HUSKY Health Dental Plan Benefit Member Survey Results

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Prepared for,
Connecticut Dental Health Partnership

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The CT Dental Health Partnership would like to thank the Department of Social Services Medicaid Program and in particular, Dr. Donna Balaski DMD, Manager of Medical Administration. Dr. Balaski has been a steadfast champion and advocate to incorporate the voices of HUSKY Health Members into policy, program design, and performance improvement.
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Introduction

The Connecticut Dental Health Partnership (CTDHP) is the Dental Plan for HUSKY Health under a contract with the Connecticut Department of Social Services (DSS). DSS is the single state agency responsible for the administration of the Connecticut Medicaid Assistance Program and the Children’s Health Insurance Program (CHIP). Medicaid and CHIP are collectively described as the HUSKY Health Program.

CTDHP administers the dental plan benefit to roughly 1 million Connecticut residents enrolled in HUSKY Health and 1,600 enrolled dental providers. CTDHP operates a member services call center, provides oral health navigation to members experiencing acute or complex needs, offers community engagement services to community-based organizations, provider network support and education, and manages the prior authorization and grievance and appeals processes.

In 2021, CTDHP conducted its first member survey to HUSKY Heath members to learn about their experiences receiving dental services. The results from the survey were used to develop the 2021 Oral Health Equity Report to address ways to improve member experiences and reduce oral health disparities.

In 2022, CTDHP contracted with The Consultation Center, Inc (TCC) to refine and implement the survey to continue to learn about members experiences. These findings will be incorporated into the next Oral Health Equity Report and the work of CTDHP.
Survey Context

The survey comes at a time of significant changes in the oral health care delivery system both nationally and within Connecticut. As a result of the COVID-19 pandemic, a convergence of factors has continued to impact oral healthcare delivery including:

- Pent-up demand from patients due to dental office closures and patient avoidance during the most acute phases of the COVID-19 pandemic.
- Profound shortages in the dental workforce labor market from dentists, dental hygienists, assistants, and front office staff.¹
- Inflationary cost increases in required personal protective equipment and other practice–related needs while reimbursement rates overall have remained steady or decreased².

As a result, changes to the overall patient care environment result in:

- Longer than usual wait time for dental appointments.
- Dental office closures, consolidations, and mergers.
- Providers limiting acceptance of new patients.

The HUSKY Health Population

The HUSKY Health Program has experienced significant shifts in its population with a rise in enrolled adult members while the child enrollment rate has remained consistent. Today, the adult population is roughly 60% of the total HUSKY population, comprised of 564,773 adults.

While the population is now largely comprised of adults, their dental utilization has steadily decreased year over year. When contrasted with children’s rates, a stark oral health disparity is found. The adult utilization rate in 2022 was 30% as compared to a 60% utilization rate by children.

¹ 'The worst I’ve seen': Dental practices struggle with staffing shortages | WBUR News
² Dental services affected by country’s high inflation | American Dental Association (ada.org and mar2023_ hpi_economic_outlook_dentistry_report_specialist.pdf (ada.org))
Adult dental coverage is not considered an “essential benefit” according to the Centers for Medicaid and Medicare Services (CMS). While Connecticut provides comprehensive adult services, it has a disparate payment rate between adults and children. In 2022, the Department of Social Services increased the adult dental reimbursement rate by 25%, aiming to retain or improve access to enrolled network providers. The adult rate is now 34% below the children’s rate. Of note, the children’s reimbursement rate has not been increased since 2008. The implementation of the rate increase had not yet taken full effect during the survey period in 2022 and any changes in provider access and availability as a result of the rate increase will not be experienced or reflected in this survey.

The 2022 HUSKY Health Dental Plan Benefit survey results, particularly self-reported utilization of dental services, should be taken within the context overall adult utilization rates. Most adults (70% of continuously enrolled adults in 2022), did not utilize any dental services. While it is vital to seek member feedback of their experiences with dental care to inform strategies to improve their experiences, this survey is not representative of the HUSKY Health population, particularly adult members.
About the Survey

The HUSKY Health Dental Plan Survey asks members to share their thoughts about their dental care including locating a dentist, scheduling an appointment, and receiving dental services. Members who also have a child 20 years or younger are asked to share their thoughts about their child’s dental care. The survey is in the Appendix.

CTDHP and TCC revised the original survey to measure the following more effectively:

- Reasons why a member did not go to the dentist in the last 12 months,
- Barriers to accessing dental care,
- Facilitators that would make it easier for members to go to the dentist regularly, and
- How oral health fits in the lives of members and their children.

The 2022 Member Survey includes new questions to understand member’s attitudes and perceptions of the care and services provided by HUSKY Health dentists as well as from the services provided by the CT Dental Health Partnership. These questions were adapted from the Agency for Quality Health Care and Research’s Consumer Assessment of Health Care Providers and Systems (CAHPS) Dental Plan Survey.3

CTDHP reviewed the survey and provided suggestions for refinement. Once finalized, the survey was reviewed to ensure it met the Culturally and Linguistically Appropriate Service Standards and American with Disability Act Guidelines before it was sent to the Department of Social Services Medicaid Division to be translated into Spanish by their vendor. TCC formatted both versions of the survey using an online survey system called Qualtrics.

CTDHP launched the online survey through an email to Members on October 6, 2022. 248,199 members who have an email on file were sent a link to the survey. The survey reached 197,613 members (50,586 emails bounced back as undeliverable). Three reminders were emailed to members before the survey closed on October 27, 2022. Incentives in the form of 100, $10 Walmart gift cards were provided by CTDHP to the first 100 members who completed the survey. 3,765 members returned a completed survey for analysis (1.9% response rate). 89% completed the English version of the survey.

The survey consists of questions that ask members to select a response (close-ended questions) and at times to provide their thoughts (open-ended questions). The survey responses are summarized in the following ways:

3 CAHPS Dental Plan Survey | Agency for Healthcare Research and Quality (ahrq.gov).
- A summary of the percentage of people that answered a question and when applicable, the average score (mean) of how they rate a question.
- A qualitative, thematic analysis of the open-ended survey comments.
- Analysis of survey data responses between groups as requested by CTDHP (county where they live, preferred language, gender identity, race and ethnicity, and age) was performed to learn if member experiences vary depending on these attributes. Specific statistical tests that were conducted are explained in the Appendix.

A Guide to Reading the Findings

- ‘n’ refers to the number of people that answered a survey question.
- **Mean** is a score that is calculated by adding all survey responses and dividing by the number of people that answered the question.
- **Standard deviation** (**sd**) explains how scores are grouped around the mean. A small ‘sd’ means that most responses are close to the mean, and therefore more similar.
- **Statistical significance** measures how likely a difference between groups is real and reliable rather than due to chance.
- **Member** refers to a HUSKY Health Dental Plan Benefit Member.
- **Respondent** refers to the person that completed the survey.
Key Findings

About the Survey Respondents

- 75% are between the ages of 40 and 69.
- 72% are female.
- 48% identify as White/Caucasian.
- 29% identify as Hispanic/Latino/a.
- 83% are English-preferred speakers.
- 63% are from Fairfield, New Haven, or Hartford Counties.

Oral Health Literacy and the Value of Oral Health to Members

- 74% of respondents report they have a regular dentist they go to for checkups and cleanings or when they have a cavity or tooth pain.
- 96% of respondents feel it is important to see a dentist regularly for preventive care (such as routine cleanings, x-rays, and treatment directed by their dentist).

Accessing Dental Services

- 91% of member needed or wanted dental care in the last 12 months.
  - 82% report seeing a dentist based on their need.
- When asked about the type of dental visit they had in the last 12 months, 59% had routine or preventive care (such as a cleaning, exam, or fluoride treatment) and 17% visited a dentist for acute pain or urgent care.
**Member Attitudes and Perceptions of HUSKY Health Dental Providers**

- Overall, respondents report positive experiences with their dental providers in the last 12 months.
  - 59% report their regular dentist always explains things in a manner they could understand.
  - 75% think their dentist always listens carefully to them.
  - 61% report their dentist always treats them with courtesy and respect.
  - 61% believe their dentist always spends enough time with them during their visit.
- Respondents rate the overall quality of their HUSKY Health dental care 7.0 out of a possible 10 (good).
  - Accessibility of dentists, experiences with CTDHP Member Services, benefit coverage and out-of-pocket expenses not covered under the HUSKY dental plan benefit, quality of dental care, and treatment from the dental provider and office staff are the most common themes influencing their ratings about their dental care.

**Member Barriers to Receiving Dental Care**

- 9% of respondents who have not seen a dentist in the last 12 months list at least one barrier to receiving dental care. The top 3 barriers are:
  - I could not find a dentist who accepts my HUSKY Health Dental Plan Benefit (9%).
  - I could not afford the service (6%).
  - My HUSKY Health Dental Plan Benefit did not cover the service(s) that I needed (5%).
- 45% of all respondents report that it would be easier to see a dentist if their HUSKY Health Dental Plan Benefit covered the services that they need.

