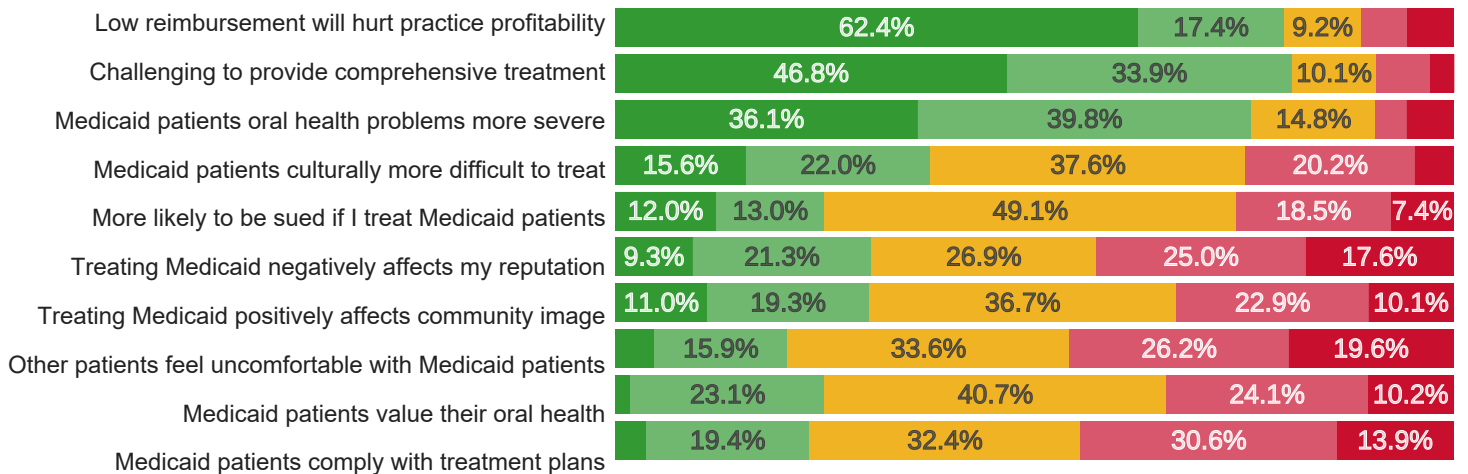


● Strongly agree ● Agree ● Neither agree nor disagree ● Disagree ● Strongly disagree

**Pennsylvania (continued)**

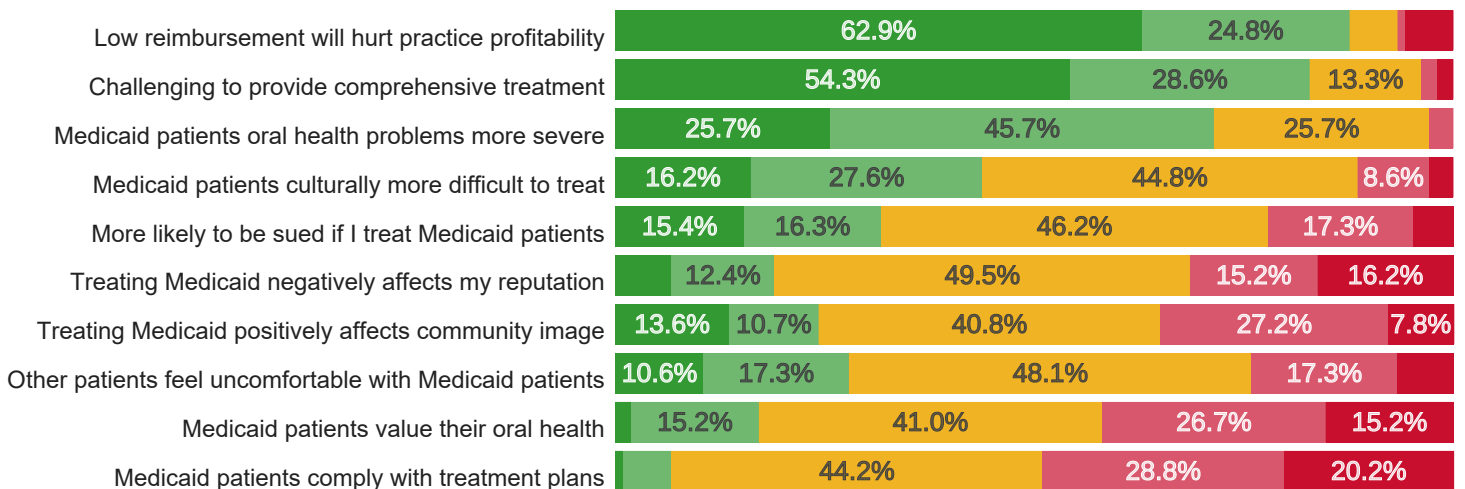
How much do you agree or disagree with the each statement below?

