

2025 Healthy Kids Dental Child Survey Report

*Michigan Department of Health and Human
Services*

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1. Executive Summary

Introduction

The Michigan Department of Health and Human Services (MDHHS) contracted with Health Services Advisory Group, Inc. (HSAG) to administer and report the results of a child dental plan survey (Child Dental Survey) as part of its process for evaluating the quality of dental services provided to child members enrolled in its contracted dental plans. The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Dental Plan Survey, currently available for the adult population only, was modified by HSAG for administration to a child population to create a Child Dental Survey.¹⁻¹ The goal of the survey is to provide performance feedback that is actionable and will aid in improving the dental care and services of child members enrolled in the Healthy Kids Dental (HKD) Program. Results presented in this report include four global ratings, three composite measures, and three individual item measures. Table 1-1 provides a list of the dental plans that participated in the survey.

Table 1-1—Participating Dental Plans

Program/Plan Name	Program/Plan Abbreviation
Healthy Kids Dental Program	HKD Program¹⁻²
Blue Cross Blue Shield of Michigan Dental	BCD
Delta Dental of Michigan	DD

¹⁻¹ CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

¹⁻² The HKD Program results presented in this report are derived from the combined results of the participating dental plans (i.e., aggregate).





Survey Administration Overview

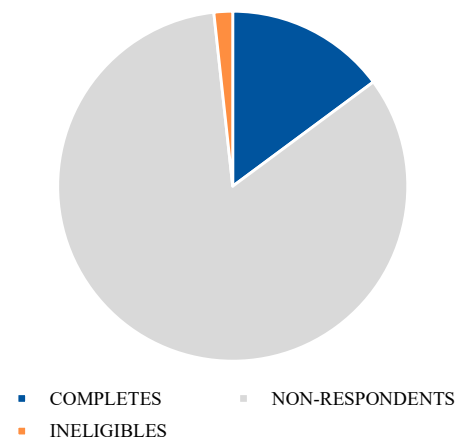
Figure 1-1 shows the distribution of survey dispositions and response rate for the HKD Program.

Figure 1-1—Survey Administration Overview: HKD Program

Survey Administration

Start Survey On:	Finish Survey On:
12.20.24	04.04.25
TOTAL SAMPLE SIZE	3,300
RESPONSE RATE	15.11%

 COMPLETES	490
 NON-RESPONDENTS	2,753
 INELIGIBLES	57
 UNDELIVERABLES	194



DETAILS

	Mail 1	Mail 2	Phone*	Web*
Completes	126	124	162	78
	Refusals	No Response		
Non-Respondents	83	2,670		
	Invalid	Language Barrier		
Ineligibles	43	14		

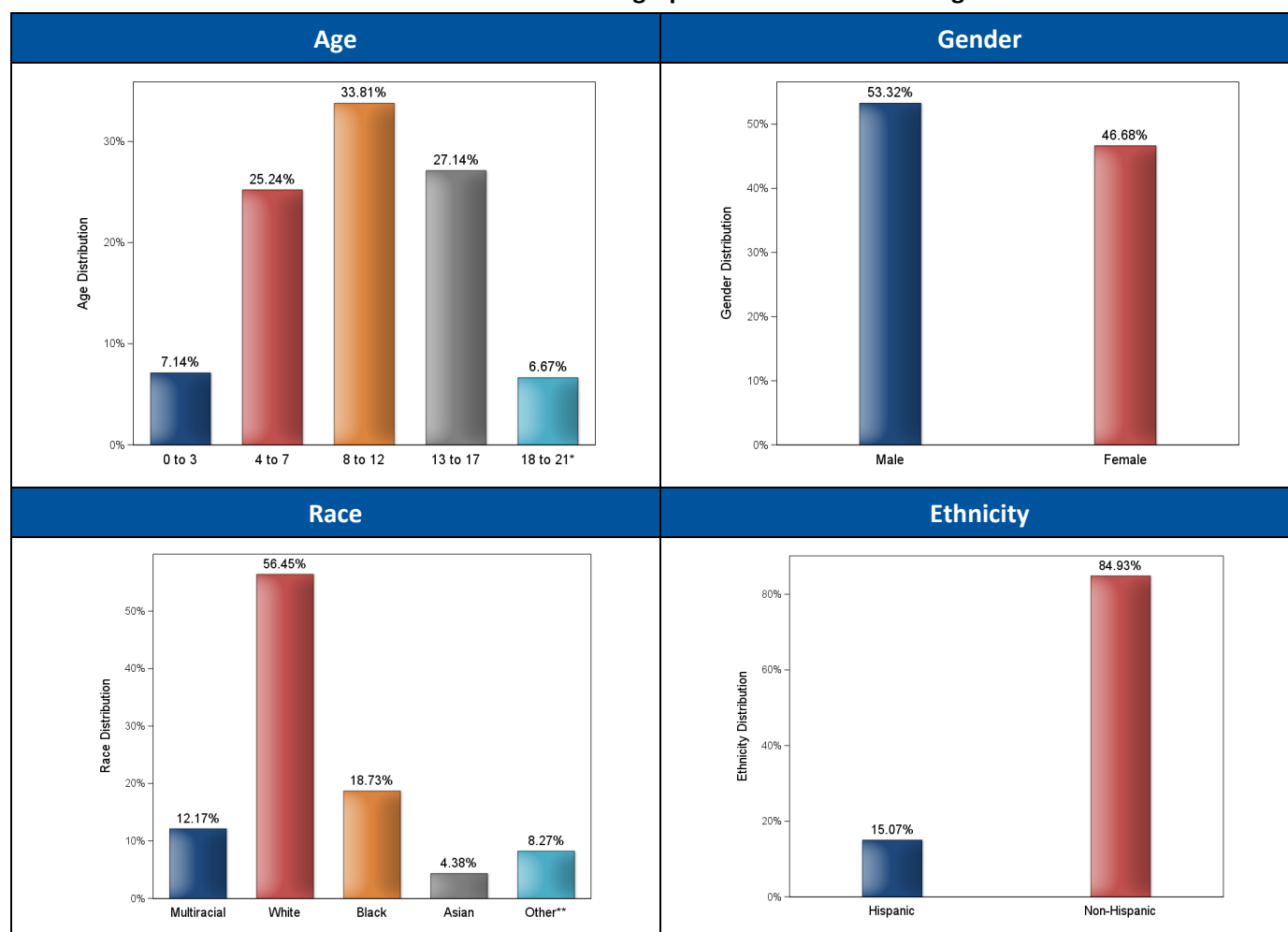
* There were six surveys completed in Spanish over the telephone and 19 surveys completed in Spanish via web.

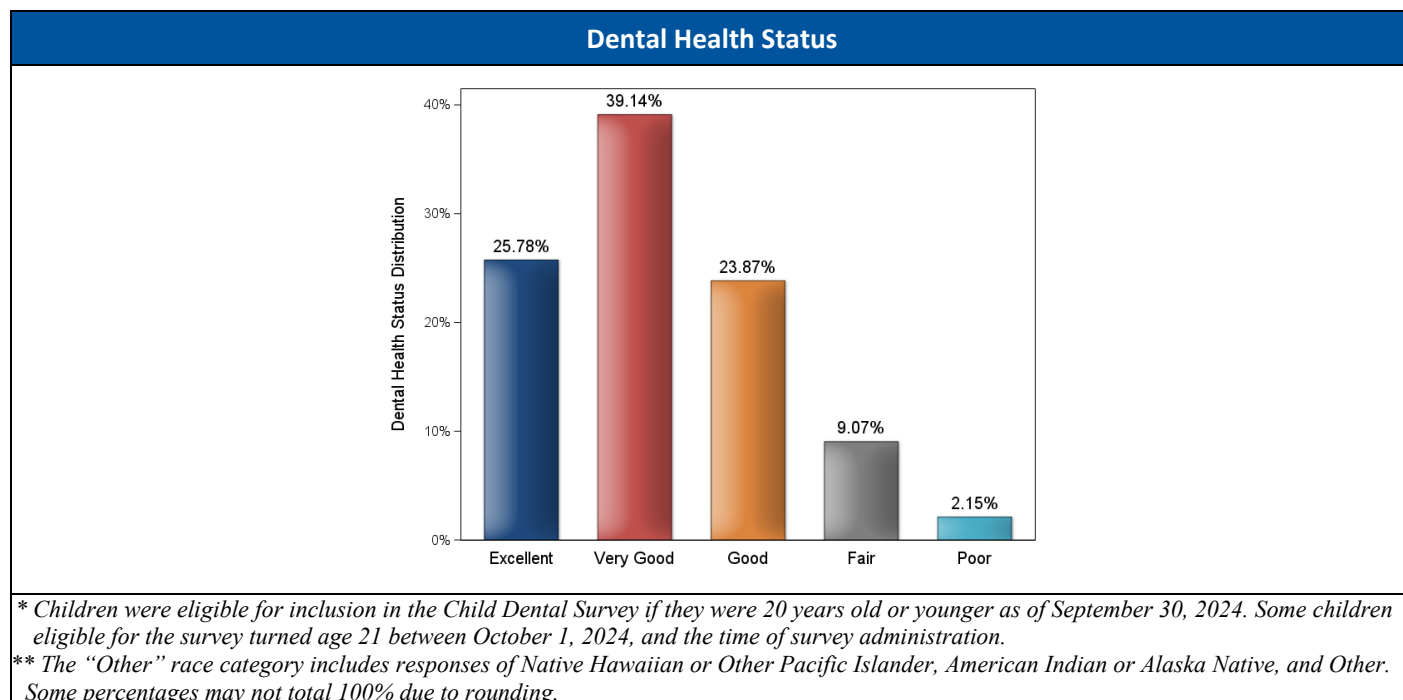
Key Findings

Child Member Demographics

Table 1-2 provides an overview of the demographic characteristics of children as reported by the parents/caretakers who completed a survey for the HKD Program. For the detailed results of the demographic analysis, please refer to the Results section beginning on page 3-3.

