



# **2019 Access Dental Plan Child Dental Satisfaction Survey Report**

January 2020

# Table of Contents

<b>1. Executive Summary</b> .....	<b>1-1</b>
Introduction .....	1-1
Key Drivers of Satisfaction .....	1-1
County Comparisons .....	1-3
Trend Analysis .....	1-3
<b>2. Overview</b> .....	<b>2-1</b>
Child Dental Satisfaction Survey .....	2-1
Survey Demographics .....	2-2
<b>3. Reader's Guide</b> .....	<b>3-1</b>
Dental Plan Performance Measures .....	3-1
How Child Dental Satisfaction Survey Results Were Collected .....	3-5
Sampling Procedures .....	3-5
Survey Protocol .....	3-5
How Child Dental Satisfaction Survey Results Were Calculated .....	3-6
Who Responded to the Survey .....	3-6
Child Member and Respondent Demographics .....	3-6
Rates and Proportions .....	3-6
County Comparisons .....	3-7
Trend Analysis .....	3-7
Weighting .....	3-8
Key Drivers of Satisfaction Analysis .....	3-8
Limitations and Cautions .....	3-9
Non-Response Bias .....	3-9
Causal Inferences .....	3-9
Lack of National Data for Comparisons .....	3-9
Survey Instrument .....	3-9
<b>4. Results</b> .....	<b>4-1</b>
Who Responded to the Survey .....	4-1
Child and Respondent Demographics .....	4-2
Rates and Proportions .....	4-4
County Comparisons .....	4-4
Global Ratings .....	4-5
Composite Measures .....	4-7
Individual Item Measures .....	4-9
Summary of Comparative Analysis Results .....	4-10
Trend Analysis .....	4-11
Global Ratings .....	4-11
Composite Measures .....	4-15
Individual Item Measures .....	4-18
Summary of Trend Analysis Results .....	4-20

## Table of Contents

<b>5. Recommendations.....</b>	<b>5-1</b>
Key Drivers of Satisfaction .....	5-1
Recommendations for Quality Improvement .....	5-2
Drivers of Rating of Dental Plan .....	5-3
Drivers of Would Recommend Dental Plan .....	5-4
<b>6. Survey Instrument .....</b>	<b>6-1</b>

# 1. Executive Summary

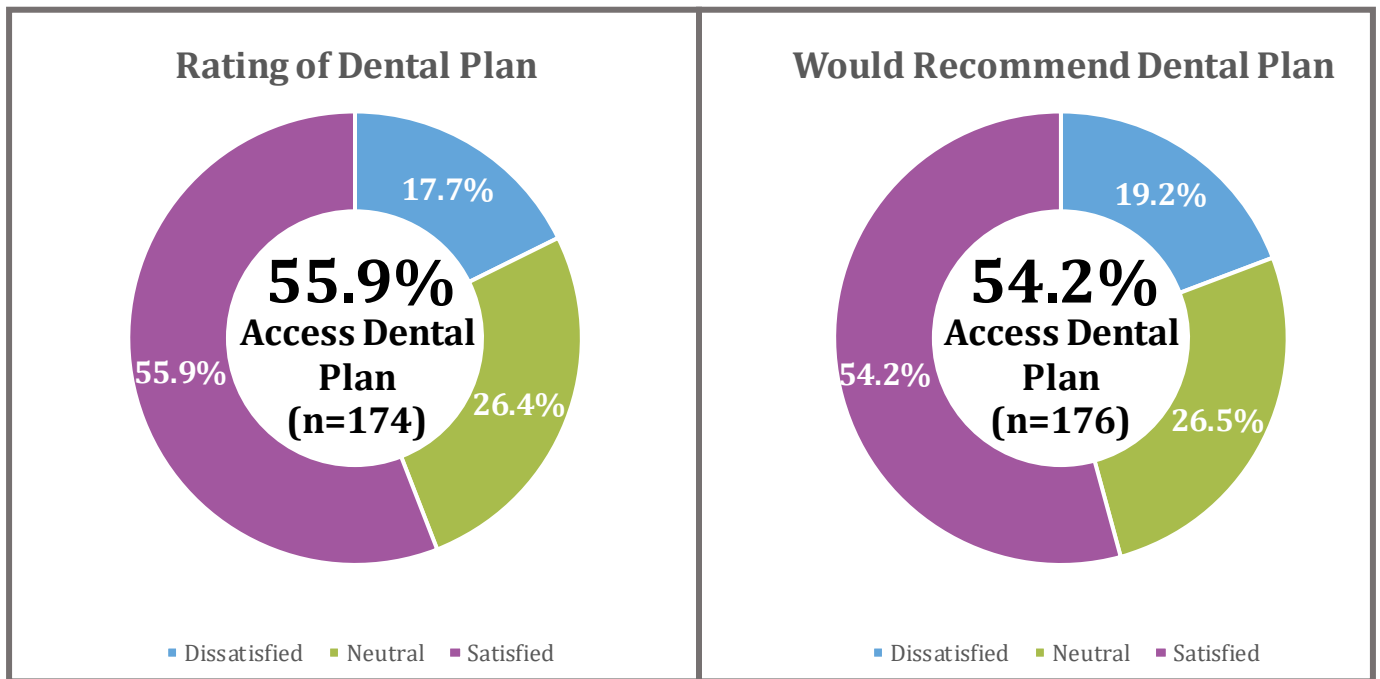
## Introduction

Access Dental Plan contracted with SPH Analytics to administer and report the results of the Child Dental Satisfaction Survey as part of its process for evaluating the quality of dental services provided to child Medicaid members enrolled in its dental plan. The goal of the Child Dental Satisfaction Survey is to provide performance feedback that is actionable and will aid in improving overall member satisfaction. This report presents the 2019 survey results for Access Dental Plan at the plan aggregate and county levels.

## Key Drivers of Satisfaction

SPH Analytics performed a “key drivers” of satisfaction analysis focused on two measures: the survey respondents’ overall rating of the dental plan (i.e., Rating of Dental Plan) and whether or not the survey respondent would recommend the dental plan to someone else (i.e., Would Recommend Dental Plan). Figure 1-1 depicts the reported satisfaction levels with each of these measures.

**Figure 1-1 — Measures of Key Drivers of Satisfaction**



The key drivers analysis was performed by determining if particular survey items (i.e., questions) strongly correlated with the Rating of Dental Plan and Would Recommend Dental Plan measures. These individual CAHPS items, which SPH Analytics refers to as “key drivers,” are driving levels of satisfaction with each of the two measures. Table 1-1 provides a summary of the key drivers identified for Access Dental Plan.<sup>1-1</sup> These are areas that Access Dental Plan can focus on to improve overall member satisfaction.

**Table 1-1 — Key Drivers of Satisfaction**

<b>Rating of Dental Plan</b>	
Q24 Child's dental plan met all dental needs	CALL TO ACTION
Q25 Plan covered what your child needed to get done	CALL TO ACTION
Q15 Help your child feel as comfortable as possible during dental work	CALL TO ACTION
Q17 Were dental appointments as soon as you wanted	CALL TO ACTION
Q14 Recommend your child's regular dentist	CALL TO ACTION
Q33 Customer service staff treated you with courtesy and respect	MAINTAIN PERFORMANCE
Q32 Customer service gave you the information or help you needed	MAINTAIN PERFORMANCE
Q27C Toll-free number, Web site, or written materials provide information about your child's dental plan	MAINTAIN PERFORMANCE
Q18 Your child got to see a dentist as soon as you wanted	MAINTAIN PERFORMANCE
<b>Would Recommend Dental Plan</b>	
Q25 Plan covered what your child needed to get done	CALL TO ACTION
Q24 Child's dental plan met all dental needs	CALL TO ACTION
Q15 Help your child feel as comfortable as possible during dental work	CALL TO ACTION
Q17 Were dental appointments as soon as you wanted	CALL TO ACTION
Q14 Recommend your child's regular dentist	CALL TO ACTION
Q8 Dentist treat you with courtesy and respect	MAINTAIN PERFORMANCE
Q27B Toll-free number, Web site, or written materials provide information about your child's dental plan	MAINTAIN PERFORMANCE
Q33 Customer service staff treated you with courtesy and respect	MAINTAIN PERFORMANCE
Q18 Your child got to see a dentist as soon as you wanted	MAINTAIN PERFORMANCE
Q32 Customer service gave you the information or help you needed	MAINTAIN PERFORMANCE

<sup>1-1</sup> The key drivers of satisfaction are plan-level key drivers of satisfaction based on the survey results of the Los Angeles and Sacramento counties combined.

## County Comparisons

In order to identify performance differences in member satisfaction between Access Dental Plan’s Los Angeles County and Sacramento County, the results for each county were compared to each other using standard statistical tests. These comparisons were performed on the four global ratings, three composite measures, and three individual item measures. The detailed results of the comparative analysis are described in the Results section beginning on page 4-5. Table 1-2 presents the statistically significant results from this comparison.<sup>1-2</sup>

**Table 1-2 — County Comparisons**

Los Angeles County	Sacramento County
Would Recommend Dental Plan	↓ Would Recommend Dental Plan
↑ <i>Statistically significantly higher than the comparative county.</i>	↓ <i>Statistically significantly lower than the comparative county.</i>

## Trend Analysis

Note, historical raw data for 2017 was not made available to SPH Analytics. SPH Analytics populated the 2019 report to include the historical 2017 scores displayed per 2017 hard copy report provided by the Plan. As such, SPH Analytics was not able to implement significance testing between 2017 and 2019.

This report does include trend analysis made between 2018 and 2019 survey years. This trend analysis was performed on the four global ratings, three composite measures, and three individual item measures. The detailed results of the trend analysis are described in the Results section beginning on page 4-11.

<sup>1-2</sup> Caution should be exercised when evaluating county comparisons, given that population, county, and dental plan differences may impact results.

### Child Dental Satisfaction Survey

The survey instrument selected was a modified version of the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Dental Plan Survey.<sup>2-1</sup> The CAHPS Dental Plan Survey, currently available for the adult population only, was modified for administration to a child Medicaid population to create a Child Dental Satisfaction Survey. Samples of 1,650 eligible Access Dental Plan child Medicaid members in two counties, Los Angeles and Sacramento, were selected for the survey. The parents and caretakers of child Medicaid members enrolled in Access Dental Plan completed the surveys from September 30, 2019 to November 22, 2019.

The modified version of the CAHPS Dental Plan Survey (i.e., Child Dental Satisfaction Survey) yields 10 measures of satisfaction, including four global ratings, three composite measures, and three individual item measures:

- « Rating of All Dental Care
- « Rating of Dental Plan
- « Rating of Finding a Dentist
- « Rating of Regular Dentist
- « Access to Dental Care
- « Care from Dentists and Staff
- « Dental Plan Services
- « Care from Regular Dentist
- « Would Recommend Regular Dentist
- « Would Recommend Dental Plan

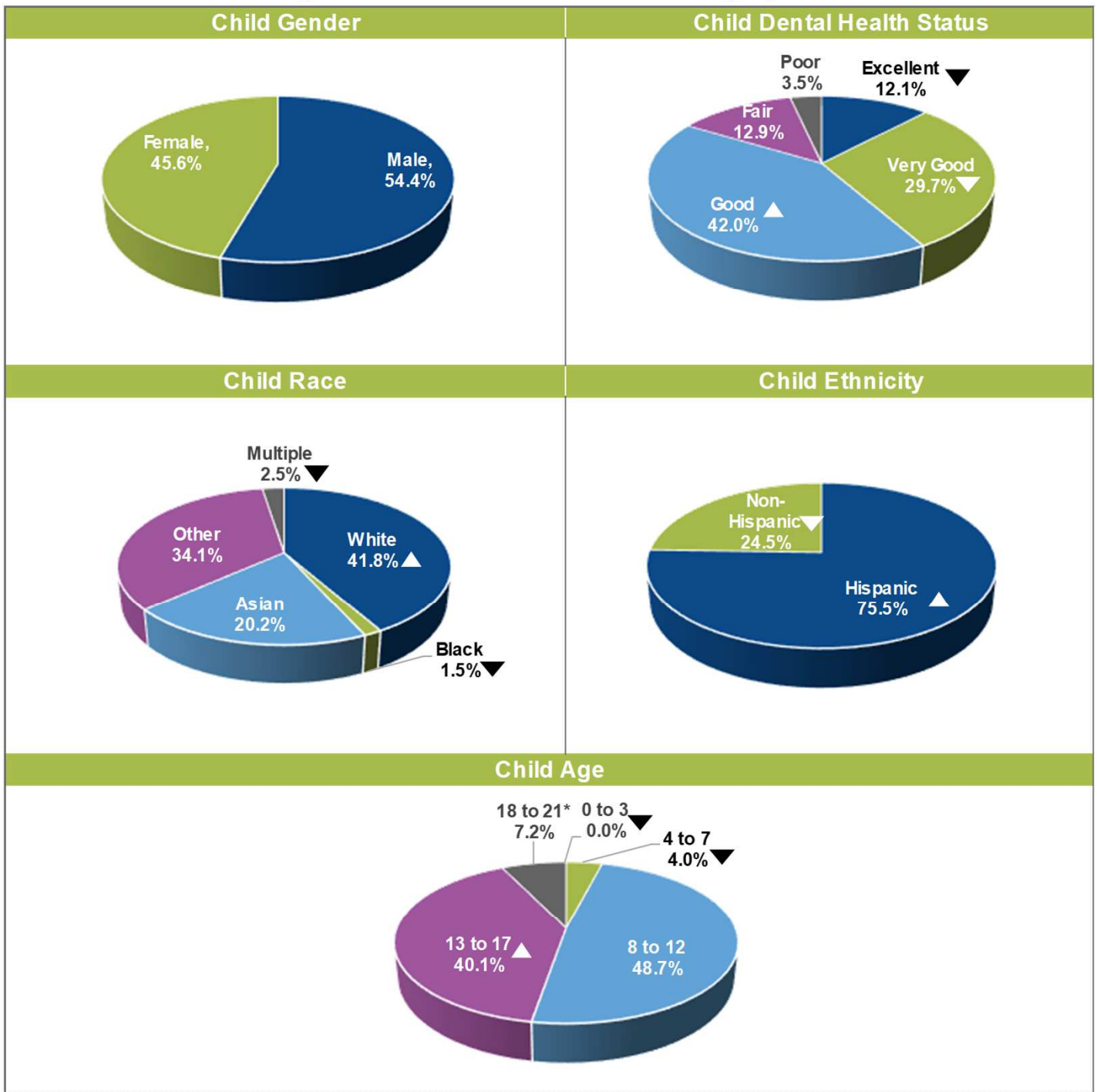
<sup>2-1</sup> CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHR

<sup>1-2</sup> Caution should be exercised when evaluating county comparisons, given that population, county, and dental plan differences may impact results.

## Survey Demographics

Figure 2-1 provides an overview of the Access Dental Plan child member demographics.

**Figure 2-1 — Child Member Demographics**



Please note: Percentages may not total 100.0% due to rounding.

\*Children are eligible for inclusion in the Child Dental Satisfaction Survey results if they were 20 years of age or younger as of March 31, 2019.

Some children eligible for the survey turned age 21 between April 1, 2019, and the time of the survey administration.

