
Oral Healthcare Access for the Uninsured and Underserved in Miami-Dade County

Developed for the Health Foundation of South Florida

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Miami-Dade's Safety Net: An Inventory of Dental Services

Background

Traditionally, the organization of dental care services has evolved independently from the healthcare market. In terms of financing, two important features distinguish dental from medical care. First, out of pocket dental payments are comparatively higher than out of pocket medical expenses. Second, the role of the public sector, and hence the importance of the safety net available to vulnerable populations, is much smaller in the dental sector. Public sources of payment for annual expenses, including Medicare, Medicaid or other public funds represent 4% of total expenditure in dental care, versus 32% in the case of physician services. More than 90% of dental healthcare is financed through private sources, either as out-of-pocket payments made directly to the dentist or through employment-based dental insurance benefits (Surgeon General Report, 2000). Federal, state and local government contributions to the cost of care are much lower for dental services than for medical services. Less than 5% of dental care costs are financed publicly, mainly through Medicaid. State Medicaid and SCHIP programs provide low reimbursement for dental care. Therefore the uninsured and underserved population with dental needs is left to charitable care in private practices or to programs in community health centers.

Miami-Dade has a population of 2.4 million of which approximately 560,000 are low-income and disabled individuals that rely on public insurance for health care and dental coverage. In addition, the uninsured represent an estimated 650,000, (Florida Health Insurance Study 2004). Miami-Dade's demographic characteristics reveal a population highly vulnerable to oral health disease and with poor access to dental care services. Income and education per capita are lower in the county than in the rest of Florida and the US. The high poverty levels in the county, together with a soaring immigration rate explain why Miami-Dade has the lowest health insurance rate in the State.

Approximately 1 in 5 of the 300,000 children enrolled in Kidcare Medicaid visit a dentist per year. Thus, the number of dental visits of Medicaid children could be estimated at 60,000. Data regarding access to dental care for the uninsured is not available. Additionally, the Miami-Dade Prepaid Medicaid Dental Program was implemented in 2004, which changed the program from fee for service to a managed care, capitated-rate structure which has had many impacts on access to care. One impact was the reduction of providers available and/or willing to participate in the Medicaid program. For more information about outcomes of that program, please visit www.communityvoicesmiami.org and follow the links to the report entitled *Miami-Dade County Prepaid Dental Health Plan Demonstration: 2007 Update*.

In 2004, the Collins Center for Public Policy received a grant from the Health Foundation of South Florida to produce an inventory of dental providers for the uninsured and underserved, including those served by the Medicaid/KidCare programs. Elise Linder, working under the Community Voices Miami program at the Collins Center, developed that inventory. This report is, in part, an update of that work.

Methodology

The Miami-Dade dental providers serving the uninsured and those insured with Medicaid/Kidcare were surveyed. This effort had the following objectives:

- **To provide an update from the previous survey in 2005**
- To report on who currently provides oral health services, what types of services are provided, and the characteristics of the patients' mix
- To learn about the way these organizations function in terms of funding, personnel and capacity

The target list was based on the previous 2005 survey and 24 dental providers were contacted. The questionnaire was sent out by e-mail and mail. The survey tool was initially sent to two providers for comment and then sent to the remaining twenty in December and January. Responses were received as late as March of 2009. The 22 facilities participating in the study can be summarized as follows:

- 1 hospital: Jackson Memorial Hospital
- 3 Federally Qualified Health Centers (4 clinics):
 - Borinquen Health Center
 - Camillus Health Concern
 - Jessie Trice Economic Opportunity Family Health Center (clinics: Main and Norland)
- 1 non-profit dental clinic (Community Smiles)
- 1 community health center (7 sites):
 - Community Health of South Dade (Doris Ison, Everglades, MLK, South Dade, West Perrine, Marathon, Naranja)
- 3 dental/dental hygiene/dental assisting schools:
 - Miami Dade College Dental Hygiene Program
 - Robert Morgan Educational Center
 - University of Florida Hialeah Clinic
- 4 centers that are part of the Jackson Health System:
 - P.E.T Health Center
 - Jefferson Reaves Sr. Health Center
 - JHS Peñalver Clinic
 - JHS North Dade Health Center
- 2 Mobile Dental Programs
 - Department of Health
 - Partnership for the Homeless

We did not include private Medicaid providers who have a contract with Atlantic Dental, Inc., of which there are 225. For more information about outcomes of that program, please visit www.communityvoicesmiami.org and follow the links to the report entitled *Miami-Dade County Prepaid Dental Health Plan Demonstration: 2007 Update*.

Dental providers not included in this report are Miami Children's Toothtown and Helen B. Bentley Family Health Center. Both were contacted but did not submit the completed survey.

Key Facts about the Study

For this report we asked 24 facilities that provide oral health services to vulnerable populations to complete a survey and 22 responded. Collectively these centers see 33,158 patients per year for a total of 84,388 dental visits. Since the survey was last administered in 2005, the county has lost federally qualified health centers as Community Health of South Dade, Inc. is now classified as a community health center. The majority of centers see predominantly patients in the lower income range. When asked to select policy measures that would help improve access to dental care, the majority pointed to changes in Medicaid. Others felt that through educating patients about the importance of oral health, keeping appointments and continuity of care, access to services would improve.

Respondents provide services to all ages and program diversity is such that several programs see only children (Miami-Dade Department of Health's mobile sealant program) while others see only adults (Camillus Health Concern's homeless program). Of the 14 providers that serve all ages, the average percentage of children seen is 34%.

With the exception of the Miami-Dade Department of Health and Miami Children's Hospital, which renders services exclusively to children but did not provide data in time for this report, the rest of the centers do not target children specifically. Dental providers contracting with Atlantic Dental, Inc. to provide services to children with Medicaid were not included in this study. The Collins Center for Public Policy engaged Dr. Burton Edelstein at Columbia University with funding from the Health Foundation of South Florida in 2008 to provide an analysis of the Miami-Dade Prepaid Medicaid Dental Program which began in 2004. The full report, *Analyzing the Medicaid Prepaid Dental Plan 2007 Update*, is available at www.communityvoicesmiami.org.