Table 1-2—Child Member Demographics Overview: HKD Program

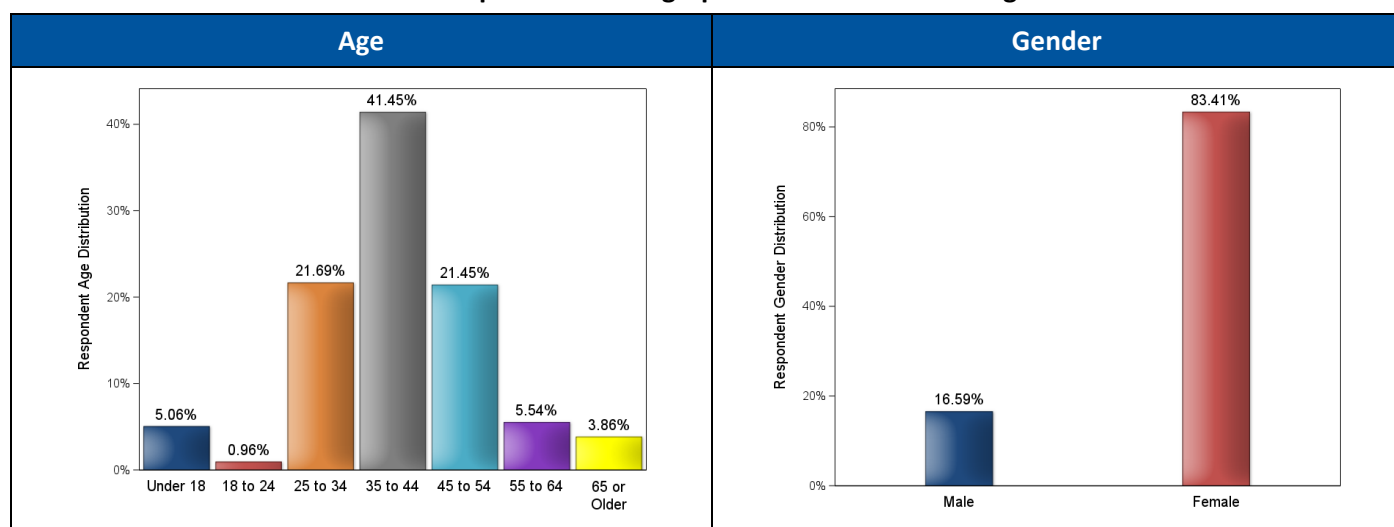


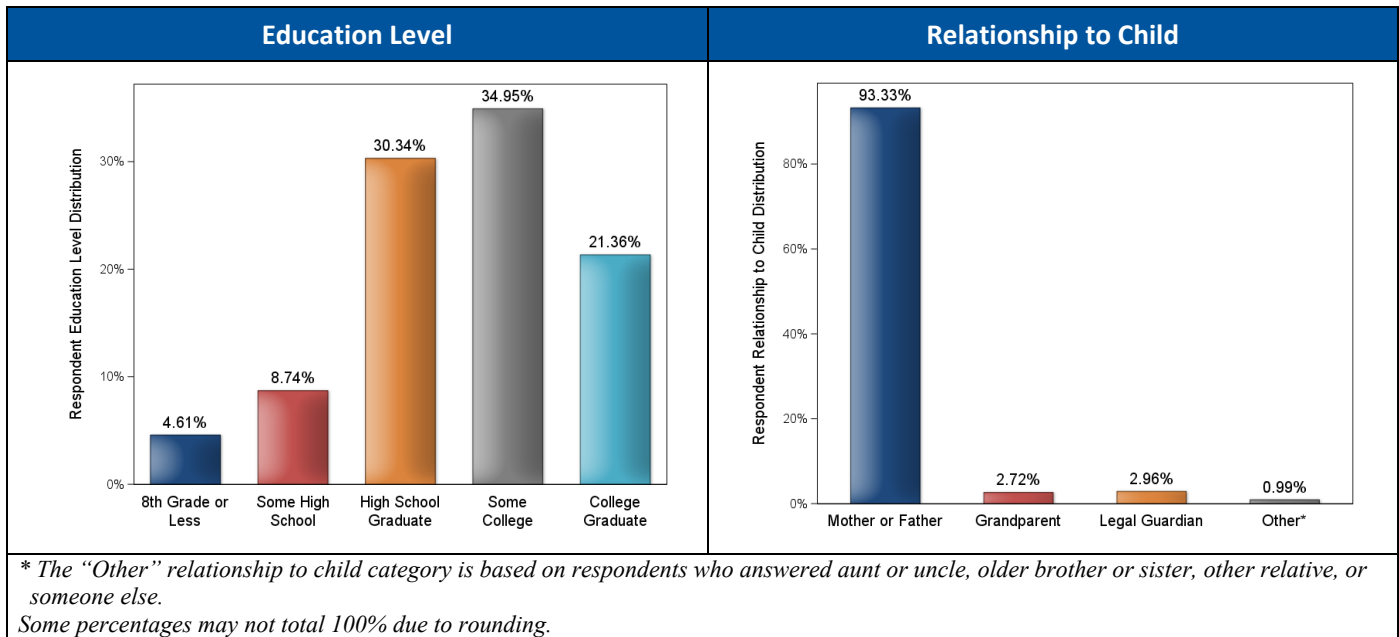


Respondent Demographics

Table 1-3 provides an overview of the demographic characteristics of parents/caretakers who completed the surveys on behalf of child members. For the detailed results of the respondent demographics, please refer to the Results section beginning on page 3-4.

Table 1-3—Respondent Demographics Overview: HKD Program





Dental Plan Comparisons

HSAG compared BCD's scores to DD's scores to determine if the plans' scores were statistically significantly different from each other. For *Dental Plan Information and Services*, BCD's score was statistically significantly higher than DD's score.¹⁻³ For the detailed results of the dental plan comparisons, please refer to the Results section beginning on page 3-6.

Trend Analysis

HSAG compared the 2025 scores to the 2024 and 2023 scores to determine if the scores were statistically significantly different. BCD's score was statistically significantly higher in 2025 than in 2023 for the *Would Recommend Dental Plan* measure. For the detailed results of the trend analysis, please refer to the Trend Analysis section beginning on page 4-1.

Key Drivers of Member Experience Analysis

To determine potential items for quality improvement (QI) efforts, HSAG conducted a key drivers of member experience analysis for the HKD Program.

HSAG focused the key drivers of member experience analysis on three measures: *Rating of All Dental Care*, *Rating of Dental Plan*, and *Would Recommend Dental Plan*. HSAG refers to the individual items

¹⁻³ For *Dental Plan Information and Services*, there were fewer than 100 respondents for BCD. Caution should be exercised when evaluating these results.

(i.e., questions) for which the odds ratio is statistically significantly greater than 1 as “key drivers” since these items are driving respondents’ levels of experience with each of the three measures.

Table 1-4 provides a summary of the survey items identified for each of the three measures as being key drivers of member experience (indicated by a ✓) for the HKD Program. For the detailed results of the key drivers of member experience analysis, please refer to the Key Drivers of Member Experience Analysis section beginning on page 5-1.

Table 1-4—Key Drivers of Member Experience Analysis Summary: HKD Program

Survey Item	Response Options	Key Drivers		
		Rating of All Dental Care	Rating of Dental Plan	Would Recommend Dental Plan
Q11. Child’s dentist spent enough time with child	Never + Sometimes + Usually vs. Always	✓	NS	NS
Q13. Dentists or dental staff helped child feel comfortable during dental work	Never + Sometimes + Usually vs. Always	✓	NS	NS
Q16. Child saw dentist as soon as parent/caretaker wanted	Never + Sometimes + Usually vs. Always	NS	NS	✓
Q21a. Child’s dental plan met all of child’s dental care needs	Never + Sometimes + Usually vs. Always	NA	✓	NS
Q24. 800 number, written materials, or website provided parent/caretaker with wanted information	Never + Sometimes + Usually vs. Always	NA	NS	✓
Q26. Information helped find dentist for child that parent/caretaker is happy with	Never + Sometimes + Usually vs. Always	NA	NS	✓
<p>NA Indicates that this question was not evaluated for this measure.</p> <p>NS Indicates that the calculated odds ratio estimate is not statistically significantly higher than 1.0; therefore, improvements of those responses may not significantly affect the rating.</p>				

2. Reader's Guide

This section provides a comprehensive overview of the Child Dental Survey, including the survey administration protocol and analytic methodology. It is designed to provide supplemental information to the reader that may aid in the interpretation and use of the results presented in this report.

Performance Measures

The Child Dental Survey yielded 10 measures that include four global rating questions, three composite measures, and three individual item measures. The global ratings reflect overall experience 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*).

Figure 2-1 lists the measures included in the survey.

Figure 2-1—Child Dental Survey Measures

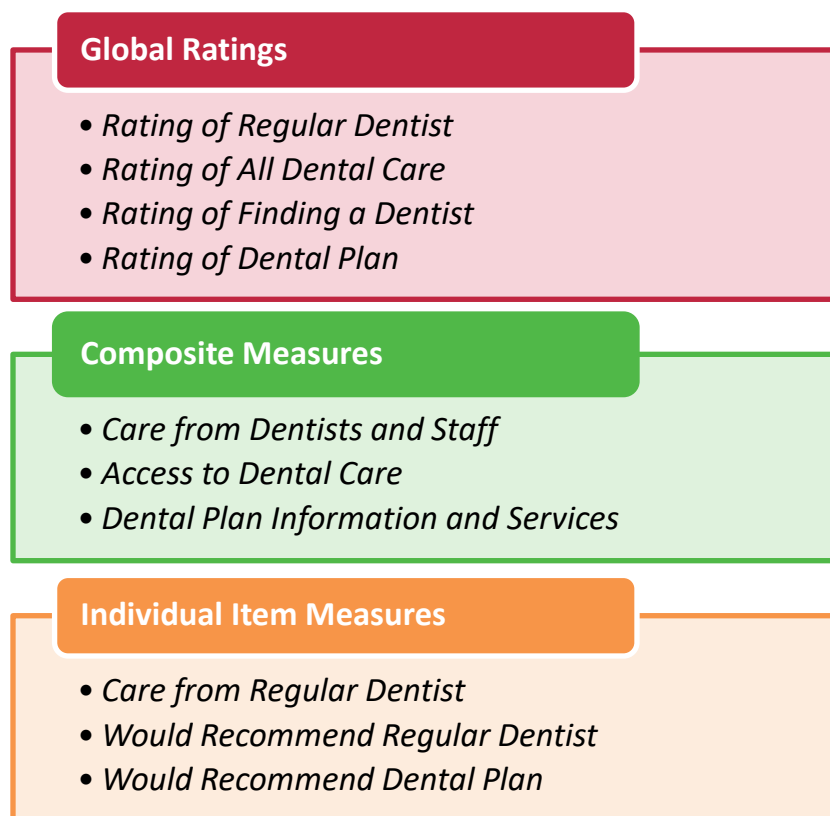


Table 2-1 shows the survey language and response options for each measure. The survey includes gate items, also known as screening items, that instruct respondents to skip specific questions if they are not receiving certain services, which results in fewer responses for the measures. Questions with these skip-patterns likely have fewer responses. The measures that are affected by these gate items are noted within footnotes in Table 2-1.

Table 2-1—Question Language and Response Categories

Question Language	Response Categories
Global Ratings	
<i>Rating of Regular Dentist</i>²⁻¹	
12. 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
<i>Rating of All Dental Care</i>	
20. 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
<i>Rating of Finding a Dentist</i>²⁻²	
27. 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
<i>Rating of Dental Plan</i>	
31. 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
Composite Measures	
<i>Care from Dentists and Staff</i>²⁻³	
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

²⁻¹ For *Rating of Regular Dentist*, the gate questions ask respondents if their child has a regular dentist and if their child has seen their regular dentist in the last 12 months. If respondents answer “No” to these questions, they are directed to skip the question that comprises the *Rating of Regular Dentist* measure.

²⁻² For *Rating of Finding a Dentist*, the gate question asks respondents if they used any information from their child's dental plan to help them find a new dentist for their child in the last 12 months. If respondents answer “No” to this question, they are directed to skip the question that comprises the *Rating of Finding a Dentist* measure.

²⁻³ For *Care from Dentists and Staff*, the gate questions ask respondents if their child has a regular dentist, if their child has seen their regular dentist in the last 12 months, and if their child is able to talk with his or her regular dentist about his or her dental care. If respondents answer “No” to these questions, they are directed to skip the questions that collectively comprise the *Care from Dentists and Staff* measure.

Question Language	Response Categories
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 <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
13. 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
14. 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
Composite Measures	
<i>Access to Dental Care</i>	
15. In the last 12 months, how often were your child's dental appointments as soon as you wanted?	Never, Sometimes, Usually, Always
16. 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 ²⁻⁴
17. 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 ²⁻⁵
18. In the last 12 months, 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? ²⁻⁶	Never, Sometimes, Usually, Always ²⁻⁷
19. 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

²⁻⁴ “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 question (i.e., this response is treated as missing data).

²⁻⁵ “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 question (i.e., this response is treated as missing data).

²⁻⁶ For *Access to Dental Care*, if respondents answer “Never” to this gate question (i.e., question 18), they are directed to skip one of the questions that comprises the *Access to Dental Care* measure.

²⁻⁷ The response option scale was reversed so responses of “Sometimes/Never” were considered top-box scores.

Question Language	Response Categories
Dental Plan Information and Service²⁻⁸	
21. 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
21a. 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
22. 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
24. In the last 12 months, how often did the 800 number, website, or written materials provide the information you wanted about your child's dental plan?	Never, Sometimes, Usually, Always
26. Did this information (from your dental plan) help you find a dentist for your child that you were happy with?	Definitely Yes, Somewhat Yes, Somewhat No, Definitely No
29. 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
30. 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
Individual Item Measures²⁻⁹	
Care from Regular Dentist	
11a. 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	
12a. Would you recommend your child's regular dentist to other parents or people who are looking for a new dentist for their child?	Definitely Yes, Probably Yes, Probably No, Definitely No
Would Recommend Dental Plan	
32. Would you recommend your child's dental plan to other parents or people who want to join?	Definitely Yes, Probably Yes, Probably No, Definitely No

²⁻⁸ For *Dental Plan Information and Services*, the gate questions ask respondents if they tried finding out how their child's dental plan works by calling their toll-free number, visiting their website, or reading printed materials; if they used any information from their child's dental plan to help them find a new dentist for their child; and if they tried to get information or help from customer service at their child's dental plan in the last 12 months. If respondents answer "No" to these questions, they are directed to skip the questions that collectively comprise the *Dental Plan Information and Services* measure.

²⁻⁹ For *Care from Regular Dentist* and *Would Recommend Regular Dentist*, the gate questions ask respondents if their child has a regular dentist and if their child has seen their regular dentist in the last 12 months. If respondents answer "No" to these questions, they are directed to skip the questions that comprise the *Care from Regular Dentist* and *Would Recommend Regular Dentist* measures.

How Survey Results Were Collected

The sampling procedures and survey protocol that HSAG adhered to are described below.

Sampling Procedures

MDHHS provided HSAG with a list of all eligible child members in the sampling frame. HSAG reviewed the file records to check for any apparent problems with the files, such as missing address elements. HSAG sampled child members who met the following criteria:

- Were 20 years or younger as of September 30, 2024.
- Were currently enrolled in a dental plan (i.e., BCD or DD).
- Were enrolled continuously in the dental plan during the last 12 months of the measurement period (October 1, 2023, to September 30, 2024).²⁻¹⁰
- Had a paid or denied dental claim during the measurement period.

A random sample of 1,650 members was selected from each dental plan for inclusion in the survey, which represents the HKD population. No more than one member per household was selected as part of the survey sample. After the sample was selected, the entire sample of records was passed through the United States Postal Service's National Change of Address (NCOA) system to obtain new addresses for members who had moved (if they had given the Postal Service a new address).