**Oral Health Literacy and the Value of Oral Health to Members for their Children**

- 4 out of 10 Respondents have a child 20 years or younger that is also a HUSKY Health Dental Plan Benefit member.
- 90% of respondents with children on the HUSKY Health Dental Plan Benefit report their child has a regular dentist they go to for checkups and cleanings or when they have a cavity or tooth pain.
• 99% of respondents feel it is important for their child to see a dentist regularly for preventive care (such as routine cleanings, x-rays, and treatment directed by their dentist).

**Accessing Dental Services for their Children**

• 88% of respondents indicate their child needed or wanted dental care in the last 12 months.
• 94% report their child went to the dentist.

**Member Barriers to Receiving Dental Care for their Children**

• Only 2% of respondents report a barrier to accessing dental services for their child. The top 3 are:
  - I could not find a dental office accepting new patients (2%).
  - I could not find available appointments (2%).
  - My HUSKY Health Dental Plan Benefit did not cover the service(s) that my child needed (2%).

**Member Attitudes and Perceptions of their children’s HUSKY Health Dental Providers**

• Respondents rate the overall quality of their children’s HUSKY Health Dental Plan Benefit care 8.3 out of a possible 10 (very good).
  - Availability of dentists, plan coverage and approval process, quality of dental care, and treatment from the dentist and office staff are the most common themes influencing their ratings about their ability to find a dentist for their child.

**Accessing Dental Health Partnership Tools and Services**

• 43% of respondents indicate they have used information from their HUSKY Health Dental Plan Benefit to help them find a dentist.
• 38% report using the Member Services Center by calling 855-CT-DENTAL or visiting the ctdhp.org website to find out more about their HUSKY Health Dental Plan Benefit.
• Respondents rate the overall ease of finding a dentist 6.6 out of a possible 10 (fair).
  - Covered benefits, provider location, provider waitlists, and continuity of care are the most common themes influencing their ratings about their dental care.
• Respondents rate the overall ease of finding a dentist for their child 7.8 out of a possible 10 (easy).
Provider availability through HUSKY Insurance and continuity of care are the most common themes influencing their ratings about their ability to find a dentist.

**Recommendations**

The following recommendations are offered based on the numeric survey findings and qualitative analysis of member comments provided in the open-ended response options on the survey.

**Improve access for adults.** Respondents differentiate their experiences accessing care from their children’s experiences. Expanding benefit coverage and dental providers who treat HUSKY Health members over the age of 21 is recommended.

**Increase benefit coverage of certain services.** Respondents cite insufficient benefit coverage as a primary barrier to accessing quality care. They advocate to extend benefit coverage to two cleanings per year for adults, change in the orthodontic service coverage, reduce the time interval to replace prosthodontic appliances (such as dentures), and change coverage rules for endodontic services (such as root canals).

**Increase transparency and opportunities for members to be informed of the HUSKY Health Dental Plan Benefit benefits and coverage limitations.** Respondents share they want more transparent, accurate, and specified information about their HUSKY Health Dental Plan benefits to understand their coverage, including the limitations of their coverage. For example, the time frequency to replace dentures.

**Reduce appointment wait times.** Many respondents note long wait times (sometimes up to six months) for cleanings and treatment, especially for new patient visits.

**Reduce wait times for treatment approval.** Respondents share that long wait times to approve a needed treatment can cause their dental issue to worsen.

**Update provider information.** Respondents share their frustrations looking for a dental provider from outdated information from CTDHP. Maintaining up-to-date provider information of available providers for HUSKY members will help members make more informed decisions about their dental care.

**Increase availability of quality dental providers.** Respondents perceive a lack of qualified dental providers in rural regions in Connecticut (Windham, Tolland, New London, and Middlesex Counties). Addressing the shortage of qualified dental providers is needed to expand access particularly in the underserved regions of Connecticut.
**Increase the number and availability of specialty providers.** Increasing the number and availability of specialty providers, particularly in rural areas, would enable better access to needed services.

**Provide opportunities to collect ongoing feedback about dental care services.** Identify strategies to gather member feedback about the quality of care they receive from dental providers.

**Improve provider cultural competence.** Ensure dental providers receive ongoing training in and are held accountable to practice culturally competent, linguistically appropriate care.

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**Hear our voices.**

Creo que sería más justo que los pacientes tuvieran dos citas para limpieza cada año así previenen más con problemas de caries o otras cosas”

[I think it would be fairer for patients to have two cleaning appointments each year so they can prevent having more problems with cavities or other things.]

“It takes an extremely long time to get approved for service. Some services are not covered even though the dentist said how important The turnaround time on approving services should be faster, and if the dentist recommends a service HUSKY should respect that and approve [it], instead of making this already uncomfortable situation worse.”

“Seria bueno informar al paciente sobre el costo de los procedimientos, pues después de los 6 meses envían un bill y no es fácil pagar. Gracias.”

[It would be good to inform the patient about the cost of the procedures, because after 6 months they send a bill, and it is not easy to pay. Thank you.]

“Husky needs to eliminate the option providers have of not taking people over 21 because the plan changes. It forces people to use subpar healthcare because that’s all we have access to. It’s unfair and dangerous for people having issues. I cannot find providers with the quality I need.”
Member Survey Results

Oral Health Literacy and the Value of Oral Health to Adult Members

Respondents are asked if they have a dentist they go to for routine services and if they think preventive dental care is important.

74% report that they have a regular dentist they go to for checkups and cleanings or when they have a cavity or tooth pain.

96% feel that it is important to see a dentist regularly for preventive care (such as routine cleanings, x-rays, and treatment directed by their dentist).

4% did not think that seeing a dentist regularly was important. Ways of influencing their opinion about regular dental visits include being in pain and having a trustworthy dentist that accepts their HUSKY Health Dental Plan Benefit.

<table>
<thead>
<tr>
<th>What would make regular dentist visits important to you?</th>
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<tbody>
<tr>
<td>If I were in pain or had an urgent need for dental care.</td>
<td>22%</td>
</tr>
<tr>
<td>Having a trustworthy dentist that accepts my plan.</td>
<td>17%</td>
</tr>
<tr>
<td>If my plan covered more preventive services (for example, cleanings twice a year).</td>
<td>11%</td>
</tr>
<tr>
<td>Other reasons (I wear dentures was the most common response).</td>
<td>10%</td>
</tr>
<tr>
<td>If my dentist was easier to get to (for example, closer location)</td>
<td>6%</td>
</tr>
<tr>
<td>If there were more COVID-19 health and safety protocols in place.</td>
<td>3%</td>
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(n=157)
Accessing Connecticut Dental Health Partnership Tools and Services

Respondents share their recent experiences visiting a dentist for services.

- **91%** needed or wanted dental care in the last 12 months.
- **82%** indicate that they went to the dentist based on their need.

When asked about the type of dental visit they had in the last 12 months, slightly more than half (59%) had routine or preventive care (such as a cleaning, exam, or fluoride treatment) and 17% visited a dentist for acute pain or urgent care.

Of the Respondents who had not been to a dentist in the last 12 months, about half (47%) report seeing a dentist within the past two years.

**When did you last go to the dentist?**

- **24%** 12 to 18 months
- **23%** 18 to 24 months
- **19%** 24 to 36 months
- **20%** More than 36 months
- **14%** Not sure

(n=892)
Member Attitudes and Perceptions of HUSKY Health Dental Plan Benefit Providers

Member Perceptions of their Treatment
Respondents are asked to rate the quality of care they received from their provider within the last 12 months. At least half report their regular dentist explains things in a manner that they could understand (59%, always), listens carefully to them (75%, always), treats them with courtesy and respect (61%, always), and spends enough time with them during their visit (61%, always).

In the last 12 months...

How often did your regular dentist explain things in a way that was easy to understand?
- 59% Always
- 24% Usually
- 13% Sometimes
- 5% Never

How often did your regular dentist listen carefully to you?
- 75% Always
- 16% Usually
- 7% Sometimes
- 2% Never

How often did your regular dentist treat you with courtesy and respect?
- 61% Always
- 21% Usually
- 14% Sometimes
- 4% Never

How often did your regular dentist spend enough time with you?
- 61% Always
- 23% Usually
- 13% Sometimes
- 3% Never

(n=3,700)
Member Ratings of their Care

Respondents are asked to rate the quality of their HUSKY Health dental care using a scale from 1 to 10 where ‘1’ represents the worst dental care and ‘10’ represents the best dental care that they have received. On average, respondents rate their quality of care as ‘good’ (average of 7.0 out of a possible 10; standard deviation 2.94).

How do you rate the dental care that you personally received as a HUSKY Health Plan Member?

1 2 3 4 5 6 7 8 9 10

Worst Care Best Care

17% Rate their care between 1 and 3 (poor quality of care).

19% Rate their care between 4 and 6 (fair quality of care).

64% Rate their care between 7 and 10 (good to great quality of care).

