

Comparison between insurance types and their relationship to dental no show appointment

INTRODUCTION

- Missing dental appointments can pose a significant problem for both pediatric patients as well as the pediatric dental clinics¹.
- There is enough evidence to confirm a positive relationship between the frequency of the dental visits and the satisfactory oral health of pediatric patients².
- Low-income children of all ages, insured by Medicaid, or lacking any dental insurance, have more than twice the rate of dental caries and are less likely to receive preventive or restorative dental care for their cavities³.
- Each community should closely consider their specific variables.

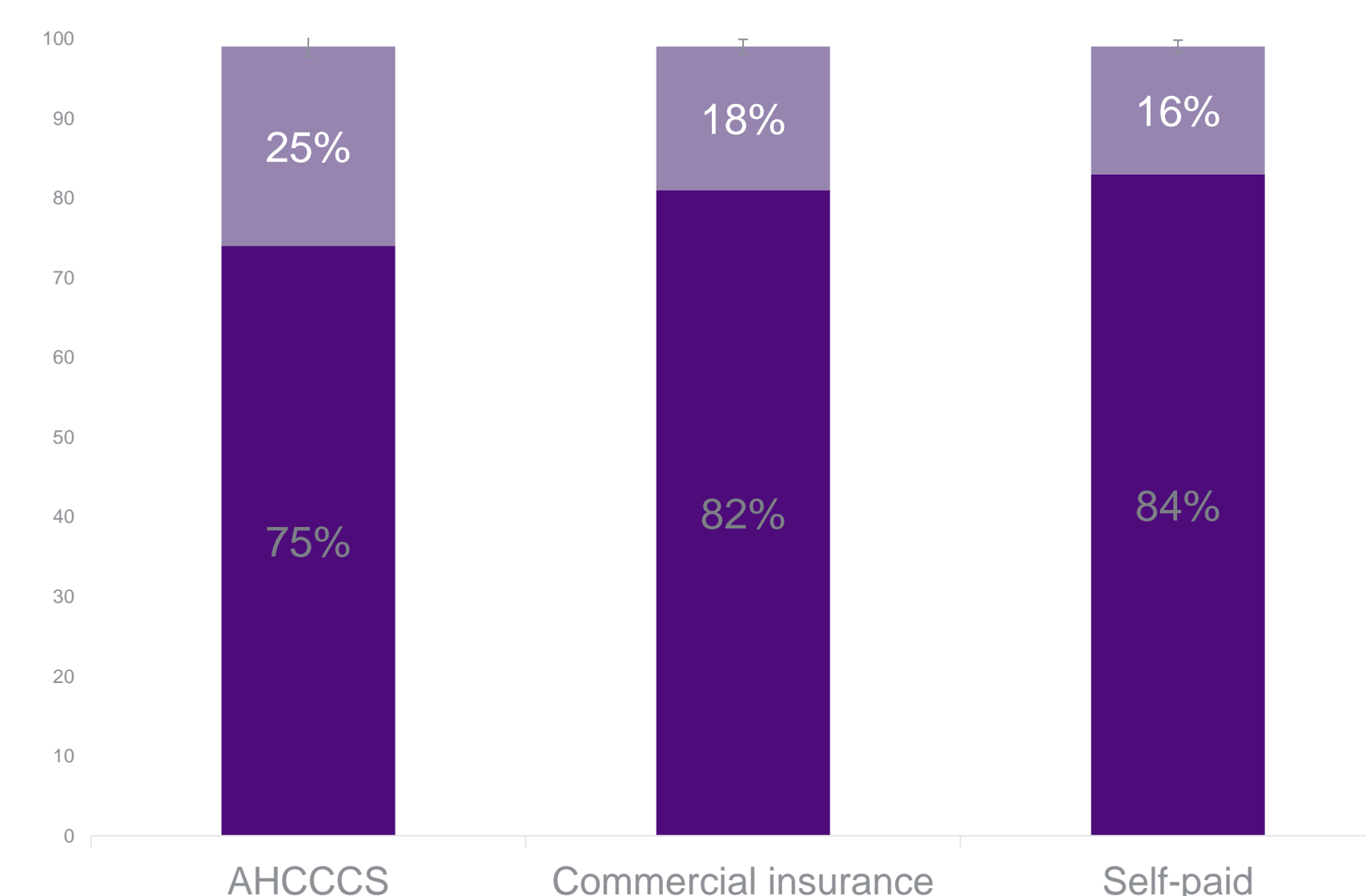
PURPOSE

To identify an association between patient form of payment, and their likelihood to failed scheduled dental appointment at a federally qualified community health center in Casa Grande, Arizona.

METHOD

- Retrospective chart review (1/1/2020-12/31/2021).
- The study goal was to help Sunlife Pediatric dental clinic to identify the patient population that was more likely to fail dental appointments.
- Data was collected from patients aged 0-18 years during the study period.
- For each patient, the payment form was identified as well as the frequency of failed dental appointments.
- Statistical analysis was performed using chi-square test and binary logistic regression.

