

Dental Plan Satisfaction Slightly Decreases, J.D. Power FindsDentaQuest Ranks Highest in Customer Satisfaction for Fifth Consecutive Year

TROY, Mich.: 10 Nov. 2020 — Customer satisfaction with dental plans slightly decreased in 2020, driven by decreases in customer service and reimbursement experience, according to the J.D. Power 2020 U.S. Dental Plan Satisfaction ReportSM, released today. Overall satisfaction decreases to 771 (on a 1,000-point scale) from 772 in 2019.

Study Rankings

DentaQuest (801) ranks highest with a score of 801. **Aetna Dental** ranks second (791) and **HumanaDental** ranks third (774).

The 2020 U.S. Dental Plan Satisfaction Report is based on responses from more than 1,100 dental plan members. The report was fielded in September 2020. The report, now in its seventh year, measures customer satisfaction with dental plan providers based on five factors (in order of importance): coverage; cost; communications; customer service; and reimbursement. While most dental care providers included in the study typically provide insurance coverage through the customers' employer, DentaQuest largely provides government plans.

For more information about the Dental Plan Satisfaction Report, visit <https://www.jdpower.com/business/resource/member-dental-plan-satisfaction-report>.

See the online press release at <http://www.jdpower.com/pr-id/2020148>.

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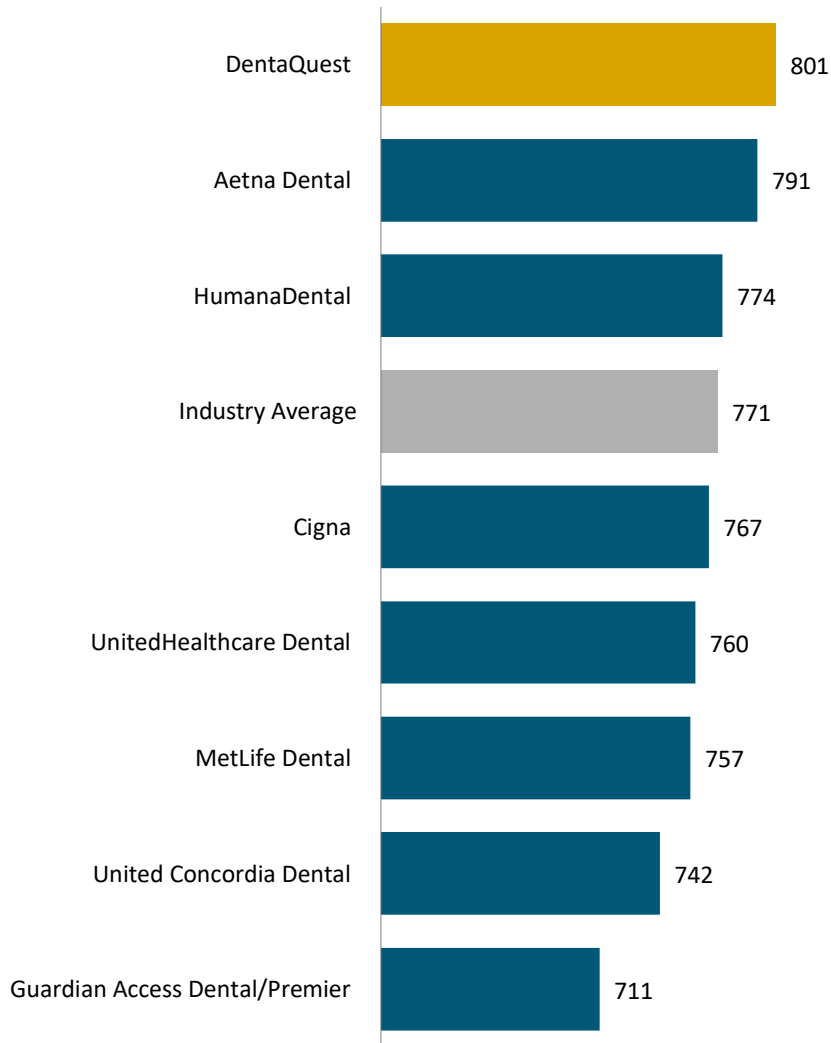
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NOTE: One chart follows.

J.D. Power 2020 U.S. Dental Plan Satisfaction ReportSM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)



Note: **United Concordia scores do not include scores from BlueCross BlueShield plans that they administer

Source: J.D. Power 2020 U.S. Dental Plan Satisfaction ReportSM

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