



MCNA Member Satisfaction Survey Analysis

Louisiana EPSDT 7/1/21 - 6/30/22

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 162 member satisfaction surveys statewide for the reporting period.

Statewide Member Satisfaction Survey results rated overall satisfaction with services at an average of 96.98%.

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 93.61%.

93.21% of members surveyed indicated that neither the Dentist or Office staff requested that they pay for services that are covered and 14.81% 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, LA	1	100.00%
ALLEN, LA	1	100.00%
ASCENSION, LA	5	100.00%
BEXAR, TX	3	100.00%
BIENVILLE, LA	1	100.00%
BOSSIER, LA	4	100.00%
CADDO, LA	6	100.00%
CALCASIEU, LA	14	100.00%
CATAHOULA, LA	1	100.00%
COLLIN, TX	1	100.00%
DALLAS, TX	8	100.00%
DENTON, TX	1	100.00%
DE SOTO, LA	1	100.00%
EAST BATON ROUGE, LA	14	100.00%
EAST CARROLL, LA	1	100.00%
ELLIS, TX	2	100.00%
EL PASO, TX	1	100.00%
EVANGELINE, LA	1	100.00%
GRANT, LA	2	100.00%
HARRIS, TX	7	100.00%
HILL, TX	1	100.00%
IBERIA, LA	1	100.00%
JEFFERSON, LA	5	100.00%
JEFFERSON, TX	2	100.00%
JEFFERSON DAVIS, LA	1	100.00%
LAFAYETTE, LA	5	100.00%
LAFOURCHE, LA	1	100.00%
LINCOLN, LA	1	100.00%
LIVINGSTON, LA	3	100.00%
LUBBOCK, TX	1	100.00%
MARION, TX	1	100.00%
MONTGOMERY, TX	1	100.00%
MOREHOUSE, LA	1	100.00%
NACOGDOCHES, TX	1	100.00%



ORANGE, TX	3	100.00%
ORLEANS, LA	7	85.71%
OUACHITA, LA	8	100.00%
POINTE COUPEE, LA	3	100.00%
RAPIDES, LA	3	100.00%
RICHLAND, LA	1	100.00%
ROCKWALL, TX	1	100.00%
SAINT BERNARD, LA	1	100.00%
SAINT CHARLES, LA	3	100.00%
SAINT JAMES, LA	2	100.00%
SAINT LANDRY, LA	1	100.00%
SAINT MARTIN, LA	2	100.00%
SAINTTAMMANY, LA	6	100.00%
SHELBY, TX	1	100.00%
TANGIPAHOA, LA	5	100.00%
TARRANT, TX	2	100.00%
TERREBONNE, LA	3	100.00%
TYLER, TX	1	100.00%
UNION, LA	1	100.00%
VERMILION, LA	4	100.00%
VERNON, LA	1	100.00%
WASHINGTON, LA	1	100.00%
WEBSTER, LA	1	100.00%
WILLIAMSON, TX	1	100.00%

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?	162	89	1	3	1	5	63	97.16%
WERE YOU SATISFIED WITH THE TIME YOU HAD TO WAIT TO SEE THE DENTIST ON YOUR LAST VISIT?	162	93	2	2	0	5	60	97.61%
DID THE DENTIST EXPLAIN YOUR DENTAL CONDITION AND NEEDED TREATMENT?	162	87	5	0	1	5	64	97.45%
DID THE DENTIST EXPLAIN YOUR COVERED BENEFITS BEFORE STARTING TREATMENT?	162	70	3	7	4	9	69	93.61%
WAS THE DENTIST OFFICE STAFF COURTEOUS AND HELPFUL?	162	94	4	2	0	2	60	98.69%
HOW DID YOU FEEL AFTER YOUR VISIT TO THE DENTIST?	162	86	5	1	0	7	63	96.75%
IF YOU HAD TO SEE A SPECIALIST WERE YOU ABLE TO GET AN APPOINTMENT IN A TIMELY MANNER?	162	31	2	5	2	1	121	95.49%
IF YOU HAD A REFERRAL OR AUTHORIZATION TO A DIFFERENT DENTIST, WAS IT PROCESSED IN A TIMELY MANNER?	162	27	2	4	0	3	126	94.50%
DID THE DENTIST STAFF SPEAK YOUR LANGUAGE?	162	93	0	1	0	5	63	97.81%
ARE MCNA'S MEMBER SERVICES REPRESENTATIVES COURTEOUS AND HELPFUL?	162	158	1	1	0	0	2	99.86%
HOW WOULD YOU RATE YOUR OVERALL LEVEL OF SATISFACTION WITH YOUR RECENT VISIT TO A MCNA DENTIST?	162	89	3	2	0	4	64	97.87%
							% Compliance	96.98%

Member Satisfaction Survey Questions	Total Surveys	Yes	Yes %	No	No %	NA	NA %
1. DID THE DENTIST OR OFFICE STAFF REQUEST YOU PAY FOR SERVICES THAT ARE COVERED?	162	11	6.79%	75	46.30%	76	46.91%
2. DID YOU SIGN A WAIVER PRIOR TO TREATMENT AGREEING TO RECEIVE SERVICES THAT ARE NOT COVERED?	162	24	14.81%	56	34.57%	82	50.62%



MCNA Member Satisfaction Survey Analysis

Louisiana Adult 7/1/21 - 6/30/22

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 109 member satisfaction surveys statewide for the reporting period.

