



2024 Louisiana Dental Survey Report

Louisiana Department of Health

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1. Executive Summary

Introduction

The Louisiana Department of Health (LDH) contracted with Health Services Advisory Group, Inc. (HSAG) to administer and report the results of a Dental Plan Survey administered to adult and child Medicaid members receiving dental benefits through one of LDH's contracted dental plans.¹ The goal of the survey is to provide performance feedback that is actionable and will aid in improving the dental care and services of adult and child members enrolled in one of the two contracted dental plans. Results presented in this report include four global ratings, three composite measures, and one individual item measure. DentaQuest USA Insurance Company (DQ) and Managed Care North America (MCNA) are the two dental plans that participated in the survey.

Adult and Child Performance Highlights

The Adult Results and Child Results sections of the report detail the Dental Plan Survey results for adult and child members identified as having a paid or denied dental claim during the last 12 months during the measurement period (i.e., July 1, 2023, to June 30, 2024). The following is a summary of the performance highlights for the Louisiana dental plans. The performance highlights are categorized into three major types of analyses performed on the survey data:

- Dental Plan Comparisons
- Race Comparisons
- Key Drivers of Member Experience

¹ The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Dental Plan Survey, currently available for the adult population only, was modified by HSAG for administration to a child population to create a Child Dental Survey. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Dental Plan Comparisons

HSAG compared DQ’s results to MCNA’s results to determine if the plans’ results were statistically significantly different from each other. The detailed results of the comparative analysis are described in the Adult Results and Child Results sections beginning on pages 26 and 48, respectively. Table 1-1 shows a summary of the statistically significant results of this analysis. None of the scores for the child population were statistically significantly different than the comparative dental plan’s score for any measure.

Table 1-1—Dental Plan Comparisons

Measures	DQ	MCNA
Adult		
<i>Rating of All Dental Care</i>	↓ ⁺	↑
<i>Rating of Dental Plan</i>	↓ ⁺	↑
<i>Access to Dental Care</i>	↓ ⁺	↑
<i>Dental Plan Information and Services</i>	↓ ⁺	↑ ⁺
<i>Would Recommend Dental Plan</i>	↓ ⁺	↑
⁺ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results. [↑] Indicates the 2024 dental plan’s score is statistically significantly higher than the comparative dental plan’s score. [↓] Indicates the 2024 dental plan’s score is statistically significantly lower than the comparative dental plan’s score.		

Race Comparisons

HSAG evaluated the top-box scores to determine if there were significant differences by self-identified race.² Race is categorized as White, Black, and Other. For this analysis, the Other category includes Multiracial, Asian, Native Hawaiian or other Pacific Islander, American Indian or Alaska Native, and Other. The top-box scores for Black and Other respondents were compared to the top-box scores of White respondents. HSAG was unable to perform ethnicity comparisons due to the insufficient number of Hispanic responses for each measure. For more detailed information regarding this comparison, please refer to the Reader’s Guide beginning on page 15. The detailed results of this analysis are described in the Race Comparisons subsections of the Adult Results and Child Results sections beginning on pages 35 and 57, respectively. Table 1-2 shows a summary of the statistically significant results of this analysis for the Dental Program Average.

² A top-box score refers to the percentage of survey respondents who selected the most favorable response option(s) for a given item or measure. For more detailed information regarding top box responses, please refer to the Reader’s Guide beginning on page 14.

Table 1-2—Race Comparisons Summary—Dental Program Average

Measures	Race		
	White	Black	Other
Adult			
<i>Rating of Regular Dentist</i>	79.55%⁺	↓ ⁺	NS ⁺
Child			
<i>Rating of Regular Dentist</i>	86.47%	↓	NS ⁺
<i>Rating of All Dental Care</i>	87.59%	↓	NS ⁺
NS Indicates the score is not significantly different. ↑ Indicates the demographic category score is significantly higher than the score of White. ↓ Indicates the demographic category score is significantly lower than the score of White. + Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.			

Key Drivers of Member Experience Analysis

To determine potential items for quality improvement efforts, HSAG conducted a key drivers analysis for the Dental Program Average. HSAG focused the key drivers of member experience on three measures: *Rating of All Dental Care*, *Rating of Dental Plan*, and *Would Recommend Dental Plan*. HSAG refers to the individual items (i.e., questions) for which the odds ratio is statistically significantly greater than 1 as “key drivers” since these items are driving respondents’ levels of experience with each of the three measures.

Table 1-3 provides a summary of the survey items identified for each of the three measures as being key drivers of member experience (indicated by a ✓) for the Dental Program Average. The detailed results of this analysis are described in the Key Drivers of Member Experience Analysis subsections of the Adult Results and Child Results sections beginning on pages 37 and 59, respectively.

Table 1-3—Key Drivers of Member Experience Summary—Dental Program Average

Key Drivers	<i>Rating of All Dental Care</i>	<i>Rating of Dental Plan</i>	<i>Would Recommend Dental Plan</i>
Adult			
Q11. Dentist or dental staff did everything they could to help you feel comfortable during dental work	✓	NS	NS
Q12. Dentist or dental staff explained what they were doing while treating you	NS	✓	NS
Q13. Received dental appointments as soon as wanted	NS	NS	✓
Q19. Dental plan covered all services you thought were covered	NA	✓	✓

Key Drivers	Rating of All Dental Care	Rating of Dental Plan	Would Recommend Dental Plan
Child			
Q6. Child's dentist explained things in understandable way	✓	NS	NS
Q10. Child's dentist explained things in understandable way for child	NS	NS	✓
Q13. Dentists or dental staff helped child feel comfortable during dental work	✓	✓	NS
Q14. Dentists or dental staff explained during child's treatment	✓	NS	NS
Q21. Child's dental plan covered all services parent/caretaker thought covered	NA	✓	✓
NA Indicates that this question was not evaluated for this measure. NS Indicates that the calculated odds ratio estimate is not statistically significantly higher than 1.0; therefore, respondents' answers for those responses do not significantly affect their rating.			

2. Reader's Guide

This section provides a comprehensive overview of the survey administration protocol and analytic methodologies. It is designed to provide supplemental information to the reader that may aid in the interpretation and use of the survey results presented in this report.

Survey Administration

Survey Overview

HSAG administered the adult Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Dental Plan Survey (CAHPS Dental Survey) to adult members and a modified version of the adult CAHPS Dental Plan Survey to child members to evaluate the quality of dental services provided to adult and child Medicaid members receiving dental benefits through DQ or MCNA. The adult and child Dental Plan Survey yielded eight measures that include four global rating measures, three composite measures, and one individual item measure. The global rating measures reflect overall experience with regular dentists, dental care, ease of finding a dentist, and the dental plan. The composite measures are sets of questions grouped together to assess different aspects of dental care (e.g., *Care from Dentists and Staff* and *Access to Dental Care*). The individual item measure is an individual question that asks whether the member or the parents/caretakers of a child member would recommend the dental plan. Table 2-1 lists the measures included in the survey.

Table 2-1—Survey Measures

Survey Measure	Measure Type	Adult Survey Question Number	Child Survey Question Number
<i>Rating of Regular Dentist</i>	Global Rating	10	12
<i>Rating of All Dental Care</i>	Global Rating	18	20
<i>Rating of Finding a Dentist</i>	Global Rating	25	27
<i>Rating of Dental Plan</i>	Global Rating	29	31
<i>Care from Dentists and Staff</i>	Composite Measure	6, 7, 8, 9, 11,12	6, 7, 8, 10, 11, 13, 14
<i>Access to Dental Care</i>	Composite Measure	13, 14, 15, 16, 17	15, 16, 17, 18, 19
<i>Dental Plan Information and Services</i>	Composite Measure	19, 20, 22, 24, 27, 28	21, 22, 24, 26, 29, 30
<i>Would Recommend Dental Plan</i>	Individual Item Measure	30	32

Table 2-2 presents the survey language and response options for each measure for the adult survey. The survey includes gate items that instruct respondents to skip specific questions if they are not receiving certain services, which results in fewer responses. The measures that are affected by these gate items are noted within footnotes in Table 2-2.

Table 2-2—Adult Survey Measures

Question Language	Response Categories
Global Ratings	
<i>Rating of Regular Dentist</i>³	
10. Using any number from 0 to 10, where 0 is the worst regular dentist possible and 10 is the best regular dentist possible, what number would you use to rate your regular dentist?	0–10 Scale
<i>Rating of All Dental Care</i>	
18. Using any number from 0 to 10, where 0 is the worst dental care possible and 10 is the best dental care possible, what number would you use to rate all of the dental care you personally received in the last 12 months?	0–10 Scale
<i>Rating of Finding a Dentist</i>⁴	
25. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist?	0–10 Scale
<i>Rating of Dental Plan</i>	
29. Using any number from 0 to 10, where 0 is the worst dental plan possible and 10 is the best dental plan possible, what number would you use to rate your dental plan?	0–10 Scale
Composite Measures	
<i>Care from Dentists and Staff</i>⁵	
6. In the last 12 months, how often did your regular dentist explain things in a way that was easy to understand?	Never, Sometimes, Usually, Always
7. In the last 12 months, how often did your regular dentist listen carefully to you?	Never, Sometimes, Usually, Always
8. In the last 12 months, how often did your regular dentist treat you with courtesy and respect?	Never, Sometimes, Usually, Always

³ For *Rating of Regular Dentist*, the gate questions ask respondents if they have a regular dentist and if they have seen their regular dentist in the last 12 months. If respondents answer “No” to these questions, they are directed to skip the question that comprises the *Rating of Regular Dentist* measure.

⁴ For *Rating of Finding a Dentist*, the gate question asks respondents if they used any information from the dental plan to help them find a new dentist in the last 12 months. If respondents answer “No” to this question, they are directed to skip the question that comprises the *Rating of Finding a Dentist* measure.

⁵ For *Care from Dentists and Staff*, the gate questions ask respondents if they have a regular dentist and if they have seen their regular dentist in the last 12 months. If respondents answer “No” to these questions, they are directed to skip the questions that collectively comprise the *Care from Dentists and Staff* measure.

Question Language	Response Categories
9. In the last 12 months, how often did your regular dentist spend enough time with you?	Never, Sometimes, Usually, Always
11. In the last 12 months, how often did the dentists or dental staff do everything they could to help you feel as comfortable as possible during your dental work?	Never, Sometimes, Usually, Always
12. In the last 12 months, how often did the dentists or dental staff explain what they were doing while treating you?	Never, Sometimes, Usually, Always
Access to Dental Care⁶	
13. In the last 12 months, how often were your dental appointments as soon as you wanted?	Never, Sometimes, Usually, Always
14. If you needed to see a dentist right away because of a dental emergency in the last 12 months, did you get to see a dentist as soon as you wanted?	Definitely yes, Somewhat yes, Somewhat no, Definitely no ⁷
15. If you tried to get an appointment for yourself with a dentist who specializes in a particular type of dental care (such as root canals or gum disease) in the last 12 months, how often did you get an appointment as soon as you wanted?	Never, Sometimes, Usually, Always ⁸
16. In the last 12 months, how often did you have to spend more than 15 minutes in the waiting room before you saw someone for your dental appointment?	Never, Sometimes, Usually, Always ⁹
17. If you had to spend more than 15 minutes in the waiting room before you saw someone for your appointment, how often did someone tell you why there was a delay or how long the delay would be?	Never, Sometimes, Usually, Always
Dental Plan Information and Services¹⁰	
19. In the last 12 months, how often did your dental plan cover all of the services you thought were covered?	Never, Sometimes, Usually, Always
20. In the last 12 months, did your dental plan cover what you and your family needed to get done?	Definitely yes, Somewhat yes, Somewhat no, Definitely no
22. In the last 12 months, how often did the 800 number, written materials, or website provide the information you wanted about your dental plan?	Never, Sometimes, Usually, Always

⁶ For *Access to Dental Care*, the gate question asks respondents how often they had to spend more than 15 minutes in the waiting room before they saw someone for their appointment in the last 12 months. If respondents answer “Never” to this question, they are directed to skip one of the questions that comprises the *Access to Dental Care* measure.

⁷ “I did not have a dental emergency in the last 12 months” was also a valid response option for this question. However, this response option is not assessed as part of this composite (i.e., this response is treated as missing data).

⁸ “I did not try to get an appointment with a specialist dentist for myself in the last 12 months” was also a valid response option for this question. However, this response option is not assessed as part of this composite (i.e., this response is treated as missing data).

⁹ The response option scale was reversed so responses of “Sometimes/Never” were considered top-box scores.

¹⁰ For *Dental Plan Information and Services*, the gate questions ask respondents if they tried finding out how their dental plan works by calling their 800 number, visiting their website, or reading printed materials; if they used any information from their dental plan to help them find a new dentist; and if they tried to get information or help from their dental plan’s customer service in the last 12 months. If respondents answer “No” to these questions, they are directed to skip the questions that collectively comprise the *Dental Plan Information and Services* measure.

Question Language	Response Categories
24. Did this information help you find a dentist you were happy with?	Definitely yes, Somewhat yes, Somewhat no, Definitely no
27. In the last 12 months, how often did your dental plan's customer service give you the information or help you needed?	Never, Sometimes, Usually, Always
28. In the last 12 months, how often did your dental plan's customer service staff treat you with courtesy and respect?	Never, Sometimes, Usually, Always
Individual Item Measure	
<i>Would Recommend Dental Plan</i>	
30. Would you recommend this dental plan to people who want to join?	Definitely yes, Probably yes, Probably no, Definitely no

Table 2-3 presents the survey language and response options for each measure for the child survey. The survey includes gate items that instruct respondents to skip specific questions if their child is not receiving certain services, which results in fewer responses. The measures that are affected by these gate items are noted within footnotes in Table 2-3.

Table 2-3—Child Survey Measures

Question Language	Response Categories
Global Ratings	
<i>Rating of Regular Dentist</i>¹¹	
12. Using any number from 0 to 10, where 0 is the worst regular dentist possible and 10 is the best regular dentist possible, what number would you use to rate your child's regular dentist?	0–10 Scale
<i>Rating of All Dental Care</i>	
20. Using any number from 0 to 10, where 0 is the worst dental care possible and 10 is the best dental care possible, what number would you use to rate all of the dental care your child received in the last 12 months?	0–10 Scale
<i>Rating of Finding a Dentist</i>¹²	
27. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist for your child?	0–10 Scale

¹¹ For *Rating of Regular Dentist*, the gate questions ask respondents if their child has a regular dentist and if their child has seen their regular dentist in the last 12 months. If respondents answer “No” to these questions, they are directed to skip the question that comprises the *Rating of Regular Dentist* measure.

¹² For *Rating of Finding a Dentist*, the gate question asks respondents if they used any information from their child's dental plan to help them find a new dentist for their child in the last 12 months. If respondents answer “No” to this question, they are directed to skip the question that comprises the *Rating of Finding a Dentist* measure.

Question Language	Response Categories
Rating of Dental Plan	
31. Using any number from 0 to 10, where 0 is the worst dental plan possible and 10 is the best dental plan possible, what number would you use to rate your child's dental plan?	0–10 Scale
Composite Measures	
Care from Dentists and Staff¹³	
6. In the last 12 months, how often did your child's regular dentist explain things about your child's dental health in a way that was easy to understand?	Never, Sometimes, Usually, Always
7. In the last 12 months, how often did your child's regular dentist listen carefully to you?	Never, Sometimes, Usually, Always
8. In the last 12 months, how often did your child's regular dentist treat you with courtesy and respect?	Never, Sometimes, Usually, Always
10. In the last 12 months, how often did your child's regular dentist explain things in a way that was easy for <u>your child</u> to understand?	Never, Sometimes, Usually, Always
11. In the last 12 months, how often did your child's regular dentist spend enough time with your child?	Never, Sometimes, Usually, Always
13. In the last 12 months, how often did the dentists or dental staff do everything they could to help your child feel as comfortable as possible during his or her dental work?	Never, Sometimes, Usually, Always
14. In the last 12 months, how often did the dentists or dental staff explain what they were doing while treating your child?	Never, Sometimes, Usually, Always
Access to Dental Care	
15. In the last 12 months, how often were your child's dental appointments as soon as you wanted?	Never, Sometimes, Usually, Always
16. If your child needed to see a dentist right away because of a dental emergency in the last 12 months, did your child get to see a dentist as soon as you wanted?	Definitely yes, Somewhat yes, Somewhat no, Definitely no ¹⁴
17. If you tried to get an appointment for your child with a dentist who specializes in a particular type of dental care (such as an oral or dental surgeon) in the last 12 months, how often did you get an appointment for your child as soon as you wanted?	Never, Sometimes, Usually, Always ¹⁵

¹³ For *Care from Dentists and Staff*, the gate questions ask respondents if their child has a regular dentist, if their child has seen their regular dentist in the last 12 months, and if their child is able to talk with his or her regular dentist about his or her dental care. If respondents answer “No” to these questions, they are directed to skip the questions that collectively comprise the *Care from Dentists and Staff* measure.

¹⁴ “My child did not have a dental emergency in the last 12 months” was also a valid response option for this question. However, this response option is not assessed as part of this question (i.e., this response is treated as missing data).

¹⁵ “I did not try to get an appointment with a specialist dentist for my child in the last 12 months” was also a valid response option for this question. However, this response option is not assessed as part of this question (i.e., this response is treated as missing data).

Question Language	Response Categories
18. In the last 12 months, how often did you have to spend more than 15 minutes in the waiting room before your child saw someone for his or her dental appointment? ¹⁶	Never, Sometimes, Usually, Always ¹⁷
19. If you had to spend more than 15 minutes in the waiting room before your child saw someone for his or her appointment, how often did someone tell you why there was a delay or how long the delay would be?	Never, Sometimes, Usually, Always
Dental Plan Information and Services¹⁸	
21. In the last 12 months, how often did your child's dental plan cover all of the services you thought were covered?	Never, Sometimes, Usually, Always
22. In the last 12 months, did your child's dental plan cover what your child needed to get done?	Definitely yes, Somewhat yes, Somewhat no, Definitely no
24. In the last 12 months, how often did the 800 number, website, or written materials provide the information you wanted about your child's dental plan?	Never, Sometimes, Usually, Always
26. Did this information help you find a dentist for your child that you were happy with?	Definitely yes, Somewhat yes, Somewhat no, Definitely no
29. In the last 12 months, how often did customer service at your child's dental plan give you the information or help you needed?	Never, Sometimes, Usually, Always
30. In the last 12 months, how often did customer service staff at your child's dental plan treat you with courtesy and respect?	Never, Sometimes, Usually, Always
Individual Item Measure	
Would Recommend Dental Plan	
32. Would you recommend your child's dental plan to other parents or people who want to join?	Definitely yes, Probably yes, Probably no, Definitely no

¹⁶ For *Access to Dental Care*, if respondents answer “Never” to question 18, they are directed to skip one of the questions that comprises the *Access to Dental Care* measure.

¹⁷ The response option scale was reversed so responses of “Sometimes/Never” were considered top-box scores.

¹⁸ For *Dental Plan Information and Services*, the gate questions ask respondents if they tried finding out how their child's dental plan works by calling their toll-free number, visiting their website, or reading printed materials; if they used any information from their child's dental plan to help them find a new dentist for their child; and if they tried to get information or help from customer service at their child's dental plan in the last 12 months. If respondents answer “No” to these questions, they are directed to skip the questions that collectively comprise the *Dental Plan Information and Services* measure.

Sampling Procedures

The dental plans provided HSAG with a list of eligible members for the sampling frame.¹⁹ HSAG reviewed the file records to check for any apparent problems with the files, such as missing address elements. HSAG sampled members who met the following criteria:

- Adult Survey: were 21 years or older as of June 30, 2024.
- Child Survey: were 20 years or younger as of June 30, 2024.
- Were continuously enrolled in the dental plan during the 12-month measurement period (July 1, 2023, to June 30, 2024), with no more than one gap in enrollment of up to 45 days. To determine continuous enrollment for a member for whom enrollment is verified monthly, the member may not have more than a 1-month gap in coverage (i.e., the member must be enrolled for 11 of the last 12 months).
- Had a paid or denied dental claim during the last 12 months of the measurement year.
- Were currently enrolled in the dental plan at the time the sample frame was created.

A total of 1,755 adult members and a total of 2,145 child members were sampled for each of the dental plans, for a total of 3,900 sampled adult and child members. Additionally, for the child survey, the survey questionnaire was addressed to the parent/caretaker of the child member and instructions were provided for the parent/caretaker to complete the survey on behalf of the child member.

