

A photograph of a man and a young girl brushing their teeth together in a bathroom. The man is on the left, wearing a white t-shirt, and the girl is on the right, wearing a light-colored top. They are both smiling and looking towards the camera. The background is a blurred bathroom setting.

# STATE OF LOUISIANA PROVIDER SATISFACTION SURVEY REPORT

2021

# Methodology & Areas for Improvement

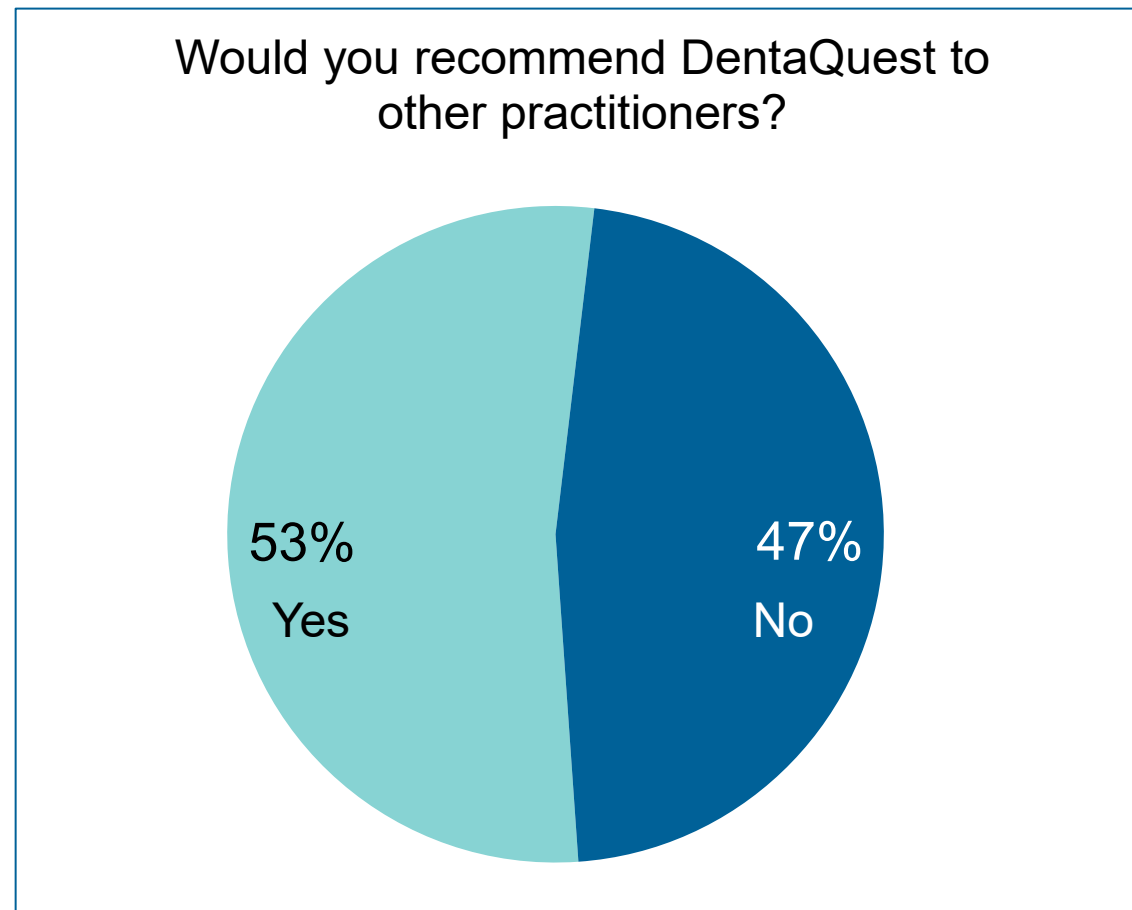
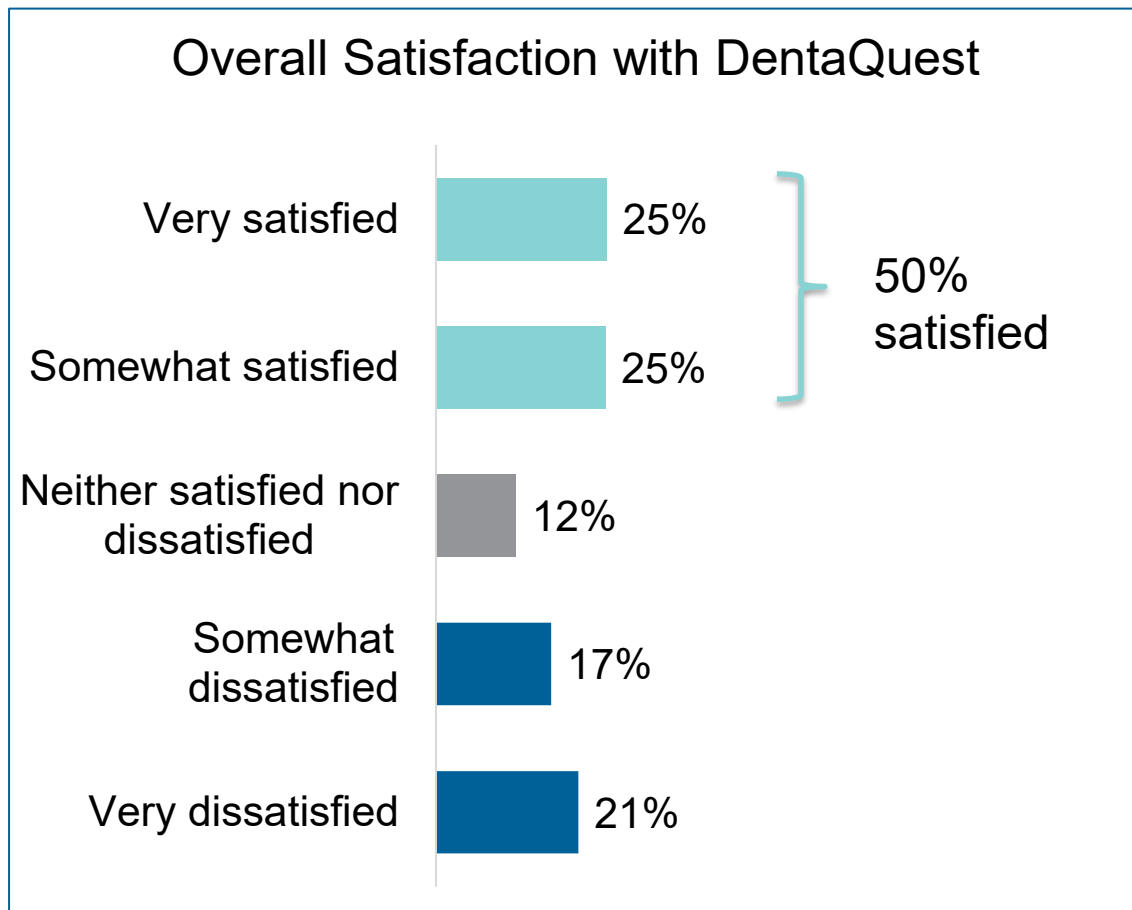
## 2021 State of Louisiana Provider Satisfaction Survey