Respondents are asked to explain their numeric ratings about the quality of their dental care. Availability of dentists, experiences with CTDHP Member Services, benefit coverage and out-of-pocket expenses for services not covered by their HUSKY Heath Dental Plan Benefit, quality of dental care, and treatment from the dentist and office staff are the most common themes influencing their ratings about their dental care.

It is important to remember the percentage of people that rate their care from 1 to 3, 4 to 6, and 7 to 10 when interpreting these findings. More than half (64%) rate the quality of their care as good or great.
Availability of dentists. Respondents who rate their dental care between 1 and 3, discuss issues locating a dentist that accepts their HUSKY Health Dental Plan Benefit, particularly with respect to finding reputable and reliable dentists and/or specialists. Many respondents experience long waitlists as a new patient and limited dental office options available in their local areas. Respondents who identify as differently abled also report difficulties finding accommodating dental care. Finally, respondents also report issues with their regular dentists leaving the HUSKY Health network or HUSKY Health-participating offices shutting down without notice.

Respondents who rate their dental care between 4 and 6, also report limited options of dental providers (including quality dentists and needed specialists) that accept their HUSKY Health Dental Plan Benefit and long waitlists for new patients or long commutes to the office. Respondents also mention issues with dentists abruptly leaving the HUSKY Health network members or shutting down their offices without notice.

Some respondents who rate their dental care between 7 and 10, also mention that although the care they receive or have received was optimal, it was difficult for them to find a dentist that accepts their HUSKY Health Dental Plan Benefit. Many respondents rate their dental care highly but also share their regular dentist no longer participates in the HUSKY Health network or shut down their local office.

Experiences with CTDHP/HUSKY Health Dental Plan Benefit customer service. Respondents mention their customer service experiences with HUSKY Health impact how they rate the quality of their dental care. Respondents who rate their dental care between 1 and 6, report long wait periods for approval of services as well as difficulties with the HUSKY Health approval process in general.

“I apologize for the low rating as I’m grateful for my insurance. But while I have been able to secure excellent dental care for my children under the plan, to date (and I’ve tried) I have not been able to get an appointment with a provider that will take HUSKY [for my dental care].” Rating: 1

“Dentists and anesthesiologists don’t want to accept HUSKY. With autism many of us need anesthesia for regular cleanings. This remains one of the biggest challenges for accessible dental care for people with disabilities!”

Rating: 1
Respondents who rate their dental care between 7 and 10, share positive customer service experiences with the HUSKY Health customer service center. While some still report difficulties with the approval process for services, most respondents express appreciation for the assistance they receive when contacting HUSKY Health to find a dentist or to express concerns about their HUSKY Health Dental Plan Benefit or dental care they received.

**HUSKY Health Dental Plan Benefit coverage and out-of-pocket expenses for non-covered services.** The perceived limited benefit coverage of certain services and subsequent costs for those non-covered services impacts how respondents rate the quality of their dental care.

Many feel their benefit coverage is insufficient—regardless of their numerical rating. Respondents feel the preventive care covered is insufficient (i.e., desiring more than one cleaning a year) and the out-of-pocket limit is too high.

Respondents who rate their dental care between 1 and 6, report having difficulties paying out-of-pocket for services not covered or being pressured to pay for additional services in-office.

Most respondents who rate their dental care between 7 and 10, feel their care is sufficient, but the coverage is not enough or more could be include for preventive care.

> “The insurance does not cover crowns. That’s a problem because the alternative treatment is extraction. I want to keep my teeth but can’t afford to.” Rating: 4

> “I received good care from the dental team but it is difficult to find a dentist that takes HUSKY. Also, when I needed a root canal this year, there were zero local practitioners on the HUSKY plan. I would have had to travel hours away for the procedure. Additionally, the fact that HUSKY only pays for one cleaning a year for adults is ridiculous. These two issues are simply not aligned with good healthcare.” Rating: 8

**Quality of dental care.** Respondents who rate their dental care between 1 and 3, report receiving dental services that involved painful, incomplete, or unnecessary dental work. They claim many of these procedures made their dental health conditions worse. They also question the competency of their dental team (e.g., making mistakes or not knowledgeable about their condition). Many also feel their dental team does not communicate enough
with them about their care, does not offer treatment plans, and/or does not spend enough time with them during their appointments. Respondents who rate their dental care between 4 and 6, share a mix of responses about their quality of care. Most of their concerns are about the desire for more time with their dentist or a lack of communication with their dentist during their appointments. Some respondents also question the competencies of their dentists.

Most respondents who rate their dental care between 7 and 10, feel their quality of dental work is adequate or better, that their dental services meet their needs, and that their dentist is knowledgeable and communicates with them about their HUSKY Health Dental Plan Benefit of care. Some respondents report past negative instances with HUSKY Health dental providers but ultimately express their satisfaction with their current provider.

**Treatment from the dentist and office staff.** Respondents who rate their dental care between 1 and 6, feel they were not treated with respect and did not feel listened to when expressing concerns. These sentiments were elevated for those who have an existing fear or distrust of dentists. Most respondents who rate their care poorly feel that the lack of proper treatment they received was because they are a HUSKY Health Dental Plan Benefit member.

Most respondents who rate their dental care between 7 and 10, feel the treatment they received as a dental patient was positive. They feel respected by office staff and their dental team, feel like their concerns are heard, and they are not made to feel inferior for their insurance plan.

However, some respondents who rate their care between 7 and 10 feel they are not treated with empathy and do not feel respected. Regardless of the numeric rating, several respondents note language barriers and accommodations for differently abled care

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“Most of the dentists that accept HUSKY are either not available or not good dentists. I lost a tooth because of a bad dentist, and because I could not find a better dentist on time.” Rating: 5

“I rate my dentist a 10. I had a hard time finding a dentist that would take my insurance, therefore I put off much needed work. This dentist saved my smile and my self-esteem!” Rating: 10

“The hygienist was wonderful. The dentist didn’t care about helping me with anything. He just kept saying to me, they don’t cover this, and they don’t cover that. Very unprofessional, made me feel horrible because I have this insurance.” Rating: 4
impacting their perceptions of treatment and a need for more bilingual/multilingual providers and accessible services.

**Member Barriers to Receiving Dental Care**

Respondents who have not been to a dentist in the last 12 months are asked to report the reasons why they did not see the dentist. *9% of respondents list at least one barrier to receiving dental services.* The top barriers to receiving care include finding a dentist that accepts the HUSKY Health Dental Plan Benefit and affording service cost or type of service needed beyond the Plan coverage.

![Chart showing reasons for not seeing a dentist](chart.png)

- **9%** I could not find a dentist who accepts my HUSKY Health Dental Plan Benefit.
- **6%** I could not afford the cost of the non-covered service.
- **5%** My plan did not cover the service(s) that I needed.
- **4%** I was concerned due to COVID-19.
- **4%** I could not find a dentist accepting new patients.

*(n=321)*
All respondents are asked what would make it easier for them to see the dentist. **Nearly half (45%) state it would be easier to see the dentist if their HUSKY Health Dental Plan Benefit covered the services they need.**

Other top facilitators to improving access to dental care include finding available dentists, offering dental appointments at more convenient times, better education about how to find a dentist, and implementing appointment reminders.

<table>
<thead>
<tr>
<th>What would make it easier for you to see the dentist?</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>If my plan covered the services needed.</td>
<td>45%</td>
</tr>
<tr>
<td>If I could find a new dental office accepting new patients.</td>
<td>18%</td>
</tr>
<tr>
<td>If the dental office had more convenient times (such as evenings and weekends).</td>
<td>17%</td>
</tr>
<tr>
<td>If I had more information to find a dentist for my plan.</td>
<td>16%</td>
</tr>
<tr>
<td>If I had appointment reminders.</td>
<td>16%</td>
</tr>
<tr>
<td>If the dentist was closer to where I live.</td>
<td>14%</td>
</tr>
<tr>
<td>I could not find a dentist with available appointments.</td>
<td>13%</td>
</tr>
<tr>
<td>Finding a dentist that speaks my language.</td>
<td>12%</td>
</tr>
<tr>
<td>If someone could help me reduce my fear/anxiety/discomfort about seeing the dentist.</td>
<td>11%</td>
</tr>
<tr>
<td>Help with transportation.</td>
<td>6%</td>
</tr>
<tr>
<td>If the dentist was more accessible to patients experiencing different conditions or disabilities.</td>
<td>6%</td>
</tr>
<tr>
<td>Childcare support.</td>
<td>4%</td>
</tr>
</tbody>
</table>

*(n= 670)*
Member Perceptions about Dental Care for their Children

Oral Health Literacy and the Value of Oral Health to Members for their Children

Respondents are asked if their child has a dentist they go to for routine services and if they think that preventive dental care for their child is important.

90% of respondents with children who have the HUSKY Health Dental Plan Benefit report their child has a regular dentist they go to for checkups and cleanings or when they have a cavity or tooth pain.

99% of respondents feel that it is important for their child to see a dentist regularly for preventive care (such as routine cleanings, x-rays, and treatment directed by their dentist).
Accessing Dental Services
Respondents are asked about their child’s recent experiences visiting a dentist for services.

