2024 Health Net of California Child Dental Satisfaction Survey Report

January 2025

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1. Executive Summary

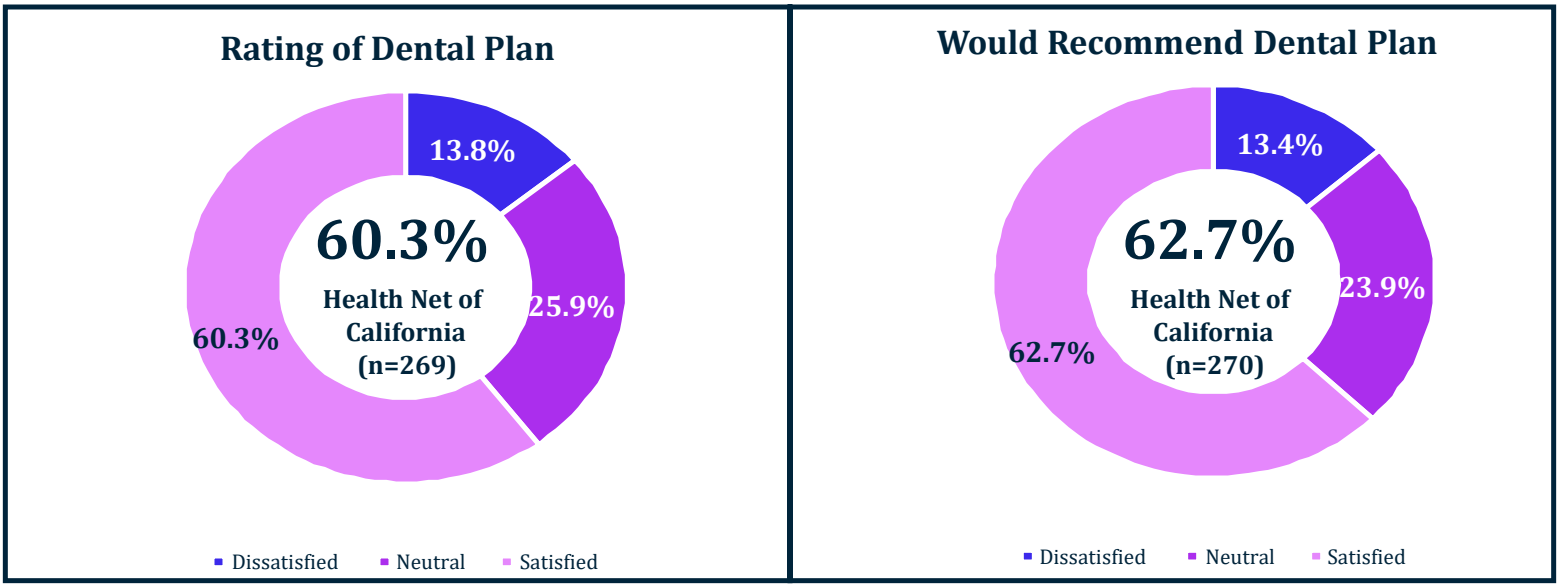
Introduction

Health Net of California contracted with Press Ganey 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 2024 survey results for Health Net of California at the plan aggregate and county levels.

Key Drivers of Satisfaction

Press Ganey 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 Press Ganey 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 Health Net of California.[1-1] These are areas that Health Net of California can focus on to improve overall member satisfaction.

Table 1-1 — Key Drivers of Satisfaction

Rating of 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
Q12 Overall care provided by regular dentist	CALL TO ACTION
Q7 Listen carefully to you	CALL TO ACTION
Q15 Help your child feel as comfortable as possible during dental work	CALL TO ACTION
Q16 Explain what they were doing while treating your child	CALL TO ACTION
Q23 Plan covered all of the services you thought were covered	CALL TO ACTION
Q8 Dentist treat you with courtesy and respect	CALL TO ACTION
Q32 Customer service gave you the information or help you needed	MAINTAIN PERFORMANCE
Q27B Web site number provide the information about your child's dental plan	MAINTAIN PERFORMANCE
Q27C Written materials provide the information about your child's dental plan	MAINTAIN PERFORMANCE

Would Recommend Dental Plan	
Q24 Child's dental plan met all dental needs	CALL TO ACTION
Q12 Overall care provided by regular dentist	CALL TO ACTION
Q15 Help your child feel as comfortable as possible during dental work	CALL TO ACTION
Q25 Plan covered what your child needed to get done	CALL TO ACTION
Q16 Explain what they were doing while treating your child	CALL TO ACTION
Q7 Listen carefully to you	CALL TO ACTION
Q23 Plan covered all of the services you thought were covered	CALL TO ACTION
Q32 Customer service gave you the information or help you needed	MAINTAIN PERFORMANCE
Q29 Information helped to find a dentist	MAINTAIN PERFORMANCE
Q27B Web site number provide the information about your child's dental plan	MAINTAIN PERFORMANCE
Q27C Written materials provide the information about your child's dental plan	MAINTAIN PERFORMANCE

[1-1] 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 Health Net of California's Los Angeles County and Sacramento County, the results for each county were compared to each other using standard statistical tests.[1-2] 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.

Trend Analysis

This report includes trend analysis made between 2022, 2023 and 2024 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.

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

2. Overview

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.[2-1] 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. A sample of 5,000 eligible Health Net of California 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 Health Net of California completed the surveys from September 23 to November 29, 2024.

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

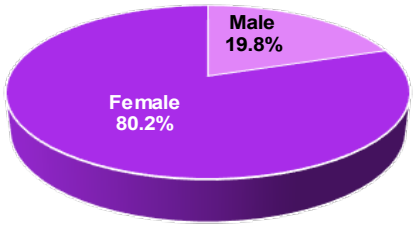
[2-1] CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Survey Demographics

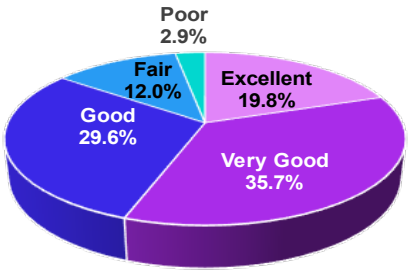
Figure 2-1 provides an overview of the Health Net of California child member demographics.

Figure 2-1 — Child Member Demographics

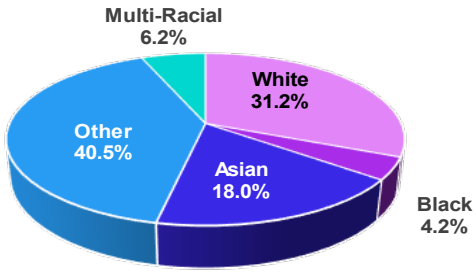
Child Gender



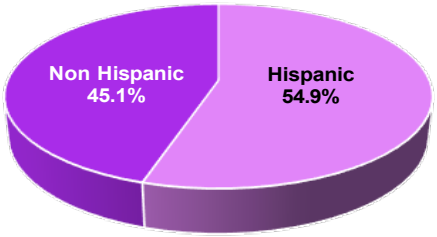
Child Dental Health Status



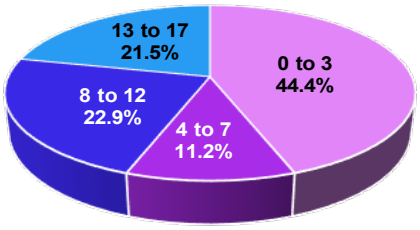
Child Race



Child Ethnicity



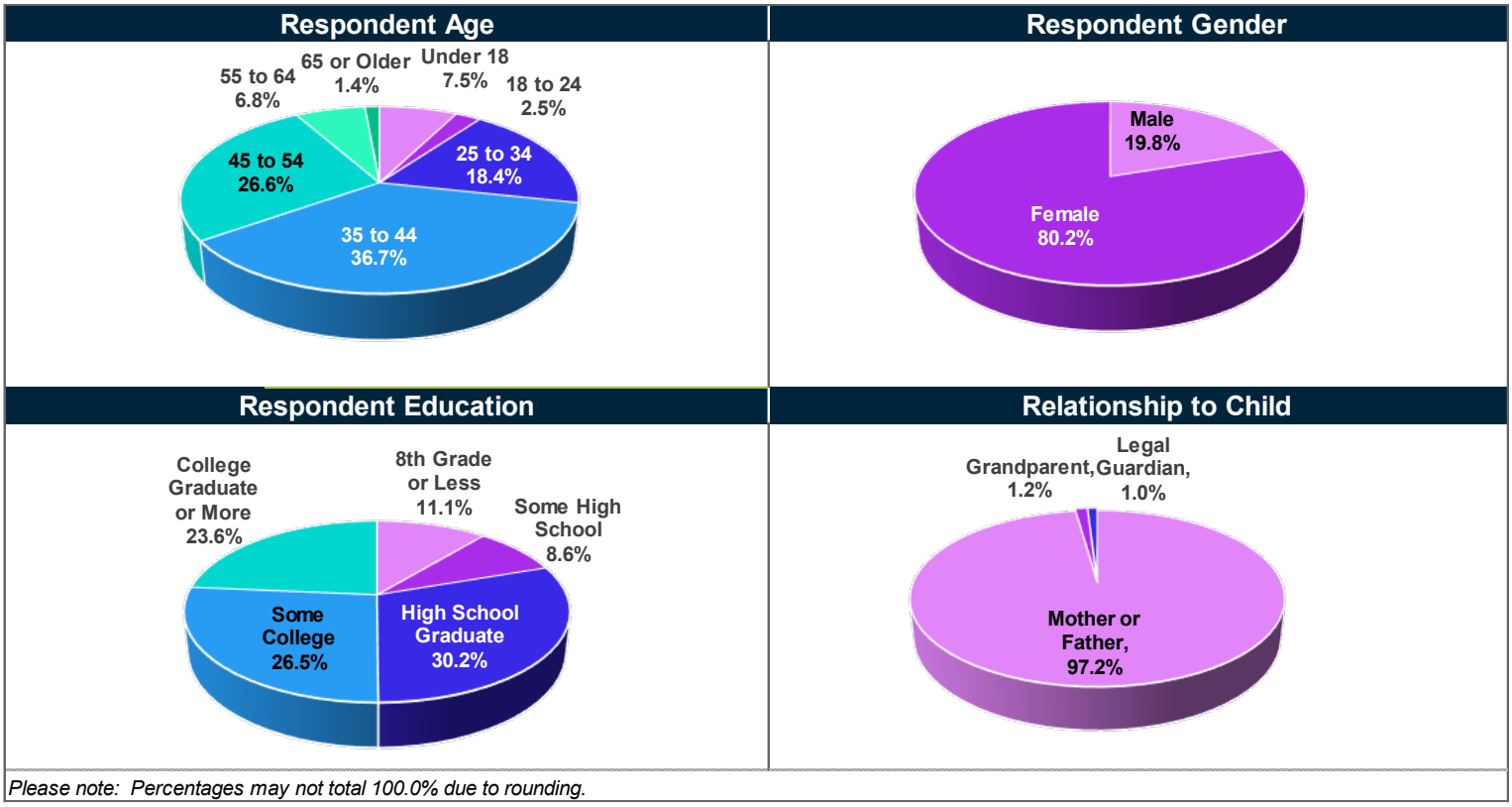
Child Age



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

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



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

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		

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
Rating of Regular Dentist	
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?	0-10 Scale
Rating of All Dental Care	
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?	0-10 Scale
Rating of Finding a Dentist	
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?	0-10 Scale
Rating of Dental Plan	
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?	0-10 Scale

Table 3-3 — Composite Measures Question Language

Composite Measures	Response Categories
Care from Dentists and Staff	
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 your child 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
Access to Dental Care	
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[3-1]
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[3-2]
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
Dental Plan Services	
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

[3-1] "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).