Jackson Memorial Hospital, together with the other four clinics that are part of the Jackson Health System, represented 34.5% of total encounters, a drop from the 48% noted in the 2005 survey findings. Community Health of South Dade, with its seven clinics, represented 23% of total encounters.

The composition of the funding for the centers can be understood by the following:

- Federal sources:
 - Only one respondent (Jefferson Reeves) reported Medicaid as a main source of funding, down from 16% in 2005.
 - The three federally qualified health centers are eligible for federal funding through their designation as Dental Health Professional Shortage Areas (HPSAs).
- State and local sources:
 - Grants from the Florida Department of Health are very significant in the case of Community Health of South Dade
 - Because 5 of the respondents are part of the Jackson Health System, it is not striking that 33% of respondents mentioned the PHT or JHS as their main source of income
- Private sources such as patient fees or private insurance were only relevant for specific organizations such as the University of Florida's Hialeah clinic.

Analysis of Responses

1. About the Provider

Detailed information, including name of the center, location, contact information, hours of operation and languages spoken was provided by each facility. Please see Appendix I for this information. Appendix 2 is the survey used.

2. Type of Provider

The 22 facilities participating in the study can be summarized as follows:

- 1 hospital: Jackson Memorial Hospital
- 3 Federally Qualified Health Centers (4 clinics):
 - Borinquen Health Center
 - Camillus Health Concern
 - Jessie Trice Economic Opportunity Family Health Center (clinics: Main and Norland)
- 1 non-profit dental clinic (Community Smiles)
- 1 community health centers (7 sites):
 - Community Health of South Dade (Doris Ison, Everglades, MLK, South Dade, West Perrine, Marathon, Naranja)
- 3 dental/dental hygiene/dental assisting schools:
 - Miami Dade College Dental Hygiene Program
 - Robert Morgan Educational Center
 - University of Florida Hialeah Clinic
- 4 centers that are part of the Jackson Health System:
 - P.E.T Health Center
 - Jefferson Reaves Sr. Health Center
 - JHS Peñalver Clinic
 - JHS North Dade Health Center
- 2 Mobile Dental Programs
 - Department of Health
 - Partnership for the Homeless

3. Number of Dental Patients Treated and Insurance Coverage

Providers were asked for the total number of unduplicated patients seen at the clinic or facility for dental in the last 12 months along with the number of those who are uninsured or insured with Medicaid or KidCare.

4. Dental Services

Providers were asked to state the number of services provided in the following categories:

- Number of Filling
- Number of Sealants
- Number of Varnish

Providers were also asked to estimate each as a percentage of the types of dental services performed. Most programs were not providing varnish as part of routine care with the exception of the Miami-Dade Department of Health's mobile dental program. Community Health of South Dade reported they had begun implementing a varnish program but did not yet have data to provide.

With sealants being a best practice for reducing tooth decay and cavities in children, it would be helpful to determine the reason why most clinics do not routinely provide them. What are the barriers for those clinics (e.g. cost, time, materials, reimbursement) and what support would they need to increase this practice?

5. Estimated Percentage of Patients Seen by Race

Five centers reported not collecting this data and others gave mixed responses. It is therefore misleading to define averages of patients seen by race at these centers. Please refer to the table on page 13.

6. Estimated Percentage of Patients Seen by Ethnicity

Five centers do not collect this data. Of the remaining 17, approximately 41% had predominantly Hispanic patients, 29% had predominantly non-Hispanic patients and 23.5% reported seeing both populations equally.

7. Estimated Percentage of Patients Seen by Age

The vast majority of facilities see mainly adult patients. The only exception is the Miami Dade Health Department's Mobile Sealant program. Miami Children's Hospital would also be the exception but they did not provide data for this report. Please refer to the table on page 15 for details.

8. Estimated Revenues from Dental Services Provided

This question aimed to understand the size of the organization in terms of the revenues generated by providing dental services. Three centers were unable to answer this question. Of the remaining 19, a variety of responses was obtained:

- \$0-50,000 (5%)
- \$50,000 to 100,000 (16%)
- \$100,000 to 500,000 (63%)
- \$500,000+ (16%)

9. Sources of Income

Respondents were asked to assign percentages to different categories grouped in two broader categories: public and private sources. Because 5 of the respondents are part of the JHS, it is not striking that 25% of respondents mentioned the Jackson Health System as their main source of income. Two centers, University of Florida Hialeah Clinic and Borinquen Health Care Center, has patients' fees as their main source of revenue. Robert Morgan Educational Center relies entirely on public grants while the Community Partnership for the Homeless relies entirely on private funding. In addition, three respondents noted that part of their funding comes from the State's Department of Health, Community Health of South Dade, University of Florida Hialeah Clinic and the Miami-Dade Department of Health's Mobile Sealant program.

None of the centers reported Medicaid as their main source of income. This is likely due, in part, to the fact that the Miami-Dade Prepaid Medicaid Dental Program began in 2005 with providers having to take reduced reimbursements in order to remain Medicaid providers.

10. (a) and (b) Full and Part Time Staffing

Most centers have at least one dentist and one dental hygienist. Only Jackson Hospital reported have specialists on staff. All but one reported having minority dental providers. Eight centers reported employing part time dentists. Five centers reported employing part time dental hygienists. Please refer to the table on page 18.

11. Volunteers

Three centers reported volunteers as part of their program: University of Florida Hialeah Clinic, Community Smiles, Camillus Health Concern and Robert Morgan.

12. Facility and Equipment

This question provides an understanding of the capacity at these centers. 50% have 3 or more operatories. 41% have at least one X-ray machine and 45% have more than three. 27% have laboratories.

13. Resource Constraints

Responses to this question were varied. Space was considered the number one constraint along with dentists' time. Other centers ranked cost of supplies, materials and equipment in the top three. Please refer to the table on page 21 for more details.