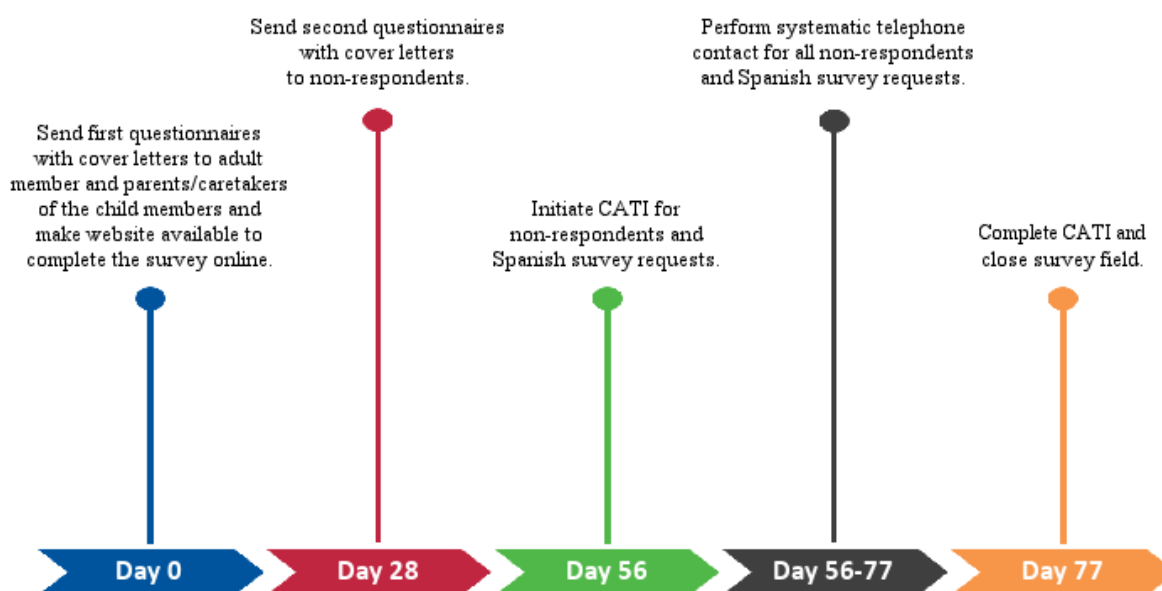
Survey Protocol

The survey administration protocol employed was a mixed-mode methodology, which allowed for three methods by which adult members and parents/caretakers of sampled child members could complete a survey: (1) mail, (2) Internet, or (3) Computer Assisted Telephone Interviewing (CATI). A cover letter was mailed to all adult members and parents/caretakers of child members that provided two options to complete the survey: (1) complete the English paper-based survey and return it using the pre-addressed, postage-paid return envelope; or (2) complete the web-based survey, which was provided in both English and Spanish, via a URL or quick response (QR) code and designated username. The first and second cover letters were printed in English on one side and Spanish on the reverse side. HSAG tried to obtain new addresses for members selected for the sample by processing sampled members' addresses through the United States Postal Service's National Change of Address (NCOA) system. Non-respondents received a second survey mailing. CATI was conducted for respondents who did not complete a survey. A series of up to three CATI calls was made to each non-respondent at different times of the day, on different days of the week, and in different weeks. It has been shown that the addition of the telephone phase aids in the reduction of non-response bias by increasing the number of respondents who are more demographically representative of the program's population. The survey

¹⁹ By submitting data, records, documents, and information to HSAG as required by LDH and in support of this external quality review (EQR) activity, the dental plan attests, based on best knowledge, information, and belief as to the accuracy, completeness and truthfulness of the documents and data it submits to HSAG.

administration started in November 2024, and the survey field remained open until closing in January 2025. Figure 2-1 shows the timeline used for the survey administration.

Figure 2-1—Dental Survey Timeline



Methodology

A number of analyses were performed to comprehensively assess member satisfaction. This section provides an overview of each analysis.

Response Rates

The response rate was defined as the total number of completed surveys divided by all eligible members of the sample. A member's survey was assigned a disposition code of "completed" if at least one question within the survey was answered. Eligible members included the entire sample minus ineligible members. Ineligible members of the sample met one of the following criteria: they were deceased, did not meet the eligible criteria on page 11, were mentally or physically incapacitated with no proxy available (adult only), or had a language barrier (the survey was made available in English and Spanish).

$$\text{Response Rate} = \frac{\text{Number of Completed Surveys}}{\text{Sample} - \text{Ineligibles}}$$

Demographic Analysis

The demographics analysis evaluated self-reported demographic information for the following:

- Adult members who completed the adult survey: age, gender, education level, race, ethnicity, and dental health status.
- Child members for whom a parent/caretaker completed a survey: age, gender, race, ethnicity, and dental health status.
- Child survey respondents (i.e., parent/caretaker): respondent age, respondent gender, respondent education level, and respondent relationship to the child.

Given that the demographics of a response group can influence overall experience scores, it is important to evaluate all results in the context of the actual respondent population.

Table 2-4 shows the survey question numbers that are associated with the respective demographic categories that were analyzed.

Table 2-4—Demographic Items Analyzed

Demographic Category	Adult Survey Question Number	Child Survey Question Number
Member Age	32	34
Member Gender	33	35
Member Education Level	34	NA
Member Race	36	37
Member Ethnicity	35	36
Member Dental Health Status	31	33
Respondent Age	NA	38
Respondent Gender	NA	39
Respondent Education Level	NA	40
Respondent Relationship to Child	NA	41
NA Indicates the demographic category is not applicable to the specific survey.		

Respondent Analysis

HSAG evaluated the demographic characteristics (i.e., age, gender, and race) as part of the respondent analysis using data from the sample frame file. HSAG performed a *t* test to determine whether demographic characteristics of survey respondents were significantly different from demographic

characteristics of members in the sample frame.²⁰ A difference was considered significant if the two-sided p value of the t test was less than 0.05. The two-sided p value of the t test is the probability of observing a test statistic as extreme as or more extreme than the one actually observed by chance. Respondent percentages within a particular demographic category that are significantly higher or lower than the sample frame percentages were noted with black arrows (\uparrow and \downarrow) in the table.

Top-Box Scores

HSAG calculated top-box scores for each measure.²¹ The scoring of the measures involved assigning top-box responses a score of one, with all other responses receiving a score of zero. After applying this scoring methodology, the percentage of top-box responses was calculated in order to determine the top-box scores. A “top-box” response is defined as follows:

- “9” or “10” for *Rating of Regular Dentist*, *Rating of All Dental Care*, *Rating of Finding a Dentist*, and *Rating of Dental Plan*.
- “Usually/Always” or “Somewhat Yes/Definitely Yes” for *Care From Dentists and Staff*, *Access to Dental Care*, and *Dental Plan Information and Services* composite measures.
 - The exception to this is Question 16 and Question 18 in the *Access to Dental Care* composite measure for the adult and child surveys, respectively, where the response option scale is reversed so responses of “Sometimes/Never” are considered top-box responses.
- “Probably Yes/Definitely Yes” for the *Would Recommend Dental Plan* individual item measure.

Results were reported regardless of the number of responses. Measures with fewer than 100 respondents are noted with a cross (+).

Dental Plan Comparisons

The results of the dental plans were compared to each other to determine if the results were statistically significantly different. A t test was performed to determine whether DQ’s results were statistically significantly different from MCNA’s results. A difference was considered statistically significant if the two-sided p value of the t test was less than 0.05. Statistically significant differences were noted with black arrows (\uparrow or \downarrow) in the figures. An upward arrow (\uparrow) indicates a score that was statistically significantly higher than the comparative plan. Conversely, a downward arrow (\downarrow) indicates a score that was statistically significantly lower than the comparative plan.

²⁰ A t test refers to a statistical test used to determine whether there is a significant difference between the means of two groups (i.e., survey respondents vs members in the sample frame). This analysis helps identify potential nonresponse bias and assess the representativeness of the survey data. Statistically significant differences may indicate that the survey results could be skewed if certain groups were under- or overrepresented among respondents.

²¹ Top-box score refers to the percentage of survey respondents who selected the most favorable response option(s) for a given item or measure.

Race Comparisons

The results for each measure were stratified by race for the Dental Program Average. No weighting or case-mix adjustment was performed on the results. The data source for this analysis was based on responses to the race questions (i.e., Question 36 in the adult survey and Question 37 in the child survey). For race, the comparative analyses determined if there were significant differences between top-box scores for Black and Other respondents compared to top-box scores for White respondents. The Other category includes Multiracial, Asian, Native Hawaiian or other Pacific Islander, American Indian or Alaska Native, and Other. HSAG was unable to present results for each race category due to low response rates. Additionally, HSAG was unable to perform ethnicity comparisons due to the insufficient number of Hispanic responses for each measure. Please reference the Dental Plan Comparisons section on page 14 for the hypothesis test that was applied to the results.

Key Drivers of Member Experience Analysis

HSAG performed an analysis of key drivers of member experience for three measures: *Rating of All Dental Care*, *Rating of Dental Plan*, and *Would Recommend Dental Plan*. The purpose of the key drivers of member experience analysis is to help decision makers identify specific aspects of care that will most benefit from quality improvement activities.

Table 2-5 depicts the survey items (i.e., questions) that were analyzed for each measure in the key drivers of member experience analysis as indicated by a checkmark (✓), as well as each survey item's baseline response that was used in the statistical calculation.

Table 2-5—Measures Tested as Key Drivers

Question Number	<i>Rating of All Dental Care</i>	<i>Rating of Dental Plan</i>	<i>Would Recommend Dental Plan</i>	Baseline Response
Adult				
Q6. Dentist explained things in understandable way	✓	✓	✓	Always
Q7. Dentist listened carefully to you	✓	✓	✓	Always
Q8. Dentist treated you with courtesy and respect	✓	✓	✓	Always
Q9. Dentist spent enough time with you	✓	✓	✓	Always
Q11. Dentist or dental staff did everything they could to help you feel comfortable during dental work	✓	✓	✓	Always
Q12. Dentist or dental staff explained what they were doing while treating you	✓	✓	✓	Always
Q13. Received dental appointments as soon as wanted	✓	✓	✓	Always

Question Number	Rating of All Dental Care	Rating of Dental Plan	Would Recommend Dental Plan	Baseline Response
Q14. Got to see dentist as soon as wanted because of dental emergency	✓	✓	✓	Definitely Yes
Q15. Got appointment with dentist who specializes in particular type of dental care as soon as wanted	✓	✓	✓	Always
Q16. Spent more than 15 minutes in waiting room before appointment	✓	✓	✓	Never
Q17. Someone explained delay for spending more than 15 minutes in waiting room before appointment	✓	✓	✓	Always
Q19. Dental plan covered all services you thought were covered		✓	✓	Always
Q20. Dental plan covered what you and your family needed to get done		✓	✓	Definitely Yes
Q22. 800 number, written materials, or website provided you with wanted information		✓	✓	Always
Q24. Information helped find dentist you are happy with		✓	✓	Definitely Yes
Q27. Dental plan's customer service staff gave you the information or help needed		✓	✓	Always
Q28. Dental plan's customer service staff treated you with courtesy and respect		✓	✓	Always
Child				
Q6. Child's dentist explained things in understandable way	✓	✓	✓	Always
Q7. Child's dentist listened carefully to parent/caretaker	✓	✓	✓	Always
Q8. Child's dentist treated parent/caretaker with courtesy and respect	✓	✓	✓	Always
Q10. Child's dentist explained things in understandable way for child	✓	✓	✓	Always
Q11. Child's dentist spent enough time with child	✓	✓	✓	Always
Q13. Dentists or dental staff helped child feel comfortable during dental work	✓	✓	✓	Always
Q14. Dentists or dental staff explained during child's treatment	✓	✓	✓	Always
Q15. Received appointment as soon as wanted	✓	✓	✓	Always
Q16. Child saw dentist as soon as parent/caretaker wanted	✓	✓	✓	Definitely Yes

Question Number	Rating of All Dental Care	Rating of Dental Plan	Would Recommend Dental Plan	Baseline Response
Q17. Parent/caretaker received appointment for child as soon as wanted for specialized dentist and dental care	✓	✓	✓	Always
Q18. Spent more than 15 minutes in waiting room before child's appointment	✓	✓	✓	Never
Q19. Someone explained delay for spending more than 15 minutes in waiting room before appointment	✓	✓	✓	Always
Q21. Child's dental plan covered all services parent/caretaker thought covered		✓	✓	Always
Q22. Child's dental plan covered what child needed		✓	✓	Definitely Yes
Q24. 800 number, written materials, or website provided parent/caretaker with wanted information		✓	✓	Always
Q26. Information helped find dentist for child that parent/caretaker is happy with		✓	✓	Definitely Yes
Q29. Child's dental plan's customer service staff gave parent/caretaker the information or help needed		✓	✓	Always
Q30. Child's dental plan's customer service staff treated parent/caretaker with courtesy and respect		✓	✓	Always

HSAG assessed each measure's performance by assigning the responses into a three-point scale as follows:

- 0 to 6/Definitely No = 1 (Dissatisfied)
- 7 to 8/Probably Yes or Probably No = 2 (Neutral)
- 9 to 10/Definitely Yes = 3 (Satisfied)

Correlation Analysis

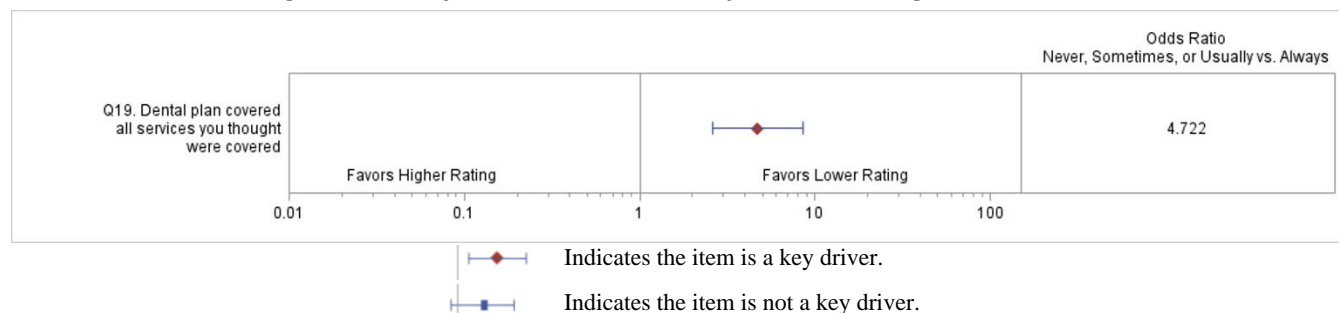
For each item evaluated, HSAG assigned 2 (Satisfied) to each item's baseline response of "Always", "Definitely Yes", or "Never", and 1 (Neutral/Dissatisfied) to each item's other responses. HSAG calculated the relationship between the item's (i.e., questions) response and performance on each of the three measures (i.e., *Rating of All Dental Care*, *Rating of Dental Plan*, and *Would Recommend Dental Plan*) using a polychoric correlation, which is used to estimate the correlation between two theorized normally distributed continuous latent variables, which are unobserved or hidden variables that cannot be measured directly, from two observed ordinal (i.e., ranked) variables, which are data that can be measured. HSAG prioritized items based on their correlation to each measure.

The correlation can range from -1 to 1, with negative values indicating a negative relationship between overall member experience and a particular survey item. However, the correlation analysis conducted is not focused on the direction of the correlation, but rather on the degree of correlation. Therefore, the absolute value of the correlation is used in the analysis, and the range is 0 to 1. A zero indicates no correlation between the response to a question and the respondent's experience. As the value of correlation increases, the importance of the question to the respondent's overall experience increases.

After prioritizing items, HSAG estimated the odds ratio, which is used to quantify respondents' tendency to choose a lower rating over a higher rating based on their responses to the evaluated items. The odds ratio can range from 0 to infinity. Key drivers are those items for which the odds ratio is statistically significantly greater than 1. If a response to an item has an odds ratio value that is statistically significantly greater than 1, then a respondent who provides a response other than the baseline (e.g., "Always") is more likely to provide a lower rating on the measure than respondents who provide the baseline response. As the odds ratio value increases, the tendency for a respondent who provides a non-baseline response to choose a lower rating increases.

In Figure 2-2, the results indicate that respondents who answered "Never," "Sometimes," or "Usually" to Question 19 are 4.722 times more likely to provide a lower rating for their dental plan than respondents who answered "Always." The items identified as key drivers are indicated with a red diamond. For the detailed results of the key drivers of member experience analysis, please refer to pages 37 and 59 in the Adult Results and Child Results sections, respectively.

Figure 2-2—Key Drivers of Member Experience: Rating of Dental Plan



Limitations and Cautions

The findings presented in this report are subject to some limitations in the survey design, analysis, and interpretation. These limitations discussed below should be considered carefully when interpreting or generalizing the findings.

Baseline Results

The 2024 results represent the first time the dental plans were evaluated. The 2024 results presented in this report represent a baseline assessment of members' and parents'/caretakers' experiences with the dental plans.

Causal Inferences

Although this report examines whether respondents report differences with various aspects of their or their child's dental care, these differences may not be completely attributable to the dental plans. These analyses identify whether respondents give different ratings of experience with their or their child's dental plan. The survey by itself does not necessarily reveal the exact cause of these differences.

Child Survey Instrument

The survey instrument used for the child population was a modified version of the CAHPS Dental Survey developed by the Agency for Healthcare Research and Quality (AHRQ). The CAHPS Dental Survey, currently available for the adult population only, was customized for administration to a child population.

Lack of National Data for Comparisons

Currently, AHRQ does not collect survey results from the CAHPS Dental Survey and has not established a child dental survey; therefore, national benchmark data were not available for comparisons.

Non-Response Bias

The experiences of the survey respondent population may be different than that of non-respondents with respect to their dental care services and may vary by dental plan. To identify potential non-response bias, HSAG compared the top-box scores of early respondents (i.e., respondents who submitted a survey during the first mailing/round) to late respondents (i.e., respondents who submitted a survey later than the first mailing/round) for each measure. The 2024 results indicate that early respondents were not statistically significantly more likely to provide a higher or lower rating than late respondents for any measure. LDH should consider that potential non-response bias may exist when interpreting survey results.

3. Adult Results

Survey Respondents

HSAG sampled a total of 3,510 adult members, and a total of 474 adult surveys were completed. The overall adult response rate was 13.91 percent. For additional information on the calculation of response rates, please refer to the Reader's Guide beginning on page 12.

Table 3-1 shows the total number of adult members sampled, total number of completed surveys, eligible and ineligible records, and response rates for the Dental Program Average and each dental plan.

Table 3-1—Adult Survey Dispositions

	Total Sample	Ineligible Records	Eligible Sample	Total Respondents	Response Rate
Dental Program Average	3,510	102	3,408	474	13.91%
DQ	1,755	45	1,710	139	8.13%
MCNA	1,755	57	1,698	335	19.73%

Respondent Demographics

Figure 3-1 through Figure 3-6 present respondents' self-reported age, gender, education level, race, ethnicity, and dental health status.

Figure 3-1—Adult Member Demographics: Age

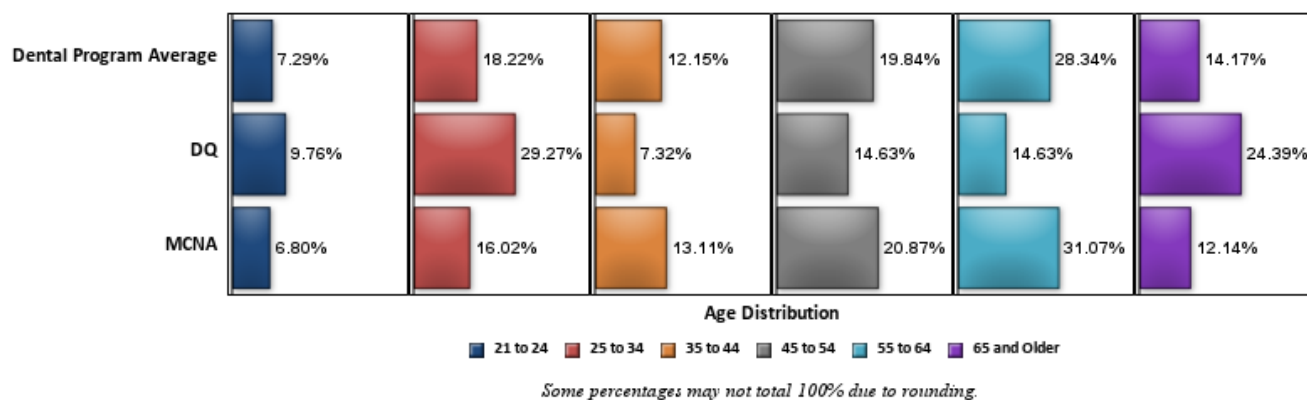
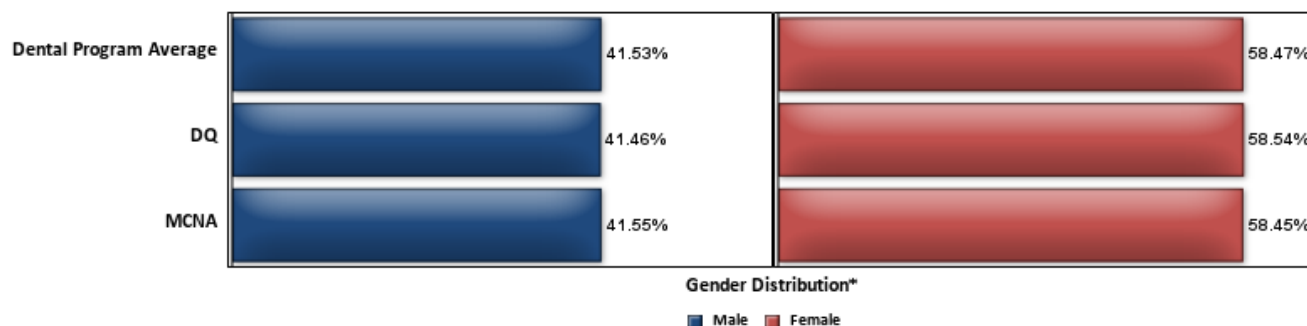


Figure 3-2—Adult Member Demographics: Gender



*There were no "Other" gender category responses, which includes Non-binary and Prefer not to answer.