[3-2] "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
27a. 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? – Toll free number	Never, Sometimes, Usually, Always
27b. 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? – Web site	Never, Sometimes, Usually, Always
27c. 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? – Written materials	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
Care from Regular Dentist	
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
Would Recommend Regular Dentist	
14. Would you recommend your child's regular dentist to parents who are looking for a new dentist for their child?	Definitely Yes, Probably Yes, Probably No, Definitely No
Would Recommend Dental Plan	
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?	0-10 Scale

How Child Dental Satisfaction Survey Results Were Collected

Sampling Procedures

Press Ganey was provided a list of all eligible child Medicaid members enrolled in Health Net of California in Los Angeles and Sacramento counties for the sampling frame. A simple random sample of 5,000 child Medicaid members from Los Angeles and Sacramento counties were selected for inclusion in the survey. Press Ganey sampled child Medicaid members who met the following criteria:

- Must be 21 years or younger and eligible for the California Medicaid dental care program as of June 30, 2024.
- Must have a paid or denied dental claim during the last 12 months of the measurement year July 1, 2023 to June 30, 2024.

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

Survey Protocol

All sampled members were given multiple ways to share their feedback. They could complete a mailed a copy of the Child Dental Satisfaction Survey or they had the option of taking the survey online by either scanning a QR code or using the sphsurvey.com website and providing a private username and passcode. Press Ganey 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 30 days after mailing the first questionnaire.	30 days
Close of survey after mailing the first questionnaire.	58 days

How Child Dental Satisfaction Survey Results Were Calculated

Press Ganey 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. Press Ganey combined results from Los Angeles and Sacramento counties to calculate the Health Net of California 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. Press Ganey 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

Press Ganey 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.

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 or 9 to 10
- Neutral—Usually or Probably Yes or 7 to 8
- Dissatisfied—Never/Sometimes or Definitely No/Probably No or 0 to 6

County Comparisons

Press Ganey 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

A trend analysis was performed for the aggregate and Los Angeles and Sacramento counties' rates to compare their current year scores to two years of trend data to determine whether there were significant differences. A *t*-test was performed to determine whether results in 2024 were statistically significantly different from results in 2023 and a similar test was performed to compare 2023 and 2022. Scores that were statistically significantly higher compared to the prior year are noted with upward (▲) triangles. Scores that were statistically significantly lower compared to the prior year are noted with downward (▼) triangles. Scores that were not statistically significantly different from the prior year are not noted with triangles.

Weighting

For purposes of the county comparisons and trend analysis, Press Ganey calculated a weighted score for Health Net of California's aggregate. The CAHPS scores for Health Net of California's aggregate were weighted based on the total eligible child population for Los Angeles County and Sacramento County.

Key Drivers of Satisfaction Analysis

Press Ganey 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 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 "Neutral" or "Dissatisfied," divided by the total answering the survey (n=273). 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…	**CALL TO ACTION**. 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 **MAINTAIN PERFORMANCE** 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…	**CONSIDER INVESTING** 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…	**NO ACTION REQUIRED** 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. Health Net of California 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, Health Net of California 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 Health Net of California. 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.

4. Results

Who Responded to the Survey

A total of 5,000 surveys were mailed to parents or caretakers of child Medicaid members enrolled in Health Net of California. A total of 102 and 171 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 Health Net of California 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	5,000	273	174	5.66%
Los Angeles County	1,947	102	61	5.41%
Sacramento County	3,053	171	113	5.82%

Child Demographics

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

Table 4-2 – Child Demographics

	Aggregate	Los Angeles County	Sacramento County
Age			
0 to 3	44.4%	36.5%	50.9% ↑ ▲
4 to 7	11.2%	7.3%	14.4%
8 to 12	22.9%	26.0%	20.4%
13 to 17	21.5%	30.2%	14.4%
18 to 21	0.0% ▼	0.0% ▼	0.0% ▼
Gender			
Male	19.8% ▼	8.9% ▼	29.2% ▼ ↑
Female	80.2%	91.1% ▲ ↑	70.8% ▲
Race			
Multi-Racial	6.2%	3.9%	8.2%
White	31.2%	31.4% ▼	31.0%
Black	4.2%	4.9%	3.5%
Asian	18.0%	13.7%	21.6%
Other	40.5%	46.1% ▲	35.7%
Ethnicity			
Hispanic	54.9%	73.1% ↑	39.8%
Non-Hispanic	45.1%	26.9%	60.2% ↑
Dental Health Status			
Excellent	19.8%	24.0%	16.2%
Very Good	35.7%	34.0%	37.1%
Good	29.6%	30.0%	29.3%
Fair	12.0%	10.0%	13.8%
Poor	2.9%	2.0%	3.6%

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

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.*

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 Health Net of California aggregate, and Los Angeles and Sacramento counties.

Table 4-3 – Respondent Demographics

	Aggregate	Los Angeles County	Sacramento County
Age			
Under 18	7.5%	4.0%	10.6% ↑
18 to 24	2.5%	4.0%	1.2%
25 to 34	18.4%	13.9%	22.4%
35 to 44	36.7%	35.6%	37.6%
45 to 54	26.6%	31.7%	22.4%
55 to 64	6.8%	9.9%	4.1%
65 or Older	1.4%	1.2%	1.5%
Gender			
Male	19.8%	8.9%	29.2% ↑
Female	80.2%	91.1% ↑	70.8%
Education			
8th Grade or Less	11.1% ▲	11.2%	10.9%
Some High School	8.6%	13.3% ↑	4.5%
High School Graduate	30.2%	29.6%	30.8%
Some College	26.5%	22.4%	30.1%
College Graduate or More	23.6%	23.5%	23.7%
Relationship			
Mother or Father	97.2%	98.0%	96.4%
Grandparent	1.2%	2.0%	0.6%
Aunt or Uncle	0.3%	0.0%	0.6%
Older Brother or Sister	0.3%	0.0%	0.6%
Legal Guardian	1.0%	0.0%	1.8%

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

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.*

Rates and Proportions

Press Ganey 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 and individual measure Would Recommend Dental Plan.
- "Always" or "Definitely Yes" for the composite measures and remaining two individual item measures.

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.

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 30 respondents are denoted with a cross (**+**). Caution should be exercised when interpreting results for those measures with fewer than 30 respondents. For additional information, please refer to the Rates and Proportions section in the Reader's Guide starting on page 3-6.

County Comparisons

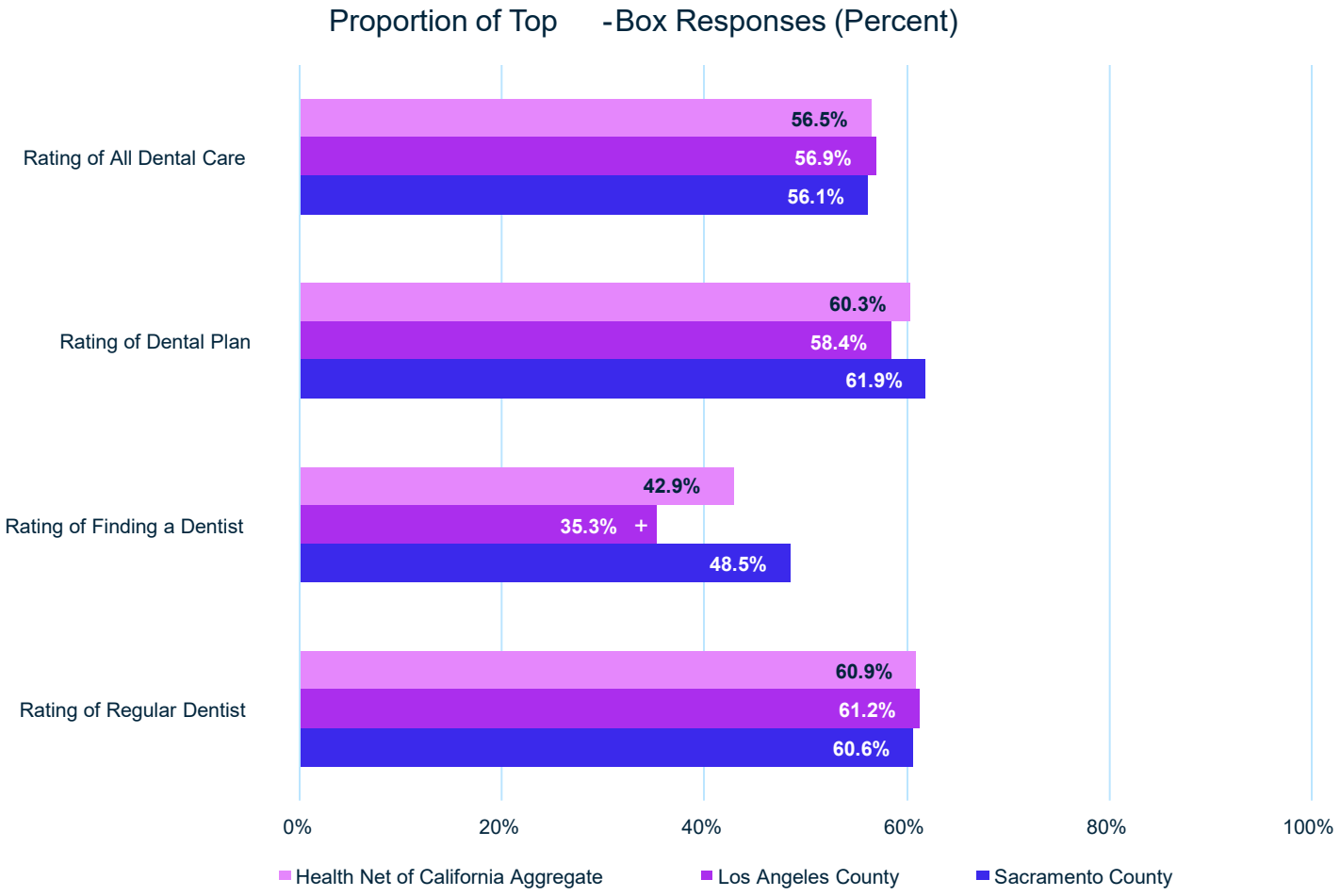
In order to identify performance differences in member satisfaction between the two counties, the counties' top-box rates for each measure were compared to one another using standard tests for statistical significance. Statistically significant differences are noted in the figures by arrows. If the county 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. Scores with fewer than 30 respondents are denoted with a cross (**+**). Caution should be exercised when interpreting results for those measures with fewer than 30 respondents. [1-2]

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

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 2024 top-box rates for each of the global ratings for the Health Net of California aggregate, Los Angeles County, and Sacramento County.

