



MCNA Member Satisfaction Survey Analysis

Louisiana EPSDT 2015-2016

Member Satisfaction Survey results rated overall satisfaction with services at an average of 96.48%.

The area representing the most opportunity for improvement pertains to the survey participant's level of satisfaction with the degree to which Dentists explained covered benefits prior to beginning treatment. This area received a satisfaction rating of 92.09%.

Survey results were analyzed and did not reveal any provider or facility specific trends. Provider Relations representatives increased efforts while conducting training, site audits and drop in visits to emphasize the significance of explaining covered benefits to members prior to treatment.



MCNA Member Satisfaction Survey Analysis

Louisiana Adult 2015-2016

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

The area representing the most opportunity for improvement pertains to the participant's level of satisfaction with how well they stated they felt after their visit to the Dentist. This area received a satisfaction rating of 92.19%.

Survey results were analyzed and did not reveal any provider or facility specific trends. Provider Relations representatives increased efforts while conducting training, site audits and drop in visits to emphasize the significance of ensuring that members are satisfied with their overall experience.