14. Policies that Impact Dental Care

When asked to select policy measures that would help improve access to dental care, the majority pointed to changes in Medicaid. Others felt that through educating patients about the importance of oral health, keeping appointments and continuity of care, access to services would improve.

The top policy measures selected were:

- Revise current Medicaid Managed Care Program
- Improve Medicaid/SCHIP reimbursement or capitation rates
- Increase enrollment in Medicaid/KidCare

The top policy measures chosen in 2005 were:

- Improve Medicaid/SCHIP reimbursement or capitation rates
- Educate patients about the importance of oral health, keeping appointments and continuity of care
- Make Medicaid/SCHIP administrative processes more efficient

Summary of Responses by Dental Providers

1. About the Provider
Please refer to Appendix I for summary of responses to this question.

2. Type of Provider	Hospital	Federally Qualified Health Center	Mobile service provider	Dental/ Dental Hygiene School	Community Health Center	Other
Borinquen Health Care Center		X				
P.E.T Health Center					X	
Jefferson Reaves Sr. Health Center					X	
JHS Peñalver Clinic					X	
JHS North Dade Health Center					X	
Jackson Memorial Hospital	X					
Miami Children's Hospital Toothtown	No survey data					
Doris Ison Community Health Center					X	
Everglades Health Center					X	
Martin Luther King Clinica Campesina					X	
Naranja Health Center					X	
South Dade					X	
Marathon					X	
West Perrine					X	
Jessie Trice Community Health Center Main		X				
Jessie Trice Community Health Center Norland		X				
Department of Health Mobile Dental Program			X			
Camillus Health Concern, Inc.		X*				
Community Partnership for the Homeless			X			
Helen B. Bentley Family Health Center	No survey data					
University of Florida Hialeah Clinic				X		
Community Smiles						Dental Clinic
Miami Dade College				Dental hygiene Prg		
Robert Morgan Educational Center						Dental Assts Prg

*FQHC for the Homeless

3. Number of Patients Treated and Insurance Coverage	Total Unduplicated Patients	Total Encounters	Medicaid/ KidCare	Uninsured	Other
Borinquen Health Care Center	3529	7489	918	2584	
P.E.T Health Center	413	1630	19%		64% Ryan White
Jefferson Reaves Sr. Health Center	Not stated	5484	Not stated	Not stated	
JHS Peñalver Clinic	1634	4644	Not stated	Not stated	
JHS North Dade Health Center	4244	4244	650	3954	
Jackson Memorial Hospital	1330	13,000	260	12,350	
Miami Children's Hospital Toothtown	No survey data				
Doris Ison Community Health Center	3485	8489	1300	1499	
Everglades Health Center	1682				
Martin Luther King Clinica Campesina	2269	5409	406	762	
Naranja Health Center	1447	2778	1015	305	
South Dade	75	114	22	47	
Marathon	262	537	132	91	
West Perrine	819	1993	678	240	
Jessie Trice Community Health Center Main	3471	8821	152	300	
Jessie Trice Community Health Center Norland	1291	2632	78	142	
Department of Health Mobile Dental Program	742	1318	Unknown	79%	
Camillus Health Concern, Inc	907	2884	49	679	
Community Partnership for the Homeless	1166	1241	Unknown	unknown	
Helen B. Bentley Family Health Center	No survey data				
University of Florida Hialeah Clinic	Unknown	Unknown		<5%	
Community Smiles	450	4939	0	100%	
Miami Dade College	2000	2000	Not collected	Not collected	
Robert Morgan Educational Center	1942	4742	Data not collected/ patients ref from JHS	0	

4. Patients treated in the last 12 months	Total Encounters for Dental	Fillings		Sealants		Varnish	
		Number of Fillings	Est. % of Fillings	Number of Sealants	Est. % of Sealants	Number of Varnishes	Est. % of Varnish
Borinquen Health Care Center	7489	1980	26%	280	3%	426	5%
P.E.T Health Center	1630	Not stated	Not stated	Not stated	Not stated	Not stated	Not stated
Jefferson Reaves Sr. Health Center	Not stated	Not stated	Not stated	Not stated	Not stated	Not stated	Not stated
JHS Peñalver Clinic	4644						
JHS North Dade Health Center	4244	-	70%	-	10%	-	10%
Jackson Memorial Hospital	13,000	-	30%	-	10%	-	10%
Miami Children's Hospital Toothtown	-	-	-	-	-	-	-
Doris Ison Community Health Center	8489	1737	82%	27	2%	0	0
Everglades Health Center	-	631	67%	77	12%	0	0
Martin Luther King Clinica Campesina	5409	351	75%	71	13%	0	0
Naranja Health Center	2778	473	765	149	24%	0	0
South Dade	114	28	80%	0	0	0	0
Marathon	537	84	75%	23	21%	0	0
West Perrine	1993	505	82%	18	3%	0	0
Jessie Trice Health Center Main	8821	561	6%	679	8%	0	0
Jessie Trice Health Center Norland	2632	313	12%	262	10%	0	0
Department of Health Mobile Dental Program	1318	-	-	1848	85%	1284	100%
Camillus Health Concern, Inc	2884	697	24%	3	-	36	1%
Community Partnership for the Homeless	1241	1581	-	226	-	87	-
Helen B. Bentley Family Health Center	-	-	-	-	-	-	-
University of Florida Hialeah Clinic	unknown	unknown	-	-	-	-	-
Community Smiles	4939	795	16%	154	3%	83	1%
Miami Dade College	2000	0	0	Unknown	unknown	Unknown	unknown
Robert Morgan Educational Center	4742	820	18%	-	-	-	-