Table 4-1 – Global Ratings: 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.*

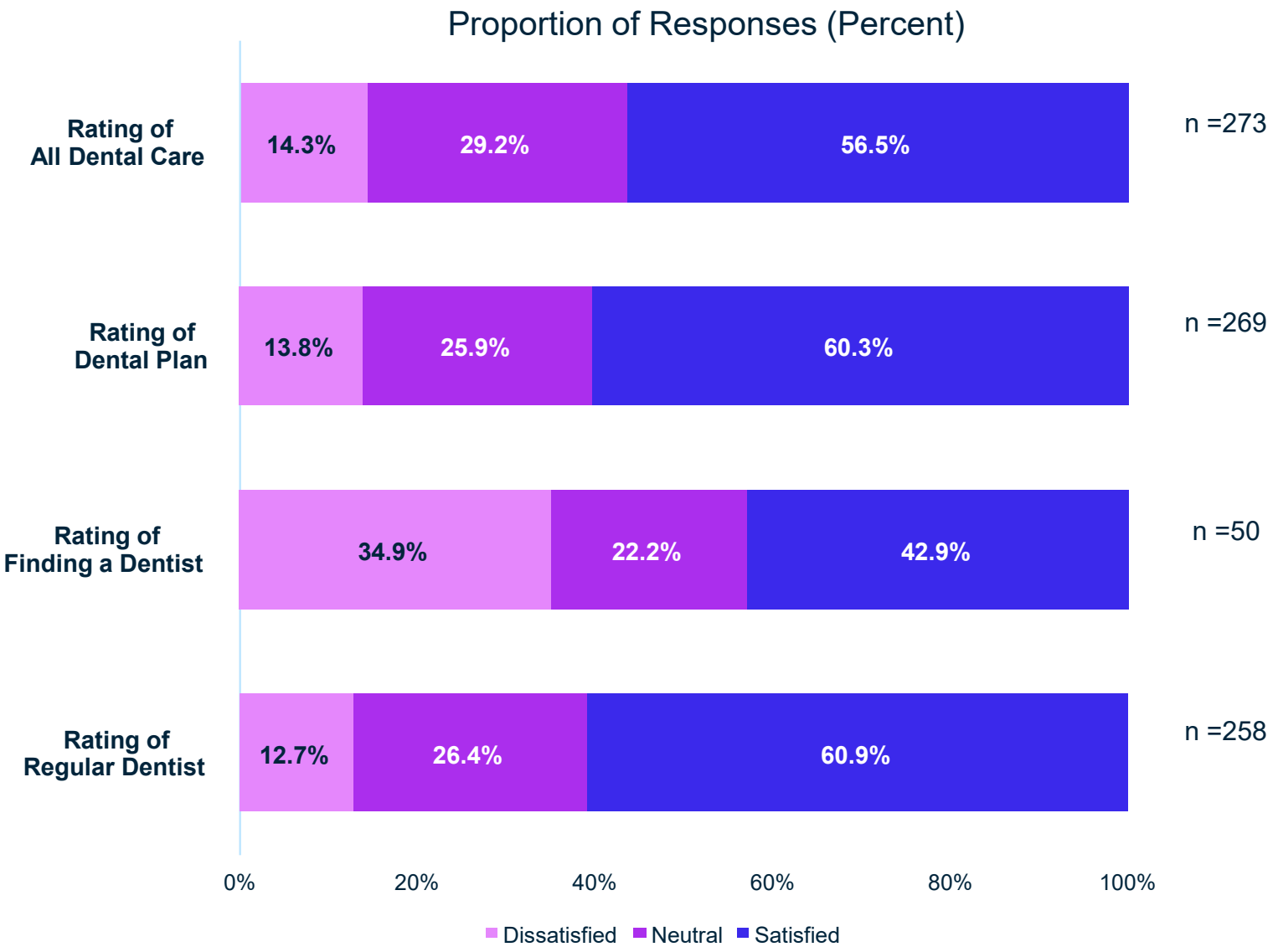
\+ indicates small sample size

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 Health Net of California's aggregate scores.

Figure 4-2 – Global Ratings: Proportion of Responses

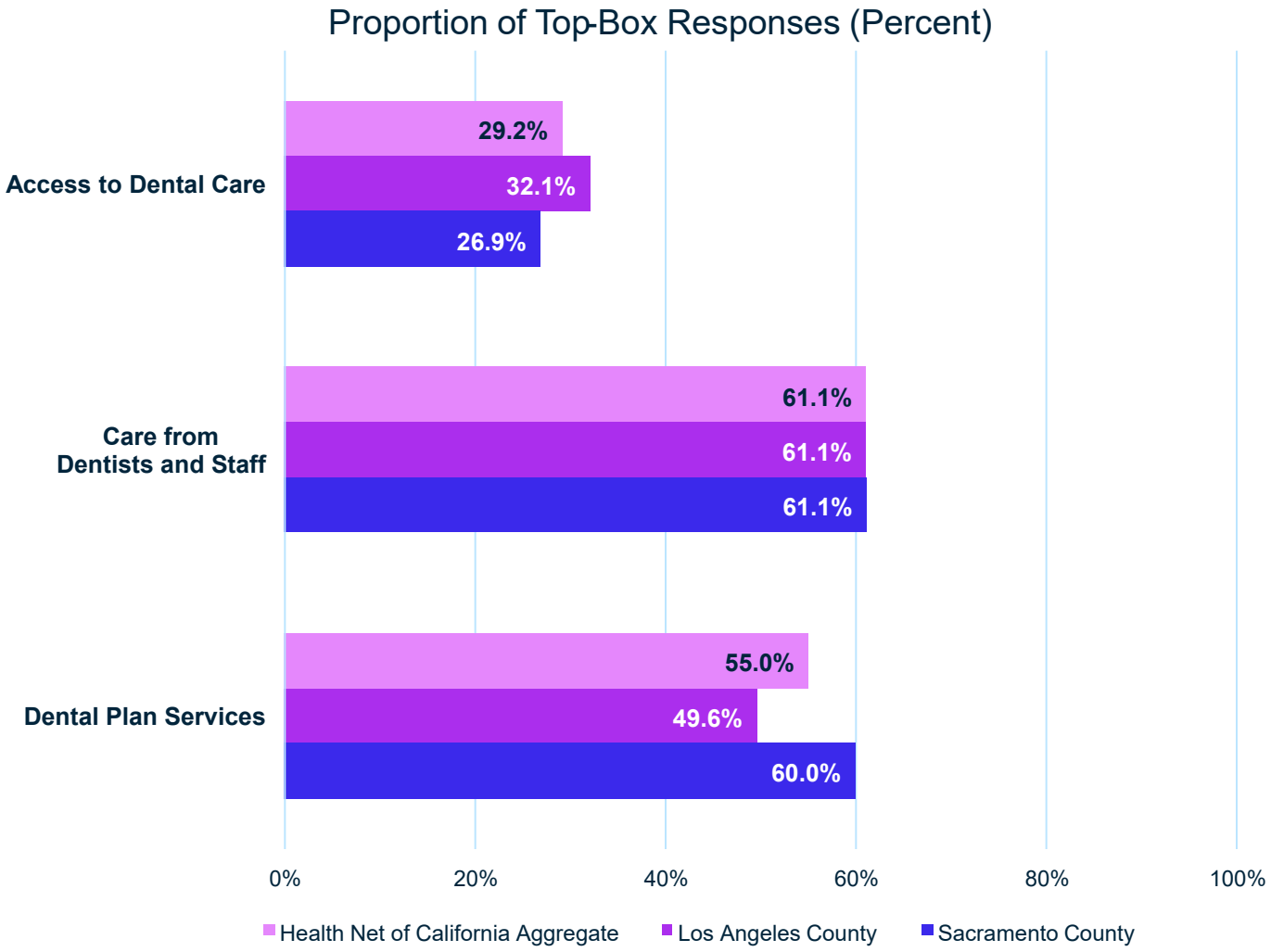


Statistical Significance Note: ▲ / ▼ *indicates significant difference from the previous period*

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 2024 top-box rates for the composite measures for the Health Net of California aggregate, Los Angeles County, and Sacramento County.

Figure 4-3 – Composite Measures: Top-Box Rates



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

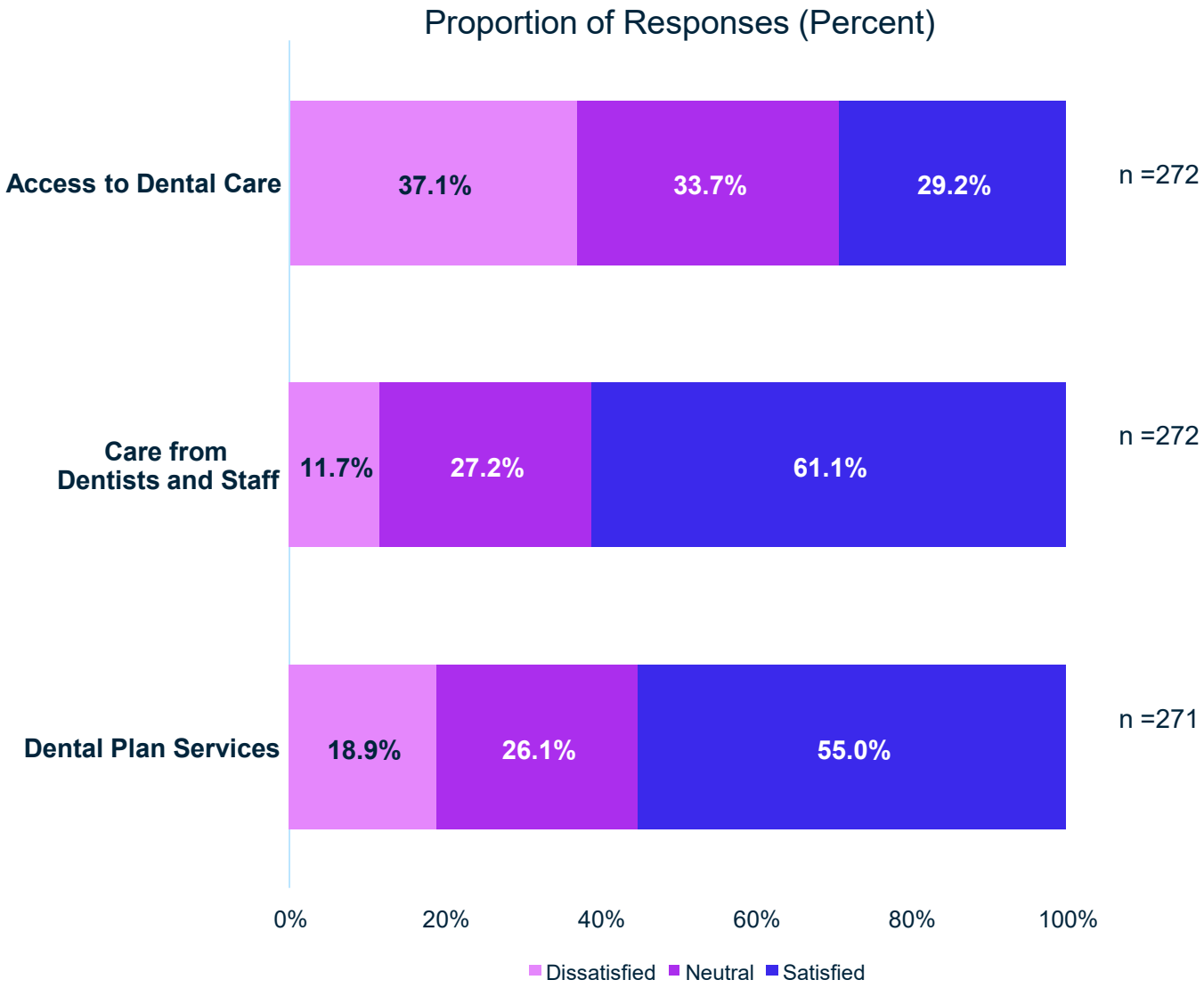
↓ *indicates the county's score is statistically significantly lower than the comparative county.*

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 Health Net of California's aggregate scores.

