



## **MCNA Member Satisfaction Survey Analysis**

**Louisiana EPSDT 7/1/17 - 6/30/18**

### **Sample Size and Goal**

Member satisfaction surveys are of a statistically significant sample size.

MCNA's goal for all questions surveyed is 90% or higher.

### **Methodology of Distribution**

Inbound calls - Member Services Representatives attempt to conduct a Member Satisfaction Survey on every inbound call.

### **Analysis and Reporting**

The Director of Call Center Operations evaluates member satisfaction survey results and provides a summary of the information to the Louisiana Department of Health on an annual basis.

Overall results are reported quarterly to the Quality Improvement Committee to implement performance improvement projects, if necessary, and to ensure that continuous quality improvement occurs.

### **Overall Score and Analysis**

MCNA conducted a total of 1,982 member satisfaction surveys statewide for the reporting period.

Statewide Member Satisfaction Survey results rated overall satisfaction with services at an average of 96.26%.

The following survey question represents the area with the greatest opportunity for improvement.

- Did the dentist explain your covered benefits before starting treatment?

This area received a satisfaction rating of 90.49%.

93.23% of members surveyed indicated that neither the Dentist or Office staff requested that they pay for services that are covered and 21.16% stated that they signed a waiver prior to treatment agreeing to receive services that are not covered.

Results indicate responsiveness from both rural and urban parishes. There were no parish level trends noted.



Survey results were analyzed and did not reveal any provider or facility specific trends. Provider Relations representatives will continue efforts to provide training during site audits and drop in visits, to providers on the importance of explaining covered benefits to members prior to treatment. This topic will be featured in MCNA's monthly Provider newsletter "Dental Details" as a helpful tip for Providers.

## Member Survey Satisfaction Report (LAEPSDT)

Member Satisfaction Survey Questions	Total Surveys	Excellent (5)	Very Good (4)	Good (3)	Average (2)	Poor (1)	No Comment (0)	%
MANNER?	1,982	653	58	42	23	44	1,162	95.93%
WERE YOU SATISFIED WITH THE TIME YOU HAD TO WAIT TO SEE THE DENTIST ON YOUR LAST VISIT?	1,982	611	61	54	19	61	1,176	94.87%
DID THE DENTIST EXPLAIN YOUR DENTAL CONDITION AND NEEDED TREATMENT?	1,982	650	43	47	20	31	1,191	96.52%
DID THE DENTIST EXPLAIN YOUR COVERED BENEFITS BEFORE STARTING TREATMENT?	1,982	487	49	62	43	122	1,219	90.49%
HELPFUL?	1,982	651	41	49	12	50	1,179	95.84%
HOW DID YOU FEEL AFTER YOUR VISIT TO THE DENTIST?	1,982	587	63	43	29	75	1,185	94.01%
IF YOU HAD TO SEE A SPECIALIST, WERE YOU ABLE TO GET AN APPOINTMENT IN A TIMELY MANNER?	1,982	292	22	15	6	42	1,605	94.18%
IF YOU HAD A REFERRAL OR AUTHORIZATION TO A DIFFERENT DENTIST, WAS IT PROCESSED IN A TIMELY	1,982	304	32	13	5	25	1,603	96.03%
DID THE DENTIST STAFF SPEAK YOUR LANGUAGE?	1,982	801	15	7	1	12	1,146	99.16%
ARE MCNA'S MEMBER SERVICES REPRESENTATIVES COURTEOUS AND HELPFUL?	1,982	1,909	35	8	1	3	26	99.77%
HOW WOULD YOU RATE YOUR OVERALL LEVEL OF SATISFACTION WITH YOUR RECENT VISIT TO A MCNA	1,982	631	54	54	20	50	1,173	95.44%
							<b>% Compliance</b>	<b>96.26%</b>



## **MCNA Member Satisfaction Survey Analysis**

**Louisiana Adult 7/1/17 - 6/30/18**

### **Sample Size and Goal**

Member satisfaction surveys are of a statistically significant sample size.

MCNA's goal for all questions surveyed is 90% or higher.

### **Methodology of Distribution**

Inbound calls - Member Services Representatives attempt to conduct a Member Satisfaction Survey on every inbound call.

### **Analysis and Reporting**

The Director of Call Center Operations evaluates member satisfaction survey results and provides a summary of the information to the Louisiana Department of Health on an annual basis.

Overall results are reported quarterly to the Quality Improvement Committee to implement performance improvement projects, if necessary, and to ensure that continuous quality improvement occurs.

### **Overall Score and Analysis**

MCNA conducted a total of 410 member satisfaction surveys statewide for the reporting period.

Statewide Member Satisfaction Survey results rated overall satisfaction with services at an average of 97.13%.

The following survey question represents the area with the greatest opportunity for improvement.

- Did the dentist explain your covered benefits before starting treatment?

This area received a satisfaction rating of 91.23%.

93.85% of members surveyed indicated that neither the Dentist or Office staff requested that they pay for services that are covered and 21.05% stated that they signed a waiver prior to treatment agreeing to receive services that are not covered.

Results indicate responsiveness from both rural and urban parishes. There were no parish level trends noted.

Survey results were analyzed and did not reveal any provider or facility specific trends. Provider Relations representatives will continue efforts to provide training during site audits and drop in



visits, to providers on the importance of explaining covered benefits to members prior to treatment. This topic will be featured in MCNA's monthly Provider newsletter "Dental Details" as a helpful tip for Providers.

**Member Survey Satisfaction Report (LAADULT)**

Member Satisfaction Survey Questions	Total Surveys	Excellent (5)	Very Good (4)	Good (3)	Average (2)	Poor (1)	No Comment (0)	%
DID YOU GET THE CARE THAT YOU NEEDED IN A TIMELY MANNER?	410	54	6	6	2	4	338	95.25%
WERE YOU SATISFIED WITH THE TIME YOU HAD TO WAIT TO SEE THE DENTIST ON YOUR LAST VISIT?	410	50	5	2	2	7	344	94.11%
DID THE DENTIST EXPLAIN YOUR DENTAL CONDITION AND NEEDED TREATMENT?	410	53	4	4	1	2	346	96.98%
DID THE DENTIST EXPLAIN YOUR COVERED BENEFITS BEFORE STARTING TREATMENT?	410	44	4	3	2	11	346	91.23%
WAS THE DENTIST OFFICE STAFF COURTEOUS AND HELPFUL?	410	53	5	3	0	2	347	97.52%
HOW DID YOU FEEL AFTER YOUR VISIT TO THE DENTIST?	410	46	9	2	5	8	340	92.51%
IF YOU HAD TO SEE A SPECIALIST, WERE YOU ABLE TO GET AN APPOINTMENT IN A TIMELY MANNER?	410	24	0	1	1	3	381	94.41%
IF YOU HAD A REFERRAL OR AUTHORIZATION TO A DIFFERENT DENTIST, WAS IT PROCESSED IN A TIMELY MANNER?	410	25	1	1	1	1	381	97.00%
DID THE DENTIST STAFF SPEAK YOUR LANGUAGE?	410	71	0	1	0	0	338	99.76%
ARE MCNA'S MEMBER SERVICES REPRESENTATIVES COURTEOUS AND HELPFUL?	410	396	5	1	0	0	8	99.90%
HOW WOULD YOU RATE YOUR OVERALL LEVEL OF SATISFACTION WITH YOUR RECENT VISIT TO A MCNA DENTIST?	410	51	10	3	1	7	338	94.36%
							<b>% Compliance</b>	<b>97.13%</b>