

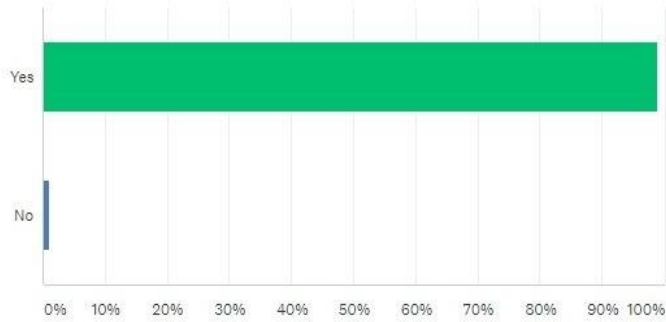


# Texas Medicaid Dental Maintenance Organization Annual Survey 2020 Results

## Question 1.

I am a dentist enrolled with Texas Medicaid.

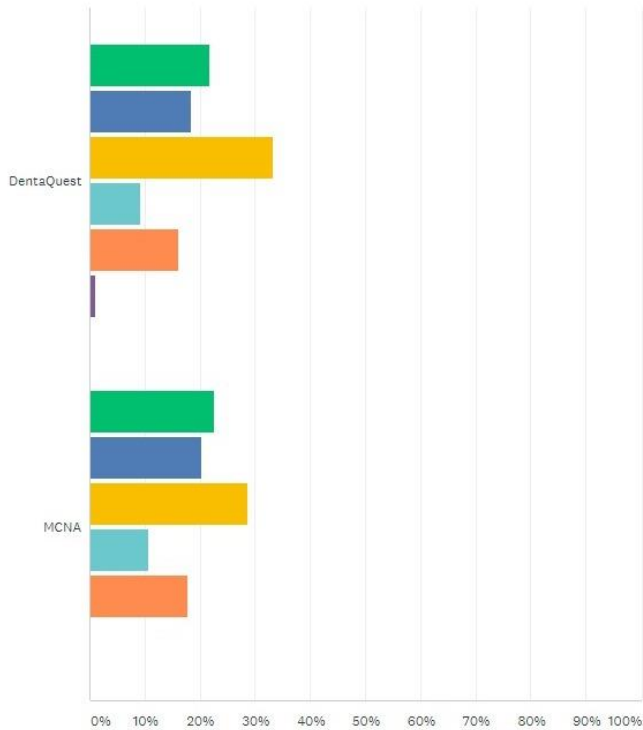
Answered: 91 Skipped: 0



## Question 2.

How do you rate the performance of MCNA and Dentaquest today as compared to last year?

Answered: 89 Skipped: 2

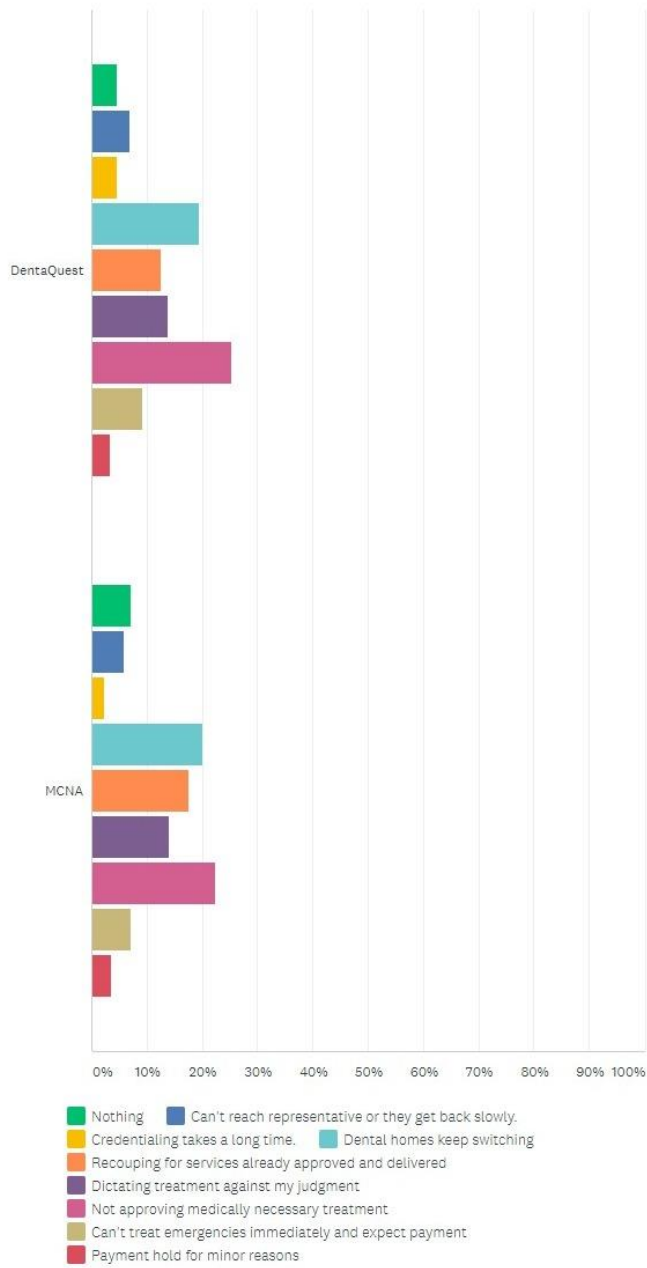


Still terrible    Lots of difficulties still encountered  
There was some improvement but still not satisfied  
Now satisfied with performance    Still satisfied    Excellent

### Question 3.

Which problems do you STILL have with them?

