

January, 2018

REVISED 03/26/18
Adding TNPS for IBM Oversample

DENTAL PLAN - METLIFE PREFERRED DENTIST PROGRAM
2018 PLAN PARTICIPANT SATISFACTION SURVEY

Screener

NOTE: IN-NETWORK and OUT-OF-NETWORK SAMPLE WILL BE DESIGNATED.

CATI NOTE

- IN-NETWORK: xdp = 1 (**Network Code = 1**)
- OUT-OF-NETWORK: xdp = 2 (**Network Code = 2**)
- **VB (Voluntary Benefits) = Note: VB IS BOTH IN & OUT-OF-NETWORK – REMOVED FROM SCRIPT**
 - FROM EMPLOYEE RELATION FIELD: VB/EMPLOYEE (D)=0, SPOUSE=1, DEPENDENT=2

INTRO FOR IN-NETWORK SAMPLE

[PN: ASK IN-NETWORK SAMPLE (**Network Code = 1**)]

May I please speak with [PN: FILL NAME OF EMPLOYEE/PATIENT]? [PN: PULL BOTH FIRST AND LAST NAME.]

Hello, my name is _____ calling on behalf of your MetLife Dental Plan from RTi Research, a survey research company. As part of MetLife's continuing effort to provide superior managed dental services, we are interested in your level of satisfaction with the MetLife Preferred Dentist Program.

As an eligible member of the MetLife Preferred Dentist Program, you or someone in your household, has been randomly selected among a group of individuals who have used a PDP dentist in the past month or so. Based on that visit, we would like to understand your opinions of the program. Your opinion is extremely important to MetLife and will help determine how to better meet your needs.

[INTERVIEWER: IF NEEDED:] This is not a sales call. We are only interested in your level of satisfaction with the MetLife Preferred Dentist Program.

INTRO FOR OUT-OF-NETWORK SAMPLE FOR:

- NATIONAL
- FEDERAL

[PN: ASK OUT-OF-NETWORK SAMPLE (**Network Code = 2 AND Company Code 11, 12**).]

May I please speak with [PN: FILL NAME OF EMPLOYEE/PATIENT]? [PN: PULL BOTH FIRST NAME AND LAST NAME.]

Hello, my name is _____ calling on behalf of your MetLife Dental Plan from RTi Research, a market research company. As part of MetLife's continuing effort to provide superior dental services, we are interested in your level of satisfaction with your MetLife dental plan.

You or someone in your household has been randomly selected among a group of individuals who have visited a dentist in the past month or so. Based on that visit, we would like to understand your opinions of the program. Your opinion is extremely important to MetLife and will help determine how to better meet your needs.

INTRO FOR OUT-OF-NETWORK SAMPLE FOR ALL OTHER OVERSAMPLE GROUPS THAT ARE NOT NATIONAL OR FEDERAL:

[PN: ASK OUT-OF-NETWORK OVERSAMPLE Network Code = 2 AND COMPANY =13]

May I please speak with **[PN: FILL NAME OF EMPLOYEE/PATIENT]?** **[PN: PULL BOTH FIRST NAME AND LAST NAME.]**

Hello, my name is _____ calling on behalf of your MetLife Dental Plan from RTi Research, a market research company. As part of MetLife's continuing effort to provide superior dental services, we are interested in your level of satisfaction with the service provided by MetLife.

You or someone in your household has been randomly selected among a group of individuals who have submitted a claim in the past month or so. Based on that claim, we would like to understand your opinions of MetLife's service. Your opinion is extremely important to MetLife and will help determine how to better meet your needs.

[INTERVIEWER: IF NEEDED:] This is not a sales call. We are only interested in your level of satisfaction with your MetLife dental plan.

[INTERVIEWER: IF RESPONDENT MENTIONS NEED TO VERIFY LEGITIMACY:]

I understand your request. Our company has been asked by MetLife to conduct this survey on their behalf. We would like to be able to include your opinion in this research. Would you like to continue with the survey and have your household's opinions included in our research for MetLife?

[INTERVIEWER: IF RESPONDENT MENTIONS DO NOT CALL LIST SAY:]

I understand your request. We are not selling anything. Because firms like ours do not sell anything, we are not subject to do-not-call list restrictions. If you would like I can remove your phone number from the list for this particular study or perhaps now that you know we are not selling anything you would like to have your household's opinions included in our research?

[PN: ASK NATIONAL AND FEDERAL (COMPANY 11, 12) AND IN-NETWORK OVERSAMPLES (NETWORK =1 AND COMPANY = 13).]

[PN: IF OUT-OF-NETWORK IBM OVERSAMPLE (NETWORK=2 AND OVERSAMPLE CODE=38), ASK 1-S4 AND 1-S5, AND THEN SKIP TO Q1-1a.]

IF OTHER OUT-OF-NETWORK OVERSAMPLE (NETWORK=2 AND OVERSAMPLE CODE NOT 38), ASK 1-S4 AND 1-S5, AND THEN SKIP TO Q 12.]

(Verifying that everyone is Age 18+, beginning "Accelerated" May. 2014)

(IBM Oversample Instruction to ask TNPS added for April 2018 interviewing.)

SECTION 1: GENERAL INFORMATION

1. First, our records indicate that you received dental care at the office of Dr. [PN: FILL DENTIST'S NAME – FROM SAMPLE] on [PN: FILL DATE OF VISIT– FROM SAMPLE]. Is this correct?