88% needed or wanted dental care in the last 12 months.

94% indicate their child went to the dentist to address their dental need.

When did your child last go to the dentist?

61% report their child has been to the dentist within the last two years.

- 32% 12 to 18 months
- 29% 18 to 24 months
- 10% 24 to 36 months
- 18% More than 36 months
- 12% Not sure

(n=73)
Member Barriers to Receiving Dental Care for their Children

Only 2% of respondents share ways to make it easier to access dental services for their child.

<table>
<thead>
<tr>
<th>What would make it easier for you to see the dentist?</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>If I could find a new dental office accepting new patients.</td>
<td>2%</td>
</tr>
<tr>
<td>If my plan covered the service(s) my child needed.</td>
<td>2%</td>
</tr>
<tr>
<td>I could not find a dentist with available appointments.</td>
<td>2%</td>
</tr>
<tr>
<td>If the dental office had more convenient times (such as evenings and weekends).</td>
<td>0.9%</td>
</tr>
<tr>
<td>If I had more information to find a dentist for my plan.</td>
<td>0.9%</td>
</tr>
<tr>
<td>If the dentist was closer to where I live.</td>
<td>0.9%</td>
</tr>
<tr>
<td>If someone could help me reduce my child’s fear/anxiety/discomfort about seeing the dentist.</td>
<td>0.7%</td>
</tr>
<tr>
<td>If the dentist was more accessible to patients experiencing different conditions or disabilities.</td>
<td>0.5%</td>
</tr>
<tr>
<td>Help with transportation.</td>
<td>0.4%</td>
</tr>
</tbody>
</table>

(n=26)

Member Ratings of their Child’s Care

Respondents are asked to rate the quality of their children’s HUSKY Health dental care using a scale from 1 to 10 where ‘1’ represents the worst dental care and ‘10’ represents the best dental care they have received. On average, respondents rate their quality of care as ‘very good’ (average of 8.3 out of a possible 10; standard deviation 2.37).
How do you rate the dental care your child received as a HUSKY Health Plan Member?

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Worst Care</td>
<td>Best Care</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

To better understand their experiences with their providers, Respondents are asked to explain their ratings about the quality of their dental care. Their comments are summarized using the following themes: availability of dentists, HUSKY Health Dental Plan Benefit coverage and approval process, quality of dental care, and treatment from the dentist and office staff.

**Availability of dentists.** Respondents who rate their dental care between 1 and 6, discuss issues with age restrictions at dental offices for accepting the HUSKY Health Dental Plan Benefit for children. Some also report:

> “Appointments are booking 6 to 12 months in advance.” Rating: 4

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It is important to remember the percentage of people that rate their care from 1 to 3, 4 to 6, and 7 to 10 when interpreting these findings. Most (82%) rate their child’s care positively.
they struggle to find quality dental providers that accept their child’s plan.

Most respondents who rate their child’s dental care between 7 and 10, found a pediatric dentist who accepts their child’s HUSKY Health Dental Plan Benefit with ease. However, some respondents report their pediatric dentist no longer participates in the HUSKY Health network. They also share difficulties finding specialists (e.g., oral surgeons) who accept their child’s plan.

**HUSKY Health Dental Plan Benefit coverage and approval process.** Respondents who rate their child’s dental care between 1 and 6, feel that the coverage offered by the plan is insufficient for their child’s needs and the approval process for services is complex, especially for those children who need specialized dental services.

> “HUSKY does not cover braces. They say they do, but their point system to determine who is covered is ridiculous.” Rating: 1

> “There seems to be a lot of services that are not covered [under HUSKY]. It also seems that dentists must ask HUSKY for approval to treat the way they see fit. A doctor, not the insurance company should decide on treatments.” Rating: 5

Most respondents who rate their child’s dental care between 7 and 10, are satisfied with the amount of coverage their child’s plan provides and have had positive experiences with the HUSKY Health network. Some respondents still report insufficient coverage for children in need of specialized dental work, but generally these respondents feel the plan is adequate for most needs. Many respondents also express the HUSKY Health coverage is much better and easier to navigate for pediatric dental care than it is for adults.

> “So far my child’s services have been covered which I’m grateful for and her dentist is amazing.” Rating: 10

**Scheduling dental appointments and seeking provider assistance.** Respondents who rate their child’s dental care between 1 and 3, experience poor communication from office staff about services and have issues scheduling appointments for their child.
Respondents who **rate their child’s dental care between 4 and 6**, note issues scheduling follow-up appointments and experience a lack of consistency of their dental team (e.g., dentist and staff turnover).

Nearly every respondent who **rate their child’s dental care between 7 and 10**, feel their dental office staff are friendly and helpful, the office was clean and conveniently located, and it is easy to make appointments as needed. Some respondents feel wait times for services were long and they have some issues scheduling appointments, but most respondents share positive experiences.

**Quality of dental care.** Respondents who **rate their child’s dental care between 1 and 3**, are concerned about the quality of dental care provided and question the competencies of their dentist (e.g., mistakes made, dentist not knowledgeable about child’s dental conditions).

Respondents who **rate their child’s dental care between 4 and 6**, report their dental office is limited in the types of procedures they offer. They also feel their children receive less than satisfactory dental work and do not feel their child’s dentist was fully knowledgeable or communicative about their child’s dental condition.

Nearly every respondent that **rate their child’s dental care between 7 and 10**, feel their children received quality dental work, have dentists who are knowledgeable and thorough, and communicate with them about their child’s plan of care.

“We love both the dental practice as well as the orthodontist we use. They cater to children and are great with them. They also explain in detail to the parents as well as the children of everything being done.” Rating: 10

**Treatment from the dentist and office staff.** Respondents who **rate their child’s dental care between 1 and 6**, feel their children are not treated properly because they are a HUSKY Health member. Some also feel their dentist does not work well with children (e.g., not being empathetic about their fears and anxieties about dental services).
Nearly every respondent that rate their child’s dental care between 7 and 10, share positive experiences about how they and their children are treated by their dentists. They feel their dentist works well with children, are respectful and caring, and provide quality dental care.

“They were great with my autistic 16-year-old son. He had a cavity filled. The staff were patient and understanding with him. The experience was very positive.” Rating: 10
43% of respondents indicate they have used information from their HUSKY Health Dental Plan Benefit to help them find a dentist. 38% use the Member Services Center by calling 855-CT-DENTAL or visit the ctdhp.org website to find out more about their HUSKY Health Dental Plan Benefit.

In the last 12 months, did you call Member Services or visit the CT Dental Health Partnership website to find out more about your health plan?

- 38% Called the Member Services Center or visited the CT Dental Health Partnership website.
- 43% Used information from their HUSKY Health Dental Plan Benefit to find a dentist.

(n=3,724)
Member Ratings of the CT Dental Health Partnership Tools and Services

Respondents are asked to rate the **ease of finding a dentist** using a scale from 1 to 10 where ‘1’ represents the most difficulty and ‘10’ represents the easiest experience finding a dentist. On average, respondents rate their ability to find a dentist as ‘fair’ (average of 6.6 out of a possible 10; standard deviation 3.0).

How easy it was for you to find a dentist?

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely difficult</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Extremely Easy</td>
</tr>
</tbody>
</table>

20% Rate the ease of finding a dentist between 1 and 3 (poor).
24% Rate the ease of finding a dentist between 4 and 6 (fair).
30% Rate the ease of finding a dentist between 7 and 10 (good to great).

(n=3,724)

Respondents are asked to explain their ratings about their experiences finding a dentist. Their comments are summarized using the following themes: **insurance, provider location**, **provider waitlists**, and **continuity of care**.

**Insurance.** Respondents who rate their ability to find a dentist **between 1 and 3**, express difficulties finding a dentist that accept HUSKY Health Insurance. Several respondents mention their dental care was abruptly interrupted or discontinued when their dental

---

6 It is important to remember the percentage of people that rate the ease of finding a dentist from 1 to 3, 4 to 6, and 7 to 10 when interpreting these findings.

7 The town and county where the respondent lives are provided for quotes that discuss issues finding a provider based on where they live.
providers stopped participating in the HUSKY Health Dental Plan Benefit. Others mention feeling treated inequitably or not having the same level of care compared to adults who could access dentists through private insurance plans. Overall, respondents perceive limitations in the type of service and array of providers they could access through their HUSKY Health Dental Plan Benefits.

“I discovered that most dentists don’t participate in HUSKY. It’s hard to find one that does. I hated leaving the dentist that I had. Maybe HUSKY should make it more appealing for dentists to participate, so we have more options.” Rating: 2

Respondents who rate their ability to find a dentist between 4 and 6, share their experiences contacting multiple dental practices to find an office that accepts HUSKY Health insurance. They report frustration accessing the provider of their choice.

“Because of my HUSKY insurance, I’m limited in getting the adequate treatment necessary. Finding a doctor who will treat properly [provide adequate services] is hard.” Rating: 5

Despite rating their ability to find a dentist between 7 and 10, insurance barriers are also frequently cited among respondents who rate their ability to find dental care favorably.