Survey Protocol

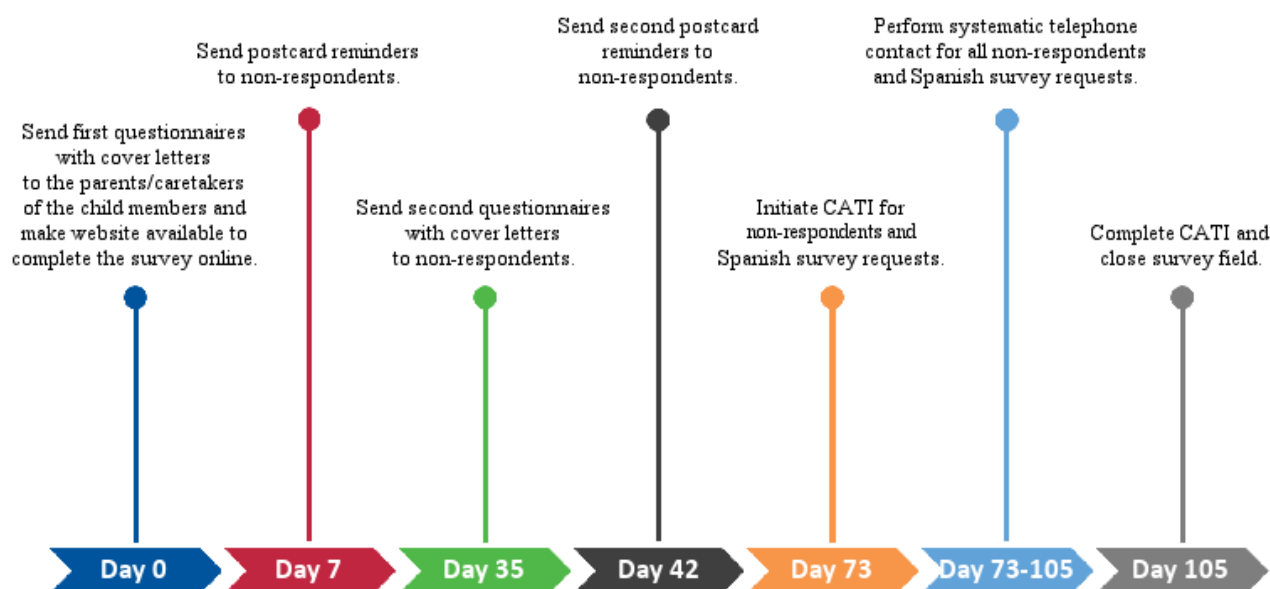
The survey administration protocol employed was a mixed-mode methodology, which allowed for three methods by which parents/caretakers of sampled child members could complete a survey: (1) mail, (2) Internet, or (3) telephone. A cover letter was mailed to all parents/caretakers of sampled child members that provided three options by which they could complete the survey: (1) complete the paper-based survey in English and return it using the pre-addressed, postage-paid return envelope; (2) complete the web-based survey in English or Spanish via a URL link or quick response (QR) code and designated username; or (3) request to complete the survey in Spanish via computer assisted telephone interviewing (CATI) by calling a customer service toll-free number. Non-respondents received a reminder postcard, followed by a second survey mailing and reminder postcard. HSAG followed a staggered method of up to three CATI calls to each non-respondent at different times of the day, on different days of the week, and in different weeks. The dental plan name was included in the questionnaires and letters; the letters bore the signature of a high-ranking state official; and the questionnaire packages included a postage-

²⁻¹⁰ To determine continuous enrollment, no more than one gap in the measurement period of up to 45 days, or for a child member for whom enrollment is verified monthly, up to a one-month gap in the enrollment period was allowed.

paid reply envelope addressed to the organization conducting the surveys. The survey administration started in December 2024, and the survey field remained open until closing in April 2025.

Figure 2-2 shows the timeline used for the survey administration.

Figure 2-2—Child Dental Survey Timeline



Methodology

HSAG developed a scoring approach, based in part on scoring standards devised by the Agency for Healthcare Research and Quality (AHRQ), the sponsor of CAHPS, to comprehensively assess member experience. In addition to individual dental plan results, HSAG combined results from the dental plans to calculate an HKD Program aggregate. This section provides an overview of each analysis.

Response Rates

The response rate was defined as the total number of completed surveys divided by all eligible members of the sample. A survey is assigned a disposition code of “completed” if at least one question was answered. Eligible members included the entire sample minus ineligible members. Ineligible members met at least one of the following criteria: they were deceased, were invalid (did not meet the eligible population criteria described on page 2-5), or had a language barrier (the survey was made available in both English and Spanish).

$$\text{Response Rate} = \frac{\text{Number of Completed Surveys}}{\text{Sample} - \text{Ineligibles}}$$

Respondent Analysis

HSAG evaluated the demographic characteristics (i.e., age, gender, race, and ethnicity) of child members as part of the respondent analysis. HSAG performed a *t* test to determine whether the demographic characteristics of child members whose parents/caretakers responded to the survey (i.e., respondent percentages) were statistically significantly different from the demographic characteristics of all child members in the sample frame (i.e., sample frame percentages). Please note that variables from the sample frame were used as the data source for this analysis; therefore, the results will differ from those presented in the demographics section, which uses responses from the survey as the data source. A difference was considered statistically significant if the two-sided *p* value of the *t* test was less than 0.05. The two-sided *p* value of the *t* test is the probability of observing a test statistic as extreme as or more extreme than the one actually observed by chance. Respondent percentages within a particular demographic category that were statistically significantly higher or lower than the sample frame percentages are noted with black arrows (↑ or ↓) in the tables. Caution should be exercised when extrapolating the survey results to the entire population if the average characteristics of respondents differ significantly from the plan or program population as a whole.

Child Member and Respondent Demographics

The demographics analysis evaluated demographic information of child members and respondents based on parents'/caretakers' responses to the surveys. Table 2-2 shows the survey question numbers that are associated with the respective demographic categories that were analyzed.

Table 2-2—Demographic Items Analyzed

Demographic Category	Survey Question Number
Child Member Demographics	
Age	34
Gender	35
Race	37
Ethnicity	36
Dental Health Status	33
Respondent Demographics	
Respondent Age	38
Respondent Gender	39
Respondent Education Level	40
Respondent Relationship to Child	41

Scoring Calculations

HSAG classified responses into one of two categories in order to present the proportion (i.e., percentage) of top-box responses (i.e., top-box score) for each measure. The response categories were defined as follows:

- “9” or “10” for the global ratings.
- “Usually/Always,” “Probably Yes/Definitely Yes,” or “Somewhat Yes/Definitely Yes” for the *Care from Dentists and Staff*, *Access to Dental Care*, and *Dental Plan and Information Services* composite measures; and *Care from Regular Dentist*, *Would Recommend Regular Dentist*, and *Would Recommend Dental Plan* for the individual item measures.

The exception to this was Question 18 in the *Access to Dental Care* composite measure, where the response option scale was reversed so responses of “Sometimes/Never” were considered top-box responses.

Dental Plan Comparisons

A *t* test was performed to determine whether BCD's scores were statistically significantly different (i.e., *p* value < 0.05) from DD's scores. Statistically significant differences are noted with black triangles (▲ or ▼) in the figures.

Trend Analysis

HSAG performed a *t* test to determine whether scores in 2025 were statistically significantly different (i.e., *p* value < 0.05) from the prior years' scores. Scores that were statistically significantly higher in 2025 than in 2024 or 2023 are denoted with black upward triangles (▲). Scores that were statistically significantly lower in 2025 than in 2024 or 2023 are denoted with black downward triangles (▼). Scores in 2025 that were not statistically significantly different from 2024 or 2023 are denoted with a dash (—).

Key Drivers of Member Experience Analysis

HSAG performed an analysis of key drivers of member experience for the following three global ratings: *Rating of All Dental Care*, *Rating of Dental Plan*, and *Would Recommend Dental Plan*. The purpose of the key drivers of member experience analysis is to help decision makers identify specific aspects of care that will most benefit from QI activities.

Table 2-3 depicts the survey items (i.e., questions) that were analyzed for each measure in the key drivers of member experience analysis as indicated by a checkmark (✓), as well as each survey item's baseline response that was used in the statistical calculation.

Table 2-3—Potential Key Drivers

Survey Item	Rating of All Dental Care	Rating of Dental Plan	Would Recommend Dental Plan	Baseline Response
Q6. Child's dentist explained things in understandable way	✓	✓	✓	Always
Q7. Child's dentist listened carefully to parent/caretaker	✓	✓	✓	Always
Q8. Child's dentist treated parent/caretaker with courtesy and respect	✓	✓	✓	Always
Q10. Child's dentist explained things in understandable way for child	✓	✓	✓	Always
Q11. Child's dentist spent enough time with child	✓	✓	✓	Always
Q13. Dentists or dental staff helped child feel comfortable during dental work	✓	✓	✓	Always
Q14. Dentists or dental staff provided explanations while treating the child	✓	✓	✓	Always
Q15. Received appointment as soon as wanted	✓	✓	✓	Always
Q16. Child saw dentist as soon as parent/caretaker wanted	✓	✓	✓	Definitely Yes
Q17. Parent/caretaker received appointment for child as soon as wanted for specialized dentist and dental care	✓	✓	✓	Always
Q18. Spent more than 15 minutes in waiting room before child's appointment	✓	✓	✓	Never
Q19. Someone explained delay for spending more than 15 minutes in waiting room before appointment	✓	✓	✓	Always
Q21. Child's dental plan covered all services parent/caretaker thought covered		✓	✓	Always
Q21a. Child's dental plan met all of child's dental care needs		✓	✓	Definitely Yes
Q22. Child's dental plan covered what child needed		✓	✓	Definitely Yes
Q24. 800 number, written materials, or website provided parent/caretaker with wanted information		✓	✓	Always
Q26. Information helped find dentist for child that parent/caretaker is happy with		✓	✓	Definitely Yes

Survey Item	Rating of All Dental Care	Rating of Dental Plan	Would Recommend Dental Plan	Baseline Response
Q29. Child's dental plan's customer service staff gave parent/caretaker the information or help needed		✓	✓	Always
Q30. Child's dental plan's customer service staff treated parent/caretaker with courtesy and respect		✓	✓	Always

HSAG assessed each measure's performance by assigning the responses into a two-point scale as follows:

- 0 to 8/Definitely No, Probably Yes, or Probably No = 1 (Dissatisfied/Neutral)
- 9 to 10/Definitely Yes = 2 (Satisfied)

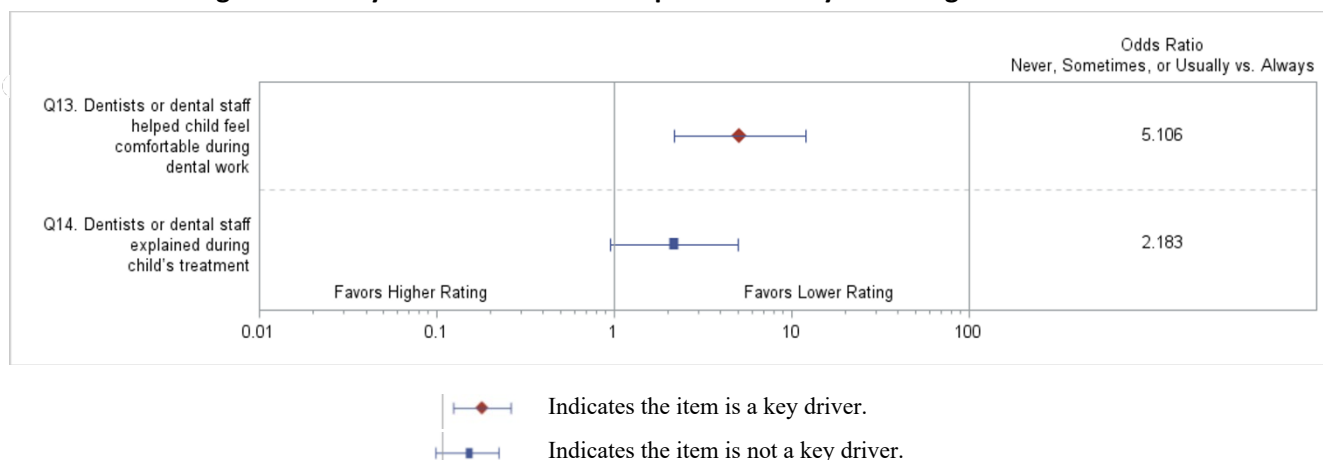
For each item evaluated, HSAG calculated the relationship between the item's response and performance on each of the three measures using a polychoric correlation, which is used to estimate the correlation between two theorized normally distributed continuous latent variables, from two observed ordinal variables. HSAG then prioritized items based on their correlation to each measure.