ASK NATIONAL

OFFICE_CONFIRM

- | | | | |
|---|---|-----------------------------------|------|
| Yes | 1 | → (SKIP TO INSTR. BEFORE Q. 1-S4) | (41) |
| No, wrong office | 2 | → (SKIP TO Q.1-S4) | |
| No, wrong date | 3 | → (ASK Q1-S1) | |
| No, wrong office and date | 4 | → (ASK Q1-S1) | |
| No, did not visit dentist | 5 | → (TERMINATE & TALLY) | |
| No, spouse went to dentist | 6 | → (SKIP TO Q1-S3) | |
| No, someone else in the household, other than the spouse, went to the dentist | 7 | → (SKIP TO Q1-S2a) | |

1-S1. On what date did you visit the dentist? [INTERVIEWER: INSERT DATE]

(New question added for "Accelerated" April. 2014)

DATE_OF_CARE

[PN: INSERT DROPDOWN CALENDAR.
USE DATE FIELD IN DATE FILE
(DO NOT SHOW ANY TIME DATA)]

(DO NOT READ) Don't remember

1

DATE_OF_CARE _DK

[PN: GO TO INSTRUCTION BEFORE 1-S4]

1-S2a. Is that person covered on your dental plan?

(New question added for "Accelerated" May. 2014)

OTHER_HH_ON_PLAN

- Yes..... 1 → **(ASK Q1-S2b)**
- No 2 → **(THANK, TERMINATE & TALLY)**
- Refused 3 → **(THANK, TERMINATE & TALLY)**

1-S2b. Is that person age 18 or over?

(New question added for "Accelerated" May. 2014)

OTHER_HH_AGE_18_OR_OVER

- Yes..... 1 → **(ASK Q1-S3)**
- No 2 → **(THANK, TERMINATE & TALLY)**
- Refused 3 → **(THANK, TERMINATE & TALLY)**

1-S3. May I speak with that person?

TERM_SPOUSE_REFUSAL

- Yes, respondent comes to phone..... 1 → **(GO BACK TO INTRO)**
- No, respondent not available..... 2 → **(THANK, TERMINATE & TALLY)**
- Respondent refuses to come to phone 3 → **(THANK, TERMINATE & TALLY)**

[PN: ASK EVERYONE]

1-S4. Today we are speaking with adults who visited a dentist recently. Are you age 18 or over?

RESP_AGE_18_OR_OVER

- Yes..... 1 → **(ASK Q1-S5)**
- No 2 → **(THANK, TERMINATE & TALLY)**
- Refused 3 → **(THANK, TERMINATE & TALLY)**

[PN: ASK EVERYONE]

1-S5 This call may be recorded for quality assurance purposes.

[PROGRAMMER: ASK NORTH CAROLINA AND IN-NETWORK STATE OF TENNESSEE OVERSAMPLES ONLY]

1a. Was this appointment scheduled for a routine, regular check-up or for urgent care? An urgent care appointment is for the alleviation of pain or bleeding. **[INTERVIEWER: RECORD ONE ANSWER ONLY.]**

ROUTINE_OR_URGENT	Routine, Regular Check-Up	1	(42)
	Urgent care	2	
	(DO NOT READ) Refused	5	

[PROGRAMMER: ASK NORTH CAROLINA AND IN-NETWORK STATE OF TENNESSEE OVERSAMPLES ONLY]

1b. How quickly were you able to schedule this appointment? Can you please tell me the amount of time it took between making the appointment and actually seeing the provider?

TIME_SCHEDULE_APPT_HOURS	_____ Hours	(43, 44)
TIME_SCHEDULE_APPT_DAYS	_____ Days	(45, 46)
TIME_SCHEDULE_APPT_MONTHS	_____ Months	(47, 48)
(DO NOT READ)		(49)
Don't know/Don't remember		1

TIME_SCHEDULE_APPT_DK

50, 51, 52, 53, 54R

Main Questionnaire

[PN:

- THE NPS QUESTIONS (Q1-1A, Q.1-2, Q.1-4) ARE ASKED FOR NATIONAL AND IBM OVERSAMPLE (COMPANY=11 OR OVERSAMPLE CODE=38) ONLY.
- DO NOT ASK FOR FEDERAL OR ANY OTHER OVERSAMPLE GROUP OTHER THAN IBM OVERSAMPLE.
- FEDERAL AND ALL OTHER OVERSAMPLE GROUPS OTHER THAN IBM OVERSAMPLE SKIP TO INSTRUCTION BEFORE Q.2.]

(IBM Oversample Instruction to ask TNPS added for April 2018 interviewing.)

[PN: STARTING JANUARY '17 REPORTING PERIOD:

THE NET PROMOTER SCORE SPLIT TEST FOR NATIONAL IN-NETWORK ONLY WILL END.
FROM NOW ON ALL NATIONAL RESPONDENTS WILL BE ASKED THE TNPS QUESTION (Q.1-1a). THIS IS
FOR NATIONAL IN-NETWORK AND OUT-OF-NETWORK.

ASK ALL NATIONAL IN-NETWORK AND OUT-OF-NETWORK Q.1-1a (TNPS)

ASK ALL IBM OVERSAMPLE IN-NETWORK AND OUT-OF-NETWORK Q.1-1a (TNPS)

(IBM Oversample Instruction to ask TNPS added for April 2018 interviewing.)

[INTERVIEWER: IMPORTANT TO READ INTRODUCTION CLEARLY]

Now we'd like to ask you a couple of general questions about your experience with MetLife.