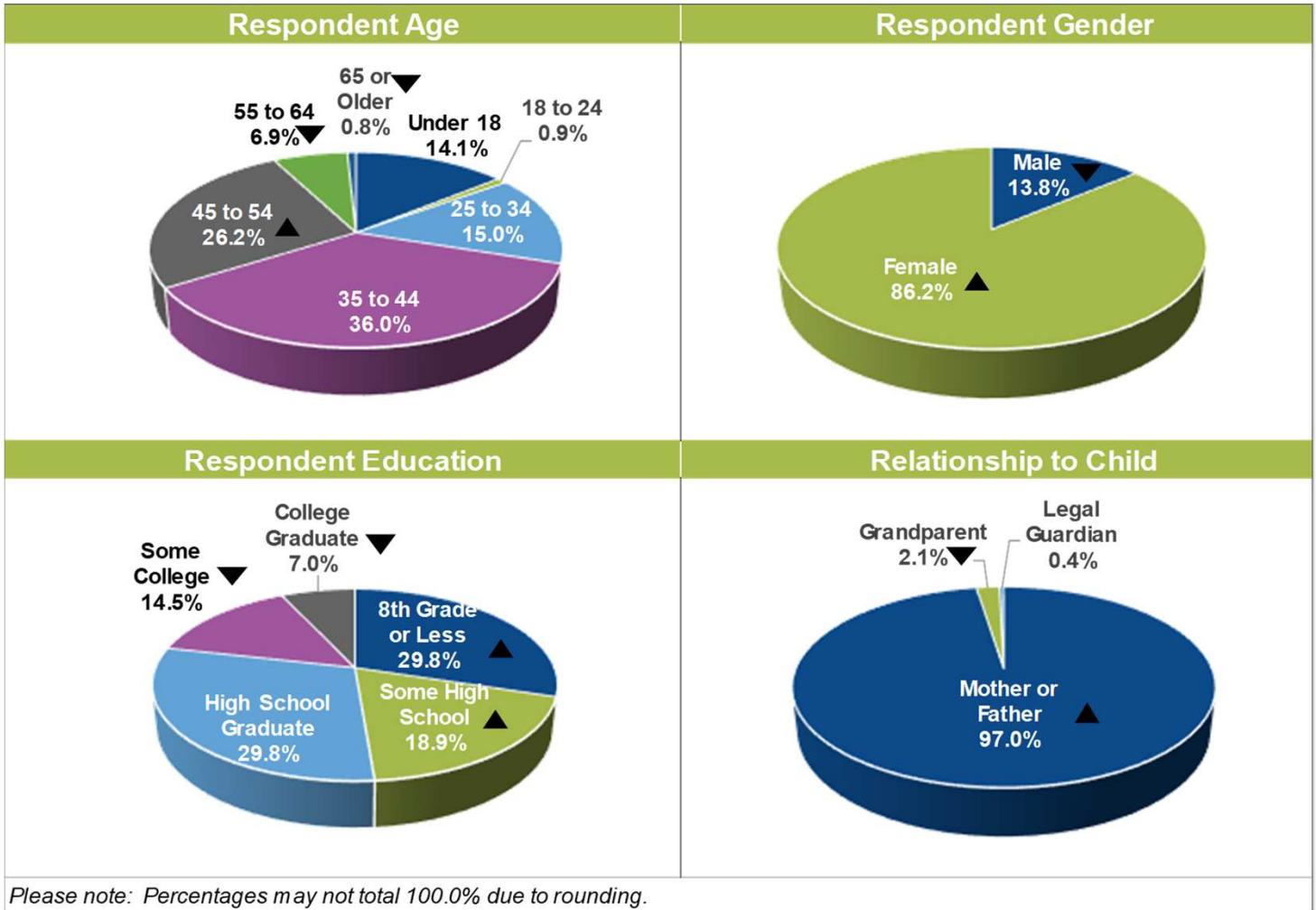
Statistical Significance Note: ▲ / ▼ indicates significant difference from the previous period

1-2 Caution should be exercised when evaluating county comparisons, given that population, county, and dental plan differences may impact results.



Figure 2-2 provides an overview of the demographics of parents or caretakers who completed a Child Dental Satisfaction Survey on behalf of their child member.

**Figure 2-2— Respondent Demographics**



Statistical Significance Note: ▲ / ▼ indicates significant difference from the previous period

<sup>1-2</sup> Caution should be exercised when evaluating county comparisons, given that population, county, and dental plan differences may impact results.

**Dental Plan Performance Measures**

The Child Dental Satisfaction Survey yielded 10 measures of satisfaction. These measures include four global rating measures, three composite measures, and three individual item measures. The global rating measures reflect overall satisfaction with regular dentists, dental care, ease of finding a dentist, and the dental plan. The composite measures are sets of questions grouped together to assess different aspects of dental care (e.g., “Care from Dentists and Staff” and “Access to Dental Care”). The individual item measures are individual questions that look at a specific area of care (e.g., “Care from Regular Dentist”).

Table 3-1 lists the global ratings, composite measures, and individual item measures included in the Child Dental Satisfaction Survey.

**Table 3-1 – Child Dental Satisfaction Survey Measures**

Global Ratings	Composite Measures	Individual Item Measures
Rating of Regular Dentist	Care from Dentists and Staff	Care from Regular Dentist
Rating of All Dental Care	Access to Dental Care	Would Recommend Regular Dentist
Rating of Finding a Dentist	Dental Plan Services	Would Recommend Dental Plan
Rating of Dental Plan		

<sup>1-2</sup> Caution should be exercised when evaluating county comparisons, given that population, county, and dental plan differences may impact results.

Table 3-2 through Table 3-4 present the survey language and response options for the global ratings, composite measures, and individual item measures, respectively.

**Table 3-2 — Global Ratings Question Language**

Global Ratings	Response Categories
<b>Rating of Regular Dentist</b>	
13. Using any number from 0 to 10, where 0 is the worst <u>regular dentist</u> possible and 10 is the best <u>regular dentist</u> possible, what number would you use to rate your child's regular dentist?	0-10 Scale
<b>Rating of All Dental Care</b>	
22. Using any number from 0 to 10, where 0 is the worst <u>dental care</u> possible and 10 is the best <u>dental care</u> possible, what number would you use to rate all of the dental care your child received in the last 12 months?	0-10 Scale
<b>Rating of Finding a Dentist</b>	
30. Using any number from 0 to 10, where 0 is <u>extremely difficult</u> and 10 is <u>extremely easy</u> , what number would you use to rate how easy it was for you to find a dentist for your child?	0-10 Scale
<b>Rating of Dental Plan</b>	
34. Using any number from 0 to 10, where 0 is the worst <u>dental plan</u> possible and 10 is the <u>best dental</u> plan possible, what number would you use to rate your child's dental plan?	0-10 Scale

**Table 3-3 — Composite Measures Question Language**

Composite Measures	Response Categories
<b>Care from Dentists and Staff</b>	
6. In the last 12 months, how often did your child's regular dentist explain things about your child's dental health in a way that was easy to understand?	Never, Sometimes, Usually, Always
7. In the last 12 months, how often did your child's regular dentist listen carefully to you?	Never, Sometimes, Usually, Always
8. In the last 12 months, how often did your child's regular dentist treat you with courtesy and respect?	Never, Sometimes, Usually, Always
10. In the last 12 months, how often did your child's regular dentist explain things in a way that was easy for <u>your child</u> to understand?	Never, Sometimes, Usually, Always
11. In the last 12 months, how often did your child's regular dentist spend enough time with your child?	Never, Sometimes, Usually, Always

Composite Measures	Response Categories
15. In the last 12 months, how often did the dentists or dental staff do everything they could to help your child feel as comfortable as possible during his or her dental work?	Never, Sometimes, Usually, Always
16. In the last 12 months, how often did the dentists or dental staff explain what they were doing while treating your child?	Never, Sometimes, Usually, Always
<b>Access to Dental Care</b>	
17. In the last 12 months, how often were dental appointments for your child as soon as you wanted?	Never, Sometimes, Usually, Always
18. If your child needed to see a dentist right away because of a dental emergency in the last 12 months, did your child get to see a dentist as soon as you wanted?	Definitely Yes, Somewhat Yes, Somewhat No, Definitely No <sup>3-1</sup>
19. If you tried to get an appointment for your child with a dentist who specializes in a particular type of dental care (such as an oral or dental surgeon) in the last 12 months, how often did you get an appointment for your child as soon as you wanted?	Never, Sometimes, Usually, Always <sup>3-2</sup>
20. In the last 12 months, when your child went to an office or clinic to receive dental care, how often did you have to spend more than 15 minutes in the waiting room before your child saw someone for his or her dental appointment?	Never, Sometimes, Usually, Always
21. If you had to spend more than 15 minutes in the waiting room before your child saw someone for his or her appointment, how often did someone tell you why there was a delay or how long the delay would be?	Never, Sometimes, Usually, Always
<b>Rating of Dental Plan</b>	
23. In the last 12 months, how often did your child's dental plan cover all of the services you thought were covered?	Never, Sometimes, Usually, Always
24. In the last 12 months, did your child's dental plan meet all of his or her dental care needs?	Definitely Yes, Somewhat Yes, Somewhat No, Definitely No
25. In the last 12 months, did your child's dental plan cover what your child needed to get done?	Definitely Yes, Somewhat Yes, Somewhat No, Definitely No

<sup>3-1</sup> "My child did not have a dental emergency in the last 12 months" was also a valid response option for this question. However, this response option is not assessed as part of this composite (i.e., this response is treated as missing data).

<sup>3-2</sup> "I did not try to get an appointment with a specialist dentist for my child in the last 12 months" was also a valid response option for this question. However, this response option is not assessed as part of this composite (i.e., this response is treated as missing data).

Composite Measures	Response Categories
27. In the last 12 months, how often did the toll-free number, website, or written materials provide the information you wanted about your child's dental plan?	Never, Sometimes, Usually, Always
29. Did this information help you find a dentist for your child that you were happy with?	Definitely Yes, Somewhat Yes, Somewhat No, Definitely No
32. In the last 12 months, how often did customer service at your child's dental plan give you the information or help you needed?	Never, Sometimes, Usually, Always
33. In the last 12 months, how often did customer service staff at your child's dental plan treat you with courtesy and respect?	Never, Sometimes, Usually, Always

**Table 3-4 — Individual Item Measures Question Language**

Individual Item Measures	Response Categories
<b>Care from Regular Dentist</b>	
12. In the last 12 months, how often were you satisfied with the overall care provided to your child by his or her regular dentist?	Never, Sometimes, Usually, Always
<b>Would Recommend Regular Dentist</b>	
14. Would you recommend your child's regular dentist to parents who are looking for a new dentist for their child?	Definitely Yes, Somewhat Yes, Somewhat No, Definitely No
<b>Would Recommend Dental Plan</b>	
35. Using any number from 0 to 10, where 0 is very unlikely and 10 is very likely, how likely would you be to recommend your child's dental to others?	0-10 Scale

## How Child Dental Satisfaction Survey Results Were Collected

### Sampling Procedures

SPH Analytics was provided a list of all eligible child Medicaid members enrolled in Access Dental Plan in Los Angeles and Sacramento counties for the sampling frame. A simple random sample of 1,650 child Medicaid members from each county, Los Angeles and Sacramento counties, was selected for inclusion in the survey for a total of 3,300 child members. SPH Analytics sampled child Medicaid members who met the following criteria:

- « Must be 20 years or younger and eligible for the California Medicaid dental care program as of March 31, 2019.
- « Must have a paid or denied dental claim during the last 12 months of the measurement year (April 1, 2018 to March 31, 2019).

No more than one member per household was selected as part of the random survey samples.

### Survey Protocol

All sampled members were mailed a copy of the Child Dental Satisfaction Survey. SPH Analytics tried to obtain updated addresses by processing sampled members' addresses through the United States Postal Service's National Change of Address (NCOA) system. All parents/caretakers of sampled child Medicaid members received an English or Spanish version of the survey based on sample language indicator. All non-respondents received a second survey mailing.

Table 3-5 shows the timeline used in the administration of the Child Dental Satisfaction Survey.

**Table 3-5 – Child Dental Satisfaction Survey Timeline**

Task	Timeline
Send first questionnaire with cover letter to the parent/caretaker of the child member.	0 days
Send a second questionnaire (and letter) to non-respondents 35 days after mailing the first questionnaire.	35 days
Close the survey field 53 days after mailing the first questionnaire.	53 days

<sup>1-2</sup> Caution should be exercised when evaluating county comparisons, given that population, county, and dental plan differences may impact results.

## How Child Dental Satisfaction Survey Results Were Calculated

SPH Analytics developed a scoring approach, based in part on scoring standards devised by the Agency for Healthcare Research and Quality (AHRQ), the developers of CAHPS, to comprehensively assess member satisfaction. SPH Analytics combined results from Los Angeles and Sacramento counties to calculate the Access Dental Plan aggregate scores. This section provides an overview of the analyses performed.

### *Who Responded to the Survey*

The response rate was defined as the total number of completed surveys divided by all eligible child Medicaid members of the sample. SPH Analytics considered a survey completed if at least one question was answered. Eligible child Medicaid members included the entire random sample minus ineligible child Medicaid members. Ineligible child Medicaid members met at least one of the following criteria: they were deceased, were invalid (did not meet the eligible population criteria), had a language barrier, or were unreachable due to bad address information.

$$\text{Response Rate} = \frac{\text{Number of Completed Surveys}}{\text{Random Sample} - \text{Ineligibles}}$$

### *Child Member and Respondent Demographics*

The demographics analysis evaluated demographic information of child Medicaid members and respondents based on parents'/caretakers' responses to the surveys. The demographic characteristics of children included age, gender, race, ethnicity, and dental health status. Self-reported respondent demographic information included age, gender, level of education, and relationship to the child. Caution should be exercised when extrapolating the Child Dental Satisfaction Survey results to the entire population if the respondent population differs significantly from the actual population of the plan.

### *Rates and Proportions*

SPH Analytics calculated question summary rates for each global rating and individual item measure, and global proportions for each composite measure. The scoring of the global ratings, composite measures, and individual item measures involved assigning top-box responses a score of one, with all other responses receiving a score of zero. A "top-box" response was defined as follows:

- « "9" or "10" for the global ratings.
- « "Always" or "Definitely Yes" for the composite measures and individual item measures.

For each CAHPS measure, responses were also classified into categories, and the proportion (or percentage) of respondents that fell into each response category was calculated. The following provides a description of the classification of responses for each measure.

<sup>1-2</sup> Caution should be exercised when evaluating county comparisons, given that population, county, and dental plan differences may impact results.



For the global ratings, responses were classified into three categories:

- « Satisfied—9 to 10
- « Neutral—7 to 8
- « Dissatisfied—0 to 6

For the composite measures, responses were classified into three categories:

- « Satisfied—Always or Definitely Yes
- « Neutral—Usually or Somewhat Yes
- « Dissatisfied—Never/Sometimes or Definitely No/Somewhat No

The exception to this was Question 20 in the Access to Dental Care composite measure, where the response option scale was reversed so a response of “Never” was considered a top-box response and classified as Satisfied.

For the individual item measures, responses were classified into three categories:

- « Satisfied—Always or Definitely Yes
- « Neutral—Usually or Probably Yes
- « Dissatisfied—Never/Sometimes or Definitely No/Probably No

### *County Comparisons*

SPH Analytics performed a comparative analysis of the Los Angeles and Sacramento counties’ rates to identify performance differences in member satisfaction between the two counties. A *t*-test was performed to determine whether there were statistically significant differences in rates between the two counties. This comparative analysis was performed for each of the global ratings, composite measures, and individual item measures. Statistically significant differences were noted with arrows. If the county performed statistically significantly higher than the comparative county, this was denoted with an upward (↑) arrow. Conversely, if the county performed statistically significantly lower than the comparative county, this was denoted with a downward (↓) arrow.

### *Trend Analysis*

Note, historical raw data for 2017 was not made available to SPH Analytics. SPH Analytics populated the 2019 report to include the historical 2017 scores displayed per 2017 hard copy report provided by the Plan. As such, SPH Analytics was not able to implement significance testing between 2017 and 2019.

A trend analysis was performed for the Los Angeles and Sacramento counties’ rates to compare their 2019 scores to their corresponding 2018 scores to determine whether there were significant differences. A *t*-test was performed to determine whether results in 2019 were statistically significantly different from results in 2018. Scores that were statistically significantly higher in 2019 than in 2018 are noted with black upward (▲) triangles. Scores that were statistically significantly lower in 2019 than in 2018 are noted with black downward (▼) triangles. Scores in 2019 that were not statistically significantly different from scores in 2018 are not noted with triangles.



**Weighting**

For purposes of the county comparisons and trend analysis, SPH Analytics calculated a weighted score for Access Dental Plan's aggregate. The CAHPS scores for Access Dental Plan's aggregate were weighted based on the total eligible child population for Los Angeles County and Sacramento County.

**Key Drivers of Satisfaction Analysis**

SPH Analytics performed an analysis of key drivers of satisfaction for the Rating of Dental Plan and Would Recommend Dental Plan measures. The purpose of the key drivers of satisfaction analysis is to help decision makers identify specific aspects of care/service that will most benefit from QI activities. The analysis provides information on:

- 1) The relative importance of the individual issues (correlation to overall satisfaction measure).