|                        |   |
|------------------------|---|
| Qualified Respondents  | State of Louisiana Medicaid providers who have submitted a claim in 2021  |
| Survey Method          | <p><b>Online</b> survey using Qualtrics survey platform, administered <b>in-house</b> by DentaQuest Customer Insights team.</p> <p>Outreach via:</p> <ul style="list-style-type: none"><li>• <b>Email</b> invitation plus 2 reminders to non-responders</li><li>• <b>Provider web portal</b> post including link to online survey</li></ul> |
| Data Collection Period | 3/10/2022 - 4/1/2022<br>(survey reflects 2021 experience)   |
| Response Count         | <b>121</b> total respondents  |
| Notes on Methodology   | <ul style="list-style-type: none"><li>• In general, “Not applicable” responses have been excluded from the analysis.</li><li>• All questions were also optional so individual question base sizes may vary depending on the number of providers choosing to answer each question.</li></ul>   |

# Key Findings & Areas for Improvement

- Overall, about half of LA Medicaid providers were satisfied with DentaQuest this past year, and this pattern is present across various ratings.
- Issues with claims payments, the overall complaint process, and the ability to resolve these issues are main areas of concern and are likely driving low overall satisfaction.
- Awareness of the provider representative assigned to their office is relatively low, and of those aware of their representative, fewer than half were satisfied with their service.
- Main areas for improvement:
  - Continue to address claims payment issues & quick resolution of those issues
  - Continue to update & resolve inconsistencies in provider manuals and other communications
  - Further training among call center reps and provider relations representatives to better support providers

