

# FAQs for Delta Dental of Iowa's Dental Plan Survey (CAHPS) Dentists

---

## What is the Dental Plan Survey?

Delta Dental wants to know more about your patients' dental care experiences and has engaged a company to administer our Dental Plan Survey, also known as CAHPS, which asks adult dental plan members about their experiences with their dental plan, their dental providers, and the provider's staff. This survey is a valuable tool that may reveal valuable patient insights for Delta Dental providers like you. CAHPS was originally developed for the military TRICARE dental plan to measure and help improve the experience throughout the dental care journey.

## How is Delta Dental using the results?

Delta Dental will aggregate the responses of dental plan members to determine what we do well and what we can do to improve. The entirety of the information gathered remains within the Delta Dental system. The results specific to experiences with the dentist and dental office staff will be shared with them once there are enough responses to provide a statistically valid assessment.

## Can I see the results of the survey?

You may receive a summary of the responses for your office. Delta Dental will only share the aggregated results with you when we have 30 or more responses from your patients. Patient information is confidential, so you will not know which patients have taken the Dental Plan Survey or how individual patients responded. It will take some time to have 30 completed surveys for an individual dentist/office. Once that volume level is reached, the Professional Relations Department will be reaching out to your office.