



MCNA Member Satisfaction Survey Analysis

Louisiana Adult 7/1/18 - 6/30/19

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 113 member satisfaction surveys statewide for the reporting period.

Statewide Member Satisfaction Survey results rated overall satisfaction with services at an average of 96.65%.

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 93.21%.

87.5% of members surveyed indicated that neither the Dentist or Office staff requested that they pay for services that are covered and 33.33% 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 Satisfaction Survey Analysis by Parish

The low survey counts are due to low response rates and is not a representation of parish level satisfaction.

County	Survey Count	Compliance %
ACADIA	1	9.09%
ASCENSION	2	96.82%
BOSSIER	3	100.00%
CADDO	7	99.09%
CALCASIEU	3	9.09%
EAST BATON		
ROUGE	12	95.95%
IBERIA	2	81.36%
IBERVILLE	1	9.09%
JEFFERSON	14	95.70%
LAFAYETTE	2	71.82%
LAFOURCHE	3	87.27%
LINCOLN	3	72.73%
LIVINGSTON	2	80.91%
MADISON	1	81.82%
MOREHOUSE	1	9.09%
NATCHITOCHE	3	99.39%
ORLEANS	12	87.54%
OUACHITA	4	100.00%
RAPIDES	4	79.55%
RICHLAND	1	9.09%
SABINE	1	80.91%
SAINT BERNARD	1	9.09%
SAINT CHARLES	2	99.55%
SAINT LANDRY	2	100.00%
SAINT MARTIN	3	53.64%
SAINT MARY	1	79.09%
SAINT TAMMANY	6	65.76%
ST JOHN THE		
BAPTIST	1	81.82%
TANGIPAHOA	5	95.30%
TERREBONNE	3	81.36%
UNION	1	90.91%



WASHINGTON

6

92.73%

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?	113	59	4	1	0	6	43	96.04%
WERE YOU SATISFIED WITH THE TIME YOU HAD TO WAIT TO SEE THE DENTIST ON YOUR LAST VISIT?	113	57	7	5	0	1	43	97.71%
DID THE DENTIST EXPLAIN YOUR DENTAL CONDITION AND NEEDED TREATMENT?	113	61	2	2	0	5	43	96.51%
DID THE DENTIST EXPLAIN YOUR COVERED BENEFITS BEFORE STARTING TREATMENT?	113	49	7	1	2	9	45	93.21%
WAS THE DENTIST OFFICE STAFF COURTEOUS AND HELPFUL?	113	57	3	2	2	5	44	95.67%
HOW DID YOU FEEL AFTER YOUR VISIT TO THE DENTIST?	113	50	9	1	2	7	44	94.32%
IF YOU HAD TO SEE A SPECIALIST, WERE YOU ABLE TO GET AN APPOINTMENT IN A TIMELY MANNER?	113	28	4	3	0	2	76	95.92%
IF YOU HAD A REFERRAL OR AUTHORIZATION TO A DIFFERENT DENTIST, WAS IT PROCESSED IN A TIMELY MANNER?	113	25	3	4	0	3	78	94.20%
DID THE DENTIST STAFF SPEAK YOUR LANGUAGE?	113	69	0	0	1	0	43	99.64%
ARE MCNA'S MEMBER SERVICES REPRESENTATIVES COURTEOUS AND HELPFUL?	113	111	0	1	0	0	1	99.85%
HOW WOULD YOU RATE YOUR OVERALL LEVEL OF SATISFACTION WITH YOUR RECENT VISIT TO A MCNA DENTIST?	113	53	6	5	1	3	45	96.18%
							% Compliance	96.65%



MCNA Member Satisfaction Survey Analysis

Louisiana EPSDT 7/1/18 - 6/30/19

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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 999 member satisfaction surveys statewide for the reporting period.

Statewide Member Satisfaction Survey results rated overall satisfaction with services at an average of 96.68%.

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 91.63%.