The correlation can range from -1 to 1, with negative values indicating an inverse relationship between overall member experience and a particular survey item. However, the correlation analysis conducted is not focused on the direction of the correlation, but rather on the degree of correlation. Therefore, the absolute value of the correlation is used in the analysis, and the range is 0 to 1. A zero indicates no relationship between the response to a question and the member's experience. As the value of the correlation increases, the importance of the question to the respondent's overall experience increases.

After prioritizing items based on their correlation to each measure, HSAG estimated the odds ratio, which is used to quantify the respondents' tendency to choose a lower rating over a higher rating based on their responses to the evaluated items. The odds ratio can range from 0 to infinity. Key drivers are those items for which the odds ratio is statistically significantly greater than 1. If a response to an item has an odds ratio value that is statistically significantly greater than 1, then a respondent who provides a response other than the baseline (e.g., "Always") is more likely to provide a lower rating on the measure than respondents who provide the baseline response. As the odds ratio value increases, the tendency for a respondent who provides a non-baseline response to choose a lower rating increases.

In Figure 2-3, the results indicate that parents/caretakers who answered either "Never," "Sometimes," or "Usually" to Question 13 and Question 14 are 5.106 and 2.183 times more likely to provide a lower rating for their dental plan than respondents who answered "Always." The items identified as key drivers are indicated with a red diamond. For the detailed results of the key drivers of member experience analysis, please refer to the Key Drivers of Member Experience Analysis section beginning on page 5-1.

Figure 2-3—Key Drivers of Member Experience Analysis: Rating of Dental Plan



Limitations and Cautions

The findings presented in this report are subject to some limitations in the survey design, analysis, and interpretation. These limitations should be considered when interpreting or generalizing the findings. The limitations are discussed below.

Causal Inferences

Although this report examines whether respondents report differences in experience with various aspects of their child's dental care experiences, these differences may not be completely attributable to the HKD Program. These analyses identify whether respondents give different ratings of experience with their child's dental plan. The survey by itself does not necessarily reveal the exact cause of these differences.

Lack of National Data for Comparisons

Currently AHRQ has not established a child dental survey; therefore, national benchmark data were not available for comparisons.

Non-Response Bias

The experiences of the survey respondent population may be different than that of non-respondents with respect to their child's dental care services and may vary by plan or program. According to research, late respondents (i.e., respondents who submitted a survey later than the first mailing/round) could

potentially be non-respondents if the survey had ended earlier.²⁻¹¹ To identify potential non-response bias, HSAG compared the scores from late respondents to early respondents (i.e., respondents who submitted a survey during the first mailing/round) for each measure. Table 2-4 presents the results of the non-response bias analysis for the HKD Program. MDHHS should consider that potential non-response bias may exist when interpreting the survey results.

Table 2-4—Non-Response Bias Analysis: HKD Program

Measure	2023	2024	2025
<i>Care from Dentists and Staff</i>	↑	—	↑
<i>Dental Plan Information and Services</i>	↑	—	—
<i>Care from Regular Dentists</i>	—	—	↑
↑ Indicates that early respondents are statistically significantly more likely to provide a higher response for the measure (i.e., potential non-response bias). ↓ Indicates that early respondents are statistically significantly more likely to provide a lower response for the measure (i.e., potential non-response bias). — Indicates that early respondents are not statistically significantly more likely to provide a higher or lower response for the measure.			

Survey Instrument

The Child Dental Survey is a modified version of AHRQ's CAHPS Dental Survey. The CAHPS Dental Survey, currently available for the adult population only, was customized for administration to a child population.

²⁻¹¹ Korkeila, K., et al. "Non-response and related factors in a nation-wide health survey." *European journal of epidemiology* 17.11 (2001): 991-999.

3. Results

Who Responded to the Survey

The response rate is the total number of completed surveys divided by all eligible members of the sample. Table 3-1 shows the distribution of survey dispositions and the response rates. For additional information on the calculation of response rates, please refer to page 2-6 of the Reader's Guide section.

Table 3-1—Distribution of Surveys and Response Rates

Program/Plan Name	Sample Size	Completes	Ineligibles	Response Rate
HKD Program	3,300	490	57	15.11%
BCD	1,650	222	36	13.75%
DD	1,650	268	21	16.45%

Respondent Analysis

HSAG compared the demographic characteristics of child members whose parents/caretakers responded to the survey (i.e., respondent percentage) to the demographic characteristics of all child members in the sample frame (i.e., sample frame percentage) for statistically significant differences. The demographic characteristics evaluated as part of the respondent analysis included age, gender, race, and ethnicity.

Table 3-2 through Table 3-5 show the results of the respondent analysis for each plan and HKD Program. Respondent percentages within a particular demographic category that were statistically significantly higher or lower than the sample frame percentages are noted with black arrows (↑ or ↓) in the tables. Please note that variables from the sample frame were used as the data source for this analysis; therefore, these results will differ from those presented in the demographics subsection, which use responses from the survey as the data source. Caution should be exercised when extrapolating the survey results to the entire population if the average characteristics of respondents differ significantly from the dental plan or program population as a whole. For additional information on the respondent analysis, please refer to page 2-7 of the Reader's Guide section.

Table 3-2—Respondent Analysis: Age

Program/Plan Name		0 to 3	4 to 7	8 to 12	13 to 17	18 to 20
HKD Program	R	9.18%	25.31%	31.84%	29.18%	4.49%
	SF	8.46%	25.84%	33.44%	26.09%	6.18%
BCD	R	15.77%	32.88%↓	26.13%	22.97%↑	2.25%
	SF	17.50%	40.71%	23.20%	15.12%	3.46%

Program/Plan Name		0 to 3	4 to 7	8 to 12	13 to 17	18 to 20
DD	R	3.73%	19.03%	36.57%	34.33%	6.34%
	SF	5.59%	21.10%	36.69%	29.58%	7.04%

An “R” indicates respondent percentage, and an “SF” indicates sample frame percentage.
 ↑ Indicates the respondent percentage is statistically significantly higher than the sample frame percentage.
 ↓ Indicates the respondent percentage is statistically significantly lower than the sample frame percentage.
 Respondent percentages that are not statistically significantly different than the sample frame percentages are not noted with arrows.
 Some percentages may not total 100% due to rounding.

Table 3-3—Respondent Analysis: Gender

Program/Plan Name		Male	Female
HKD Program	R	53.67%	46.33%
	SF	49.87%	50.13%
BCD	R	53.15%	46.85%
	SF	49.74%	50.26%
DD	R	54.10%	45.90%
	SF	49.91%	50.09%

An “R” indicates respondent percentage, and an “SF” indicates sample frame percentage.
 ↑ Indicates the respondent percentage is statistically significantly higher than the sample frame percentage.
 ↓ Indicates the respondent percentage is statistically significantly lower than the sample frame percentage.
 Respondent percentages that are not statistically significantly different than the sample frame percentages are not noted with arrows.
 Some percentages may not total 100% due to rounding.

Table 3-4—Respondent Analysis: Race

Program/Plan Name		White	Black	Asian	Other
HKD Program	R	69.75%↑	25.73%↓	0.45%	4.06%
	SF	65.28%	31.27%	0.50%	2.95%
BCD	R	63.45%	30.96%↓	1.02%	4.57%
	SF	57.75%	38.86%	0.54%	2.86%
DD	R	74.80%↑	21.54%↓	0.00%	3.66%
	SF	67.63%	28.91%	0.48%	2.98%

An “R” indicates respondent percentage, and an “SF” indicates sample frame percentage.
 ↑ Indicates the respondent percentage is statistically significantly higher than the sample frame percentage.
 ↓ Indicates the respondent percentage is statistically significantly lower than the sample frame percentage.
 Respondent percentages that are not statistically significantly different than the sample frame percentages are not noted with arrows.
 Some percentages may not total 100% due to rounding.

Table 3-5—Respondent Analysis: Ethnicity

Program/Plan Name		Hispanic	Non-Hispanic
HKD Program	R	11.52%	88.48%
	SF	9.33%	90.67%
BCD	R	11.36%	88.64%
	SF	9.84%	90.16%

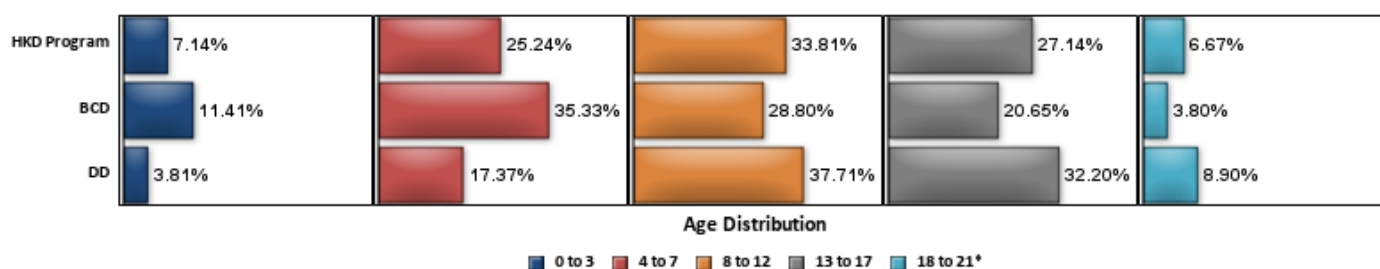
Program/Plan Name		Hispanic	Non-Hispanic
DD	R	11.65%	88.35%
	SF	9.16%	90.84%

An “R” indicates respondent percentage, and an “SF” indicates sample frame percentage.
 ↑ Indicates the respondent percentage is statistically significantly higher than the sample frame percentage.
 ↓ Indicates the respondent percentage is statistically significantly lower than the sample frame percentage.
 Respondent percentages that are not statistically significantly different than the sample frame percentages are not noted with arrows.
 Some percentages may not total 100% due to rounding.

Child Member Demographics

Figure 3-1 through Figure 3-5 show the age, gender, race, ethnicity, and dental health status of children as reported by the parents/caretakers who completed a survey. For additional information on the child member demographics, please refer to page 2-7 of the Reader’s Guide section.

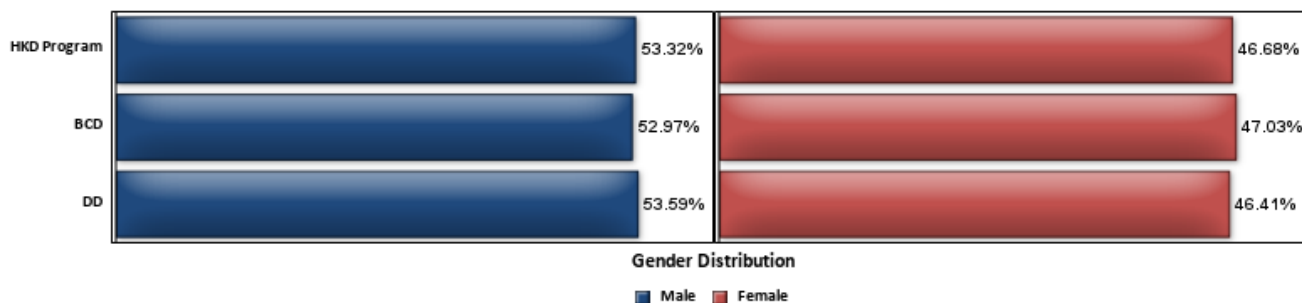
Figure 3-1—Child Member Demographics: Age



Some percentages may not total 100% due to rounding.

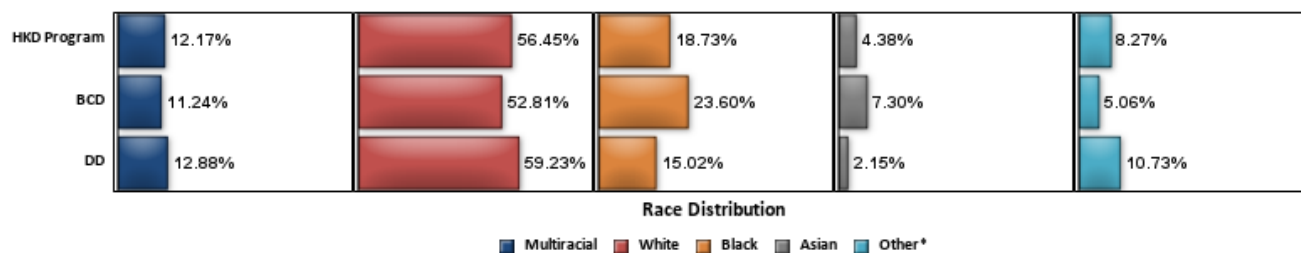
*Children were eligible for inclusion in the Child Dental Survey results if they were age 20 or younger as of September 30, 2024. Some children eligible for the survey turned age 21 between October 1, 2024, and the time of survey administration.

Figure 3-2—Child Member Demographics: Gender



Some percentages may not total 100% due to rounding.