Figure 3-3—Adult Member Demographics: Education Level

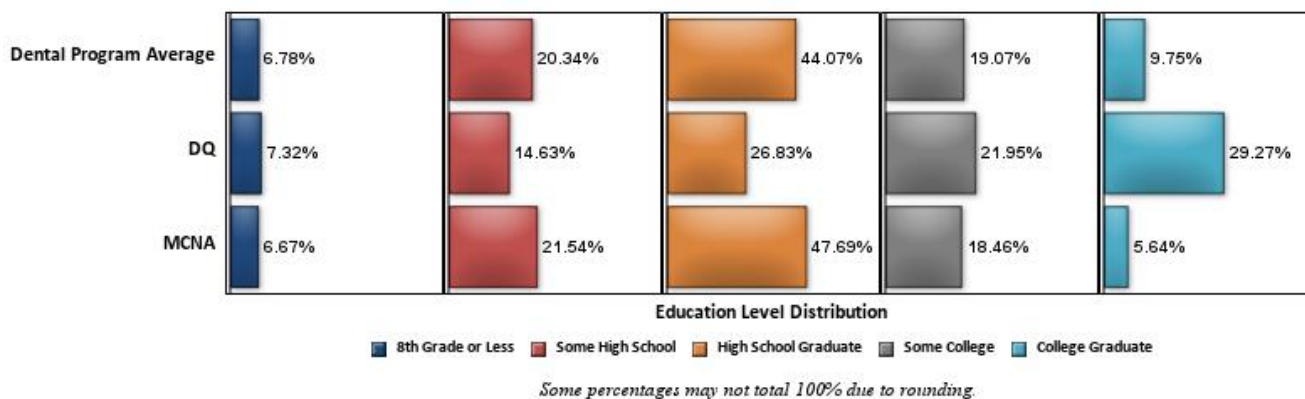


Figure 3-4—Adult Member Demographics: Race

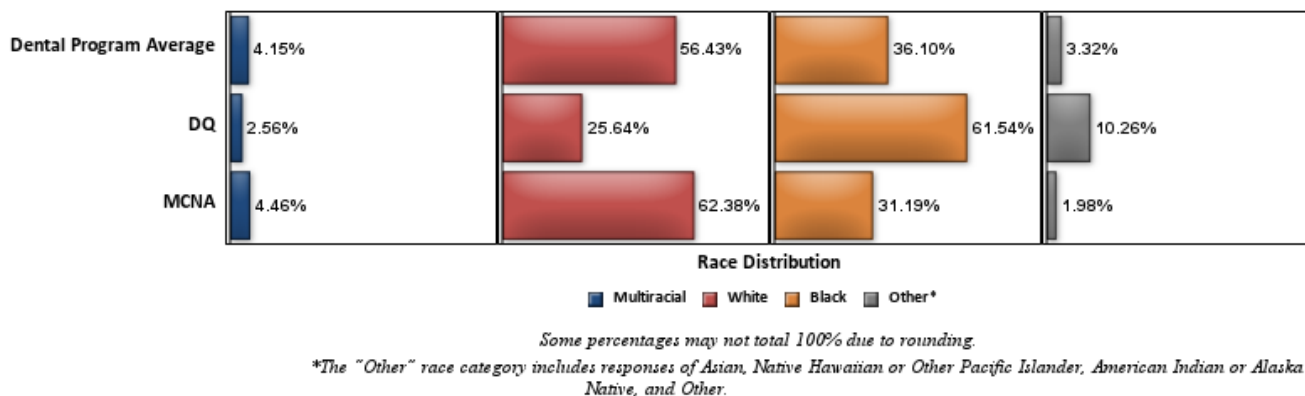
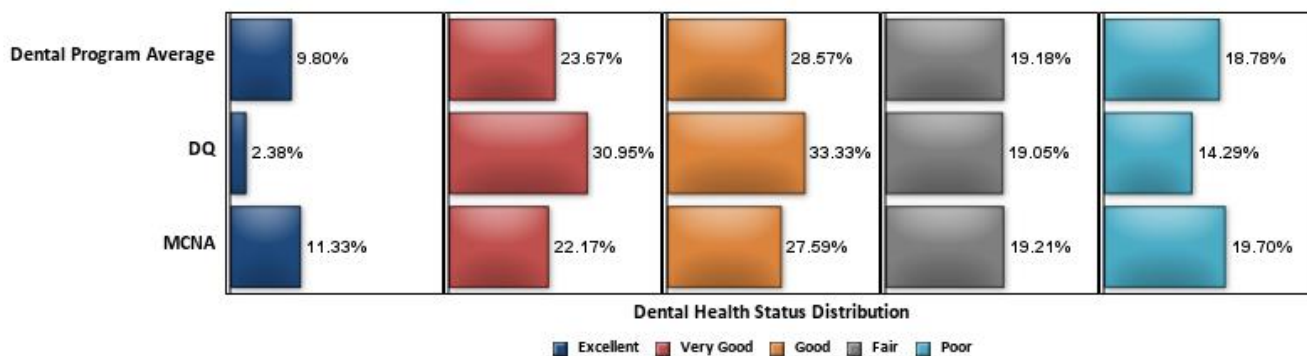


Figure 3-5—Adult Member Demographics: Ethnicity



Some percentages may not total 100% due to rounding.

Figure 3-6—Adult Member Demographics: Dental Health Status



Some percentages may not total 100% due to rounding.

Respondent Analysis

HSAG compared the demographic characteristics of adult dental plan survey respondents (i.e., respondent percentages) to the demographic characteristics of adult members in the sample frame (i.e., sample frame percentages) for statistically significant differences. The demographic characteristics evaluated as part of the respondent analysis included age, gender, and race.

Table 3-2 through Table 3-4 present the results of the respondent analysis for the Dental Program Average and each dental plan. For additional information on the respondent analysis, please refer to the Reader's Guide beginning on page 13.

Table 3-2—Respondent Analysis: Age

		21 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older
Dental Program Average	R SF	7.38%↓ 11.60%	14.14%↓ 26.34%	15.61%↓ 22.08%	20.46%↑ 15.52%	31.65%↑ 15.43%	10.76% 9.03%
DQ	R SF	9.35% 11.67%	17.27%↓ 26.49%	20.14% 22.12%	20.86% 15.44%	17.99% 15.24%	14.39% 9.04%
MCNA	R SF	6.57% 5.47%	12.84% 13.78%	13.73%↓ 18.95%	20.30% 21.91%	37.31%↑ 31.44%	9.25% 8.45%
<p>An "R" indicates respondent percentage, and an "SF" indicates sample frame percentage. ↑ Indicates the respondent percentage is statistically significantly higher than the sample frame percentage. ↓ Indicates the respondent percentage is statistically significantly lower than the sample frame percentage. Respondent percentages that are not statistically significantly different than the sample frame percentages are not noted with arrows.</p>							

Table 3-3—Respondent Analysis: Gender

		Male	Female
Dental Program Average	R SF	38.40% 38.36%	61.60% 61.64%
DQ	R SF	37.41% 38.42%	62.59% 61.58%
MCNA	R SF	38.81% 33.94%	61.19% 66.06%
<p>An "R" indicates respondent percentage, and an "SF" indicates sample frame percentage. ↑ Indicates the respondent percentage is statistically significantly higher than the sample frame percentage. ↓ Indicates the respondent percentage is statistically significantly lower than the sample frame percentage. Respondent percentages that are not statistically significantly different than the sample frame percentages are not noted with arrows.</p>			

Table 3-4—Respondent Analysis: Race

		White	Black	Other
Dental Program Average	R SF	54.98%↑ 42.73%	36.20%↓ 51.20%	8.82%↑ 6.06%
DQ	R SF	47.15% 42.59%	45.53% 51.35%	7.32% 6.06%
MCNA	R SF	57.99% 54.72%	32.60%↓ 39.19%	9.40%↑ 6.09%
<p>An “R” indicates respondent percentage, and an “SF” indicates sample frame percentage. ↑ Indicates the respondent percentage is statistically significantly higher than the sample frame percentage. ↓ Indicates the respondent percentage is statistically significantly lower than the sample frame percentage. Respondent percentages that are not statistically significantly different than the sample frame percentages are not noted with arrows.</p>				

Dental Plan Comparisons

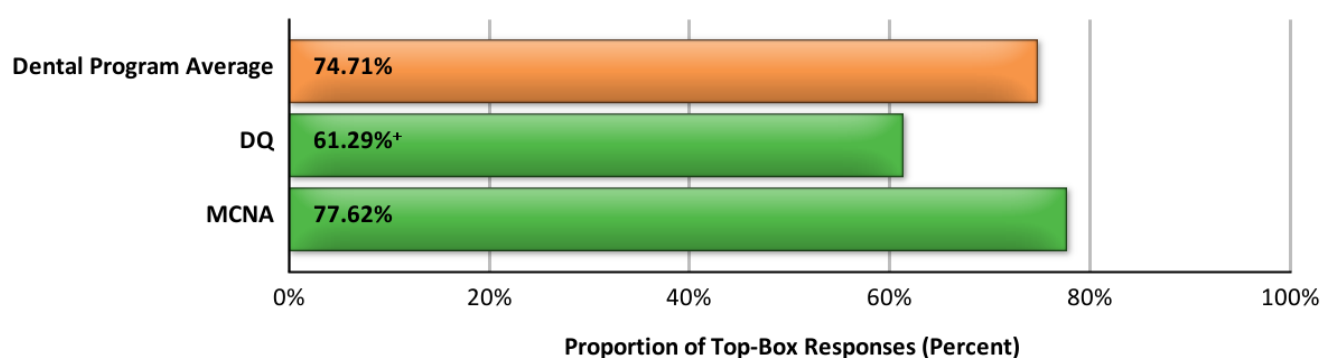
For the dental plan comparisons, top-box scores were calculated for each measure. HSAG compared the dental plans' results to each other to determine if the results were statistically significantly different. Top-box scores with fewer than 100 respondents are denoted with a cross (+). Caution should be exercised when interpreting results for those measures with fewer than 100 respondents. For more detailed information regarding these comparisons, please refer to the Reader's Guide beginning on page 14.

Global Rating

Rating of Regular Dentist

Respondents were asked to rate their regular dentist on a scale of 0 to 10, with 0 being the “worst regular dentist possible” and 10 being the “best regular dentist possible.” Ratings scoring a 9 or 10 are considered top-box scores. Figure 3-7 shows the *Rating of Regular Dentist* top-box scores for each dental plan and the Dental Program Average, including the dental plan comparisons.

Figure 3-7—Dental Plan Comparisons: Rating of Regular Dentist



Statistical Significance Note: ↑ Indicates the score is statistically significantly higher than the comparative dental plan’s score.

↓ Indicates the score is statistically significantly lower than the comparative dental plan’s score.

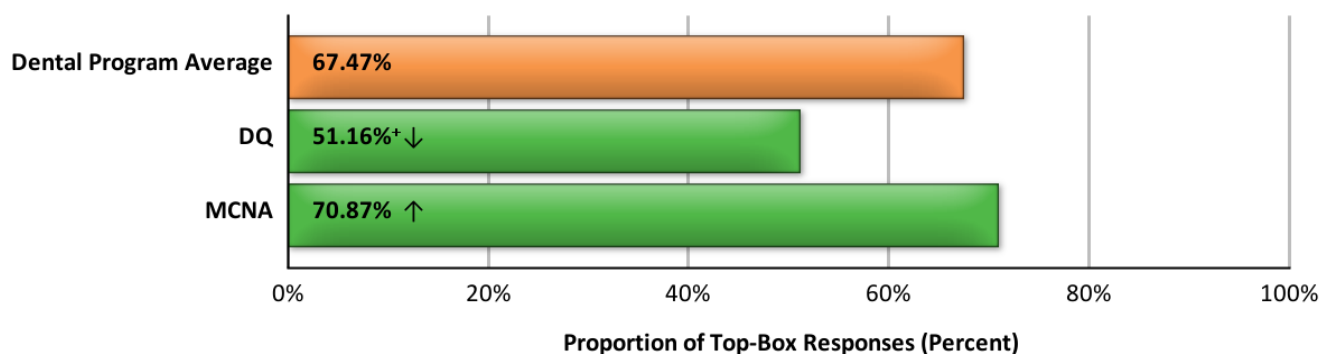
If no statistically significant differences were found, no indicators (↑ or ↓) appear on the figure.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Rating of All Dental Care

Respondents were asked to rate their dental care on a scale of 0 to 10, with 0 being the “worst dental care possible” and 10 being the “best dental care possible.” Ratings scoring a 9 or 10 are considered top-box scores. Figure 3-8 shows the *Rating of All Dental Care* top-box scores for each dental plan and the Dental Program Average, including the dental plan comparisons.

Figure 3-8—Dental Plan Comparisons: Rating of All Dental Care



Statistical Significance Note: ↑ Indicates the score is statistically significantly higher than the comparative dental plan's score.

↓ Indicates the score is statistically significantly lower than the comparative dental plan's score.

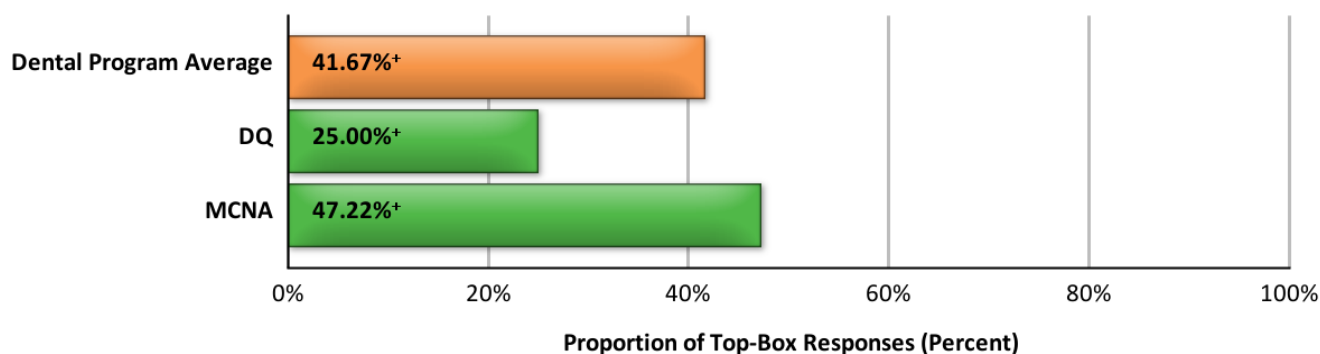
If no statistically significant differences were found, no indicators (↑ or ↓) appear on the figure.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Rating of Finding a Dentist

Respondents were asked to rate how easy it was to find a dentist on a scale of 0 to 10, with 0 being “extremely difficult” and 10 being “extremely easy.” Ratings scoring a 9 or 10 are considered top-box scores. Figure 3-9 shows the *Rating of Finding a Dentist* top-box scores for each dental plan and the Dental Program Average, including the dental plan comparisons.

Figure 3-9—Dental Plan Comparisons: Rating of Finding a Dentist



Statistical Significance Note: ↑ Indicates the score is statistically significantly higher than the comparative dental plan’s score.

↓ Indicates the score is statistically significantly lower than the comparative dental plan’s score.

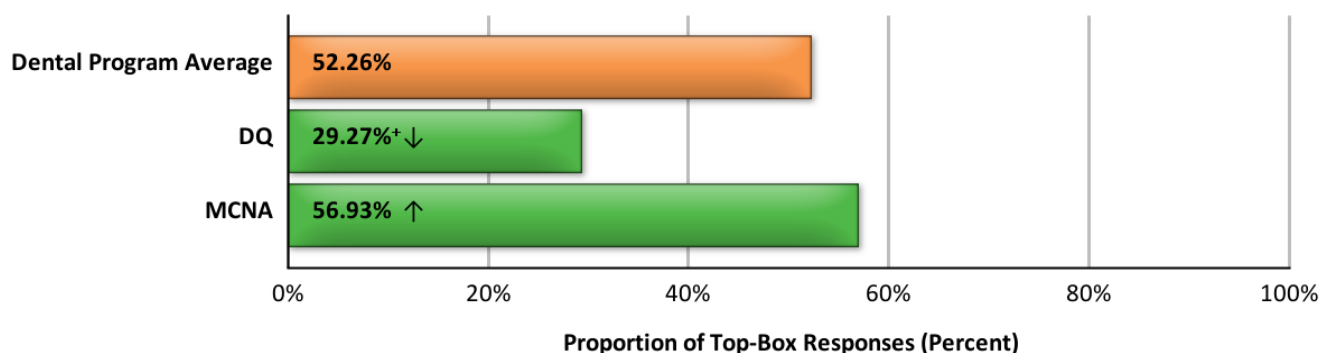
If no statistically significant differences were found, no indicators (↑ or ↓) appear on the figure.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Rating of Dental Plan

Respondents were asked to rate their dental plan on a scale of 0 to 10, with 0 being the “worst dental plan possible” and 10 being the “best dental plan possible.” Ratings scoring a 9 or 10 are considered top-box scores. Figure 3-10 shows the *Rating of Dental Plan* top-box scores for each dental plan and the Dental Program Average, including the dental plan comparisons.

Figure 3-10—Dental Plan Comparisons: Rating of Dental Plan



Statistical Significance Note: ↑ Indicates the score is statistically significantly higher than the comparative dental plan's score.

↓ Indicates the score is statistically significantly lower than the comparative dental plan's score.

If no statistically significant differences were found, no indicators (↑ or ↓) appear on the figure.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Composite Measures

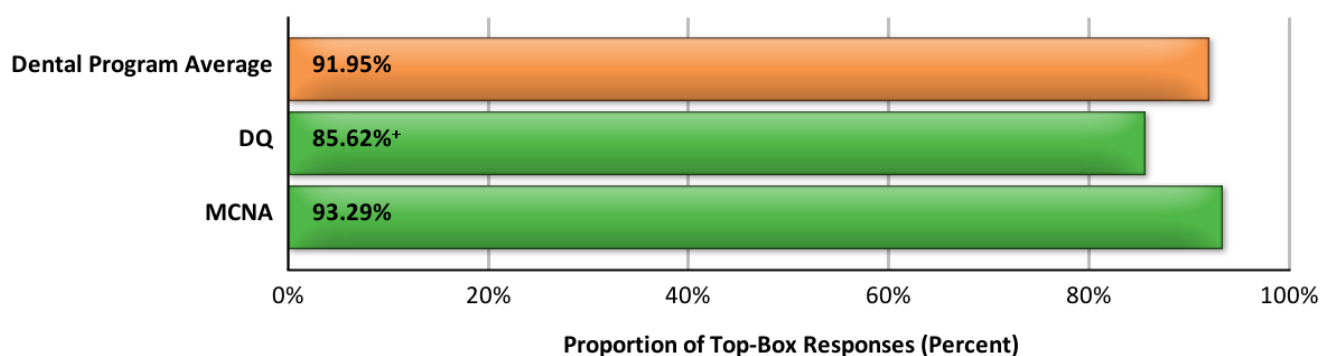
Care from Dentists and Staff

Respondents were asked to assess how often (never, sometimes, usually, or always) the respondents' dentists and staff communicated well with them:

- In the last 12 months, how often did your regular dentist explain things in a way that was easy to understand?
- In the last 12 months, how often did your regular dentist listen carefully to you?
- In the last 12 months, how often did your regular dentist treat you with courtesy and respect?
- In the last 12 months, how often did your regular dentist spend enough time with you?
- In the last 12 months, how often did the dentists or dental staff do everything they could to help you feel as comfortable as possible during your dental work?
- In the last 12 months, how often did the dentists or dental staff explain what they were doing while treating you?

Response options of Usually and Always were considered top-box scores. Figure 3-11 shows the *Care from Dentists and Staff* top-box scores for each dental plan and the Dental Program Average, including the dental plan comparisons.

