

Provider Satisfaction Survey Report

Provider Satisfaction Survey Questions	Total Surveys
1. TIMELINESS OF CLAIMS PAYMENT	337
2. ACCURACY OF CLAIMS PAYMENT	337
3. KNOWLEDGE/ACCURACY OF RESPONSE TO TELEPHONE INQUIRIES	337
4. EASE OF SUBMITTING ELECTRONIC CLAIMS	337
5. RESOLUTION OF UNPAID/REJECTED CLAIMS	337
6. ACCURACY OF REMITTANCE ADVICE (EOB)	337
7. RESPONDED TO YOUR INQUIRY PROMPTLY	337
8. RESOLVED INQUIRY IN A TIMELY MANNER	337
9. PROVIDER REPRESENTATIVE WAS KNOWLEDGEABLE	337
10. PROVIDED COURTEOUS SERVICE	337
11. MCNA PROVIDER RELATIONS PROVIDED ACCURATE, COMPLETE INFORMATION ON ALL PLANS	337
12. YOUR STAFF RECEIVES ONGOING TRAINING THAT IS EFFECTIVE AND USEFUL	337
13. YOUR STAFF RECEIVED ADEQUATE ORIENTATION TO MCNA PROCEDURES	337
14. TIMELINESS OF PRE- AUTHORIZATION PROCESS	337
15. ACCESSIBILITY OF THE DENTAL DIRECTOR	337
16. TIMELINESS OF APPEAL PROCESS	337
17. PROVIDES ACCURATE ELIGIBILITY INFORMATION ON THE PHONE	337
18. OVERALL SATISFACTION EXPERIENCE WITH MCNA	337
19. I WOULD RECOMMEND MCNA TO OTHER DENTAL PROVIDERS	337

% Compliance (Goal = 80%)

95.28%

Survey Results Summary and Analysis

MCNA conducted Provider Satisfaction Surveys through face-to-face visits and outbound call campaigns. Overall scores improved by 6.42% over 2014 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)	%
217	75	27	1	0	17	95.84%
183	104	29	2	0	19	94.65%
183	74	39	14	0	27	93.29%
267	31	17	1	0	21	97.82%
149	96	51	7	1	33	92.30%
218	76	20	1	1	21	95.95%
232	61	30	0	0	14	96.25%
228	67	28	1	0	13	96.08%
234	61	26	7	1	8	95.47%
273	40	12	6	0	6	97.34%
241	70	13	2	0	11	96.81%
177	47	25	4	4	80	94.36%
199	57	19	5	5	52	94.56%
247	51	18	2	1	18	96.77%
178	40	19	13	4	83	93.62%
129	64	43	6	4	91	91.63%
228	38	20	1	1	49	96.88%
214	92	26	0	1	4	95.44%
233	71	23	2	4	4	95.29%