5. Race	Black			White (%)	Other (Asian, American Indian, etc) (%)
	African-American (%)	Haitian (%)	Other (%)		
Borinquen Health Care Center	7%	33%	-	2%	57%
P.E.T Health Center	26%	-	-	70%	4%
Jefferson Reaves Sr. Health Center	Not collected				
JHS Peñalver Clinic	Not collected				
JHS North Dade Health Center	10%	40%	10%	10%	5%
Jackson Memorial Hospital	50%	15%	15%	10%	10%
Miami Children's Hospital Toothtown	No survey data				
Doris Ison Community Health Center	35%	1.3%	1%	8.5%	2%
Everglades Health Center	Not answered				
Martin Luther King Clinica Campesina	30%	4%	1%	5%	1%
Naranja Health Center	23%	1%	1%	4%	0
South Dade	5%	0	1%	5%	2%
Marathon	7%	0	1%	40%	2%
West Perrine	56%	1%	1%	6%	3%
Jessie Trice Community Health Ctr Main	79%	1%	1%	3%	4%
Jessie Trice Community Health Ctr Norland	75%	4%	1%	3%	3%
Department of Health Mobile Dental Program	Not collected				
Camillus Health Concern, Inc	36%	-	5%	11%	48%
Community Partnership for the Homeless	65%	-	-	10%	25%
Helen B. Bentley Family Health Center	No survey data				
University of Florida Hialeah Clinic	12%	3%	-	78%	2%
Community Smiles	48%	13%	39%	65%	3%
Miami Dade College	Not collected				
Robert Morgan Educational Center	30% Total Black Population			65%	5%

6. Hispanic ethnicity	Hispanic (%)	Non-Hispanic (%)
Borinquen Health Care Center	39%	61%
P.E.T Health Center	58%	42%
Jefferson Reaves Sr. Health Center	Not collected	Not collected
JHS Peñalver Clinic	Not collected	Not collected
JHS North Dade Health Center	50%	50%
Jackson Memorial Hospital	50%	50%
Miami Children's Hospital Toothtown	No survey data	
Doris Ison Community Health Center	52%	12%
Everglades Health Center	Not collected	Not collected
Martin Luther King Clinica Campesina	59.5%	40.5%
Naranja Health Center	39%	35%
South Dade	81%	4%
Marathon	39%	3%
West Perrine	33%	4%
Jessie Trice Community Health Center Main	12%	88%
Jessie Trice Community Health Center Norland	13%	87%
Department of Health Mobile Dental Program	Not collected	
Camillus Health Concern, Inc	52%	48%
Community Partnership for the Homeless	25%	75%
Helen B. Bentley Family Health Center	No survey data	
University of Florida Hialeah Clinic	85%	15%
Community Smiles	48%	52%
Miami Dade College	Not collected	
Robert Morgan Educational Center	60%	40%

7. Age	Children Age 1-18 (%)	Adults Age 19-64 (%)	Seniors Age 65 + (%)
Borinquen Health Care Center	38%	56%	5%
P.E.T Health Center	2%	95%	3%
Jefferson Reaves Sr. Health Center	Not collected	Not collected	Not collected
JHS Peñalver Clinic	Not collected	Not collected	Not collected
JHS North Dade Health Center	-	60%	20%
Jackson Memorial Hospital	1%	60%	19%
Miami Children's Hospital Toothtown	No survey data		
Doris Ison Community Health Center	23.5%	70%	6.5%
Everglades Health Center	47%	52%	1%
Martin Luther King Clinica Campesina	34%	61.5%	4.5%
Naranja Health Center	52%	45%	3%
South Dade	27%	65%	8%
Marathon	41%	55%	4%
West Perrine	45%	51%	4%
Jessie Trice Community Health Center Main	31%	64%	5%
Jessie Trice Community Health Center Norland	39%	59%	2%
Department of Health Mobile Dental Program	100%	-	-
Camillus Health Concern, Inc	1%	95%	4%
Community Partnership for the Homeless	27%	69%	4%
Helen B. Bentley Family Health Center	No survey data		
University of Florida Hialeah Clinic	10%	70%	20%
Community Smiles	21%	50%	29%
Miami Dade College	Provides treatment for all ages but does not collect data		
Robert Morgan Educational Center	-	70%	30%

8. Revenues from Dental Services	\$0-\$50,000	\$50,000-\$100,000	\$100,000-\$500,000	\$500,000+	Not known
Borinquen Health Care Center			X		
P.E.T Health Center			X		
Jefferson Reaves Sr. Health Center					X
JHS Peñalver Clinic					X
JHS North Dade Health Center				\$686,000	
Jackson Memorial Hospital					X
Miami Children's Hospital Toothtown	No data provided				
Doris Ison Community Health Center			X		
Everglades Health Center			X		
Martin Luther King Clinica Campesina			X		
Naranja Health Center			X		
South Dade			X		
Marathon			X		
West Perrine			X		
Jessie Trice Community Health Ctr Main				X	
Jessie Trice Community Health Ctr Norland			X		
Department of Health Mobile Dental Program		X			
Camillus Health Concern, Inc		\$52,000			
Community Partnership for the Homeless	X				
Helen B. Bentley Family Health Center	No data provided				
University of Florida Hialeah Clinic				X	
Community Smiles			\$130,600		
Miami Dade College		X			
Robert Morgan Educational Center			\$125,000		

9. Sources of Revenue	Public Sources by %				Private Sources by %			
	Medicaid / Kidcare	Grants	PHT/JHS	Other	Grants	Patient Fees	Insurance	Other
Borinquen Health Care Center	22%					77%		
P.E.T Health Center	8%		90%				2%	
Jefferson Reaves Sr. Health Center			X					
JHS Peñalver Clinic			X					
JHS North Dade Health Center	20%	30%	X			4%	1%	
Jackson Memorial Hospital	1%		X	50% Ryan White			1%	
Miami Children's Hospital Toothtown	No data provided							
Doris Ison Community Health Center	1.5%	74%			19%	4.6%	.3%	
Everglades Health Center	1.5%	74%			19%	4.6%	.3%	
Martin Luther King Clinica Campesina	1.5%	74%			19%	4.6%	.3%	
Naranja Health Center	1.5%	74%			19%	4.6%	.3%	
South Dade	1.5%	74%			19%	4.6%	.3%	
Marathon	1.5%	74%			19%	4.6%	.3%	
West Perrine	1.5%	74%			19%	4.6%	.3%	
Jessie Trice Community Health Center Main	19%	69%				12%	.4%	
Jessie Trice Community Health Center Norland	42%	43%				15%	.6%	
Department of Health Mobile Dental Program				40% State	15%			
Camillus Health Concern, Inc	6%	90%			4%	.04%		
Community Partnership for the Homeless					100%			
Helen B. Bentley Family Health Center	No data provided							
University of Florida Hialeah Clinic				30% State		70%		
Community Smiles		25%			58%	17%		
Miami Dade College	Not answered							
Robert Morgan Educational Center		100%						