Dentists currently treating Medicaid beneficiaries



● Strongly agree ● Agree ● Neither agree nor disagree ● Disagree ● Strongly disagree

Dentists *not* currently treating Medicaid beneficiaries

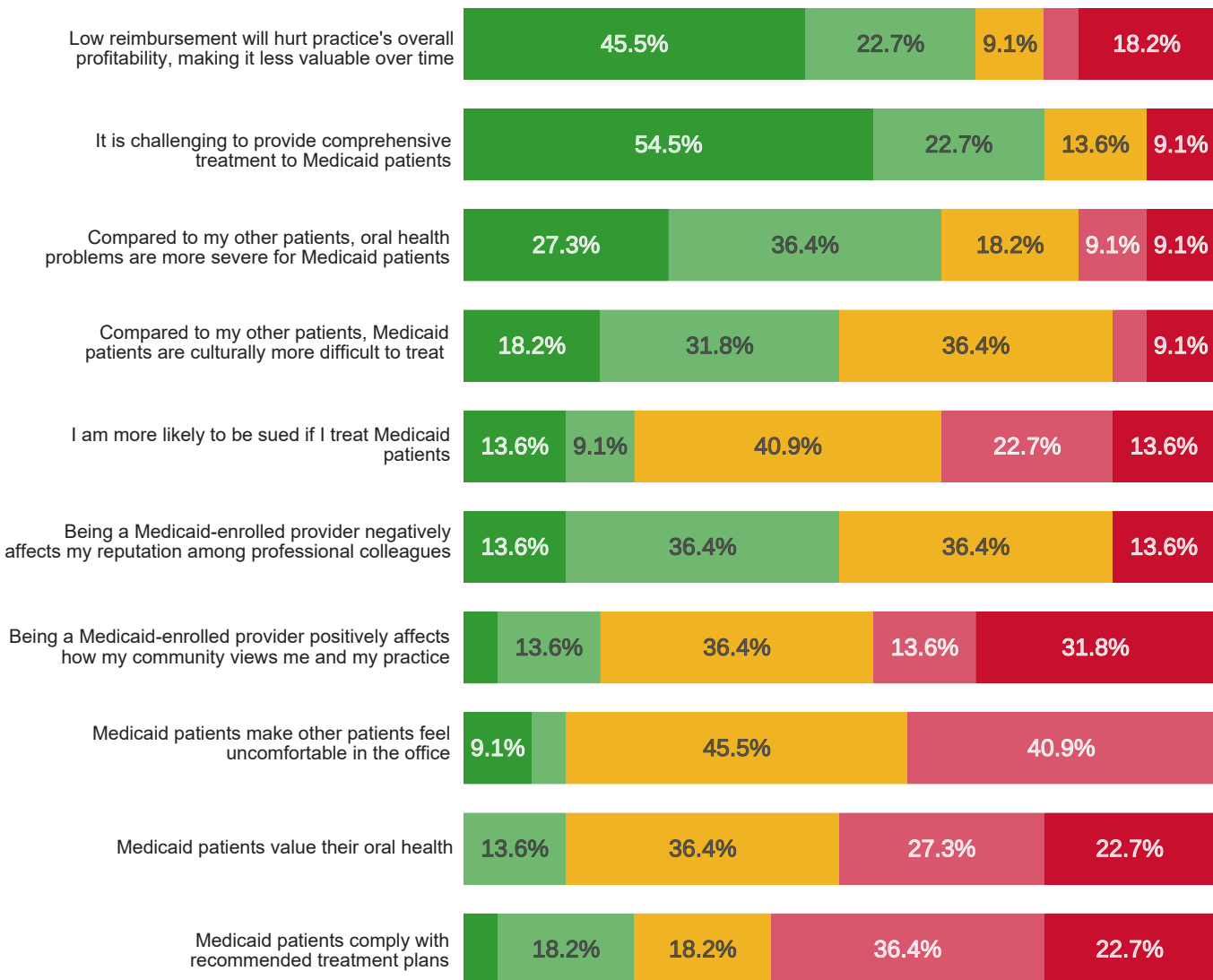




**Rhode Island**

**How much do you agree or disagree with the each statement below?