# Satisfaction KPIs

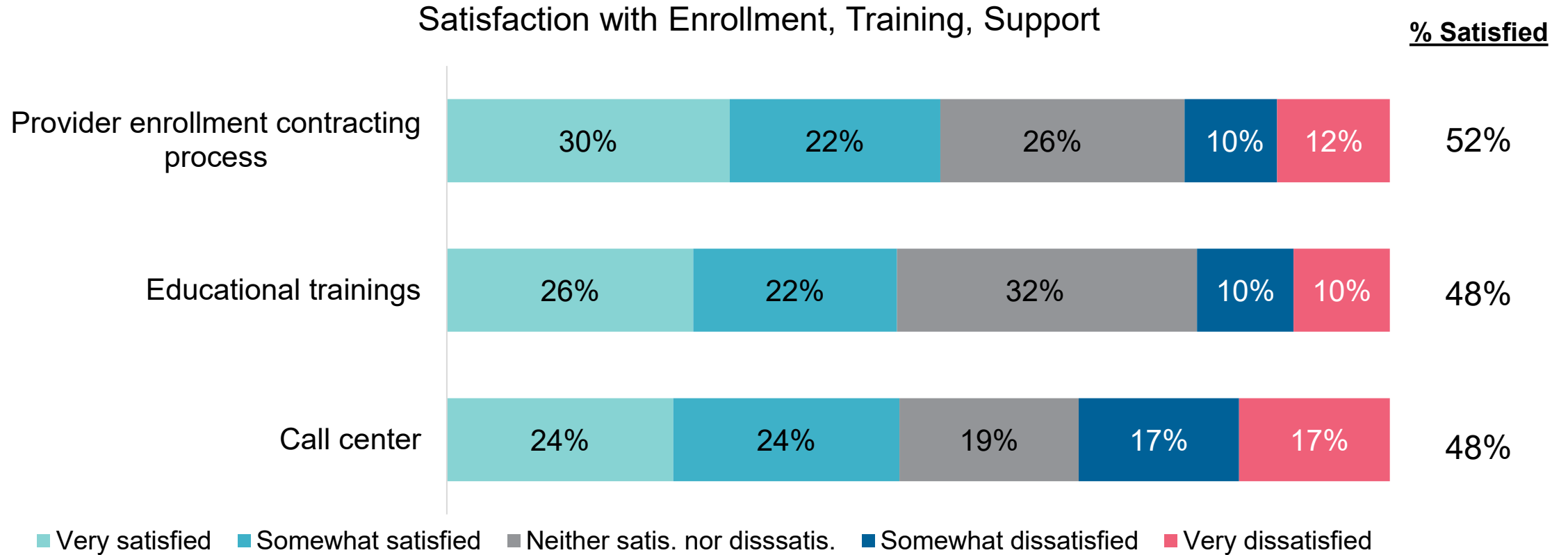


**Note: Excluded "Not applicable" from analyses wherever offered as a response option.**

Q1 (n=119): *Please rate your overall satisfaction with DentaQuest.*

Q2 (n=113): *Would you recommend DentaQuest to other practitioners?*

# Onboarding & Support



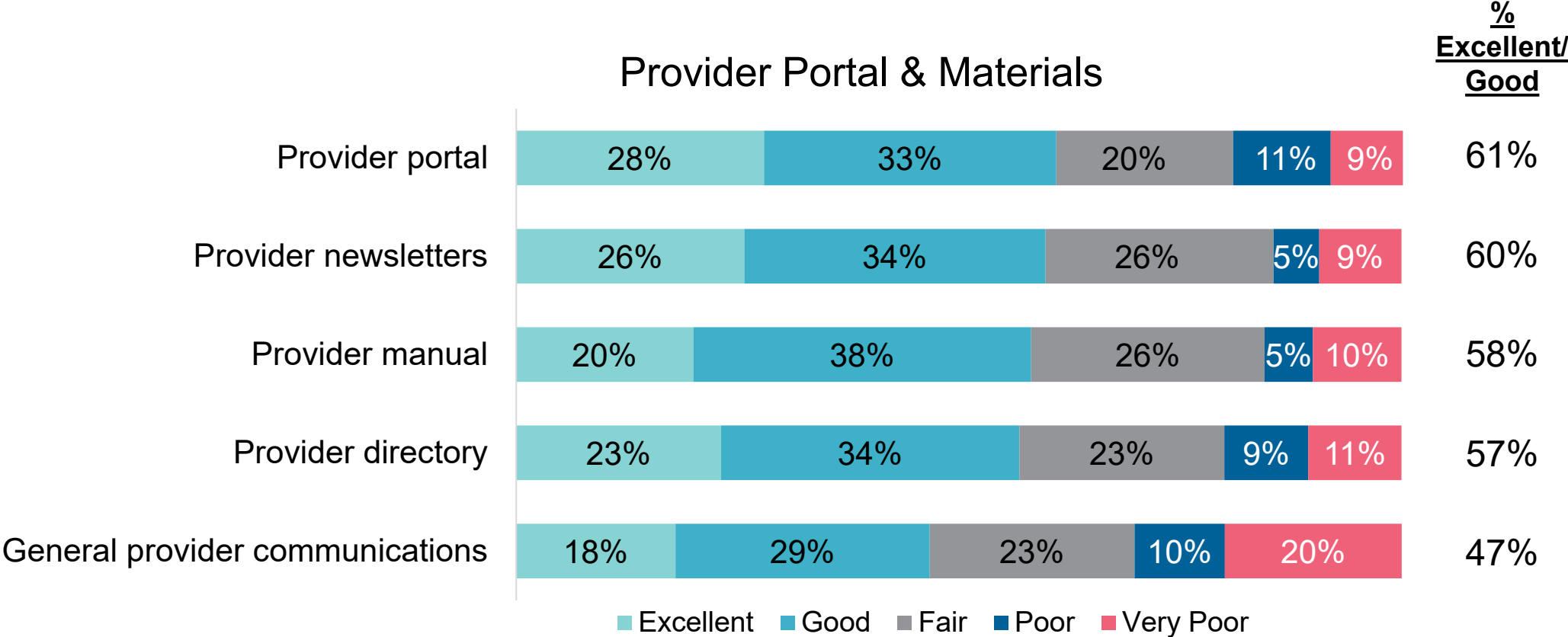
**Note: Excluded “Not applicable” from analyses wherever offered as a response option.**

Q3 (n=112): Please rate your satisfaction with the provider enrollment contracting process.

Q6 (n=88): How satisfied are you with our educational trainings?

Q14 (n=109): Please rate your overall satisfaction with our call center.