10. a) Staffing: Full Time	Staff members					Is staff shared?	Do you have minority dental providers?
	General Dentists	Dental Hygienists	Specialists	Dental Assists	Admin Assistants		
Borinquen Health Care Center	1	1	0	2	2	n/a	yes
P.E.T Health Center	1	0	0	1	0	No	yes
Jefferson Reaves Sr. Health Center	2	1	0	2	0	n/a	Not stated
JHS Peñalver Clinic	1	1	0	2		No	yes
JHS North Dade Health Center	2	0	0	3	0	1 dental asst	yes
Jackson Memorial Hospital	2	1	3	13	1	n/a	yes
Miami Children's Hospital Toothtown	No data provided						
Doris Ison Community Health Center	2	1	0	3	2	No	yes
Everglades Health Center	1	1	0	1	1	No	yes
Martin Luther King Clinica Campesina	3	1	0	5	1	No	yes
Naranja Health Center	1	1	0	1	1	No	yes
South Dade	1	1	0	1	1	No	yes
Marathon	0	0	0	0	0	No	yes
West Perrine	1	1	0	2	1	No	yes
Jessie Trice Community Health Center Main	1	1	0	3	2	Yes	yes
Jessie Trice Community Health Center Norland	1	0	0	2	0	Yes	yes
Department of Health Mobile Dental Program	0	0	0	0	2	No	yes
Camillus Health Concern, Inc	1	0	0	1	0	No	yes
Community Partnership for the Homeless	1	0	0	2	0	No	no
Helen B. Bentley Family Health Center	No data provided						
University of Florida Hialeah Clinic	1	1	0	8	3	No	yes
Community Smiles	10	0	0	3	2	n/a	yes
Miami Dade College	1	5	0	0	1	No	yes
Robert Morgan Educational Center	0	0	0	0	1	n/a	n/a

10. b) Staffing: Part Time	General Dentists		Dental Hygienists		Specialists		Dental Assistants		Admin Assistants	
	#	Total Hours	#	Total Hours	#	Total Hours	#	Total Hours	#	Hrs
Borinquen Health Care Center	3	68	0	0	0	0	2	69	0	0
P.E.T Health Center	0	0	0	0	0	0	0	0	0	0
Jefferson Reaves Sr. Health Center	0	0	0	0	0	0	0	0	0	0
JHS Peñalver Clinic	0	0	0	0	0	0	0	0	0	0
JHS North Dade Health Center	0	0	0	0	0	0	0	0	0	0
Jackson Memorial Hospital	Not answered									
Miami Children's Hospital Toothtown	No data provided									
Doris Ison Community Health Center	0	0	0	0	0	0	0	0	0	0
Everglades Health Center	0	0	0	0	0	0	0	0	0	0
Martin Luther King Clinica Campesina	1	64	0	0	0	0	0	0	0	0
Naranja Health Center	0	0	0	0	0	0	0	0	0	0
South Dade	0	0	0	0	0	0	0	0	0	0
Marathon	1	30	0	0	0	0	1	30	0	0
West Perrine	0	0	0	0	0	0	0	0	0	0
Jessie Trice Community Health Center Main	1	24	1	28	0	0	0	0	0	0
Jessie Trice Community Health Center Norland	0	0	1	20	0	0	0	0	0	0
Department of Health Mobile Dental Program	1	20	0	0	0	0	0	0	0	0
Camillus Health Concern, Inc	0	0	1	32	0	0	0	0	0	0
Community Partnership for the Homeless	0	0	0	0	0	0	0	0	0	0
Helen B. Bentley Family Health Center	No data provided									
University of Florida Hialeah Clinic	4	128	1	16	0	0	0	0	0	0
Community Smiles	1	12	0	0	0	0	3	35	0	0
Miami Dade College	2	24	10	120	0	0	0	0	0	0
Robert Morgan Educational Center	0	0	0	0	0	0	0	0	0	0

11. Volunteers at Dental Program	General Dentists		Dental Hygienists		Specialists		Dental Assistants		Admin Assistants	
	#	Total Hours	#	Total Hours	#	Total Hours	#	Total Hours	#	Hrs
Borinquen Health Care Center	0	0	0	0	0	0	0	0	0	0
P.E.T Health Center	0	0	0	0	0	0	0	0	0	0
Jefferson Reaves Sr. Health Center	0	0	0	0	0	0	0	0	0	0
JHS Peñalver Clinic	0	0	0	0	0	0	0	0	0	0
JHS North Dade Health Center	0	0	0	0	0	0	0	0	0	0
Jackson Memorial Hospital	Not answered									
Miami Children's Hospital Toothtown	No data provided									
Doris Ison Community Health Center	0	0	0	0	0	0	0	0	0	0
Everglades Health Center	0	0	0	0	0	0	0	0	0	0
Martin Luther King Clinica Campesina	0	0	0	0	0	0	0	0	0	0
Naranja Health Center	0	0	0	0	0	0	0	0	0	0
South Dade	0	0	0	0	0	0	0	0	0	0
Marathon	0	0	0	0	0	0	0	0	0	0
West Perrine	0	0	0	0	0	0	0	0	0	0
Jessie Trice Community Health Center Main	0	0	0	0	0	0	0	0	0	0
Jessie Trice Community Health Center Norland	0	0	0	0	0	0	0	0	0	0
Department of Health Mobile Dental Program	0	0	0	0	0	0	0	0	0	0
Camillus Health Concern, Inc	1	1.5	0	0	0	0	0	0	0	0
Community Partnership for the Homeless	0	0	0	0	0	0	0	0	0	0
Helen B. Bentley Family Health Center	No data provided									
University of Florida Hialeah Clinic	12	384	0	0	4	128	0	0	0	0
Community Smiles	40	160	10	40	12	48	10	40	0	0
Miami Dade College	0	0	**	0	0	0	0	0	0	0
Robert Morgan Educational Center	33	50*	0		0		12		0	