Pearson correlation scores are calculated for 21 individual ratings (potential drivers) in relation to ratings of the overall satisfaction with the care/service provided by the Plan. The correlation coefficients are then used to establish the relative importance of each driver. The larger the correlation, the more important the driver.

- 2) The current levels of performance on each issue break down to percent satisfied [always and usually] or less than satisfied [sometimes and never].

Those who are currently less than fully satisfied represent the "Room for Improvement," or those who could be moved toward satisfaction if the performance on the issue was improved. "Room for Improvement" is calculated by taking the frequency of respondents who answered "Dissatisfied," divided by the total answering the survey (n=185). This approach yields the percentage of the total sample that is affected by an attribute, allowing comparison across attributes that previously had varying percentage bases.

The information from the Key Driver Analysis can be used by the organization to prioritize and focus its efforts on those issues that are of higher importance and have lower performance levels.

High Correlation / High Room for Improvement...	<b>CALL TO ACTION.</b> The item is a driver of the overall measure and a substantial portion of the population is less than satisfied. If performance can be improved on this measure, more respondents will be satisfied, and overall satisfaction should reflect this.
High Correlation / Low Room for Improvement...	It is critical to <b>MAINTAIN PERFORMANCE</b> in this area. The majority is satisfied with the performance, and the item is clearly related to the overall measure.
Low Correlation / High Room for Improvement...	<b>CONSIDER INVESTING</b> effort to improve performance here. While the issue may have little bearing on the overall satisfaction, a substantial portion may be displeased with the performance.
Low Correlation / Low Room for Improvement...	<b>NO ACTION REQUIRED</b> in this area. Most are satisfied and the issue has little bearing on the overall measure.

## Limitations and Cautions

The findings presented in this report are subject to some limitations in the survey design, analysis, and interpretation. Access Dental Plan should consider these limitations when interpreting or generalizing the findings.

### *Non-Response Rate*

The experiences of the survey respondent population may be different than that of non-respondents with respect to their dental care services. Therefore, Access Dental Plan should consider the potential for non-response bias when interpreting the Child Dental Satisfaction Survey results.

### *Casual Inferences*

Although this report examines whether respondents report differences in satisfaction with various aspects of their child's dental care experiences, these differences may not be completely attributable to Access Dental Plan. The survey by itself does not necessarily reveal the exact cause of these differences.

### *Lack of National Data for Comparisons*

Currently AHRQ does not collect survey results from the CAHPS Dental Plan Survey; therefore, national benchmark data were not available for comparisons.

### *Survey Instrument*

The Child Dental Satisfaction Survey is a modified version of AHRQ's CAHPS Dental Plan Survey. The CAHPS Dental Plan Survey, currently available for the adult population only, was customized for administration to a child Medicaid population.

<sup>1-2</sup> Caution should be exercised when evaluating county comparisons, given that population, county, and dental plan differences may impact results.

## 4. Results

### Who Responded to the Survey

A total of 3,300 surveys were mailed to parents or caretakers of child Medicaid members enrolled in Access Dental Plan. A total of 121 and 64 surveys were completed from Los Angeles County and Sacramento County, respectively. The Child Dental Satisfaction Survey response rate was defined as the total number of completed surveys divided by all eligible child Medicaid members of the sample.

Table 4-1 shows the total number of child members sampled, the number of surveys completed, the number of ineligible child members, and the response rates for the Access Dental Plan aggregate (i.e., Los Angeles and Sacramento counties combined), and Los Angeles and Sacramento counties separately.

**Table 4-1 – Total Number of Respondents and Response Rates**

Plan Name	Sample Size	Completes	Ineligibles	Response Rate
Aggregate	3300	185	127	5.83%
Los Angeles County	1650	121	54	7.58%
Sacramento County	1650	64	73	4.06%

Table 4-2 depicts the demographic characteristics of children for whom a parent or caretaker completed a Child Dental Satisfaction Survey for the Access Dental Plan aggregate, as well as Los Angeles and Sacramento counties.

**Table 4-2 – Child Demographics**

	Aggregate	Los Angeles County	Sacramento County
<b>Age</b>			
0 to 3	0.0% ▼	0.0%	0.0%
4 to 7	4.0% ▼	2.5% ▼	5.7% ▼
8 to 12	48.7%	51.7%	45.3%
13 to 17	40.1% ▲	37.3%	43.4% ▲
18 to 21*	7.2%	8.5%	5.7%
<b>Gender</b>			
Male	54.4%	55.9%	52.7%
Female	45.6%	44.1%	47.3%
<b>Race</b>			
Multi-Racial	1.5% ▼	1.0%	2.0% ▼
White	44.2% ▲	59.0% ▲	29.4% ↓
Black	2.5% ▼	3.0% ▼	2.0% ▼
Asian	20.2%	9.0%	31.4% ↑
Other	35.1% ▲	29.0%	41.2% ▲
<b>Ethnicity</b>			
Hispanic	75.5% ▲	88.2% ▲	62.1% ▲ ↓
Non-Hispanic	24.5% ▼	11.8% ▼	37.9% ▼ ↑
<b>Dental Health Status</b>			
Excellent	12.1% ▼	15.1% ▼	8.8%
Very Good	29.7% ▼	32.8%	26.3% ▼
Good	42.0% ▲	35.3% ▲	49.1% ▲ ↑
Fair	12.9%	11.8%	14.0%
Poor	3.5%	5.0% ▲	1.8%
Please note: Percentages may not total 100% due to rounding.			
*Children are eligible for inclusion in the Child Dental Satisfaction Survey results if they are 20 or younger as of March 31, 2019. Some children eligible for the survey turned age 21 between April 1, 2019, and the time of survey administration.			

Statistical Significance Note: ▲ / ▼ indicates significant difference from the previous period

Statistical Significance Note: ↑ indicates the county's score is statistically significantly higher than the comparative county.

↓ indicates the county's score is statistically significantly lower than the comparative county.

## Child and Respondent Demographics

Table 4-3 depicts the age, gender, education, and relationship to child of parents or caretakers who completed the Child Dental Satisfaction Survey for the Access Dental Plan aggregate, and Los Angeles and Sacramento counties.

**Table 4-3 – Respondent Demographics**

	Aggregate	Los Angeles County	Sacramento County
<b>Age</b>			
Under 18	14.1%	11.1%	17.2%
18 to 24	0.9%	1.7%	0.0%
25 to 34	15.0%	12.8%	17.2%
35 to 44	36.0%	35.9%	36.2%
45 to 54	26.2% ▲	31.6% ▲	20.7%
55 to 64	6.9% ▼	6.8%	6.9%
65 or Older	0.8% ▼	0.0% ▼	1.7%
<b>Gender</b>			
Male	13.8% ▼	12.6%	15.1% ▼
Female	86.2% ▲	87.4%	84.9% ▲
<b>Education</b>			
8th Grade or Less	29.8% ▲	24.1% ▲	35.7% ▲
Some High School	18.9% ▲	23.3% ▲	14.3%
High School Graduate	29.8%	27.6%	32.1%
Some College	14.5% ▼	16.4% ▼	12.5% ▼
College Graduate	7.0% ▼	8.6% ▼	5.4% ▼
<b>Relationship</b>			
Mother or Father	97.0% ▲	97.4%	96.5% ▲
Grandparent	2.1% ▼	0.9%	3.5% ▼
Legal Guardian	0.4%	0.9%	0.0%

*Please note: Percentages may not total 100% due to rounding.*

Statistical Significance Note: ▲ / ▼ indicates significant difference from the previous period

## Rates and Proportions

SPH Analytics calculated top-box rates (i.e., rates of satisfaction) for each global rating, composite measure, and individual item measure. The scoring of the global ratings, composite measures, and individual item measures involved assigning top-level responses a score of one, with all other responses receiving a score of zero. A “top-box” response was defined as follows:

- « “9” or “10” for the global ratings.
- « “Always” or “Definitely Yes” for the composite measures and individual item measures.

After applying this scoring methodology, the percentage of top-level responses was calculated in order to determine the question summary rates and global proportions. For each measure, responses were also classified into categories, and the proportion (or percentage) of respondents that fell into each response category was calculated. Scores with fewer than 100 respondents are denoted with a cross (+). Caution should be exercised when interpreting results for those measures with fewer than 100 respondents. For additional information, please refer to the Rates and Proportions section in the Reader’s Guide starting on page 3-6.

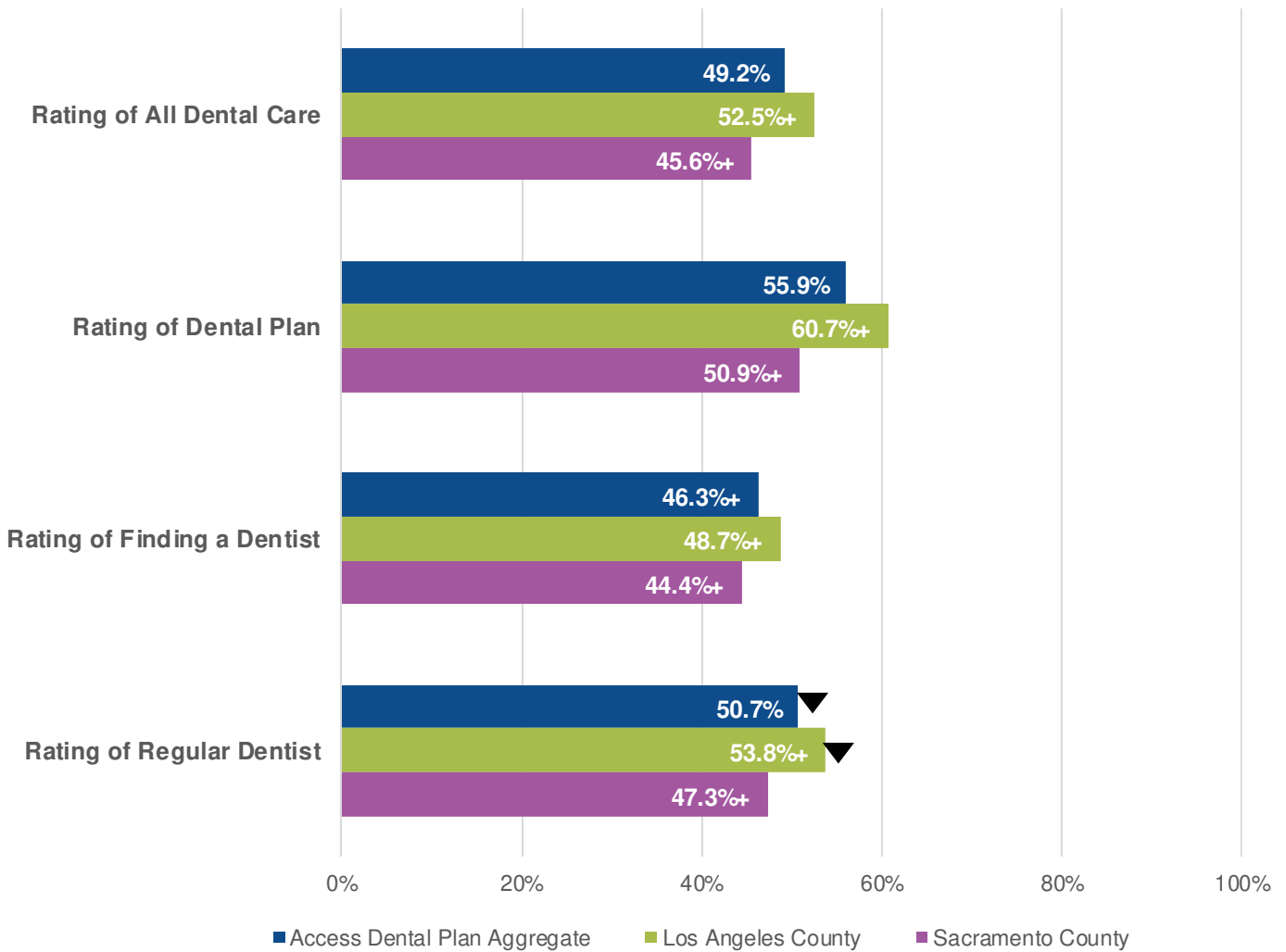
## County Comparisons

In order to identify performance differences in member satisfaction between the two counties, the counties’ top-box rates for each measure were compared to one another using standard tests for statistical significance. Statistically significant differences are noted in the figures by arrows. If the county performed statistically significantly higher than the comparative county, this is denoted with an upward (↑) arrow. Conversely, if the county performed statistically significantly lower than the comparative county, this is denoted with a downward (↓) arrow. CAHPS scores with fewer than 100 respondents are denoted with a cross (+). Caution should be exercised when interpreting results for those measures with fewer than 100 respondents.

## Global Ratings

Parents or caretakers of child Medicaid members were asked to rate various aspects of their child’s dental care on a scale of 0 to 10, with “0” being the worst and “10” being the best. Figure 4-1 shows the 2019 top-box rates for each of the global ratings for the Access Dental Plan aggregate, Los Angeles County, and Sacramento County.

**Table 4-1 – Global Ratings: Top-Box Rates**  
Proportion of Top-Box Responses (Percent)



Statistical Significance Note: ▲ / ▼ indicates significant difference from the previous period

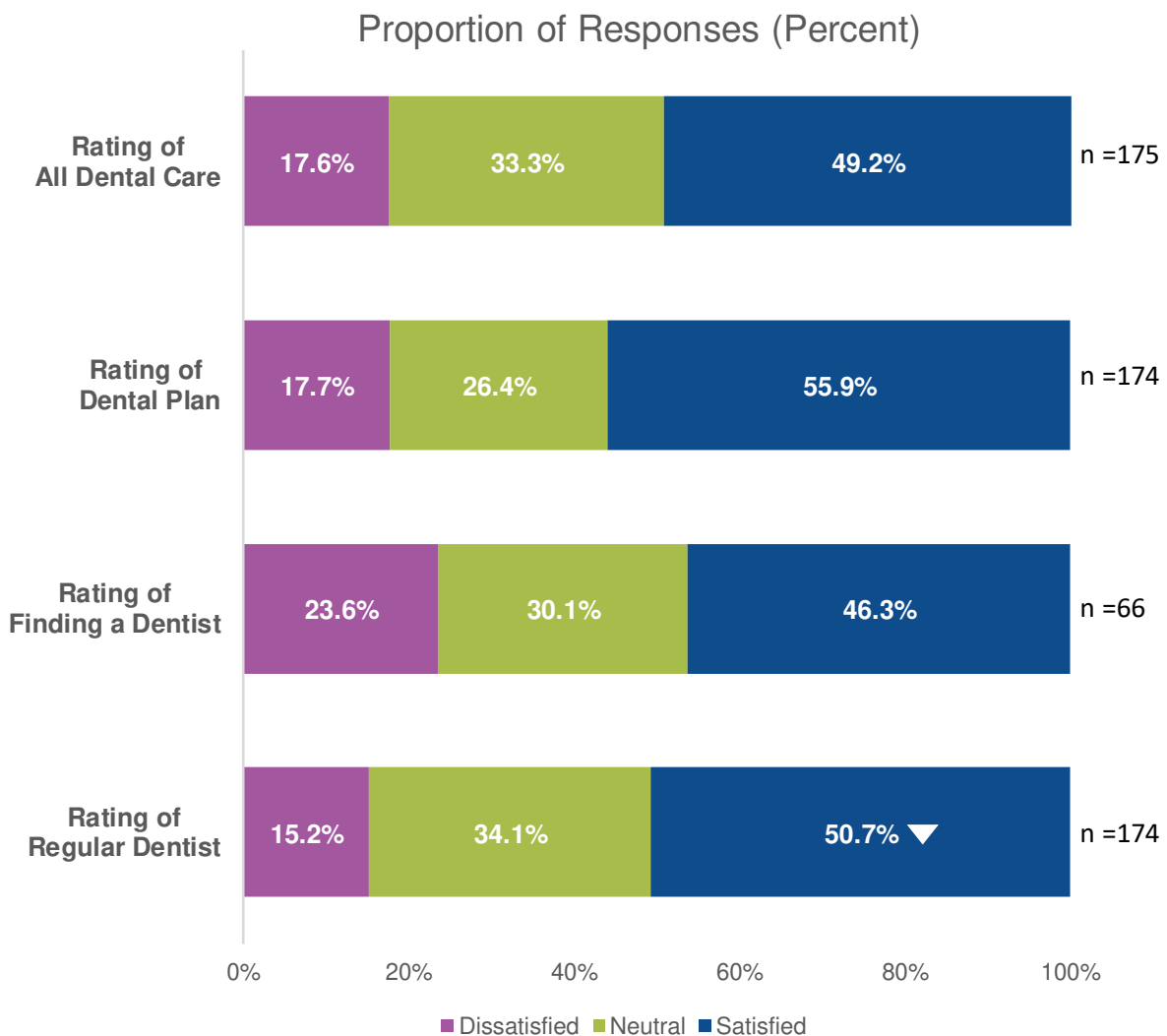
Note: + indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

For each global rating question, responses were classified into one of three response categories:

- « Responses of 0 to 6 were classified as **Dissatisfied**.
- « Responses of 7 to 8 were classified as **Neutral**.
- « Responses of 9 to 10 were classified as **Satisfied**.