Likelihood to Recommend—NPS

NET_PROMOTER_SCORE

NET_PROMOTER_GROUP

1-1a. Based on your recent experience with a MetLife dental claim, how likely is it that you would recommend MetLife to a friend or colleague? Please select any number from 0 to 10, where 0 means "Not at all likely", 5 means "Neutral", and 10 means "Extremely likely."

NET_PROMOTER_SCORE_TRANS
(use for Q.1-1a)

NPS_SPLIT

ASK NATIONAL

[INTERVIEWER: RECORD ONE ANSWER ONLY.]

[PN: PLEASE DISPLAY THE SCALE AS SHOWN BELOW]



[PN: (Instruction added for Feb. 2014)]

- **IF NATIONAL IN-NETWORK AND "DON'T KNOW" IN Q.1-1A, THANK, TERMINATE AND TALLY.**
- **IF IBM OVERSAMPLE IN-NETWORK AND "DON'T KNOW" IN Q.1-1A, THANK, TERMINATE AND TALLY.**
- **OTHERWISE, IF "DON'T KNOW IN Q. 1-1A, SKIP TO INSTRUCTION BEFORE Q. 2.]**

(IBM Instruction to ask TNPS added for April 2018 interviewing.)

DATA NOTE:

Exclude DK from base

Nets: [Promoters (9, 10), Passives (7, 8), Detractors (0-6), NPS Score]

NPS Score calculation: The percentage of Detractors is subtracted from the percentage of Promoters to obtain a Net Promoter score (NPS).

Include: Mean, Median, Std. Dev., Std. Error

Need additional stats for NPS Score for significance testing: Mean, Median, Std. Dev., Std. Error

Reasons for NPS Rating

NPS_VERBATIM_RSPN

[PN: ASK ALL IBM OVERSAMPLE THAT ARE 0-10 Q.1-1a (TNPS)]

(IBM Oversample Instruction to ask TNPS added for April 2018 interviewing.)

1-2. Why did you choose that rating? (**PROBE:**) Any other reasons?

ASK NATIONAL

[PN: DO NOT ASK IBM OVERSAMPLE. IF IN-NETWORK IBM OVERSAMPLE SKIP TO INSTRUCTIONS BEFORE Q.2 AND IF OUT-OF-NETWORK IBM OVERSAMPLE SKIP TO INSTRUCTIONS BEFORE Q.12.]

1-4. And, what is the one thing MetLife could have done for you to have given a higher rating, if anything? Please be as detailed and specific as possible.

ASK NATIONAL

(Added for August 2014)

NPS_VERBATIM_ONE_RSPN

RF1. Respondent Frustration Level:
(Added for August 2014)

INTERVIEWER: DO NOT READ.

INDICATE WHETHER OR NOT RESPONDENT SEEMS TO BE OK, ANNOYED, FRUSTRATED, OR IMPATIENT WITH THE PREVIOUS 2 VERBATIM QUESTIONS. SELECT ONE ONLY.

RESPONDENT_FRUSTRATION_1

- Respondent seems ok with these verbatim questions 1
- Respondent seems somewhat/slightly annoyed, frustrated,
or impatient..... 2
- Respondent seems very annoyed, frustrated, or impatient..... 3

[PROGRAMMER: IF NATIONAL (COMPANY=11) SKIP TO INSTRUCTIONS AFTER Q.8d.
ALL OTHERS, CONTINUE WITH NEXT INSTRUCTION.

[PN: ASK FEDERAL (COMPANY 12) AND IN-NETWORK OVERSAMPLES (NETWORK = 1 AND COMPANY = 13).]

2. OMITTED
3. In general, how would you rate your dental health? Would you say it is . . . ? [INTERVIEWER: READ CATEGORIES.] [PN: REVERSE CATEGORIES. KEEP “DON’T KNOW” LAST.]

PATIENTS_DENTAL_HEALTH	Poor.....	1	(57)
	Fair	2	
	Good.....	3	
	Excellent.....	4	
	(DO NOT READ) Don't know	5	

[PN: IF OUT-OF-NETWORK FEDERAL (NETWORK=2 AND COMPANY = 12), SKIP TO Q. 9.]

SECTION 2: NETWORK EVALUATION

[PN: ASK IN-NETWORK FEDERAL (NETWORK = 1 AND COMPANY = 12) AND IN-NETWORK OVERSAMPLE (NETWORK = 1 AND COMPANY = 13)]

4. On your last visit to your [PN: IF IN-NETWORK SAMPLE (NETWORK = 1), INSERT: MetLife PDP dentist [IF OUT-OF-NETWORK SAMPLE (NETWORK = 2), INSERT: dentist], who did you see primarily, the dentist, hygienist or did you see both equally?

WHO_SAW_PRIMARILY_LAST_VISIT

- Saw dentist primarily 1
- Saw hygienist primarily 2
- Saw both equally..... 3
- (DO NOT READ) Don't know 4
- (58)

[PN: ASK IN-NETWORK FEDERAL AND IN-NETWORK OVERSAMPLE (NETWORK = 1 AND COMPANY = 12)
(NETWORK = 1 AND COMPANY = 13).]

- 5a. Again, thinking about the last visit to your [PN: IF IN-NETWORK SAMPLE, INSERT: MetLife PDP dentist; IF OUT-OF-NETWORK SAMPLE, INSERT dentist] how satisfied were you with the following? First, are convenience-related attributes. [INTERVIEWER: READ FIRST/NEXT ATTRIBUTE.] Would you say you are . . . ?
[INTERVIEWER: REPEAT SCALE AS NECESSARY.]