*Dentists average 6 hours per month

**90 Dental Hygiene Students

12. Facility and Equipment	Operatories	Operatories	Laboratories	X-ray machines	X-ray machines	Other
	1-3	3+		1-3	3+	
Borinquen Health Care Center		X	X		X	
P.E.T Health Center	X			X		
Jefferson Reaves Sr. Health Center		X	X		X	
JHS Peñalver Clinic	X					
JHS North Dade Health Center		X	X		X	
Jackson Memorial Hospital		X	X		X	X operating room
Miami Children's Hospital Tothtown	No data provided					
Doris Ison Community Health Center		X		X		
Everglades Health Center	X				X	
Martin Luther King Clinica Campesina		X		X		
Naranja Health Center	X			X		
South Dade	X					
Marathon	X					
West Perrine	X			X		
Jessie Trice Community Health Center Main		X			X	
Jessie Trice Community Health Center Norland	X			X		
Department of Health Mobile Dental Program	X			X		
Camillus Health Concern, Inc	X			X		
Community Partnership for the Homeless	X			X		
Helen B. Bentley Family Health Center	No data provided					
University of Florida Hialeah Clinic		X			X	
Community Smiles		X	X		X	
Miami Dade College		X	X		X	
Robert Morgan Educational Center		X			X	

13. Resource constraints to increasing dental care services to the uninsured/underserved. Ranked 1,2, and 3.	Space	Costs of supplies and materials	Dentists' time	Dental Hygienists' time	Admin Assistants' time	Equipment	Other
Borinquen Health Care Center	1	3				2	
P.E.T Health Center	2		3			1	
Jefferson Reaves Sr. Health Center	Not stated						
JHS Peñalver Clinic	Not stated						
JHS North Dade Health Center	1	2				3	
Jackson Memorial Hospital	1	2	3				
Miami Children's Hospital Toothtown	No data provided						
Doris Ison Community Health Center	2	3	1				
Everglades Health Center	2	3	1				
Martin Luther King Clinica Campesina	2	3	1				
Naranja Health Center	2	3	1				
South Dade	2	3	1				
Marathon	2	3	1				
West Perrine	2	3	1				
Jessie Trice Community Health Center Main	1		2			3	
Jessie Trice Community Health Center Norland	1		2			3	
Department of Health Mobile Dental Program	3	1	2				
Camillus Health Concern, Inc	1		2			3	
Community Partnership for the Homeless		2	1	3			
Helen B. Bentley Family Health Center	No data provided						
University of Florida Hialeah Clinic		2	1	3			
Community Smiles		2	1			3	
Miami Dade College				1			
Robert Morgan Educational Center		1	2			3	

14. Policy measures that would best improve access to dental care by the uninsured/underserved. Ranked 1,2, and 3.	Improve Medicaid/SCHIP reimbursement	Ease Medicaid/SCHIP admin processes	Revise current Medicaid managed care program	Increase Medicaid/SCHIP enrollment	Educate patients	Provide transport and child care facilities	Other
Borinquen Health Care Center	3	2		1			
P.E.T Health Center				1	2	3	
Jefferson Reaves Sr. Health Center	Not stated						
JHS Peñalver Clinic	Not stated						
JHS North Dade Health Center	2	1			3		
Jackson Memorial Hospital	2		1		3		
Miami Children's Hospital Tothtown	No data provided						
Doris Ison Community Health Center	2	3	1				
Everglades Health Center			1	2	3		
Martin Luther King Clinica Campesina			1	2	3		
Naranja Health Center			1	2	3		
South Dade			1	2	3		
Marathon			1	2	3		
West Perrine			1	2	3		
Jessie Trice Community Health Center Main	1	2	3				
Jessie Trice Community Health Center Norland	1	2	3				
Department of Health Mobile Dental Program	1		2	3			
Camillus Health Concern, Inc	Not stated						
Community Partnership for the Homeless					1		
Helen B. Bentley Family Health Center	No data provided						
University of Florida Hialeah Clinic	1	3	2				
Community Smiles	1	2	3				
Miami Dade College			3	2	1		
Robert Morgan Educational Center	2	1	3				

Appendix I - Information About the Provider

Organization Name	Contact
P.E.T Health Center	Contact: Odalys Vega Title: Operations Manager Phone: 305-535-5540 e-mail: ovega@jhsmiami.org Address: 615 Collins Avenue, Miami Beach, FL 33139 Hours of Operation: 40 hours per week Languages Spoken: English / Spanish
Borinquen Health Care Center, Inc.	Contact: Michell Soheil, DDS Title: Dental Director Phone: 305-576-6611 x525 e-mail: msoheil@borinquenhealth.org Address: 1009 NW 5 th . Avenue Miami, Florida 33136 Hours of Operation: Monday- Thursday 8am-6pm, Friday 8am- 3pm Languages Spoken: English, Spanish, French, Creole
Jefferson Reaves Sr. Health Center	Contact: Alyssa Pinnock Title: Administrator Phone: 305-577-0093 e-mail: apinnock@jhsmiami.org Address: 1009 NW 5 th . Avenue Miami, Florida 33136 Hours of Operation: 35 hours per week Languages Spoken: English, Spanish, French, Creole
JHS Peñalver Clinic	Contact: Odalis Pereira Title: Associate Director of Patient Care Phone: 786-466-2344 Address: 971 NW 2 nd Street Miami, FL 33128 Hours of Operation: 40 Languages Spoken: English, Spanish, Creole
JHS North Dade Health Center	Contact: Zenaida Bongato, DMD Title: Dentist Phone: 786-466-1743 e-mail: zbongato@jhsmiami.org Address: 16555 N.W 25 Avenue Opa Locka, FL 33054 Hours of Operation: 8 am -4:30 p.m. Languages Spoken: English, Spanish, Creole
Jackson Memorial Hospital	Contact: Michael Peleg, DDS Title: Attending Phone: 305-585-6935 e-mail: mpeleg@med.miami.edu Address: 1611 NW 12th Avenue 33136 Hours of Operation: 8:00am – 5:00pm Languages Spoken: English, Spanish, Creole

