

Recent Insurance Experience: Dental

State Dental Plan Member Satisfaction

- ✓ Telephone survey with members to understand satisfaction with their experience at the dental office, choice of dentists, appointment availability, and carrier service

Dental Explanation of Benefits

- ✓ Online bulletin board focus groups with dentists and office managers to assess reactions to new formats of the carrier's predetermination of benefits and EOB documentation



DHMO Expansion Study

- ✓ Online survey of dentists to measure receptivity to joining a DHMO in target markets and understanding existing barriers that may limit practices from embracing a specific DHMO

Satisfaction Tracking Studies

- ✓ Multiple quantitative tracking surveys (telephone and online) with dentists, office managers, and plan participants to measure satisfaction with dental carriers and plans

Group Benefits Direct Channel Study

- ✓ Online survey with 900 small market employers followed by qualitative video diaries to understand perceptions and use of the direct channel to purchase group insurance benefits, specifically dental, life, and disability