**

**All respondents**

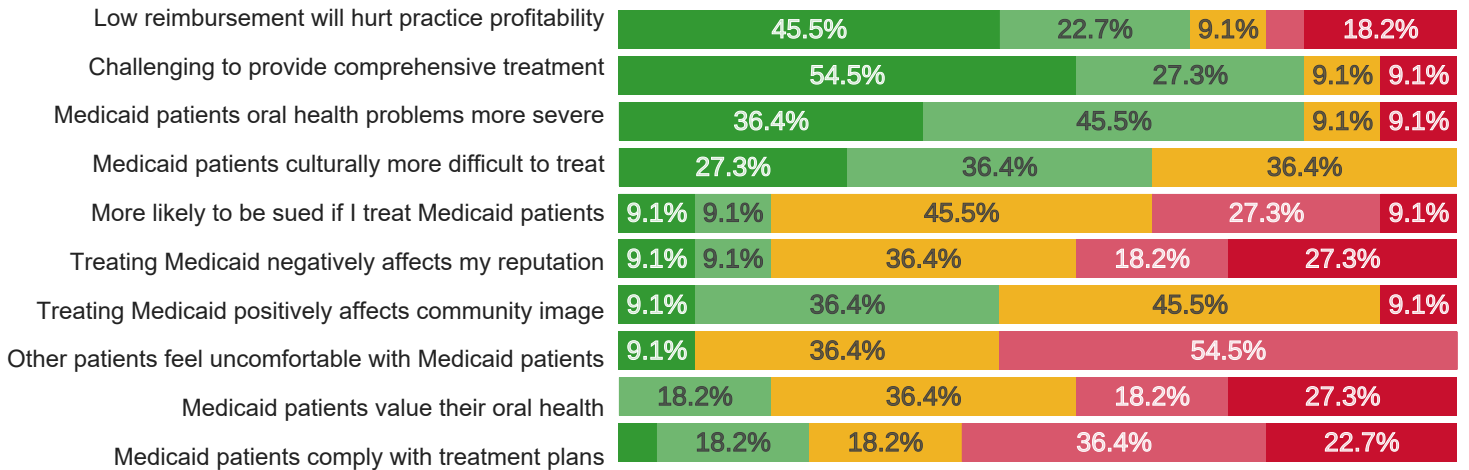


● Strongly agree ● Agree ● Neither agree nor disagree ● Disagree ● Strongly disagree

**Rhode Island (continued)**

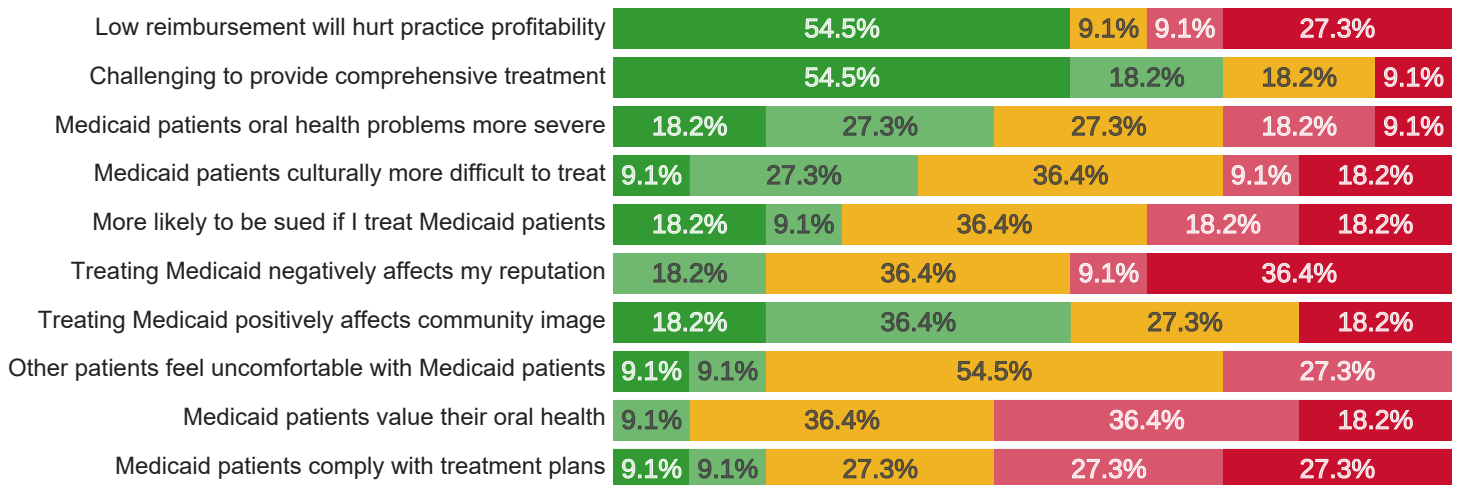
**How much do you agree or disagree with the each statement below?**