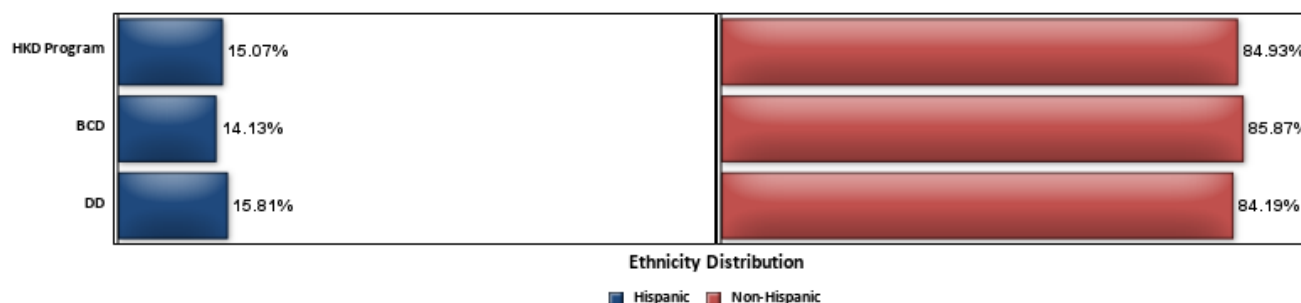
Figure 3-3—Child Member Demographics: Race



Some percentages may not total 100% due to rounding.

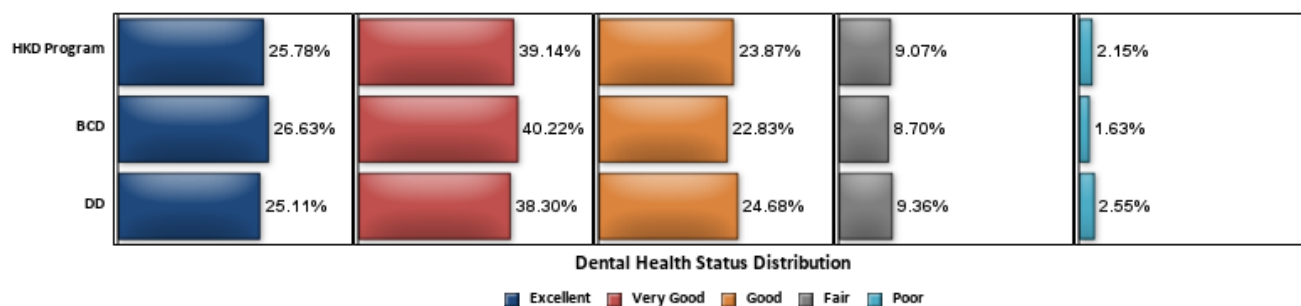
**The "Other" race category includes responses of Native Hawaiian or Other Pacific Islander, American Indian or Alaska Native, and Other.*

Figure 3-4—Child Member Demographics: Ethnicity



Some percentages may not total 100% due to rounding.

Figure 3-5—Child Member Demographics: Dental Health Status



Some percentages may not total 100% due to rounding.

Respondent Demographics

Figure 3-6 through Figure 3-9 depict the self-reported demographic characteristics of the parents/ caretakers who completed a survey. For additional information on the respondent demographics, please refer to page 2-7 of the Reader's Guide section.

Figure 3-6—Respondent Demographics: Age

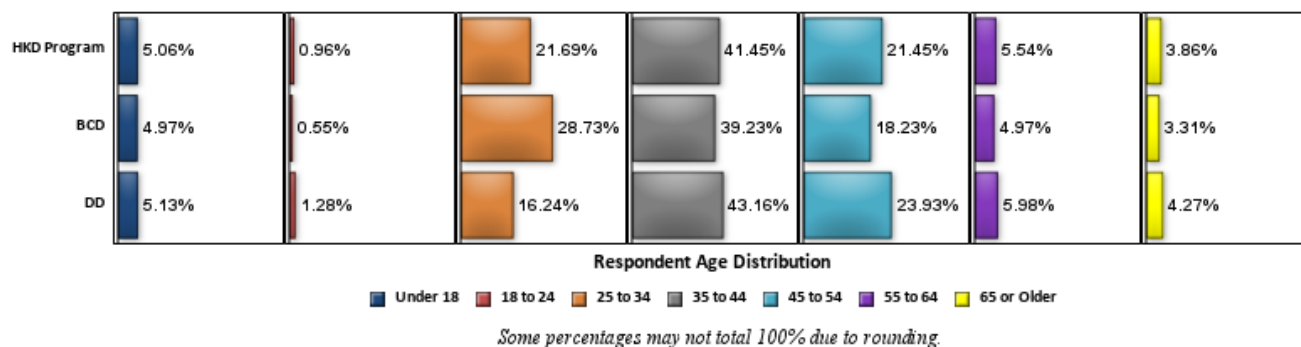


Figure 3-7—Respondent Demographics: Gender

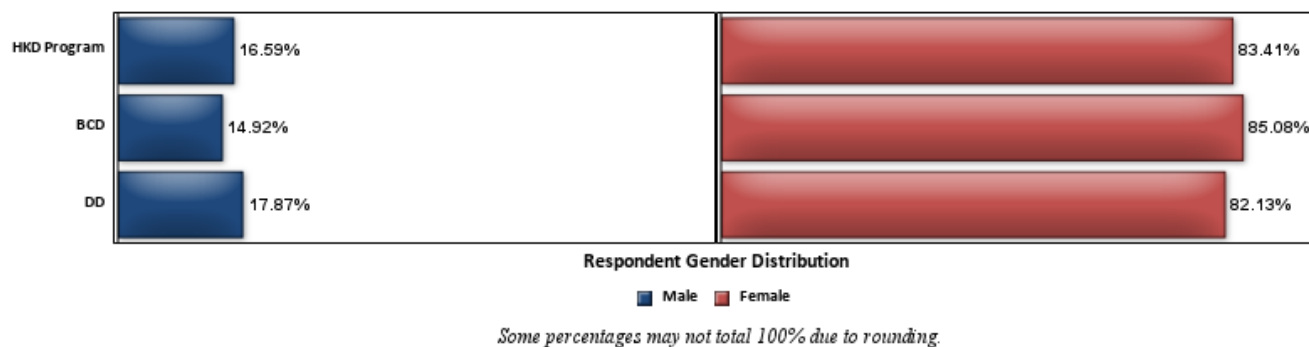


Figure 3-8—Respondent Demographics: Education Level

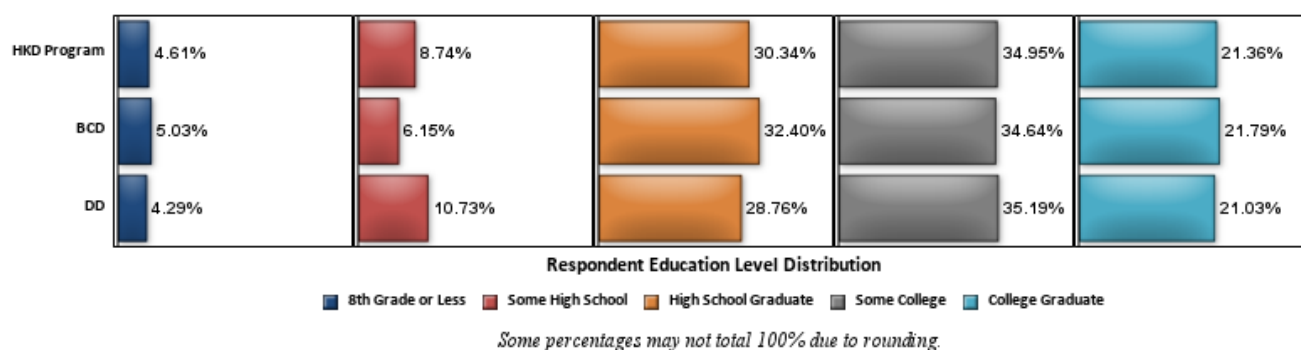
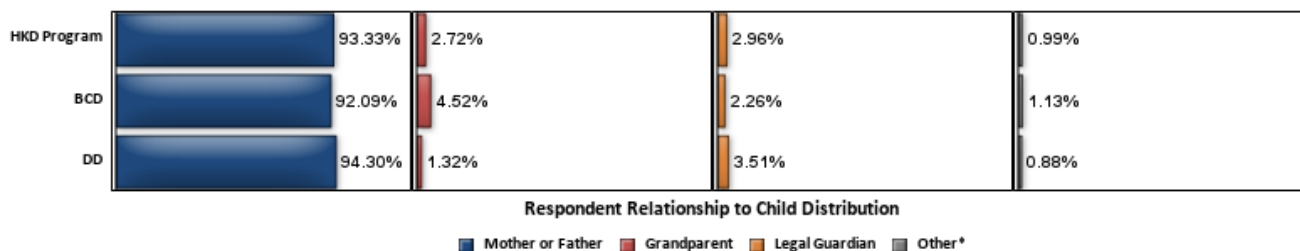


Figure 3-9—Respondent Demographics: Relationship to Child



Some percentages may not total 100% due to rounding.

**The "Other" relationship to child category is based on respondents who answered aunt or uncle, older brother or sister, other relative, or someone else.*

Dental Plan Comparisons

For purposes of the dental plan comparisons analysis, HSAG calculated top-box scores for each measure. For additional information on the dental plan comparisons, please refer to page 2-8 of the Reader's Guide section. For additional information on the survey language and response options for the measures, please refer to page 2-2 of the Reader's Guide section.

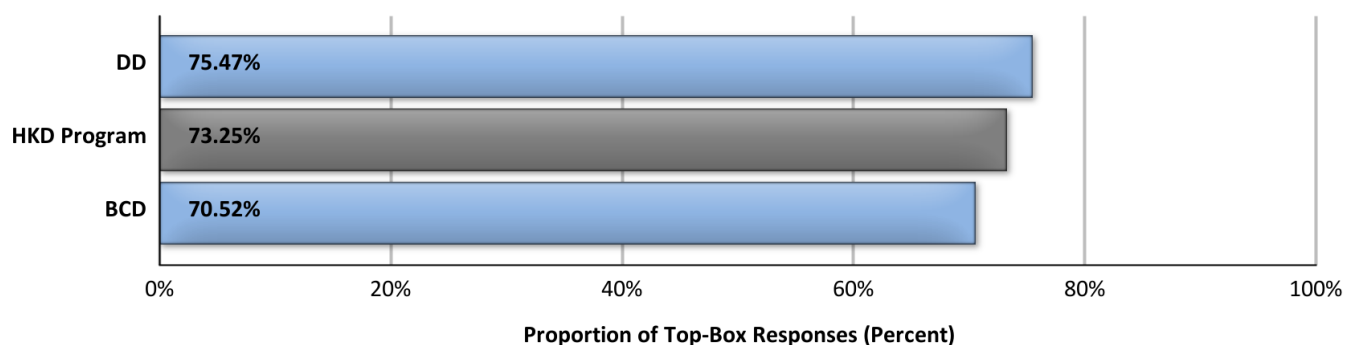
HSAG compared the dental plans' scores to each other to determine if the scores were statistically significantly different. Statistically significant differences are denoted with black triangles (▲ or ▼) in the figures. Scores with fewer than 100 respondents are denoted with a cross (+). Caution should be exercised when evaluating scores derived from fewer than 100 respondents. For additional information on the dental plan comparisons, please refer to page 2-8 of the Reader's Guide section.

Global Ratings

Rating of Regular Dentist

Figure 3-10 shows the top-box scores, including the dental plan comparisons, for the *Rating of Regular Dentist* global rating.

Figure 3-10—Dental Plan Comparisons: Rating of Regular Dentist

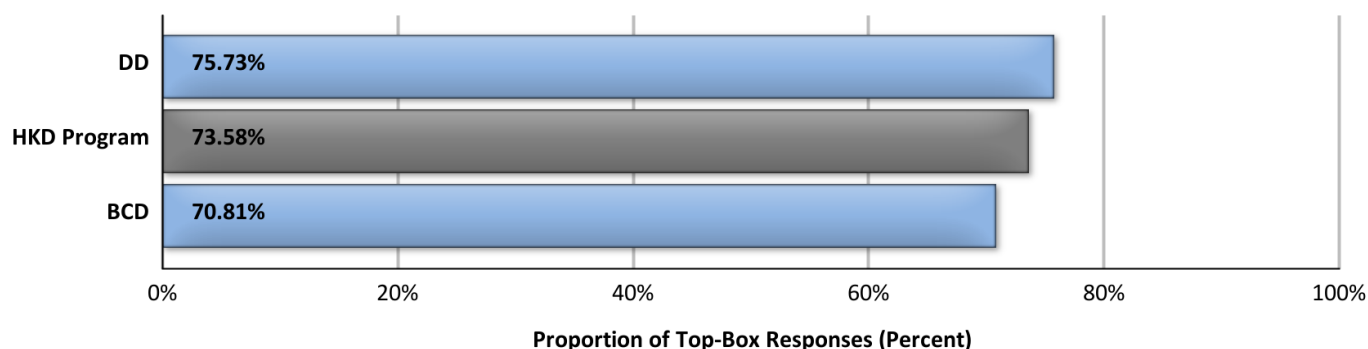


Statistical Significance Note: ▲ Indicates the score is statistically significantly higher than the comparative dental plan's score.
▼ Indicates the score is statistically significantly lower than the comparative dental plan's score.
If no statistically significant differences were found, no indicators (▲ or ▼) appear on the figure.