Statewide Member Satisfaction Survey results rated overall satisfaction with services at an average of 93.90%.

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

- How did you feel after your visit to the dentist?

This area received a satisfaction rating of 90.65%.

90.83% of members surveyed indicated that neither the Dentist or Office staff requested that they pay for services that are covered and 9.17% 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
ALLEN, LA	1	100.00%
ASCENSION, LA	3	100.00%
ASSUMPTION, LA	1	100.00%
AVOYELLES, LA	1	100.00%
BOSSIER, LA	3	100.00%
CADDO, LA	3	100.00%
CALCASIEU, LA	3	100.00%
DE SOTO, LA	1	100.00%
EAST BATON ROUGE, LA	9	100.00%
EVANGELINE, LA	3	100.00%
IBERVILLE, LA	1	100.00%
JACKSON, LA	1	100.00%
JEFFERSON, LA	6	100.00%
JEFFERSON DAVIS, LA	1	100.00%
LAFAYETTE, LA	4	100.00%
LAFOURCHE, LA	1	100.00%
LINCOLN, LA	1	100.00%
LIVINGSTON, LA	2	100.00%
NATCHITOCHE, LA	1	100.00%
ORLEANS, LA	14	92.86%
OUACHITA, LA	13	100.00%
PLAQUEMINES, LA	1	100.00%
RAPIDES, LA	3	100.00%
SAINT CHARLES, LA	2	100.00%
SAINT JAMES, LA	3	100.00%
SAINT LANDRY, LA	1	100.00%
SAINT MARTIN, LA	2	100.00%
SAINT MARY, LA	3	100.00%
SAINT TAMMANY, LA	8	100.00%
TANGIPAHOA, LA	4	100.00%
TERREBONNE, LA	3	100.00%
UNION, LA	1	100.00%
VERMILION, LA	1	100.00%
WASHINGTON, LA	2	100.00%



WEST BATON ROUGE, LA	1	100.00%
WEST CARROLL, LA	1	100.00%

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)	%
01. DID YOU GET THE CARE THAT YOU NEEDED IN A TIMELY MANNER?	109	30	1	5	2	3	68	93.66%
02. WERE YOU SATISFIED WITH THE TIME YOU HAD TO WAIT TO SEE THE DENTIST ON YOUR LAST VISIT?	109	27	3	3	0	7	69	91.35%
03. DID THE DENTIST EXPLAIN YOUR DENTAL CONDITION AND NEEDED TREATMENT?	109	31	1	1	2	5	69	93.20%
04. DID THE DENTIST EXPLAIN YOUR COVERED BENEFITS BEFORE STARTING TREATMENT	109	27	3	1	1	7	70	91.36%
05. WAS THE DENTIST OFFICE STAFF COURTEOUS AND HELPFUL?	109	33	1	3	1	3	68	95.10%
06. HOW DID YOU FEEL AFTER YOUR VISIT TO THE DENTIST	109	27	2	2	2	7	69	90.65%
07. IF YOU HAD TO SEE A SPECIALIST, WERE YOU ABLE TO GET AN APPOINTMENT IN A TIMELY MANNER?	109	10	1	2	0	2	94	92.07%
08. IF YOU HAD A REFERRAL OR AUTHORIZATION TO A DIFFERENT DENTIST, WAS IT PROCESSED IN A TIMELY MANNER?	109	9	1	4	0	1	94	92.47%
09. DID THE DENTIST STAFF SPEAK YOUR LANGUAGE?	109	37	1	0	1	0	70	99.23%
10. IS MCNA MEMBER SERVICES REPRESENTATIVES COURTEOUS AND HELPFUL?	109	104	0	1	0	1	3	99.46%
11. HOW WOULD YOU RATE YOUR OVERALL LEVEL OF SATISFACTION WITH YOUR RECENT VISIT TO A MCNA DENTIST?	109	30	2	3	0	4	70	94.33%
							% Compliance	93.90%

Question	Total Surveys	Yes	Yes %	No	No %	NA	NA %
1. DID THE DENTIST OR OFFICE STAFF REQUEST YOU PAY FOR SERVICES THAT ARE COVERED?	109	10	9.17%	23	21.10%	76	69.72%
2. DID YOU SIGN A WAIVER PRIOR TO TREATMENT AGREEING TO RECEIVE SERVICES THAT ARE NOT COVERED?	109	10	9.17%	23	21.10%	76	69.72%