Figure 4-2 shows the proportion of respondents for each response category for Access Dental Plan’s aggregate scores.

**Figure 4-2 – Global Ratings: Proportion of Responses**



Statistical Significance Note: ▲ / ▼ indicates significant difference from the previous period

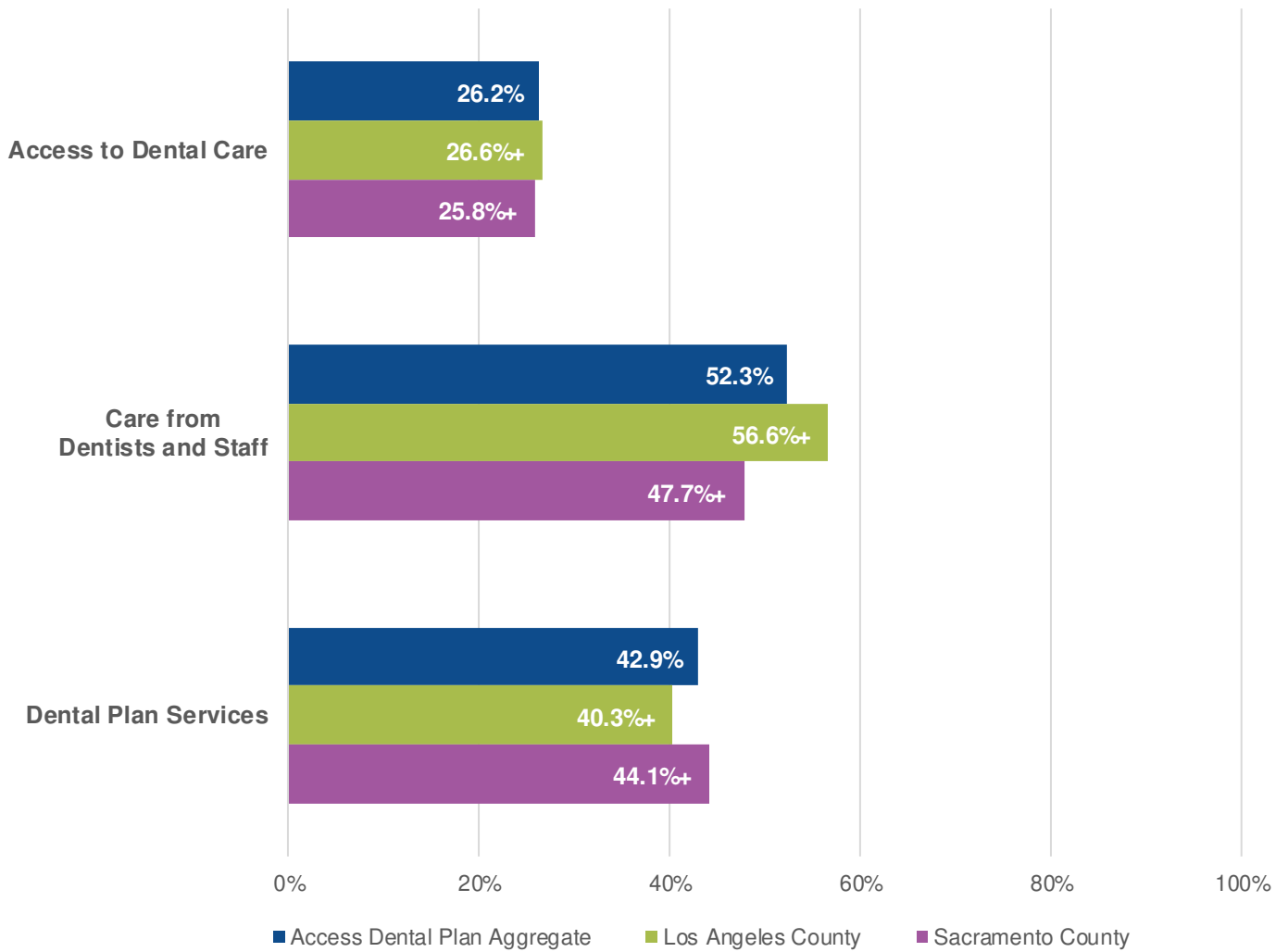
Note: + indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.



## Composite Measures

Parents or caretakers of child Medicaid members were asked to rate various aspects of their child’s dental care, and responses to these questions were combined to calculate composite measures. A top-box response of “Never” was used for Question 20 of the Access to Dental Care composite measure. Figure 4-3 shows the 2019 top-box rates for the composite measures for the Access Dental Plan aggregate, Los Angeles County, and Sacramento County.

**Figure 4-3 – Composite Measures: Top-Box Rates**  
Proportion of Top-Box Responses (Percent)



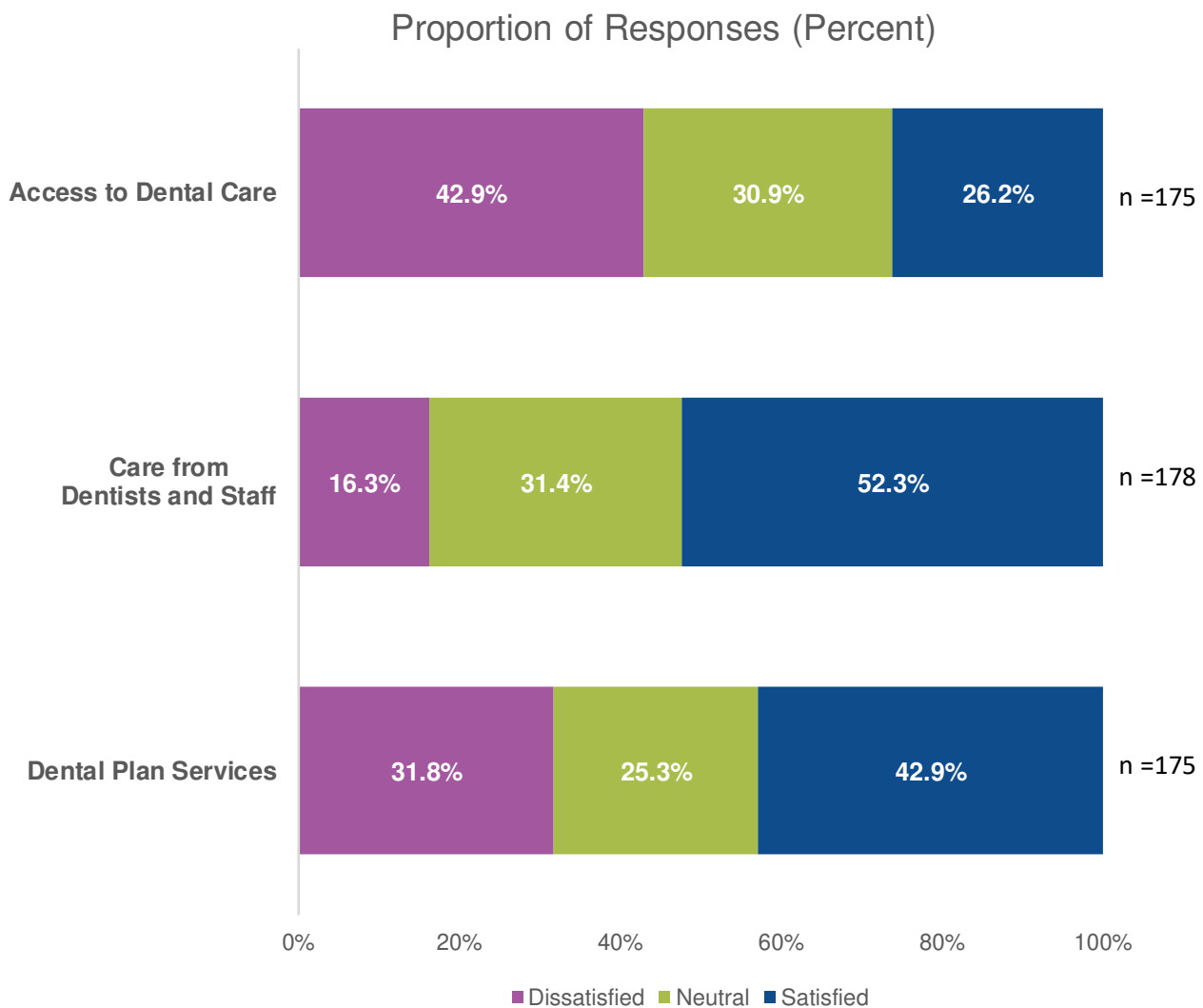
Note: + indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

For each composite measure question, responses were classified into one of three response categories:

- « Responses of “Never/Sometimes” or “Definitely No/Somewhat No” were classified as **Dissatisfied**.
- « Responses of “Usually” or “Somewhat Yes” were classified as **Neutral**.
- « Responses of “Always” or “Definitely Yes” were classified as **Satisfied**, with one exception. A response of “Never” was classified as **Satisfied** for Question 20 of the Access to Dental Care composite measure

Figure 4-4 shows the proportion of respondents for each response category for Access Dental Plan’s aggregate scores.

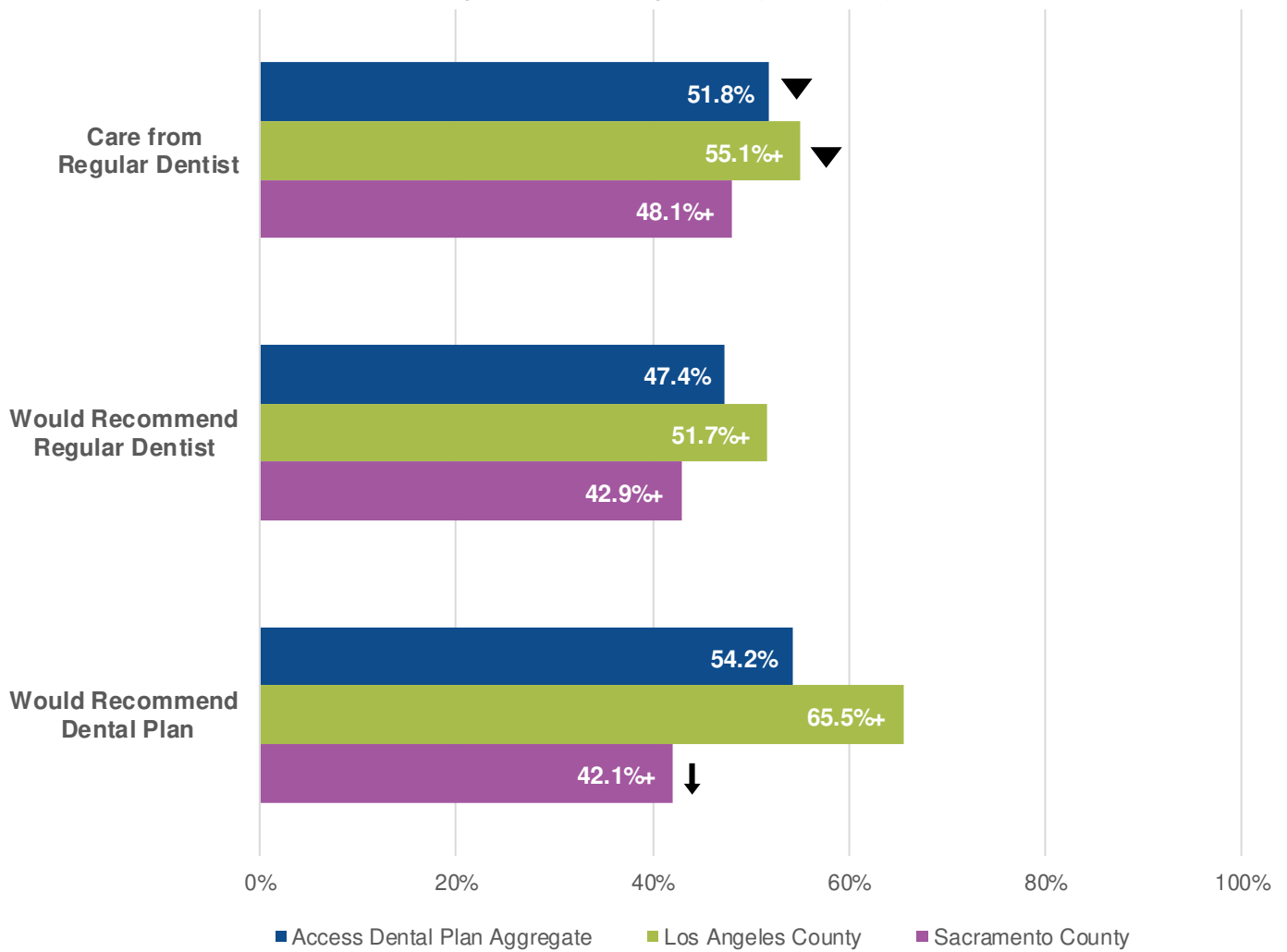
**Figure 4-4 – Composite Measures: Proportion of Responses**



### Individual Item Measures

Parents or caretakers of child Medicaid members were asked three questions to assess their satisfaction with the overall dental care provided by their child’s regular dentist, and whether they would recommend their child’s regular dentist or their child’s dental plan to other parents or people. Figure 4-5 shows the 2019 top-box rates for the individual item measures for the Access Dental Plan aggregate, Los Angeles County, and Sacramento County.

**Figure 4-5 – Individual Item Measures: Top-Box Rates**  
Proportion of Top-Box (Percent)



Statistical Significance Note: ▲ / ▼ indicates significant difference from the previous period

Statistical Significance Note: ↑ indicates the county’s score is statistically significantly higher than the comparative county.

↓ indicates the county’s score is statistically significantly lower than the comparative county.