Miami Children's Hospital - Toothtown	Contact: Rosia Roldan or Karen Garcia, RDH Title: Pediatric Dentistry Residency Program Phone: 305-663-8550 e-mail: karen.garcia@mch.com Address: 3100 S.W 62 nd . Avenue, Miami, FL 33135 Hours of Operation: Monday-Friday, 8 am - 5 p.m. Languages Spoken: English, Spanish
Doris Ison South Dade Community Health Center	Contact: Suneetha Atluri DDS Title: Dentist Phone: 305-252-5100 Address: 10300 SW 216th St, Miami, FL 33190 Hours of Operation: Monday –Friday 8:30 a.m.-5:00 p.m. Languages Spoken: English/Spanish/Creole
CHI Everglades Health Center	Contact: Dr. Martinez Title: Dentist Phone: 305-246-2006 Address: 19300 SW 376 St. Florida City, FL 33034 Hours of Operation: Monday /Tuesday/Thursday & Friday 8:30 a.m. – 5:00 p.m. Except closed the 1 st Monday of the month Wednesday 10:30-7:00p.m. 1 st Saturday of the month 8:30-5:00p.m. Languages Spoken: English/Spanish/Creole
CHI Martin Luther King Clinica Campesina	Contact: Robert Johnson DDS Title: Dental Director Phone: (305-242-2006 e-mail: rjohnson@hcnetwork.org Address: 810 West Mowry St. Homestead, FL. 33030 Hours of Operation: Monday & Wednesday 8:00-7:30 p.m. / Tuesday & Thursday 8:00-5:30 p.m. Languages Spoken: English/Spanish/Creole
CHI Naranja Health Center	Contact: Tomas Lang DDS Title: Dentist Phone: 305-258-8066 Address: 13805 S.W. 264 St. Naranja, FL 33032 Hours of Operation: Monday, Wednesday & Friday 8:30 a.m.-5:00 p.m. Tuesday & Thursday 10:30 a.m. – 7:00 p.m. Languages Spoken: English/Spanish/Creole
CHI South Dade	Contact: Robert Johnson DDS Title: Dental Director Phone: 305-242-2006 e-mail: rjohnson@hcnetwork.org Address: 810 West Mowry St. Homestead, FL. 33030 Hours of Operation: Thursday 8:30-5:00 p.m. Languages Spoken: English/Spanish/Creole
CHI Marathon	Contact: Sherry Watson Hamilton DDS Title: Dentist Phone: 305-243-4000 Address: 2855 Oversees Highway Marathon, FL 33050 Hours of Operation: Tuesday-Friday 9:00 – 3:00
CHI West Perrine	Contact: Millied Lopez de Victoria DDS Title: Dentist Phone: 305-234-7676 Address: 18255 Homestead Ave Perrine, FL 33157 Hours of Operation: Languages Spoken: English/Spanish

Jessie Trice Community Health Center Main	Contact: Dr. N. Perdigon Title: Dentist Phone: 305-835-1595 Address: 5361 NW 22 Avenue Miami, FL 33142 Hours of Operation: 40 hours per week Languages Spoken: English, Spanish
Jessie Trice Community Health Center Norland	Contact: Dr. Deborah V. George Title: Dentist Phone: 305-694-6270 Address: 18360 NW 7 th Avenue Miami, FL 33169 Hours of Operation: 40 hours per week Languages Spoken: English
Miami-Dade County Health Department Mobile Dental Program	Contact: Rosa Martin DDS Title: Dental Director Phone: 786-216-9844 e-mail:rosa_martin2@doh.state.fl.us Address: 8600 NW 17 St. Miami, FL 33126 Hours of Operation: 32 hours per week Languages Spoken: English and Spanish
Camillus Health Concern, Inc.	Contact: Hirut Kassaye, MPH Title: Executive Director Phone: 305-577-4840 ext 202 Address: 336 NW 5 Street. Miami, FL 33128 Hours of Operation: 40 hours per week Languages Spoken: English, Spanish, Creole
Helen B. Bentley Family Health Center	Contact: Title: Dental Director Phone: 305-447-4950 Address: 3090 SW 37th Ave., Miami, FL 33133 Hours of Operation: Languages Spoken: English, Spanish
University of Florida Hialeah Clinic	Contact: Roberta L. Diehl, DDS Title: Director Phone: 305-694-5400 e-mail: rdiehl@dental.ufl.edu Address: 750 East 25 th Street Hialeah, FL 33013 Hours of Operation: Monday-Thursday, 8:30 AM-4:00 PM Languages Spoken: English, Spanish
Community Smiles	Contact: Lisa M. Campbell DDS Title: Residency Program Director Phone: (305) 324-6070 ext. 8522 e-mail: lisa4smiles@bellsouth.net Address: 750 NW 20 Street Miami, 33127 Hours of Operation: 40 per week Languages Spoken: English, Spanish, Creole