						(DO NOT READ) Don't Know/ Does Not Apply	
[PN: RANDOMIZE]		Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied		
a.	Convenience of the dentist's office/location	4	3	2	1	5	(59)
	SAT_CONVENIENT_LOCATION_4PT						
b.	Hours when the visit could be scheduled SAT_OFFICE_HOURS_4PT	4	3	2	1	5	(60)
c.	Ability to get an appointment for routine dental care within a reasonable amount of time	4	3	2	1	5	(61)
	SAT_MAKE_APPOINTMENT_4PT						
d.	Amount of time waiting in the office to see the dentist or hygienist	4	3	2	1	5	(62)
	SAT_WAITING_TIME_4PT						

63, 64, 65, 66, 67R

[PN: ASK IN-NETWORK FEDERAL AND IN-NETWORK OVERSAMPLE (NETWORK = 1 AND COMPANY = 12)
(NETWORK = 1 AND COMPANY = 13).]

5b-1. Next, rate the quality of care you received. [INTERVIEWER: READ FIRST/NEXT ATTRIBUTE.]

Thinking about the last visit to your dentist, how satisfied were you with the following? [INTERVIEWER: REPEAT SCALE AS NECESSARY.]

							(DO NOT READ) Don't Know/ Does Not Apply
[PN: RANDOMIZE]		Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied		
e.	Thoroughness of treatment by the dentist.....	4	3	2	1	5	(68)
	SAT_TREATMENT_THOURGHNESS_4PT						
f.	The dentist's ability to conduct the dental work as painlessly as possible	4	3	2	1	5	(69)
	SAT_CONDUCT_WORK_PAINLESSLY_4PT						
g.	Friendliness and courteousness of the dentist.....	4	3	2	1	5	(70)
	SAT_FRIENDLINESS_COURTEOUSNESS_4PT						
h.	The dentist's sincere interest in your dental health	4	3	2	1	5	(71)
	SAT_SINCERE_INTEREST_IN_DENTAL_HEALTH_4PT						
i.	Cleanliness, appearance, and comfort of the office and facilities.....	4	3	2	1	5	(72)
	SAT_CLEANLINESS_COMFORT_OF_FACILITIES_4PT						

73, 74, 75, 76, 77R

[PN: ASK IN-NETWORK FEDERAL AND IN-NETWORK OVERSAMPLE (NETWORK = 1 AND COMPANY = 12)
(NETWORK = 1 AND COMPANY = 13).]

5c. Next, rate a few attributes concerning the dentist's communications with you. [INTERVIEWER: READ FIRST/NEXT ATTRIBUTE.]

						(DO NOT READ) Don't Know/ Does Not Apply	
[PN: RANDOMIZE]		Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied		
j.	The dentist's explanation of the types of treatment that are paid for by MetLife.....	4	3	2	1	5	(78)
SAT_EXPLANATION_TREATMENTS_PAID_4PT							
k.	The dentist's explanation of procedures that were conducted during the visit	4	3	2	1	5	(79)
SAT_EXPLANATION_PROCDURES_CONDUCTED_4PT							
l.	The dentist's explanation of procedures that may be needed in follow-up visits.....	4	3	2	1	5	(80)
SAT_EXPLANATION_PROCDURES_NEEDED_4PT							
m.	Advice on dental hygiene provided.....	4	3	2	1	5	(81)
SAT_DENTAL_HYGIENE_ADVICE_4PT							
n.	Opportunity to ask questions and have them answered	4	3	2	1	5	(82)
SAT_OPPORTUNITY_ASK_QUESTIONS_4PT							

83, 84, 85, 86, 87R

[PN: ASK IN-NETWORK FEDERAL (NETWORK = 1 AND COMPANY =12) AND IN-NETWORK OVERSAMPLES (NETWORK = 1 AND COMPANY =13).]

- 5d. And finally, please rate a couple of attributes regarding overall care. [INTERVIEWER: READ FIRST/NEXT ATTRIBUTE.]

						(DO NOT READ) Don't Know/ Does Not Apply	
[PN: RANDOMIZE]		Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied		
o.	Overall dental care you received from the dentist	4	3	2	1	5	(88)
	SAT_DENTAL_CARE_RECEIVED_DENTIST_4PT						
p.	Overall dental care you received from the dental hygienist.....	4	3	2	1	5	(89)
	SAT_DENTAL_CARE_RECEIVED_HYGIENIST_4PT						

90, 91, 92, 93, 94R

[PN: ASK IN-NETWORK FEDERAL (NETWORK = 1 AND COMPANY =12).]

6. Which of the following reasons best describes why you chose this particular dentist for this visit?

[INTERVIEWER: READ CATEGORIES. MULTIPLE ANSWERS ACCEPTED.]

REASONS_USED_PARTICULAR_DENTIST

EACH OF THESE SHOULD USE THE TITLE AND END
WITH _1, _2, _3, _4, _5, _6, _7

- You always use this dentist 1 (95)
- [PN: IF IN-NETWORK SAMPLE (NETWORK = 1), INSERT: You
chose this dentist from the PDP directory] 2 (96)
- You were referred to the dentist by a friend or a relative 3 (97)
- [PN: IF IN-NETWORK SAMPLE ((NETWORK = 1), INSERT:
Using a PDP dentist saves you more money than using a non-
PDP dentist] 4 (98)
- You were referred to this dentist for special dental work 5 (99)
- Other 6 (100)
- (DO NOT READ) Don't know 7 (101)

102, 103, 104, 105, 106R

[PN: ASK IN-NETWORK FEDERAL (NETWORK = 1 AND COMPANY =12).]