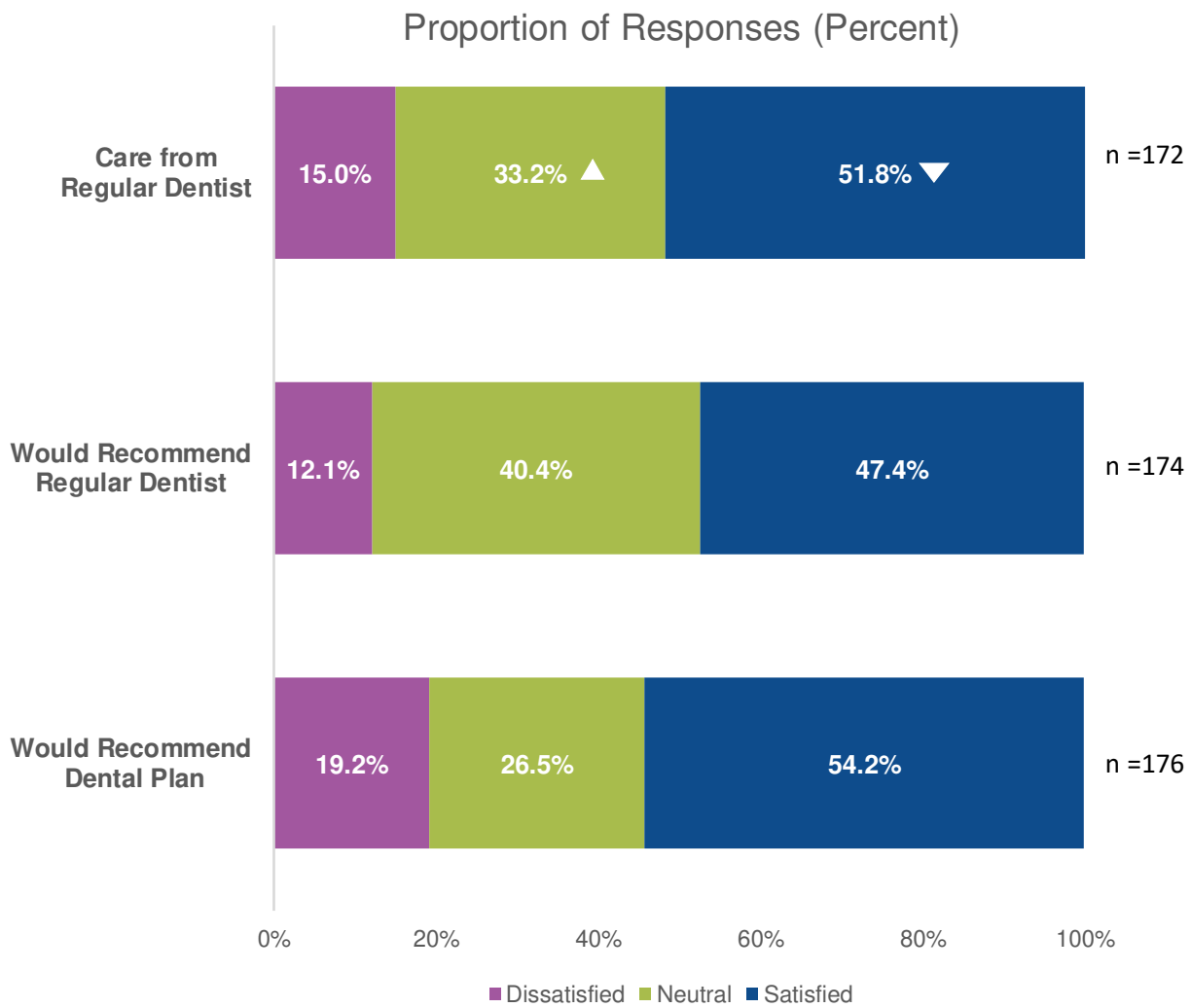
Note: + indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

For each individual item measure question, responses were classified into one of three response categories:

- « Responses of “Never/Sometimes” or “Definitely No/Somewhat No” were classified as **Dissatisfied**.
- « Responses of “Usually” or “Probably Yes” were classified as **Neutral**.
- « Responses of “Always” or “Definitely Yes” were classified as **Satisfied**.

Figure 4-6 shows the proportion of respondents for each response category for Access Dental Plan’s aggregate scores.

**Figure 4-6 – Individual Item Measures: Proportion of Responses**



Statistical Significance Note: ▲ / ▼ indicates significant difference from the previous period

### Summary of Comparative Analysis Results

A comparison of Los Angeles County’s and Sacramento County’s top-box rates revealed the following statistically significant results:

- « Los Angeles County performed statistically significantly higher than Sacramento County on one measure: Would Recommend Dental Plan.

### Trend Analysis

Note, historical raw data for 2017 were not made available to SPH Analytics. SPH Analytics populated the 2019 report to include the historical 2017 scores displayed per 2017 hard copy report provided by the Plan. As such, SPH Analytics was not able to implement significance testing between 2017 and 2019. Statistically significant differences are noted with directional triangles. Scores that were statistically significantly higher in 2019 than in 2018 are noted with black upward (▲) triangles. Scores that were statistically significantly lower in 2019 than in 2018 are noted with black downward (▼) triangles. Scores in 2019 that were not statistically significantly different from scores in 2018 are not noted with triangles.

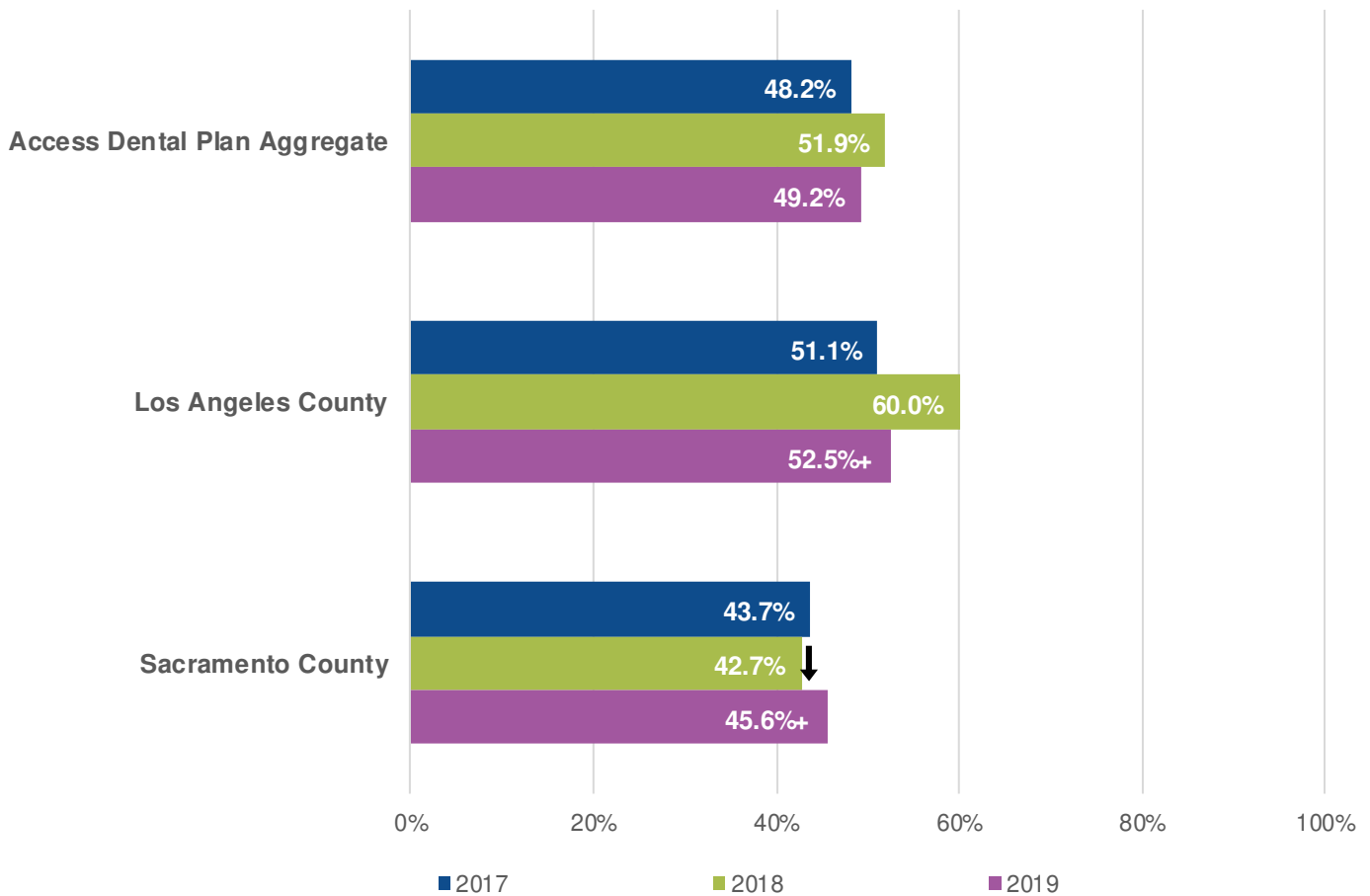
### Global Ratings

Parents or caretakers of child Medicaid members were asked to rate various aspects of their child’s dental care on a scale of 0 to 10, with “0” being the worst and “10” being the best.

### Rating of All Dental Care

Figure 4-7 shows the 2017, 2018 and 2019 Rating of All Dental Care top-box rates for the Access Dental Plan aggregate, Los Angeles County, and Sacramento County.

**Figure 4-7 – Rating of All Dental Care: Top-Box Rates**  
Proportion of Top-Box (Percent)



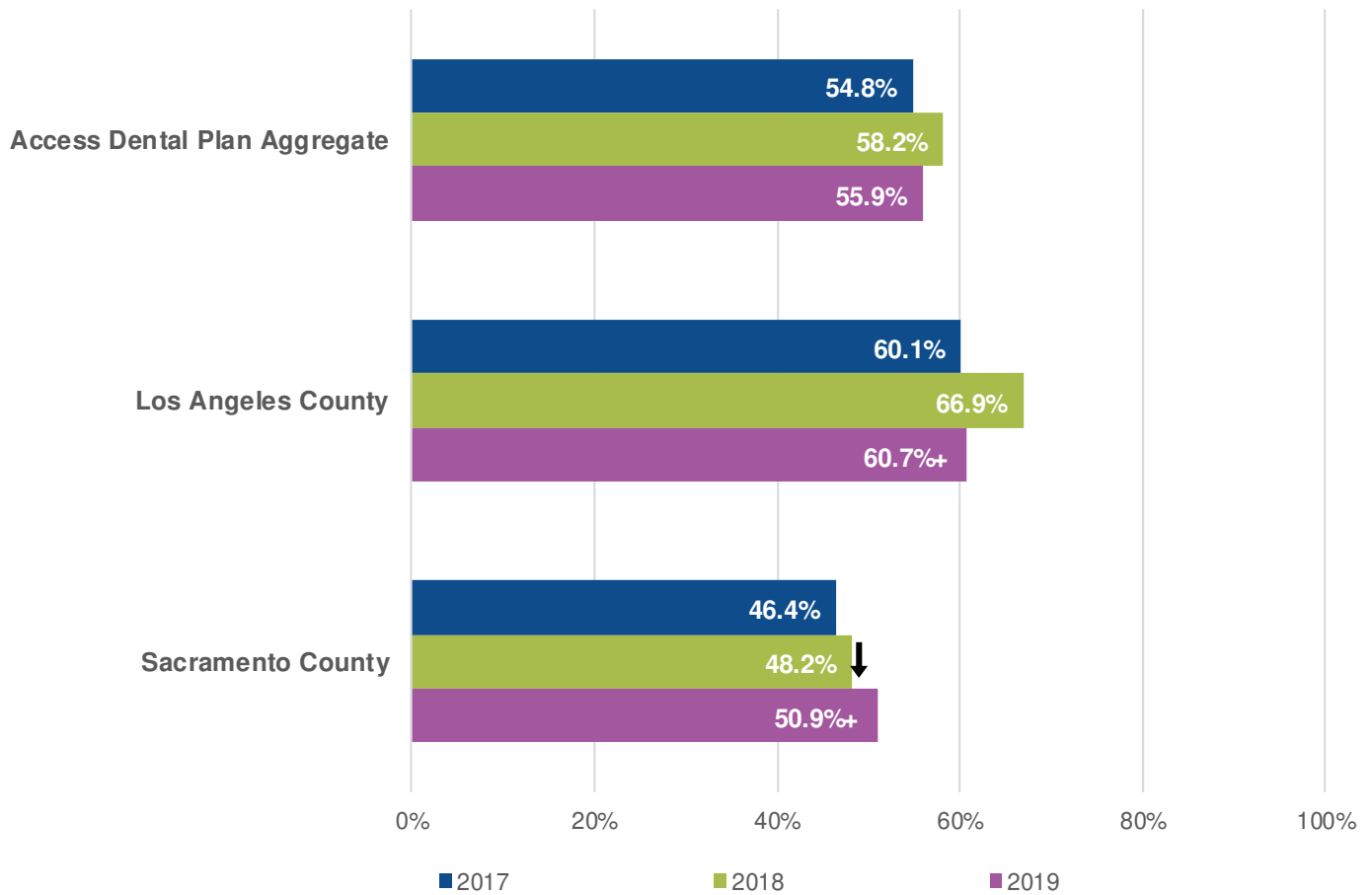
Note: <sup>+</sup> indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Statistical Significance Note: ▲ indicates the county’s score is statistically significantly higher than the comparative county.  
▼ indicates the county’s score is statistically significantly lower than the comparative county.

## Rating of Dental Plan

Figure 4-8 shows the 2017, 2018 and 2019 Rating of Dental Plan top-box rates for the Access Dental Plan aggregate, Los Angeles County, and Sacramento County.

**Figure 4-8 – Rating of Dental Plan: Top-Box Rates**  
Proportion of Top-Box (Percent)



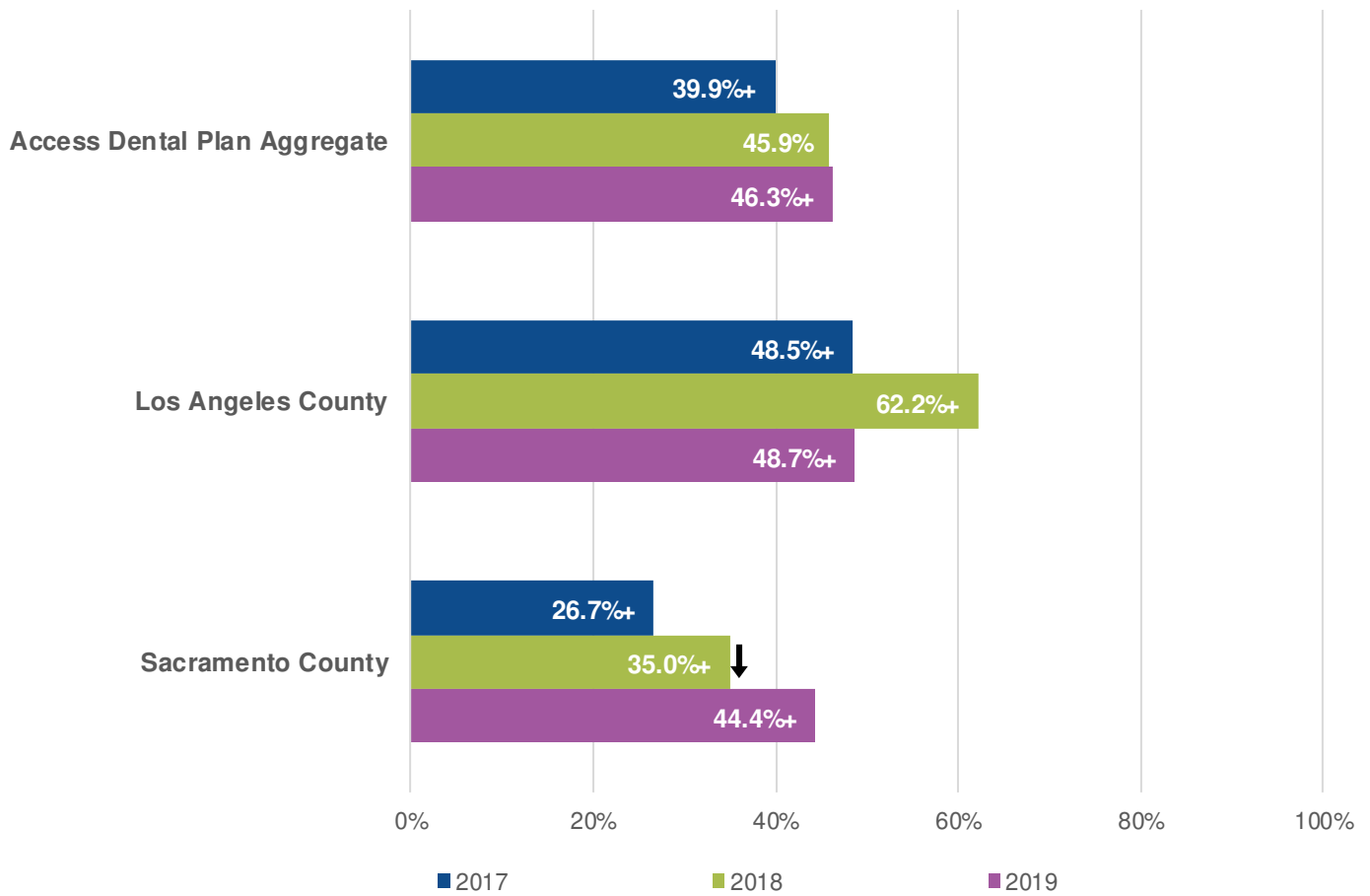
Statistical Significance Note: <sup>↑</sup> indicates the county's score is statistically significantly higher than the comparative county.  
<sup>↓</sup> indicates the county's score is statistically significantly lower than the comparative county.