**Dentists currently treating Medicaid beneficiaries**



● Strongly agree ● Agree ● Neither agree nor disagree ● Disagree ● Strongly disagree

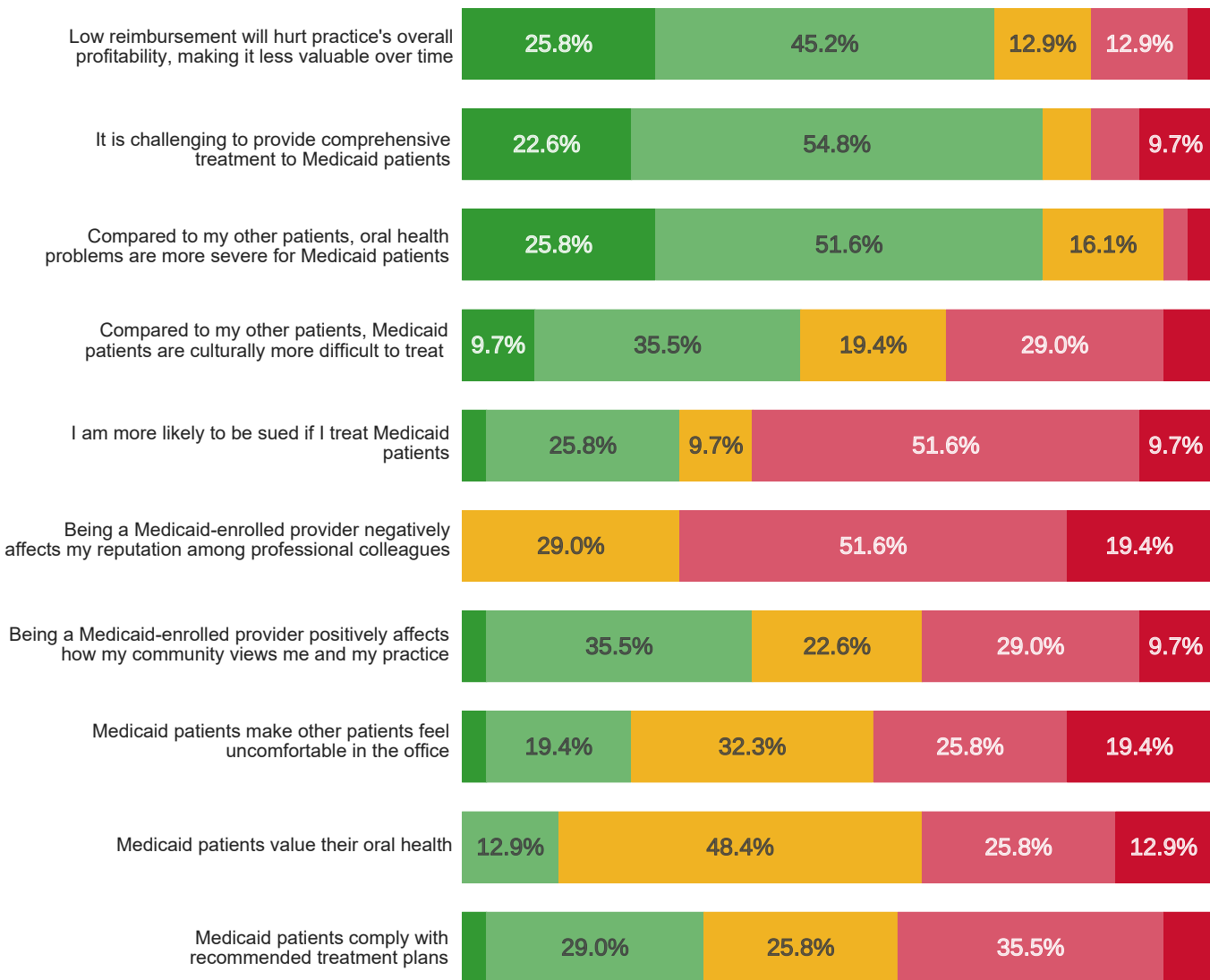
**Dentists *not* currently treating Medicaid beneficiaries**