Figure 4-4 – Composite Measures: Proportion of Responses

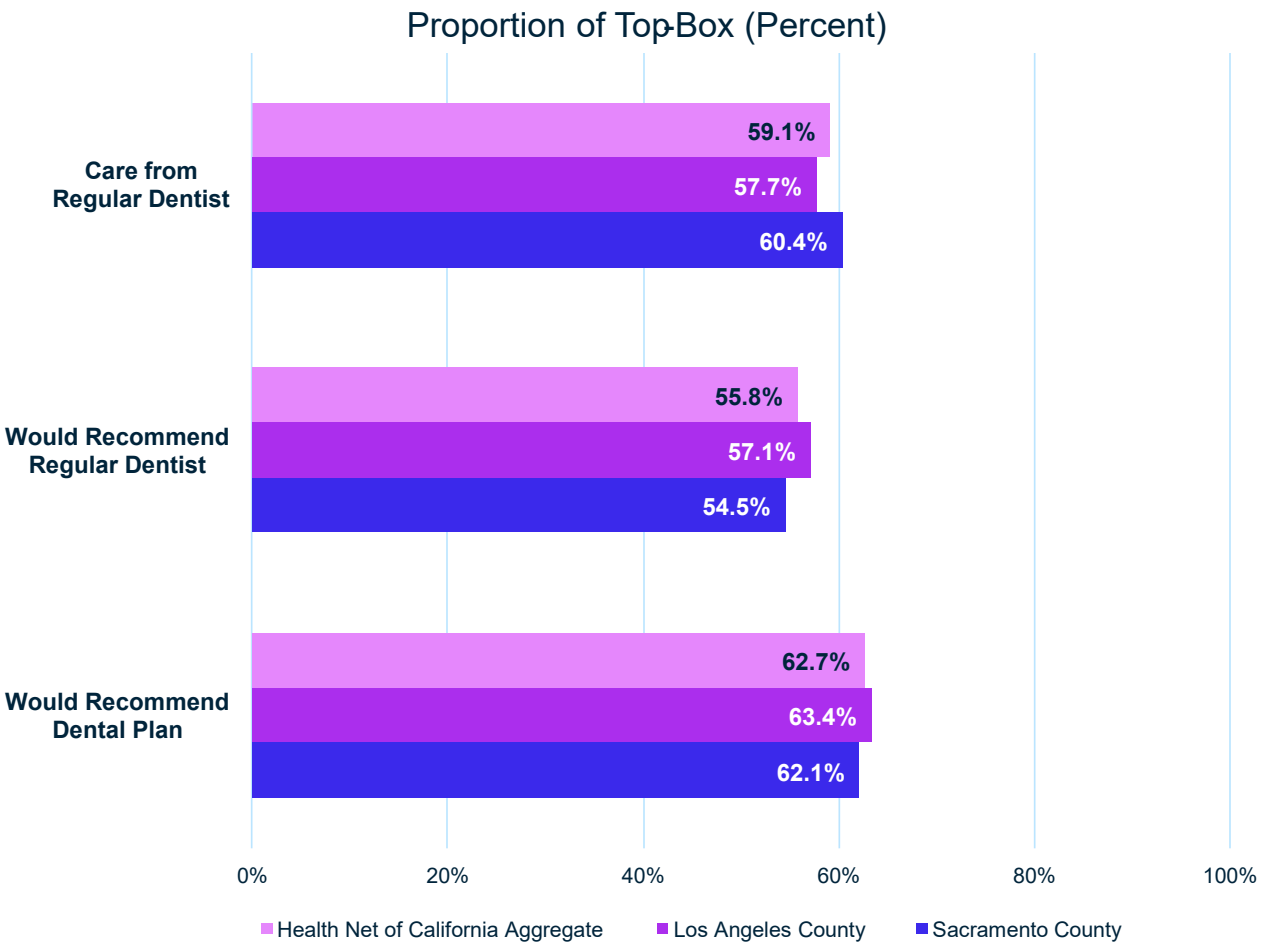


Statistical Significance Note: ▲ / ▼ *indicates significant difference from the previous period*

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 2024 top-box rates for the individual item measures for the Health Net of California aggregate, Los Angeles County, and Sacramento County.

Figure 4-5 – Individual Item Measures: Top-Box Rates



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

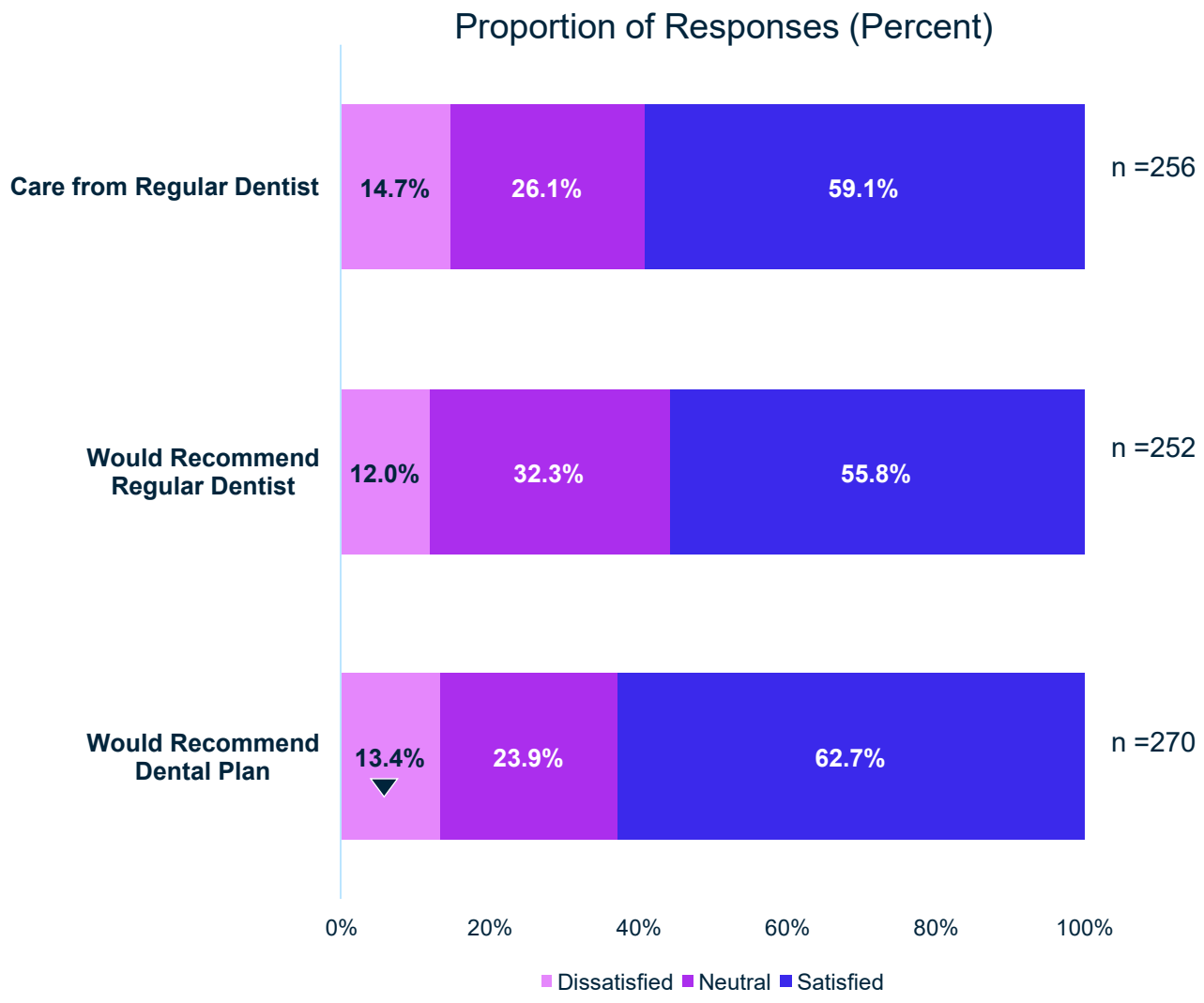
↓ *indicates the county's score is statistically significantly lower than the comparative county.*

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

- Responses of "Never/Sometimes" or "Definitely No/Somewhat No" or 0 to 6 were classified as **Dissatisfied**.
- Responses of "Usually" or "Probably Yes" or 7 to 8 were classified as **Neutral**.
- Responses of "Always" or "Definitely Yes" or 9 to 10 were classified as **Satisfied**.

Figure 4-6 shows the proportion of respondents for each response category for Health Net of California's aggregate scores.

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



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

Trend Analysis

Statistically significant differences are noted with directional triangles. Scores that were statistically significantly higher in the previous period are noted with upward (▲) triangles. Scores that were statistically significantly lower than previous period are noted with downward (▼) triangles. Scores that were not statistically significantly different from the previous period are not noted with triangles.

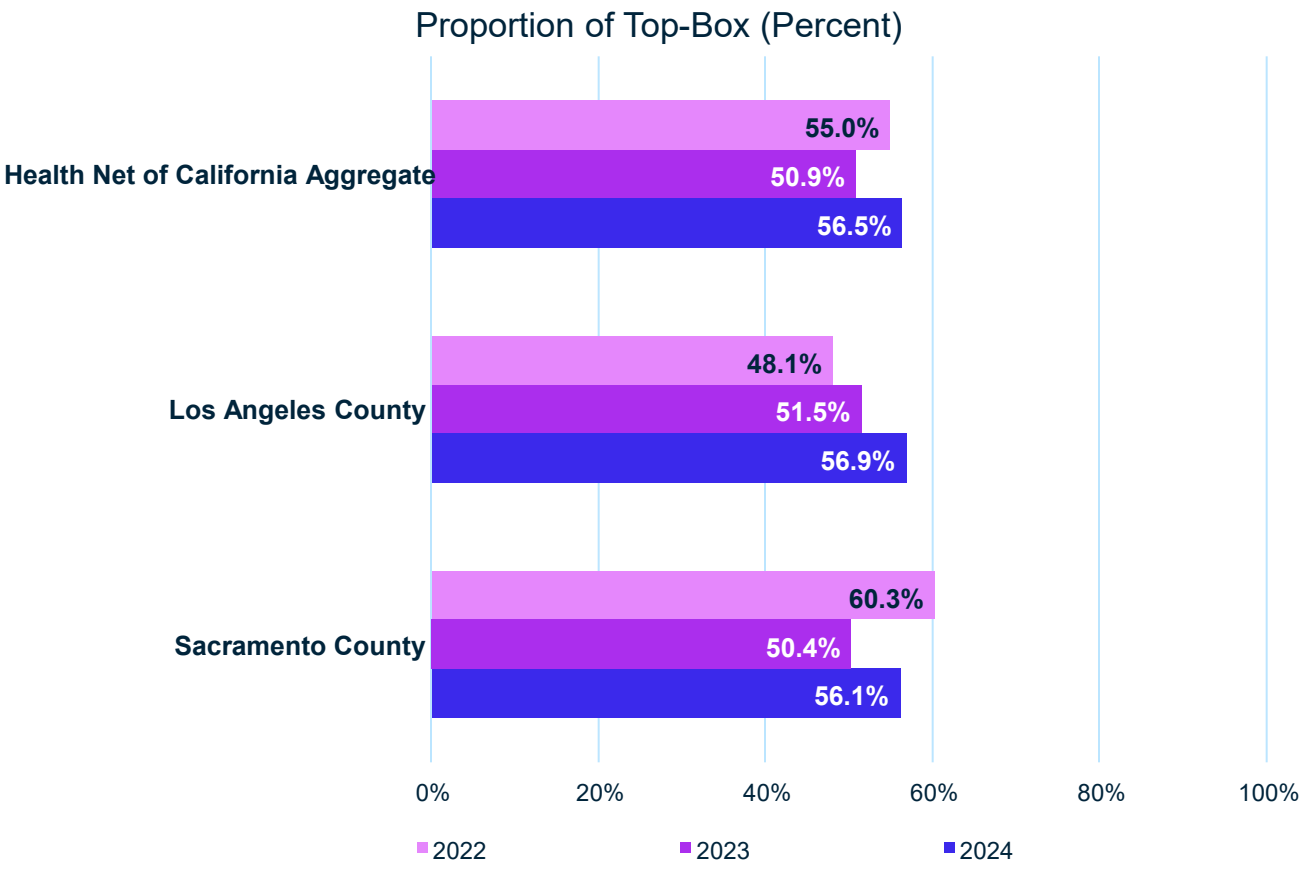
Global Ratings

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 2022, 2023 and 2024 Rating of All Dental Care top-box rates for the Health Net of California aggregate, Los Angeles County, and Sacramento County.