- 6a. How long have you been going to this dentist?

TIME_USED_PARTICULAR_DENTIST_MONTHS

TIME_USED_PARTICULAR_DENTIST_YEARS

- _____ Months (107, 108)
- _____ Years (109, 110)
- (DO NOT READ) Don't know 1 (111)

TIME_USED_PARTICULAR_DENTIST_DK

[PN: ASK IN-NETWORK FEDERAL (NETWORK = 1 AND COMPANY =12).]

- 6b. In the past year, how many times did you visit ANY dentist?

NUMBER_OF_VISITS_PAST_YEAR

- _____ (Two-digit numeric) (112, 113)
- (DO NOT READ) Don't know 1 (114)

[PN: NUMBER OF VISITS TO ANY DENTIST IN Q.6b MUST BE > 0 OR "DON'T KNOW"]-

NUMBER_OF_VISITS_THIS_YEAR_DK

[PN: IF NATIONAL (COMPANY=11) SKIP TO INSTRUCTIONS FOR NEW Q.8d.]

[PN: ASK IN-NETWORK SAMPLE (NETWORK = 1)]

7. Did you change dentists in order to participate in the MetLife Preferred Dentist Program]?

CHANGED_DENTIST

Yes 1 (115)
No 2
(DO NOT READ) Don't know..... 3

[PN: IF NATIONAL (COMPANY=11) SKIP TO INSTRUCTIONS FOR NEW Q.8d.]

[PN: ASK IN-NETWORK SAMPLE (NETWORK = 1)]

8. Now, thinking about the MetLife Preferred Dentist Program, how satisfied are you with each of the following program items? Please tell me whether you are very satisfied, satisfied, dissatisfied or very dissatisfied with each of the following items. First/next is [PN: FILL ITEM]. Would you say you are . . . ? [INTERVIEWER: REPEAT SCALE AS NECESSARY.] [PN: ASK Q. 8d FIRST, THEN RANDOMIZE ATTRIBUTES.]

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	(DO NOT READ) Don't Know/ Does Not Apply	
a. The number of dentists in your area who participate in the PDP	4	3	2	1	5	(116)
SAT_NUMBER_OF_DENTIST_PARTICIPATING_4PT						
b. OMITTED						117R
c. The value of the MetLife PDP for the price you pay	4	3	2	1	5	(118)
SAT_VALUE_OF_PDP_PLAN_4PT						
d. MetLife's Preferred Dentist Program (PDP) on an overall basis			2	1	5	(119)
SAT_PLAN_PDP_OVERALL_4PT						

(Question 8d added back to National In-Network for July 2014 reporting. See NEW wording below)

[PN:

- IF IN-NETWORK NATIONAL SAMPLE (NETWORK = 1), ASK NEW Q.8d.
- IF OUT-OF-NETWORK NATIONAL SAMPLE, SKIP TO INSTRUCTIONS BEFORE Q.9.]

NEW 8d. Now, thinking about the MetLife Preferred Dentist Program, how satisfied are you with **MetLife's Preferred Dentist Program (PDP) on an overall basis?**

Would you say you are very satisfied, satisfied, dissatisfied or very dissatisfied with **MetLife's Preferred Dentist Program (PDP) on an overall basis?** [INTERVIEWER: RECORD ONE ANSWER ONLY.]

ASK NATIONAL IN NETWORK

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	(DO NOT READ) Don't Know/ Does Not Apply
4	3	2	1	5

[PN: IF NATIONAL (COMPANY=11) SKIP TO INSTRUCTIONS BEFORE Q.9.]

120, 121, 122, 123, 124R

[PN:

- IF IN-NETWORK FEDERAL (NETWORK = 1 AND COMPANY = 12) AND IN-NETWORK OVERSAMPLES (NETWORK = 1 AND COMPANY = 13) THEN SKIP TO Q. 12.]

8-1. [PN: IMMEDIATELY AFTER Q. 8c (Q. 8c = 1, 2, 3 or 4), ASK:]

Can you please tell me why you are [PN: INSERT RESPONSE FROM Q. 8c] with the value of your PDP plan?

REASON_SAT_WITH_VALUE

[PN: ASK IN-NETWORK NATIONAL SAMPLE (CELL 111) (NETWORK = 1 AND COMPANY = 11)

8-2. [PN: IMMEDIATELY AFTER Q. 8d (Q. 8d = 1, 2, 3, or 4), ASK:]

Can you please tell me why you are [PN: INSERT RESPONSE FROM Q. 8d] with your PDP plan on an overall basis?

REASON_SAT_WITH_PDP

[PN: IF NATIONAL (COMPANY=11) SKIP TO INSTRUCTIONS FOR NEW Q.9c.]

[PN: ASK FEDERAL OUT-OF-NETWORK SAMPLE (NETWORK = 2 AND COMPANY = 12).]