**South Dakota**

**How much do you agree or disagree with the each statement below?**

**All respondents**

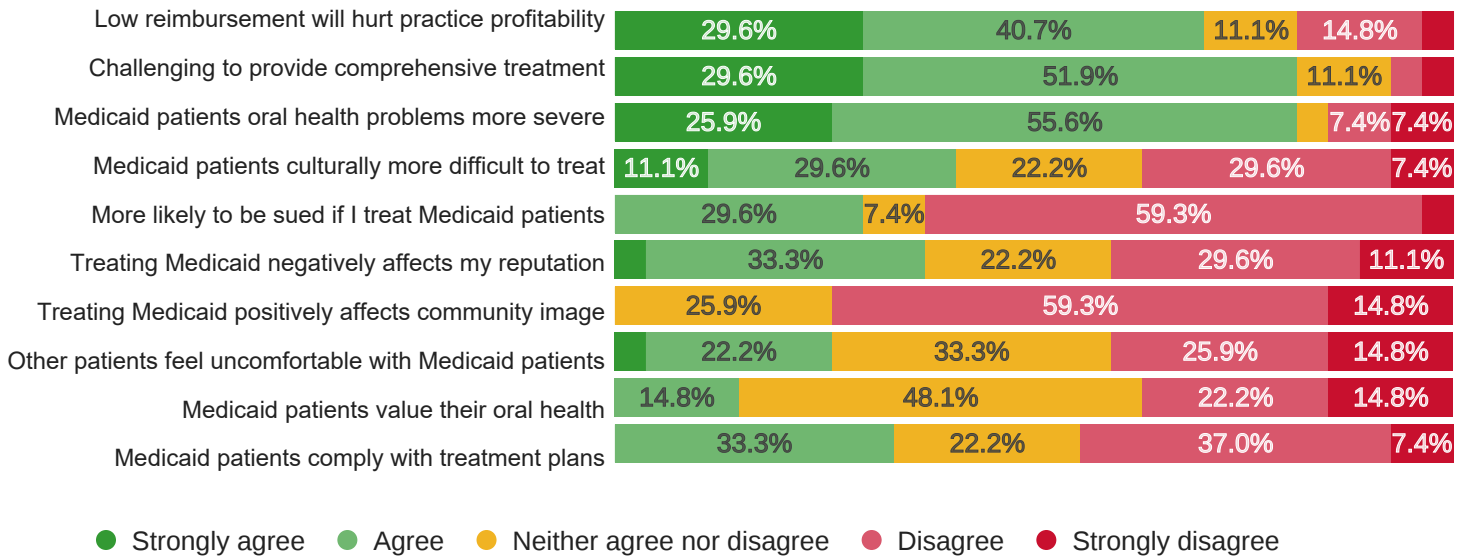


● Strongly agree ● Agree ● Neither agree nor disagree ● Disagree ● Strongly disagree