“I called HUSKY Health [Member Services] to find a dentist that took my insurance. I think due to the pandemic, some offices no longer take HUSKY Health, and this was not updated on the insurance end. However, overall, it was not too difficult to find someone who took the insurance.” Rating: 7

Provider location. Respondents who rate their ability to find a dentist between 1 and 6, express difficulties accessing dental care close to where they live or work. In some instances, respondents describe driving more than 30 minutes from their home to find a reliable dentist who accepts their HUSKY health insurance. This was particularly challenging for those without their own mode of transportation or who reside in remote areas.
Respondents who rate their ability to find a dentist between 7 and 10, can locate a dentist in their area.

"There are almost no dentists that accept Husky in my area. The few within 30 minutes of where I live have very poor ratings by patients. I had to travel over an hour to see a dentist with a better rating..." Rating: 2, from Kent (Litchfield County)

"I can’t find a dentist to replace my last one which was over 30 minutes away and I don’t drive.” Rating: 1, from Cheshire (New Haven County)

Respondents who rate their ability to find a dentist between 1 and 6, share their frustrations reaching out to dentists who are no longer accepting new patients. Respondents indicate they are either refused services (not accepting new patients) or placed on long waiting lists. As such, the demand for dental care seemingly outpaces the supply of available dentists according to the experiences of some adults.

"I was able to find a dentist with excellent reviews that was located 15 minutes away [from my home] which is what I was looking for.” Rating: 9, from Farmington (Hartford County)

"I found a great dentist less than a mile from my apartment.” Rating: 10, from Stamford (Fairfield County)

Long provider waitlists. Respondents who rate their ability to find a dentist between 1 and 6, share their frustrations reaching out to dentists who are no longer accepting new patients. Respondents indicate they are either refused services (not accepting new patients) or placed on long waiting lists. As such, the demand for dental care seemingly outpaces the supply of available dentists according to the experiences of some adults.

"Whenever I called [HUSKY Member Services] to ask for help finding a dentist, they would give me names and numbers of providers to call. Most of them were not accepting new patients. This was a very big letdown. If an appointment was available, it would be 3 months out.” Rating: 3, from Suffield (Hartford County)

In contrast, respondents who rate their ability to find a dentist between 7 and 10, frequently cited the of ease finding a dentist. Respondents can schedule an appointment almost immediately after requesting one, find care close to where they live, and navigate their online search with ease.

"I followed the link HUSKY sent me and found a dentist near me quite easily.” Rating: 10, from Tolland (Hartford County)

"I called to find a dentist in my area, and they were very helpful.” Rating: 10, from Bloomfield (Hartford County)
With respect to navigating the HUSKY Health website, many think it is easy to navigate the website and straightforward to locate providers through the website. Some respondents, however, mention uncertainty about the quality of the dental practice based on their provider search.

“The online tool was easy enough to use; however, you don’t what the actual office is like until you get service.”  
Rating: 8, from Milford (New Haven County)

Continuity of care. Respondents who rate their ability to find a dentist between 1 and 6, express their frustrations about a lack of continuity of care with their dental provider due to staff turnover and dental offices terminating their participation in the HUSKY Health Dental Plan Benefit.

“I found a dentist that I’m currently seeing; however, prior to this dentist, I had to switch providers often because most dentists stop taking HUSKY after they see how poorly they are reimbursed. So, it becomes harder to keep one provider for continuous care. I’ve been told they are reimbursed less than what it costs them for the visit.”  Rating: 5, from Westport (Fairfield County)

Respondents who rate their ability to find a dentist between 7 and 10, share they have been able to keep their dental provider for several years. Many mention their dental provider is co-located in a clinic where they (or their children) also receive medical care which contributes to their positive ratings about the ease and accessibility of their dental care.

“I’ve had my dentist for the past 20 years.”  Rating: 10, from Glastonbury (Hartford County)

“My long-time dentist accepts my current Husky plan insurance.” Rating: 10, from North Stonington (New London County)
Member Ratings of the CT Dental Health Partnership Tools and Services on Behalf of their Child

Respondents are asked to rate the ease of finding a dentist for their child using a scale from 1 to 10 where ‘1’ represents the most difficulty and ‘10’ represents the easiest experience finding a dentist. On average, respondents rate their ability to find a dentist as ‘easy’ (average of 7.8 out of a possible 10; standard deviation 2.71).

**How easy it was for you to find a dentist for your child?**

<table>
<thead>
<tr>
<th>Rate</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poor (1-3)</td>
<td>11%</td>
</tr>
<tr>
<td>Fair (4-6)</td>
<td>14%</td>
</tr>
<tr>
<td>Good to Great (7-10)</td>
<td>75%</td>
</tr>
</tbody>
</table>

*(n=1,537)*

Respondents are asked to explain their numerical ratings about their experiences finding a dentist for their child. Their comments are summarized using the following themes: **provider availability through HUSKY Insurance** and **continuity of care**.

---

8 It is important to remember the percentage of people that rate the ease of finding a dentist from 1 to 3, 4 to 6, and 7 to 10 when interpreting these findings. Most (75%), indicated their ease of finding a dentist ‘good to great.’

9 The town and county where the respondent lives are provided for quotes that discuss issues finding a provider based on where they live.
Provider availability through HUSKY Insurance. Respondents who rate their ability to find a dentist between 1 and 3, express difficulties finding a dentist for their child that accepts HUSKY Health Insurance. Others note their dental providers stopped taking HUSKY, thus, leaving them to search for a new dentist.

Several respondents feel having HUSKY insurance limits their access to the full array of pediatric dental care that would otherwise be available to those with private insurance. Some also mention living in an area where there is a shortage of pediatric dentists.

Lastly, a few respondents mention either experiencing appointment cancellations or finding poor customer ratings when searching for a dental provider under their plan.

“Our former dentist was wonderful, but they stopped taking Husky and I can’t find another good, local dentist that takes HUSKY.” Rating: 2, from Windham (Windham County)

“I called around and no one with good reviews was accepting new patients.” Rating: 1, from Coventry (Tolland County)

Respondents who rate their ability to find a dentist between 4 and 6, also share frustrations finding a pediatric dentist that accepts HUSKY Health insurance in their area. Others feel it is difficult to find reasonable and quality dental care for their children on HUSKY Health insurance. However, despite their challenges locating a dentist for their child, a few respondents indicate it is easier to find a pediatric dentist who accepts HUSKY insurance than finding dental care for themselves.

“It seems much easier to find a pediatric dentist who accepts HUSKY insurance than it is for adults.” Rating: 5, from Seymour (New Haven County)

“It is a bit easier to find a dentist for my child, but I have to travel far to have a decent one.” Rating: 4, from Plainfield (Windham County)

Respondents who rate their ability to find a dentist between 7 and 10, do not experience barriers to finding a pediatric dentist that accepts their HUSKY Health Dental Plan Benefit. In contrast, the most frequent response among those who highly rate (between 7 and 10) their ability to find a dentist for their child is the ease of locating a provider. They describe their experiences as straightforward and uncomplicated. They have positive experiences using the Member Center call line and find it easy to navigate the online platform.
Continuity of care. Given the previously stated frustrations about finding a pediatric dentist from respondents who rate their ability to find a dentist between 1 and 6, only those who rate their ease as ‘good or great’ discuss continuity of care.

Respondents who rate their ability to find a dentist between 7 and 10, note that their child and in some instances, the entire family have been able to see the same dentist for several years. Some respondents also mention how convenient it is to maintain dental care with their child’s dentist.

“It was easy to find a pediatric dentist that accepted my insurance.” Rating: 10, from Bethel (Fairfield County)

“I called HUSKY customer service, and they were fabulous in finding the right dentist.” Rating: 10, from Coventry (Tolland County).
52% of respondents are between 40 and 59 years old.

72% of respondents are female. *

*2% preferred not to answer the question.
48% of respondents identify as White/Caucasian*

- Asian, 2%
- Black/African American, 9%
- Multiracial, 2%
- An 'other' race, 5%

Prefer not to answer, 30%

*17% that did not answer identify as Hispanic/Latino/a.

29% of respondents identify as Hispanic or Latino/a.

- Not Hispanic/Latino/a, 71%
- Hispanic/Latino/a, 29%

63% are from Fairfield, New Haven, and Hartford counties. *

83% of respondents list English as their preferred language. *

- English 83%
- Spanish 15%
- An 'other' Language 2%

* A limitation of the survey is that it was offered in English and Spanish only.

*16% preferred not to answer the question.
Appendix A: Results by Group

Analysis of survey data based on the following groupings:

- County
- Age
- Preferred Language
- Race and Ethnicity
- Gender Identity

Results are presented using the most common, or ‘top’ responses. We also indicate if a difference in how respondents answered a survey question between groups is statistically significant, and therefore may warrant additional attention to provide more equitable services to a group that has a notable disadvantage.

A summary of responses including the percentage that answered each survey question and when applicable, the average score of how they rate a question are provided.