Rating of All Dental Care

Figure 3-11 shows the top-box scores, including the dental plan comparisons, for the *Rating of All Dental Care* global rating.

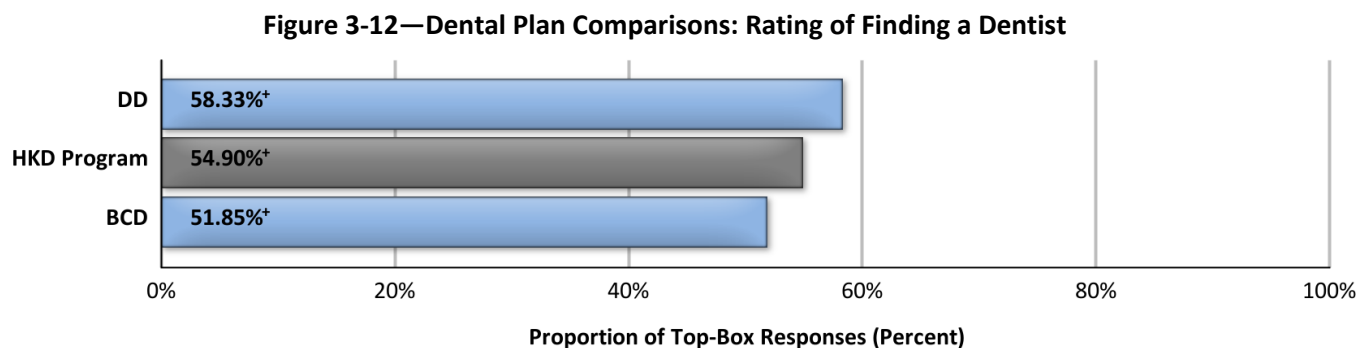
Figure 3-11—Dental Plan Comparisons: Rating of All Dental Care



Statistical Significance Note: ▲ Indicates the score is statistically significantly higher than the comparative dental plan's score.
▼ Indicates the score is statistically significantly lower than the comparative dental plan's score.
If no statistically significant differences were found, no indicators (▲ or ▼) appear on the figure.

Rating of Finding a Dentist

Figure 3-12 shows the top-box scores, including the dental plan comparisons, for the *Rating of Finding a Dentist* global rating.



Statistical Significance Note: ▲ Indicates the score is statistically significantly higher than the comparative dental plan's score.

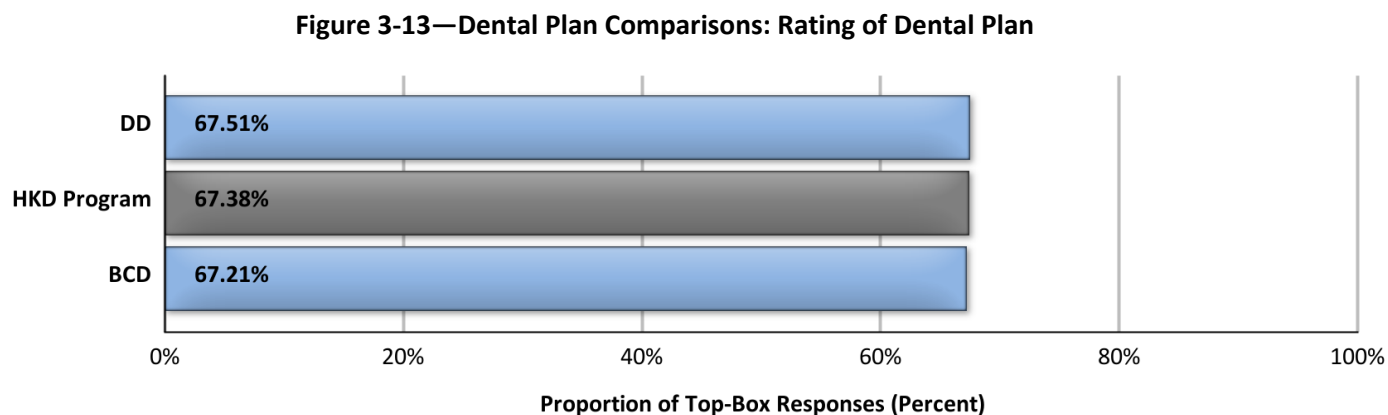
▼ Indicates the score is statistically significantly lower than the comparative dental plan's score.

If no statistically significant differences were found, no indicators (▲ or ▼) appear on the figure.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Rating of Dental Plan

Figure 3-13 shows the top-box scores, including the dental plan comparisons, for the *Rating of Dental Plan* global rating.



Statistical Significance Note: ▲ Indicates the score is statistically significantly higher than the comparative dental plan's score.

▼ Indicates the score is statistically significantly lower than the comparative dental plan's score.

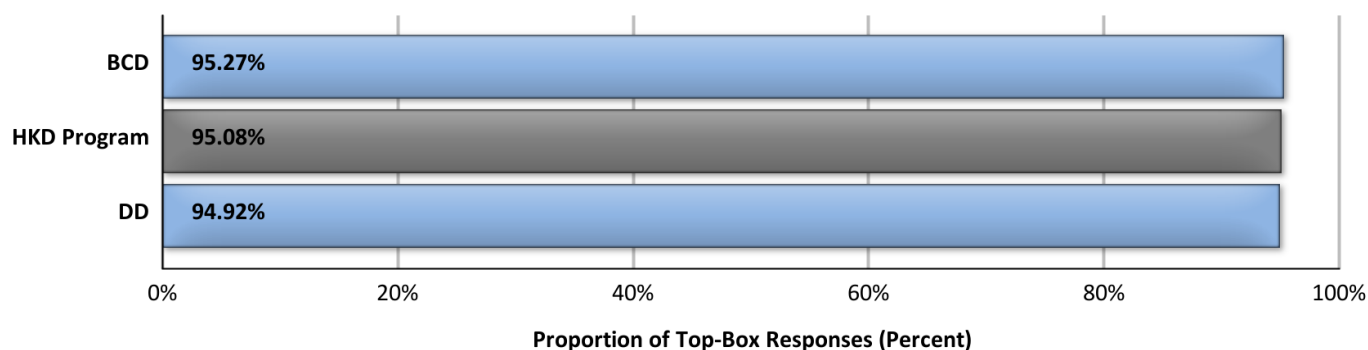
If no statistically significant differences were found, no indicators (▲ or ▼) appear on the figure.

Composite Measures

Care from Dentists and Staff

Figure 3-14 shows the top-box scores, including the dental plan comparisons, for the *Care from Dentists and Staff* composite measure.

Figure 3-14—Dental Plan Comparisons: Care from Dentists and Staff

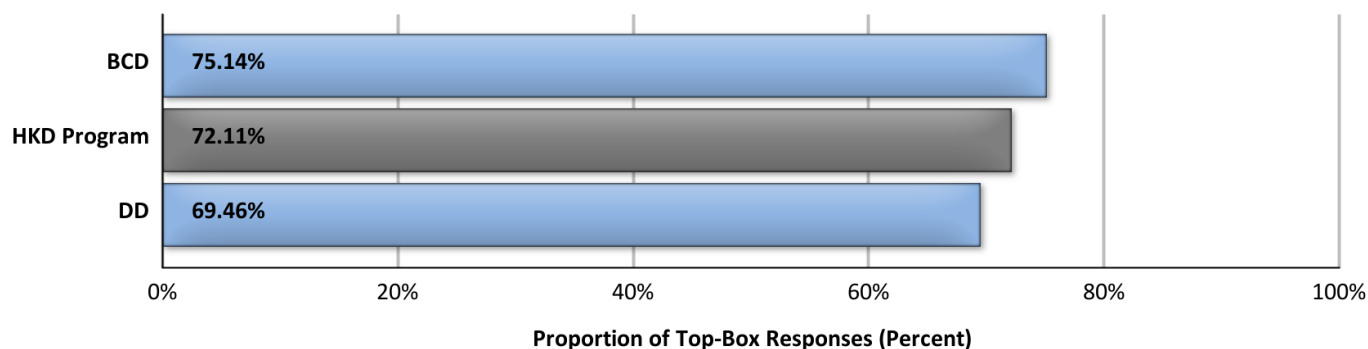


Statistical Significance Note: ▲ Indicates the score is statistically significantly higher than the comparative dental plan's score.
▼ Indicates the score is statistically significantly lower than the comparative dental plan's score.
If no statistically significant differences were found, no indicators (▲ or ▼) appear on the figure.

Access to Dental Care

Figure 3-15 shows the top-box scores, including the dental plan comparisons, for the *Access to Dental Care* composite measure.

Figure 3-15—Dental Plan Comparisons: Access to Dental Care

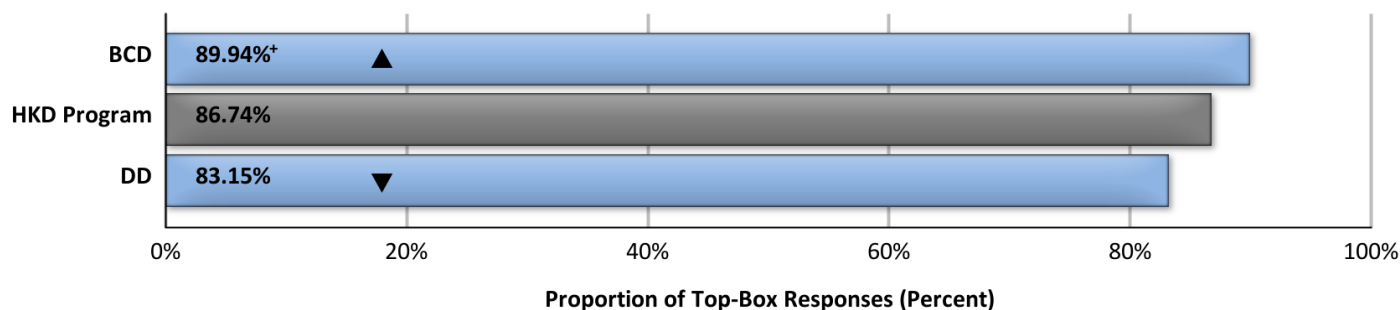


Statistical Significance Note: ▲ Indicates the score is statistically significantly higher than the comparative dental plan's score.
▼ Indicates the score is statistically significantly lower than the comparative dental plan's score.
If no statistically significant differences were found, no indicators (▲ or ▼) appear on the figure.

Dental Plan Information and Services

Figure 3-16 shows the top-box scores, including the dental plan comparisons, for the *Dental Plan Information and Services* composite measure.

Figure 3-16—Dental Plan Comparisons: Dental Plan Information and Services



Statistical Significance Note: ▲ Indicates the score is statistically significantly higher than the comparative dental plan's score.

▼ Indicates the score is statistically significantly lower than the comparative dental plan's score.

If no statistically significant differences were found, no indicators (▲ or ▼) appear on the figure.

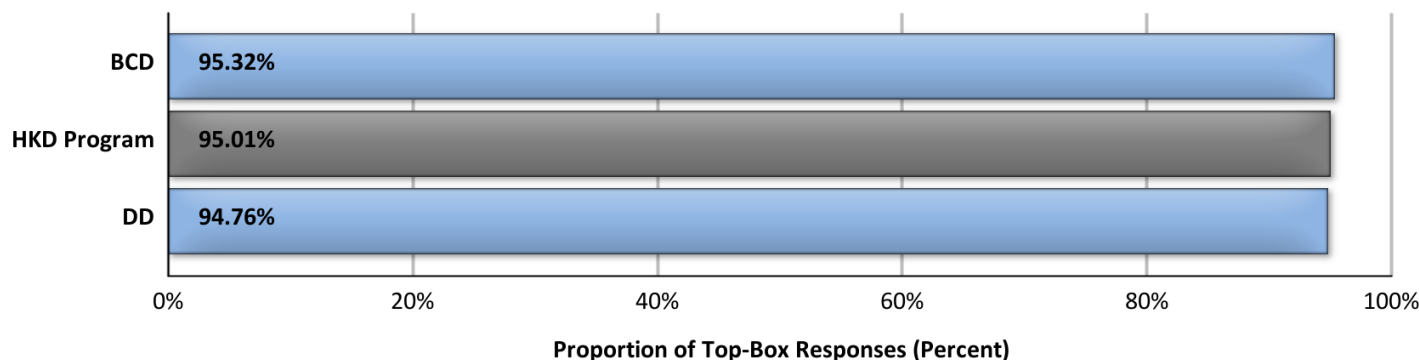
+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Individual Item Measures

Care from Regular Dentist

Figure 3-17 shows the top-box scores, including the dental plan comparisons, for the *Care from Regular Dentist* individual item.