Note: <sup>+</sup> indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

## Rating of Finding a Dentist

Figure 4-9 shows the 2017, 2018 and 2019 Rating of Finding a Dentist top-box rates for the Access Dental Plan aggregate, Los Angeles County, and Sacramento County.

**Figure 4-9 - Rating of Finding a Dentist: Top-Box Rates**  
Proportion of Top-Box (Percent)



Statistical Significance Note: ↑ indicates the county's score is statistically significantly higher than the comparative county.

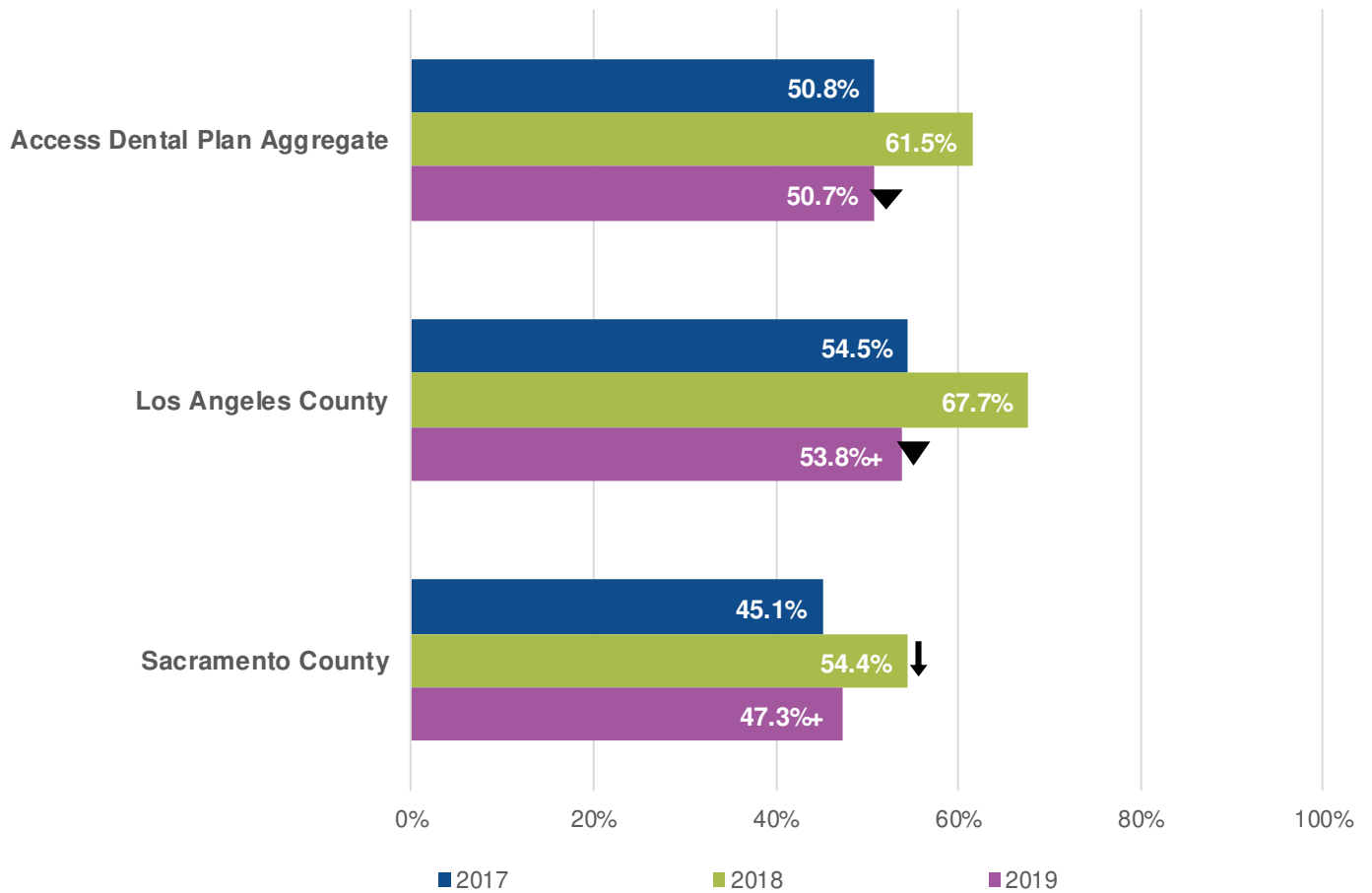
↓ indicates the county's score is statistically significantly lower than the comparative county.

Note: + indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

## Rating of Regular Dentist

Figure 4-10 shows the 2017, 2018 and 2019 Rating of Regular Dentist top-box rates for the Access Dental Plan aggregate, Los Angeles County, and Sacramento County.

**Figure 4-10 - Rating of Regular Dentist: Top-Box Rates**  
Proportion of Top-Box (Percent)



Statistical Significance Note: ▲ / ▼ indicates significant difference from the previous period

Statistical Significance Note: ↑ indicates the county's score is statistically significantly higher than the comparative county.

↓ indicates the county's score is statistically significantly lower than the comparative county.

Note: + indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.



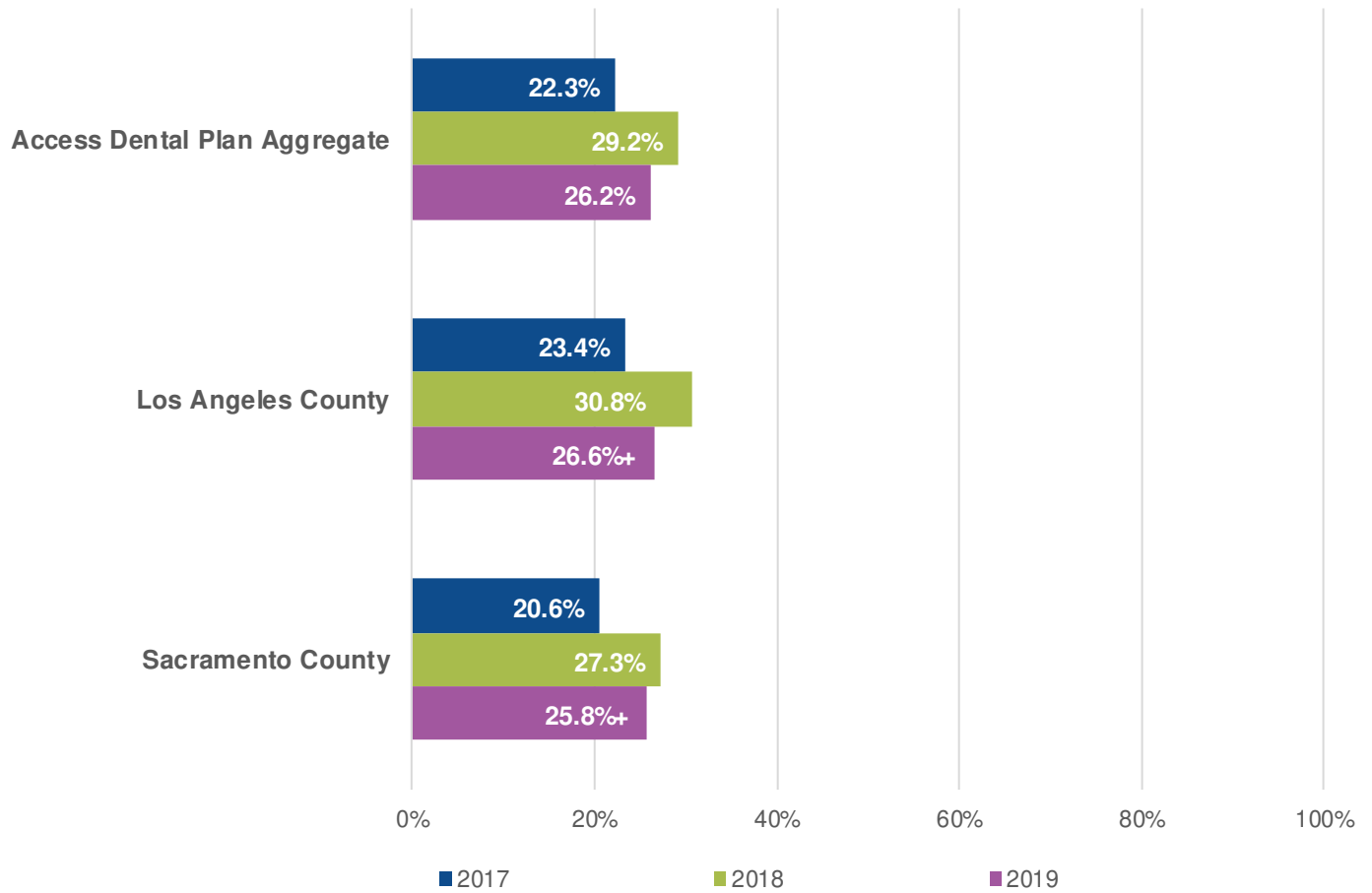
### Composite Measures

Parents or caretakers of child Medicaid members were asked to rate various aspects of their child’s dental care, and responses to these questions were combined to calculate composite measures.

### Access to Dental Care

Figure 4-11 shows the 2016, 2017 and 2019 Access to Dental Care top-box rates for the Access Dental Plan aggregate, Los Angeles County, and Sacramento County.

**Figure 4-11 – Access to Dental Care: Top-Box Rates**  
Proportion of Top-Box (Percent)

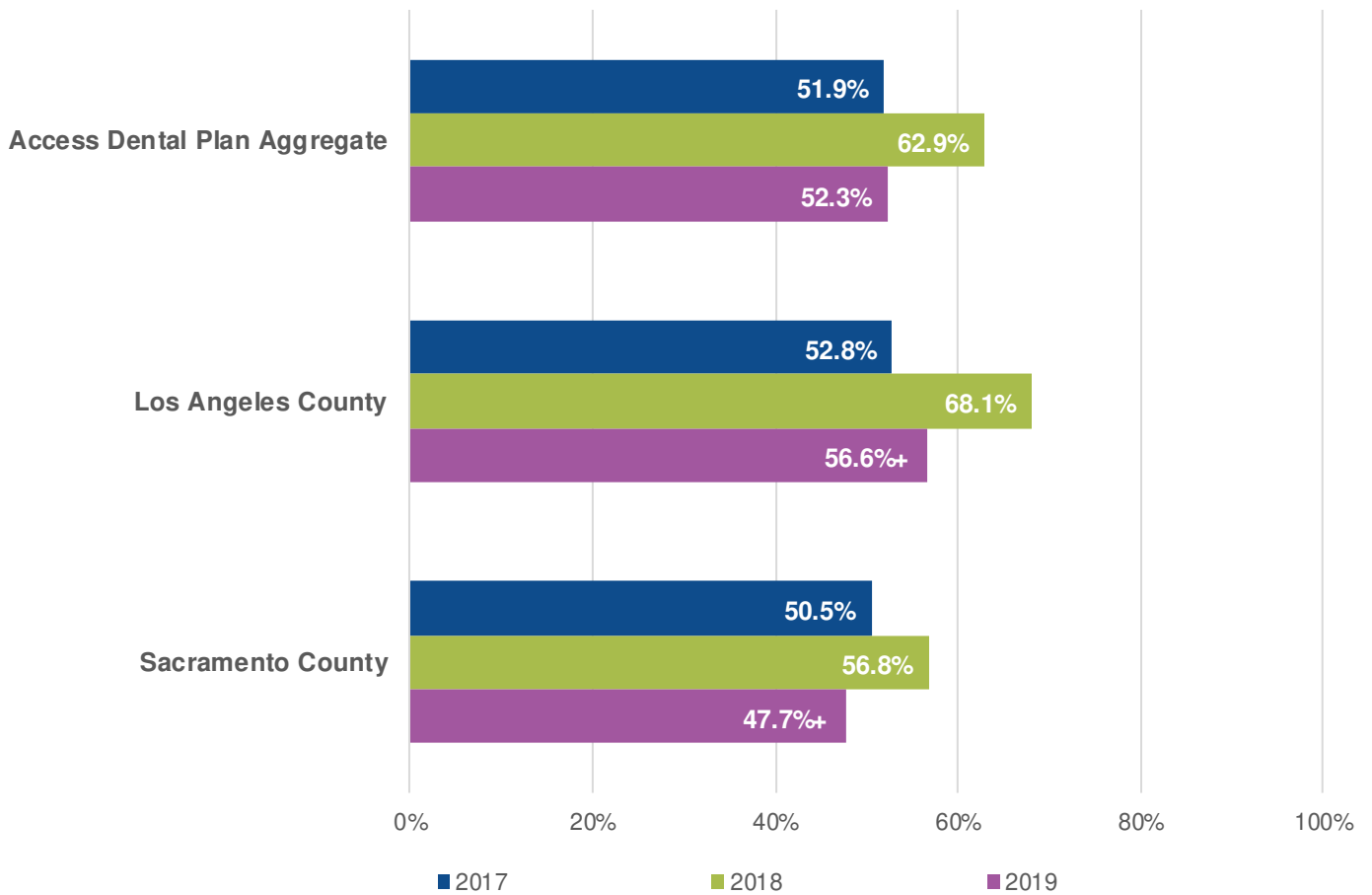


Note: + indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

### Care from Dentists and Staff

Figure 4-12 shows the 2017, 2018 and 2019 Care from Dentists and Staff top-box rates for the Access Dental Plan aggregate, Los Angeles County, and Sacramento County.

**Figure 4-12 – Care from Dentists and Staff: Top-Box Rates**  
Proportion of Top-Box (Percent)

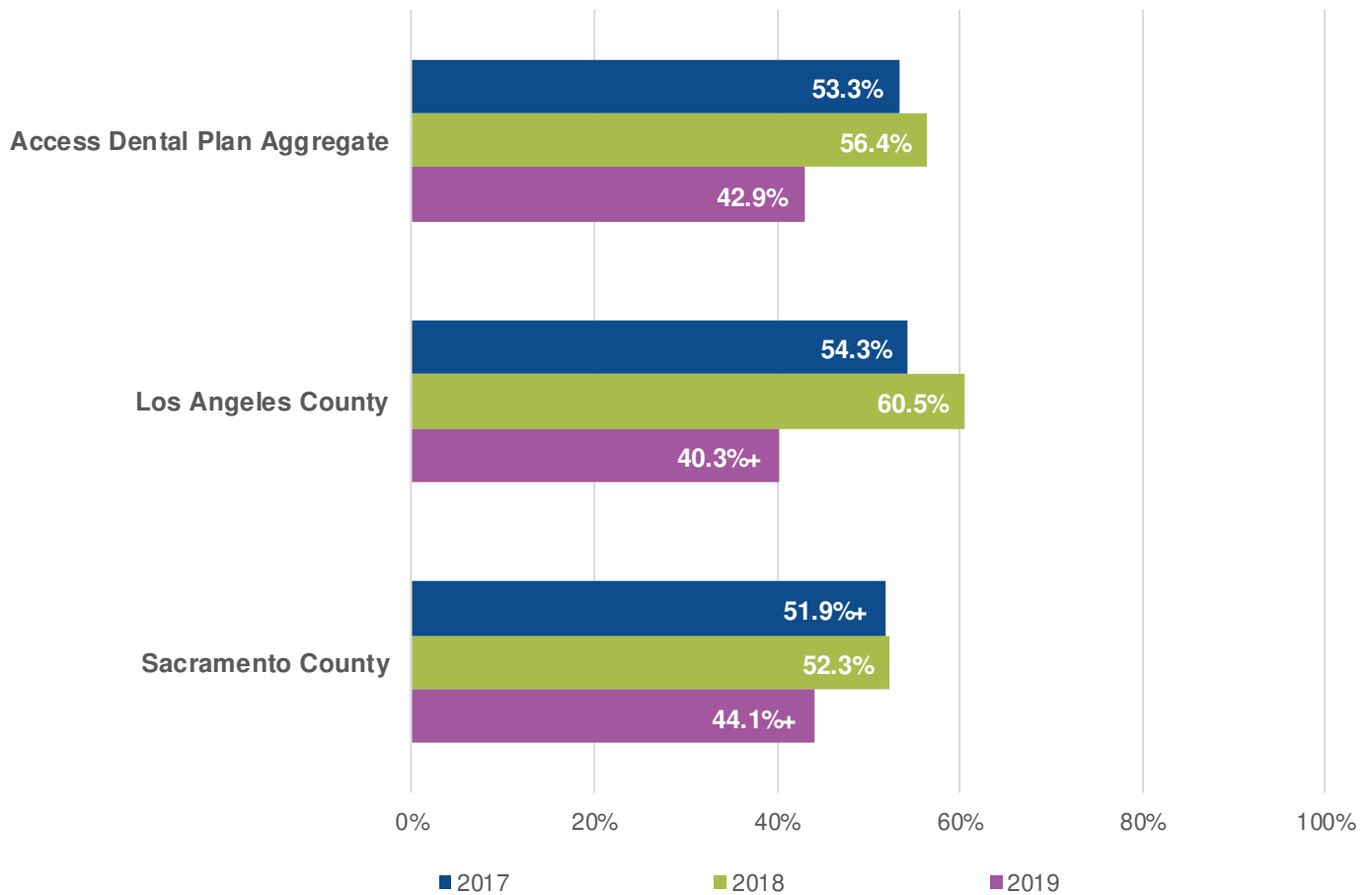


Note: + indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

## Dental Plan Services

Figure 4-13 shows the 2017, 2018 and 2019 Dental Plan Services top-box rates for the Access Dental Plan aggregate, Los Angeles County, and Sacramento County.

