



MCNA Member Satisfaction Survey Analysis

Louisiana EPSDT 7/1/19 - 6/30/20

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 470 member satisfaction surveys statewide for the reporting period.

Statewide Member Satisfaction Survey results rated overall satisfaction with services at an average of 96.78%.

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 92.33%.

96.17% of members surveyed indicated that neither the Dentist or Office staff requested that they pay for services that are covered and 10% 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.

Parish	Survey Count	Compliance
ACADIA	15	100.00%
ALLEN	1	100.00%
ASCENSION	10	100.00%
ASSUMPTION	1	100.00%
AVOYELLES	4	100.00%
BEAUREGARD	1	100.00%
BOSSIER	18	100.00%
CADDO	72	98.38%
CALCASIEU	15	100.00%
CALDWELL	1	100.00%
CAMERON	1	100.00%
CLAIBORNE	6	100.00%
CONCORDIA	1	100.00%
DE SOTO	5	100.00%
EAST BATON ROUGE	24	100.00%
EVANGELINE	2	100.00%
FRANKLIN	5	80.00%
GRANT	3	100.00%
IBERIA	13	99.62%
JEFFERSON	31	100.00%
JEFFERSON DAVIS	6	100.00%
LAFAYETTE	19	100.00%
LAFOURCHE	2	100.00%
LINCOLN	3	100.00%
LIVINGSTON	11	100.00%
MADISON	2	100.00%
NATCHITOCHES	3	100.00%
ORLEANS	36	99.86%
OUACHITA	16	99.69%
RAPIDES	24	100.00%
RICHLAND	4	100.00%
SABINE	6	100.00%
SAINT BERNARD	3	100.00%



SAINT CHARLES	1	100.00%
SAINT HELENA	1	100.00%
SAINT LANDRY	9	100.00%
SAINT MARTIN	8	100.00%
SAINT MARY	26	100.00%
SAINT TAMMANY	19	100.00%
ST JOHN THE BAPTIST	1	100.00%
TANGIPAHOA	10	100.00%
TERREBONNE	4	100.00%
UNION	2	100.00%
VERMILION	5	100.00%
VERNON	3	100.00%
WASHINGTON	5	100.00%
WEBSTER	9	100.00%
WEST BATON ROUGE	2	100.00%
WINN	1	100.00%



MCNA Member Satisfaction Survey Analysis

Louisiana Adult 7/1/19 - 6/30/20

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 117 member satisfaction surveys statewide for the reporting period.

Statewide Member Satisfaction Survey results rated overall satisfaction with services at an average of 97.18%.

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 95.61%.

93.16% of members surveyed indicated that neither the Dentist or Office staff requested that they pay for services that are covered and 7.69% 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.

Parish	Survey Count	Compliance
ACADIA	4	100.00%
ASCENSION	1	100.00%
AVOYELLES	1	100.00%
BEAUREGARD	1	0.00%
BIENVILLE	1	100.00%
BOSSIER	3	100.00%
CADDO	6	100.00%
CALCASIEU	4	100.00%
CALDWELL	1	100.00%
CATAHOULA	1	100.00%
CONCORDIA	1	100.00%
DE SOTO	2	100.00%
EAST BATON ROUGE	13	100.00%
EAST FELICIANA	1	100.00%
FRANKLIN	1	100.00%
GRANT	1	100.00%
IBERIA	2	100.00%
JEFFERSON	5	100.00%
LAFAYETTE	2	100.00%
LIVINGSTON	3	100.00%
MADISON	1	100.00%
MOREHOUSE	3	100.00%
NATCHITOCHES	1	100.00%
ORLEANS	7	100.00%
OUACHITA	9	100.00%
PLAQUEMINES	3	100.00%
RAPIDES	4	75.00%
RICHLAND	2	100.00%
SAINT CHARLES	1	100.00%
SAINT HELENA	2	100.00%
SAINT LANDRY	4	100.00%
SAINT MARTIN	1	100.00%
SAINT MARY	1	100.00%
SAINT TAMMANY	9	100.00%