Figure 3-17—Dental Plan Comparisons: Care from Regular Dentist



Statistical Significance Note: ▲ Indicates the score is statistically significantly higher than the comparative dental plan's score.

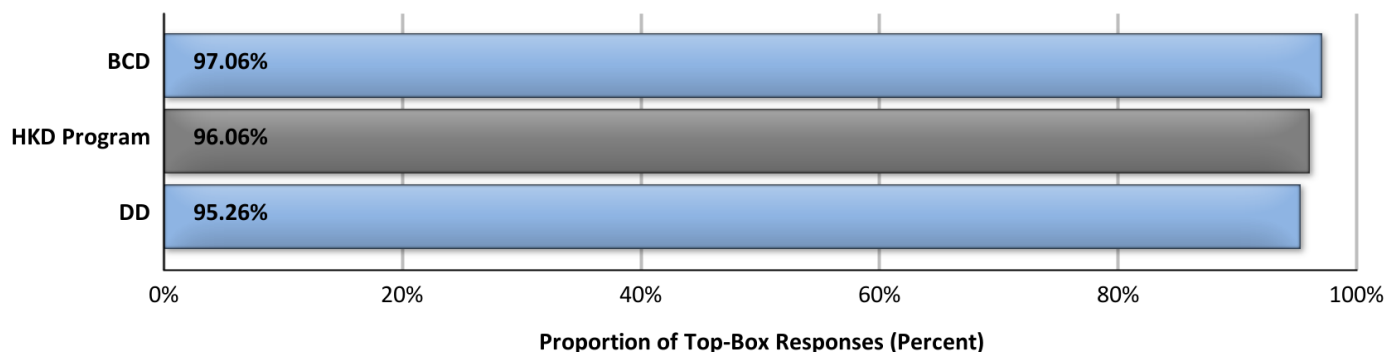
▼ Indicates the score is statistically significantly lower than the comparative dental plan's score.

If no statistically significant differences were found, no indicators (▲ or ▼) appear on the figure.

Would Recommend Regular Dentist

Figure 3-18 shows the top-box scores, including the dental plan comparisons, for the *Would Recommend Regular Dentist* individual item.

Figure 3-18—Dental Plan Comparisons: Would Recommend Regular Dentist



Statistical Significance Note: ▲ Indicates the score is statistically significantly higher than the comparative dental plan's score.

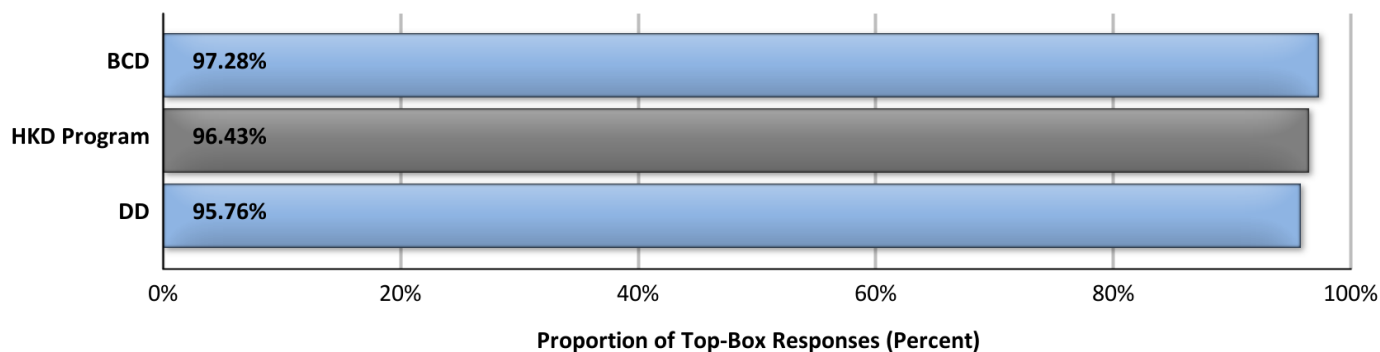
▼ Indicates the score is statistically significantly lower than the comparative dental plan's score.

If no statistically significant differences were found, no indicators (▲ or ▼) appear on the figure.

Would Recommend Dental Plan

Figure 3-19 shows the top-box scores, including the dental plan comparisons, for the *Would Recommend Dental Plan* individual item.

Figure 3-19—Dental Plan Comparisons: Would Recommend Dental Plan



Statistical Significance Note: ▲ Indicates the score is statistically significantly higher than the comparative dental plan's score.

▼ Indicates the score is statistically significantly lower than the comparative dental plan's score.

If no statistically significant differences were found, no indicators (▲ or ▼) appear on the figure.

4. Trend Analysis

HSAG compared the dental plan and HKD Program 2025 scores to the 2024 and 2023 scores to determine whether there were statistically significant differences.⁴⁻¹ Statistically significant results are denoted with triangles (▲ or ▼). Scores with fewer than 100 respondents are denoted with a cross (+). Caution should be exercised when evaluating scores derived from fewer than 100 respondents. For additional information on the trend analysis, please refer to page 2-8 of the Reader's Guide section.

HKD Program

Table 4-1 shows the 2023, 2024, and 2025 top-box scores and trend analysis results for the global ratings, composite measures, and individual item measures for the HKD Program.

Table 4-1—Trend Analysis: HKD Program

Measures	2023	2024	2025	Trend Results (2025 Compared to 2023)	Trend Results (2025 Compared to 2024)
Global Ratings					
<i>Rating of Regular Dentist</i>	73.64%	76.67%	73.25%	—	—
<i>Rating of All Dental Care</i>	71.72%	75.27%	73.58%	—	—
<i>Rating of Finding a Dentist</i>	51.79% ⁺	50.98% ⁺	54.90% ⁺	—	—
<i>Rating of Dental Plan</i>	70.75%	69.82%	67.38%	—	—
Composite Measures					
<i>Care from Dentists and Staff</i>	95.11%	95.35%	95.08%	—	—
<i>Access to Dental Care</i>	72.23%	74.36%	72.11%	—	—
<i>Dental Plan Information and Services</i>	83.86%	89.10%	86.74%	—	—
Individual Item Measures					
<i>Care from Regular Dentists</i>	95.17%	95.49%	95.01%	—	—
<i>Would Recommend Regular Dentist</i>	95.13%	95.69%	96.06%	—	—
<i>Would Recommend Dental Plan</i>	94.86%	95.77%	96.43%	—	—
▲ Indicates the 2025 score is statistically significantly higher than the trend year's score. ▼ Indicates the 2025 score is statistically significantly lower than the trend year's score. — Indicates the 2025 score is not statistically significantly different than the trend year's score. + Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.					

⁴⁻¹ HSAG recalculated the 2023 scores to report scores out to two decimal places. Therefore, the 2023 results in this report will not match the 2023 report.

BCD

Table 4-2 shows the 2023, 2024, and 2025 top-box scores and trend analysis results for the global ratings, composite measures, and individual item measures for BCD.

Table 4-2—Trend Analysis: BCD

Measures	2023	2024	2025	Trend Results (2025 Compared to 2023)	Trend Results (2025 Compared to 2024)
Global Ratings					
<i>Rating of Regular Dentist</i>	70.37%	76.17%	70.52%	—	—
<i>Rating of All Dental Care</i>	68.99%	71.86%	70.81%	—	—
<i>Rating of Finding a Dentist</i>	59.38% ⁺	50.00% ⁺	51.85% ⁺	—	—
<i>Rating of Dental Plan</i>	71.20%	71.43%	67.21%	—	—
Composite Measures					
<i>Care from Dentists and Staff</i>	95.23%	95.16%	95.27%	—	—
<i>Access to Dental Care</i>	72.11%	73.53%	75.14%	—	—
<i>Dental Plan Information and Services</i>	85.13%	89.87%	89.94% ⁺	—	—
Individual Item Measures					
<i>Care from Regular Dentists</i>	96.73%	97.66%	95.32%	—	—
<i>Would Recommend Regular Dentist</i>	95.87%	96.21%	97.06%	—	—
<i>Would Recommend Dental Plan</i>	91.94%	95.91%	97.28%	▲	—
<p>▲ Indicates the 2025 score is statistically significantly higher than the trend year's score. ▼ Indicates the 2025 score is statistically significantly lower than the trend year's score. — Indicates the 2025 score is not statistically significantly different than the trend year's score. + Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.</p>					

DD

Table 4-3 shows the 2023, 2024, and 2025 top-box scores and trend analysis results for the global ratings, composite measures, and individual item measures for DD.

Table 4-3—Trend Analysis: DD

Measures	2023	2024	2025	Trend Results (2025 Compared to 2023)	Trend Results (2025 Compared to 2024)
Global Ratings					
<i>Rating of Regular Dentist</i>	76.56%	77.18%	75.47%	—	—
<i>Rating of All Dental Care</i>	74.20%	78.63%	75.73%	—	—
<i>Rating of Finding a Dentist</i>	41.67% ⁺	52.94% ⁺	58.33% ⁺	—	—
<i>Rating of Dental Plan</i>	70.36%	68.26%	67.51%	—	—
Composite Measures					
<i>Care from Dentists and Staff</i>	95.01%	95.53%	94.92%	—	—
<i>Access to Dental Care</i>	72.29%	75.14%	69.46%	—	—
<i>Dental Plan Information and Services</i>	82.22%	89.56%	83.15%	—	—
Individual Item Measures					
<i>Care from Regular Dentists</i>	93.77%	93.24%	94.76%	—	—
<i>Would Recommend Regular Dentist</i>	94.46%	95.17%	95.26%	—	—
<i>Would Recommend Dental Plan</i>	97.47%	95.63%	95.76%	—	—
<p>▲ Indicates the 2025 score is statistically significantly higher than the trend year's score. ▼ Indicates the 2025 score is statistically significantly lower than the trend year's score. — Indicates the 2025 score is not statistically significantly different than the trend year's score. + Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.</p>					

5. Key Drivers of Member Experience Analysis

HSAG performed an analysis of key drivers of member experience for the following measures: *Rating of All Dental Care*, *Rating of Dental Plan*, and *Would Recommend Dental Plan*. Key drivers of member experience are defined as those items for which the odds ratio is statistically significantly greater than 1. For additional information on the key drivers of member experience analysis, please refer to page 2-8 of the Reader's Guide section.

Figure 5-1 through Figure 5-3 show the key drivers of member experience analysis results for each of the three measures for the HKD Program. The items identified as key drivers are indicated with a red diamond.

Figure 5-1—Key Drivers of Member Experience Analysis: Rating of All Dental Care—HKD Program

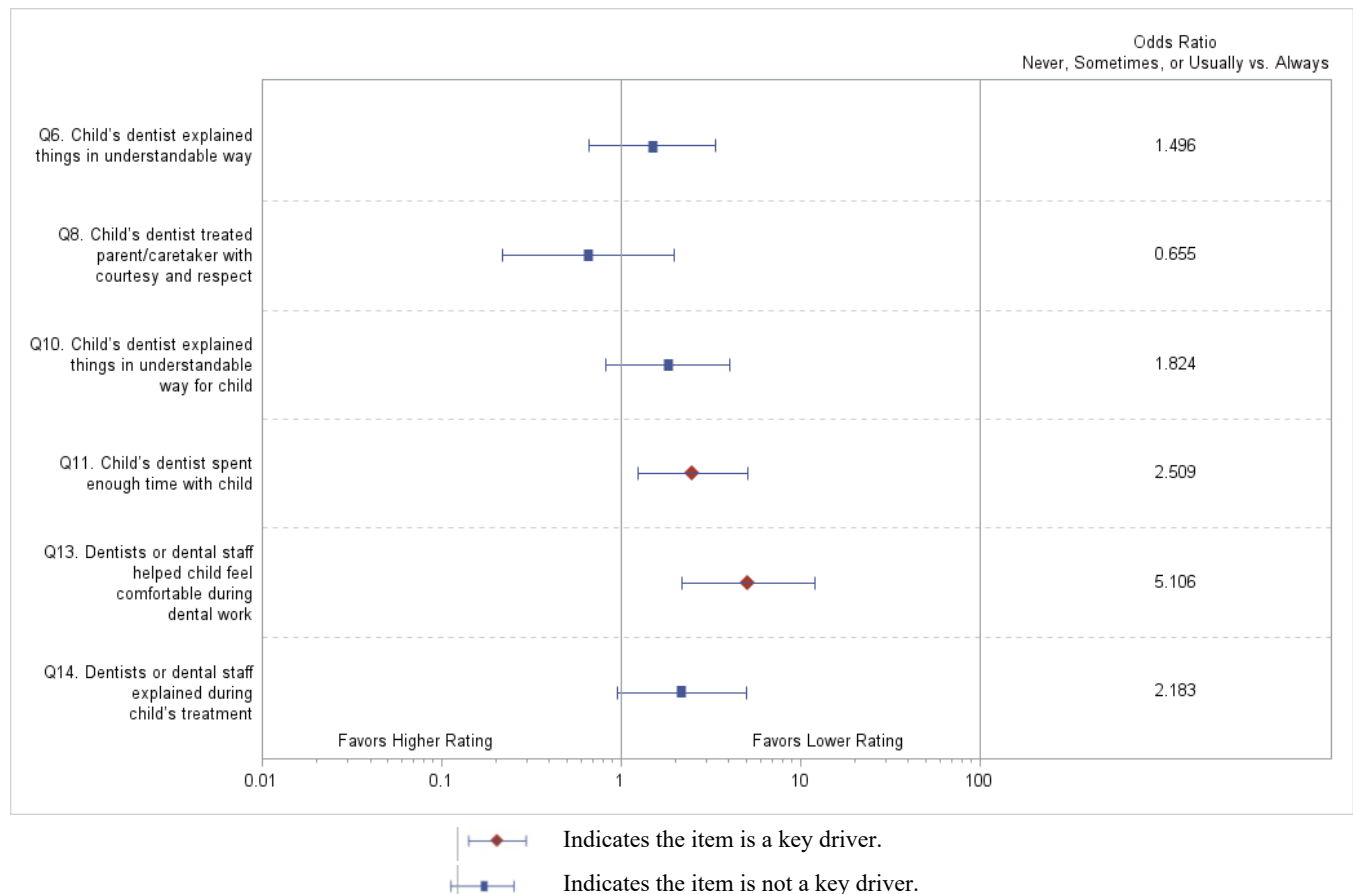


Figure 5-2—Key Drivers of Member Experience Analysis: Rating of Dental Plan—HKD Program

