



Medi-Cal Dental Services Division

2021 Statewide Provider and Member Surveys - Mailed

Provider Participation Survey: Sent to dental providers currently **not enrolled** in the program to assess perceived participation barriers. 800 surveys were mailed and a total of 28 (3.5%) of providers responded.

Provider Customer Service 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 176 (36%) providers responded.

Member Customer Service 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 91 (8%) members responded.

2021 Provider Participation Survey Summary

Of the 3.5% of non-enrolled providers that responded:

- 44% have a “neutral” perception of the program while 50% have a mostly positive perception.
- 85% were somewhat familiar with the program but 73% were not aware of Prop 56 or DTI
- Top two reasons provided that prevent dental providers from seeking participation in the Medi-Cal program:
 - 75% - Reimbursement Rates
 - 42% - Processing treatment authorization and claims are too difficult
- 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 and understanding proper oral hygiene.
 - Members are more likely to know the dental services covered on their plan, complain about the care provided, and express concern about the condition of their or their child’s teeth.

2021 Provider Customer Service Summary

General Responses were 81% to 84% favorable

- 89% responded favorably that incentives (DTI) and supplemental payments (Prop 56) are effective.
- 81-82% indicated TSC agents provided accurate responses, and that the provider bulletins are an effective method of communication.

Provider Responses and Feedback

- 43% used the Provider Website application and 94% of those found the application to be useful.
- 82% had a positive enrollment experience.
- 84% were satisfied with provider relations.
- 92% used the Medi-Cal Dental website.
- 81% were satisfied with the program.
- 69% were satisfied with TAR processing timelines

2021 Member Customer Service Summary

General Responses were 88% to 93% favorable

- 93% favorably responded that the TSC agents were courteous and professional.
- 88-86% had a positive experience with their recent contact with TSC and were satisfied with the information and the assistance received in locating a dental provider.

Member Responses and Feedback

- 70% were aware of free interpreter services.
- 47% were aware of available dental services. 30% contacted TSC for a referral.
- 65% never used the Medi-Cal Dental website, SmileCalifornia.org.