9. Now, thinking about your MetLife Dentist Plan how satisfied are you with each of the following items? Please tell me whether you are very satisfied, satisfied, dissatisfied or very dissatisfied with each of the following items. First/next is **[PN: FILL ITEM]**. Would you say you are . . . ? **[INTERVIEWER: REPEAT SCALE AS NECESSARY.]** **[PN: ASK Q. 9c FIRST.]**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	(DO NOT READ) Don't Know/ Does Not Apply	
a. OMITTED						125R
b. The value of the MetLife plan for the price you pay	4	3	2	1	5	(126)
SAT_VALUE_OF_PLAN_4PT						
c. MetLife's dental plan on an overall basis	4	3	2	1	5	(127)
SAT_METLIFE_DENTAL_PLAN_OVERALL_4PT						

(Question 9c added back to National In-Network for July 2014 reporting. See NEW wording below)

[PN:

- **IF OUT-OF-NETWORK NATIONAL SAMPLE, ASK NEW Q.9c.]**
- **IF IN-NETWORK NATIONAL SAMPLE, SKIP TO INSTRUCTIONS BEFORE Q.12.**

NEW 9c. Now, thinking about your MetLife Dentist Plan, how satisfied are you with **MetLife's dental plan on an overall basis?**

Would you say you are very satisfied, satisfied, dissatisfied or very dissatisfied with **MetLife's dental plan on**

ASK NATIONAL OUT-OF-NETWORK

SAT_METLIFE_DENTAL_PLAN_OVERALL_4PT					(DO NOT READ) Don't Know/ Does Not Apply
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied		
4	3	2	1	5	

Q. 9-1 to Q. 11c OMITTED

SECTION 3: CLAIMS EVALUATION

[PN:

- IF OUT-OF-NETWORK OVERSAMPLE (NETWORK = 2 AND COMPANY = 13) DO NOT READ INTRO BEFORE Q. 12.]
- READ INTRO BEFORE Q. 12 TO NATIONAL (COMPANY = 11), FEDERAL (COMPANY = 12), AND IN-NETWORK OVERSAMPLES (NETWORK = 1 AND COMPANY = 13)]

INTRO:

We now would like you to think about the most recent claims processed by MetLife.

ASK EVERYONE

(For Screening purposes only.)

12. Are you the person in your household most familiar with your dental claims paperwork? **(DO NOT READ)**

PERSON_HANDLING_DENTAL_CLAIM

ASK NATIONAL

Yes	1
<p>[PROGRAMMER: IF NATIONAL (COMPANY=11) SKIP TO INSTRUCTIONS BEFORE Q.14. ALL OTHERS, CONTINUE TO Q. 13.]</p>	
No	
[PN:	
<ul style="list-style-type: none"> • IF (NETWORK = 1 OR COMPANY = 12), SKIP TO INSTRUCTION BEFORE Q. 16. • IF (NETWORK = 2 AND COMPANY = 13),THANK AND TERMINATE]..... 	2
Don't know	
[PN:	
<ul style="list-style-type: none"> • IF (NETWORK = 1 OR COMPANY = 12) SKIP TO INSTRUCTION BEFORE Q. 16. • IF (NETWORK = 2 AND COMPANY = 13),THANK AND TERMINATE]..... 	3

(128)

[PN: ASK THOSE FAMILIAR WITH CLAIMS PAPERWORK (Q. 12=1).]

13. What type of dental service or services did you submit claims for in the past month? Was it . . . ? [INTERVIEWER: READ ALL CATEGORIES. RECORD ALL RESPONSES.]

(Wording changed from "past 3 months" to "past month" for Feb. 2014)

TYPES_DENTAL_SERVICE_CLAIMED_P3M

EACH OF THESE SHOULD USE THE TITLE AND END
WITH _1, _2, _3, _4, _5, _6

Preventive, that is, routine oral exam, cleaning, or diagnostic x-rays	1	(129)
Minor restorative, that is, fillings, nonsurgical extractions, root canal	2	(130)
Major restorative, that is, crowns, inlays, dentures or bridge work.....	3	(131)
Orthodontic work or braces.....	4	(132)
Or, Other.....	5	(133)
(DO NOT READ) Don't know (ADDED NEW).....	6	(134)

135, 136, 137, 138, 139R

[PN: ASK THOSE FAMILIAR WITH CLAIMS PAPERWORK (Q. 12=1).]

14. Now think about your satisfaction with MetLife on those claims in the past month. In this case, we are not referring to what your plan covers or what dentist you have. How satisfied have you been, overall, with MetLife's handling of your dental claims in the past month? Have you been . . . ? [INTERVIEWER: READ LIST.] [PN: REVERSE CATEGORIES. KEEP "DON'T KNOW" LAST.]

(Wording changed from "past 3 months" to "past month" for Feb. 2014)

ASK NATIONAL

SAT_WITH_CLAIMS_HANDLING_P3M_CLAIMS_4PT

Very dissatisfied	1	(140)
Dissatisfied.....	2	
Satisfied	3	
Very satisfied.....	4	
(DO NOT READ) Don't know	5	

[PN: ASK THOSE FAMILIAR WITH CLAIMS PAPERWORK (Q. 12=1).]

15. Next, I'm going to ask you about four service items. Thinking about any claims that MetLife has processed in the past month, how satisfied are you with [PN: INSERT ATTRIBUTE]? Would you say you are . . . ?

[INTERVIEWER: READ SCALE] And how satisfied are you with [PN: INSERT NEXT ATTRIBUTE]?

[INTERVIEWER: IF RESPONDENT IS CONFUSED ABOUT WHAT A 'BENEFITS STATEMENT' IS, PLEASE TELL THEM:] A benefits statement is documentation stating how much of your claim was or was not covered by MetLife. [PN: RANDOMIZE ATTRIBUTES.]

