



# Dental Caller Satisfaction Survey – December 2018 (Tulsa & Utica Combined)

Respondents Contacted MetLife Dental Call Center between December 1-31, '17 and September 1– December 28, '18

Produced by MetLife U.S. Marketing Science (Ken Greenman at 908-253-1337)

Results are weighted to reflect call volume for Tulsa and Utica Call Centers

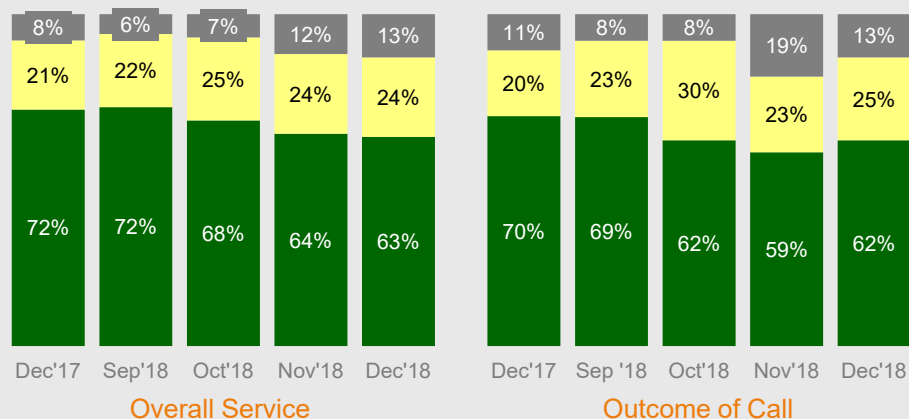
\*Starting in October '18, Tulsa and Utica Call Center bases reduced to 50/month

Red numbers indicate a score significantly higher or lower than December 2018 at the 95% confidence level.

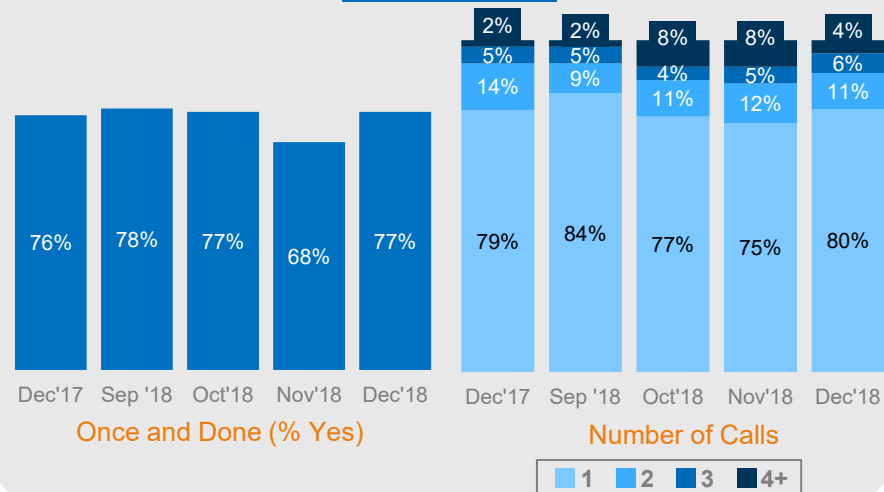
■ Dissatisfied (1-2) ■ Satisfied (3) ■ Very Satisfied (4)

|    | Dec '17 | Sep'18 | Oct'18* | Nov'18* | Dec'18* |
|----|---------|--------|---------|---------|---------|
| n= | 159     | 180    | 100     | 100     | 100     |