Analysis of survey data responses between groups (county where they live, preferred language, gender identity, race and ethnicity, and age) was performed to learn if member experiences vary depending on these attributes.
In some instances, groups were merged to run analyses due to small response sizes. These include:

- **Age of respondent.** Respondents aged 70 and older were moved to a new age category of 60 and older.
- **Gender identity.** Females and males were compared for analysis. All other gender identity categories were too small to conduct statistical testing.
- **Preferred language.** English and Spanish-preferred speakers were used for the analysis.
- **Race and Ethnicity.** An ‘Ethnoracial’ category was created for analysis under the following conditions:
  - Asian only
  - Black/African American only
  - White/Caucasian only
  - Hispanic/Latino/a (irrespective of racial identity)
  - Multiracial (not Hispanic/Latino/a)

Specific statistical tests for the group analyses include:

- Chi Square tests, Analysis of Variance (ANOVA), and Bonferroni post hoc tests (when applicable).

Lastly, the analyses do not focus on survey questions relating to the HUSKY Health Dental Plan Benefit for children, due to the overwhelming high scores and ratings for those questions.
### Survey Results by County

**Oral Health Literacy and the Value of Oral Health to Members**

<table>
<thead>
<tr>
<th>County</th>
<th>Do you have a regular dentist?</th>
<th>How important is it to see a dentist regularly for preventive care?</th>
<th>% that wanted or needed dental care in the last 12 months.</th>
<th>% that went to the dentist for care in the last 12 months</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fairfield</td>
<td>Yes, 75%</td>
<td>Very important, 86%</td>
<td>Yes, 92%</td>
<td>Yes, 84%</td>
</tr>
<tr>
<td>Hartford</td>
<td>Yes, 75%</td>
<td>Very important, 85%</td>
<td>Yes, 90%</td>
<td>Yes, 84%</td>
</tr>
<tr>
<td>Litchfield</td>
<td>Yes, 75%</td>
<td>Very important, 85%</td>
<td>Yes, 81%</td>
<td>Yes, 81%</td>
</tr>
<tr>
<td>Middlesex</td>
<td>Yes, 86%</td>
<td>Very important, 87%</td>
<td>Yes, 94%</td>
<td>Yes, 85%</td>
</tr>
<tr>
<td>New Haven</td>
<td>Yes, 74%</td>
<td>Very important, 86%</td>
<td>Yes, 92%</td>
<td>Yes, 83%</td>
</tr>
<tr>
<td>New London</td>
<td>Yes, 70%</td>
<td>Very important, 86%</td>
<td>Yes, 90%</td>
<td>Yes, 76%</td>
</tr>
<tr>
<td>Tolland</td>
<td>Yes, 66%</td>
<td>Very important, 79%</td>
<td>Yes, 93%</td>
<td>Yes, 75%</td>
</tr>
<tr>
<td>Windham</td>
<td>Yes, 67%</td>
<td>Very important, 86%</td>
<td>Yes, 93%</td>
<td>Yes, 70%</td>
</tr>
</tbody>
</table>

**Interpretation**

Overall, Tolland and Windham counties rate the value of oral health and care slightly lower than the other counties.

---

10 Findings were statistically significant ($p=0.007$).

11 Findings were statistically significant ($p=0.002$).
Member Attitudes and Perceptions of HUSKY Health Dental Plan Providers

Respondents were asked to rate the quality of care that they received from their provider within the last 12 months.

<table>
<thead>
<tr>
<th>County</th>
<th>How often did your dentist explain things in a way that was easy to understand?</th>
<th>How often did your dentist listen carefully to you?</th>
<th>How often did your dentist treat you with courtesy and respect?</th>
<th>How often did your dentist spend enough time with you?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fairfield</td>
<td>60%, Always 25%, Usually</td>
<td>61%, Always 21%, Usually</td>
<td>76%, Always 15%, Usually</td>
<td>60%, Always 23%, Usually</td>
</tr>
<tr>
<td>(n=879)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hartford</td>
<td>63%, Always 22%, Usually</td>
<td>66%, Always 19%, Usually</td>
<td>78%, Always 15%, Usually</td>
<td>62%, Always 24%, Usually</td>
</tr>
<tr>
<td>(n=717)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Litchfield</td>
<td>66%, Always 25%, Usually</td>
<td>61%, Always 26%, Usually</td>
<td>82%, Always 12%, Usually</td>
<td>65%, Always 22%, Usually</td>
</tr>
<tr>
<td>(n=180)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Middlesex</td>
<td>66%, Always 21%, Usually</td>
<td>65%, Always 20%, Usually</td>
<td>80%, Always 11%, Usually</td>
<td>66%, Always 21%, Usually</td>
</tr>
<tr>
<td>(n=123)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New Haven</td>
<td>61%, Always 23%, Usually</td>
<td>60%, Always 21%, Usually</td>
<td>73%, Always 18%, Usually</td>
<td>56%, Always 24%, Usually</td>
</tr>
<tr>
<td>(n=796)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New London</td>
<td>65%, Always 20%, Usually</td>
<td>64%, Always 18%, Usually</td>
<td>79%, Always 10%, Usually</td>
<td>55%, Always 27%, Usually</td>
</tr>
<tr>
<td>(n=258)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tolland</td>
<td>64%, Always 19%, Usually</td>
<td>63%, Always 18%, Usually</td>
<td>66%, Always 21%, Usually</td>
<td>59%, Always 23%, Usually</td>
</tr>
<tr>
<td>(n=116)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Windham</td>
<td>65%, Always 17%, Usually</td>
<td>68%, Always 21%, Usually</td>
<td>79%, Always 11%, Usually</td>
<td>63%, Always 22%, Usually</td>
</tr>
<tr>
<td>(n=107)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Interpretation**

Member perceptions about their HUSKY Health Dental plan were mostly consistent across counties with the following exceptions:

- Respondents from Tolland county rate that their dentist treats them with courtesy and respect less than the other counties. Respondents from Litchfield and Middlesex counties rate their interactions highest.
- None of the differences in member perceptions by county are statistically significant.
Respondents were asked to rate the quality of their HUSKY Health dental care using a scale from 1 to 10 where ‘1’ represents the worst dental care and ‘10’ represents the best dental care that they have received. Fairfield, Hartford, and Middlesex counties had the highest average rating of the quality of the dental care. Windham county report the lowest average rating of the quality of their care.

<table>
<thead>
<tr>
<th>County</th>
<th>Average rating from 1 to 10</th>
<th>% rating between 1 and 3</th>
<th>% rating between 4 and 6</th>
<th>% rating between 7 and 10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fairfield (n=879)</td>
<td>7.2 (sd, 2.89)</td>
<td>15%</td>
<td>18%</td>
<td>67%</td>
</tr>
<tr>
<td>Hartford (n=717)</td>
<td>7.1 (sd, 2.96)</td>
<td>16%</td>
<td>17%</td>
<td>66%</td>
</tr>
<tr>
<td>Litchfield (n=180)</td>
<td>6.9 (sd, 3.03)</td>
<td>20%</td>
<td>18%</td>
<td>62%</td>
</tr>
<tr>
<td>Middlesex (n=123)</td>
<td>7.3 (sd, 2.81)</td>
<td>14%</td>
<td>16%</td>
<td>70%</td>
</tr>
<tr>
<td>New Haven (n=796)</td>
<td>6.9 (sd, 3.00)</td>
<td>19%</td>
<td>20%</td>
<td>61%</td>
</tr>
<tr>
<td>New London (n=258)</td>
<td>6.7 (sd, 3.16)</td>
<td>22%</td>
<td>20%</td>
<td>58%</td>
</tr>
<tr>
<td>Tolland (n=116)</td>
<td>6.7 (sd, 3.22)</td>
<td>22%</td>
<td>16%</td>
<td>62%</td>
</tr>
<tr>
<td>Windham (n=107)</td>
<td>6.3 (sd, 3.18)</td>
<td>19%</td>
<td>26%</td>
<td>55%</td>
</tr>
</tbody>
</table>

**Interpretation**

Respondents from Windham county rate the quality of their HUSKY Health dental plan the lowest among the counties. Differences in ratings by county are statistically significant.