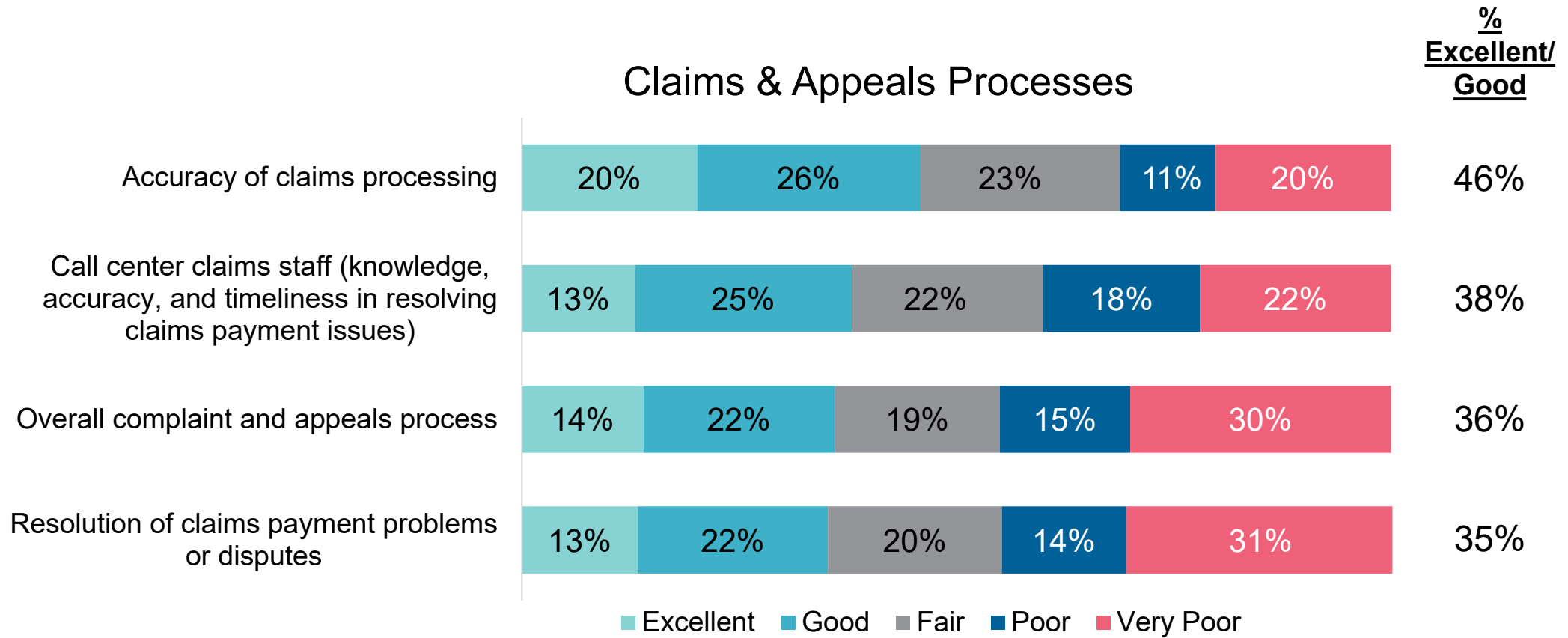
# Provider Portal & Communications



Note: Excluded “Don’t know” and “Not applicable” from analyses wherever offered as a response option. Base sizes may vary.

Q4 (n=110): Please rate the quality and effectiveness of the following materials.  
 Q5 (n=112): Please rate the overall experience with our provider portal.