Figure 4-7 – Rating of All Dental Care: Top-Box Rates

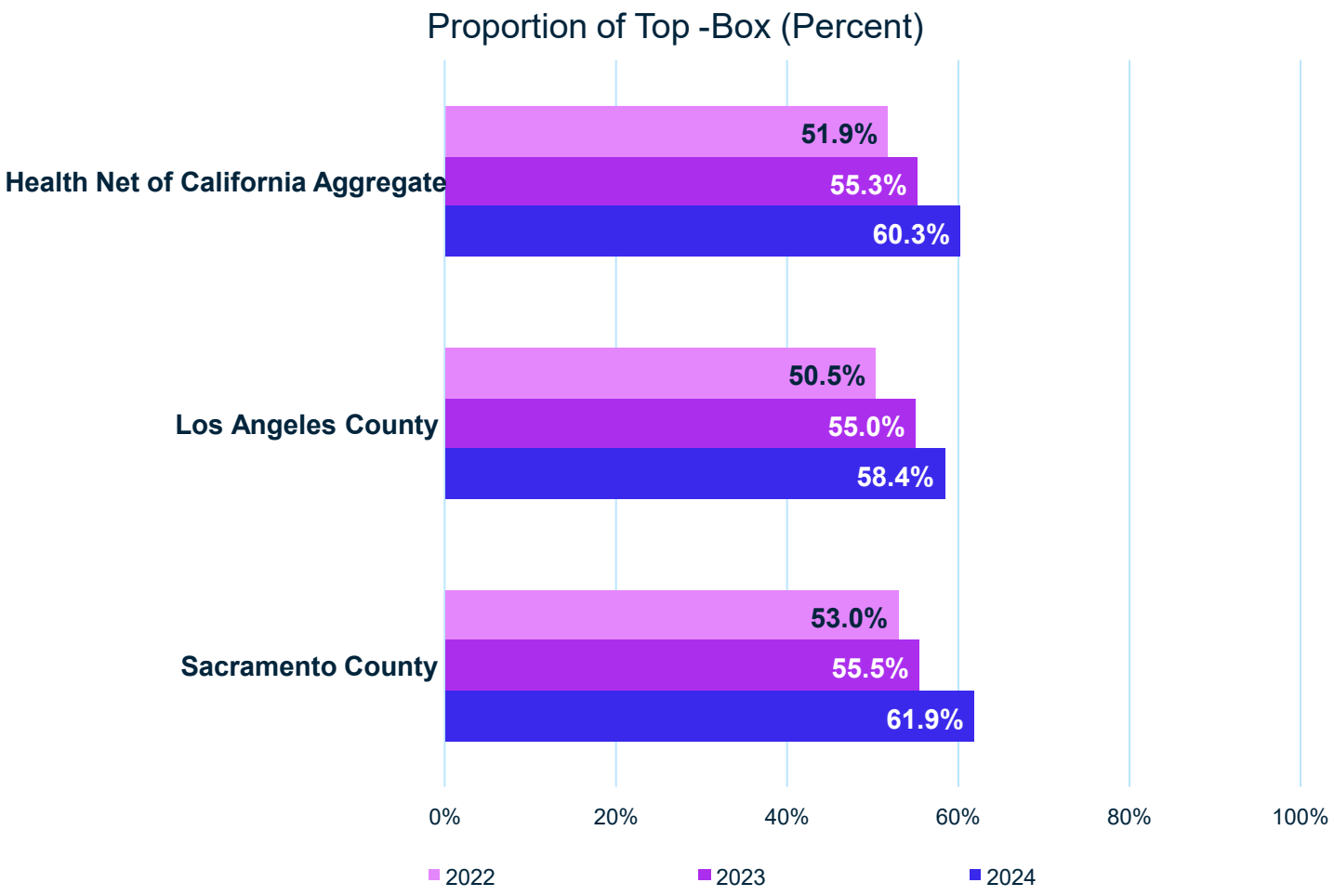


Statistical Significance Note: ▲ / ▼ *indicates significant difference from the previous period*

Rating of Dental Plan

Figure 4-8 shows the 2022, 2023 and 2024 Rating of Dental Plan top-box rates for the Health Net of California aggregate, Los Angeles County, and Sacramento County.

Figure 4-8 – Rating of Dental Plan: Top-Box Rates

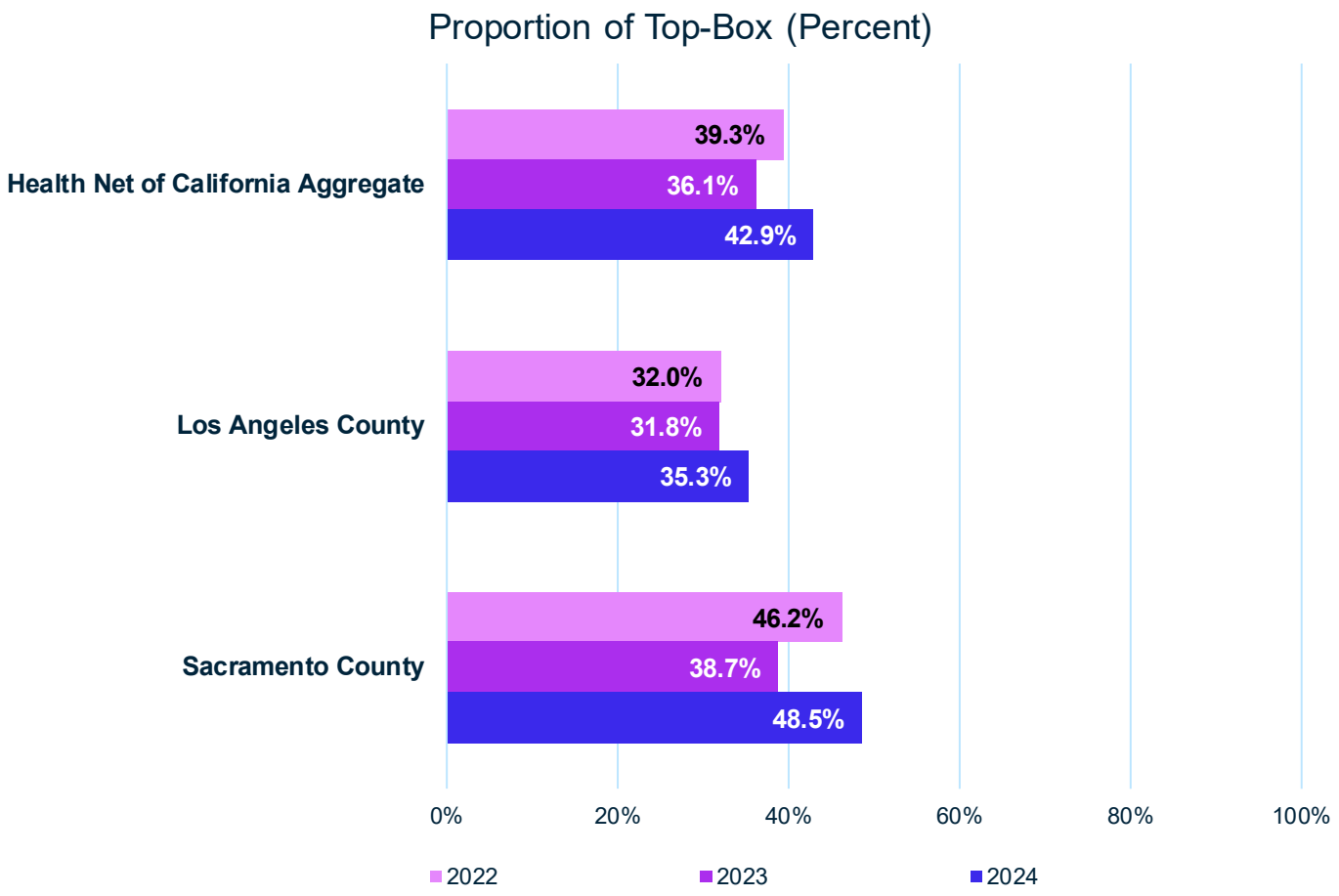


Statistical Significance Note: ▲ / ▼ *indicates significant difference from the previous period*

Rating of Finding a Dentist

Figure 4-9 shows the 2022, 2023 and 2024 Rating of Finding a Dentist top-box rates for the Health Net of California aggregate, Los Angeles County, and Sacramento County.

Figure 4-9 - Rating of Finding a Dentist: Top-Box Rates

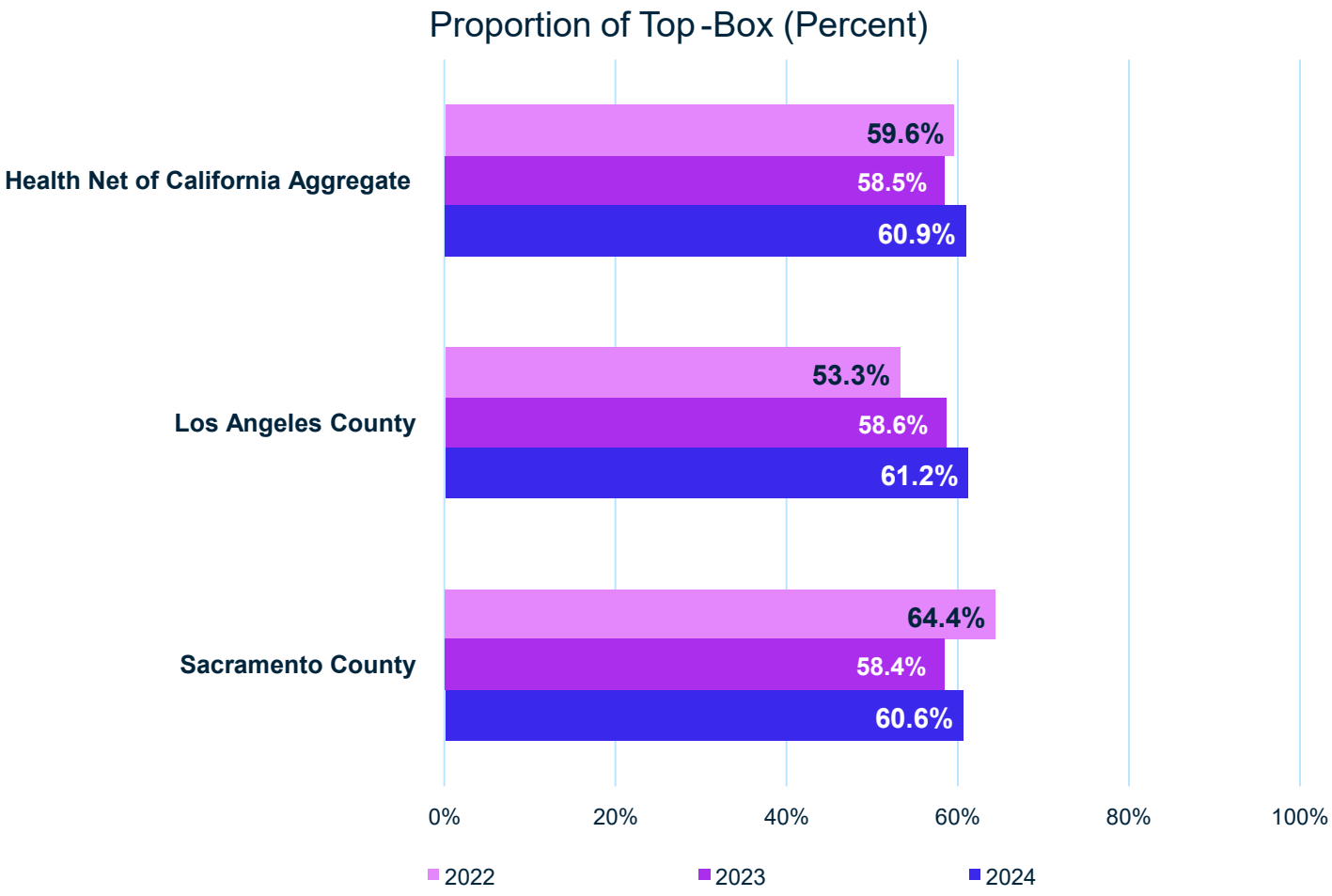


Statistical Significance Note: ▲ / ▼ *indicates significant difference from the previous period*