---

1 Differences in average ratings of care by county were statistically significant (p= .011).
Top 3 Barriers to Receiving Dental Care by County

<table>
<thead>
<tr>
<th>County</th>
<th>1st Reason</th>
<th>2nd Reason</th>
<th>3rd Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fairfield</td>
<td>Could not afford the cost (7%)</td>
<td>Could not find a dentist who accepts HUSKY (7%)</td>
<td>Plan did not cover service(s) needed (6%)</td>
</tr>
<tr>
<td>(n=879)</td>
<td></td>
<td></td>
<td>Could not find a dentist accepting new patients (3%)</td>
</tr>
<tr>
<td>Hartford</td>
<td>Could not find a dentist who accepts HUSKY (8%)</td>
<td>Could not afford the cost (6%)</td>
<td>Plan did not cover service(s) needed (4%)</td>
</tr>
<tr>
<td>(n=717)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Litchfield</td>
<td>Could not find a dentist who accepts HUSKY (8%)</td>
<td>Was concerned due to COVID-19 (7%)</td>
<td>Could not afford the cost (7%)</td>
</tr>
<tr>
<td>(n=180)</td>
<td></td>
<td></td>
<td>Plan did not cover service(s) needed (6%)</td>
</tr>
<tr>
<td>Middlesex</td>
<td>Could not find a dentist who accepts HUSKY (7%)</td>
<td>Plan did not cover service(s) needed (4%)</td>
<td>Could not afford the cost (4%)</td>
</tr>
<tr>
<td>(n=123)</td>
<td></td>
<td></td>
<td>Could not find a dentist accepting new patients (2%)</td>
</tr>
<tr>
<td>New Haven</td>
<td>Could not find a dentist who accepts HUSKY (8%)</td>
<td>Could not afford the cost (5%)</td>
<td>Plan did not cover service(s) needed (5%)</td>
</tr>
<tr>
<td>(n=796)</td>
<td></td>
<td></td>
<td>Could not find a dentist accepting new patients (3%)</td>
</tr>
<tr>
<td>New London</td>
<td>Could not find a dentist who accepts HUSKY (12%)</td>
<td>Could not find a dentist accepting new patients (8%)</td>
<td>Plan did not cover service(s) needed (6%)</td>
</tr>
<tr>
<td>(n=258)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tolland</td>
<td>Could not find a dentist who accepts HUSKY (11%)</td>
<td>Could not find a dentist accepting new patients (10%)</td>
<td>Was afraid or do not like going to dentists (8%)</td>
</tr>
<tr>
<td>(n=116)</td>
<td></td>
<td></td>
<td>Could not afford the cost (8%)</td>
</tr>
<tr>
<td>Windham</td>
<td>Could not find a dentist who accepts HUSKY (15%)</td>
<td>Could not find a dentist accepting new patients (11%)</td>
<td>Plan did not cover service(s) needed (8%)</td>
</tr>
<tr>
<td>(n=107)</td>
<td></td>
<td></td>
<td>Dental office too far away (8%)</td>
</tr>
</tbody>
</table>

**Interpretation**

Windham, Tolland, New London, and Middlesex counties listed difficulties finding a dentist as their top barrier. Cost was a top barrier for respondents from 7 of the 8 counties.
### Top 3 Facilitators to Improving Access to Dental Care by County

<table>
<thead>
<tr>
<th>County</th>
<th>Top 1 Reason</th>
<th>Top 2 Reason</th>
<th>Top 3 Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fairfield</td>
<td>If my plan covered the service(s) that I needed (50%)</td>
<td>If I could find a dental office accepting new patients (17%)</td>
<td>Appointment reminders (17%), Dentists who speak my language (17%), Convenient Times (16%)</td>
</tr>
<tr>
<td>Hartford</td>
<td>If my plan covered the service(s) that I needed (44%)</td>
<td>If I could find a dental office accepting new patients (18%)</td>
<td>Appointment reminders (17%)</td>
</tr>
<tr>
<td>Litchfield</td>
<td>If my plan covered the service(s) that I needed (44%)</td>
<td>Appointment reminders (16%)</td>
<td>If I had more information to find a dentist for my plan (16%), Accepting New Patients (14%)</td>
</tr>
<tr>
<td>Middlesex</td>
<td>If my plan covered the service(s) that I needed (41%)</td>
<td>Appointment reminders (16%)</td>
<td>If I could find a dental office accepting new patients (14%)</td>
</tr>
<tr>
<td>New Haven</td>
<td>If my plan covered the service(s) that I needed (48%)</td>
<td>If my dental office had more convenient times (20%)</td>
<td>If I could find a dental office accepting new patients (17%), Information to Find Dentist (17%)</td>
</tr>
<tr>
<td>New London</td>
<td>If my plan covered the service(s) that I needed (43%)</td>
<td>If I could find a dental office accepting new patients (25%)</td>
<td>The dentist was closer to me (19%)</td>
</tr>
<tr>
<td>Tolland</td>
<td>If my plan covered the service(s) that I needed (48%)</td>
<td>If I could find a dental office accepting new patients (25%)</td>
<td>Information to Find Dentist (19%), Finding Dentist for Plan (19%)</td>
</tr>
<tr>
<td>Windham</td>
<td>If my plan covered the service(s) that I needed (42%)</td>
<td>Had more information to find a dentist for my plan (20%)</td>
<td>Finding Dental Office Accepting New Patients (19%)</td>
</tr>
</tbody>
</table>

### Interpretation
Respondents from all counties listed plan coverage for needed services as the top facilitator to improve their access to dental care.
Member Ratings of the CT Dental Health Partnership Tools and Services

In the last 12 months, did you call Member Services or visit the CT Dental Health Plan website to find out more about your health plan?

<table>
<thead>
<tr>
<th></th>
<th>Called the Member Services Center or Visited the website.</th>
<th>Used information from their Plan to find a dentist.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fairfield (n=879)</td>
<td>Yes, 38%</td>
<td>Yes, 41%</td>
</tr>
<tr>
<td>Hartford (n=717)</td>
<td>Yes, 39%</td>
<td>Yes, 42%</td>
</tr>
<tr>
<td>Litchfield (n=180)</td>
<td>Yes, 34%</td>
<td>Yes, 43%</td>
</tr>
<tr>
<td>Middlesex (n=123)</td>
<td>Yes, 36%</td>
<td>Yes, 43%</td>
</tr>
<tr>
<td>New Haven (n=796)</td>
<td>Yes, 37%</td>
<td>Yes, 41%</td>
</tr>
<tr>
<td>New London (n=258)</td>
<td>Yes, 39%</td>
<td>Yes, 50%</td>
</tr>
<tr>
<td>Tolland (n=116)</td>
<td>Yes, 36%</td>
<td>Yes, 38%</td>
</tr>
<tr>
<td>Windham (n=107)</td>
<td>Yes, 45%</td>
<td>Yes, 47%</td>
</tr>
</tbody>
</table>

**Interpretation**

Windham County report accessing Member Services (phone and website) the most.
Member Ratings of the CT Dental Health Partnership Tools and Services

Respondents were asked to rate the **ease of finding a dentist** using a scale from 1 to 10 where ‘1’ represents the most difficulty and ‘10’ represents the easiest experience finding a dentist.

<table>
<thead>
<tr>
<th>County</th>
<th>Average rating from 1 to 10</th>
<th>% rating between 1 and 3</th>
<th>% rating between 4 and 6</th>
<th>% rating between 7 and 10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fairfield</td>
<td>6.9 (sd, 2.94)</td>
<td>17%</td>
<td>22%</td>
<td>61%</td>
</tr>
<tr>
<td>(n=879)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hartford</td>
<td>6.7 (sd, 2.99)</td>
<td>19%</td>
<td>25%</td>
<td>56%</td>
</tr>
<tr>
<td>(n=717)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Litchfield</td>
<td>6.4 (sd, 3.11)</td>
<td>24%</td>
<td>21%</td>
<td>55%</td>
</tr>
<tr>
<td>(n=180)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Middlesex</td>
<td>6.9 (sd, 2.85)</td>
<td>16%</td>
<td>26%</td>
<td>58%</td>
</tr>
<tr>
<td>(n=123)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New Haven</td>
<td>6.5 (sd, 3.05)</td>
<td>21%</td>
<td>22%</td>
<td>61%</td>
</tr>
<tr>
<td>(n=796)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New London</td>
<td>6.0 (sd, 3.16)</td>
<td>27%</td>
<td>26%</td>
<td>47%</td>
</tr>
<tr>
<td>(n=258)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tolland</td>
<td>5.9 (sd, 3.22)</td>
<td>29%</td>
<td>24%</td>
<td>47%</td>
</tr>
<tr>
<td>(n=116)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Windham</td>
<td>5.9 (sd, 3.11)</td>
<td>27%</td>
<td>27%</td>
<td>46%</td>
</tr>
<tr>
<td>(n=107)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Interpretation**

Respondents from New London, Tolland, and Windham counties rate their ease of finding a dentist lower than respondents from the other countries.

---

13 Differences in average ratings of ease of finding a dentist by county were statistically significant (p=.001).
Survey Results by Age

Oral Health Literacy and the Value of Oral Health to Members

Due to issues with a small number of respondents 70 years and older that completed the survey, a new category for respondents 60 and older was created for the group analyses.