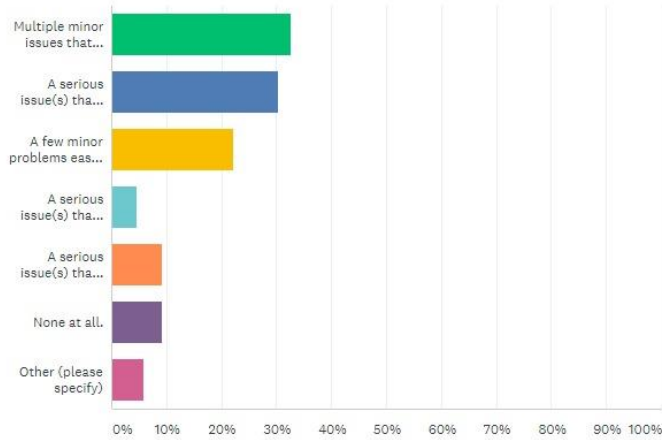
Answered: 89 Skipped: 2



Question 4.

AS OF TODAY, I would characterize my problems with MCNA as:

Answered: 86 Skipped: 5

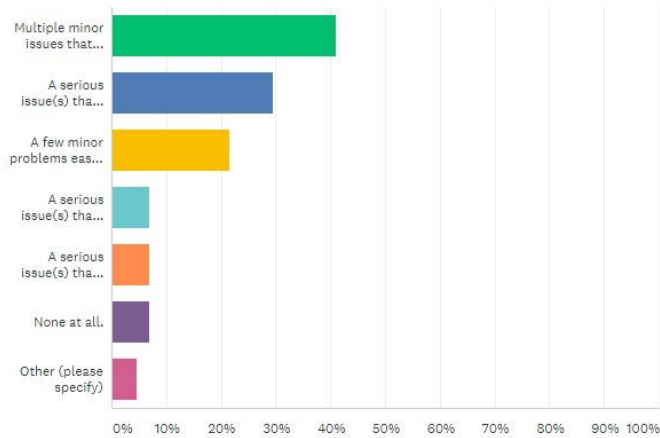


ANSWER CHOICES	RESPONSES
Multiple minor issues that don't get resolved and keep recurring.	32.56% 28
A serious issue(s) that I cannot get resolved and is still outstanding.	30.23% 26
A few minor problems easily resolved with the company.	22.09% 19
A serious issue(s) that was eventually resolved to my satisfaction.	4.65% 4
A serious issue(s) that was resolved but not to my satisfaction.	9.30% 8
None at all.	9.30% 8

Question 5.

AS OF TODAY, I would characterize my problems with DentaQuest as:

Answered: 88 Skipped: 3

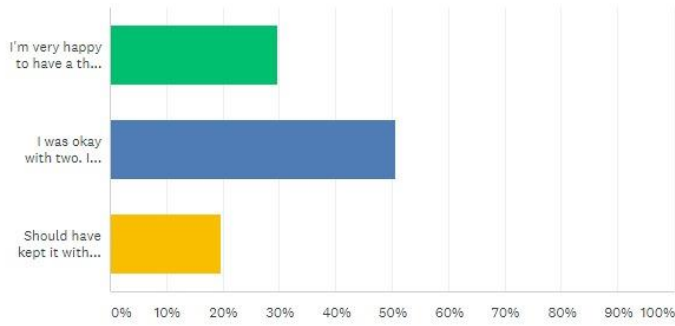


ANSWER CHOICES	RESPONSES
Multiple minor issues that don't get resolved and keep recurring.	40.91% 36
A serious issue(s) that I cannot get resolved and is still outstanding.	29.55% 26
A few minor problems easily resolved with the company.	21.59% 19
A serious issue(s) that was eventually resolved to my satisfaction.	6.82% 6
A serious issue(s) that was resolved but not to my satisfaction.	6.82% 6
None at all.	6.82% 6

Question 6.

HHSC has announced that United Healthcare will be a new contractor along with MCNA and DentaQuest. How do you feel about that?

Answered: 81 Skipped: 10



ANSWER CHOICES	RESPONSES
▼ I'm very happy to have a third DMO.	29.63% 24
▼ I was okay with two. I am not sure how this is going to work out.	50.62% 41
▼ Should have kept it with MCNA and DentaQuest.	19.75% 16

Question 7.

AS OF TODAY, as a Medicaid provider, I am:

Answered: 90 Skipped: 1

