

Dental Plan Satisfaction Increases Year Over Year, J.D. Power FindsUnitedHealthcare Dental Ranks Highest in Customer Satisfaction

TROY, Mich.: 2 Nov. 2021 — Overall customer satisfaction with dental plans increases slightly in 2021, driven by a combined 48-point increase in claims and reimbursement satisfaction (on a 1,000-point scale) and customer service experience, according to the J.D. Power 2021 U.S. Dental Plan Satisfaction ReportSM, released today. Specifically, timeliness within those two factors help increase satisfaction, as timeliness of reimbursement and timeliness of problem resolution increased year over year.

Study Ranking

UnitedHealthcare Dental ranks highest with a score of 806. **HumanaDental** ranks second (793) and **Aetna Dental** ranks third (791).

The 2021 U.S. Dental Plan Satisfaction Report is based on responses from more than 1,203 dental plan members. The report was fielded September through October 2021. The report, now in its seventh year, measures customer satisfaction with dental plan providers based on five factors (in order of importance): cost; coverage; communications; customer service; and reimbursement. coverage; cost; communications; customer service; and reimbursement.

For more information about the U.S. 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/2021147>.

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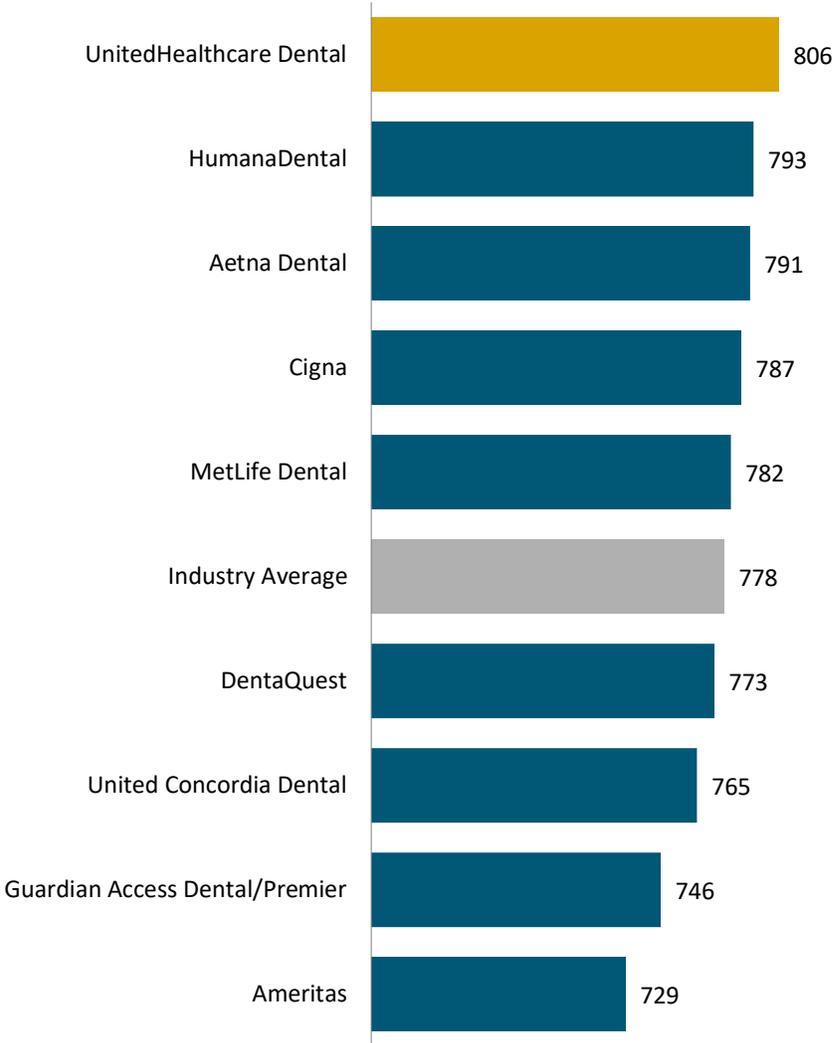
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NOTE: One chart follows.

J.D. Power 2021 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 2021 U.S. Dental Plan Satisfaction ReportSM

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