Figure 3-11—Dental Plan Comparisons: Care from Dentists and Staff



Statistical Significance Note: ↑ Indicates the score is statistically significantly higher than the comparative dental plan's score.

↓ Indicates the score is statistically significantly lower than the comparative dental plan's score.

If no statistically significant differences were found, no indicators (↑ or ↓) appear on the figure.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

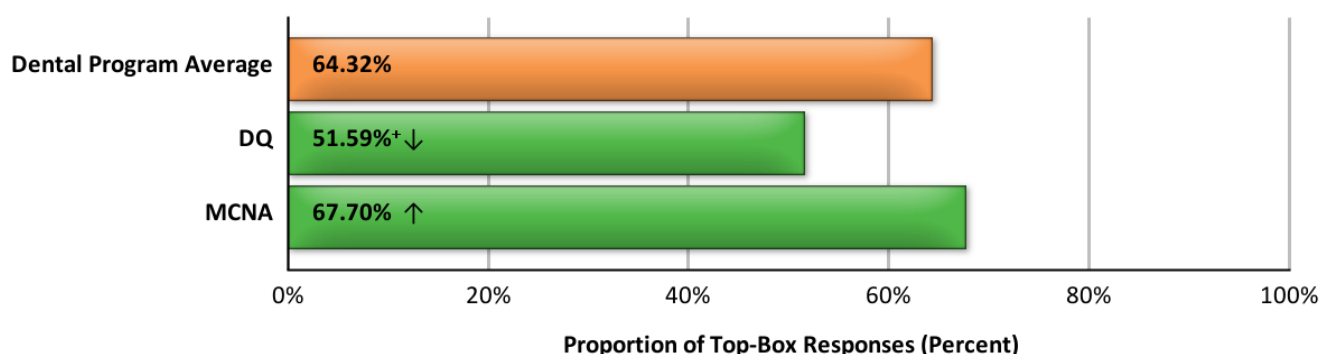
Access to Dental Care

Respondents were asked to assess how easy (never, sometimes, usually, or always) it was to access their dental care:

- In the last 12 months, how often were your dental appointments as soon as you wanted?
- If you needed to see a dentist right away because of a dental emergency in the last 12 months, did you get to see a dentist as soon as you wanted?²²
- If you tried to get an appointment for yourself with a dentist who specializes in a particular type of dental care (such as root canals or gum disease) in the last 12 months, how often did you get an appointment as soon as you wanted?
- In the last 12 months, how often did you have to spend more than 15 minutes in the waiting room before you saw someone for your dental appointment?²³
- If you had to spend more than 15 minutes in the waiting room before you saw someone for your appointment, how often did someone tell you why there was a delay or how long the delay would be?

Response options of Usually and Always were considered top-box scores. Figure 3-12 shows the *Access to Dental Care* top-box scores for each dental plan and the Dental Program Average, including the dental plan comparisons.

Figure 3-12—Dental Plan Comparisons: Access to Dental Care



Statistical Significance Note: ↑ Indicates the score is statistically significantly higher than the comparative dental plan's score.

↓ Indicates the score is statistically significantly lower than the comparative dental plan's score.

If no statistically significant differences were found, no indicators (↑ or ↓) appear on the figure.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

²² The response options were Definitely yes, Somewhat yes, Somewhat no, and Definitely no. Response options of “Definitely yes and Somewhat yes” were considered top-box scores.

²³ The response option scale was reversed so responses of “Sometimes and Never” were considered top-box scores.

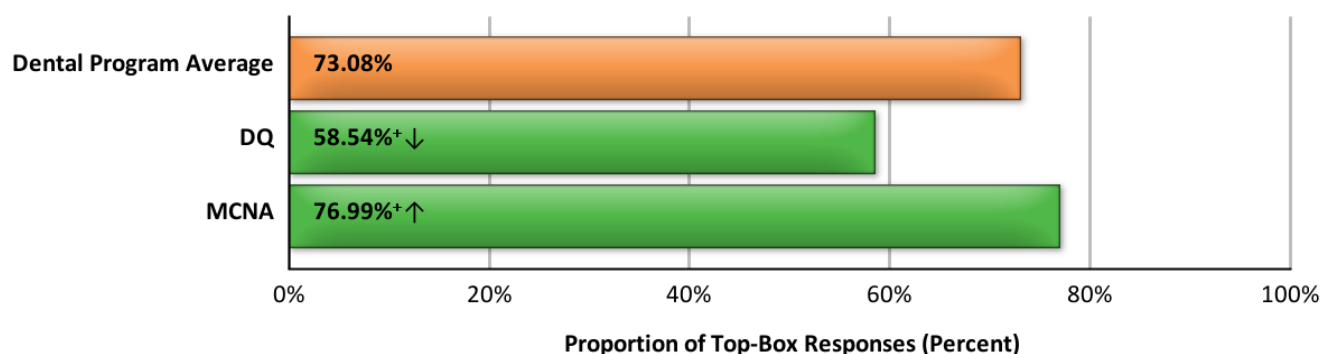
Dental Plan Information and Services

Respondents were asked to assess how often (never, sometimes, usually, or always) respondents had a positive experience with their plan’s information and services:

- In the last 12 months, how often did your dental plan cover all of the services you thought were covered?
- In the last 12 months, did your dental plan cover what you and your family needed to get done?²⁴
- In the last 12 months, how often did the 800 number, written materials, or website provide the information you wanted about your dental plan?
- Did this information help you find a dentist you were happy with?²⁵
- In the last 12 months, how often did your dental plan’s customer service give you the information or help you needed?
- In the last 12 months, how often did your dental plan’s customer service staff treat you with courtesy and respect?

Response options of Usually and Always were considered top-box scores. Figure 3-13 shows the *Dental Plan Information and Services* top-box scores for each dental plan and the Dental Program Average, including the dental plan comparisons.

Figure 3-13—Dental Plan Comparisons: Dental Plan Information and Services



Statistical Significance Note: ↑ Indicates the score is statistically significantly higher than the comparative dental plan’s score.

↓ Indicates the score is statistically significantly lower than the comparative dental plan’s score.

If no statistically significant differences were found, no indicators (↑ or ↓) appear on the figure.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

²⁴ The response options were Definitely yes, Somewhat yes, Somewhat no, and Definitely no. Response options of “Definitely yes and Somewhat yes” were considered top-box scores.

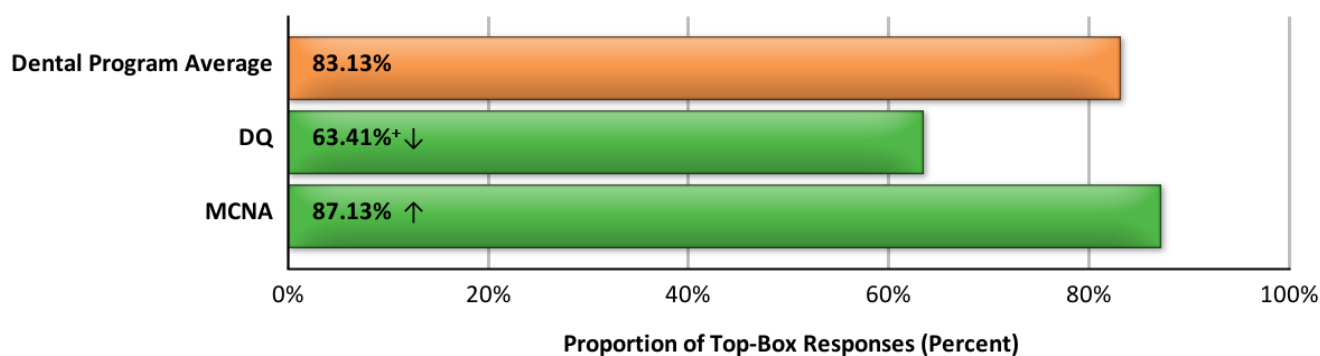
²⁵ Ibid.

Individual Item Measure

Would Recommend Dental Plan

Respondents were asked (definitely yes, probably yes, probably no, or definitely no) if they would recommend their dental plan to other people who want to join. A response of Definitely yes and Probably yes are considered a top-box score. Figure 3-14 shows the *Would Recommend Dental Plan* top-box scores for each dental plan and the Dental Program Average, including the dental plan comparisons.

Figure 3-14—Dental Plan Comparisons: Would Recommend Dental Plan



Statistical Significance Note: ↑ Indicates the score is statistically significantly higher than the comparative dental plan's score.

↓ Indicates the score is statistically significantly lower than the comparative dental plan's score.

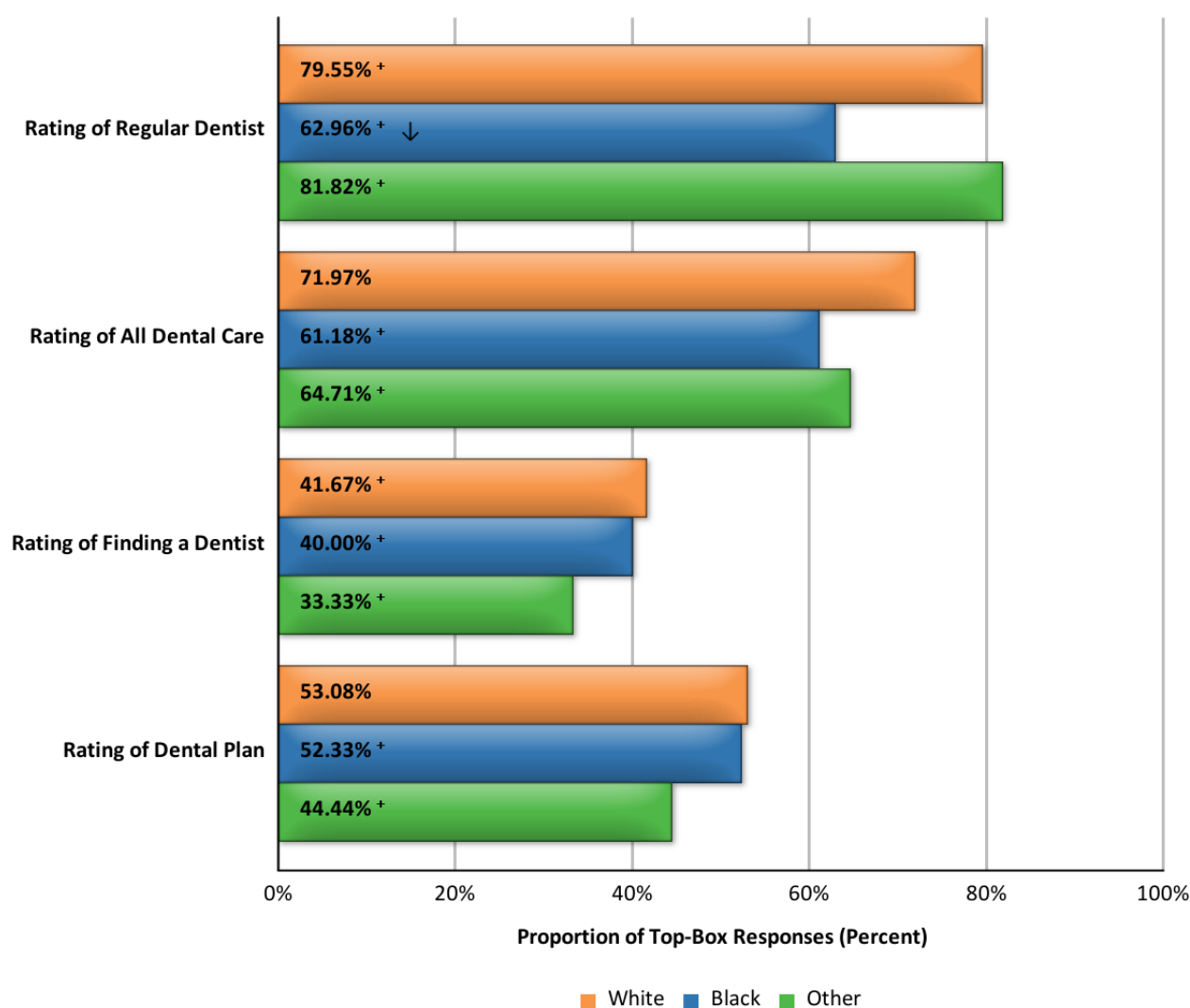
If no statistically significant differences were found, no indicators (↑ or ↓) appear on the figure.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Race Comparisons

HSAG stratified the top-box scores by race for the Dental Program Average for each measure. The comparative analyses determined if there were significant differences between top-box scores for Black and Other respondents compared to top-box scores for White respondents. For this analysis, the Other category includes Multiracial, Asian, Native Hawaiian or other Pacific Islander, American Indian or Alaska Native, and Other. HSAG used black arrows next to the scores in the figures to note significant differences. Figure 3-15 and Figure 3-16 show the top-box scores of adult respondents by race.

Figure 3-15—Race Comparisons: Global Ratings

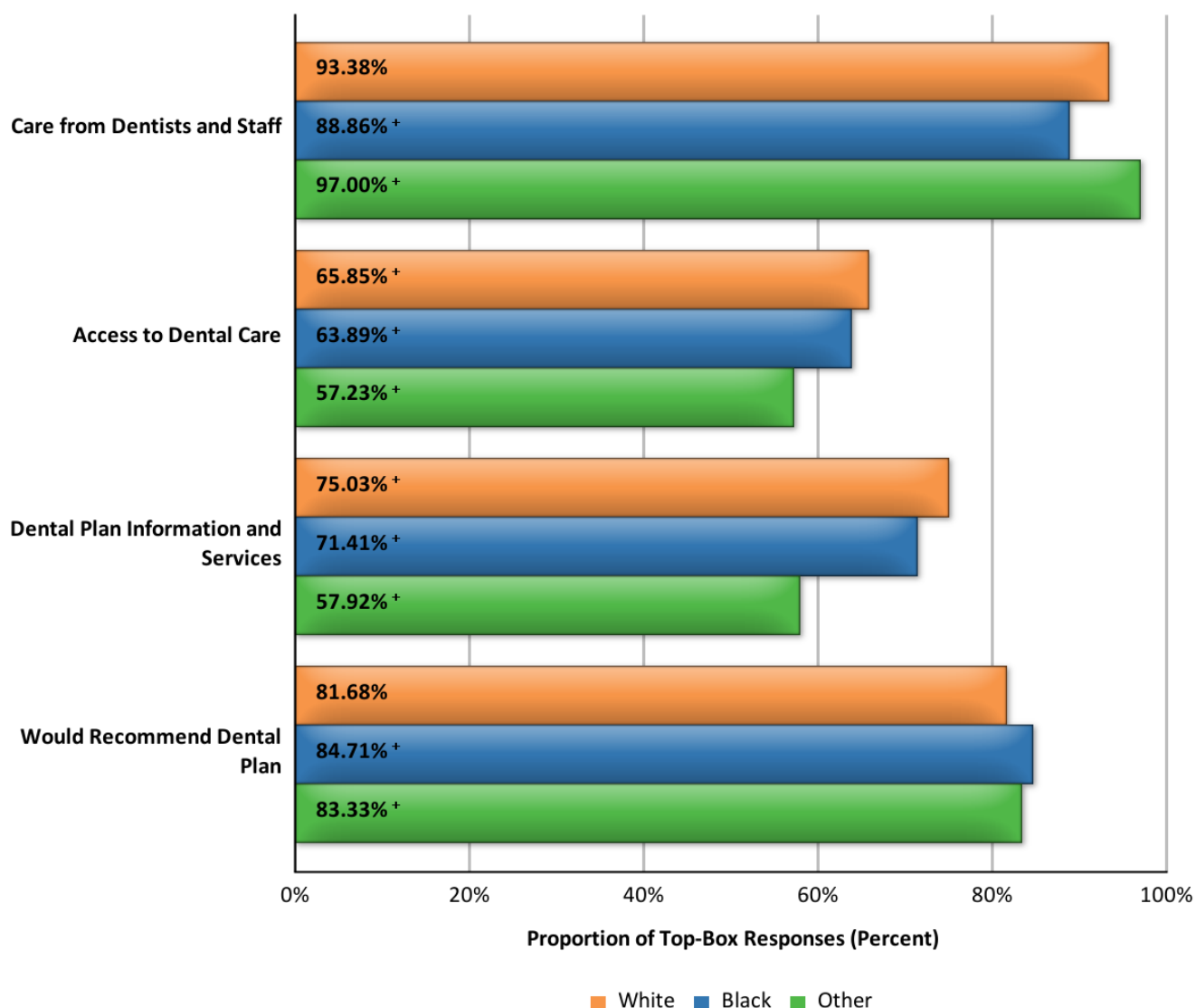


↑ Indicates the demographic category score is significantly higher than the score of White.

↓ Indicates the demographic category score is significantly lower than the score of White.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Figure 3-16—Race Comparisons: Composite and Individual Item Measures



↑ Indicates the demographic category score is significantly higher than the score of White.

↓ Indicates the demographic category score is significantly lower than the score of White.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Key Drivers of Member Experience Analysis

HSAG performed an analysis of key drivers of member experience for three measures: *Rating of All Dental Care*, *Rating of Dental Plan*, and *Would Recommend Dental Plan*. Key drivers of member experience are defined as those items for which the odds ratio is statistically significantly greater than 1. For additional information on the statistical calculation, please refer to the Reader's Guide beginning on page 15.

Figure 3-17 through Figure 3-19 depict the results of the analysis for the Dental Program Average. The items identified as key drivers are indicated with a red diamond.

Figure 3-17—Key Drivers of Member Experience: Rating of All Dental Care—Dental Program Average

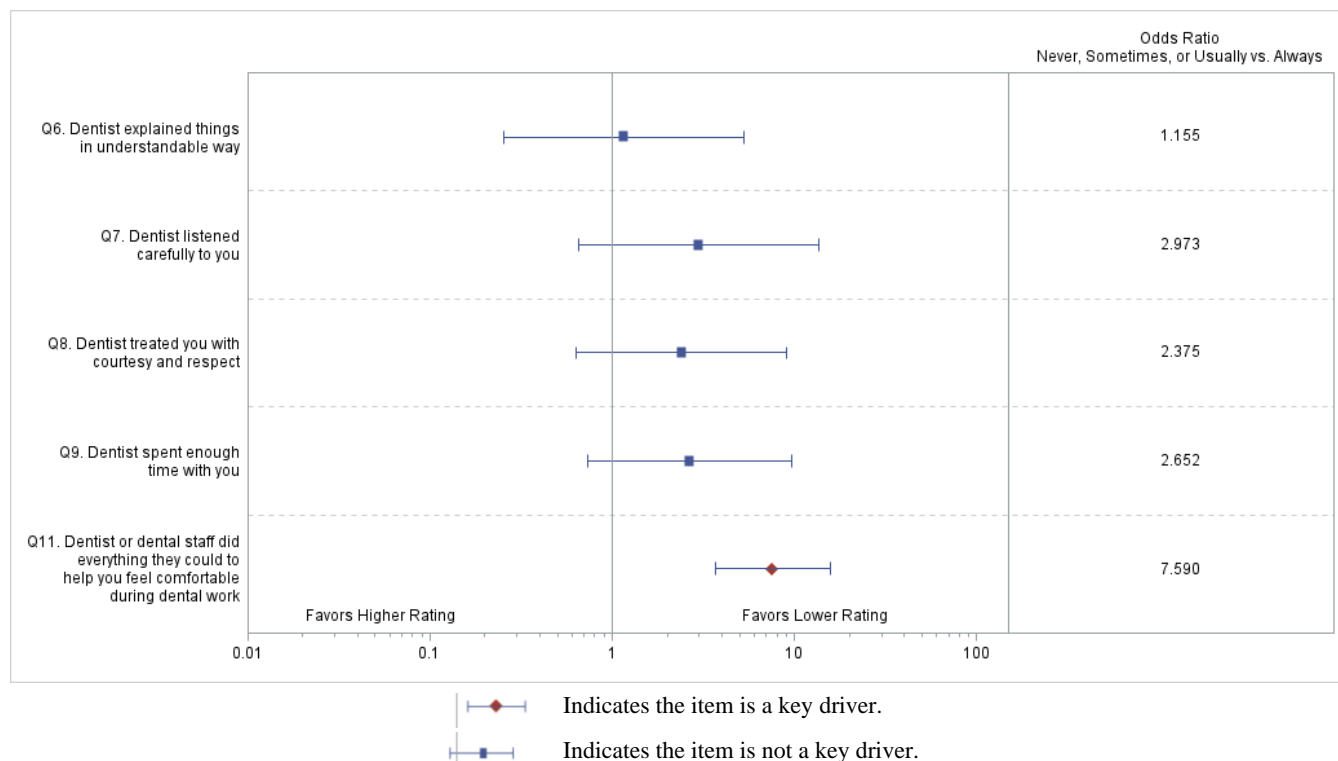


Figure 3-18—Key Drivers of Member Experience: Rating of Dental Plan—Dental Program Average