# Claims

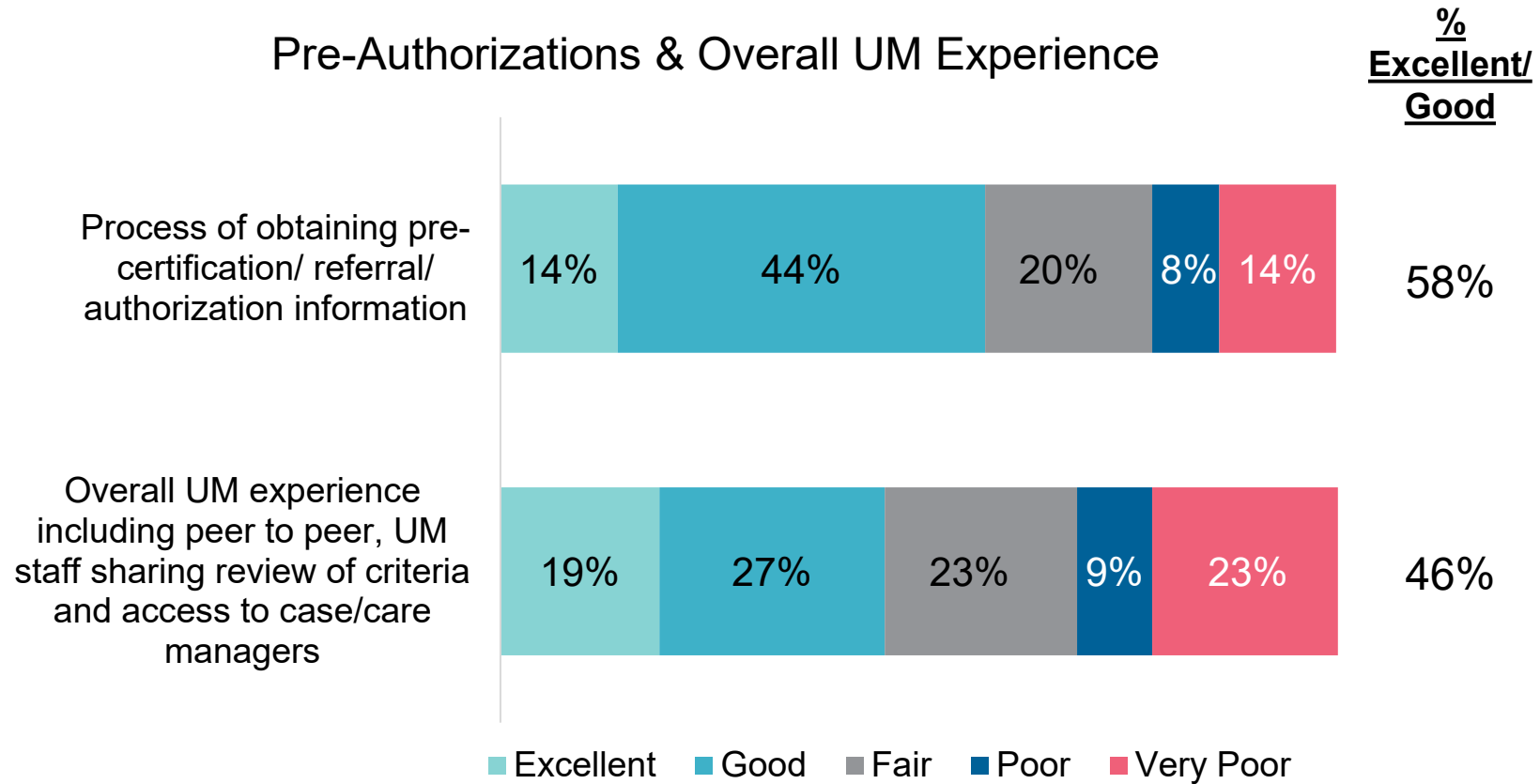


**Note:** Excluded “Not applicable” from analyses wherever offered as a response option. Base sizes may vary.

Q7 (n=109): Please rate your experience with our performance in the following areas:

Q8 (n=107): Please rate call center claims staff on knowledge, accuracy, and timeliness in resolving claims payment issues.

# Pre-Authorizations & Utilization Management



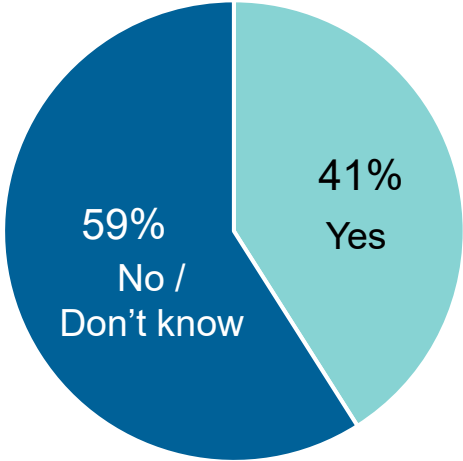
