

Contact Information

Name :

Company :

Phone :

Email Address :

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

DHMO

DPPO

DEPO

Dental Indemnity

Medicaid/CHIP

Medicare

Other

Offered Networks

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

DHMO

DPPO

DEPO

Discount

Medicaid/CHIP specific

Do not own/manage proprietary network

Other

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

- DHMO
- DPPO
- DEPO
- Discount
- Medicaid/CHIP specific
- Do not lease any provider networks
- Other

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

- Yes, to all groups
- Yes, but only to certain groups
- 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)?

- | | | |
|---|---|--|
| <input type="checkbox"/> Alabama | <input type="checkbox"/> Alaska | <input type="checkbox"/> Arizona |
| <input type="checkbox"/> Arkansas | <input type="checkbox"/> California | <input type="checkbox"/> Colorado |
| <input type="checkbox"/> Connecticut | <input type="checkbox"/> Delaware | <input type="checkbox"/> Florida |
| <input type="checkbox"/> Georgia | <input type="checkbox"/> Hawaii | <input type="checkbox"/> Idaho |
| <input type="checkbox"/> Illinois Indiana | <input type="checkbox"/> Iowa | <input type="checkbox"/> Kansas |
| <input type="checkbox"/> Kentucky | <input type="checkbox"/> Louisiana | <input type="checkbox"/> Maine |
| <input type="checkbox"/> Maryland | <input type="checkbox"/> Massachusetts | <input type="checkbox"/> Michigan |
| <input type="checkbox"/> Minnesota | <input type="checkbox"/> Mississippi | <input type="checkbox"/> Missouri |
| <input type="checkbox"/> Montana Nebraska | <input type="checkbox"/> Nevada | <input type="checkbox"/> New Hampshire |
| <input type="checkbox"/> New Jersey | <input type="checkbox"/> New Mexico | <input type="checkbox"/> New York |
| <input type="checkbox"/> North Carolina | <input type="checkbox"/> North Dakota | <input type="checkbox"/> Ohio |
| <input type="checkbox"/> Oklahoma | <input type="checkbox"/> Oregon | <input type="checkbox"/> Pennsylvania |
| <input type="checkbox"/> Rhode Island | <input type="checkbox"/> South Carolina | <input type="checkbox"/> South Dakota |
| <input type="checkbox"/> Tennessee | <input type="checkbox"/> Texas | <input type="checkbox"/> Utah |
| <input type="checkbox"/> Vermont | <input type="checkbox"/> Virginia | <input type="checkbox"/> Washington |
| <input type="checkbox"/> West Virginia | <input type="checkbox"/> Wisconsin | <input type="checkbox"/> Wyoming |

Credentialing

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

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

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="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
DPPO	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

- | | |
|--|--|
| <input type="checkbox"/> License | <input type="checkbox"/> DEA (Drug Enforcement Administration) |
| <input type="checkbox"/> CPR card | <input type="checkbox"/> W-9 |
| <input type="checkbox"/> Malpractice report | <input type="checkbox"/> Specialty certificate |
| <input type="checkbox"/> QA (Quality Assurance) certification for office standards | <input type="checkbox"/> Application |
| <input type="checkbox"/> Other, please specify | |

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

- Yes
- No

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

- Credential in house
- Outsource to credential vendor

Who do you use as your outsourced credential vendor?

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

- Request information via a phone call to the dentist's office
- Request information through an email
- Request information by mail due to the state regulations
- Request information by mail even if it is not required by the state regulations
- Other

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

- Within 5 business days
- Within 10 business days
- Within 15 business days
- 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)?

- Request information via a phone call to the dentist's office
- Request information through an email
- Request information by mail
- 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 2016, what percentage actually completed the recredentialing process?

Do you currently offer paperless electronic onboarding for network dentists?

- Yes
- No

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

- In the next 6 months
- In the nex 12 months
- In the next 2 – 5 years
- 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)?

- Yes
- No, and we do not plan to include hygienists
- No, but we plan to include hygienists

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

- In the next 6 months
- In the next 12 months
- In the next 2 – 5 years
- Not planning to offer

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

- Portal
- Claim Submission
- Other

Contracting

What is your primary duration of your provider contracts?

- Less than 1 year
- 1 year
- 2 years
- 3 years
- 4 years or longer

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

- By letter
- By email
- By fax
- By phone
- Other

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

- 0 - 15 days
- 16-30 days
- 31-60 days
- 61-90 days
- longer than 90 days

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.

- Written notification
- Notification by email
- Notification by phone
- Other

To make changes in your systems after the verification process is completed: How many business days does it take...

- 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
- 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 are your online provider search updated? Check all that apply.

- On demand
- Daily
- Once per week
- Once a month
- Once every 3 months
- Other

To update the directory: How many business days does it take...

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 ?

- all products
- product specific segments
- Other

Please provide the total number of DPPO/DHMO 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="text"/>	<input type="text"/>	<input type="text"/>
DPPO	<input type="text"/>	<input type="text"/>	<input type="text"/>

Please provide the total number of DPPO/DHMO 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="text"/>	<input type="text"/>	<input type="text"/>
DPPO	<input type="text"/>	<input type="text"/>	<input type="text"/>

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

- Salary
- Incentive
- 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?

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

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

- Claim level
- Service line level

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

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

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

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

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

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

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 are in each of the following network?

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

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

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

- ID Cards
- Initial Benefit packet
- Website member portal
- Customer Service
- Other

What percentage of all participating DHMO dentists have been utilized by your members over the past year?

What percentage of all participating DPPO dentists have been utilized by your members over the past year?

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