

UnitedHealthcare Ranks Highest in Customer Satisfaction with Dental Plan Insurance

Overall Customer Satisfaction Declines, Primarily Driven by Challenges with Communication

WESTLAKE VILLAGE, Calif.: 17 November 2015 — **UnitedHealthcare** ranks highest in customer satisfaction with dental plan insurers for a second consecutive year, performing particularly well in the coverage, cost, and communications factors, according to the J.D. Power 2015 Dental Plan Satisfaction ReportSM released today.

The report, now in its second year, measures customer satisfaction with dental plan insurance based on five factors (in order of importance): cost, coverage, communications, customer service and reimbursement. Satisfaction is calculated on a 1,000-point scale.

Overall satisfaction among dental plan members declines to 717 in 2015 from 723 in 2014. The decline in satisfaction is attributable to a significant 12-point drop in satisfaction with the communications factor to 690 from 702 in 2014.

“It can be challenging for dental insurance companies to communicate effectively with their members given the relationships members have with their employers, who sponsor dental plans for their employees,” said **Rick Johnson, director of the healthcare practice at J.D. Power**. “A solid communication plan helps members better understand their dental coverage and can impact their perception of their plan’s value. The employers, dental plan carriers, and members all benefit when dental insurance companies communicate with their members on a regular basis.”

KEY FINDINGS

- **Communication Important to Plan Members:** Across all dental plan carriers, 42% of members indicate they have not received any information about their plan from their insurer. Overall satisfaction among these members is 662, compared with 758 among those who did receive some type of information from their carrier—a 96-point gap.
- **Satisfaction Drives Plan Member Loyalty:** Among dental plan members who rate their overall experience 10 (outstanding) on a 10-point scale, 87% say they “definitely will” choose their current carrier in the future, compared with the report average of 43%.
- **Outstanding Plan Experience Influences Recommendations:** Among dental plan members who rate their overall experience outstanding, the average number of positive recommendations is 4, compared with 1.6 for the report average.

Dental Plan Rankings:

UnitedHealthcare (754) ranks highest, followed by **DentaQuest** (736).

The 2015 Dental Plan Satisfaction Report is based on responses from 2,449 dental plan members. The study was fielded from September through October 2015.

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For more information about the 2015 Dental Plan Satisfaction Report, visit
<http://www.jdpower.com/industry/healthcare>

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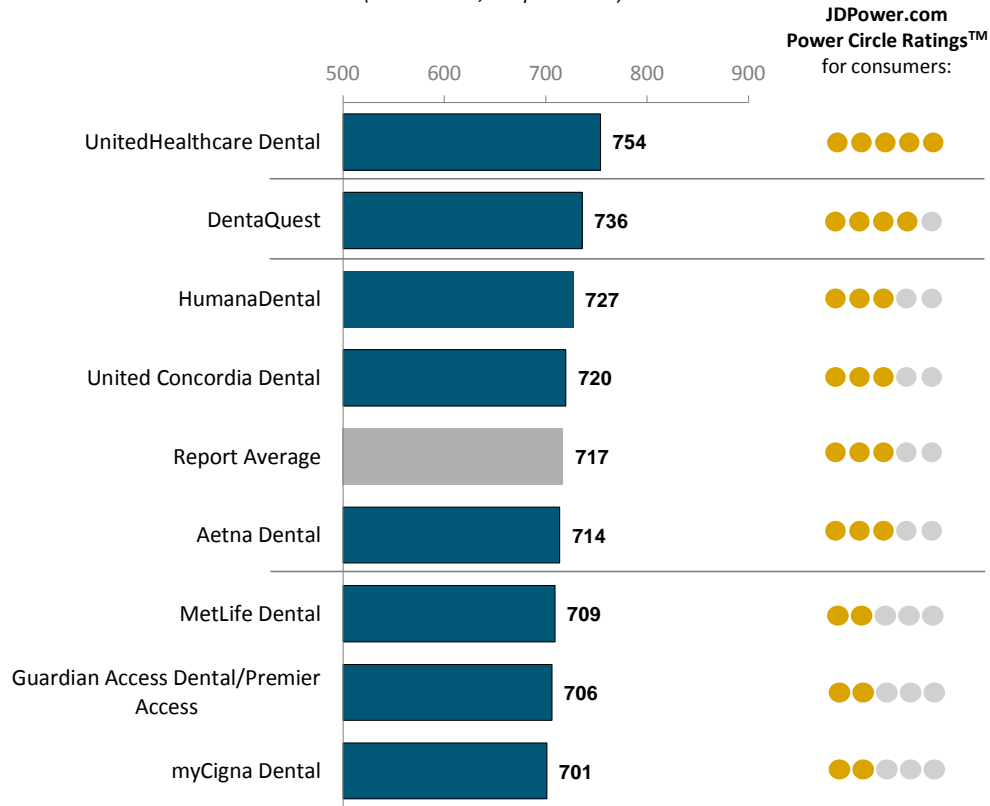
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Note: Two charts follow.

J.D. Power 2015 Dental Plan Satisfaction Report

Overall Satisfaction Index Rankings

(Based on a 1,000-point scale)



Note: Report average includes dental plan providers that do not meet report requirements to be ranked individually.
United Concordia scores do not include scores from BlueCross BlueShield plans that they administer

Source: J.D. Power 2015 Dental Care Satisfaction ReportSM

Power Circle Ratings Legend

- Among the best
- Better than most
- About average
- The rest

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J.D. Power

2015 Dental Plan Satisfaction ReportSM

Award-Eligible Dental Plans Included in the Report

<u>Company Name</u>	<u>Executive Name</u>	<u>Company Address</u>
UnitedHealth Group Incorporated	Stephen Hemsley	Minnetonka, Minn.
Renaissance Holding Company	Robert P Mulligan	Greenwood, Ind.
DentaQuest Ventures, Inc.	Steven Pollock	Boston, Mass.
Humana Inc.	Bruce Broussard	Louisville, Ky.
United Concordia Dental	Merkel, F.G "Chip"	Harrisburg, Pa.
Aetna Inc.	Mark Bertolini	Hartford, Conn.
MetLife, Inc.	Steven Kandarian	New York, N.Y.
The Guardian Life Insurance Company of America	Deanna Mulligan	New York, N.Y.
Cigna Corp.	David Cordani	Bloomfield, Conn.

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