**Figure 4-13 – Dental Plan Services: Top-Box Rates**  
Proportion of Top-Box (Percent)



Note: + indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

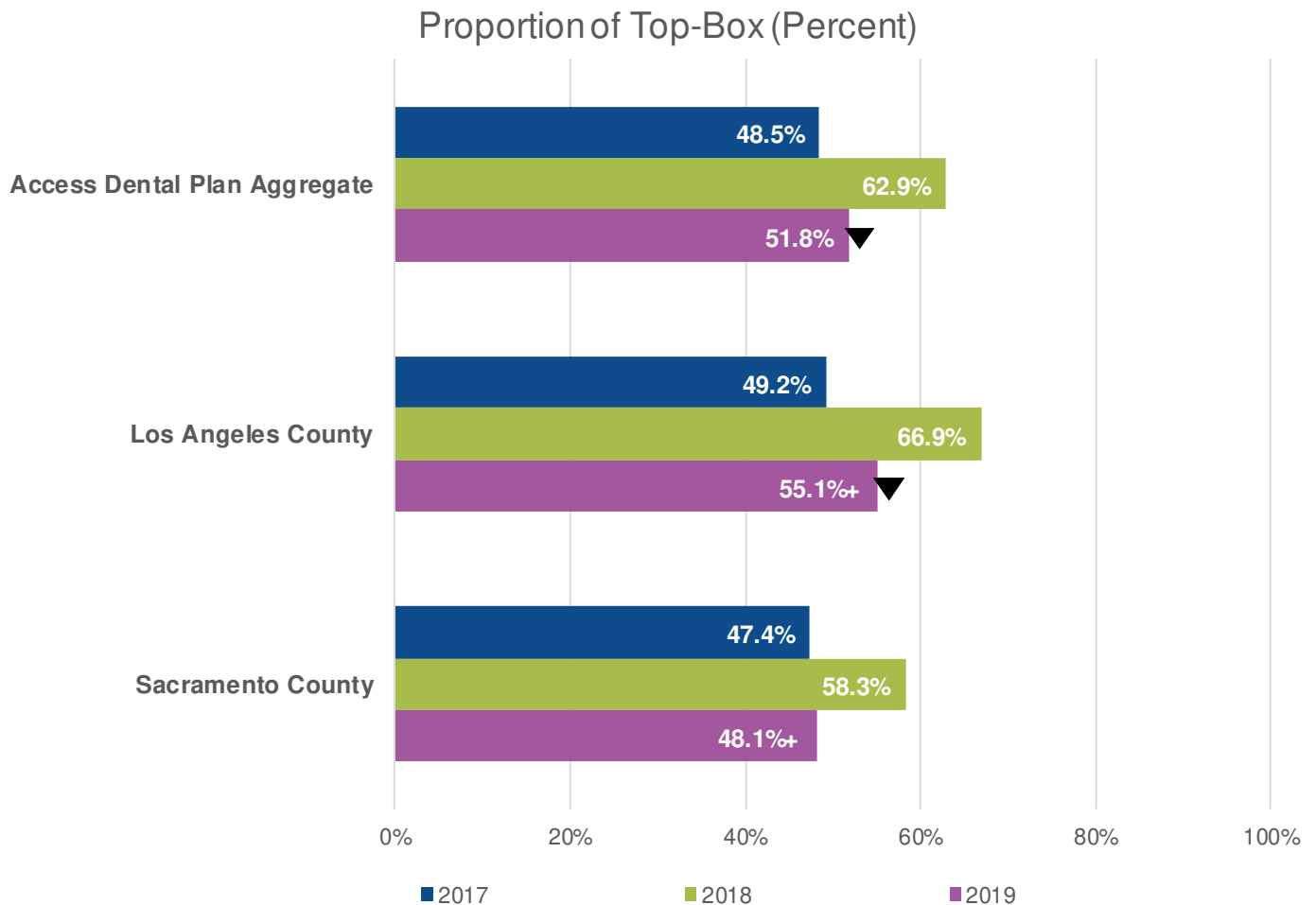
### Individual Item Measures

Parents or caretakers of child Medicaid members were asked three questions to assess their satisfaction with the overall dental care provided by their child’s regular dentist, and whether they would recommend their child’s regular dentist or their child’s dental plan to other parents or people.

### Care from Regular Dentist

Figure 4-14 shows the 2017, 2018 and 2019 Care from Regular Dentist top-box rates for the Access Dental Plan aggregate, Los Angeles County, and Sacramento County.

**Figure 4-14 – Care from Regular Dentist: Top-Box Rates**



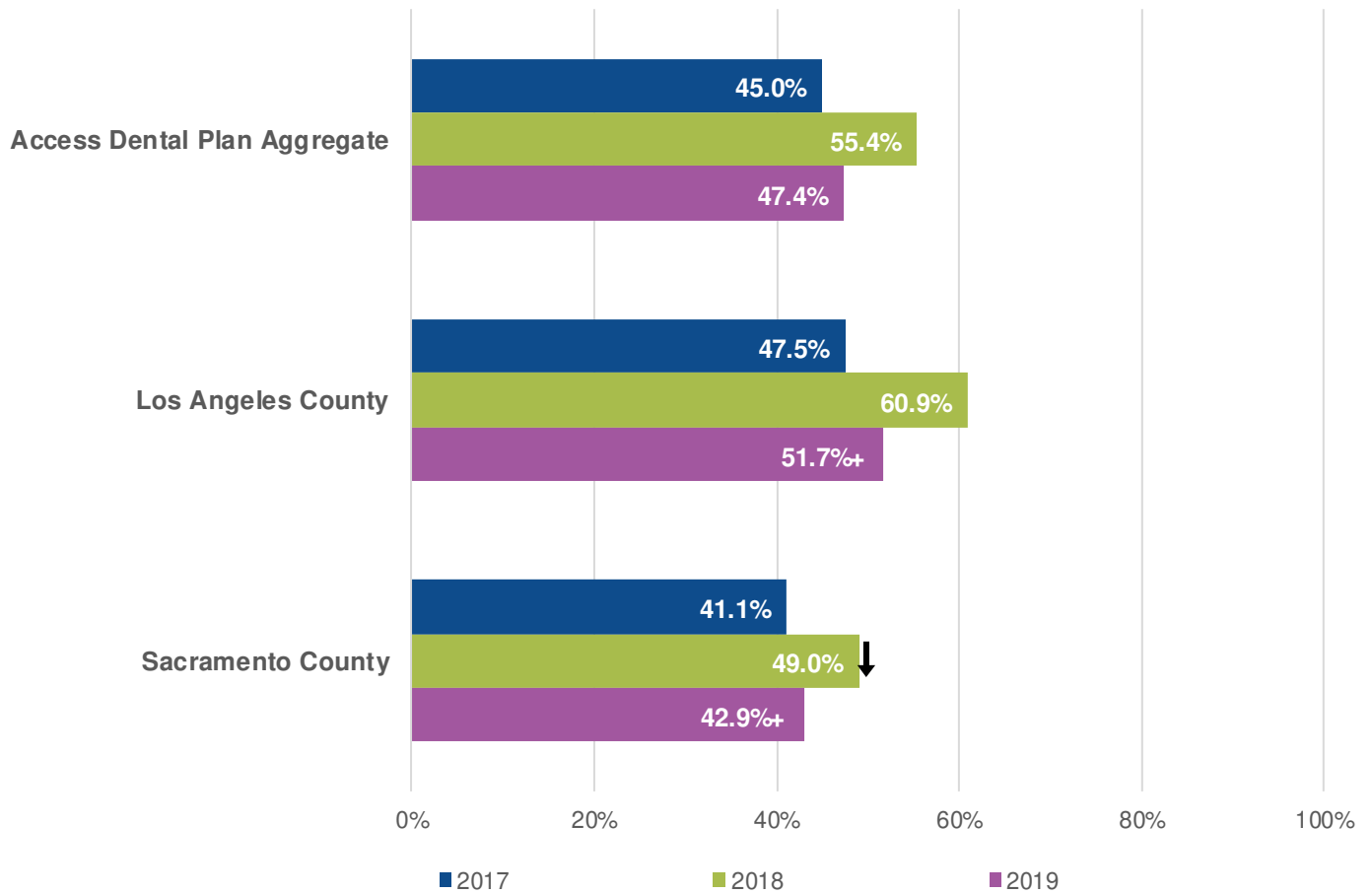
Statistical Significance Note: ▲ / ▼ indicates significant difference from the previous period

Note: + indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

## Would Recommend Regular Dentist

Figure 4-15 shows the 2017, 2018 and 2019 Would Recommend Regular Dentist top-box rates for the Access Dental Plan aggregate, Los Angeles County, and Sacramento County.

**Figure 4-15 – Would Recommend Regular Dentist: Top-Box Rates**  
Proportion of Top-Box (Percent)

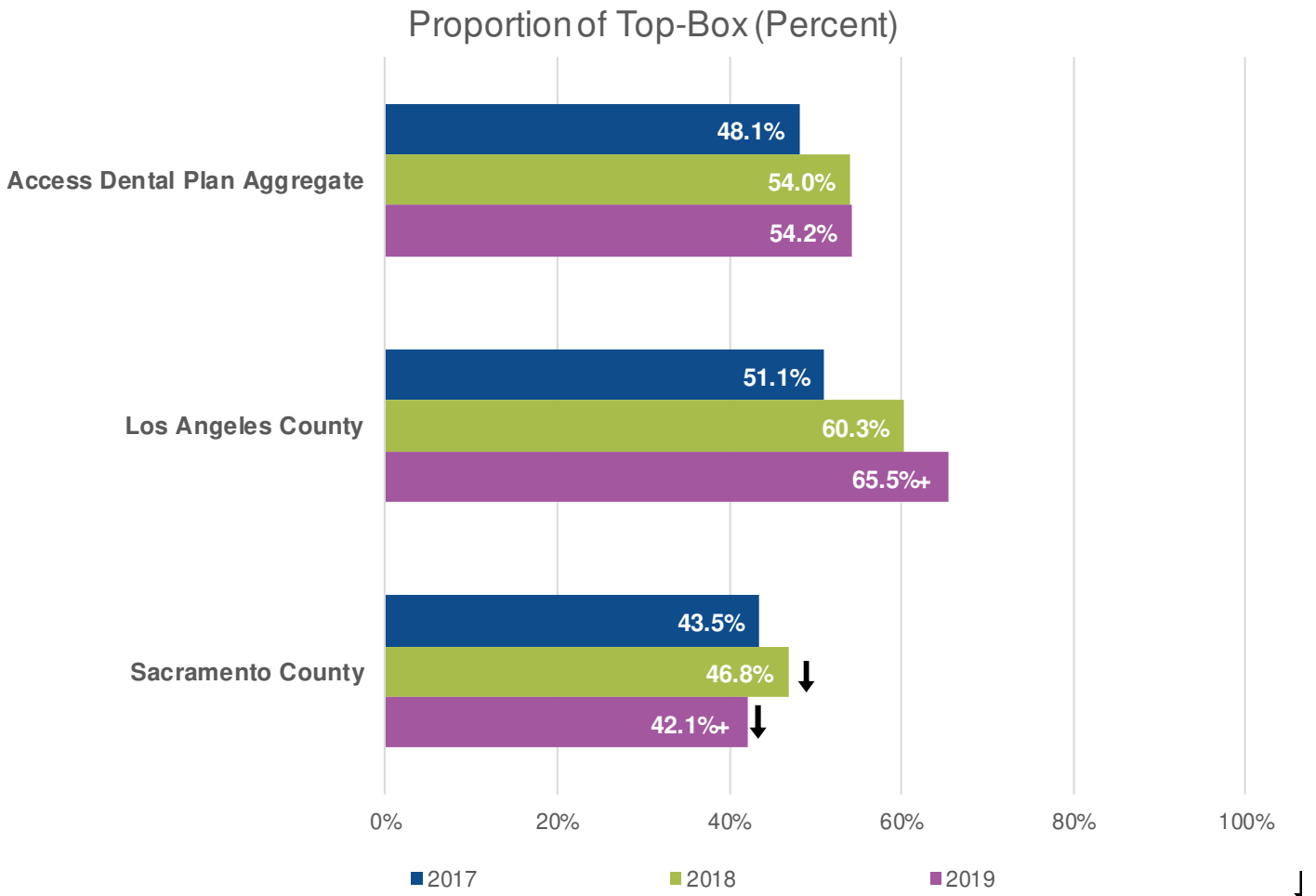


Note: + indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

## Would Recommend Dental Plan

Figure 4-16 shows the 2017, 2018 and 2019 Would Recommend Dental Plan top-box rates for the Access Dental Plan aggregate, Los Angeles County, and Sacramento County.

**Figure 4-16 – Would Recommend Dental Plan: Top-Box Rates**



Statistical Significance Note: ↑ indicates the county's score is statistically significantly higher than the comparative county.  
 ↓ indicates the county's score is statistically significantly lower than the comparative county.

Note: + indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

## Summary of Trend Analysis Results

The directional results of the trend analysis revealed that respondents gave lower top box scores for Rating of Regular Dentist and Care from Regular dentist in 2019 as compared with 2018. All other ratings are either on par or slightly lower year-over-year.

### Key Drivers of Satisfaction

SPH Analytics performed an analysis of key drivers of satisfaction for the Rating of Dental Plan and Would Recommend Dental Plan measures. The purpose of the key drivers of satisfaction analysis is to help decision makers identify specific aspects of care/service that will most benefit from QI activities. The analysis provides information on:

1) The relative importance of the individual issues (correlation to overall satisfaction measure).

Pearson correlation scores are calculated for 21 individual ratings (potential drivers) in relation to ratings of the overall satisfaction with the care/service provided by the Plan. The correlation coefficients are then used to establish the relative importance of each driver. The larger the correlation, the more important the driver.

2) The current levels of performance on each issue break down to percent satisfied [always and usually] or less than satisfied [sometimes and never].

Those who are currently less than fully satisfied represent the “Room for Improvement,” or those who could be moved toward satisfaction if the performance on the issue was improved. “Room for Improvement” is calculated by taking the frequency of respondents who answered “Dissatisfied,” divided by the total answering the survey (n=185). This approach yields the percentage of the total sample that is affected by an attribute, allowing comparison across attributes that previously had varying percentage bases.

The information from the Key Driver Analysis can be used by the organization to prioritize and focus its efforts on those issues that are of higher importance and have lower performance levels.

**Table 5-1 – Key Drivers of Satisfaction**

High Correlation / High Room for Improvement...	<b>CALL TO ACTION.</b> The item is a driver of the overall measure and a substantial portion of the population is less than satisfied. If performance can be improved on this measure, more respondents will be satisfied, and overall satisfaction should reflect this.
High Correlation / Low Room for Improvement...	It is critical to <b>MAINTAIN PERFORMANCE</b> in this area. The majority is satisfied with the performance, and the item is clearly related to the overall measure.
Low Correlation / High Room for Improvement...	<b>CONSIDER INVESTING</b> effort to improve performance here. While the issue may have little bearing on the overall satisfaction, a substantial portion may be displeased with the performance.
Low Correlation / Low Room for Improvement...	<b>NO ACTION REQUIRED</b> in this area. Most are satisfied and the issue has little bearing on the overall measure.