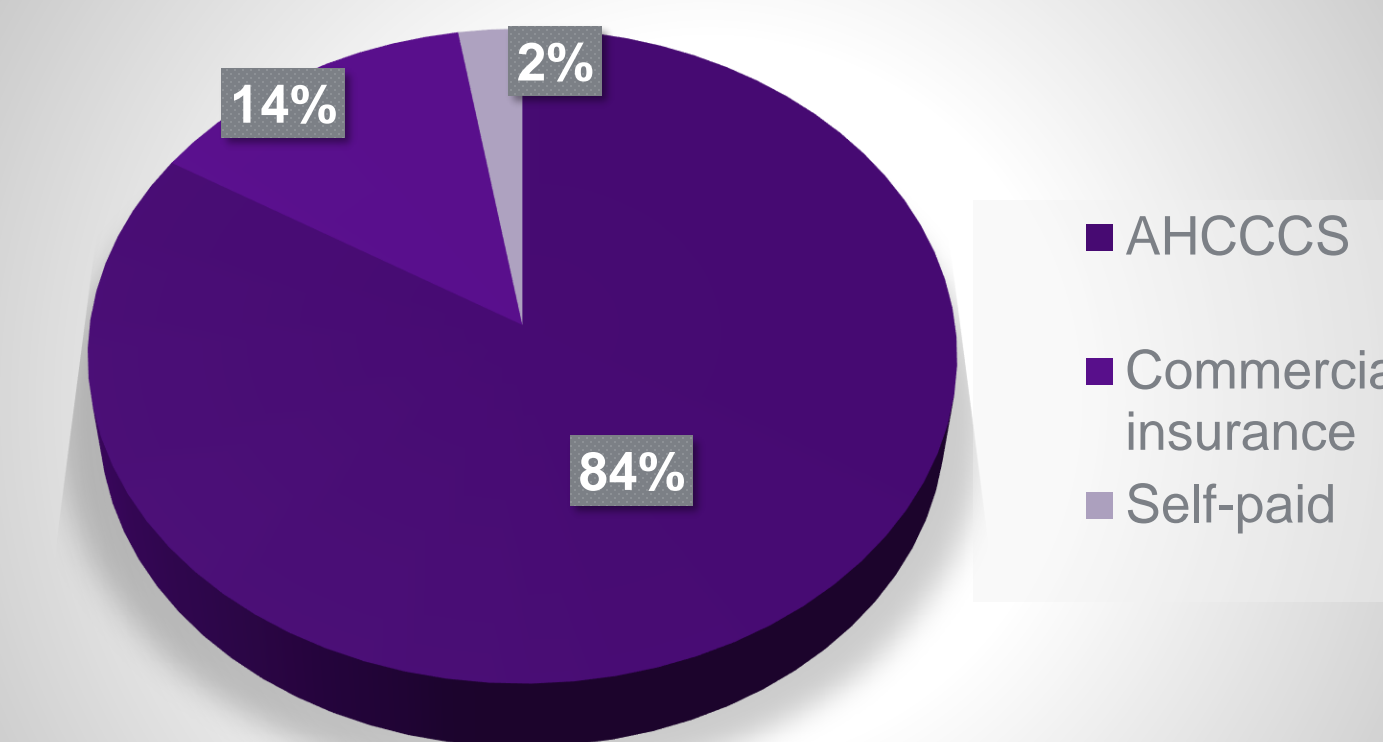
Percentage of failed vs completed appointments