(Wording changed from "past 3 months" to "past month" for Feb. 2014)

ASK NATIONAL

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	(DO NOT READ) Don't Know/ Does Not Apply	
a. Amount of time it takes to receive your benefits statements from MetLife	4	3	2	1	5	(141)
SAT_TIME_TO_RECEIVE_STATEMENTS_4PT						
b. Accuracy of the amount paid (based on your understanding of your plan).....	4	3	2	1	5	(142)
SAT_ACCURACY_AMOUNT_PAID_4PT						
c. Accuracy of the information provided on your benefits statements, such as your name, address, and your dentist's name	4	3	2	1	5	(143)
SAT_ACCURACY_INFORMATION_PROVIDED_4PT						
d. Clarity of the benefits statements that describe the actions MetLife has taken on your claim	4	3	2	1	5	(144)
SAT_CLARITY_BENEFITS_STATEMENT_4PT						

145, 146, 147, 148, 149R

[PN: IF NATIONAL (COMPANY=11) SKIP TO INSTRUCTION BEFORE Q.15f.
ALL OTHERS, CONTINUE WITH NEXT INSTRUCTION.]

[PN: ASK THOSE FAMILIAR WITH CLAIMS PAPERWORK (Q. 12=1).]

- 15-1. Do you typically receive your benefits statements from MetLife in the mail or electronically? **[INTERVIEWER: DO NOT READ LIST. RECORD ONE RESPONSE.]**

HOW_RECEIVE_BENEFITS_STATEMENT

Mail.....	1	(150)
Electronically (email or online)	2	
(DO NOT READ) Don't know	3	

[PN: ASK THOSE FAMILIAR WITH CLAIMS PAPERWORK (Q. 12=1).]

- 15-2. In the past year, how many claims have been submitted to MetLife for all members of your household?

NUMBER_OF_CLAIMS_FILED_PAST_YEAR

_____ (Two-digit numeric) (151, 152)
(DO NOT READ) Don't know 1 (153)

NUMBER_OF_CLAIMS_FILED_PAST_YEAR_DK

[PN: NUMBER OF CLAIMS IN Q.15-2 MUST BE >0 OR "DON'T KNOW"]

[PN: ASK THOSE FAMILIAR WITH CLAIMS PAPERWORK (Q. 12=1).]

- 15f. Would you say your understanding of the CLAIMS PROCESS is . . . ? [INTERVIEWER: READ SCALE.] [PN: REVERSE CATEGORIES. KEEP "DON'T KNOW" LAST.]

ASK NATIONAL

UNDERSTANDING_OF_CLAIMS_PROCESS

Poor.....	1	(154)
Fair	2	
Good.....	3	
Excellent.....	4	
(DO NOT READ) Don't know	5	

[PN: ASK EVERYONE]

16. And, would you say your understanding of your METLIFE DENTAL PLAN is . . . ? [INTERVIEWER: READ SCALE.] [PN: REVERSE CATEGORIES. KEEP "DON'T KNOW" LAST.]

ASK NATIONAL

UNDERSTANDING_OF_PLAN

Poor.....	1	(155)
Fair	2	
Good.....	3	
Excellent.....	4	
(DO NOT READ) Don't know	5	

[PN: IF NATIONAL (COMPANY=11) SKIP TO INSTRUCTION BEFORE Q.22.
ALL OTHERS, CONTINUE WITH NEXT INSTRUCTION.

[PN: IF OUT-OF-NETWORK OVERSAMPLE (NETWORK = 2 AND COMPANY = 13) SKIP TO Q. 20b.]

ASK FEDERAL (COMPANY = 12) AND IN-NETWORK OVERSAMPLES (NETWORK = 1 AND COMPANY = 13)

17. Including yourself, how many members of your household are covered under your MetLife Dental Plan?

HH_MEMBERS_ON_DENTAL_PLAN

_____ (Two-digit numeric)	(156, 157)
(DO NOT READ)	(158)
Don't know/Refused	1

HH_MEMBERS_ON_DENTAL_PLAN_DK

[PN: NUMBER OF COVERED HH MEMBERS IN Q.17 MUST BE > 0 OR "DON'T KNOW/REFUSED"]-

SECTION 4: LOYALTY EVALUATION

[PN:

- **ASK FEDERAL (COMPANY = 12) AND IN-NETWORK OVERSAMPLES (NETWORK = 1 AND COMPANY = 13)**
- **DO NOT ASK NATIONAL OUT-OF-NETWORK (COMPANY = 11 AND NETWORK = 2)**

19. How likely would you be to recommend [PN: IF PDP, INSERT: the MetLife Preferred Dentist Program; IF NON-PDP, INSERT: your dental program] to a friend? [INTERVIEWER: READ CATEGORIES.] [PN: REVERSE CATEGORIES. KEEP "DON'T KNOW" LAST.]

LIKELIHOOD_RECOMMEND_PLAN

Definitely would not recommend	1	(159)
Probably would not recommend	2	
Probably would recommend	3	
Definitely would recommend	4	
(DO NOT READ) Don't know	5	

[ASK FEDERAL (COMPANY = 12) AND IN-NETWORK OVERSAMPLES (NETWORK = 1 AND COMPANY = 13)

20. Based on your experience with your MetLife Dental Plan, how likely would you be to purchase additional products or services from MetLife, either from your employer or on your own? [INTERVIEWER: READ CATEGORIES.] [PN: REVERSE CATEGORIES. KEEP "DON'T KNOW" LAST.]