Rating of Regular Dentist

Figure 4-10 shows the 2022, 2023 and 2024 Rating of Regular Dentist top-box rates for the Health Net of California aggregate, Los Angeles County, and Sacramento County.

Figure 4-10 - Rating of Regular Dentist: Top-Box Rates



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

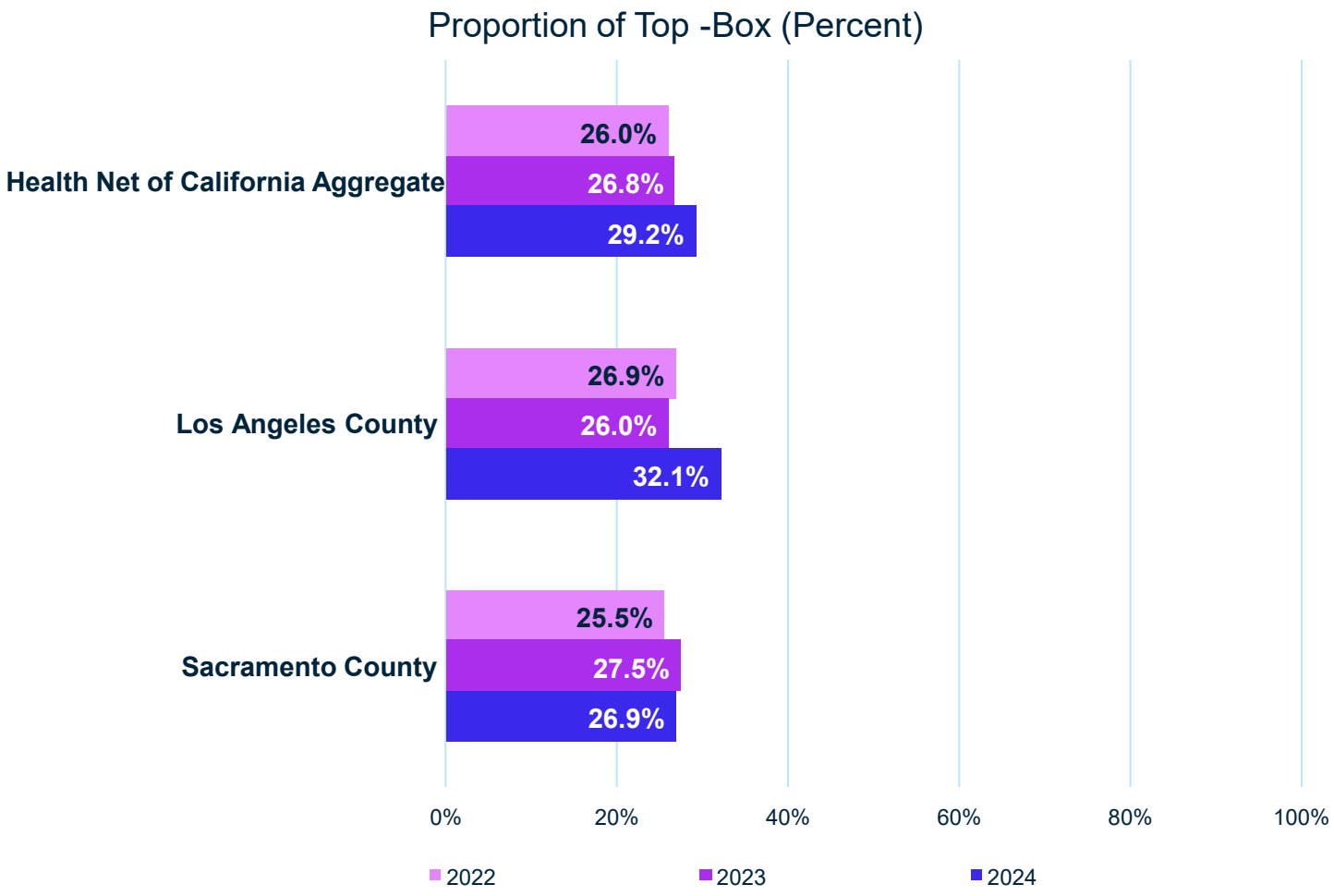
Composite Measures

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 2022, 2023 and 2024 Access to Dental Care top-box rates for the Health Net of California aggregate, Los Angeles County, and Sacramento County.

Figure 4-11 – Access to Dental Care: Top-Box Rates

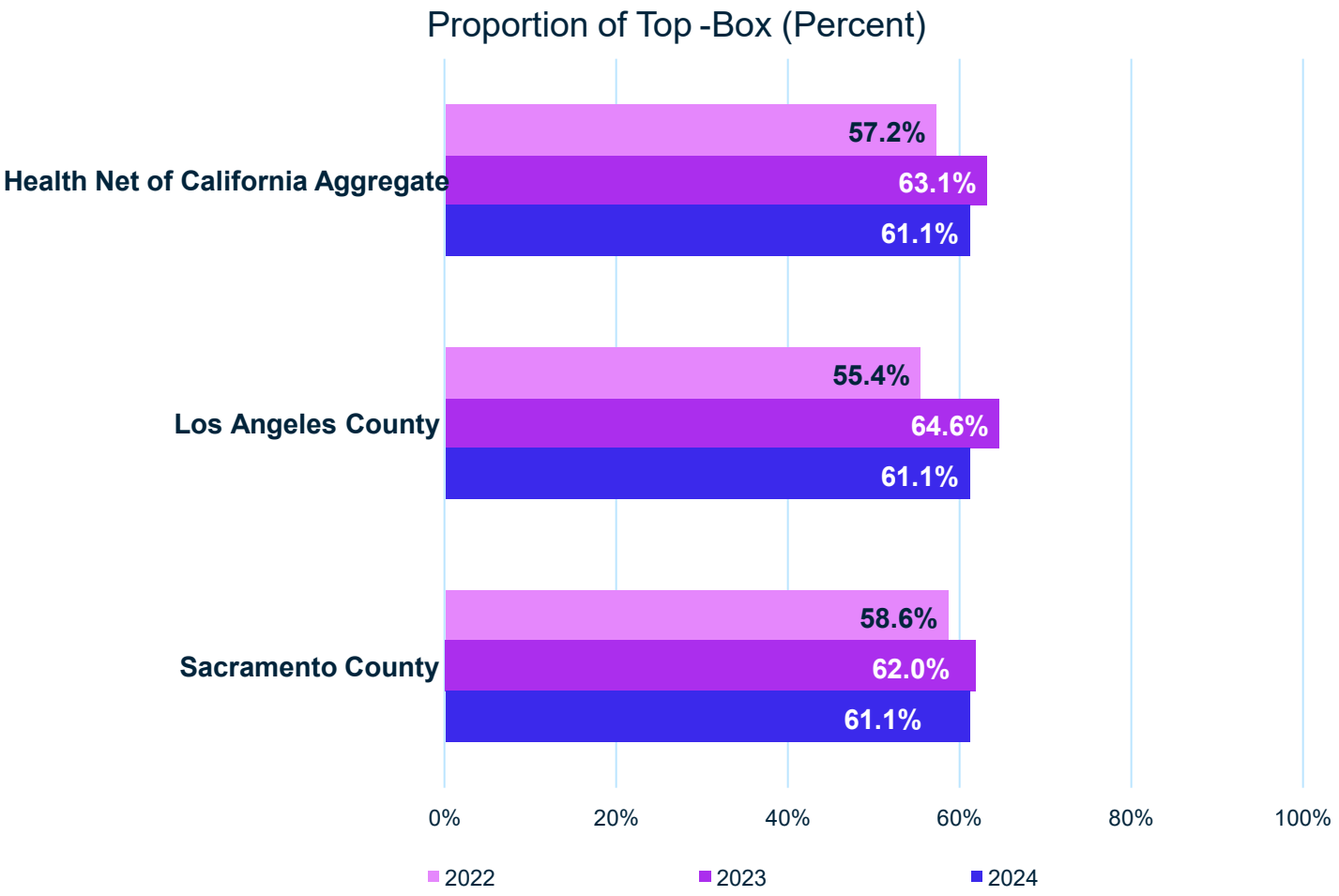


Statistical Significance Note: ▲ / ▼ *indicates significant difference from the previous period*

Care from Dentists and Staff

Figure 4-12 shows the 2022, 2023 and 2024 Care from Dentists and Staff top-box rates for the Health Net of California aggregate, Los Angeles County, and Sacramento County.

