

Bayou Dental Reporting

Report Information

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Dental Plan ID:	2365584
Dental Plan Name:	MCNA Insurance Company
Dental Plan Contact:	Daniel Salama
Dental Plan Contact Email:	dsalama@mcna.net
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Provider Satisfaction Survey Report

Provider Satisfaction Survey Questions	Total Surveys	Excellent (5)	Very Good (4)	Good (3)	Average (2)	Poor (1)	No Comment (0)	Yes	No	%
1a. Provider Manual	1749	829	306	87	15	72	440	0	0	91.47%
1b. Provider Newsletters	1749	768	278	130	25	74	474	0	0	90.35%
1c. General Provider Communications	1749	799	270	118	38	73	451	0	0	90.43%
1d. Provider Directory	1749	779	292	108	24	77	469	0	0	90.47%
2a. Accuracy of claims processing	1749	807	298	88	41	77	438	0	0	90.43%
2b. Resolution of claims payment problems or disputes	1749	782	299	100	33	81	454	0	0	90.12%
2c. Accuracy of Remittance Advice (EOB)	1749	827	292	99	20	72	439	0	0	91.25%
2d. Overall Complaint and Appeals process	1749	754	289	101	46	75	484	0	0	89.92%
3. Please rate the overall experience with our Provider Portal	1749	883	284	63	18	70	431	0	0	92.09%
4. Do you know your Provider Relations Rep assigned to your office/organization	1749	0	0	0	0	0	0	1001	748	57.23%
5. How satisfied are you with our educational trainings (including Provider Orientation)	1749	723	270	91	24	80	561	0	0	90.00%
6. Please rate your experience with the timeliness to answer questions and/or resolve problems	1749	773	272	94	30	83	497	0	0	90.06%
7a. Knowledge	1749	786	226	76	19	80	562	0	0	90.78%
7b. Timeliness	1749	769	234	77	25	80	564	0	0	90.48%
7c. Access	1749	783	229	76	18	83	560	0	0	90.61%
8. Please rate call center claims staff (Provider Hotline) on knowledge, accuracy, and timeliness in resolving claims payment issues	1749	754	272	115	29	80	499	0	0	89.94%
9. Please rate your overall satisfaction of our Provider Hotline Call Center	1749	749	278	115	30	78	499	0	0	89.98%
10. Please rate Member Services providing accurate eligibility information over the phone	1749	753	272	106	28	75	515	0	0	90.31%
11. Please rate your overall satisfaction of our Member Services Call Center	1749	755	277	105	32	76	504	0	0	90.18%
12. Please rate your experience with the process of obtaining pre-certification/referral/authorization information	1749	789	278	96	28	79	479	0	0	90.44%
13. Please rate your overall UM experience including peer to peer, UM staff sharing review of criteria and access to case/care mana	1749	700	249	87	40	78	595	0	0	89.54%
14. Please rate your satisfaction with the provider enrollment/credentialing contracting process	1749	774	276	113	26	79	481	0	0	90.24%
15. Please rate your overall satisfaction with MCNA	1749	800	290	121	23	73	442	0	0	90.76%
16. Would you recommend MCNA to other Providers	1749	0	0	0	0	0	0	1522	227	87.02%

% Compliance (Goal = 80%)

88.92%

Survey Results Summary and Analysis

MCNA conducted Provider Satisfaction Surveys through our provider portal, receiving 1,749 surveys. MCNA exceeded the goal of 80% overall. 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.