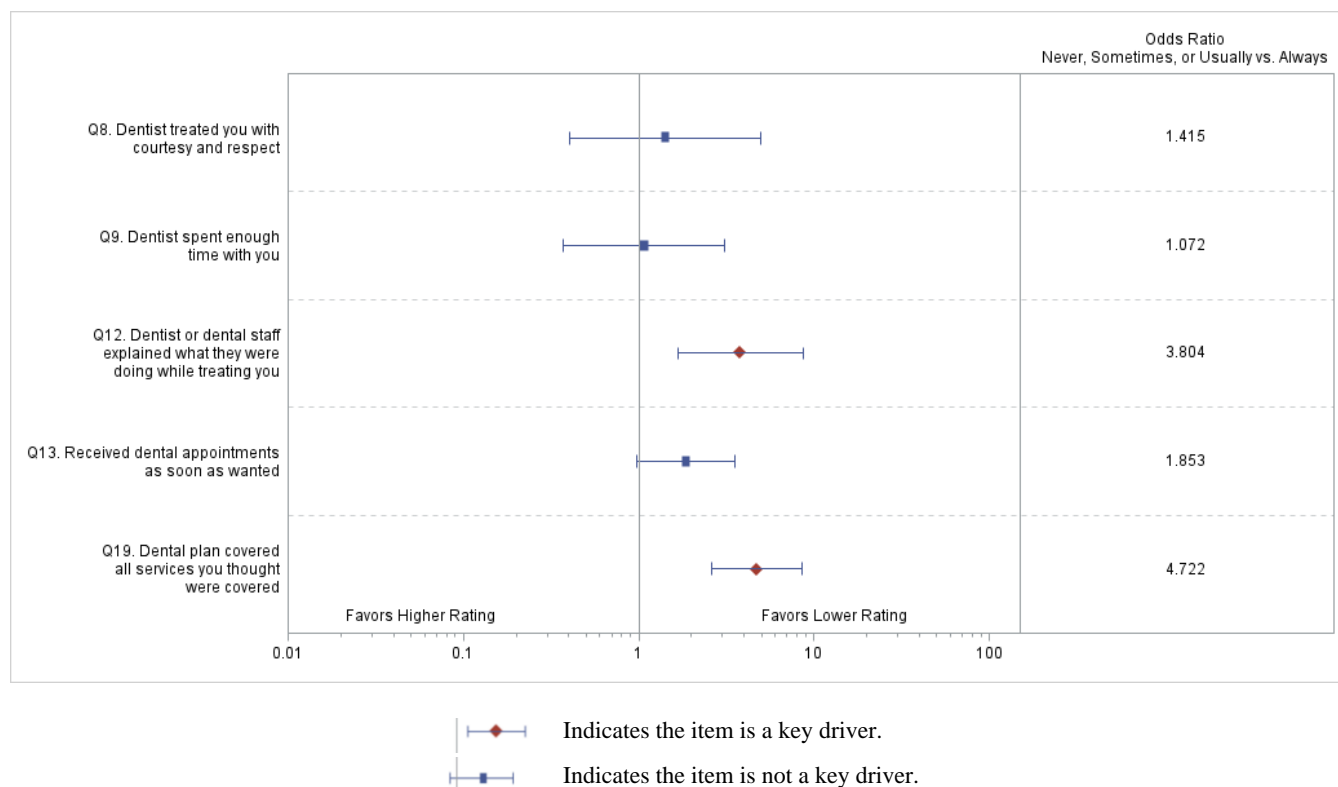
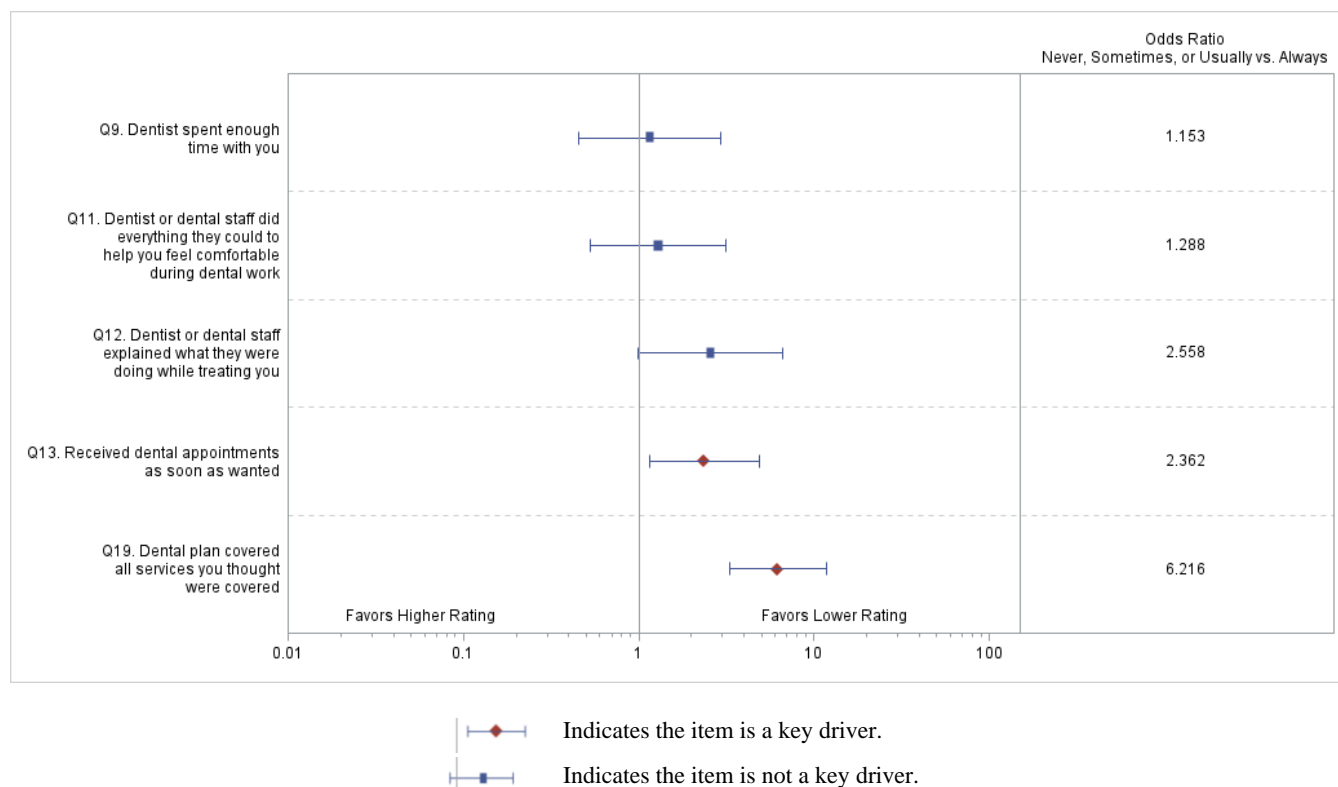


Figure 3-19—Key Drivers of Member Experience: Would Recommend Dental Plan—Dental Program Average



4. Child Results

Survey Respondents

HSAG sampled a total of 4,290 child members, and a total of 570 child surveys were completed. The overall child response rate was 13.47 percent. For additional information on the calculation of response rates, please refer to the Reader’s Guide beginning on page 12.

Table 4-1 shows the total number of child members sampled, total number of completed surveys, eligible and ineligible records, and response rates for the Dental Program Average and each dental plan.

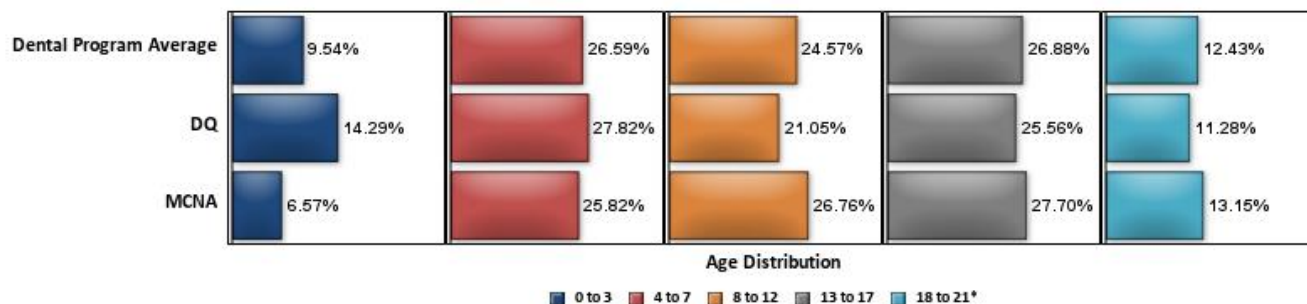
Table 4-1—Child Survey Dispositions

	Total Sample	Ineligible Records	Eligible Sample	Total Respondents	Response Rate
Dental Program Average	4,290	58	4,232	570	13.47%
DQ	2,145	28	2,117	246	11.62%
MCNA	2,145	30	2,115	324	15.32%

Child and Respondent Demographics

Figure 4-1 through Figure 4-5 present the demographic characteristics of children for whom a parent/ caretaker completed a survey for age, gender, race, ethnicity, and dental health status.

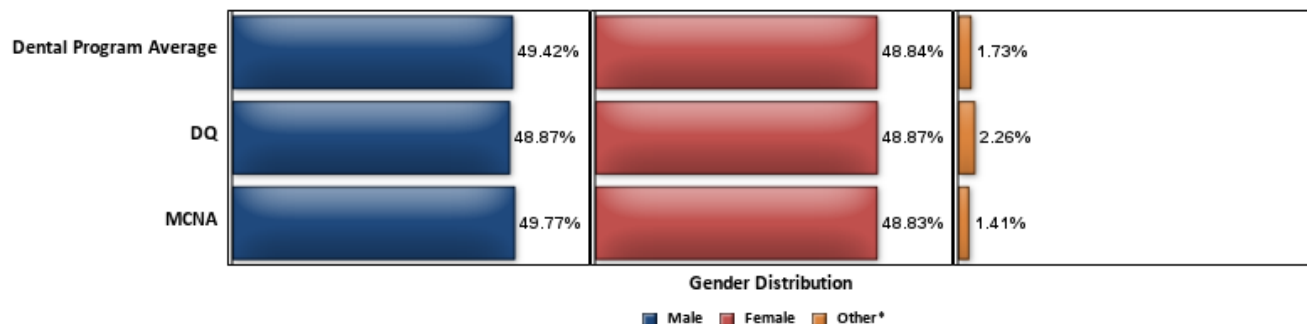
Figure 4-1—Child Member Demographics: Age



Some percentages may not total 100% due to rounding.

**Children were eligible for inclusion in the Child Dental Survey results if they were age 20 or younger as of June 30, 2024. Some children eligible for the survey turned age 21 between July 1, 2024, and the time of survey administration.*

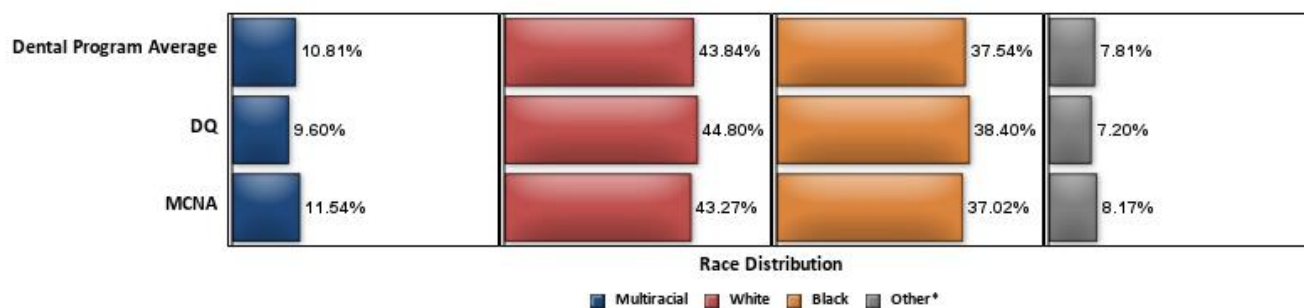
Figure 4-2—Child Member Demographics: Gender



Some percentages may not total 100% due to rounding.

**The "Other" gender category includes responses of Non-binary and Prefer not to answer.*

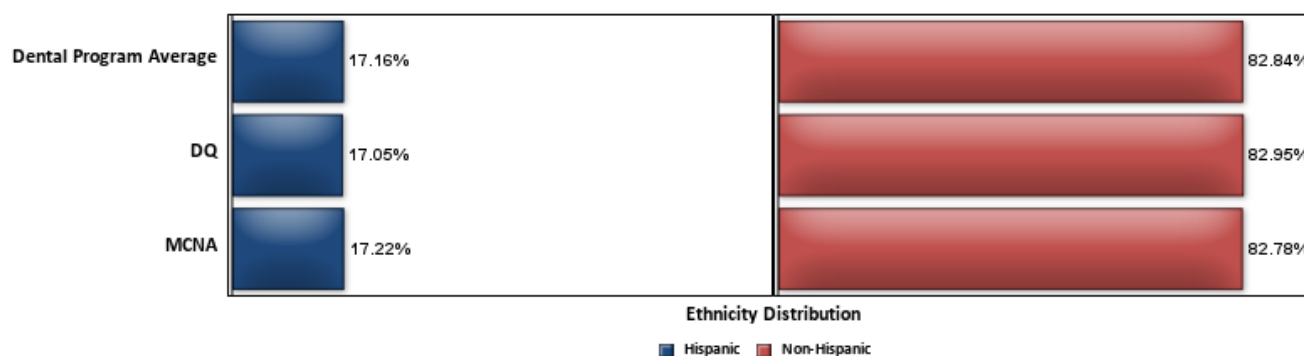
Figure 4-3—Child Member Demographics: Race



Some percentages may not total 100% due to rounding.

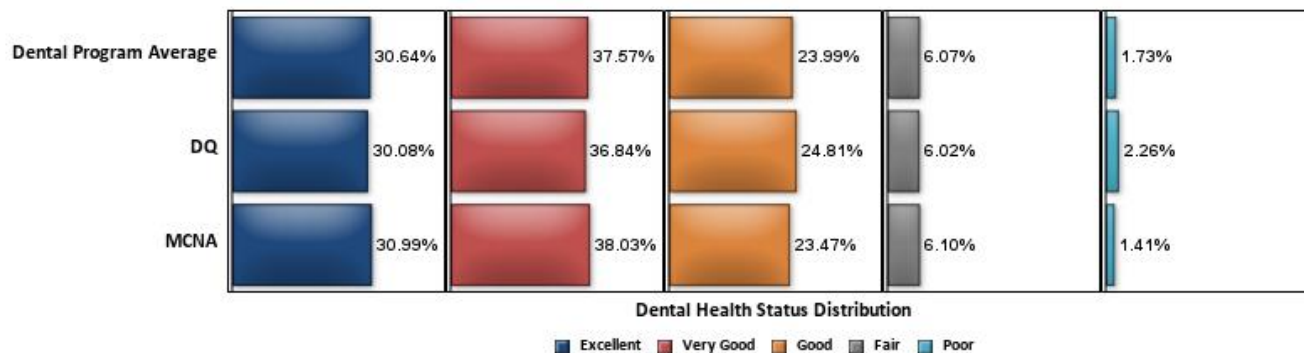
**The "Other" race category includes responses of Asian, Native Hawaiian or Other Pacific Islander, American Indian or Alaska Native, and Other.*

Figure 4-4—Child Member Demographics: Ethnicity



Some percentages may not total 100% due to rounding.

Figure 4-5 —Child Member Demographics: Dental Health Status



Some percentages may not total 100% due to rounding.

Figure 4-6 through Figure 4-9 present the demographic characteristics of parents/caretakers who completed a survey on behalf of the child member for age, gender, education level, and relationship to the child.

Figure 4-6—Respondent Demographics: Age

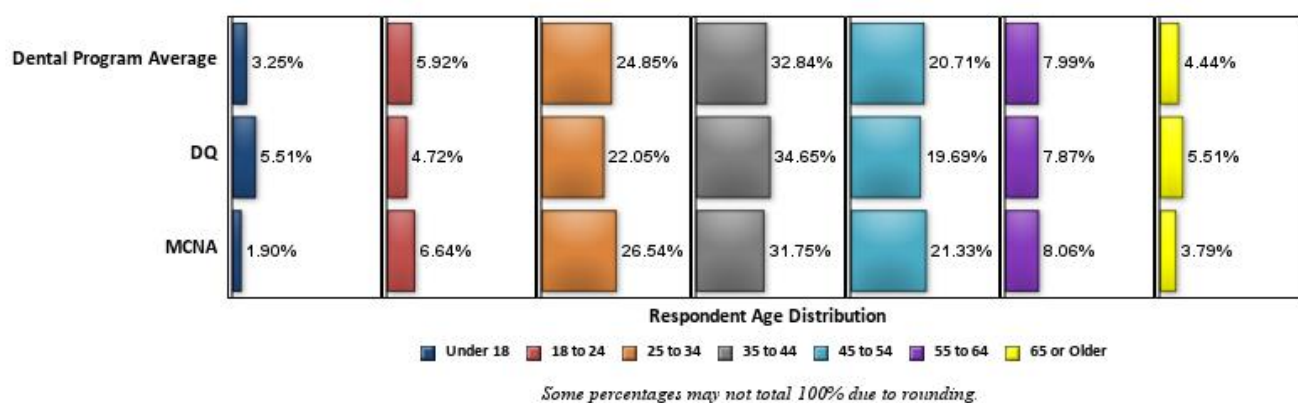


Figure 4-7—Respondent Demographics: Gender

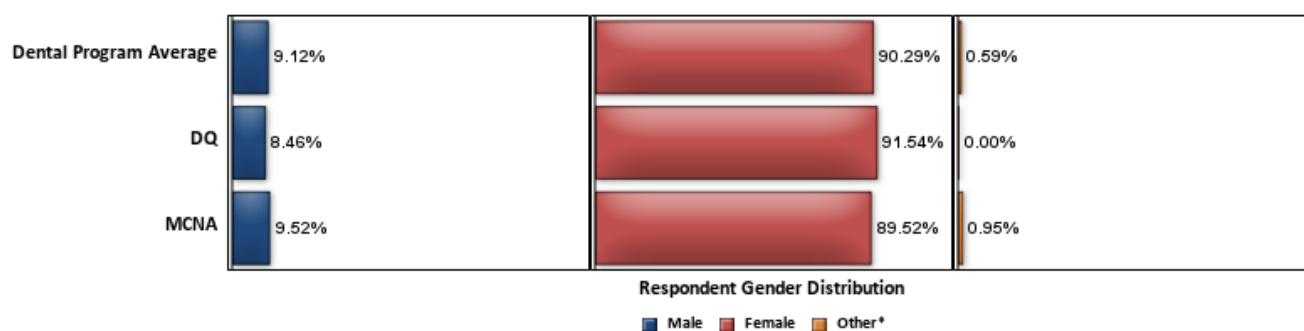


Figure 4-8—Respondent Demographics: Education Level

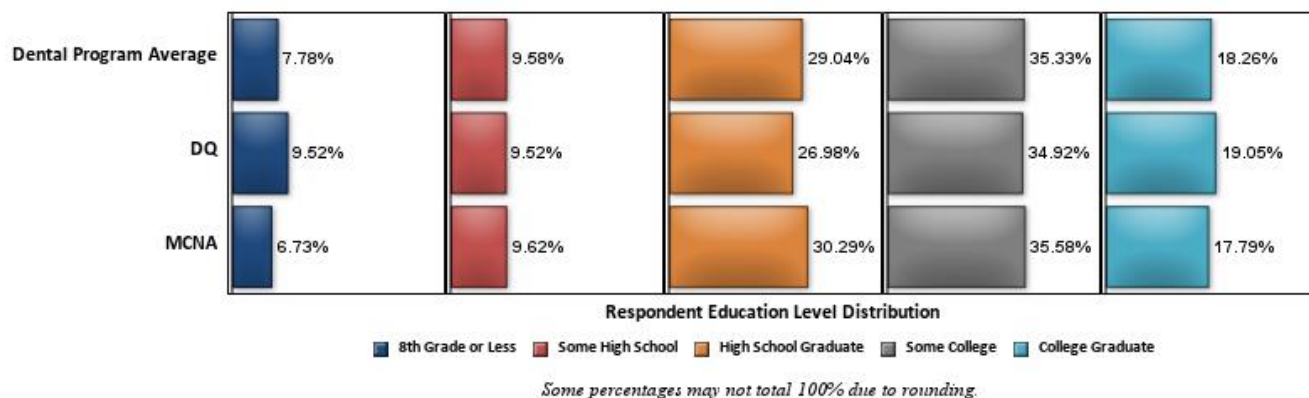
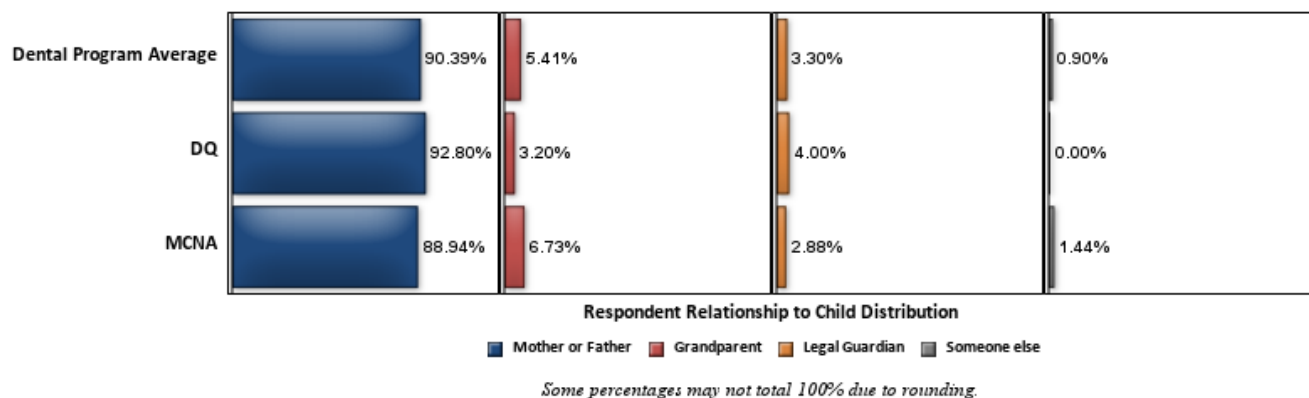


Figure 4-9—Respondent Demographics: Relationship to Child



Respondent Analysis

HSAG compared the demographic characteristics of child members whose parents/caretakers responded to the survey (i.e., respondent percentage) to the demographic characteristics of child members in the sample frame (i.e., sample frame percentages) for statistically significant differences. The demographic characteristics evaluated as part of the respondent analysis included age, gender, and race.

