

MEDICAID MEMBER SURVEY RESULTS

State of Louisiana | 2021

Overview

- Survey background:
 - The 2021 LA Medicaid member satisfaction study was outsourced to a research vendor who conducted the surveys via phone interview. Respondents represent a random sample of LA Medicaid members who had received dental services in Q4 2021, as the vendor dialed member phone numbers at random until 100 completions were reached.
 - In total, 71 phone interviews were conducted with the parent or guardian of patients under age 18; the remaining 29 interviews were conducted among adult patients age 18+.
- Overall, members are highly satisfied: 96% are satisfied with their dentist, 96% are satisfied with dental care received, and 99% are satisfied with the DentaQuest dental plan.
- Nearly nine out of ten patients believed their oral health was quite good.
 - 89% rated their oral health as very good or good.
 - 74% have seen an improvement in their oral health over the past year.
- Few sought service and support from their dental plan.
 - Only 11% contacted customer service in the past year.
 - 82% of those who contacted customer service found the information they needed, and most felt that they were treated politely and with respect.
 - 73% of those who contacted customer service used the automated phone line.
 - 88% of those who used the automated phone line found the automated information helpful.
 - 5% visited the website, and all who visited found it helpful.
 - 57% read the member materials, and 95% of those who read the materials found them helpful.
- 92% said their dentists sent postcards or placed telephone calls to remind them of their appointments.
 - Nearly all (99%) of those who received reminders found them helpful.
- 96% say they contact the dentist if they have to miss an appointment.
 - 12% missed an appointment in the past twelve months.
 - The most common reason cited for a missed appointment was schedule conflict.
 - 83% of those who missed an appointment rescheduled the appointment.
- 72% scheduled their most recent appointment on their own because they knew it was time, and 31% scheduled their most recent appointment because they had a problem.
- 97% understood the pre-authorization process.
 - 9% needed a pre-authorization, and 89% of those needing a pre-authorization were satisfied with the pre-authorization process.
- Overall, US Mail is the preferred method of receiving and reading benefits information compared to other communication channels. At the same time, two-thirds indicated they would be likely to review benefits information sent via email or text.
- Compared against an aggregate of DentaQuest Medicaid member results, on average, LA Medicaid metrics exceed these Medicaid benchmarks.

Summary Measures: Satisfaction

Summary Satisfaction Measures		LA Medicaid 2021	DQ Medicaid Aggregate 2021
Overall, how satisfied are you with your dentist?	Total Answering	91	2740
	% SATISFIED WITH DENTIST	96%	95%
Overall, how satisfied are you with the dental care that you received in the past 12 months?	Total Answering	100	3365
	% SATISFIED WITH DENTAL CARE RECEIVED	96%	95%
Overall, how satisfied are you with your dental plan?	Total Answering	100	3365
	% SATISFIED WITH DENTAL PLAN	99%	94%

A 4-point satisfaction scale, from “very satisfied” to “not at all satisfied” was used. % SATISFIED ratings on this page reflect “very/somewhat satisfied.”

Summary Measures: Special Needs

Summary Measures: Special Needs		LA Medicaid 2021	DQ Medicaid Aggregate 2021
Total Answering		100	3365
With regard to getting dental treatment, do you/your child have any special cultural needs?	Yes	2 people	3%
Was the dental staff considerate of those needs?	Yes	1 person	89%
With regard to getting dental treatment, do you/your child have any special language needs?	Yes	1 person	4%
Was the dental staff considerate of those needs?	Yes	1 person	93%

Summary Measures: Oral Health

Summary Measures: Oral Health		LA Medicaid 2021	DQ Medicaid Aggregate 2021
In general, how would you rate the overall condition of (your/your child's) teeth and gums today?	Total Answering	100	3365
	Very Good or Good	89%	79%
Have you seen an improvement in (your/your child's) oral health over the past year?	Total Answering	100	3365
	Yes	74%	70%

Summary Measures: Dental Care

Summary Measure: Dental Care		LA Medicaid 2021	DQ Medicaid Aggregate 2021
Total Answering		100	3365
From the time you called a dentist for a routine appointment, how long did you have to wait for that appointment?	Less than 30 days	86%	82%
In your opinion, did the dentist or dental staff do everything they could to help (you/your child) feel as comfortable as possible during the visit?	Yes	99%	96%
Did the dentist or dental staff explain what they were doing while treating (you/your child)?	Always	91%	78%
Did the dentist or dental staff give you advice on how to avoid dental problems?	Yes	90%	89%
In the last twelve months, did (you/your child) have a dental emergency?	Yes	14%	23%
Where did (you/your child) receive treatment for the dental emergency? (Base = received treatment)	At your regular dentist	80%	64%
	At a different dentist's office	10%	14%
	Walk-in dental clinic	10%	10%
	At a hospital emergency room	-	6%
	Other	-	6%
At your last visit, did (you/your child) have to wait more than 45 minutes longer than the scheduled appointment time to begin treatment?	Yes	12%	9%

