



Medi-Cal Dental Services Division

2022 Statewide Provider and Member Surveys – Mailed and Online

Provider Participation Survey: Sent to dental providers currently **not enrolled** in the program to assess perceived participation barriers. 800 surveys were mailed and 43 (5.4%) 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 are used to improve claims processing and customer service. 500 surveys were issued and 174 (34.8%) providers responded via mail and 217 (43.4%) providers responded online.

Member Customer Service Survey: Sent to a percentage of Medi-Cal members who called the Telephone Service Center within 90 days of survey issuance to assess member satisfaction, the referral process and on-line tools. Results are used to improve our customer service process. 1,250 surveys were issued and 87 (7%) of members responded via mail and 255 online.

2022 Provider Participation Survey Summary

Of the 5.4% of non-enrolled providers that responded:

- 23% have a “neutral” perception of the program while 13.9% have a mostly positive perception.
- 70% were not aware of the program’s Prop 56 or CalAIM improvements.
- Top two reasons provided that prevent dental providers from seeking participation in the Medi-Cal program:
 - 46.3% - Enrollment Process
 - 48.8% - Missed Appointments
- 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 expressing fear/nervousness, asking about care provided, and expressing concern about the condition of their or their child’s teeth.
 - Members more likely to have cavities, serious dental/gum issues, complain about care and less likely to keep appointments.

2022 Provider Customer Service Summary

General Responses were 81% to 91% favorable

- 89% responded favorably that incentives (DTI) and supplemental payments (Prop 56) are effective.
- 87-91% indicated TSC agents provided accurate responses, were knowledgeable and resolved their issue.

Provider Responses and Feedback

- 65% used the Provider Website application, and
- 91% of those found the application and interpretation services to be useful.
- 81% had a positive enrollment experience.
- 87% were satisfied with provider relations.
- 88% used the Medi-Cal Dental website.
- 87% were satisfied with the program.
- 78% were satisfied with TAR processing timelines.

2022 Member Customer Service Summary

General Responses were 81% to 86% favorable

- 84% responded favorably about their phone experience with Medi-Cal Dental Customer Service.
- 86% responded favorably that they were supported and felt valued during the call.
- 84% responded favorably that their customer service agent was knowledgeable.
- 81% responded favorably about how well their call was resolved.

Member Responses and Feedback

- 53% were aware of free interpreter services.
- 54% contacted TSC for a referral.
- 81% never used the Medi-Cal Dental or Smile, California websites.
- 37% know where to find Medi-Cal dental benefits information.