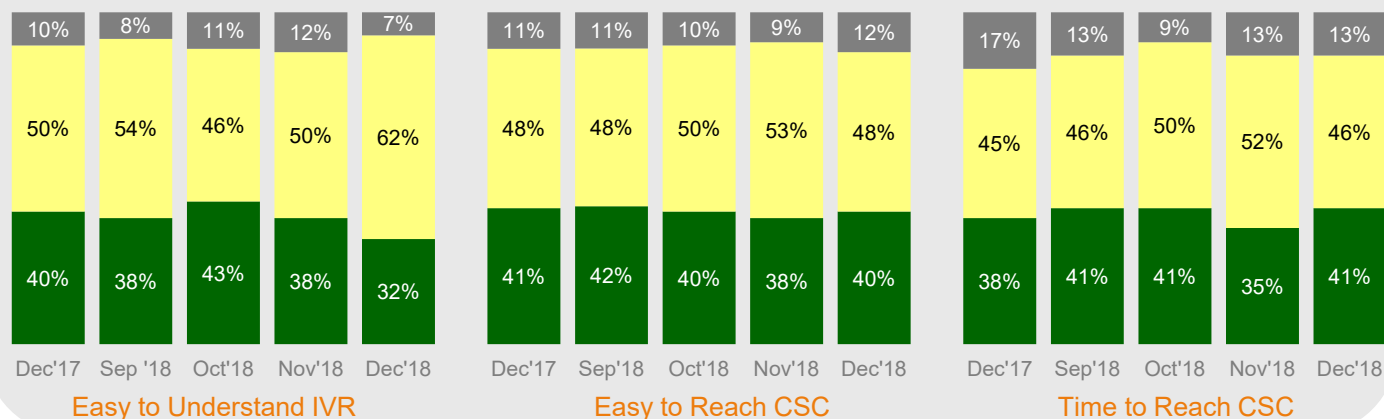
## Overall Satisfaction



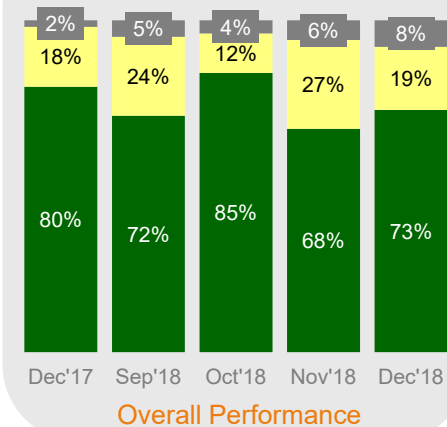
## Once and Done



## Access to Service



## CSC Service





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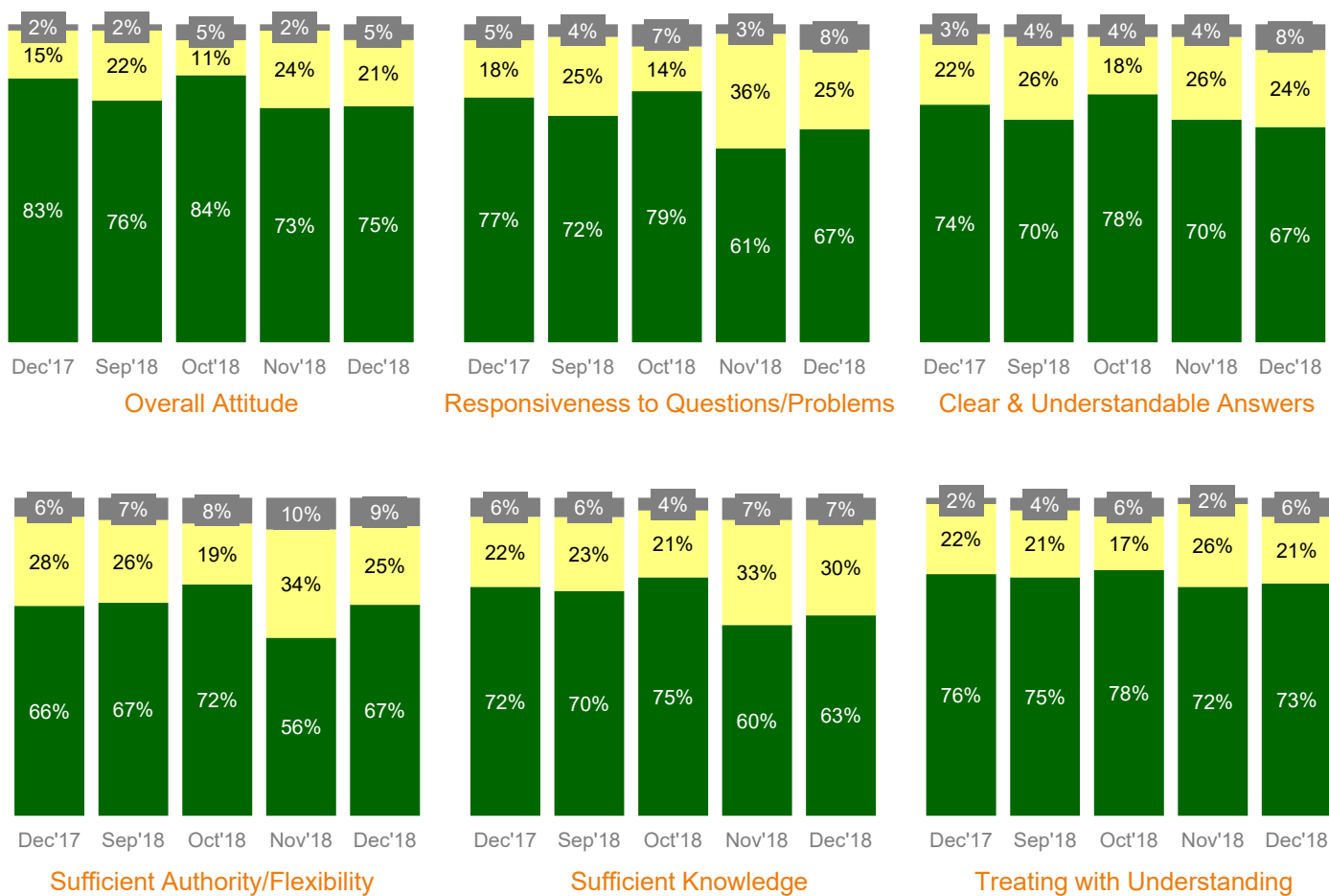
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## CSC Attributes





