Dental Plan Satisfaction Slightly Decreases, J.D. Power Finds

DentaQuest Ranks Highest in Customer Satisfaction for Fifth Consecutive Year


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.


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

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NOTE: One chart follows.
Overall Customer Satisfaction Index Ranking
(Based on a 1,000-point scale)

J.D. Power 2020 U.S. Dental Plan Satisfaction Report™

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


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