Mystery Shopper Survey
Preliminary Results

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Today

• Recap – Geographic Access (May 2018)

• Mystery Shopper Survey – Methods

• Mystery Shopper Survey – Preliminary Results
The Big Picture

- Preliminary results of mystery shopper survey are overwhelmingly positive
  - Appointment rates are similar between Smiles For Children and private coverage
  - Preliminary wait times between calling for an appointment and the scheduled appointment date are virtually identical between Smiles For Children and private coverage
  - Reasons for not being able to secure an appointment are similar for both Smiles For Children and private coverage
Recap – Geographic Access
Dental Care Utilization among Smiles For Children Enrollees by Census Tract and Dental Office Locations, 2015
Dental Care Utilization Among Smiles for Children Enrollees and Meaningful Provider Offices by Census Tract, 2015

- Low Child Medicaid Dental Utilization, Low Meaningful Medicaid Provider Supply (≥2000:1 or No Medicaid Office)
- Low Child Medicaid Dental Utilization, Sufficient Meaningful Medicaid Provider Supply (<2000:1)
- Above Average Child Medicaid Dental Utilization
- Less Than 100 Child Medicaid Enrollees
Smiles For Children Enrollees per Meaningful Medicaid Provider Office within a 15-Minute Travel Time, 2015
Mystery Shopper Survey
Methods

- List of offices with GP or Pediatric Dentists Participating in Medicaid
- Each office called twice: (1) parent of a child with Smiles For Children, (2) parent of a child with Delta Dental PPO
  - Random insurance order
  - Child age between 7 and 13
  - Same caller and parent/child profile for both calls
- Still about 70 cases in the field; data need to be cleaned
Preliminary Results

Outcome of Completed Calls by Insurance Type

<table>
<thead>
<tr>
<th>Insurance Type</th>
<th>Unable to get past appointment system restrictions</th>
<th>Hypothetical appointment</th>
<th>Regular appointment</th>
<th>Unable to make appointment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smiles For Children</td>
<td>3.8%</td>
<td>3.9%</td>
<td>81.6%</td>
<td>10.8%</td>
</tr>
<tr>
<td>Delta Dental PPO</td>
<td>2.7%</td>
<td>7.7%</td>
<td>85.2%</td>
<td>4.4%</td>
</tr>
</tbody>
</table>
### Preliminary Results

#### Number of Days between Call and Appointment

<table>
<thead>
<tr>
<th></th>
<th>Smiles For Children</th>
<th>Delta Dental PPO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average</td>
<td>9.3 days</td>
<td>9.6 days</td>
</tr>
<tr>
<td>Minimum</td>
<td>0 days (same day appointment)</td>
<td>0 days (same day appointment)</td>
</tr>
<tr>
<td>Maximum</td>
<td>240 days</td>
<td>264 days</td>
</tr>
</tbody>
</table>

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Preliminary Results

Did you need to resort to cash in order to make the appointment?

- **Smiles For Children**
  - 7.6% (59)
  - 92.4% (715)

- **Delta Dental**
  - 0.9% (7)
  - 99.1% (787)

Yes  No
Preliminary Results

Main Reason for Not Securing an Appointment

- **Smiles For Children**
  - 25.8% (34) Not accepting any new patients
  - 22.0% (29) Not taking any Medicaid patients
  - 21.2% (28) Not taking any private insurance patients
  - 17.4% (23) Hindered because this is a fake patient
  - 6.1% (8) Other
  - 7.6% (11) This location does not see children

- **Delta Dental**
  - 37.7% (23) Not accepting any new patients
  - 26.2% (16) Not taking any Medicaid patients
  - 6.6% (4) Not taking any private insurance patients
  - 23.0% (14) Other
Preliminary Results

Incomplete Cases (N=133 offices)

- 32.3% (43)
- 29.3% (39)
- 12.8% (17)
- 5.3% (7)
- 5.3% (7)
- 3.8% (5)
- 8.3% (11)
- 2.3% (3)
- 0.8% (1)

- 5+ Call Attempts
- No Contact: Disconnected or Invalid Number
- No Contact: Cannot be Completed as Dialed/Did Not Go Through
- No Contact: Fax/Modem Connection
- Out of Scope: No Pediatric Dentistry
- Out of Scope: Business (Nondental)
- Out of Scope: Medical (Nondental)
- Out of Scope: Clinic Permanently Closed
- Duplicate Case
Next Steps

• University of Chicago: finish calls, final data cleaning

• Health Policy Institute:
  – More in-depth analysis, including break down of data by rural/urban, and by the green/purple/red designation we found in mapping 1.0.
  – Draft report, share with DMAS/DAC, finalize report
  – Attempt publication
  – Consumer focus groups
Summary

• Dental care use among Smiles For Children enrollees is high relative to the U.S.
  – In some areas of VA, use is higher among Smiles For Children than among privately insured

• Still room for improvement:
  – Some areas have very few meaningful Medicaid DDS
  – Some areas have a good supply of meaningful DDS but relatively low

• Preliminary mystery shopper results are in line with other high performing states like CT

• Comments? Questions?