Table 4-2 through Table 4-4 present the results of the respondent analysis for the Dental Program Average and each dental plan. For additional information on the respondent analysis, please refer to the Reader's Guide beginning on page 13.

Table 4-2—Respondent Analysis: Age

		0 to 3	4 to 7	8 to 12	13 to 17	18 to 20
Dental Program Average	R SF	14.39% 14.57%	22.98% 21.47%	21.75%↓ 27.03%	27.89% 25.82%	12.98% 11.11%
DQ	R SF	19.11% 16.51%	21.95% 19.96%	18.29%↓ 25.43%	26.02% 25.77%	14.63% 12.33%
MCNA	R SF	10.80% 10.37%	23.77% 24.74%	24.38%↓ 30.51%	29.32% 25.92%	11.73% 8.47%
<p>An "R" indicates respondent percentage, and an "SF" indicates sample frame percentage. ↑ Indicates the respondent percentage is statistically significantly higher than the sample frame percentage. ↓ Indicates the respondent percentage is statistically significantly lower than the sample frame percentage. Respondent percentages that are not statistically significantly different than the sample frame percentages are not noted with arrows.</p>						

Table 4-3—Respondent Analysis: Gender

		Male	Female
Dental Program Average	R SF	51.58% 50.03%	48.42% 49.97%
DQ	R SF	50.00% 50.41%	50.00% 49.59%
MCNA	R SF	52.78% 49.22%	47.22% 50.78%
<p>An "R" indicates respondent percentage, and an "SF" indicates sample frame percentage. ↑ Indicates the respondent percentage is statistically significantly higher than the sample frame percentage. ↓ Indicates the respondent percentage is statistically significantly lower than the sample frame percentage. Respondent percentages that are not statistically significantly different than the sample frame percentages are not noted with arrows.</p>			

Table 4-4—Respondent Analysis: Race

		White	Black	Other
Dental Program Average	R SF	43.00% 38.63%	46.71%↓ 54.36%	10.29%↑ 7.02%
DQ	R SF	41.71% 37.72%	47.87%↓ 55.21%	10.43% 7.07%
MCNA	R SF	44.00% 40.59%	45.82%↓ 52.51%	10.18% 6.90%
<p>An “R” indicates respondent percentage, and an “SF” indicates sample frame percentage.</p> <p>↑ Indicates the respondent percentage is statistically significantly higher than the sample frame percentage.</p> <p>↓ Indicates the respondent percentage is statistically significantly lower than the sample frame percentage.</p> <p>Respondent percentages that are not statistically significantly different than the sample frame percentages are not noted with arrows.</p>				

Dental Plan Comparisons

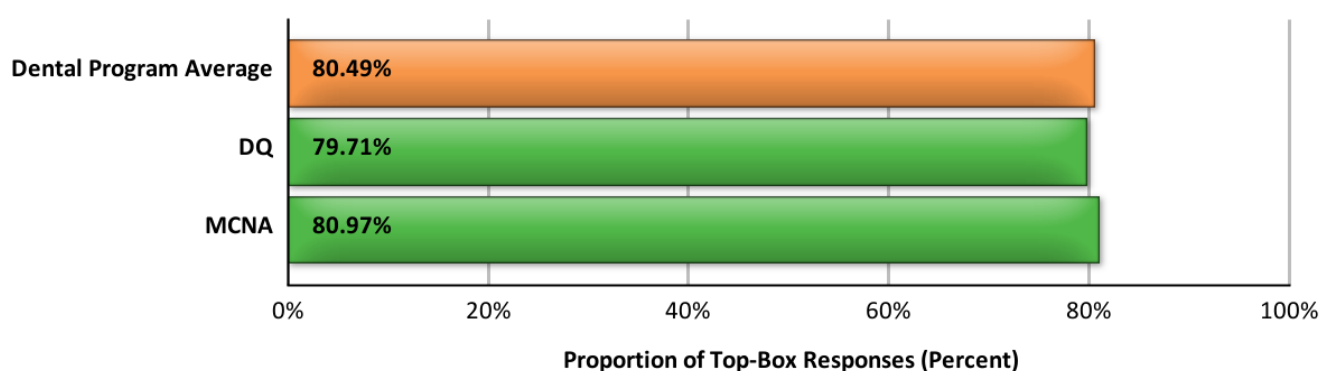
For the dental plan comparisons, top-box scores were calculated for each measure. HSAG compared the dental plans' results to each other to determine if the results were statistically significantly different. Top-box scores with fewer than 100 respondents are denoted with a cross (+). Caution should be exercised when interpreting results for those measures with fewer than 100 respondents. For more detailed information regarding these comparisons, please refer to the Reader's Guide beginning on page 14.

Global Rating

Rating of Regular Dentist

Respondents were asked to rate their child’s regular dentist on a scale of 0 to 10, with 0 being the “worst regular dentist possible” and 10 being the “best regular dentist possible.” Ratings scoring a 9 or 10 are considered top-box scores. Figure 4-10 shows the *Rating of Regular Dentist* top-box scores for each dental plan and the Dental Program Average, including the dental plan comparisons.

Figure 4-10—Dental Plan Comparisons: Rating of Regular Dentist



Statistical Significance Note: ↑ Indicates the score is statistically significantly higher than the comparative dental plan’s score.

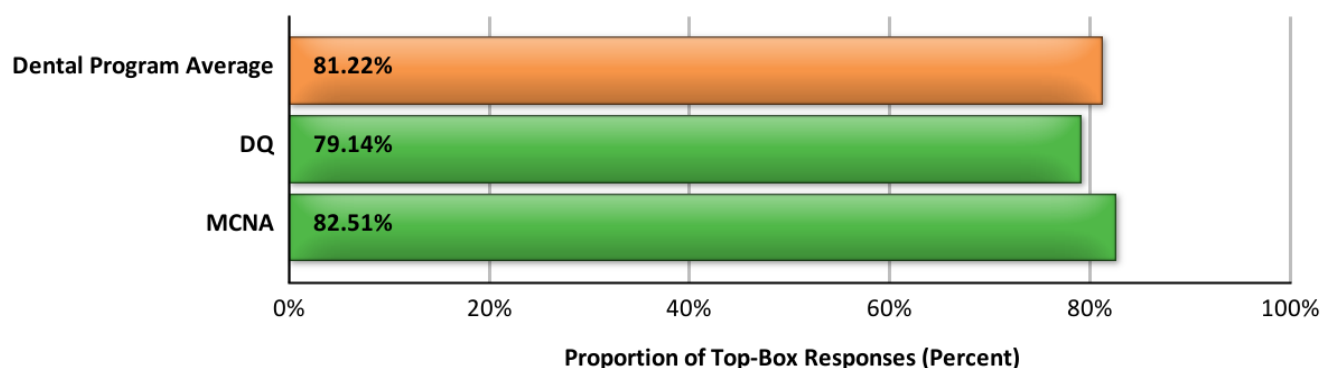
↓ Indicates the score is statistically significantly lower than the comparative dental plan’s score.

If no statistically significant differences were found, no indicators (↑ or ↓) appear on the figure.

Rating of All Dental Care

Respondents were asked to rate their child’s dental care on a scale of 0 to 10, with 0 being the “worst dental care possible” and 10 being the “best dental care possible.” Ratings scoring a 9 or 10 are considered top-box scores. Figure 4-11 shows the *Rating of All Dental Care* top-box scores for each dental plan and the Dental Program Average, including the dental plan comparisons.

Figure 4-11—Dental Plan Comparisons: Rating of All Dental Care



Statistical Significance Note: ↑ Indicates the score is statistically significantly higher than the comparative dental plan’s score.

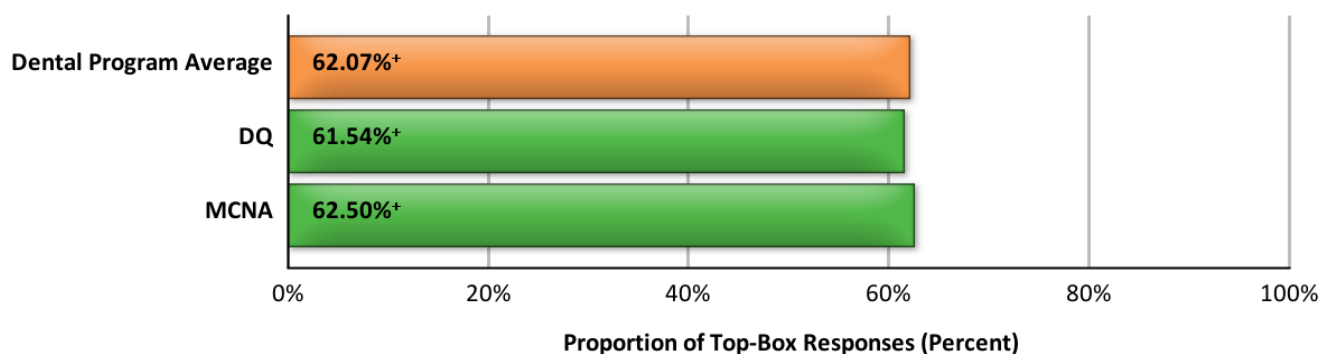
↓ Indicates the score is statistically significantly lower than the comparative dental plan’s score.

If no statistically significant differences were found, no indicators (↑ or ↓) appear on the figure.

Rating of Finding a Dentist

Respondents were asked to rate how easy it was for them to find a dentist for their child on a scale of 0 to 10, with 0 being “extremely difficult” and 10 being “extremely easy.” Ratings scoring a 9 or 10 are considered top-box scores. Figure 4-12 shows the *Rating of Finding a Dentist* top-box scores for each dental plan and the Dental Program Average, including the dental plan comparisons.

Figure 4-12—Dental Plan Comparisons: Rating of Finding a Dentist



Statistical Significance Note: ↑ Indicates the score is statistically significantly higher than the comparative dental plan's score.

↓ Indicates the score is statistically significantly lower than the comparative dental plan's score.

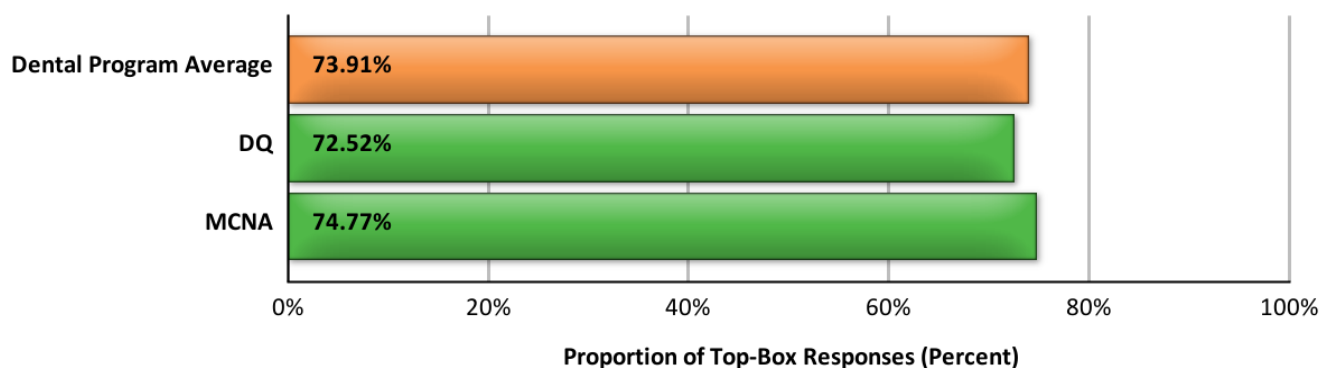
If no statistically significant differences were found, no indicators (↑ or ↓) appear on the figure.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Rating of Dental Plan

Respondents were asked to rate their child’s dental plan on a scale of 0 to 10, with 0 being the “worst dental plan possible” and 10 being the “best dental plan possible.” Ratings scoring a 9 or 10 are considered top-box scores. Figure 4-13 shows the *Rating of Dental Plan* top-box scores for each dental plan and the Dental Program Average, including the dental plan comparisons.

Figure 4-13—Dental Plan Comparisons: Rating of Dental Plan



Statistical Significance Note: ↑ Indicates the score is statistically significantly higher than the comparative dental plan’s score.

↓ Indicates the score is statistically significantly lower than the comparative dental plan’s score.

If no statistically significant differences were found, no indicators (↑ or ↓) appear on the figure.

Composite Measures

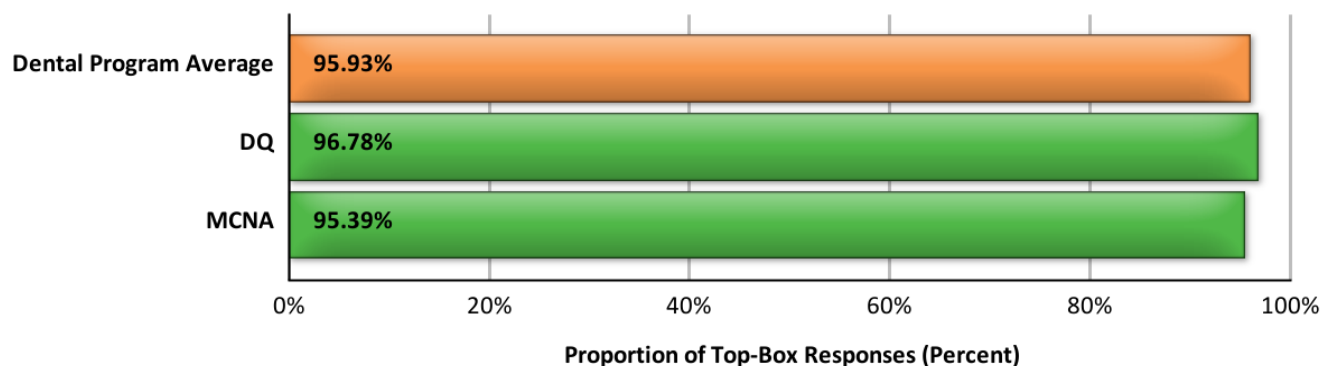
Care from Dentists and Staff

Respondents were asked to assess how often (never, sometimes, usually, or always) their child's dentists and staff communicated well with them:

- In the last 12 months, how often did your child's regular dentist explain things about your child's dental health in a way that was easy to understand?
- In the last 12 months, how often did your child's regular dentist listen carefully to you?
- In the last 12 months, how often did your child's regular dentist treat you with courtesy and respect?
- In the last 12 months, how often did your child's regular dentist explain things in a way that was easy for your child to understand?
- In the last 12 months, how often did your child's regular dentist spend enough time with your child?
- In the last 12 months, how often did the dentists or dental staff do everything they could to help your child feel as comfortable as possible during his or her dental work?
- In the last 12 months, how often did the dentists or dental staff explain what they were doing while treating your child?

Response options of Usually and Always were considered top-box scores. Figure 4-14 shows the *Care from Dentists and Staff* top-box scores for each dental plan and the Dental Program Average, including the dental plan comparisons.

Figure 4-14—Dental Plan Comparisons: Care from Dentists and Staff



Statistical Significance Note: ↑ Indicates the score is statistically significantly higher than the comparative dental plan's score.

↓ Indicates the score is statistically significantly lower than the comparative dental plan's score.

If no statistically significant differences were found, no indicators (↑ or ↓) appear on the figure.

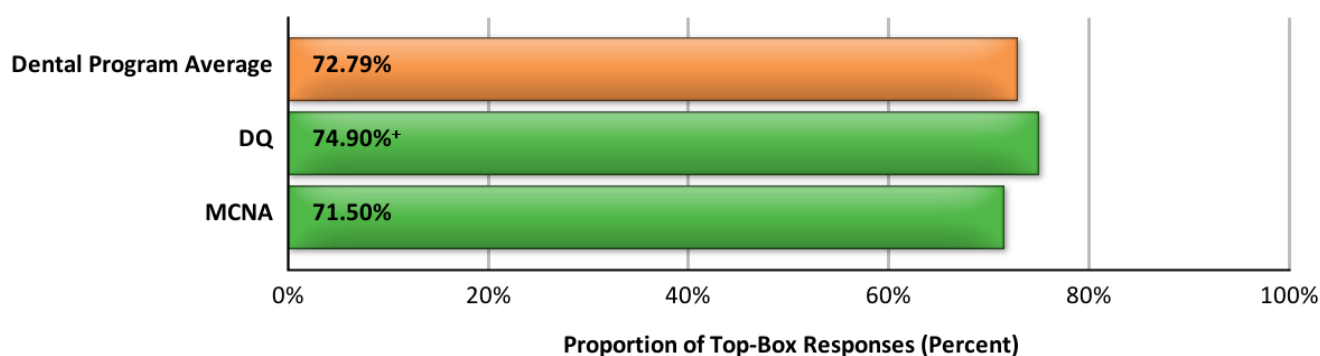
Access to Dental Care

Respondents were asked to assess how easy (never, sometimes, usually, or always) it was to access their child's dental care:

- In the last 12 months, how often were your child's dental appointments as soon as you wanted?
- If your child needed to see a dentist right away because of a dental emergency in the last 12 months, did your child get to see a dentist as soon as you wanted?²⁶
- If you tried to get an appointment for your child with a dentist who specializes in a particular type of dental care (such as an oral or dental surgeon) in the last 12 months, how often did you get an appointment for your child as soon as you wanted?
- In the last 12 months, how often did you have to spend more than 15 minutes in the waiting room before your child saw someone for his or her dental appointment?²⁷
- If you had to spend more than 15 minutes in the waiting room before your child saw someone for his or her appointment, how often did someone tell you why there was a delay or how long the delay would be?

Response options of Usually and Always were considered top-box scores. Figure 4-15 shows the *Access to Dental Care* top-box scores for each dental plan and the Dental Program Average, including the dental plan comparisons.

Figure 4-15—Dental Plan Comparisons: Access to Dental Care



Statistical Significance Note: ↑ Indicates the score is statistically significantly higher than the comparative dental plan's score.

↓ Indicates the score is statistically significantly lower than the comparative dental plan's score.

If no statistically significant differences were found, no indicators (↑ or ↓) appear on the figure.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

²⁶ The response options were Definitely yes, Somewhat yes, Somewhat no, and Definitely no. Response options of "Definitely yes and Somewhat yes" were considered top-box scores.

²⁷ The response option scale was reversed so responses of "Sometimes and Never" were considered top-box scores.