**Table 5-2 – Recommendations**

Rating of Dental Plan	
Q24 Child's dental plan met all dental needs	CALL TO ACTION
Q25 Plan covered what your child needed to get done	CALL TO ACTION
Q15 Help your child feel as comfortable as possible during dental work	CALL TO ACTION
Q17 Were dental appointments as soon as you wanted	CALL TO ACTION
Q14 Recommend your child's regular dentist	CALL TO ACTION
Q33 Customer service staff treated you with courtesy and respect	MAINTAIN PERFORMANCE
Q32 Customer service gave you the information or help you needed	MAINTAIN PERFORMANCE
Q27C Toll-free number, Web site, or written materials provide information about your child's dental plan	MAINTAIN PERFORMANCE
Q18 Your child got to see a dentist as soon as you wanted	MAINTAIN PERFORMANCE

Would Recommend Dental Plan	
Q25 Plan covered what your child needed to get done	CALL TO ACTION
Q24 Child's dental plan met all dental needs	CALL TO ACTION
Q15 Help your child feel as comfortable as possible during dental work	CALL TO ACTION
Q17 Were dental appointments as soon as you wanted	CALL TO ACTION
Q14 Recommend your child's regular dentist	CALL TO ACTION
Q8 Dentist treat you with courtesy and respect	MAINTAIN PERFORMANCE
Q27B Toll-free number, Web site, or written materials provide information about your child's dental plan	MAINTAIN PERFORMANCE
Q33 Customer service staff treated you with courtesy and respect	MAINTAIN PERFORMANCE
Q18 Your child got to see a dentist as soon as you wanted	MAINTAIN PERFORMANCE
Q32 Customer service gave you the information or help you needed	MAINTAIN PERFORMANCE



**Table 5-3 – Key Drivers of Rating of Dental Plan**

Rating of Dental Plan	Correlations	Room for Improvement
Q33 Customer service staff treated you with courtesy and respect	0.596	16%
Q24 Child's dental plan met all dental needs	0.555	35%
Q25 Plan covered what your child needed to get done	0.540	36%
Q32 Customer service gave you the information or help you needed	0.523	25%
Q27C Toll-free number, Web site, or written materials provide information about your child's dental plan	0.494	5%
Q15 Help your child feel as comfortable as possible during dental work	0.482	52%
Q17 Were dental appointments as soon as you wanted	0.443	63%
Q14 Recommend your child's regular dentist	0.428	49%
Q18 Your child got to see a dentist as soon as you wanted	0.409	16%
Q8 Dentist treat you with courtesy and respect	0.375	32%
Q16 Explain what they were doing while treating your child	0.371	49%
Q29 Information helped to find a dentist	0.371	21%
Q23 Plan covered all of the services you thought were covered	0.361	38%
Q19 Get an appointment as soon as you wanted	0.328	23%
Q6 Explain things in a way that was easy to understand	0.315	39%
Q10 Explain things in a way that was easy for your child to understand	0.291	38%
Q11 Regular dentist spent enough time with your child	0.283	56%
Q7 Listen carefully to you	0.269	40%
Q12 Overall care provided by regular dentist	0.259	44%
Q20 Have to spend more than 15 minutes in the waiting room	0.253	42%
Q27B Toll-free number, Web site, or written materials provide information about your child's dental plan	0.178	5%
Q27A Toll-free number, Web site, or written materials provide information about your child's dental plan	0.118	15%
Q21 Did someone tell you why there was a delay or how long it would be	0.089	61%

Note: Room for Improvement is calculated by taking the frequency of respondents who answered “Neutral,” or “Dissatisfied,” divided by the total answering the survey (n=185). This approach yields the percentage of the total sample that is affected by an attribute, allowing comparison across attributes that previously had varying percentage bases.

   = High Room for Improvement

**Table 5-4 – Key Drivers of Would Recommend Dental Plan**

Would Recommend Dental Plan	Correlations	Room for Improvement
Q27B Toll-free number, Web site, or written materials provide information about your child's dental plan	0.662	5%
Q25 Plan covered what your child needed to get done	0.584	36%
Q24 Child's dental plan met all dental needs	0.563	35%
Q15 Help your child feel as comfortable as possible during dental work	0.538	52%
Q33 Customer service staff treated you with courtesy and respect	0.515	16%
Q18 Your child got to see a dentist as soon as you wanted	0.510	16%
Q17 Were dental appointments as soon as you wanted	0.454	63%
Q14 Recommend your child's regular dentist	0.447	49%
Q8 Dentist treat you with courtesy and respect	0.428	32%
Q32 Customer service gave you the information or help you needed	0.402	25%
Q6 Explain things in a way that was easy to understand	0.374	39%
Q11 Regular dentist spent enough time with your child	0.374	56%
Q16 Explain what they were doing while treating your child	0.360	49%
Q20 Have to spend more than 15 minutes in the waiting room	0.359	42%
Q23 Plan covered all of the services you thought were covered	0.342	38%
Q12 Overall care provided by regular dentist	0.332	44%
Q19 Get an appointment as soon as you wanted	0.323	23%
Q7 Listen carefully to you	0.308	40%
Q10 Explain things in a way that was easy for your child to understand	0.286	38%
Q29 Information helped to find a dentist	0.247	21%
Q21 Did someone tell you why there was a delay or how long it would be	0.103	61%
Q27C Toll-free number, Web site, or written materials provide information about your child's dental plan	0.058	5%
Q27A Toll-free number, Web site, or written materials provide information about your child's dental plan	0.056	15%

Note: Room for Improvement is calculated by taking the frequency of respondents who answered “Neutral,” or “Dissatisfied,” divided by the total answering the survey (n=185). This approach yields the percentage of the total sample that is affected by an attribute, allowing comparison across attributes that previously had varying percentage bases.

   = High Room for Improvement

## 6. Survey Instrument

This section provides a copy of the Child Dental Satisfaction Survey instrument administered to Access Dental Plan child Medicaid members.

### SURVEY INSTRUCTIONS

- Answer each question by marking the box to the left of your answer.
- You are sometimes told to skip over some questions in this survey. When this happens you will see a note that tells you what question to answer next, like this:  Yes..... **Go to Question 3**

*Personally identifiable information will not be made public and will only be released in accordance with Federal laws and regulations. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders. If you want to know more about this study, please call 1-855-311-5111.*

*Please answer the questions for the child listed on the cover letter. Please do not answer for any other children.*

**1. Our records show that your child is now in Access Dental Plan. Is that right?**

- 1  Yes..... **Go to Question 3**  
 2  No ..... **Go to Question 2**

**2. What is the name of your child's dental plan? (Please print.)**

.....

**3. In the last 12 months, did your child go to a dentist's office or clinic for care?**

- 1  Yes..... **Go to Question 4**  
 2  No ..... **Please stop and return this survey in the postage-paid envelope. Thank you.**

#### Your Child's Regular Dentist

**4. A regular dentist is one your child would go to for check-ups and cleanings or when he or she has a cavity or tooth pain. Does your child have a regular dentist?**

- 1  Yes..... **Go to Question 5**  
 2  No ..... **Go to Question 15**

**5. Has your child seen his or her regular dentist in the last 12 months?**

- 1  Yes..... **Go to Question 6**  
 2  No, my child has seen someone else .... **Go to Question 15**

**6. In the last 12 months, how often did your child's regular dentist explain things about your child's dental health in a way that was easy to understand?**

- 1  Never  
 2  Sometimes  
 3  Usually  
 4  Always

**7. In the last 12 months, how often did your child's regular dentist listen carefully to you?**

- 1  Never  
 2  Sometimes  
 3  Usually  
 4  Always

**8. In the last 12 months, how often did your child's regular dentist treat you with courtesy and respect?**

- 1  Never  
 2  Sometimes  
 3  Usually  
 4  Always

**9. Is your child able to talk with his or her regular dentist about his or her dental care?**

- 1  Yes..... **Go to Question 10**  
 2  No ..... **Go to Question 11**

**10. In the last 12 months, how often did your child's regular dentist explain things in a way that was easy for your child to understand?**

- 1  Never  
 2  Sometimes  
 3  Usually  
 4  Always

**11. In the last 12 months, how often did your child's regular dentist spend enough time with your child?**

- 1  Never  
 2  Sometimes  
 3  Usually  
 4  Always

Please place an "X" in only one box for each question.

X190274 - 2019 Child Dental\_Eng

**12. In the last 12 months, how often were you satisfied with the overall care provided to your child by his or her regular dentist?**

- 1  Never
- 2  Sometimes
- 3  Usually
- 4  Always

**13. Using any number from 0 to 10, where 0 is the worst regular dentist possible and 10 is the best regular dentist possible, what number would you use to rate your child's regular dentist?**

Worst regular dentist possible	Best regular dentist possible
0	10
<input type="checkbox"/>	<input type="checkbox"/>
00	09
<input type="checkbox"/>	<input type="checkbox"/>
01	08
<input type="checkbox"/>	<input type="checkbox"/>
02	07
<input type="checkbox"/>	<input type="checkbox"/>
03	06
<input type="checkbox"/>	<input type="checkbox"/>
04	05
<input type="checkbox"/>	<input type="checkbox"/>

**14. Would you recommend your child's regular dentist to parents who are looking for a new dentist for their child?**

- 1  Definitely yes
- 2  Probably yes
- 3  Probably no
- 4  Definitely no

### Your Child's Dental Care in the Last 12 Months

So far, the questions on this survey have been about your child's regular dentist. The next set of questions asks about any dental care your child had in the last 12 months, including dental care your child had with his or her regular dentist or with someone else.

**15. In the last 12 months, how often did the dentists or dental staff do everything they could to help your child feel as comfortable as possible during his or her dental work?**

- 1  Never
- 2  Sometimes
- 3  Usually
- 4  Always

**16. In the last 12 months, how often did the dentists or dental staff explain what they were doing while treating your child?**

- 1  Never
- 2  Sometimes
- 3  Usually
- 4  Always

**17. In the last 12 months, how often were dental appointments for your child as soon as you wanted?**

- 1  Never
- 2  Sometimes
- 3  Usually
- 4  Always

**18. If your child needed to see a dentist right away because of a dental emergency in the last 12 months, did your child get to see a dentist as soon as you wanted?**

- 0  My child did not have a dental emergency in the last 12 months
- 1  Definitely yes
- 2  Somewhat yes
- 3  Somewhat no
- 4  Definitely no

**19. If you tried to get an appointment for your child with a dentist who specializes in a particular type of dental care (such as an oral or dental surgeon) in the last 12 months, how often did you get an appointment for your child as soon as you wanted?**

- 0  I did not try to get an appointment with a specialist dentist for my child in the last 12 months
- 1  Never
- 2  Sometimes
- 3  Usually
- 4  Always

**20. In the last 12 months, when your child went to an office or clinic to receive dental care, how often did you have to spend more than 15 minutes in the waiting room before your child saw someone for his or her dental appointment?**

- 1  Never..... Go to Question 22
- 2  Sometimes
- 3  Usually
- 4  Always

**21. If you had to spend more than 15 minutes in the waiting room before your child saw someone for his or her appointment, how often did someone tell you why there was a delay or how long the delay would be?**

- 1  Never
- 2  Sometimes
- 3  Usually
- 4  Always

**22. Using any number from 0 to 10, where 0 is the worst dental care possible and 10 is the best dental care possible, what number would you use to rate all of the dental care your child received in the last 12 months?**

Worst dental care possible	Best dental care possible
0	10
<input type="checkbox"/>	<input type="checkbox"/>
01	09
<input type="checkbox"/>	<input type="checkbox"/>
02	08
<input type="checkbox"/>	<input type="checkbox"/>
03	07
<input type="checkbox"/>	<input type="checkbox"/>
04	06
<input type="checkbox"/>	<input type="checkbox"/>
05	05
<input type="checkbox"/>	<input type="checkbox"/>

### Your Child's Dental Plan

The next set of questions asks about your child's dental plan. For these questions, answer only about your child's dental plan.

**23. In the last 12 months, how often did your child's dental plan cover all of the services you thought were covered?**

- 1  Never
- 2  Sometimes
- 3  Usually
- 4  Always

**24. In the last 12 months, did your child's dental plan meet all of his or her dental care needs?**

- 1  Definitely yes
- 2  Somewhat yes
- 3  Somewhat no
- 4  Definitely no

**25. In the last 12 months, did your child's dental plan cover what your child needed to get done?**

- 1  Definitely yes
- 2  Somewhat yes
- 3  Somewhat no
- 4  Definitely no

**26. In the last 12 months, did you try to find out how your child's dental plan works by calling their toll-free number, visiting their Web site, or reading printed materials?**

- 1  Yes.....Go to Question 27
- 2  No .....Go to Question 28

**27. In the last 12 months, how often did the toll-free number, Web site, or written materials provide the information you wanted about your child's dental plan?**

	Never	Sometimes	Usually	Always	Does Not Apply
a. Toll-free number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Web site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Written materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**28. In the last 12 months, did you use any information from your child's dental plan to help you find a new dentist for your child?**

- 1  Yes.....Go to Question 29
- 2  No .....Go to Question 31

**29. Did this information help you find a dentist for your child that you were happy with?**

- 1  Definitely yes
- 2  Somewhat yes
- 3  Somewhat no
- 4  Definitely no

**30. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist for your child?**

Extremely difficult					Extremely easy					
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
00	01	02	03	04	05	06	07	08	09	10

**31. In the last 12 months, did you try to get information or help from customer service at your child's dental plan?**

- 1  Yes.....Go to Question 32
- 2  No.....Go to Question 34

**32. In the last 12 months, how often did customer service at your child's dental plan give you the information or help you needed?**

- 1  Never
- 2  Sometimes
- 3  Usually
- 4  Always

**33. In the last 12 months, how often did customer service staff at your child's dental plan treat you with courtesy and respect?**

- 1  Never
- 2  Sometimes
- 3  Usually
- 4  Always

**34. Using any number from 0 to 10, where 0 is the worst dental plan possible and 10 is the best dental plan possible, what number would you use to rate your child's dental plan?**

Worst dental plan possible					Best dental plan possible					
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
00	01	02	03	04	05	06	07	08	09	10

**35. Using any number from 0 to 10, where 0 is very unlikely and 10 is very likely, how likely would you be to recommend your child's dental plan to others?**

Very Unlikely					Very Likely					
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
00	01	02	03	04	05	06	07	08	09	10

### About Your Child and You

**36. In general, how would you rate the overall condition of your child's teeth and gums?**

- 1  Excellent
- 2  Very good
- 3  Good
- 4  Fair
- 5  Poor

**37. What is your child's age?**

- 1  Less than 1 year old
- 2  \_\_\_\_\_ years old (*write in*)

**38. Is your child male or female?**

- 1  Male
- 2  Female

**39. Is your child of Hispanic or Latino origin or descent?**

- 1  Yes, Hispanic or Latino
- 2  No, Not Hispanic or Latino

**40. What is your child's race? Mark one or more.**

- a  White
- b  Black or African-American
- c  Asian
- d  Native Hawaiian or other Pacific Islander
- e  American Indian or Alaska Native
- f  Other

**41. What is your age?**

- a  Under 18
- 1  18 to 24
- 2  25 to 34
- 3  35 to 44
- 4  45 to 54
- 5  55 to 64
- 6  65 to 74
- 7  75 or older

**42. Are you male or female?**

- 1  Male
- 2  Female

**43. What is the highest grade or level of school that you have completed?**

- 1  8<sup>th</sup> grade or less
- 2  Some high school, but did not graduate
- 3  High school graduate or GED
- 4  Some college or 2-year degree
- 5  4-year college graduate
- 6  More than 4-year college degree

**44. How are you related to the child?**

- 1  Mother or father
- 2  Grandparent
- 3  Aunt or uncle
- 4  Older brother or sister
- 5  Other relative
- 6  Legal guardian
- 7  Someone else

**45. Did someone help you complete this survey?**

- 1  Yes ..... **Go to Question 46**
- 2  No ..... **Thank you. Please return the completed survey in the postage-paid envelope.**

**46. How did that person help you? Mark one or more.**

- a  Read the questions to me
- b  Wrote down the answers I gave
- c  Answered the questions for me
- d  Translated the questions into my language
- e  Helped in some other way