

2019 Statewide Provider Network Capacity Survey

The goal of this survey is to understand how the current provider network was affected by the restoration of adult dental services and managing the increase in the member population. The survey results provide useful information on hours of operations, population of provider offices, appointment capacity, and potential barriers for Medi-Cal members to access services. In May 2019, DHCS issued 5,906 surveys and 1,320 (2 percent) providers responded. In November 2019, the results were captured and are summarized below.

Type of Practice and Office Operations

- 87 percent of the dentists in the office are full time general dentistry/pediatric practice, with an average of two dentists per office location; 93 percent of rendering dentists in the office serve Medi-Cal members.
- Full time specialists in office: Orthodontics (7 percent); Pediatric (11 percent); Oral & Maxillofacial Surgery (5 percent); Endodontics (4 percent); Periodontics (3 percent); Other (1 percent)
- Offices with in-office language assistance services:
 - Spanish: 89 percent
 - Farsi: 13 percent
 - Vietnamese, Tagalog: 10 percent
 - Korean: 9 percent
 - Chinese, Arabic: 7 percent
 - Hindi: 6 percent
 - Russian: 5 percent
 - French, Cantonese, Filipino: 2 percent
 - Gujarati, Burmese, German, Romanian, Japanese: 1 percent

Office Demographics & Special Needs

Office Appointment Availability

- 95 percent providers responded that the average wait time for a non-urgent appointment is less than one week, and maximum of three weeks
- 98 percent offices are able to accept an urgent appointment
 - 65 percent accommodate same day
 - 33 percent accommodate within one week

General Anesthesia (GA)

- Most offices do *not* have the ability to provide GA
 - 83 percent do not provide to ages under 20
 - 86 percent do not provide to ages 21 and over

Special Needs

- Ability to provide services to special needs:
 - Wheelchair access: 92 percent
 - Mildly challenging behavior: 80 percent
 - Cognitive impairments: 68 percent
- Reasons for not providing services:
 - Does not have equipment
 - Not trained for special needs
 - Office too small
 - Takes too long to treat patients

Children & Adults

Children Served

- 97 percent accept new Medi-Cal children
- Of the 97 percent, all providers are able to accept 13 to 17 new Medi-Cal children for any age group
- Providers see an average of 43 children weekly
 - 58 percent are Medi-Cal members
- 41 percent providers are unable to accept more than five Medi-Cal children, aged 0-3, weekly.
- Reasons for not accepting new children:
 - Appointment not kept
 - Reimbursement rate
 - Met cap for number of Medi-Cal patients
 - Uncooperative child

Adults

- 88 percent accept new Medi-Cal adults
- Of the 88 percent, all offices are able to accept an average of 25 new Medi-Cal adults in a week
- Providers see an average of 52 adults weekly
 - 46 percent are Medi-Cal members
- Reasons for not accepting new adults:
 - Met cap for number of Medi-Cal patients
 - Only accept children
 - Reimbursement rate
 - Appointment not kept