Figure 4-12 – Care from Dentists and Staff: Top-Box Rates

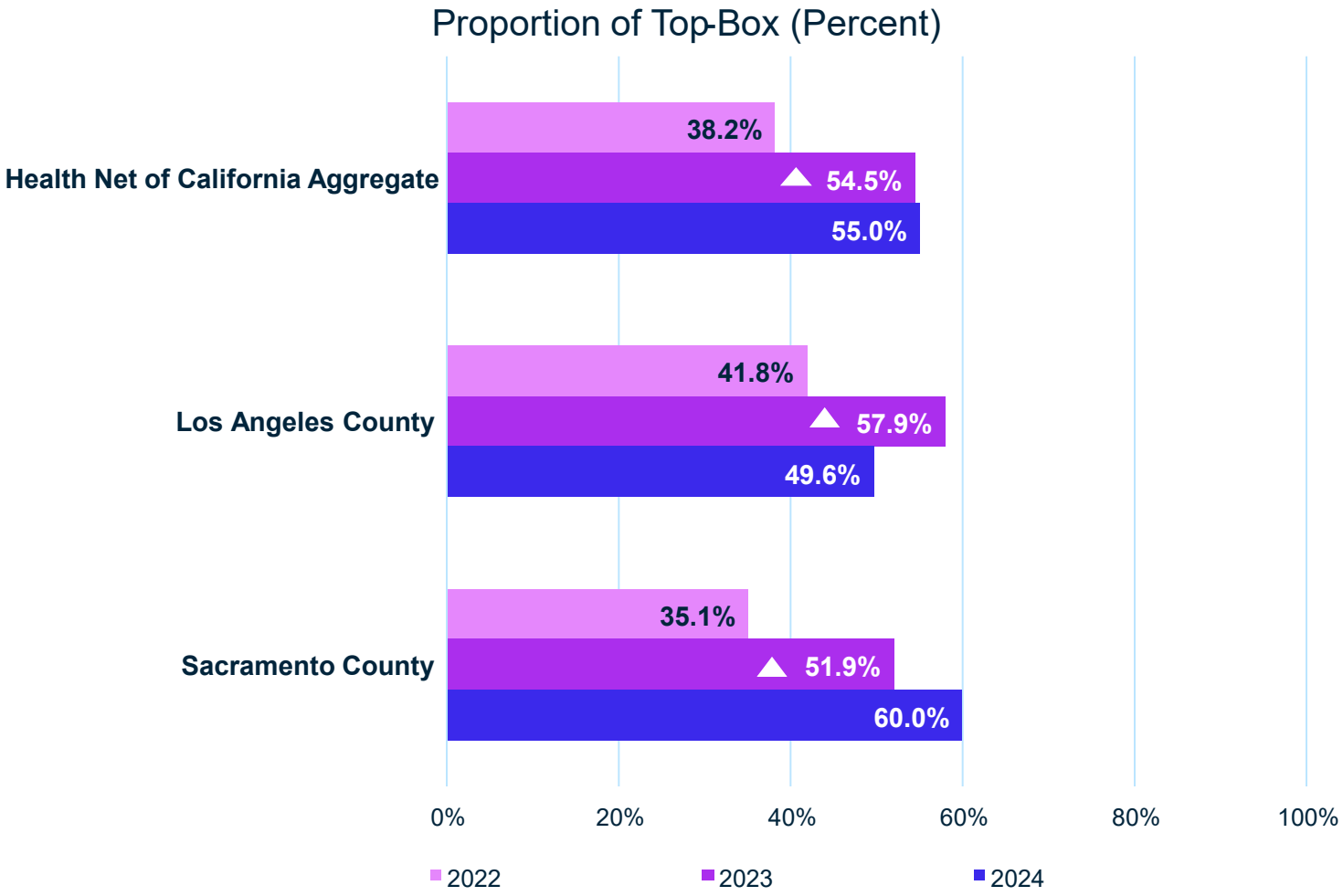


Statistical Significance Note: ▲ / ▼ *indicates significant difference from the previous period*

Dental Plan Services

Figure 4-13 shows the 2022, 2023 and 2024 Dental Plan Services top-box rates for the Health Net of California aggregate, Los Angeles County, and Sacramento County.

Figure 4-13 – Dental Plan Services: Top-Box Rates



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

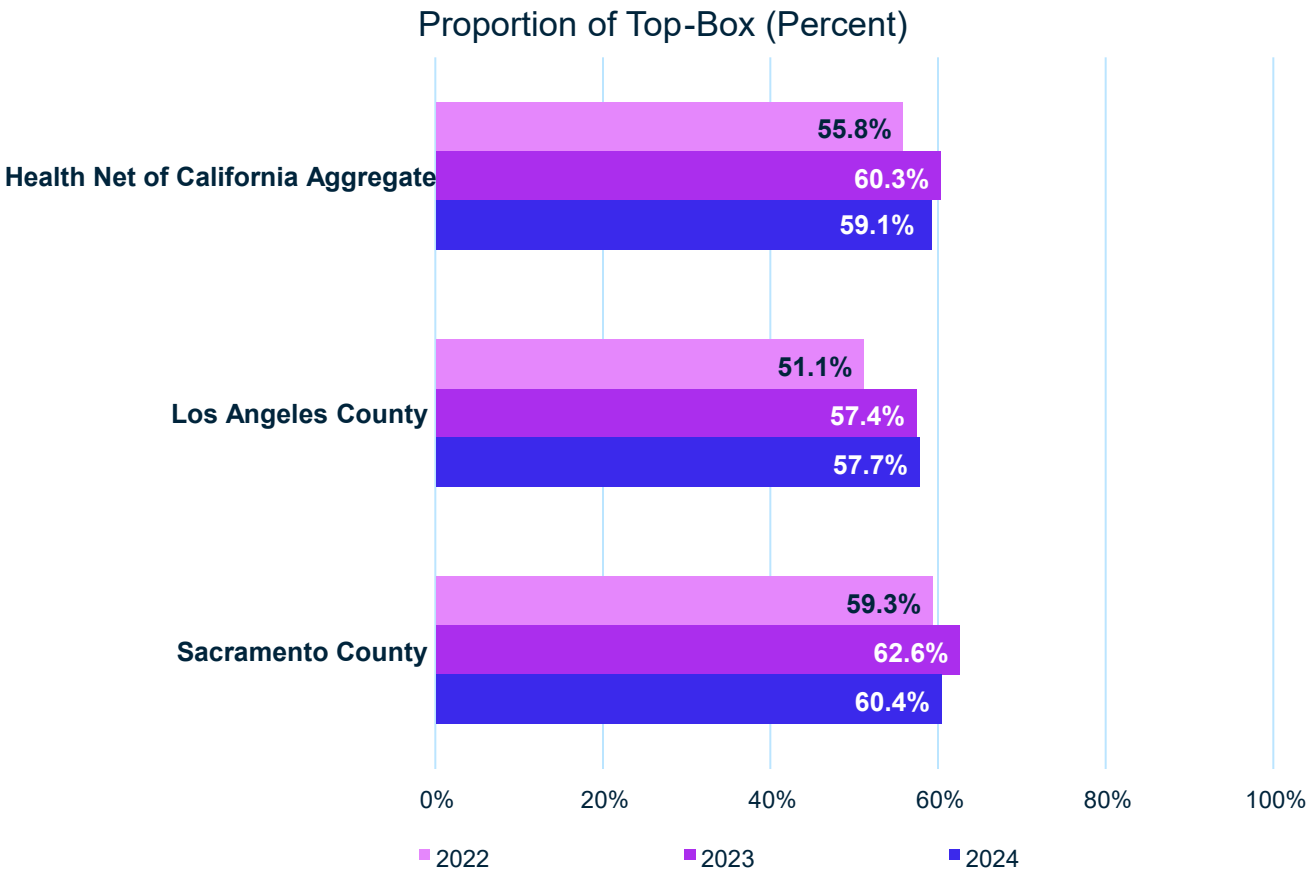
Individual Item Measures

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 2022, 2023 and 2024 Care from Regular Dentist top-box rates for the Health Net of California aggregate, Los Angeles County, and Sacramento County.

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

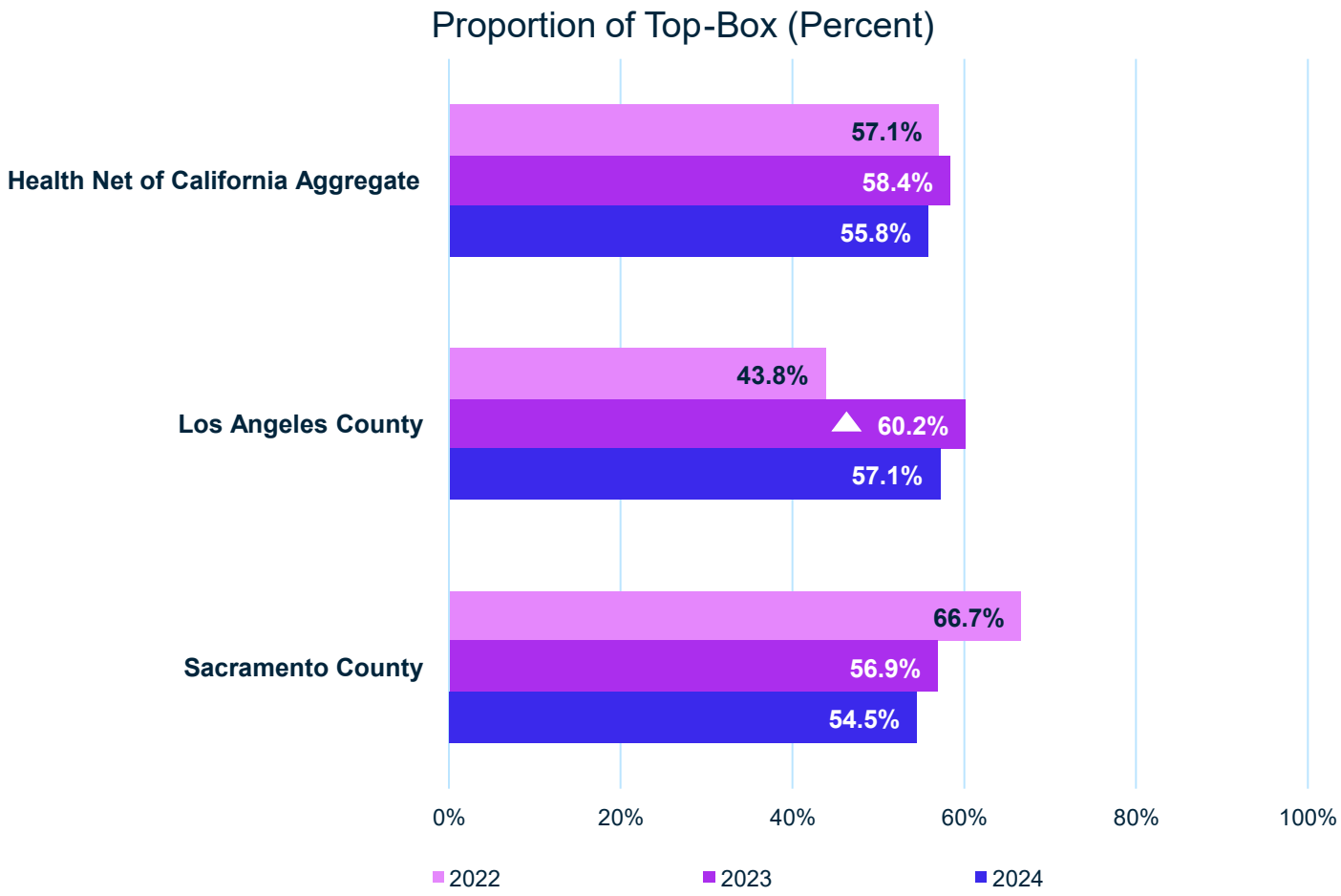


Statistical Significance Note: ▲ / ▼ *indicates significant difference from the previous period*

Would Recommend Regular Dentist

Figure 4-15 shows the 2022, 2023 and 2024 Would Recommend Regular Dentist top-box rates for the Health Net of California aggregate, Los Angeles County, and Sacramento County.