**Note: Excluded “Not applicable” from analyses wherever offered as a response option.**

Q9 (n=110): Please rate your experience with the process of obtaining pre-certification/referral/authorization information.

Q10 (n=79): Please rate your overall UM experience including peer to peer, UM staff sharing review of criteria and access to case/care managers.

# Provider Relations Representatives

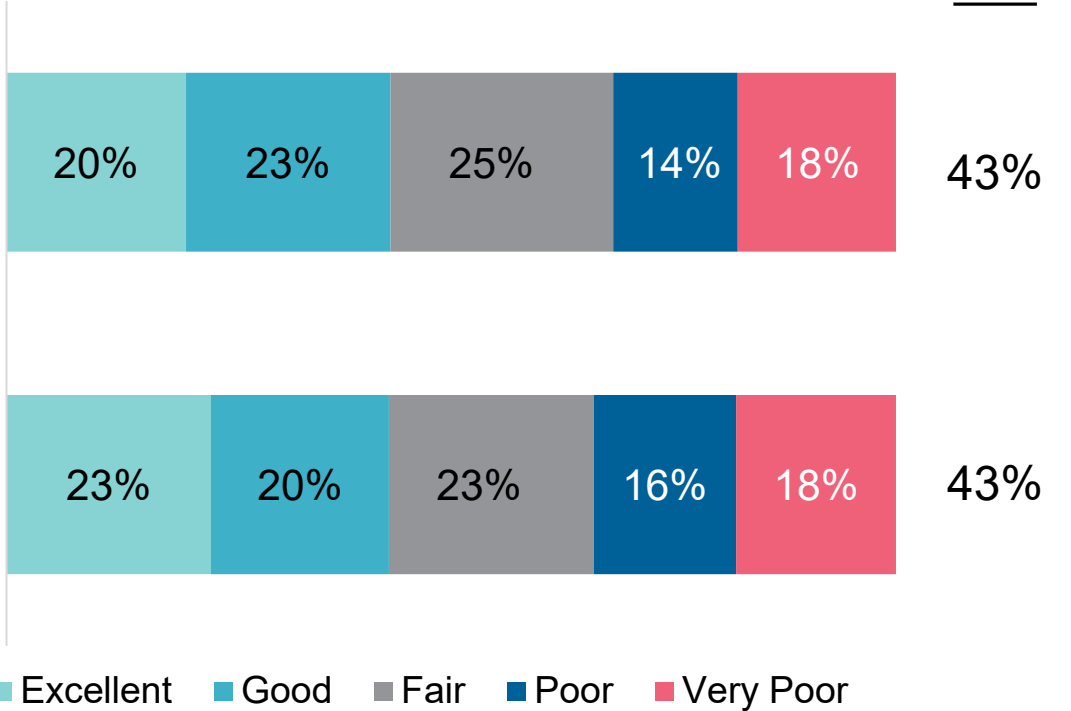
Aware of Provider Relations Representative