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## Reason for Call

|  | September'18<br>(180)<br>% | October'18<br>(100)<br>% | November'18<br>(100)<br>% | December'18<br>(100)<br>% |
|--|----------------------------|--------------------------|---------------------------|---------------------------|
| Base: Total respondents                                |                            |                          |                           |                           |
| <b><u>To Ask A Question</u></b>                        | <b><u>52</u></b>           | <b><u>46</u></b>         | <b><u>37</u></b>          | <b><u>42</u></b>          |
| <b><u>Plan Information</u></b>                         | <b><u>40</u></b>           | <b><u>35</u></b>         | <b><u>24</u></b>          | <b><u>29</u></b>          |
| Questions about coverage/benefits                      | 20                         | 19                       | 7                         | 15                        |
| Verify coverage  | 11                         | 6                        | 2                         | 4                         |
| Needed Group/Member number                             | 5                          | 2                        | 6                         | 2                         |
| Get a directory of in-network providers                | 10                         | 6                        | 12                        | 7                         |
| <b><u>Claims Service</u></b>                           | <b><u>31</u></b>           | <b><u>35</u></b>         | <b><u>32</u></b>          | <b><u>35</u></b>          |
| <b><u>Problem with claim</u></b>                       | <b><u>14</u></b>           | <b><u>22</u></b>         | <b><u>18</u></b>          | <b><u>25</u></b>          |
| Get resolution on a claim                              | 1                          | 8                        | 1                         | 10                        |
| To question a bill                                     | 3                          | 8                        | 2                         | 4                         |
| Question about denied claim/why procedure not approved | 6                          | 3                        | 10                        | 4                         |
| To follow-up on a claim/had outstanding claim          | 6                          | 9                        | 9                         | 6                         |
| Cancel/drop policy                                     | 1                          | 2                        | 6                         | 7                         |

*Q3. To verify our records, could you please tell me why you recently called MetLife's customer service number regarding your dental insurance?*



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### Suggestions for Improving Overall Satisfaction

| Base: Not 'very satisfied' with overall service | September '18<br>(52)<br>% | October'18<br>(27)*<br>% | November'18<br>(36)*<br>% | December'18<br>(35)*<br>% |
|---|----------------------------|--------------------------|---------------------------|---------------------------|
| <b><u>Offered a Suggestion</u></b>              | <b><u>62</u></b>           | <b><u>74</u></b>         | <b><u>74</u></b>          | <b><u>82</u></b>          |
| <b><u>Outcome of Call</u></b>                   | <b><u>39</u></b>           | <b><u>22</u></b>         | <b><u>37</u></b>          | <b><u>34</u></b>          |
| Did not get info/answers needed                 | 16                         | 6                        | 21                        | 14                        |
| Did not like answer/not what I wanted to hear   | -                          | 5                        | -                         | 7                         |
| Provide quality/accurate/detailed information   | 15                         | -                        | 9                         | 5                         |
| Did not receive forms/paperwork                 | 5                          | 10                       | 1                         | -                         |
| Better follow-up/return phone call              | -                          | 6                        | -                         | -                         |
| CSR attitude/could be more helpful              | 6                          | 11                       | -                         | 12                        |
| More timely resolution of problem/request       | 3                          | -                        | 1                         | 8                         |
| <b><u>Claims</u></b>                            | <b><u>17</u></b>           | <b><u>19</u></b>         | <b><u>27</u></b>          | <b><u>5</u></b>           |
| Simplify process/too many forms                 | -                          | -                        | -                         | 4                         |
| Unhappy with coverage limits                    | 14                         | 10                       | 26                        | 1                         |
| <b><u>Access to Service</u></b>                 | <b><u>4</u></b>            | <b><u>5</u></b>          | <b><u>8</u></b>           | <b><u>4</u></b>           |
| Don't put me on hold                            | -                          | 5                        | 7                         | -                         |
| Transferred around to too many people           | 3                          | -                        | -                         | 4                         |
| Website needs improvement                       | -                          | 5                        | -                         | -                         |
| No Suggestion                                   | 40                         | 26                       | 34                        | 18                        |

Q1A. Can you please tell me what would have improved your satisfaction with the service provided during your most recent call to MetLife?