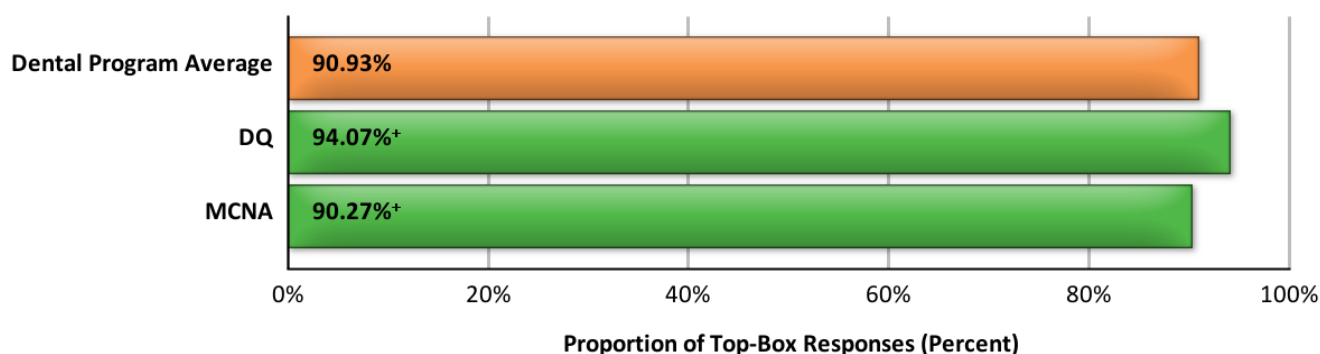
Dental Plan Information and Services

Respondents were asked to assess how often (never, sometimes, usually, or always) respondents had a positive experience with their child’s plan’s information and services customer service:

- In the last 12 months, how often did your child’s dental plan cover all of the services you thought were covered?
- In the last 12 months, did your child’s dental plan cover what your child needed to get done?²⁸
- In the last 12 months, how often did the 800 number, website, or written materials provide the information you wanted about your child’s dental plan?
- Did this information help you find a dentist for your child that you were happy with?²⁹
- In the last 12 months, how often did customer service at your child’s dental plan give you the information or help you needed?
- In the last 12 months, how often did customer service staff at your child’s dental plan treat you with courtesy and respect?

Response options of Usually and Always were considered top-box scores. Figure 4-16 shows the *Dental Plan Information and Services* top-box scores for each dental plan and the Dental Program Average, including the dental plan comparisons.

Figure 4-16—Dental Plan Comparisons: Dental Plan Information and Services



Statistical Significance Note: ↑ Indicates the score is statistically significantly higher than the comparative dental plan’s score.

↓ Indicates the score is statistically significantly lower than the comparative dental plan’s score.

If no statistically significant differences were found, no indicators (↑ or ↓) appear on the figure.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

²⁸ The response options were Definitely yes, Somewhat yes, Somewhat no, and Definitely no. Response options of “Definitely yes and Somewhat yes” were considered top-box scores.

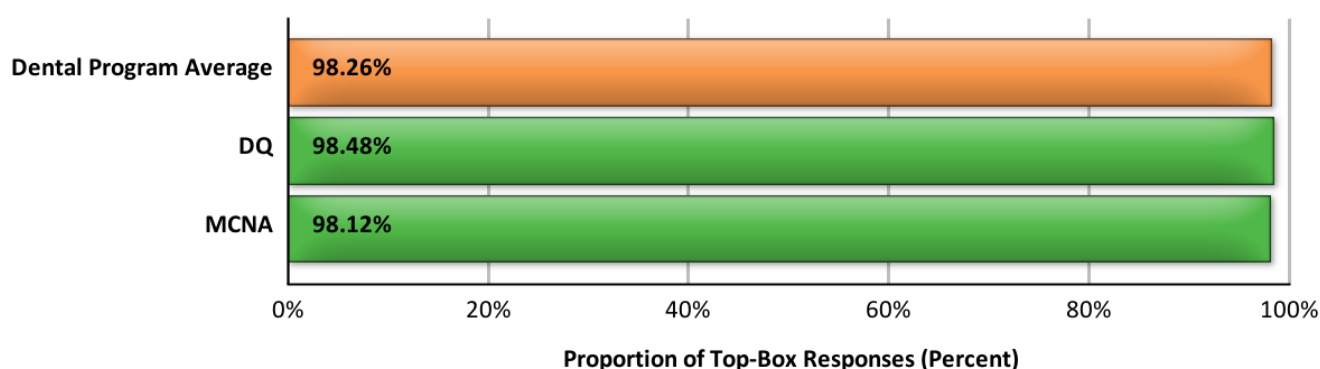
²⁹ Ibid.

Individual Item Measure

Would Recommend Dental Plan

Respondents were asked (definitely yes, probably yes, probably no, or definitely no) if they would recommend their child's dental plan to other families or people who want to join. A response of Definitely yes and Probably yes are considered a top-box score. Figure 4-17 shows the *Would Recommend Dental Plan* top-box scores for each dental plan and the Dental Program Average, including the dental plan comparisons.

Figure 4-17—Dental Plan Comparisons: Would Recommend Dental Plan

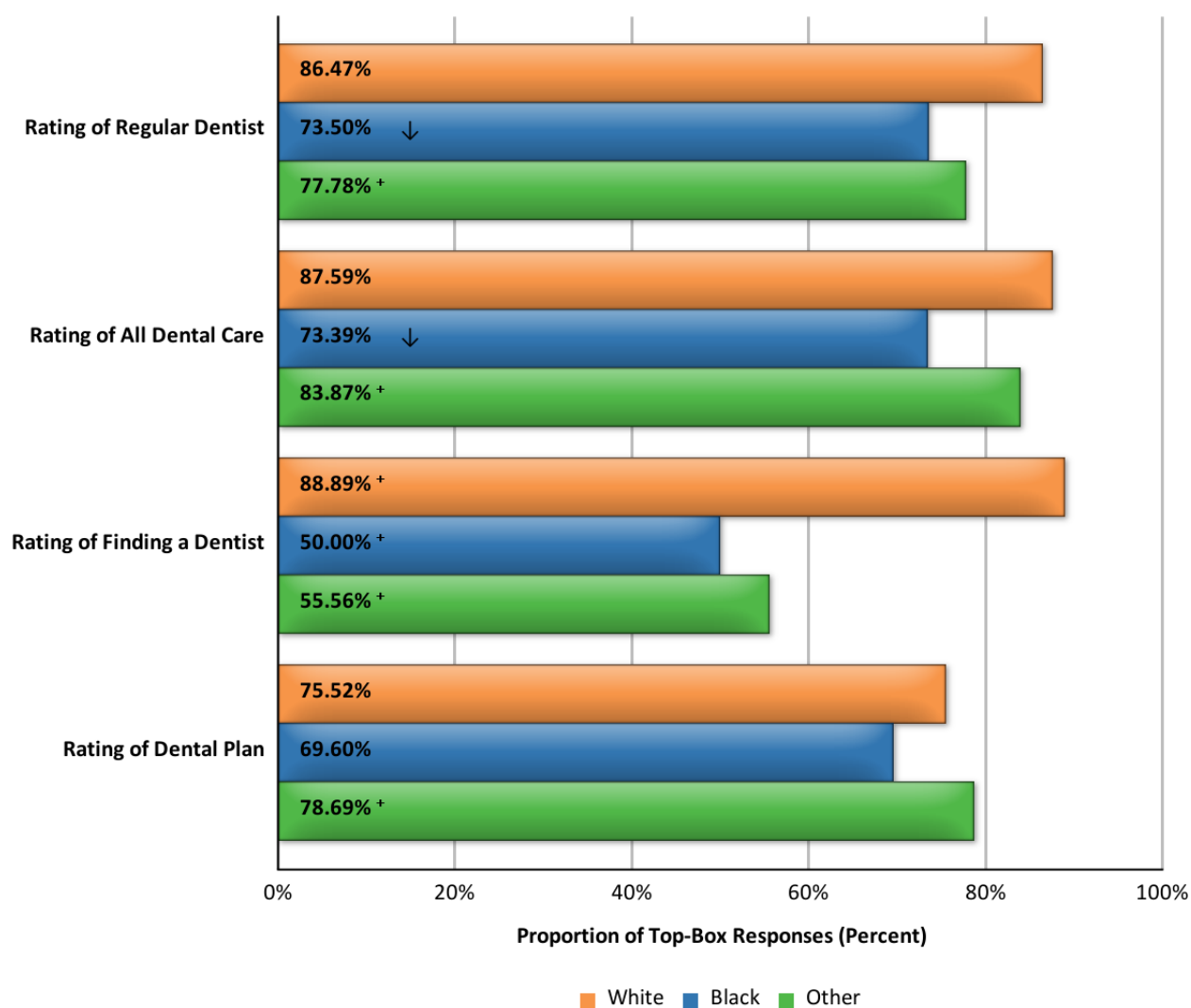


Statistical Significance Note: ↑ Indicates the score is statistically significantly higher than the comparative dental plan's score.
 ↓ Indicates the score is statistically significantly lower than the comparative dental plan's score.
 If no statistically significant differences were found, no indicators (↑ or ↓) appear on the figure.

Race Comparisons

HSAG stratified the top-box scores by race for the Dental Program Average for each measure. The comparative analyses determined if there were significant differences between top-box scores for Black and Other respondents compared to top-box scores for White respondents. For this analysis, the Other category includes Multiracial, Asian, Native Hawaiian or other Pacific Islander, American Indian or Alaska Native, and Other. HSAG used black arrows next to the scores in the figures to note significant differences. Figure 4-18 and Figure 4-19 show the top-box scores of child members by race.

Figure 4-18—Race Comparisons: Global Ratings

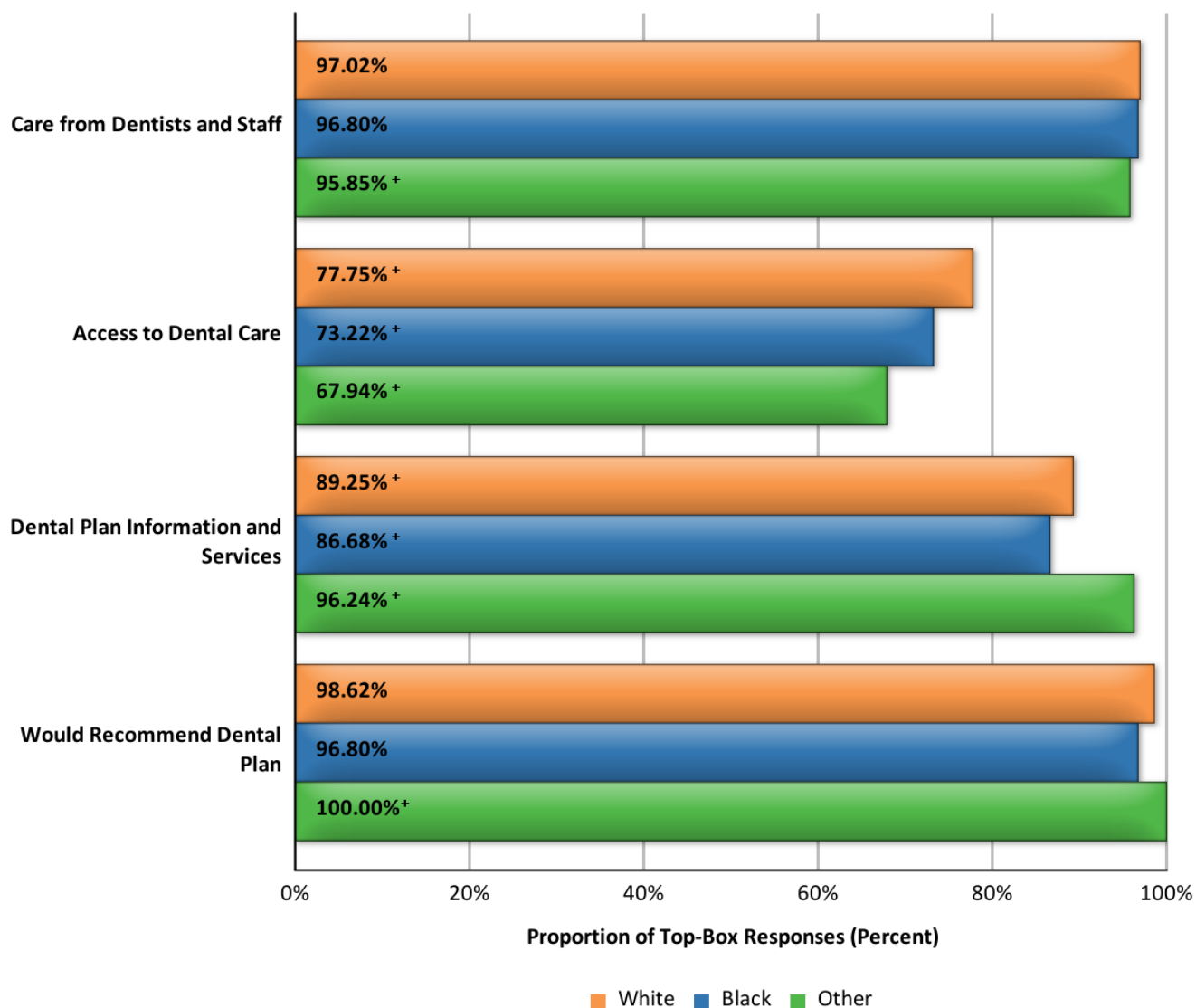


↑ Indicates the demographic category score is significantly higher than the score of White.

↓ Indicates the demographic category score is significantly lower than the score of White.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Figure 4-19—Race Comparisons: Composite and Individual Item Measures



↑ Indicates the demographic category score is significantly higher than the score of White.

↓ Indicates the demographic category score is significantly lower than the score of White.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Key Drivers of Member Experience Analysis

HSAG performed an analysis of key drivers of member experience for three measures: *Rating of All Dental Care*, *Rating of Dental Plan*, and *Would Recommend Dental Plan*. Key drivers of member experience are defined as those items for which the odds ratio is statistically significantly greater than 1. For additional information on the statistical calculation, please refer to the Reader's Guide beginning on page 15.

Figure 4-20 through Figure 4-22 depict the results of the analysis for the Dental Program Average. The items identified as key drivers are indicated with a red diamond.

Figure 4-20—Key Drivers of Member Experience: Rating of All Dental Care—Dental Program Average

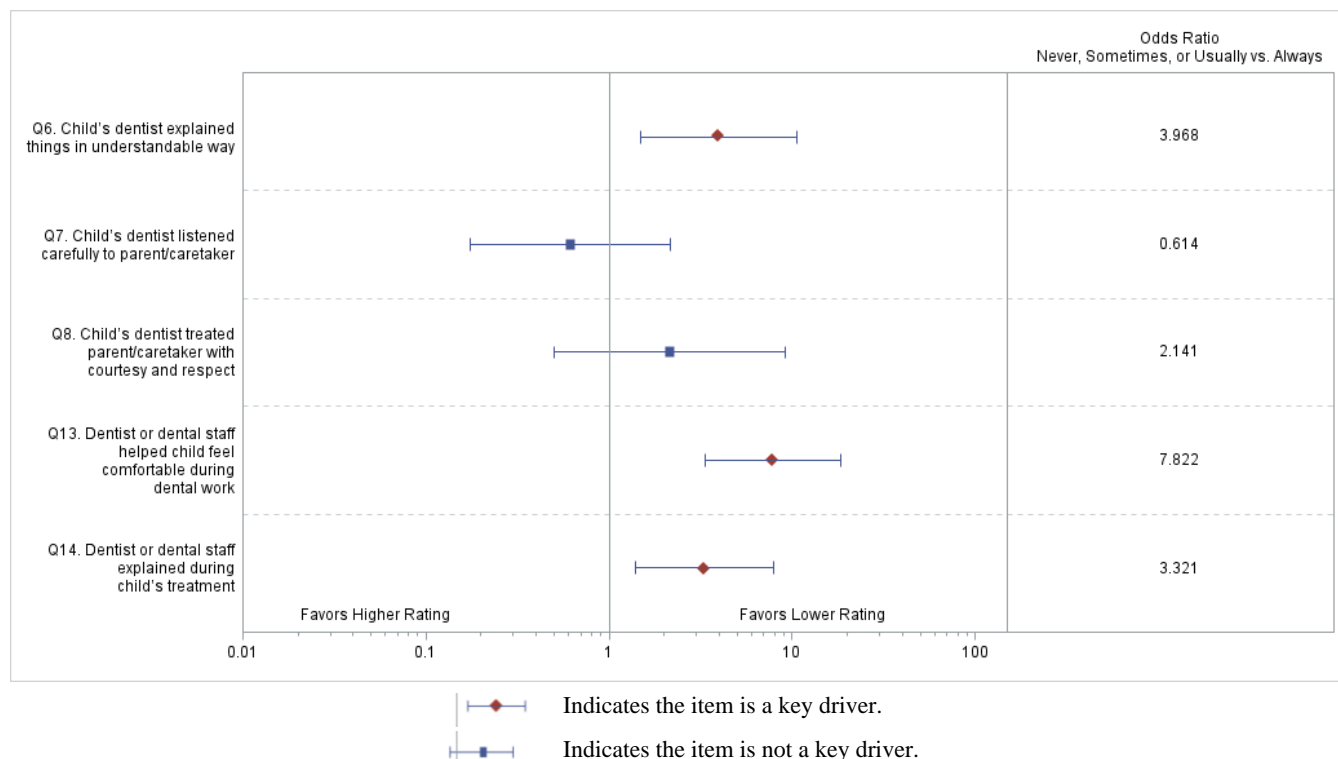
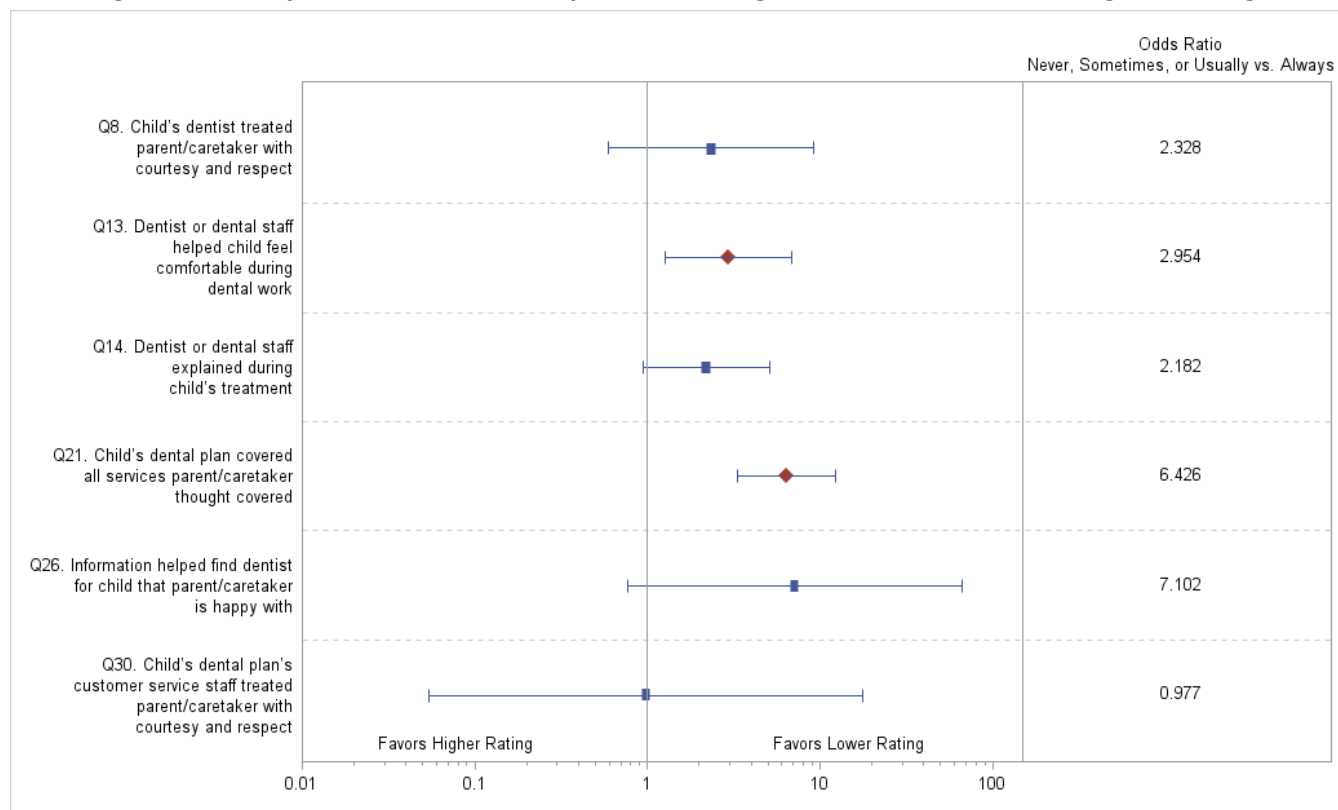


Figure 4-21—Key Drivers of Member Experience: Rating of Dental Plan—Dental Program Average





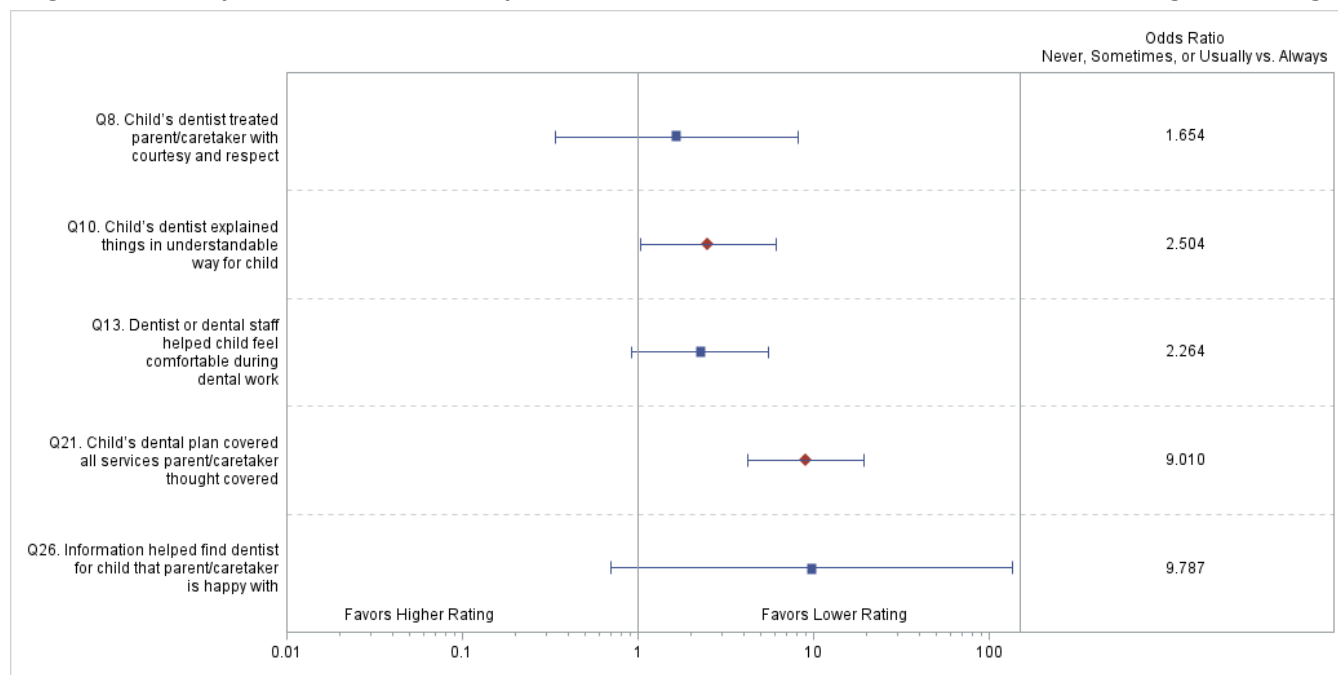


 Indicates the item is a key driver.
 Indicates the item is not a key driver.

