

2018 NADP Network Administration Survey

Name

Company

Phone

Email Address

Which type of Dental benefit products does your company currently offer? (Please check all that apply)

1. DHMO
2. DPPO
3. DEPO
4. Dental Indemnity
5. Medicaid/CHIP
6. Medicare
7. Discount Dental/Dental Savings Plan
8. Other _____

Offered Networks

Does your company own/manage its own proprietary network? (Please check all that apply)

1. DHMO
2. DPPO
3. DEPO
4. Discount Dental/Dental Savings Plan
5. Medicaid/CHIP specific
6. Do not own/manage proprietary network
7. Other _____

Does your company lease any provider networks from other dental plans or network management companies? (Please check all that apply)

2018 NADP Network Administration Survey

1. DHMO
2. DPPO
3. DEPO
4. Discount Dental/Dental Savings Plan
5. Medicaid/CHIP specific
6. Do not lease any provider networks
7. Other _____

Do you offer your fully insured group customers a choice of DPPO networks such as a narrow network?

1. Yes, to all groups
2. Yes, but only to certain groups
3. No

Which type of groups do you allow a choice of DPPO networks like narrow networks? (i.e. fully insured/self insured, group size, etc.)

In which states do you offer narrow networks (Select all that apply)?

1. Alabama
2. Alaska
3. Arizona
4. Arkansas
5. California
6. Colorado
7. Connecticut
8. Delaware
9. Florida
10. Georgia
11. Hawaii
12. Idaho
13. Illinois
14. Indiana
15. Iowa
16. Kansas
17. Kentucky
18. Louisiana
19. Maine
20. Maryland
21. Massachusetts
22. Michigan
23. Minnesota
24. Mississippi
25. Missouri
26. Montana
27. Nebraska
28. Nevada
29. New Hampshire
30. New Jersey
31. New Mexico
32. New York

2018 NADP Network Administration Survey

- 33. North Carolina
- 34. North Dakota
- 35. Ohio
- 36. Oklahoma
- 37. Oregon
- 38. Pennsylvania
- 39. Rhode Island
- 40. South Carolina
- 41. South Dakota
- 42. Tennessee
- 43. Texas
- 44. Utah
- 45. Vermont
- 46. Virginia
- 47. Washington
- 48. West Virginia
- 49. Wisconsin
- 50. Wyoming

Credentialing

What is your target and actual percent for the annual recredentialing of your networks?

	Target %	Actual %
DHMO	<input type="checkbox"/>	<input type="checkbox"/>
DPPO	<input type="checkbox"/>	<input type="checkbox"/>

How often do you conduct a recredential process for your networks?

	More than twice a year	Twice a year	Once a year	Once every two years	Once every three years	Less than once every three years (10)
DHMO	<input type="checkbox"/>					
DPPO	<input type="checkbox"/>					
Discount Dental/Dental Savings Plan	<input type="checkbox"/>					

What documents do you require to credential a dentist on your network? Check all that apply.

- 1. License
- 2. DEA (Drug Enforcement Administration)
- 3. CPR card
- 4. W-9

2018 NADP Network Administration Survey

5. Malpractice report
6. Specialty certificate
7. QA (Quality Assurance) certification for office standards
8. Application
9. Other, please specify _____

Do you require credentialing documents on all associates in a practice if they are all under one Tax Identification Number (TIN)?

1. Yes
2. No

Do you credential in house or outsource to a credentialing vendor?

1. Credential in house
2. Outsource to credential vendor

Who do you use as your outsourced credential vendor?

How do you validate the credential documents (Select all that apply)?

1. Request information via a phone call to the dentist's office
2. Request information through an email
3. Request information by mail due to the state regulations
4. Request information by mail even if it is not required by the state regulations
5. Other _____

On average, how long does it take to verify credentials of a new contract?

1. Within 5 business days
2. Within 10 business days
3. Within 15 business days
4. Other _____

On average, what percent of provider applications have missing information?

If you are missing documents in an application, how do you obtain them (Select all the apply)?

1. Request information via a phone call to the dentist's office
2. Request information through an email

2018 NADP Network Administration Survey

3. Request information by mail
4. Other _____

What is the average percent of applications that are denied?

What percent of the network contracts are terminated based on recredentialing?

Of the providers you attempted to recredential for 2017, what percentage actually completed the recredentialing process?

Do you currently offer paperless electronic onboarding for network dentists?

1. Yes
2. No

When are you planning to offer electronic onboarding for network dentists?

1. In the next 6 months
2. In the nex 12 months
3. In the next 2 - 5 years
4. Not planning to offer

What type of a system are you planning to implement and how will it be integrated?

What percentage of dentists are onboarded this way?



Have you expanded your credentialing to include hygienists (affiliated hygienists)?

1. Yes
2. No, and we do not plan to include hygienists
3. No, but we plan to include hygienists

When are you planning to include dental hygienists in your credentialing process?

1. In the next 6 months
2. In the next 12 months
3. In the next 2 - 5 years
4. Not planning to offer

What types of additional or ongoing training do you provide your participating providers?

1. Portal
2. Claim Submission
3. Other _____

Contracting

What is your primary duration of your provider contracts?