Figure 4-15 – Would Recommend Regular Dentist: Top-Box Rates

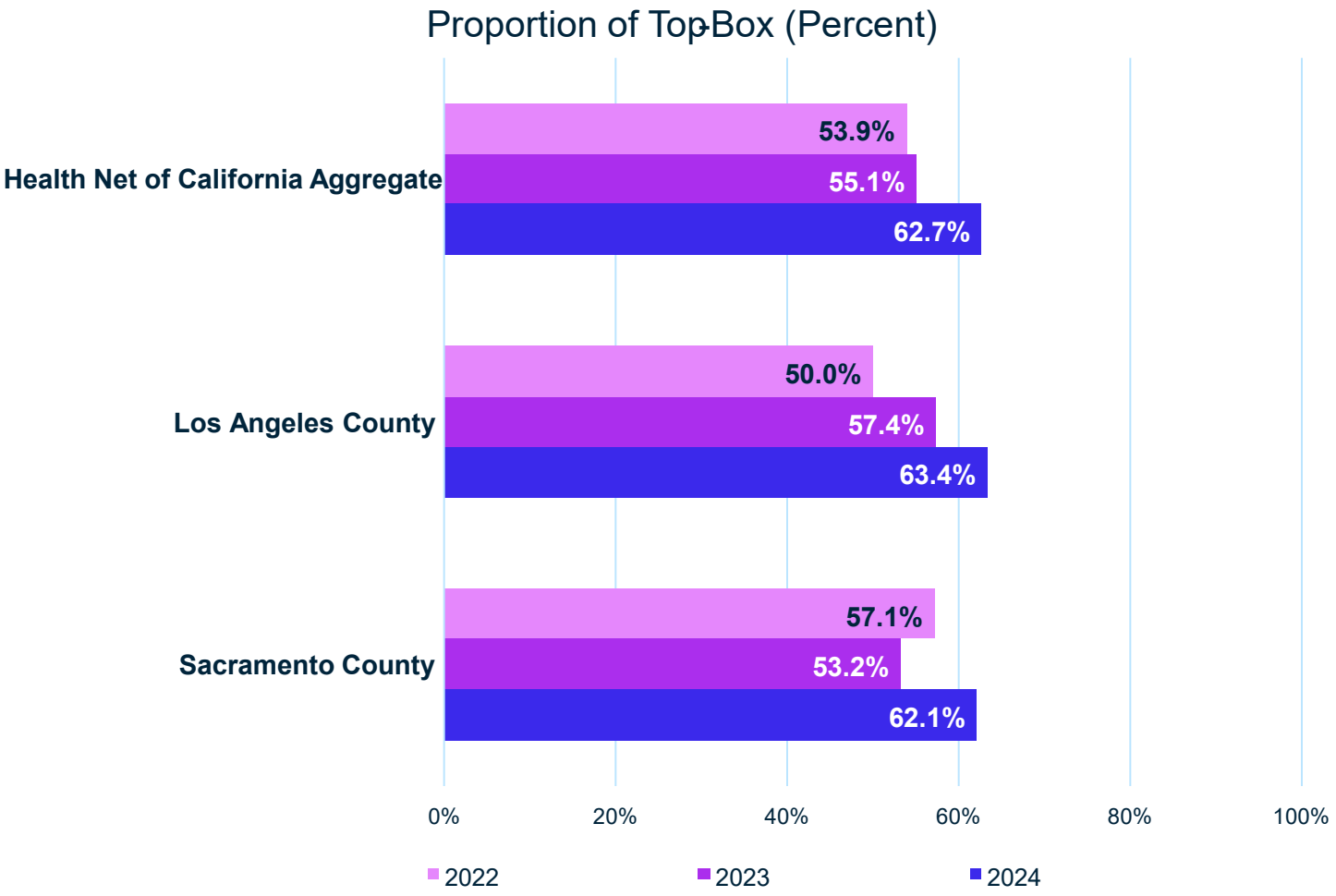


Statistical Significance Note: ▲ / ▼ *indicates significant difference from the previous period*

Would Recommend Dental Plan

Figure 4-16 shows the 2022, 2023 and 2024 Would Recommend Dental Plan top-box rates for the Health Net of California aggregate, Los Angeles County, and Sacramento County.

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



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

Key Drivers of Satisfaction

Press Ganey 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 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=273). 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…	**CALL TO ACTION**. 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 **MAINTAIN PERFORMANCE** 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…	**CONSIDER INVESTING** 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…	**NO ACTION REQUIRED** in this area. Most are satisfied and the issue has little bearing on the overall measure.

Table 5-2 – Recommendations

Rating of 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
Q12 Overall care provided by regular dentist	CALL TO ACTION
Q7 Listen carefully to you	CALL TO ACTION
Q15 Help your child feel as comfortable as possible during dental work	CALL TO ACTION
Q16 Explain what they were doing while treating your child	CALL TO ACTION
Q23 Plan covered all of the services you thought were covered	CALL TO ACTION
Q8 Dentist treat you with courtesy and respect	CALL TO ACTION
Q32 Customer service gave you the information or help you needed	MAINTAIN PERFORMANCE
Q27B Web site number provide the information about your child's dental plan	MAINTAIN PERFORMANCE
Q27C Written materials provide the information about your child's dental plan	MAINTAIN PERFORMANCE

Would Recommend Dental Plan	
Q24 Child's dental plan met all dental needs	CALL TO ACTION
Q12 Overall care provided by regular dentist	CALL TO ACTION
Q15 Help your child feel as comfortable as possible during dental work	CALL TO ACTION
Q25 Plan covered what your child needed to get done	CALL TO ACTION
Q16 Explain what they were doing while treating your child	CALL TO ACTION
Q7 Listen carefully to you	CALL TO ACTION
Q23 Plan covered all of the services you thought were covered	CALL TO ACTION
Q32 Customer service gave you the information or help you needed	MAINTAIN PERFORMANCE
Q29 Information helped to find a dentist	MAINTAIN PERFORMANCE
Q27B Web site number provide the information about your child's dental plan	MAINTAIN PERFORMANCE
Q27C Written materials provide the information about your child's dental plan	MAINTAIN PERFORMANCE

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

Rating of Dental Plan	Correlations	Room for Improvement
Q32 Customer service gave you the information or help you needed	0.693	13%
Q25 Plan covered what your child needed to get done	0.628	35%
Q27B Web site number provide the information about your child's dental plan	0.615	9%
Q24 Child's dental plan met all dental needs	0.610	36%
Q27C Written materials provide the information about your child's dental plan	0.583	9%
Q12 Overall care provided by regular dentist	0.577	39%
Q7 Listen carefully to you	0.561	39%
Q15 Help your child feel as comfortable as possible during dental work	0.557	39%
Q16 Explain what they were doing while treating your child	0.525	36%
Q23 Plan covered all of the services you thought were covered	0.505	35%
Q8 Dentist treat you with courtesy and respect	0.494	26%
Q10 Explain things in a way that was easy for your child to understand	0.487	24%
Q6 Explain things in a way that was easy to understand	0.483	40%
Q29 Information helped to find a dentist	0.481	7%
Q27A Toll-free number provide the information about your child's dental plan	0.469	11%
Q17 Were dental appointments as soon as you wanted	0.452	56%
Q33 Customer service staff treated you with courtesy and respect	0.449	10%
Q11 Regular dentist spent enough time with your child	0.441	50%
Q19 Get an appointment as soon as you wanted	0.387	31%
Q20 Have to spend more than 15 minutes in the waiting room	0.298	69%
Q18 Your child got to see a dentist as soon as you wanted	0.265	23%
Q21 Did someone tell you why there was a delay or how long it would be	0.211	59%

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=273). 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
Q32 Customer service gave you the information or help you needed	0.625	13%
Q24 Child's dental plan met all dental needs	0.609	36%
Q29 Information helped to find a dentist	0.580	7%
Q12 Overall care provided by regular dentist	0.574	39%
Q15 Help your child feel as comfortable as possible during dental work	0.568	39%
Q25 Plan covered what your child needed to get done	0.566	35%
Q27B Web site number provide the information about your child's dental plan	0.561	9%
Q16 Explain what they were doing while treating your child	0.531	36%
Q27C Written materials provide the information about your child's dental plan	0.529	9%
Q7 Listen carefully to you	0.517	39%
Q23 Plan covered all of the services you thought were covered	0.497	35%
Q8 Dentist treat you with courtesy and respect	0.484	26%
Q10 Explain things in a way that was easy for your child to understand	0.474	24%
Q6 Explain things in a way that was easy to understand	0.443	40%
Q11 Regular dentist spent enough time with your child	0.441	50%
Q33 Customer service staff treated you with courtesy and respect	0.433	10%
Q17 Were dental appointments as soon as you wanted	0.425	56%
Q19 Get an appointment as soon as you wanted	0.410	31%
Q27A Toll-free number provide the information about your child's dental plan	0.386	11%
Q18 Your child got to see a dentist as soon as you wanted	0.317	23%
Q20 Have to spend more than 15 minutes in the waiting room	0.287	69%
Q21 Did someone tell you why there was a delay or how long it would be	0.186	59%

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=273). 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 Health Net of California child Medicaid members.

health net

CAHPS® Dental Plan Survey

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 an arrow with a note that tells you what question to answer next, like this:

☒ Yes → *If Yes, Go to Question 1*
☐ No

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 1-800-588-1659.

1. Our records show that your child is now in Health Net.

Is that right?

☐ Yes → *If Yes, Go to Question 3*
☐ No

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?

☐ Yes
☐ No → ***If 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?

☐ Yes
☐ No → ***If No, Go to Question 15***

5. Has your child seen their regular dentist in the last 12 months?

☐ Yes
☐ 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?

☐ 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

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

- ☐ Yes
- ☐ No → ***If 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 <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

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

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	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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

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 with their 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?**

- ☐ 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

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?

- ☐ My child did not have a dental emergency in the last 12 months
- ☐ Definitely yes
- ☐ Somewhat yes
- ☐ Somewhat no
- ☐ 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?

- ☐ I did not try to get an appointment with a specialist dentist for my child in the last 12 months
- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ 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?

- ☐ Never → ***Go to Question 22***
- ☐ 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

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	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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?

- ☐ 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

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?**

- ☐ Yes
- ☐ No → ***If 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	☐	☐	☐	☐	☐
b. Web site	☐	☐	☐	☐	☐
c. Written materials	☐	☐	☐	☐	☐

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?**

- ☐ Yes
- ☐ No → ***If No, Go to Question 31***

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

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
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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

- ☐ Yes
- ☐ No → ***If 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?**

- ☐ 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

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
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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 ☐

ABOUT YOUR CHILD AND YOU

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

- ☐ Excellent
- ☐ Very Good
- ☐ Good
- ☐ Fair
- ☐ Poor

37. What is your child's age?

- ☐ Less than 1 year old
- ☐☐ years old (*write in*)

38. Is your child male or female?

- ☐ Male
- ☐ Female

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

- ☐ Yes, Hispanic or Latino
- ☐ No, Not Hispanic or Latino

40. What is your child's race? (*Please mark one or more*).

- ☐ White
- ☐ Black or African-American
- ☐ Asian
- ☐ Native Hawaiian or other Pacific Islander
- ☐ American Indian or Alaska Native
- ☐ Other

41. What is your age?

- ☐ Under 18
- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 to 74
- ☐ 75 or older

42. Are you male or female?

- ☐ Male
- ☐ Female

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

- ☐ 8th grade or less
- ☐ Some high school, but did not graduate
- ☐ High school graduate or GED
- ☐ Some college or 2-year degree
- ☐ 4-year college graduate
- ☐ More than 4-year college degree

44. How are you related to the child?

- ☐ Mother or father
- ☐ Grandparent
- ☐ Aunt or uncle
- ☐ Older brother or sister
- ☐ Other relative
- ☐ Legal guardian
- ☐ Someone else

45. Did someone help you complete this survey?

- ☐ Yes
- ☐ No → ***Thank you. Please return the completed survey in the postage-paid envelope.***

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

- ☐ Read the questions to me
- ☐ Wrote down the answers I gave
- ☐ Answered the questions for me
- ☐ Translated the questions into my language
- ☐ Helped in some other way

Thank you for participating in our survey!
Please mail the survey back in the enclosed postage-paid, self-addressed reply envelope or send to:
Press Ganey • P.O. Box 7313
South Bend, IN 46699-0457