

Standard Monthly Member Satisfaction Survey

Start of Block: Main Survey Questions

Q1 We would like to know what you think!

Thank you for taking the time to complete the following survey. It should take you less than 10 minutes and will help United Concordia Dental continue our mission of creating a remarkable health experience, freeing people to be their best.

If you have any questions or encounter any issues within the survey please feel free to contact us at UnitedConcordiaDentalResearch@ucci.com.

Page Break

Q2 On a scale from 0-10, with 0 being highly unlikely and 10 being highly likely, how likely are you to recommend United Concordia Dental to a friend or colleague?

Highly Unlikely

Highly Likely

0	1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page Break

Q3 Please tell us why you gave that score.

Page Break

Q4 How would you rate your overall satisfaction with United Concordia Dental?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied

Page Break

Q5 Why did you rate your overall satisfaction with United Concordia Dental as
#{Q4/ChoiceGroup/SelectedChoices}?

Page Break

Q6

Did you contact United Concordia Dental customer service in \${e://Field/MonthYear}?

- ☐ Yes
- ☐ No
- ☐ Don't Know / Don't Recall

Page Break

Display This Question:

If Did you contact United Concordia Dental customer service in \${e://Field/MonthYear}? = Yes



Q7 Please select your level of satisfaction with each of the following elements based on your experience with United Concordia Dental's Customer Service.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	N/A
The company made it easy to handle my inquiry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The representative's knowledge of my dental benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The representative's professionalism in responding to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The representative's commitment to resolving my inquiry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page Break

Display This Question:

*If Please select your level of satisfaction with each of the following elements based on your experi...
= The company made it easy to handle my inquiry [Neither Satisfied nor Dissatisfied]*

*Or Please select your level of satisfaction with each of the following elements based on your experi...
= The company made it easy to handle my inquiry [Dissatisfied]*

*Or Please select your level of satisfaction with each of the following elements based on your experi...
= The company made it easy to handle my inquiry [Very Dissatisfied]*

Q7a Please explain why it was not easy for you to have United Concordia handle your inquiry.

Display This Question:

If Did you contact United Concordia Dental customer service in \${e://Field/MonthYear}? = Yes

Q8 How could United Concordia Dental provide better customer service?

Page Break

Display This Question:

If UsedOON = N

Or UsedOON = B



Q9

Please select your level of satisfaction with United Concordia Dental's network.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	N/A
Ease of finding an in-network dentist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of dentists in-network to choose from	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Convenient location of in-network dentist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explanation from the dental office about costs that are my responsibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of care by my dentist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appointment scheduling process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of the dental office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity of the explanation of my treatment plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page Break



Q10 Where do you typically go to find information on your dental plan and benefits? Select all that apply.

- ☐ My employer (HR department, etc.)
- ☐ My dentist
- ☐ The United Concordia Dental web site
- ☐ United Concordia Dental customer service
- ☐ United Concordia Dental plan information (e.g., brochures, PDFs, etc.)
- ☐ Enrollment meeting / benefits fair
- ☐ Colleagues / friends
- ☐ Other (please specify) _____
- ☒ Don't know

Page Break



Q11 Please indicate your level of agreement with these statements about information and communications from United Concordia Dental.

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
I know where to find information on what my plan covers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a good understanding of my dental benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communications I receive from United Concordia Dental meet my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page Break

Display This Question:

If Please indicate your level of agreement with these statements about information and communication... = I know where to find information on what my plan covers [Disagree]

Or Please indicate your level of agreement with these statements about information and communication... = I know where to find information on what my plan covers [Strongly Disagree]

Q12 What can United Concordia Dental do to help you find plan information?

Page Break

Display This Question:

If Please indicate your level of agreement with these statements about information and communication... = I have a good understanding of my dental benefits [Disagree]

Or Please indicate your level of agreement with these statements about information and communication... = I have a good understanding of my dental benefits [Strongly Disagree]



Q13 What would you say is the main issue that prevents you from having a better understanding of your dental benefits? Select all that apply.

- ☐ Difficulty finding information
- ☐ Not provided enough information
- ☐ Information provided is too confusing
- ☐ Not having enough time to read/review the benefits
- ☐ Too much information provided
- ☐ Other (please specify) _____

Page Break

Display This Question:

If Please indicate your level of agreement with these statements about information and communication... = Communications I receive from United Concordia Dental meet my needs [Disagree]

Or Please indicate your level of agreement with these statements about information and communication... = Communications I receive from United Concordia Dental meet my needs [Strongly Disagree]

Q14 What can United Concordia do to improve communications so that they meet your needs?

Page Break

Q15 Did you see any dentist in \${e://Field/MonthYear}?

- ☐ Yes
- ☐ No
- ☐ Don't know / Don't recall

Page Break

Display This Question:

If Did you see any dentist in \${e://Field/MonthYear}? = Yes

Q16 How satisfied are you with how United Concordia Dental handled the claim for your most recent dental visit?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied

Page Break

Display This Question:

If Did you see any dentist in \${e://Field/MonthYear}? = Yes

Q17 How could United Concordia Dental better service your dental claim(s)?

Page Break

Q18 How would you rate your satisfaction with the overall value of your dental plan for your cost and the benefits you receive?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied

Page Break

Display This Question:

If How would you rate your satisfaction with the overall value of your dental plan for your cost and... = Dissatisfied

Or How would you rate your satisfaction with the overall value of your dental plan for your cost and... = Very Dissatisfied

Q19 Are there any ways you think your dental plan can provide better value?

Page Break

Q20

Have you ever accessed the United Concordia Dental [My Dental Benefits member website](#)?

- ☐ Yes
- ☐ No
- ☐ Don't know / Don't recall

Skip To: Q23 If Have you ever accessed the United Concordia Dental My Dental Benefits member website? = No

Skip To: Q23 If Have you ever accessed the United Concordia Dental My Dental Benefits member website? = Don't know / Don't recall

Page Break

Q21 Overall, how satisfied are you with the My Dental Benefits member website?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neither Satisfied nor Dissatisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied

Page Break

Q22 How could United Concordia Dental improve the My Dental Benefits member website?

Page Break

Q23 Have you used the United Concordia Dental Mobile App?

- ☐ Yes
- ☐ No, but I am aware of it
- ☐ No and I am not aware of it

Page Break

Display This Question:

If Have you used the United Concordia Dental Mobile App? = No, but I am aware of it

Q24 Why are you not using the United Concordia Dental Mobile App?

Page Break

Q25 In general, how would you rate the condition of your oral health?

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor
- ☐ Prefer not to answer

Page Break

Q26 THANK YOU

We appreciate your time to respond to this survey. Your answers will help ensure that United Concordia Dental continues to deliver the best possible dental benefits experience for our members.

By clicking on the '>>' button below, you will be redirected to United Concordia Dental's website, where you can log into or register for a My Dental Benefits account. You can access your ID card, information about your benefits and claims, and much more.

End of Block: Main Survey Questions