Figure 4-22—Key Drivers of Member Experience: Would Recommend Dental Plan—Dental Program Average



 Indicates the item is a key driver.
 Indicates the item is not a key driver.

5. Conclusions and Recommendations

Conclusions

Adult Results

When the 2024 top-box scores for the two dental plans were compared to one another, MCNA's top-box scores were statistically significantly higher than DQ's top-box scores for *Rating of Dental Care*, *Rating of Dental Plan*, *Access to Dental Care*, *Dental Plan Information and Services*, and *Would Recommend Dental Plan*.

For the race comparisons, the Dental Program Average top-box score for Black respondents was statistically significantly lower than the top-box score for White respondents for the *Rating of Regular Dentist* global rating.

Based on the Dental Program Average results from the key drivers analysis, respondents may rate their dental care and dental plan higher or recommend their dental plan if the following key areas were improved:

- Their dentist or dental staff did everything they could to help them feel comfortable during dental work.
- Their dentist or dental staff explained what they were doing while treating them.
- Their dental plan covered all services they thought were covered.
- They received dental appointments as soon as they wanted.

Child Results

When the 2024 top-box scores for the two dental plans were compared to one another, the dental plans' 2024 top-box scores were not statistically significantly different.

For the race comparisons, the Dental Program Average top-box scores for Black respondents were statistically significantly lower than the top-box scores for White respondents for the *Rating of Regular Dentist* and *Rating of All Dental Care* global ratings.

Based on the Dental Program Average results from the key drivers analysis, parent/caretaker respondents may rate their child's dental plan and dental care higher or recommend their child's dental plan if the following key areas were improved:

- Their child's dentist explained things in an understandable way for them and their child.
- Their child's dentist or dental staff helped their child feel comfortable during dental work.
- Their child's dentist or dental staff explained what they were doing during their child's treatment.

- Their child's dental plan covered all the services they thought were covered.

Recommendations

HSAG recommends LDH leverage the Dental Plan Survey data and report findings to support the development of relevant major initiatives, quality improvement strategies and interventions, and performance monitoring and evaluation activities. For example, the data may be analyzed to identify potential health disparities among key demographics. This type of information could inform initiatives aimed at identifying and addressing access to care barriers. LDH and the dental plans could examine provider processes and establish procedures aimed at improving performance. This could involve enhancing informational materials for providers and examining their capacity to communicate effectively with members, such as explaining what they are doing during treatment and ensure members feel comfortable when receiving dental care. Additionally, implementing communication programs for providers could encourage timely service requests by members. HSAG will collaborate with LDH to implement activities aimed at increasing response rates to the Dental Survey for all populations so there are greater than 100 respondents to each measure. HSAG also recommends that dental plans develop communication materials to help members better understand their own or their child's dental coverage. This can include developing a reader-friendly benefits guide and providing clear explanations of which services are covered or not. These efforts can lead members to feeling more informed, confident, and supported in using their benefits and improve member satisfaction with their dental plan.

Appendix A: Survey Instruments

This section provides a copy of the survey instruments administered to adult members and parents/ caretakers of child members receiving dental services through LDH's contracted dental plans.

All information that would identify you or your family will be kept private. The research staff will not share personally identifiable information with anyone without your permission. You may choose whether to answer this survey or not. If you choose not to, this will not affect your benefits.

The barcode on the front of this survey is used **ONLY** to let us know the survey was returned, so we do not send you reminders.

If you want to know more about this study, please call 1-800-643-2516.

SURVEY INSTRUCTIONS

- Please be sure to fill in the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

Correct
Mark 

Incorrect
Marks



- You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- Yes → *Go to Question 1*
- No



START HERE



1. Our records show you are now in **[insert dental plan name]**. Is that right?

- Yes → *Go to Question 3*
- No

2. What is the name of your dental plan? (Please print.)

3. In the last 12 months, did you go to a dentist's office or clinic for care?
- ☐ Yes → **Go to Question 4**
 - ☐ No → **Please stop and return this survey in the postage-paid envelope. Thank you.**

Your Regular Dentist

4. A regular dentist is one you would go to for check-ups and cleanings or when you have a cavity or tooth pain. Do you have a regular dentist?
- ☐ Yes
 - ☐ No → **Go to Question 11**
5. Have you seen your regular dentist in the last 12 months?
- ☐ Yes
 - ☐ No, I've seen someone else → **Go to Question 11**
6. In the last 12 months, how often did your regular dentist explain things in a way that was easy to understand?
- ☐ Never
 - ☐ Sometimes
 - ☐ Usually
 - ☐ Always
7. In the last 12 months, how often did your regular dentist listen carefully to you?
- ☐ Never
 - ☐ Sometimes
 - ☐ Usually
 - ☐ Always

8. In the last 12 months, how often did your regular dentist treat you with courtesy and respect?
- ☐ Never
 - ☐ Sometimes
 - ☐ Usually
 - ☐ Always
9. In the last 12 months, how often did your regular dentist spend enough time with you?
- ☐ Never
 - ☐ Sometimes
 - ☐ Usually
 - ☐ Always
10. Using any number from 0 to 10, where 0 is the worst regular dentist possible and 10 is the best regular dentist possible, what number would you use to rate your regular dentist?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
0	1	2	3	4	5	6	7	8	9	10
Worst					Best					
Regular Dentist					Regular Dentist					
Possible					Possible					



Your Dental Care In The Last 12 Months

So far, the questions on this survey have been about your regular dentist. The next set of questions asks about any dental care you had in the last 12 months, including dental care with your regular dentist or with someone else.

11. In the last 12 months, how often did the dentists or dental staff do everything they could to help you feel as comfortable as possible during your dental work?
- ☐ Never
 - ☐ Sometimes
 - ☐ Usually
 - ☐ Always
12. In the last 12 months, how often did the dentists or dental staff explain what they were doing while treating you?
- ☐ Never
 - ☐ Sometimes
 - ☐ Usually
 - ☐ Always
13. In the last 12 months, how often were your dental appointments as soon as you wanted?
- ☐ Never
 - ☐ Sometimes
 - ☐ Usually
 - ☐ Always

14. If you needed to see a dentist right away because of a dental emergency in the last 12 months, did you get to see a dentist as soon as you wanted?
- ☐ I did not have a dental emergency in the last 12 months
 - ☐ Definitely yes
 - ☐ Somewhat yes
 - ☐ Somewhat no
 - ☐ Definitely no
15. If you tried to get an appointment for yourself with a dentist who specializes in a particular type of dental care (such as root canals or gum disease) in the last 12 months, how often did you get an appointment as soon as you wanted?
- ☐ I did not try to get an appointment with a specialist dentist for myself in the last 12 months
 - ☐ Never
 - ☐ Sometimes
 - ☐ Usually
 - ☐ Always
16. In the last 12 months, how often did you have to spend more than 15 minutes in the waiting room before you saw someone for your dental appointment?
- ☐ Never → **Go to Question 18**
 - ☐ Sometimes
 - ☐ Usually
 - ☐ Always
17. If you had to spend more than 15 minutes in the waiting room before you saw someone for your appointment, how often did someone tell you why there was a delay or how long the delay would be?
- ☐ Never
 - ☐ Sometimes
 - ☐ Usually
 - ☐ Always



18. Using any number from 0 to 10, where 0 is the worst dental care possible and 10 is the best dental care possible, what number would you use to rate all of the dental care you personally received in the last 12 months?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
0	1	2	3	4	5	6	7	8	9	10
Worst					Best					
Dental Care					Dental Care					
Possible					Possible					

Your Dental Plan

The next set of questions asks about your dental plan. For these questions, answer only about your dental plan.

19. In the last 12 months, how often did your dental plan cover all of the services you thought were covered?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

20. In the last 12 months, did your dental plan cover what you and your family needed to get done?

- ☐ Definitely yes
- ☐ Somewhat yes
- ☐ Somewhat no
- ☐ Definitely no

21. In the last 12 months, did you try to find out how your dental plan works by calling their 800 number, visiting their website, or reading printed materials?

- ☐ Yes
- ☐ No → **Go to Question 23**

22. In the last 12 months, how often did the 800 number, written materials, or website provide the information you wanted about your dental plan?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

23. In the last 12 months, did you use any information from the dental plan to help you find a new dentist?

- ☐ Yes
- ☐ No → **Go to Question 26**

24. Did this information help you find a dentist you were happy with?

- ☐ Definitely yes
- ☐ Somewhat yes
- ☐ Somewhat no
- ☐ Definitely no

25. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
0	1	2	3	4	5	6	7	8	9	10
Extremely					Extremely					
Difficult					Easy					

26. In the last 12 months, did you try to get information or help from your dental plan's customer service?

- ☐ Yes
- ☐ No → **Go to Question 29**

27. In the last 12 months, how often did your dental plan's customer service give you the information or help you needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

28. In the last 12 months, how often did your dental plan's customer service staff treat you with courtesy and respect?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

29. Using any number from 0 to 10, where 0 is the worst dental plan possible and 10 is the best dental plan possible, what number would you use to rate your dental plan?

- | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Worst | | | | | | | | Best | | |
| Dental Plan | | | | | | | | Dental Plan | | |
| Possible | | | | | | | | Possible | | |

30. Would you recommend this dental plan to people who want to join?

- ☐ Definitely yes
- ☐ Probably yes
- ☐ Probably no
- ☐ Definitely no

About You

31. In general, how would you rate the overall condition of your teeth and gums?

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

32. What is your age?

- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 to 74
- ☐ 75 or older

33. What is your gender?

- ☐ Male
- ☐ Female
- ☐ Non-binary
- ☐ Prefer not to answer

34. What is the highest grade or level of school that you have completed?

- ☐ 8th grade or less
- ☐ Some high school, but did not graduate
- ☐ High school graduate or GED
- ☐ Some college or 2-year degree
- ☐ 4-year college graduate
- ☐ More than a 4-year college degree

35. Are you of Hispanic or Latino origin or descent?

- ☐ Yes, Hispanic or Latino
- ☐ No, not Hispanic or Latino



36. What is your race? Mark one or more.

- ☐ White
- ☐ Black or African-American
- ☐ Asian
- ☐ Native Hawaiian or other Pacific Islander
- ☐ American Indian or Alaska Native
- ☐ Other

37. Did someone help you complete this survey?

- ☐ Yes → ***Go to Question 38***
- ☐ No → ***Thank you. Please return the completed survey in the postage-paid envelope.***

38. How did that person help you? Mark one or more.

- ☐ Read the questions to me
- ☐ Wrote down the answers I gave
- ☐ Answered the questions for me
- ☐ Translated the questions into my language
- ☐ Helped in some other way

Thank you for taking the time to complete this survey! Please return the completed survey in the postage-paid envelope.



All information that would identify you or your family will be kept private. The research staff will not share personally identifiable information with anyone without your permission. You may choose whether to answer this survey or not. If you choose not to, this will not affect your child's benefits.

The barcode on the front of this survey is used **ONLY** to let us know the survey was returned, so we do not send you reminders.

If you want to know more about this study, please call 1-800-643-2516.

SURVEY INSTRUCTIONS

- Please be sure to fill in the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

Correct
Mark 

Incorrect
Marks



- You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

● Yes → *Go to Question 1*

○ No



START HERE



1. Our records show that your child is now in **[insert dental plan name]**. Is that right?

○ Yes → *Go to Question 3*

○ No

2. What is the name of your child's dental plan? (Please print.)

3. In the last 12 months, did your child go to a dentist's office or clinic for care?

- ☐ Yes → **Go to Question 4**
- ☐ No → **Please stop and return this survey in the postage-paid envelope. Thank you.**

Your Child's Regular Dentist

4. A regular dentist is one your child would go to for check-ups and cleanings or when he or she has a cavity or tooth pain. Does your child have a regular dentist?

- ☐ Yes
- ☐ No → **Go to Question 13**

5. Has your child seen his or her regular dentist in the last 12 months?

- ☐ Yes
- ☐ No, my child has seen someone else → **Go to Question 13**

6. In the last 12 months, how often did your child's regular dentist explain things about your child's dental health in a way that was easy to understand?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

7. In the last 12 months, how often did your child's regular dentist listen carefully to you?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

8. In the last 12 months, how often did your child's regular dentist treat you with courtesy and respect?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

9. Is your child able to talk with his or her regular dentist about his or her dental care?

- ☐ Yes
- ☐ No → **Go to Question 11**

10. In the last 12 months, how often did your child's regular dentist explain things in a way that was easy for your child to understand?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

11. In the last 12 months, how often did your child's regular dentist spend enough time with your child?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always



12. Using any number from 0 to 10, where 0 is the worst regular dentist possible and 10 is the best regular dentist possible, what number would you use to rate your child's regular dentist?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
0	1	2	3	4	5	6	7	8	9	10
Worst					Best					
Regular Dentist					Regular Dentist					
Possible					Possible					

Your Child's Dental Care In The Last 12 Months

So far, the questions on this survey have been about your child's regular dentist. The next set of questions asks about any dental care your child had in the last 12 months, including dental care your child had with his or her regular dentist or with someone else.

13. In the last 12 months, how often did the dentists or dental staff do everything they could to help your child feel as comfortable as possible during his or her dental work?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

14. In the last 12 months, how often did the dentists or dental staff explain what they were doing while treating your child?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

15. In the last 12 months, how often were your child's dental appointments as soon as you wanted?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

16. If your child needed to see a dentist right away because of a dental emergency in the last 12 months, did your child get to see a dentist as soon as you wanted?

- ☐ My child did not have a dental emergency in the last 12 months
- ☐ Definitely yes
- ☐ Somewhat yes
- ☐ Somewhat no
- ☐ Definitely no

17. If you tried to get an appointment for your child with a dentist who specializes in a particular type of dental care (such as an oral or dental surgeon) in the last 12 months, how often did you get an appointment for your child as soon as you wanted?

- ☐ I did not try to get an appointment with a specialist dentist for my child in the last 12 months
- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always



18. In the last 12 months, how often did you have to spend more than 15 minutes in the waiting room before your child saw someone for his or her dental appointment?

- ☐ Never → **Go to Question 20**
- ☐ Sometimes
- ☐ Usually
- ☐ Always

19. If you had to spend more than 15 minutes in the waiting room before your child saw someone for his or her appointment, how often did someone tell you why there was a delay or how long the delay would be?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

20. Using any number from 0 to 10, where 0 is the worst dental care possible and 10 is the best dental care possible, what number would you use to rate all of the dental care your child received in the last 12 months?

- | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Worst | | | | | Best | | | | | |
| Dental Care | | | | | Dental Care | | | | | |
| Possible | | | | | Possible | | | | | |

Your Child's Dental Plan

The next set of questions asks about your child's dental plan. For these questions, answer only about your child's dental plan.

21. In the last 12 months, how often did your child's dental plan cover all of the services you thought were covered?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

22. In the last 12 months, did your child's dental plan cover what your child needed to get done?

- ☐ Definitely yes
- ☐ Somewhat yes
- ☐ Somewhat no
- ☐ Definitely no

23. In the last 12 months, did you try to find out how your child's dental plan works by calling their 800 number, visiting their website, or reading printed materials?

- ☐ Yes
- ☐ No → **Go to Question 25**



24. In the last 12 months, how often did the 800 number, website, or written materials provide the information you wanted about your child's dental plan?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

25. In the last 12 months, did you use any information from your child's dental plan to help you find a new dentist for your child?

- ☐ Yes
- ☐ No → *Go to Question 28*

26. Did this information help you find a dentist for your child that you were happy with?

- ☐ Definitely yes
- ☐ Somewhat yes
- ☐ Somewhat no
- ☐ Definitely no

27. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist for your child?

- | | | | | | | | | | | |
|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Extremely
Difficult | | | | | Extremely
Easy | | | | | |

28. In the last 12 months, did you try to get information or help from customer service at your child's dental plan?

- ☐ Yes
- ☐ No → *Go to Question 31*

29. In the last 12 months, how often did customer service at your child's dental plan give you the information or help you needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

30. In the last 12 months, how often did customer service staff at your child's dental plan treat you with courtesy and respect?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

31. Using any number from 0 to 10, where 0 is the worst dental plan possible and 10 is the best dental plan possible, what number would you use to rate your child's dental plan?

- | | | | | | | | | | | |
|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|---------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Worst
Dental Plan
Possible | | | | | Best
Dental Plan
Possible | | | | | |

32. Would you recommend your child's dental plan to other parents or people who want to join?

- ☐ Definitely yes
- ☐ Probably yes
- ☐ Probably no
- ☐ Definitely no

About Your Child And You

33. In general, how would you rate the overall condition of your child's teeth and gums?

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

34. What is your child's age?

- ☐ Less than 1 year old

YEARS OLD (write in)

35. What is your child's gender?

- ☐ Male
- ☐ Female
- ☐ Non-binary
- ☐ Prefer not to answer

36. Is your child of Hispanic or Latino origin or descent?

- ☐ Yes, Hispanic or Latino
- ☐ No, not Hispanic or Latino

37. What is your child's race? Mark one or more.

- ☐ White
- ☐ Black or African-American
- ☐ Asian
- ☐ Native Hawaiian or other Pacific Islander
- ☐ American Indian or Alaska Native
- ☐ Other

38. What is your age?

- ☐ Under 18
- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 to 74
- ☐ 75 or older

39. What is your gender?

- ☐ Male
- ☐ Female
- ☐ Non-binary
- ☐ Prefer not to answer

40. What is the highest grade or level of school that you have completed?

- ☐ 8th grade or less
- ☐ Some high school, but did not graduate
- ☐ High school graduate or GED
- ☐ Some college or 2-year degree
- ☐ 4-year college graduate
- ☐ More than a 4-year college degree

41. How are you related to the child?

- ☐ Mother or father
- ☐ Grandparent
- ☐ Legal guardian
- ☐ Someone else

42. Did someone help you complete this survey?

- ☐ Yes → **Go to Question 43**
- ☐ No → **Thank you. Please return the completed survey in the postage-paid envelope.**



43. How did that person help you? Mark one or more.

- ☐ Read the questions to me
- ☐ Wrote down the answers I gave
- ☐ Answered the questions for me
- ☐ Translated the questions into my language
- ☐ Helped in some other way

Thank you for taking the time to complete this survey! Please return the completed survey in the postage-paid envelope.

