



Medi-Cal Dental Services Division

Statewide Provider and Member Surveys

Access to Care Survey: Sent to providers currently **not enrolled** in the program to assess perceived participation barriers. 500 surveys were issued and 41 (9%) 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. 315 surveys were issued and 123 (40%) providers responded.

Member Satisfaction Survey: Sent to a percentage of Medi-Cal Dental members who contacted the call center within 90 days of survey issuance to assess member satisfaction when contacting the Telephone Service Center (TSC), when utilizing the referral process and on-line tools. Results are used to improve our customer service process. 800 surveys were issued and 44 (6%) members responded.

“Surveys were all issued by mail and prepaid envelopes were provided.”

Access to Care Survey Summary

Of the 9% of non-enrolled providers that responded:

- 33% have a “neutral” perception of the Medi-Cal Dental program
- Top two reasons provided that prevented dentists from wanting to participate in Medi-Cal:
 - 75% - Reimbursement Rates
 - 46% - Client No-Show Rate
- When comparing Medi-Cal members to patients with other types of insurance, the dentist expressed the following:
 - Members are less likely to be on time for an appointment, keep an appointment, understand the dental services and demonstrate proper oral hygiene
 - Members are more likely to have cavities and serious dental issues
 - Members and patients with other types of insurance were about the same when asking about care, concerned about their child’s teeth and nervous about the care or visit.

Provider Satisfaction Summary

General Responses were 71% - 92% favorable

- 90-92% providers responded favorably that incentives (DTI) and supplemental payments (Prop 56) are effective, and that they had a positive experience with the enrollment process and the Provider Relations department.
- 84-87% providers indicated TSC agents provided accurate responses, and the provider handbook bulletins are an effective method of communication.

Provider Responses and Feedback

- 60% of providers used the Provider Website application, 94% of those providers that use the website found the application to be useful.
- 17 comments relate directly to requesting faster claim processing and treatment authorization.
- Three comments related directly to better explanation of criteria and requirements.

Member Satisfaction Summary

General Responses were 71% to 83% favorable

- 83% favorably responded that the TSC agents were courteous and professional.
- 71-78% members had a positive experience with their recent contact with the Customer Service department and were satisfied with the overall information provided and the assistance received in helping them find a dentist.

Member Responses and Feedback

- 74% of the members preferred calling the TSC for program information versus using website.
- 66% never used the Medi-Cal Dental website.
- 99% have never used the member microsite.
- Five comments noted negative feedback for wait times, TSC, and appointments.
- Four comments were related to access to quality care, transportation issues, and the need for better explanation of benefits.