

## 2020 Statewide Provider and Member Surveys

**Provider Participation Survey:** Sent to dental providers currently **not enrolled** in the program to assess perceived participation barriers. 1600 surveys were issued and a total of 49 (3%) of providers responded.

**Provider Satisfaction Survey:** Sent to **active** Medi-Cal Dental billing providers to assess quality of services provided by the Medi-Cal Dental program. Results will be used to improve claims processing and customer service processes. 500 surveys were issued and 186 (38%) providers responded.

**Member Satisfaction Survey:** Sent to a percentage of Medi-Cal members who contacted the call center within 90 days of survey issuance to assess member satisfaction when contacting the Telephone Service Center (TSC), utilizing the referral process and on-line tools. Results will be used to improve our customer service process. 1,250 surveys were issued and 60 (5%) members responded.

### 2020 Provider Participation Survey Summary

Of the 3% of non-enrolled providers that responded:

- 33% have a “neutral” perception of the program while 61% have a somewhat positive perception.
- 70% were somewhat familiar with the program but 83% were not aware of Prop 56 or DTI.
- Top two reasons provided that prevent dental providers from seeking participation in the Medi-Cal program:
  - 65% - Reimbursement Rates
  - 33% - Client No-Show Rate
- When comparing Medi-Cal members to patients with other types of insurance, dental providers expressed the following:
  - Members were about the same when it came to being on time for an appointment, keeping an appointment, demonstrating proper oral hygiene and understanding the covered dental services.
  - Members are more likely to complain about the care provided and were less likely to ask about care, express concern about their child’s teeth and understand the dental services provided.

### 2020 Provider Satisfaction Summary

**General Responses were 83% to 89% favorable**

- 85% responded favorably that incentives (DTI) and supplemental payments (Prop 56) are effective.
- 82-87% indicated TSC agents provided accurate responses, and that the provider handbook bulletins are an effective method of communication.

**Provider Responses and Feedback**

- 42% used the Provider Website application, 90% of those providers that use the website found the application to be useful.
- 83% had a positive enrollment experience.
- 89% were satisfied with provider relations.
- 84% used the Medi-Cal Dental website
- 86% were satisfied with the program.
- 73% were satisfied with TAR processing timelines.

### 2020 Member Satisfaction Summary

**General Responses were 75% to 84% favorable**

- 84% favorably responded that the TSC agents were courteous and professional.
- 75-77% had a positive experience with their recent contact with TSC and were satisfied with the information provided and the assistance received in locating a dental provider.

**Member Responses and Feedback**

- 78% were aware of free interpreter services.
- 63% were aware of available dental services.
- 58% contacted TSC for a referral.
- 53% never used the Medi-Cal Dental website.
- Eight members had issues and/or complaints and provided contact information. The Member Relations department contacted all eight members and resolved their issue/complaint.