94.28% of members surveyed indicated that neither the Dentist or Office staff requested that they pay for services that are covered and 26.77% 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 Satisfaction Survey Analysis by Parish

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County	Survey Count	Compliance %
ACADIA	13	94.36%
ALLEN	5	74.55%
ASCENSION	10	96.36%
ASHLEY	1	8.18%
ASSUMPTION	6	84.09%
AVOUELLES	3	100.00%
BEAUREGARD	6	95.76%
BIENVILLE	1	63.64%
BOSSIER	49	95.01%
CADDO	95	96.95%
CALCASIEU	43	84.65%
CAMERON	3	52.73%
CATAHOULA	1	98.18%
CLAIBORNE	4	90.91%
CONCORDIA	6	97.88%
DE SOTO	13	98.18%
EAST BATON ROUGE	70	93.84%
EAST FELICIANA	5	79.27%
EVANGELINE	2	95.91%
FRANKLIN	12	89.82%
GRANT	3	95.15%
IBERIA	23	88.56%
IBERVILLE	5	55.76%
JACKSON	5	90.00%
JEFFERSON	68	94.28%
JEFFERSON DAVIS	9	9.09%
LAFAYETTE	71	90.99%
LAFOURCHE	12	92.95%
LINCOLN	18	72.99%
LIVINGSTON	11	97.79%
MADISON	7	99.22%
MOREHOUSE	3	100.00%



NATCHITOCHEs	10	98.76%
ORLEANS	47	92.33%
OUACHITA	30	95.30%
POINTE COUPEE	6	69.39%
RAPIDES	37	94.60%
RED RIVER	19	100.00%
RICHLAND	9	90.81%
SABINE	17	99.27%
SAINT BERNARD	3	89.09%
SAINT CHARLES	15	78.96%
SAINT HELENA	3	89.09%
SAINT JAMES	1	9.09%
SAINT LANDRY	18	99.73%
SAINT MARTIN	18	84.40%
SAINT MARY	30	92.63%
SAINT TAMMANY	30	93.38%
ST JOHN THE BAPTIST	7	87.58%
TANGIPAHOA	12	96.48%
TERREBONNE	18	99.70%
UNION	8	81.36%
VERMILION	15	86.12%
VERNON	2	100.00%
WASHINGTON	9	84.42%
WEBSTER	34	95.60%
WEST CARROLL	2	77.27%
WEST FELICIANA	2	9.09%
WINN	14	93.68%

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)	%
DID YOU GET THE CARE THAT YOU NEEDED IN A TIMELY MANNER?	999	484	38	24	14	25	414	96.67%
WERE YOU SATISFIED WITH THE TIME YOU HAD TO WAIT TO SEE THE DENTIST ON YOUR LAST VISIT?	999	441	61	35	21	25	416	95.84%
DID THE DENTIST EXPLAIN YOUR DENTAL CONDITION AND NEEDED TREATMENT?	999	484	26	30	18	16	425	96.99%
DID THE DENTIST EXPLAIN YOUR COVERED BENEFITS BEFORE STARTING TREATMENT?	999	376	31	41	26	78	447	91.63%
WAS THE DENTIST OFFICE STAFF COURTEOUS AND HELPFUL?	999	489	30	22	14	26	418	96.71%
HOW DID YOU FEEL AFTER YOUR VISIT TO THE DENTIST?	999	449	33	33	12	46	426	95.00%
IF YOU HAD TO SEE A SPECIALIST, WERE YOU ABLE TO GET AN APPOINTMENT IN A TIMELY MANNER?	999	223	15	12	5	13	731	96.55%
IF YOU HAD A REFERRAL OR AUTHORIZATION TO A DIFFERENT DENTIST, WAS IT PROCESSED IN A TIMELY MANNER?	999	219	9	9	4	20	738	95.79%
DID THE DENTIST STAFF SPEAK YOUR LANGUAGE?	999	548	11	5	3	6	426	99.21%
ARE MCNA'S MEMBER SERVICES REPRESENTATIVES COURTEOUS AND HELPFUL?	999	952	23	7	0	4	13	99.64%
HOW WOULD YOU RATE YOUR OVERALL LEVEL OF SATISFACTION WITH YOUR RECENT VISIT TO A MCNA DENTIST?	999	461	34	43	12	27	422	96.05%
							% Compliance	96.68%