Miami Dade College	Contact: Dr. Susan Kass Title: Dental Hygiene Program Coordinator Phone: (305) 237-4029 e-mail: skass@mdc.edu Address: 950 NW 20 Street Miami, 33127 Hours of Operation: Tuesday and Thursday 9:30 – 4:00(Fall and Spring); Wednesday and Friday 8:30 – 12:30 (Spring only); Monday – Thursday 8:30 – 12:30 Summer Languages Spoken: English, Spanish
Robert Morgan Educational Center	Contact: Aurea Hurtado Title: Program Director Phone: 305-253-9920 x 2212 e-mail: ahurtado@dadeschools.net Address: 18180 SW 122 Avenue, Miami, FL 33177 Hours of Operation: 8:00 – 1:00 Languages Spoken: English / Spanish
Community Partnership for the Homeless	Contact: Vickie Hopta Title: Grants Contract Manager Phone: 305-443-9730 e-mail: prbyvlh@aol.com Address: mobile program Hours of Operation: Monday-Friday 9:00-5:00 Languages Spoken: English / Spanish

Appendix II - Survey Tool

Oral Healthcare Access for the Uninsured and Underserved in Miami-Dade County

Provider Questionnaire

1. About the Provider

Please note that if your organization has several facilities providing oral health services, one questionnaire needs to be filled for each.

Organization Name: _____
Contact: _____ Title: _____
Phone: _____ e-mail: _____
Address: _____
Total Hours of Operation for Dental Services per Week: _____

2. Type of Provider

- Hospital
- Federally Qualified Community Health Center
- Community Health Center
- Dental School/Dental Hygiene School
- Mobile dental services
- Other (specify) _____

3. Number of Dental Patients Treated and Insurance Coverage

What is the total number of unduplicated patients seen at the clinic or facility for dental in the last 12 months? _____

How many patients were seen for dental problems in the last 12 months? _____

Of these how many were uninsured? _____

Of these how many were insured with Medicaid/Kidcare? _____

4. Dental Services

What is the total number of encounters for dental services in the last 12 months? _____

Please provide the total number of each of the dental services provided below.

- ____ Number of Filling
- ____ Number of Sealants
- ____ Number of Varnish

Please also estimate each as a percentage of the types of dental services performed.

- ____ % Fillings
- ____ % Sealants
- ____ % Varnish

5. Race

For patients presenting with dental problems, estimate the percentage by race:

Black

African-American	_____	%	
Haitian	_____	%	
Other	_____	%	
Total			_____ %

White

Other race (Asian, American Indian)	_____	%
	_____	%

6. Hispanic Ethnicity

For patients presenting with dental problems, estimate the percentage by Hispanic ethnicity:

Hispanic	_____	%
Non-Hispanic	_____	%

7. Age

For patients presenting with dental problems, estimate the percentage by age:

Children (1-18)	_____	%
Adult (19-64)	_____	%
Senior (65+)	_____	%

8. Revenues from Dental Services

What is the range of revenues for oral health services of your clinic or facility for the most recent fiscal year?
If possible specify revenue amount \$ _____ or alternatively select one of the following:

- \$0 - \$50,000
- \$50,000 - \$100,000
- \$100,000 - \$500,000
- \$500,000 +

9. Sources of Revenue

What are the sources of revenue for oral health services of your clinic or facility for the most recent fiscal year? Estimate the percentage:

Public Sources

Medicaid/KidCare	%	_____
Florida Healthy Kids	%	_____
Grants	%	_____
Other (specify)		
_____	%	_____
_____	%	_____

Private Sources

Insurance	%	_____
Client Fees	%	_____
Grants	%	_____
Foundations	%	_____
Corporations	%	_____
Individual Donations	%	_____
Other (specify)		
_____	%	_____
_____	%	_____

Total _____

10. Staffing

How many full time paid staff members work at your facility?

Number of General Dentists _____

Number of Dental Hygienists _____

Number of Specialists _____

Number of Dental Assistants _____

Number of Adm. Assistants _____

How many part time paid staff members work at your facility? Estimate number of individuals and working hours per week.

Number of General Dentists	_____	x	Hours per week	_____	=	_____	Total hours
Number of Dental Hygienists	_____	x	Hours per week	_____	=	_____	Total hours
Number of Specialists	_____	x	Hours per week	_____	=	_____	Total hours
Number of Dental Assistants	_____	x	Hours per week	_____	=	_____	Total hours
Number of Adm. Assistants	_____	x	Hours per week	_____	=	_____	Total hours

If your clinic operates as a satellite of others, is staff shared? _____

If yes, how many hours and what staff? _____

Do you have minority dental providers? _____

If yes, representing which minorities? _____

11. Volunteers at your Dental Clinic or Facility

How many volunteer staff members, including students, are involved in your clinic or facility? Estimate number of individuals and working hours per week.

Number of General Dentists _____ x Hours per week _____ = _____
 Number of Dental Hygienists _____ x Hours per week _____ = _____
 Number of Specialists _____ x Hours per week _____ = _____
 Number of Dental Assistants _____ x Hours per week _____ = _____
 Number of Adm. Assistants _____ x Hours per week _____ = _____

12. Equipment at your Dental Clinic or Facility

Do you any have the following equipment at your clinic or dental facility?

- 1-3 Operatories
- 3+ Operatories
- Laboratory
- 1-3 X-ray machines
- 3+ X-ray machines
- Other (specify) _____

13. Resource Constraints

Which of the following resources are constraints to increasing the dental care services to the uninsured/underserved? Rank these 1, 2, and 3.

- ___ Space
- ___ Costs of supplies and materials
- ___ Dentists' time
- ___ Dental hygienists' time
- ___ Administrative assistants' time
- ___ Equipment

14. Policies that Impact Dental Care

Which of following policy measures would best improve access to dental care by the uninsured/underserved? Rank these 1,2, and 3.

- ___ Improve Medicaid/ SCHIP reimbursement or capitation rates
- ___ Make Medicaid/SCHIP administrative processes more efficient, streamlined and easier
- ___ Revise current Medicaid managed care program
- ___ Conduct outreach activities to increase Medicaid/SCHIP enrollment and use of services
- ___ Educate patients about importance of oral health, keeping appointments, follow-up and continuity of care
- ___ Provide transportation and child care facilities to Medicaid/SCHIP patients
- ___ Other (specify) _____