

## **Bayou Dental Reporting**

### **Report Information**

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### **Information completed by the Dental Plan**

Dental Plan ID: 2365584  
Dental Plan Name: MCNA Insurance Company  
Dental Plan Contact: Daniel Salama  
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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)	%
1. TIMELINESS OF CLAIMS PAYMENT	511	261	129	45	4	2	70	94.31%
2. ACCURACY OF CLAIMS PAYMENT	511	208	163	55	9	4	72	92.23%
3. KNOWLEDGE/ACCURACY OF RESPONSE TO TELEPHONE INQUIRIES	511	243	110	53	18	4	83	92.52%
4. EASE OF SUBMITTING ELECTRONIC CLAIMS	511	326	65	17	2	1	100	97.20%
5. RESOLUTION OF UNPAID/REJECTED CLAIMS	511	133	126	111	31	9	101	86.73%
6. ACCURACY OF REMITTANCE ADVICE (EOB)	511	285	108	34	5	2	77	95.12%
7. RESPONDED TO YOUR INQUIRY PROMPTLY	511	290	111	29	2	3	76	95.38%
8. RESOLVED INQUIRY IN A TIMELY MANNER	511	261	133	37	2	4	74	94.35%
9. PROVIDER REPRESENTATIVE WAS KNOWLEDGEABLE	511	314	92	31	4	2	68	95.80%
10. PROVIDED COURTEOUS SERVICE	511	365	70	8	8	2	66	97.71%
11. MCNA PROVIDER RELATIONS PROVIDED ACCURATE, COMPLETE INFORMATION ON ALL PLANS	511	297	120	29	6	2	57	95.20%
12. YOUR STAFF RECEIVES ONGOING TRAINING THAT IS EFFECTIVE AND USEFUL	511	238	116	32	12	7	106	92.99%
13. YOUR STAFF RECEIVED ADEQUATE ORIENTATION TO MCNA PROCEDURES	511	227	106	60	12	10	96	91.47%
14. TIMELINESS OF PRE- AUTHORIZATION PROCESS	511	291	110	32	5	2	71	95.23%
15. ACCESSIBILITY OF THE DENTAL DIRECTOR	511	184	94	32	6	3	192	93.54%
16. TIMELINESS OF APPEAL PROCESS	511	123	97	67	25	8	191	87.66%
17. PROVIDES ACCURATE ELIGIBILITY INFORMATION ON THE PHONE	511	268	73	22	1	1	146	96.47%
18. OVERALL SATISFACTION EXPERIENCE WITH MCNA	511	228	164	55	7	3	54	92.87%
19. I WOULD RECOMMEND MCNA TO OTHER DENTAL PROVIDERS	511	264	108	56	10	11	62	92.25%

**% Compliance (Goal = 80%)**

**93.71%**

### Survey Results Summary and Analysis

MCNA conducted Provider Satisfaction Surveys in follow-up to face-to-face visits or telephonically. Overall results were very positive. In reviewing the findings, the only category that fell below 80% related to resolution of unpaid/rejected claims. This was not related to timeliness of handling the issues, but rather dissatisfaction that the clinical criteria and claims submission requirements had changed from fee-for-service Medicaid. This was addressed through provider education conducted by Provider Relations Representatives and MCNA's Executive Director and Dental Director.

## **Provider Satisfaction Survey Report- Definitions and Instructions**

### **Definitions and Instructions:**

The Dental Plan shall conduct an annual provider survey to assess satisfaction with provider enrollment, provider communication, provider education, provider complaints, claims preprocessing, and utilization management processes.

The Dental Plan shall submit an annual Provider Satisfaction Survey Report that summarizes the survey methods and findings and provides analysis of opportunities for improvement. Provider Satisfaction Survey Reports are due one-hundred and twenty (120) days after the end of the contract year.

**RFP Reference: Provider Satisfaction Surveys**