



MCNA Member Satisfaction Survey Analysis

Louisiana EPSDT 7/1/20 - 6/30/21

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 485 member satisfaction surveys statewide for the reporting period.

Statewide Member Satisfaction Survey results rated overall satisfaction with services at an average of 98.23%.

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 96%.

95.88% of members surveyed indicated that neither the Dentist or Office staff requested that they pay for services that are covered and 10.1% 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	3	100.00%
ALLEN	9	100.00%
ASCENSION	14	100.00%
ASSUMPTION	1	100.00%
AVOUELLES	1	100.00%
BEAUREGARD	8	100.00%
BOSSIER	4	100.00%
CADDO	18	100.00%
CALCASIEU	28	100.00%
CALDWELL	4	100.00%
CONCORDIA	4	100.00%
DE SOTO	6	99.17%
EAST BATON ROUGE	36	100.00%
EAST FELICIANA	1	100.00%
EVANGELINE	1	100.00%
FRANKLIN	2	100.00%
IBERIA	13	100.00%
IBERVILLE	1	100.00%
JEFFERSON	40	100.00%
JEFFERSON DAVIS	11	100.00%
LAFAYETTE	23	100.00%
LAFOURCHE	10	100.00%
LA SALLE	1	100.00%
LIVINGSTON	29	100.00%
MOREHOUSE	2	100.00%
NATCHITOCHES	5	100.00%
ORLEANS	33	100.00%
OUACHITA	18	100.00%
PLAQUEMINES	1	100.00%
POINTE COUPEE	1	100.00%
RAPIDES	7	99.29%
RICHLAND	1	100.00%
SABINE	9	100.00%



SAINT BERNARD	13	100.00%
SAINT CHARLES	1	100.00%
SAINT JAMES	4	100.00%
SAINT LANDRY	16	100.00%
SAINT MARTIN	5	100.00%
SAINT MARY	10	100.00%
SAINT TAMMANY	20	99.75%
ST JOHN THE BAPTIST	6	100.00%
TANGIPAHOA	25	100.00%
TERREBONNE	11	100.00%
UNION	7	100.00%
VERMILION	5	100.00%
VERNON	3	100.00%
WASHINGTON	3	100.00%
WEBSTER	4	100.00%
WEST BATON ROUGE	4	100.00%
WEST CARROLL	1	100.00%
WEST FELICIANA	2	100.00%



MCNA Member Satisfaction Survey Analysis

Louisiana Adult 7/1/20 - 6/30/21

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 447 member satisfaction surveys statewide for the reporting period.

Statewide Member Satisfaction Survey results rated overall satisfaction with services at an average of 96.01%.

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

- If you had to see a specialist, were you able to get an appointment in a timely manner?

This area received a satisfaction rating of 91.76%.

93.96% of members surveyed indicated that neither the Dentist or Office staff requested that they pay for services that are covered and 12.98% 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%
ALLEN	2	100.00%
ASCENSION	7	100.00%
ASSUMPTION	8	100.00%
AVOUELLES	5	80.00%
BEAUREGARD	4	100.00%
BOSSIER	3	100.00%
CADDO	26	90.77%
CALCASIEU	19	100.00%
CALDWELL	2	100.00%
CATAHOULA	5	100.00%
CONCORDIA	5	100.00%
DE SOTO	3	100.00%
EAST BATON ROUGE	35	100.00%
EAST CARROLL	3	100.00%
EAST FELICIANA	2	100.00%
EVANGELINE	1	100.00%
FRANKLIN	4	100.00%
GRANT	1	100.00%
IBERIA	11	100.00%
IBERVILLE	2	100.00%
JACKSON	4	100.00%
JEFFERSON	45	100.00%
JEFFERSON DAVIS	6	100.00%
LAFAYETTE	16	100.00%
LAFOURCHE	11	100.00%
LA SALLE	1	100.00%
LINCOLN	3	100.00%
LIVINGSTON	9	88.89%
MADISON	2	100.00%
MOREHOUSE	3	100.00%
NATCHITOCHES	4	100.00%
ORLEANS	31	100.00%
OUACHITA	22	100.00%



PLAQUEMINES	3	100.00%
POINTE COUPEE	4	100.00%
RAPIDES	8	100.00%
RICHLAND	2	100.00%
SABINE	1	100.00%
SAINT BERNARD	8	100.00%
SAINT HELENA	1	100.00%
SAINT JAMES	3	66.67%
SAINT LANDRY	11	100.00%
SAINT MARTIN	4	100.00%
SAINT MARY	5	100.00%
SAINT TAMMANY	17	100.00%
ST JOHN THE BAPTIST	6	100.00%
TANGIPAHOA	21	100.00%
TERREBONNE	16	93.75%
UNION	6	100.00%
VERMILION	6	100.00%
VERNON	1	100.00%
WASHINGTON	8	100.00%
WEBSTER	1	100.00%
WEST BATON ROUGE	2	100.00%
WEST CARROLL	2	100.00%
WEST FELICIANA	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
01. TIMELINESS OF CLAIMS PAYMENT	897
02. ACCURACY OF CLAIMS PAYMENT	897
03. KNOWLEDGE/ACCURACY OF RESPONSE TO TELEPHONE INQUIRIES	897
04. EASE OF SUBMITTING ELECTRONIC CLAIMS	897
05. RESOLUTION OF UNPAID/REJECTED CLAIMS	897
06. ACCURACY OF REMITTANCE ADVICE (EOB)	897
07. RESPONDED TO YOUR INQUIRY PROMPTLY	897
08. RESOLVED INQUIRY IN A TIMELY MANNER	897
09. PROVIDER REPRESENTATIVE WAS KNOWLEDGEABLE	897
10. PROVIDED COURTEOUS SERVICE	897
11. MCNA PROVIDER RELATIONS PROVIDED ACCURATE, COMPLETE INFORMATION ON ALL PLANS	897
12. YOUR STAFF RECEIVES ONGOING TRAINING THAT IS EFFECTIVE AND USEFUL	897
13. YOUR STAFF RECEIVED ADEQUATE ORIENTATION TO MCNA PROCEDURES	897
14. TIMELINESS OF PRE- AUTHORIZATION PROCESS	897
15. ACCESSIBILITY OF THE DENTAL DIRECTOR	897
16. TIMELINESS OF APPEAL PROCESS	897
17. PROVIDES ACCURATE ELIGIBILITY INFORMATION ON THE PHONE	897
18. OVERALL SATISFACTION EXPERIENCE WITH MCNA	897
19. I WOULD RECOMMEND MCNA TO OTHER DENTAL PROVIDERS	897

% 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.

Excellent (5)	Very Good (4)	Good (3)	Average (2)	Poor (1)	No Comment (0)	%
827	38	17	1	0	14	99.14%
758	109	17	0	0	13	98.38%
698	132	33	1	1	32	97.57%
828	35	4	0	0	30	99.50%
660	150	57	0	0	30	96.96%
801	59	24	0	0	13	98.79%
855	35	5	0	0	2	99.50%
857	33	5	0	0	2	99.52%
864	31	1	0	0	1	99.63%
877	18	1	0	0	1	99.78%
818	58	4	0	0	17	99.25%
802	71	16	0	0	8	98.84%
786	59	26	0	0	26	98.73%
835	36	2	0	0	24	99.54%
629	46	26	0	0	196	98.60%
656	114	24	0	0	103	97.96%
776	96	2	1	1	21	98.72%
814	80	3	0	0	0	99.04%
810	78	5	0	0	4	99.01%