TANGIPAHOA	5	80.00%
TERREBONNE	3	100.00%
UNION	1	100.00%
VERNON	1	100.00%
WASHINGTON	3	100.00%
WEBSTER	2	100.00%

Bayou Dental Reporting

Report Information

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Information completed by the Dental Plan

Dental Plan ID:	2365584
Dental Plan Name:	MCNA Insurance Company
Dental Plan Contact:	Daniel Salama
Dental Plan Contact Email:	dsalama@mcna.net
Report Period Start Date:	1/1/2020
Report Period End Date:	12/31/2020
Date Completed:	1/29/2021

Provider Satisfaction Survey Report

Provider Satisfaction Survey Questions	Total Surveys	Excellent (5)	Very Good (4)	Good (3)	Average (2)	Poor (1)	No Comment (0)	%
01. TIMELINESS OF CLAIMS PAYMENT	897	827	38	17	1	0	14	99.14%
02. ACCURACY OF CLAIMS PAYMENT	897	758	109	17	0	0	13	98.38%
03. KNOWLEDGE/ACCURACY OF RESPONSE TO TELEPHONE INQUIRIES	897	698	132	33	1	1	32	97.57%
04. EASE OF SUBMITTING ELECTRONIC CLAIMS	897	828	35	4	0	0	30	99.50%
05. RESOLUTION OF UNPAID/REJECTED CLAIMS	897	660	150	57	0	0	30	96.96%
06. ACCURACY OF REMITTANCE ADVICE (EOB)	897	801	59	24	0	0	13	98.79%
07. RESPONDED TO YOUR INQUIRY PROMPTLY	897	855	35	5	0	0	2	99.50%
08. RESOLVED INQUIRY IN A TIMELY MANNER	897	857	33	5	0	0	2	99.52%
09. PROVIDER REPRESENTATIVE WAS KNOWLEDGEABLE	897	864	31	1	0	0	1	99.63%
10. PROVIDED COURTEOUS SERVICE	897	877	18	1	0	0	1	99.78%
11. MCNA PROVIDER RELATIONS PROVIDED ACCURATE, COMPLETE INFORMATION ON ALL PLANS	897	818	58	4	0	0	17	99.25%
12. YOUR STAFF RECEIVES ONGOING TRAINING THAT IS EFFECTIVE AND USEFUL	897	802	71	16	0	0	8	98.84%
13. YOUR STAFF RECEIVED ADEQUATE ORIENTATION TO MCNA PROCEDURES	897	786	59	26	0	0	26	98.73%
14. TIMELINESS OF PRE- AUTHORIZATION PROCESS	897	835	36	2	0	0	24	99.54%
15. ACCESSIBILITY OF THE DENTAL DIRECTOR	897	629	46	26	0	0	196	98.60%
16. TIMELINESS OF APPEAL PROCESS	897	656	114	24	0	0	103	97.96%
17. PROVIDES ACCURATE ELIGIBILITY INFORMATION ON THE PHONE	897	776	96	2	1	1	21	98.72%
18. OVERALL SATISFACTION EXPERIENCE WITH MCNA	897	814	80	3	0	0	0	99.04%
19. I WOULD RECOMMEND MCNA TO OTHER DENTAL PROVIDERS	897	810	78	5	0	0	4	99.01%

% Compliance (Goal = 80%)

98.87%

Survey Results Summary and Analysis

MCNA conducted Provider Satisfaction Surveys through face-to-face visits and outbound call campaigns. Overall scores improved by .25% over 2019 results. MCNA exceeded the goal of 80% overall and in every category. MCNA continues to provide additional education to providers through one-on-one training from a Provider Relations Representative or a peer-to-peer discussion with MCNA's Executive Director or Dental Director. Additionally, MCNA educates providers about the program and processes via our monthly newsletter, Dental Details, provider bulletins, and Provider Portal notification.