Overall experience (knowledge, timeliness, access) with your Provider Relations representative

Your representative's timeliness to answer questions and/or resolve problems

Provider Representative Ratings (n=44)

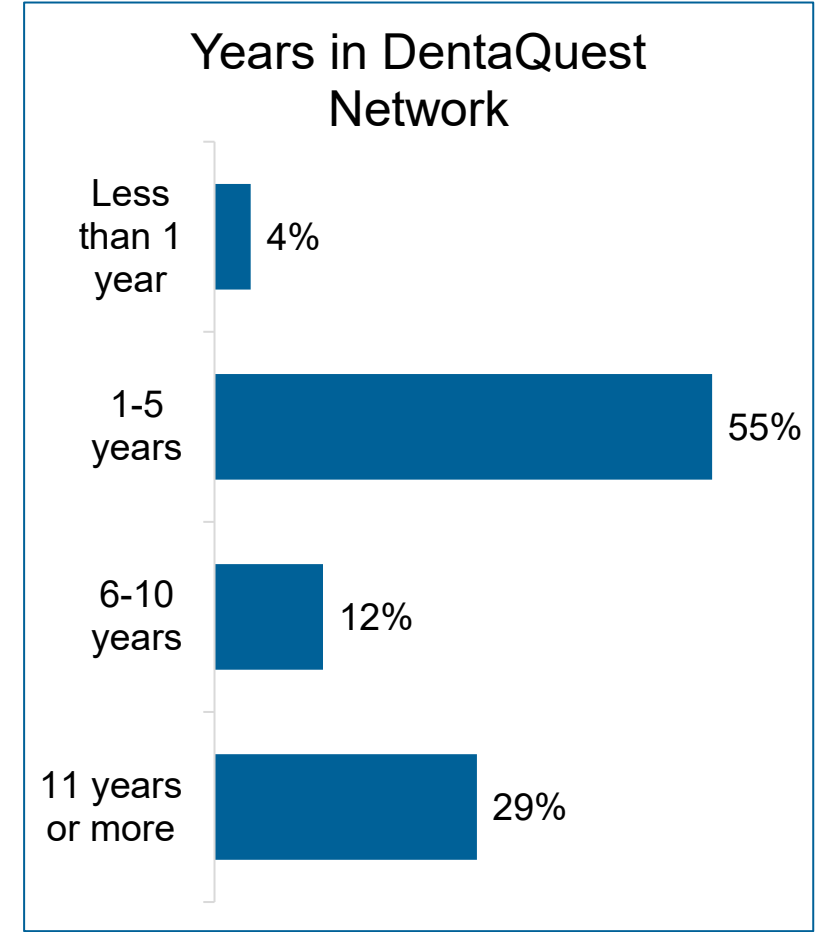
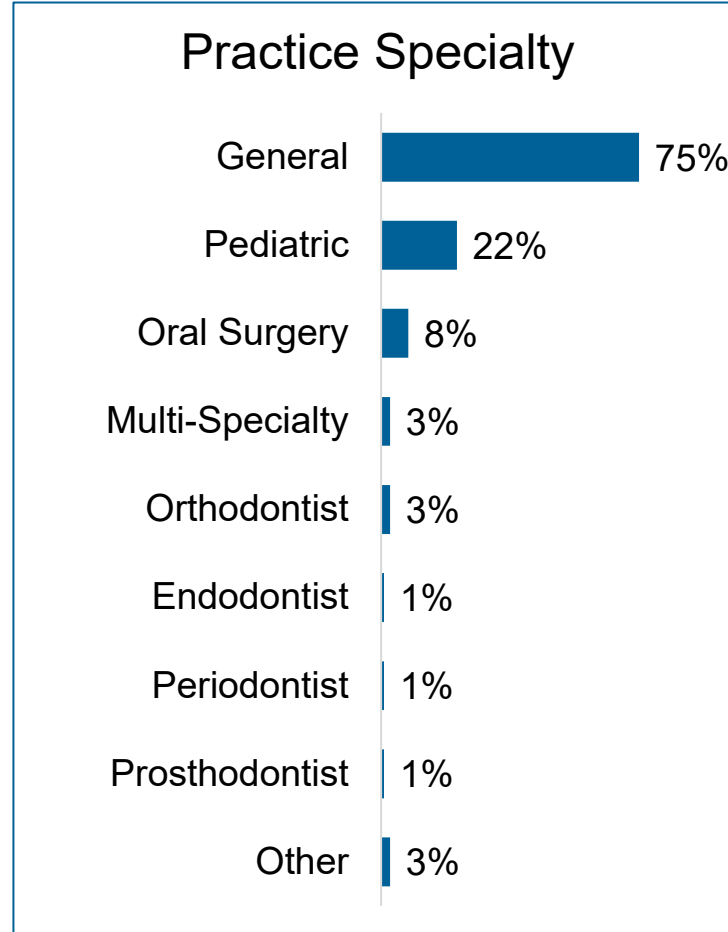
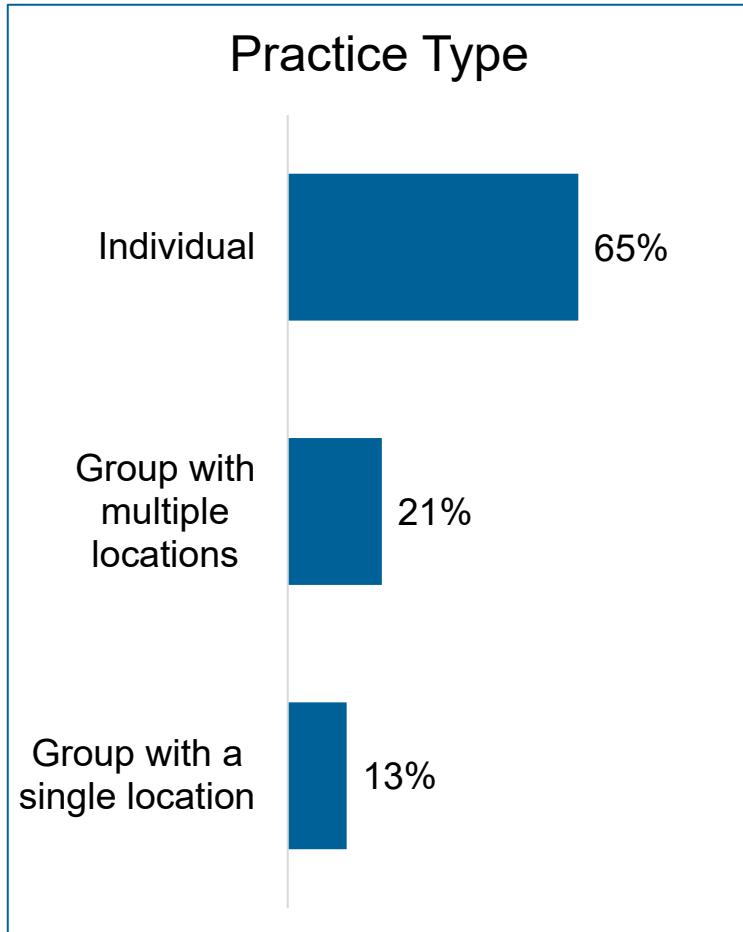


Note: Excluded "Not applicable" from analyses wherever offered as a response option. Base sizes may vary.

Q11 (n=113): Do you know your Provider Relations representative assigned to your organization?  
 Q12 (Base=aware of rep, n=44): Please rate call center claims staff on knowledge, accuracy, and timeliness in resolving claims payment issues.  
 Q13 (Base=aware of rep, n=44): Please rate your experience with your representative's timeliness to answer questions and/or resolve problems.

# APPENDIX

# Respondent Background



Q15 (n=113): *What is your practice type?*

Q16 (n=113): *What s your practice's specialty? (Please select all that apply).*

Q17 (n=113): *How long have you been a Louisiana Medicaid dental provider with DentaQuest (in total)?*