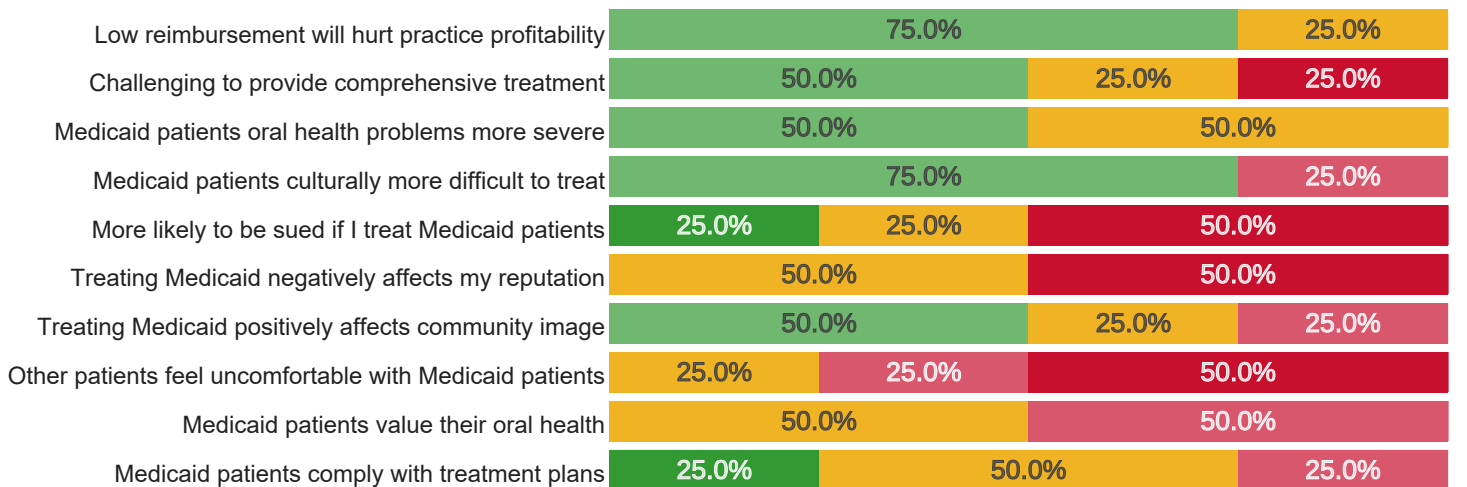
South Dakota (continued)

How much do you agree or disagree with the each statement below?

Dentists currently treating Medicaid beneficiaries



Dentists *not* currently treating Medicaid beneficiaries



***Practice Capacity and Workload***

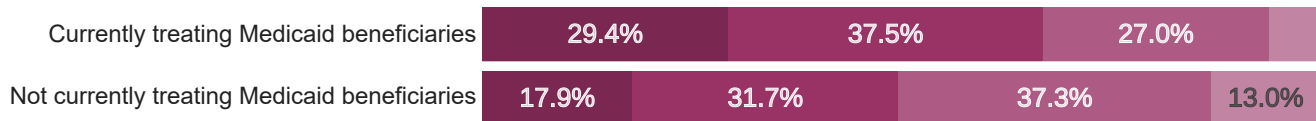
**All states**

**Overall, thinking about the last 12 months, what best describes the capacity of your primary practice to treat patients, regardless of their type of insurance coverage?**

All respondents



● Too busy to treat all ● Treated all but overworked ● Treated all but not overworked ● Not busy enough

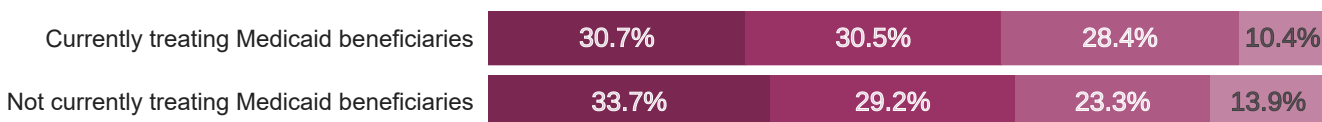


**[If too busy to treat all or able to treat all but overworked] How much is your current workload impacted by staffing challenges in the practice (e.g., not enough staff, unqualified staff)?**

All respondents



● Extremely ● Very much ● Somewhat ● Not at all



**Maryland**

**Overall, thinking about the last 12 months, what best describes the capacity of your primary practice to treat patients, regardless of their type of insurance coverage?**

All respondents



● Too busy to treat all ● Treated all but overworked ● Treated all but not overworked ● Not busy enough

Currently treating Medicaid beneficiaries



Not currently treating Medicaid beneficiaries



**[If too busy to treat all or able to treat all but overworked] How much is your current workload impacted by staffing challenges in the practice (e.g., not enough staff, unqualified staff)?**

All respondents



● Extremely ● Very much ● Somewhat ● Not at all

Currently treating Medicaid beneficiaries



Not currently treating Medicaid beneficiaries



**Minnesota**

**Overall, thinking about the last 12 months, what best describes the capacity of your primary practice to treat patients, regardless of their type of insurance coverage?**