1. Less than 1 year
2. 1 year
3. 2 years
4. 3 years
5. 4 years or longer

If a dentist wishes to terminate his contract, what method of notification do you require? Check all that apply.

1. By letter
2. By email
3. By fax
4. By phone
5. Other _____

How many days do you require your providers to give notice of termination?

1. 0 - 15 days
2. 16-30 days
3. 31-60 days
4. 61-90 days
5. longer than 90 days

DHMO

DPPO

Discount Dental/Dental Savings Plan

If an associate is added or terminated at a location, what type of notification do you require to make changes in your system? Check all that apply.

1. Written notification
2. Notification by email
3. Notification by phone
4. Other _____

To add a new contract

To add a new associate to an old contract

To add a new location to an old contract

To remove a terminated contract

2018 NADP Network Administration Survey

To make file changes (for example, address or TIN)

What are you doing to comply with the growing attestation needs within the industry ?

Directories

How frequently is your online provider search updated? Check all that apply.

1. On demand
2. Daily
3. Once per week
4. Once a month
5. Once every 3 months
6. Other _____

To add a new contract once it is activated within the system

To make file changes once they are processed within the system

To remove terminated contracts once the providers' terminations have been processed within the system

Staffing

Do your recruiters recruit for ?

1. all products
2. product specific segments
3. Other _____

Please provide the total number of field recruiters that focus on: (enter 0 if you don't have field recruiters)

	New recruiters only	Retention only	Both new recruitment & retention
DHMO	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DPPO	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discount Dental/Dental Savings Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide the total number of telephone-based recruiters that focus on: (enter 0 if you don't have telephone-based recruiters)

	New recruitment only	Retention only	Both new recruitment & retention
DHMO	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DPPO	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discount Dental/Dental Savings Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What is your compensation strategy for new business recruiters and retention recruiters?

1. Salary
2. Incentive
3. Salary + Incentive

Payments and Discounts

When your organization processes a claim from a provider that has multiple network arrangements (direct contract, leased, co-leased) with you, how do you determine which fee schedule to use to price the claim?

2018 NADP Network Administration Survey

1. Pre-arranged network hierarchy for all claims
2. The network with the largest discount, determined on an individual provider basis
3. The network with the largest discount, determined on a 3-digit zip basis
4. The network with the largest discount, determined on a MSA basis
5. Other _____

Do you use this method to determine the appropriate fee at the claim level or the service line level?

1. Claim level
2. Service line level

How satisfied are you with the method you are currently using to price your claims?

1. Very Satisfied
2. Satisfied
3. Neutral
4. Dissatisfied
5. Very Dissatisfied

How satisfied are providers with the method you are currently using to price your claims?

1. Very Satisfied
2. Satisfied
3. Neutral
4. Dissatisfied
5. Very Dissatisfied

What is the average discount for providers on your proprietary and/or leased DPPO networks?

	Proprietary networks	Leased networks
Generalists	<input type="checkbox"/>	<input type="checkbox"/>
Specialists	<input type="checkbox"/>	<input type="checkbox"/>

How do you calculate discounts for DPPO networks

	Proprietary Networks	Leased Networks
Based on Usual and Customary Fees	<input type="checkbox"/>	<input type="checkbox"/>
Based on a Schedule of Fees	<input type="checkbox"/>	<input type="checkbox"/>

What percent of claims filed for services provided in 2017 are in each of the following networks?

2018 NADP Network Administration Survey

	Proprietary network(s)	All Leased networks	N/A
DHMO	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DPPO	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have government business, do the following programs have the same, less or more discounted fees than your commercial business:

	Greater	Same	Lower	N/A
Medicare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tricare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FEDVIP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VADIP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medicaid	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What percentage of your proprietary DPPO network is set at a standard fee schedule

What percentage of your proprietary DPPO network is set at a custom fee schedule?

What percentage of DPPO claims fall into the following discount ranges?

	Discount off fixed amounts/fee schedules	Discount off billing charges
40%+	<input type="checkbox"/>	<input type="checkbox"/>

2018 NADP Network Administration Survey

35-40%	<input type="checkbox"/>	<input type="checkbox"/>
30-35%	<input type="checkbox"/>	<input type="checkbox"/>
25-30%	<input type="checkbox"/>	<input type="checkbox"/>
20-25%	<input type="checkbox"/>	<input type="checkbox"/>
15-20%	<input type="checkbox"/>	<input type="checkbox"/>
10-15%	<input type="checkbox"/>	<input type="checkbox"/>
5- 10%	<input type="checkbox"/>	<input type="checkbox"/>
less than 5%	<input type="checkbox"/>	<input type="checkbox"/>
less than 2%	<input type="checkbox"/>	<input type="checkbox"/>

How do your members identify the provider network they are to be using for in-network benefits? (check all that apply)

	DPPO	DHMO
ID Cards	<input type="checkbox"/>	<input type="checkbox"/>
Initial Benefit packet	<input type="checkbox"/>	<input type="checkbox"/>
Website member portal	<input type="checkbox"/>	<input type="checkbox"/>
Customer Service	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>

What percentage of all participating DHMO dentists were utilized by your members in 2017?

What percentage of all participating DPPO dentists were utilized by your members in 2017?