

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

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## **What is the Dental Plan Survey?**

Delta Dental wants to know more about your dental care experiences through our CAHPS Dental Plan Survey, which asks Delta Dental members about their experiences with the dental plan, the dentists, and their dental team. This survey is a valuable tool that can lead to service improvements for Delta Dental members like you. The Dental Plan Survey was originally developed for the military TRICARE dental plan to measure and help improve the patient/member experience.

## **I received an email asking me to participate in a Dental Plan Survey. Is this legitimate?**

Yes. Delta Dental works with m-Pulse Mobile to provide you the Dental Plan Survey on our behalf. Delta Dental wants to gain insights into your experience during your recent visit to the dentist. We want to hear your thoughts on your dental plan, dentist and their office staff as well as your overall care experience.

## **I received an email invitation to participate in the survey. Has my email been sold to a third party?**

No. Delta Dental takes your privacy very seriously and strictly adheres to the policy of not sharing or releasing member contact information for sales or marketing purposes. In this case our approved vendor, m-Pulse Mobile, is authorized to use your email for this purpose and this purpose only. You will not receive unrelated solicitation.

## **Why did I receive this survey?**

Delta Dental identifies survey participants by their recent dental activity. If you visited a general dentist within the prior month, your name is randomly selected to be offered the opportunity to provide feedback about your care experience to Delta Dental. Not all members will receive the survey request and you will not receive more than one request per year.

## **How does Delta Dental know I visited the dentist recently?**

Your dentist submits a claim every time you visit his/her office. Based on your most recent visit, you were invited to participate in survey to tell us about your experience.

**What happens if I don't respond to the Dental Plan Survey?**

Nothing. There are no consequences to a member for choosing not to participate. Whether you complete the Dental Plan Survey or not, you will not receive it again within the following 12 months, even if you visit a dentist within that period. You are eligible to receive the Dental Plan Survey again after 12 months have passed.

**Can I opt out of receiving the Dental Plan Survey in the future?**

Yes. Simply click the "unsubscribe" button at the bottom of the email. Please note that this will only unsubscribe you from receiving an email about the Dental Plan Survey and will not affect other messaging from Delta Dental.

**Who will view my responses to the Dental Plan Survey?**

Delta Dental will combine your confidential responses with those of other members to determine what we do well and what we can do better related to patient experience. Dentists will receive aggregated responses only after we have 30 or more survey responses from their patients. Dentists will not know who completed them.

**The survey I received included mention of the dentist I saw by name. Will my dentist know what feedback I offered?**

No. Your dentist will not know which patients completed the survey. There must be at least 30 patients who visited that dentist and respond to the survey before any information is shared with your specific dentist. The purpose is to offer guidance and support to make the dental care experience better for patients.