All respondents

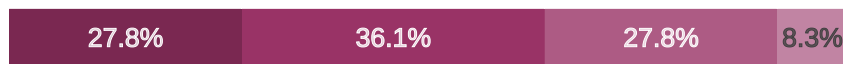


● Too busy to treat all ● Treated all but overworked ● Treated all but not overworked ● Not busy enough

Currently treating Medicaid beneficiaries



Not currently treating Medicaid beneficiaries



**[If too busy to treat all or able to treat all but overworked] How much is your current workload impacted by staffing challenges in the practice (e.g., not enough staff, unqualified staff)?**

All respondents



● Extremely ● Very much ● Somewhat ● Not at all

Currently treating Medicaid beneficiaries



Not currently treating Medicaid beneficiaries



**Nebraska**

**Overall, thinking about the last 12 months, what best describes the capacity of your primary practice to treat patients, regardless of their type of insurance coverage?**

All respondents



● Too busy to treat all ● Treated all but overworked ● Treated all but not overworked ● Not busy enough

Currently treating Medicaid beneficiaries



Not currently treating Medicaid beneficiaries



**[If too busy to treat all or able to treat all but overworked] How much is your current workload impacted by staffing challenges in the practice (e.g., not enough staff, unqualified staff)?**

All respondents



● Extremely ● Very much ● Somewhat ● Not at all

Currently treating Medicaid beneficiaries



Not currently treating Medicaid beneficiaries





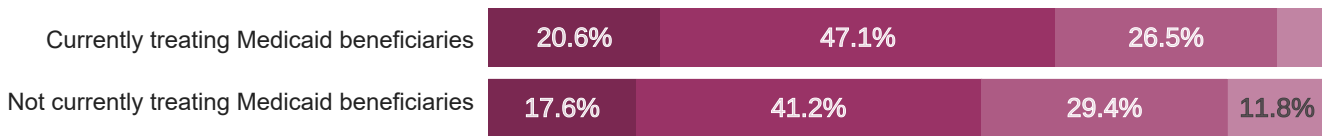
**New Hampshire**

**Overall, thinking about the last 12 months, what best describes the capacity of your primary practice to treat patients, regardless of their type of insurance coverage?**

All respondents



● Too busy to treat all ● Treated all but overworked ● Treated all but not overworked ● Not busy enough

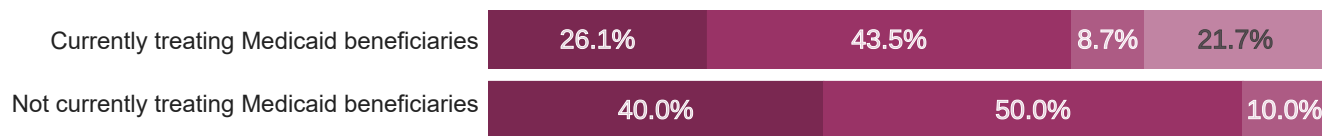


**[If too busy to treat all or able to treat all but overworked] How much is your current workload impacted by staffing challenges in the practice (e.g., not enough staff, unqualified staff)?**

All respondents



● Extremely ● Very much ● Somewhat ● Not at all



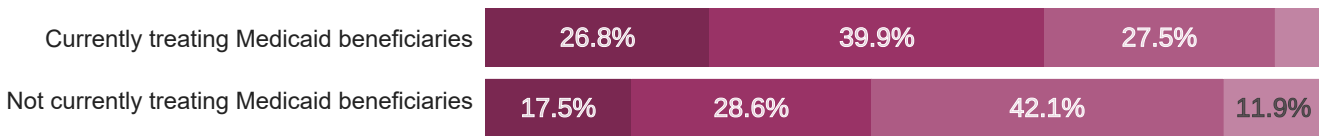
**Ohio**

**Overall, thinking about the last 12 months, what best describes the capacity of your primary practice to treat patients, regardless of their type of insurance coverage?**

All respondents



● Too busy to treat all ● Treated all but overworked ● Treated all but not overworked ● Not busy enough