Summary Measures: Service

Summary Measure: Service from Dental Plan		LA Medicaid 2021	DQ Medicaid Aggregate 2021
Total Answering		100	3365
In the last 12 months, did you contact State of Louisiana Medicaid's customer service?	Yes	11%	22%
Did Customer Service give you the information or help you needed? (Base = contacted customer service)	Yes	82%	88%
Did the customer service staff treat you politely and with respect? (Base = contacted customer service)	Yes	82%	97%
When you called Customer Service, did you use the automated telephone service? (Base=contacted customer service)	Yes	73%	60%
Did you find the automated information helpful? (Base=contacted customer service and used automated service)	Yes	88%	87%
Did the automated service help you find a dentist? (Base=contacted customer service and used automated service)	Yes	50%	46%
What prevented you from using the automated system? (Base=contacted customer service but did not use automated service)	Wanted to speak to live person	100%	91%
	You used in the past and didn't provide information needed	-	24%
	In general, don't like automated phone services	100%	36%
	Didn't realize it was an option	-	21%
Would you consider using the automated system in the future? (Base=contacted customer service but did not use automated service)	Yes	33%	51%

Summary Measures: Support

Summary Measure: Support from Dental Plan		LA Medicaid 2021	DQ Medicaid Aggregate 2021
Total Answering		100	3365
In the last 12 months, did you visit the website to get information about your dental plan?	Yes	5%	11%
When you visited the website, did you find it helpful? (Base = visited)	Yes	100%	86%
Did you use the website to help you find a dentist? (Base = visited)	Yes	20%	49%
In the last 12 months, did you read the member materials to get information about your dental plan?	Yes	57%	57%
When you read the materials, did you find them helpful? (Base = read)	Yes	95%	94%
Did you use the written member materials to help you find a dentist? (Base = read)	Yes	19%	30%

Summary Measures: Appointments

Summary Measure: Appointments		LA Medicaid 2021	DQ Medicaid Aggregate 2021
Total Answering		100	3365
Does your dentist use post cards or telephone calls to remind you of your appointments?	Yes	92%	89%
Do these reminders help you to keep your appointments? (Base = dentist reminds patients of appointments)	Yes	99%	98%
If you need to miss an appointment, do you contact your dentist at least 48 hours in advance of the appointment?	Yes	96%	91%
Missed An Appointment in the Past Year	Yes	12%	17%
Thinking back to the last appointment you missed, which best describes the reason? (Aided. Single response. Base = ever missed appointment)	Illness	25%	16%
	Conflict with schedule	42%	33%
	Transportation problem	17%	10%
	Forgotten appointment	-	13%
	Other	17%	27%
Were you able to reschedule the appointment that you missed with the same or a different dentist? (Base = missed appointment)	Yes, rescheduled with the same dentist	83%	79%
	Yes, but rescheduled with a different dentist	-	6%
	No	17%	15%
Did you go to the appointment that you rescheduled? (Base = missed appointment and rescheduled)	Yes	100%	87%

Summary Measures: Scheduling Most Recent Appointment

Summary Measures: What Prompted Last Visit (Multiple responses)		LA Medicaid 2021	DQ Medicaid Aggregate 2021
Total Answering		100	3365
Was it your own decision because it was time?	Yes	72%	73%
Was it your own decision because you/your child had a problem?	Yes	31%	36%
Was it a postcard from your dentist?	Yes	25%	18%
Was it a call from State of Louisiana Medicaid's dental plan?	Yes	7%	7%
Was it a postcard from State of Louisiana Medicaid's dental plan?	Yes	7%	7%
Was it your child's teacher recommended it?	Yes	3%	4%

Authorization Process

	LA Medicaid 2021	DQ Medicaid Aggregate 2021
Total Answering	100	3365
Sometimes dental services need to be approved before the dentist can provide them. This is called pre-authorization. Please rate your understanding of the pre-authorization process for services.		
Understand completely	87%	67%
Some understanding	10%	21%
Minimal understanding	1%	6%
No understanding at all	2%	6%
At any time in the last year, did the dentist need to receive pre-authorization in order for you/your child to be able to receive a recommended service?		
% Saying "Yes"	9%	29%
Would you say you were very satisfied, somewhat satisfied, not very satisfied, or not at all satisfied with the authorization process?		
% Saying "very or somewhat satisfied" (Base = authorized in last year)	89%	84%

Communication Vehicles Used

		LA Medicaid 2021	DQ Medicaid Aggregate 2021
Total Answering		100	3365
Which of the following ways of getting information do you have?			
US Mail	Yes	86%	74%
Text messages	Yes	70%	61%
Email address	Yes	66%	55%
Smart phone - a phone that has email and Internet access	Yes	64%	61%
Cell phone	Yes	57%	59%
Land line - regular phone line	Yes	10%	14%
Which of the following ways of getting information would make you more likely to read or review information about your benefits and oral health?			
US Mail	Yes	85%	68%
Text messages	Yes	66%	57%
Email address	Yes	65%	56%
Smart phone - a phone that has email and Internet access	Yes	57%	53%
Cell phone	Yes	51%	50%
Land line - regular phone line	Yes	9%	11%
Would you want your dental plan to send you information about your benefits and oral health by: (Multiple responses)			
Text Messages	Yes	61%	56%
Email	Yes	59%	56%
Password protected Internet account	Yes	33%	34%