LIKELIHOOD_PURCH_ADDITIONAL_PRODUCTS

Definitely would not purchase	1	(160)
Probably would not purchase	2	
Probably would purchase	3	
Definitely would purchase	4	
(DO NOT READ) Don't know	5	

[ASK FEDERAL (COMPANY = 12) AND IN-NETWORK OVERSAMPLES (NETWORK = 1 AND COMPANY = 13)

- 20a. How long have you had MetLife as your dental insurance carrier?

LENGTH_OF_TIME_WITH_CARRIER_MONTHS

LENGTH_OF_TIME_WITH_CARRIER_YEARS

_____ Months	(161, 162)
_____ Years	(163, 164)
(DO NOT READ) Don't know	1 (165)

[PN: ASK ALL]

[PN: INSERT NEW BRAND MODULE (Brand Module added for Mar '18 interviewing)]

20b Now, the next few questions are about your feelings toward MetLife. Please think about everything you know about MetLife, including your most recent interaction with them. Tell me whether you agree or disagree that MetLife fits with each of the following statements. First, do you agree or disagree that MetLife fits with (READ STATEMENT)? Next, (READ NEXT **STATEMENT**)?)

PN: RANDOMLY SELECT 4 OF 10 STATEMENTS. USE 'LEAST-FILL' LOGIC. NEED TO HAVE A SIMILAR NUMBER OF RATINGS ACROSS ALL STATEMENTS MONTHLY.

[RANDOMIZE]	Agree	Disagree	(DO NOT READ) Don't Know	
a. Being trustworthy METLIFE_TRUSTWORTHY	1	2	3	
b. Being responsible METLIFE_RESPONSIBLE	1	2	3	
c. Understands you METLIFE_UNDERSTANDING	1	2	3	
d. Being genuine METLIFE_GENUINE	1	2	3	
e. Being uncomplicated METLIFE_UNCOMPLICATED	1	2	3	
f. Being future oriented METLIFE_FUTURE_ORIENTED	1	2	3	
g. Being on your side METLIFE_ON_MY_SIDE	1	2	3	
h. Being optimistic..... METLIFE_OPTIMISTIC	1	2	3	
i. Being experts METLIFE_EXPERT	1	2	3	
j. Being a company that flexes with you METLIFE_FLEXES	1	2	3	

LENGTH_OF_TIME_WITH_CARRIER_DK

[ASK FEDERAL (COMPANY =12) AND IN-NETWORK OVERSAMPLES (NETWORK = 1 OR COMPANY = 13)]

21. What is your age?

EXACT_AGE

_____ (Two-digit numeric)

(166, 167)

[PN: AGE RANGE: 18-99]

(DO NOT READ)

Refused (ADDED NEW) 1

(168)

EXACT_AGE_DK

NOTE: STARTING WITH JANUARY '17 REPORTING, THE SPLIT-SAMPLE TEST IS OVER. FOR ALL RESPONDENTS THAT ARE Q. 1-1a (NET_PROMOTER_SCORE_TRANS) = 0-6, WE WILL POST DAILY DETRACTOR ALERTS

[PN: ASK Q.22 IF Q. 1-1a (TNPS RATING) = 0-6 AND NATIONAL IN-NETWORK]

[PN: DO NOT ASK IBM OVERSAMPLE]

22. May MetLife contact you to discuss your experience with MetLife and your survey answers?

ASK NATIONAL

MAY_WE_CONTACT_YOU

Yes 1

[PN: CREATE AN ALERT]

(169)

No 2

[PN: DO NOT CREATE AN ALERT AND SKIP TO Q25]

[PN SHOW IF Q_22=1]

We will forward your name and your responses to MetLife. Someone from MetLife will be in touch with you soon.

ASK NATIONAL

PN: CREATE 'ALERTS' VARIABLE IF NATIONAL IN-NETWORK RESPONDENT GAVE A TNPS RATING (Q. 1-1A TNPS) OF 0 TO 6 AND AGREED TO BE CONTACTED (Q.1-1A=0-6 AND Q.22=1)

ASK NATIONAL

[ASK EVERYONE]

25. **[INTERVIEWER: PLEASE RECORD SEX OF RESPONDENT.]**

ASK NATIONAL

GENDER

Male..... 1 (170)
Female 2

Thank you for participating in this survey!

ASK NATIONAL

[PN: SHOW SCREEN FOR EVERYONE]

[INTERVIEWER: DOES THIS CALL REQUIRE A RESPONDENT ALERT SHEET BE SENT?]

ASK NATIONAL

ALERT

Yes..... 1 (171)
No 2

AL1. Reason for Respondent Alert:

ASK NATIONAL

EACH OF THESE SHOULD USE THE TITLE AND END
WITH _1, _2, _3, _4, _5, _6

ALERT_REASON_1 etc

Respondent questions validity of Survey 1 (172)
Respondent unhappy with MetLife service..... 2 (173)
Respondent threatens to sue MetLife 3 (174)
Respondent threatens to hurt himself or others 4 (175)
Respondent wants to be contacted by MetLife
[INTERVIEWER: PLEASE FILL IN NAME/PHONE #] 5 (176)
Other **[INTERVIEWER: SPECIFY IN FOLLOW-UP
QUESTION]** 6 (177)
ALERT_REASON_OTHER

AL1. Notes: (additional information important to call)

ASK NATIONAL

ALERT_NOTES