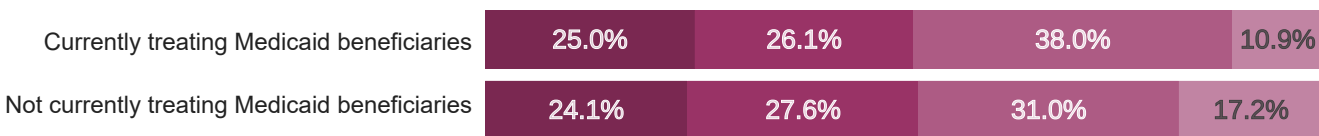


**[If too busy to treat all or able to treat all but overworked] How much is your current workload impacted by staffing challenges in the practice (e.g., not enough staff, unqualified staff)?**

All respondents



● Extremely ● Very much ● Somewhat ● Not at all



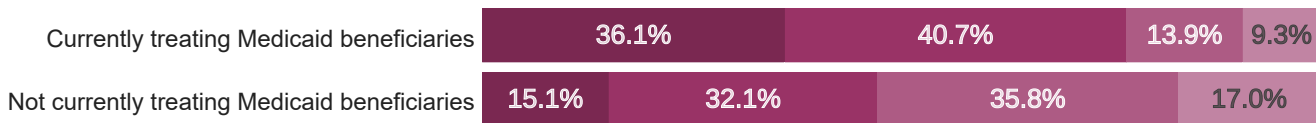
**Pennsylvania**

**Overall, thinking about the last 12 months, what best describes the capacity of your primary practice to treat patients, regardless of their type of insurance coverage?**

All respondents



● Too busy to treat all ● Treated all but overworked ● Treated all but not overworked ● Not busy enough

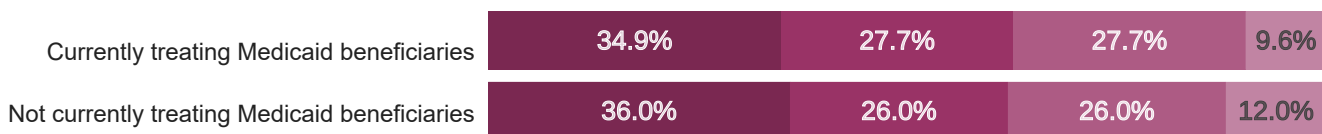


**[If too busy to treat all or able to treat all but overworked] How much is your current workload impacted by staffing challenges in the practice (e.g., not enough staff, unqualified staff)?**

All respondents



● Extremely ● Very much ● Somewhat ● Not at all



**Rhode Island**

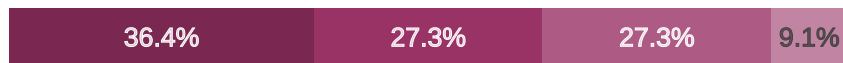
**Overall, thinking about the last 12 months, what best describes the capacity of your primary practice to treat patients, regardless of their type of insurance coverage?**

All respondents



● Too busy to treat all ● Treated all but overworked ● Treated all but not overworked ● Not busy enough

Currently treating Medicaid beneficiaries



Not currently treating Medicaid beneficiaries



**[If too busy to treat all or able to treat all but overworked] How much is your current workload impacted by staffing challenges in the practice (e.g., not enough staff, unqualified staff)?**

All respondents



● Extremely ● Very much ● Somewhat ● Not at all

Currently treating Medicaid beneficiaries



Not currently treating Medicaid beneficiaries



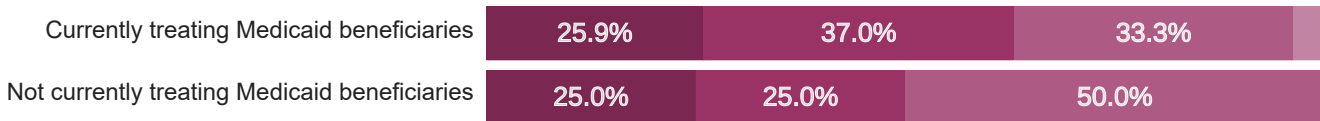
**South Dakota**

**Overall, thinking about the last 12 months, what best describes the capacity of your primary practice to treat patients, regardless of their type of insurance coverage?**

All respondents



● Too busy to treat all ● Treated all but overworked ● Treated all but not overworked ● Not busy enough



**[If too busy to treat all or able to treat all but overworked] How much is your current workload impacted by staffing challenges in the practice (e.g., not enough staff, unqualified staff)?**

All respondents



● Extremely ● Very much ● Somewhat ● Not at all

