

## **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
Dental Plan Contact Email:	<a href="mailto:dsalama@mcna.net">dsalama@mcna.net</a>
Report Period Start Date:	1/1/2016
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Date Completed:	1/17/2017

## 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	325	182	94	24	2	1	22	94.79%
2. ACCURACY OF CLAIMS PAYMENT	325	155	110	29	4	1	26	93.58%
3. KNOWLEDGE/ACCURACY OF RESPONSE TO TELEPHONE INQUIRIES	325	150	97	43	4	0	31	93.23%
4. EASE OF SUBMITTING ELECTRONIC CLAIMS	325	230	52	10	1	0	32	97.41%
5. RESOLUTION OF UNPAID/REJECTED CLAIMS	325	126	93	60	15	2	29	90.24%
6. ACCURACY OF REMITTANCE ADVICE (EOB)	325	195	85	17	2	1	25	95.50%
7. RESPONDED TO YOUR INQUIRY PROMPTLY	325	205	81	21	1	2	15	95.39%
8. RESOLVED INQUIRY IN A TIMELY MANNER	325	207	82	22	1	1	12	95.59%
9. PROVIDER REPRESENTATIVE WAS KNOWLEDGEABLE	325	212	61	31	4	2	15	95.00%
10. PROVIDED COURTEOUS SERVICE	325	253	50	7	1	0	14	97.81%
11. MCNA PROVIDER RELATIONS PROVIDED ACCURATE, COMPLETE INFORMATION ON ALL PLANS	325	216	76	21	0	1	11	95.99%
12. YOUR STAFF RECEIVES ONGOING TRAINING THAT IS EFFECTIVE AND USEFUL	325	183	56	16	5	9	56	93.31%
13. YOUR STAFF RECEIVED ADEQUATE ORIENTATION TO MCNA PROCEDURES	325	191	60	19	3	8	44	93.81%
14. TIMELINESS OF PRE- AUTHORIZATION PROCESS	325	193	85	25	7	1	14	94.50%
15. ACCESSIBILITY OF THE DENTAL DIRECTOR	325	145	64	28	3	1	84	94.19%
16. TIMELINESS OF APPEAL PROCESS	325	115	46	66	13	3	82	89.55%
17. PROVIDES ACCURATE ELIGIBILITY INFORMATION ON THE PHONE	325	200	56	13	3	1	52	96.26%
18. OVERALL SATISFACTION EXPERIENCE WITH MCNA	325	170	116	36	0	0	3	94.16%
19. I WOULD RECOMMEND MCNA TO OTHER DENTAL PROVIDERS	325	205	78	24	1	6	11	94.33%

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

**94.46%**

### Survey Results Summary and Analysis

MCNA conducted Provider Satisfaction Surveys through face-to-face visits and outbound call campaigns. Overall scores improved by .75% over 2015 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.