Guide to the Managed Care video

Prepared by: Scope of Practice Committee

Below is a list of highlights with the corresponding time stamp for each. This is not meant as a comprehensive summary of the video, but rather as a guide to help you find the portions you are most interested in. If you are interested in this topic, however, I strongly suggest that you watch the video from start to finish to get the most information out of it as possible.

2:00 - Scot Morris tells Canadian optometrists that "most docs in the United States would love to get where you are at right now".

2:32 - Richard Speer discusses how dentistry has kept its direct relationship with patients.

6:05 - Scot Morris discusses how managed care moves into new markets and also how fees decrease as managed care increases competition.

9:29 - John Rumpakis tells us how fear drives many business decisions, including joining managed care programs.

13:02 - Scot Morris breaks down the numbers on the extra work and money it takes to work under managed care.

15:54 - Scot Morris gives us a step-by-step example of how complicated billing codes are under managed care in the US.

17:17 - Richard Speer tells us how dentistry dealt with billing codes and how he works with insurance companies in his dentistry practice.

20:58 - John Rumpakis helps us look at managed care from a business perspective: "volume at any cost is not (good for business)" and "follow the money" to see who's making the real profit.

23:00 - Scot Morris shows us the physical paperwork involved in working with managed care plans.

26:37 - John Rumpakis gives a thorough business analysis on the "Race to Zero", or how we can actually *lose* money seeing patients.

32:18 - Richard Speer discusses how dentistry bills patients using professional and laboratory fees.

34:00 - Richard Speer surprises the American ODs regarding the state of his accounts receivable.

34:50 - Question from the audience: Can you balance bill for services under managed care in the US?

40:32 - John Rumpakis highlights the huge amount of extra time and work it takes just to figure out what benefits each patient has while they're in office.

42:45 - Question: How do patients in the US perceive their "managed discount" plan?

48:14 - Question: What's the economic outlook for offices who don't sign up for managed care plans?

50:23 - Richard Speer discusses the ethical case against billing patients differing amounts for the same procedures.

51:40 - John Rumpakis talks about how he helps colleagues quit managed care plans and the results.

53:10 - Comment from the audience: "I cannot imagine why anyone in this room would sign up for one of these things", and Scot Morris reminds us that it's an individual choice: "…you'll just be running faster to get to zero."

54:35 - Question from the audience: Can patients see doctors outside of their managed care panel?