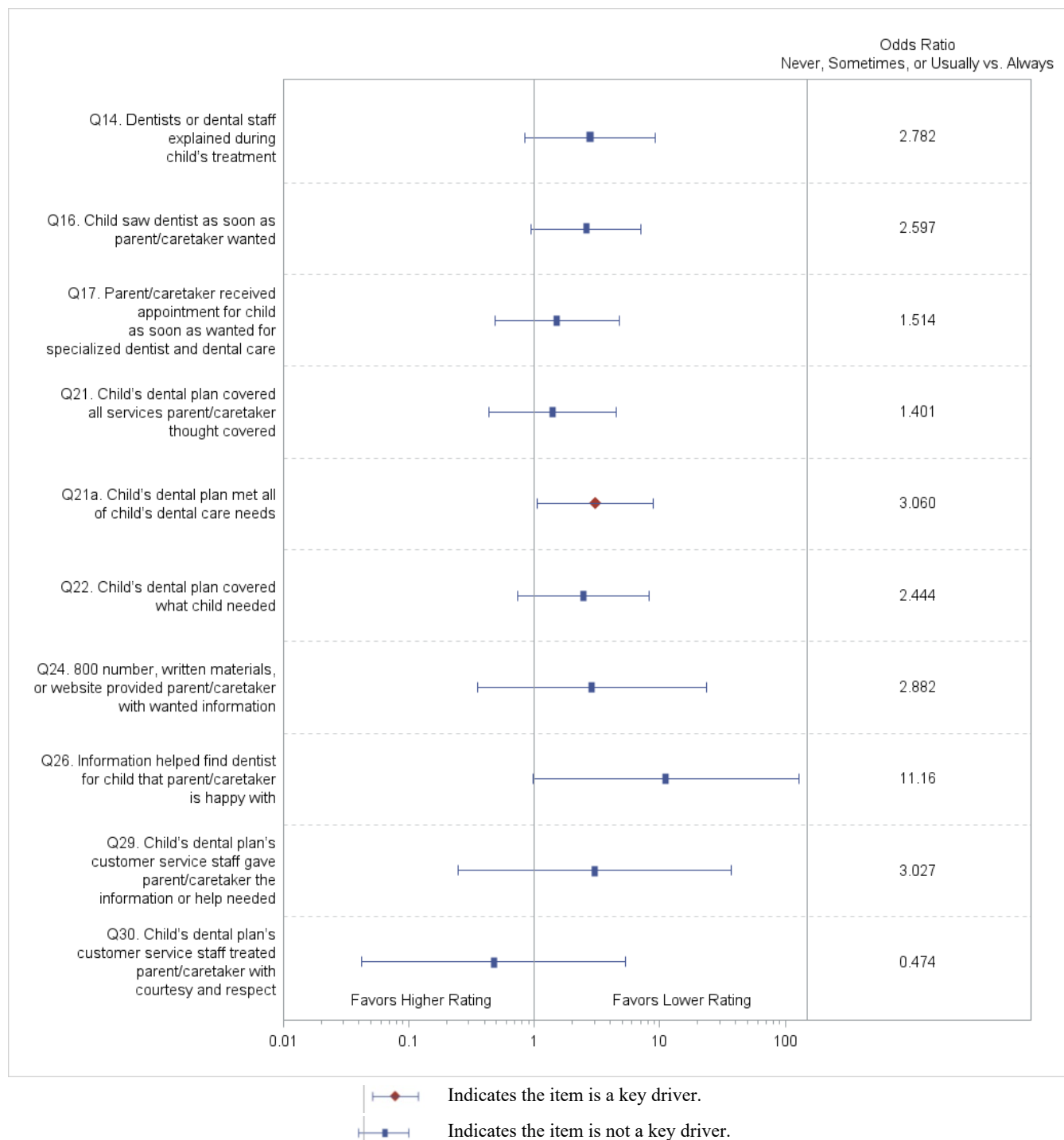
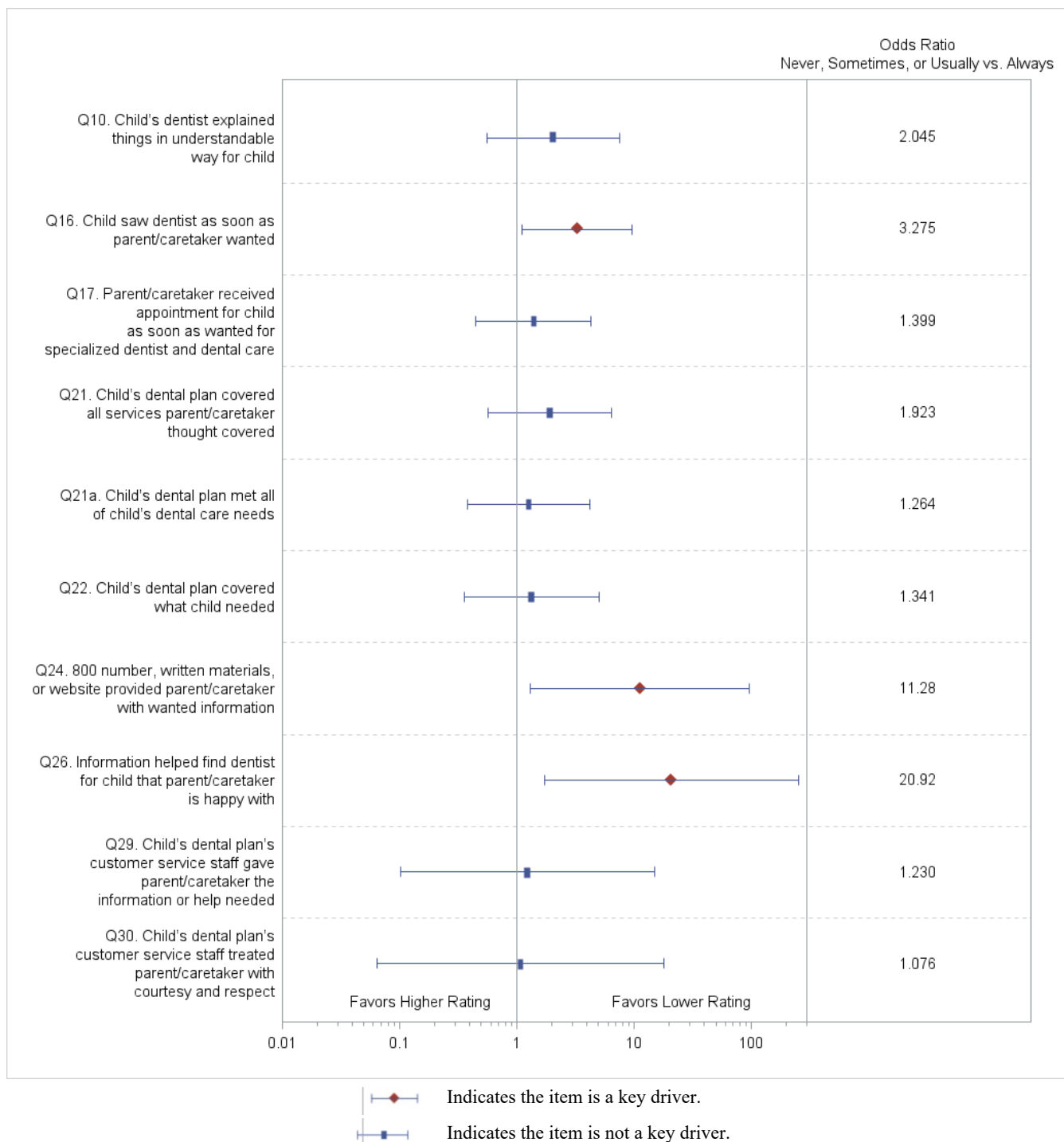


Figure 5-3—Key Drivers of Member Experience Analysis: Would Recommend Dental Plan—HKD Program



Appendix A. Survey Instrument

This survey instrument administered in 2025 was the Child Dental Survey. This section provides a copy of the survey instrument.

Your privacy is protected. The research staff will not share your personal information with anyone without your OK. 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 dental benefits your child gets. 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 1-877-455-3393.

SURVEY INSTRUCTIONS

- Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

Correct
Mark



Incorrect
Marks



- You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- ☒ Yes ➔ *Go to Question 1*
☐ No



START HERE



Please answer the questions for the child named in the letter that was sent with this survey. Please do not answer for any other children.

1. Our records show that your child is now in [DENTAL PLAN NAME]. Is that right?

- ☐ 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 → **Go to Question 4**
 - ☐ 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 → **Go to Question 13**
5. Has your child seen his or her regular dentist in the last 12 months?
- ☐ Yes
 - ☐ No, My child has seen someone else → **Go to Question 13**
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 → **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 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
- 11a. 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

12. 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 1 2 3 4 5 6 7 8 9 10
Worst Best
Regular Dentist Regular Dentist
Possible Possible

- 12a. Would you recommend your child's regular dentist to other parents or people who are looking for a new dentist for their child?

- ☐ Definitely yes
☐ Probably yes
☐ Probably 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 your child had with his or her regular dentist or with someone else.

13. 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

14. 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

15. In the last 12 months, how often were your child's dental appointments as soon as you wanted?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

16. 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

17. 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

18. In the last 12 months, 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 20**
- ☐ Sometimes
- ☐ Usually
- ☐ Always

19. 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

20. 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?

- | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <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"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Worst | | | | | Best | | | | | |
| Dental Care | | | | | Dental Care | | | | | |
| Possible | | | | | Possible | | | | | |

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.

21. 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

21a. 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

22. 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

23. In the last 12 months, did you try to find out how your child's dental plan works by calling their 800 number, visiting their website, or reading printed materials?

- ☐ Yes
- ☐ No → **Go to Question 25**

24. In the last 12 months, how often did the 800 number, website, or written materials provide the information you wanted about your child's dental plan?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

25. 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 → **Go to Question 28**

26. Did this information help you find a dentist for your child that you were happy with?

- ☐ Definitely yes
- ☐ Somewhat yes
- ☐ Somewhat no
- ☐ Definitely no

27. 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?

- | | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <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"/> | <input type="radio"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| Extremely | | | | | | Extremely | | | | | |
| Difficult | | | | | | Easy | | | | | |

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

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

29. 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

30. 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

31. 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?

- | | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <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"/> | <input type="radio"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| Worst | | | | | | Best | | | | | |
| Dental Plan | | | | | | Dental Plan | | | | | |
| Possible | | | | | | Possible | | | | | |

32. Would you recommend your child's dental plan to other parents or people who want to join?

- ☐ Definitely yes
- ☐ Probably yes
- ☐ Probably no
- ☐ Definitely no

ABOUT YOUR CHILD AND YOU

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

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

34. What is your child's age?

- ☐ Less than 1 year old

YEARS OLD (write in)

35. Is your child male or female?

- ☐ Male
- ☐ Female

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

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

37. What is your child's race? Mark one or more.

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

38. 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

39. Are you male or female?

- ☐ Male
- ☐ Female

40. 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

41. How are you related to the child?

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

42. Did someone help you complete this survey?

- ☐ Yes → **Go to Question 43**
- ☐ No → **Thank you. Please return the completed survey in the postage-paid envelope.**

◆

43. 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

Thanks again for taking the time to complete this survey! Your answers are greatly appreciated.

When you are done, please use the enclosed prepaid envelope to mail the survey to:

DataStat, 3975 Research Park Drive, Ann Arbor, MI 48108