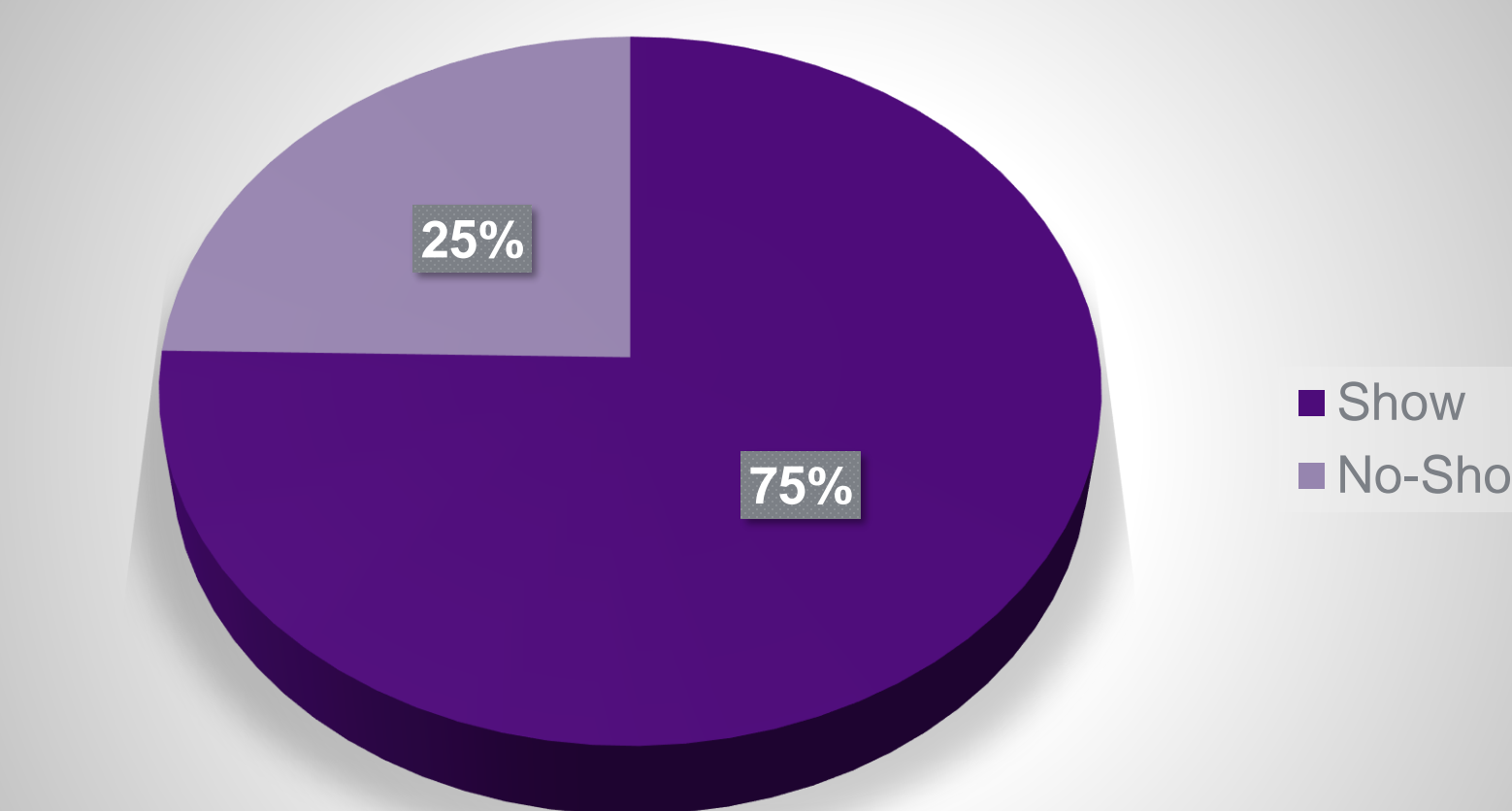
RESULTS

- 10,700 patient encounters.
- 25% of all encounters fail.
- 84% of all encounters were AHCCCS patients, 14% were private insurances, and 2% were self-paid patients.
- Each group fail rates are within 9% difference between each other.
- Binary logistic regression concluded that patients with commercial insurance are 1.531 times more likely to have a no-show appointment compared to patients with AHCCCS ($p < 0.001$), while patients who self-paid are 1.755 times more likely to have a no-show appt compared to patients with AHCCS ($p = 0.001$).

Total encounters by payment form



Total incidence of completed vs failed encounters



DISCUSSION

- AHCCCS patients are less likely to fail previously scheduled dental appointments when compared to private insurance or self-paid patients.
- Extra steps should be taken to ensure patient compliance.
- Further research is necessary to determine if there is a causation relationship between the payment form and the rate of failed appointments.
- Providers need to study and understand the populations to which they provide services before assuming that AHCCCS patients would should a higher rate of failed dental appointments.

CONCLUSIONS

- More efforts should be made from the dental offices to decrease the amount of failed appointment regardless of their form of payment.
- Dental providers should not assume that patients with Medicaid are more likely to fail dental appointment without a proper study and assessment of the population.
- Patients with commercial insurances or self paid are more likely to fail dental appointments when compared to ACCCHS at Sunlife Pediatric Dentistry Clinic.

LIMITATIONS

- other variables may influence this outcome other than just the form of payment such as available family member to bring patients to the appointments, transportation, morning vs afternoon appointments, or time of the month.
- Further research is necessary to determine if there is a causation relationship between the payment form and the rate of failed appointments.

REFERENCES

1. Wang NJ, Aspelund GO. Children who break dental appointments. *Eur Arch Paediatr Dent.* 2009 Jan;10(1):11-4. doi: 10.1007/BF03262660. PMID: 19254520.
2. Yu ZJ, Elyasi M, Amin M. Associations among dental insurance, dental visits, and unmet needs of US children. *J Am Dent Assoc.* 2017 Feb;148(2):92-99. doi: 10.1016/j.adaj.2016.11.013. PMID: 28129806
3. Da Silva, K., Kunzel, C., & Yoon, R. K. (2013). Utilization of emergency services for non-traumatic dental disease. *The Journal of clinical pediatric dentistry*, 38(2), 107-112.