**Interpretation**

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Do you have a regular dentist?</th>
<th>How important is it to see a dentist regularly for preventive care?</th>
<th>% that wanted or needed dental care in the last 12 months</th>
<th>% that went to the dentist for care in the last 12 months</th>
</tr>
</thead>
<tbody>
<tr>
<td>21 to 29</td>
<td>Yes, 66%</td>
<td>Very important, 86%</td>
<td>Yes, 92%</td>
<td>Yes, 76%</td>
</tr>
<tr>
<td>(n=255)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>30 to 39</td>
<td>Yes, 76%</td>
<td>Very important, 88%</td>
<td>Yes, 93%</td>
<td>Yes, 82%</td>
</tr>
<tr>
<td>(n=606)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>40 to 49</td>
<td>Yes, 76%</td>
<td>Very important, 87%</td>
<td>Yes, 91%</td>
<td>Yes, 84%</td>
</tr>
<tr>
<td>(n=803)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>50 to 59</td>
<td>Yes, 73%</td>
<td>Very important, 87%</td>
<td>Yes, 92%</td>
<td>Yes, 81%</td>
</tr>
<tr>
<td>(n=1121)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>60 and older</td>
<td>Yes, 74%</td>
<td>Very important, 81%</td>
<td>Yes, 90%</td>
<td>Yes, 85%</td>
</tr>
<tr>
<td>(n=941)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Respondents 21 to 29 are less likely to have a regular dentist when compared to the other age groups. Other ratings of the value of oral health are fairly consistent across age groups.

---

14 Differences between groups that have a regular are statistically significant (p=.048).

15 Differences between groups that view the importance of seeing a dentist regularly are statistically significant (p=.035).
Member Attitudes and Perceptions of HUSKY Health Dental Plan Providers

Respondents were asked to rate the quality of care that they received from their provider within the last 12 months.16

<table>
<thead>
<tr>
<th>Age Group</th>
<th>How often did your dentist explain things in a way that was easy to understand?</th>
<th>How often did your dentist listen carefully to you?</th>
<th>How often did your dentist treat you with courtesy and respect?</th>
<th>How often did your dentist spend enough time with you?</th>
</tr>
</thead>
<tbody>
<tr>
<td>21 to 29 (n=255)</td>
<td>Always, 58%</td>
<td>Always, 64%</td>
<td>Always, 78%</td>
<td>Always, 59%</td>
</tr>
<tr>
<td></td>
<td>Usually, 25%</td>
<td>Usually, 17%</td>
<td>Usually, 13%</td>
<td>Usually, 22%</td>
</tr>
<tr>
<td>30 to 39 (n=606)</td>
<td>Always, 52%</td>
<td>Always, 53%</td>
<td>Always, 66%</td>
<td>Always, 50%</td>
</tr>
<tr>
<td></td>
<td>Usually, 26%</td>
<td>Usually, 25%</td>
<td>Usually, 21%</td>
<td>Usually, 27%</td>
</tr>
<tr>
<td>40 to 49 (n=803)</td>
<td>Always, 62%</td>
<td>Always, 64%</td>
<td>Always, 75%</td>
<td>Always, 61%</td>
</tr>
<tr>
<td></td>
<td>Usually, 22%</td>
<td>Usually, 21%</td>
<td>Usually, 15%</td>
<td>Usually, 22%</td>
</tr>
<tr>
<td>50 to 59 (n=1121)</td>
<td>Always, 64%</td>
<td>Always, 63%</td>
<td>Always, 78%</td>
<td>Always, 60%</td>
</tr>
<tr>
<td></td>
<td>Usually, 22%</td>
<td>Usually, 20%</td>
<td>Usually, 14%</td>
<td>Usually, 23%</td>
</tr>
<tr>
<td>60 and older (n=941)</td>
<td>Always, 64%</td>
<td>Always, 62%</td>
<td>Always, 79%</td>
<td>Always, 61%</td>
</tr>
<tr>
<td></td>
<td>Usually, 22%</td>
<td>Usually, 23%</td>
<td>Usually, 15%</td>
<td>Usually, 25%</td>
</tr>
</tbody>
</table>

Interpretation
Respondents ages 21 to 39 have fewer positive attitudes about the care that they have received from their dental provider in the last 12 months.

Respondents were asked to rate the quality of their HUSKY Health dental care using a scale from 1 to 10 where '1' represents the worst dental care and '10' represents the best dental care that they have received.

16 Differences between groups for all of the attitudes and perception questions are statistically significant (between p=.001 and .010)
### Interpretation

Respondents ages 30 to 39 rate the quality of their dental health the lowest among all age groups.

#### Top 3 Barriers to Receiving Dental Care

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Top 3 Barriers</th>
</tr>
</thead>
<tbody>
<tr>
<td>21 to 29 (n=255)</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; I could not find a dentist that accepts my HUKSY Health Dental plan (10%)&lt;br&gt;2&lt;sup&gt;nd&lt;/sup&gt; I could not afford the cost (9%)&lt;br&gt;3&lt;sup&gt;rd&lt;/sup&gt; Plan did not cover the service(s) needed (6%)</td>
</tr>
<tr>
<td>30 to 39 (n=606)</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; I could not find a dentist that accepts my HUKSY Health Dental plan (9%)&lt;br&gt;2&lt;sup&gt;nd&lt;/sup&gt; I could not afford the cost (6%)&lt;br&gt;3&lt;sup&gt;rd&lt;/sup&gt; Plan did not cover the service(s) needed (6%)&lt;br&gt;3&lt;sup&gt;rd&lt;/sup&gt; I was concerned due to COVID-19 (4%)</td>
</tr>
<tr>
<td>40 to 49 (n=803)</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; I could not find a dentist that accepts my HUKSY Health Dental plan (7%)&lt;br&gt;2&lt;sup&gt;nd&lt;/sup&gt; I could not afford the cost (6%)&lt;br&gt;3&lt;sup&gt;rd&lt;/sup&gt; Plan did not cover the service(s) needed (5%)</td>
</tr>
<tr>
<td>50 to 59 (n=1121)</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; I could not find a dentist that accepts my HUKSY Health Dental plan (8%)&lt;br&gt;2&lt;sup&gt;nd&lt;/sup&gt; I could not afford the cost (6%)&lt;br&gt;3&lt;sup&gt;rd&lt;/sup&gt; I was concerned due to COVID-19 (5%)&lt;br&gt;3&lt;sup&gt;rd&lt;/sup&gt; Plan did not cover the service(s) needed (5%)</td>
</tr>
<tr>
<td>60 and older (n=941)</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; I could not find a dentist that accepts my HUKSY Health Dental plan (9%)&lt;br&gt;2&lt;sup&gt;nd&lt;/sup&gt; I could not afford the cost (6%)&lt;br&gt;3&lt;sup&gt;rd&lt;/sup&gt; I was concerned due to COVID-19 (4%)</td>
</tr>
</tbody>
</table>

---

17 Differences between groups about their quality ratings of their dental care are statistically significant (p=.010).
**Interpretation**

Could not find a dentist that accepts my plan is the top barrier across all age groups.

**Top 3 Facilitators to Improving Access to Dental Care**

<table>
<thead>
<tr>
<th>Age Group</th>
<th>1st Facilitator</th>
<th>2nd Facilitator</th>
<th>3rd Facilitator</th>
</tr>
</thead>
<tbody>
<tr>
<td>21 to 29</td>
<td>If my plan covered the service(s) that I need (44%)</td>
<td>If I had more information about how to find a dentist for my plan (20%)</td>
<td>If I could find a dental office accepting new patients (18%)</td>
</tr>
<tr>
<td>30 to 39</td>
<td>If my plan covered the service(s) that I need (50%)</td>
<td>If I could find a dental office accepting new patients (20%)</td>
<td>If I could find a dentist with available appointments (17%)</td>
</tr>
<tr>
<td>40 to 49</td>
<td>If my plan covered the service(s) that I need (49%)</td>
<td>If I could find a dental office accepting new patients (20%)</td>
<td>If I could find a dentist with available appointments (15%)</td>
</tr>
<tr>
<td>50 to 59</td>
<td>If my plan covered the service(s) that I need (46%)</td>
<td>If I could find a dental office accepting new patients (19%)</td>
<td>If I had more information about how to find a dentist for my plan (16%)</td>
</tr>
<tr>
<td>60 and older</td>
<td>If my plan covered the service(s) that I need (38%)</td>
<td>If I had more information about how to find a dentist for my plan (17%)</td>
<td>If I could find a dental office accepting new patients (14%)</td>
</tr>
</tbody>
</table>

**Interpretation**

Comprehensive plan coverage was the top facilitator listed across age groups to improve member access to dental care.
Member Ratings of the CT Dental Health Partnership Tools and Services

In the last 12 months, did you call Member Services or visit the CT Dental Health Plan website to find out more about your health plan?

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Called the Member Services Center or Visited the website.</th>
<th>Used information from their Plan to find a dentist.</th>
</tr>
</thead>
<tbody>
<tr>
<td>21 to 29 (n=255)</td>
<td>Yes, 44%</td>
<td>Yes, 50%</td>
</tr>
<tr>
<td>30 to 39 (n=606)</td>
<td>Yes, 41%</td>
<td>Yes, 50%</td>
</tr>
<tr>
<td>40 to 49 (n=803)</td>
<td>Yes, 37%</td>
<td>Yes, 39%</td>
</tr>
<tr>
<td>50 to 59 (n=1121)</td>
<td>Yes, 36%</td>
<td>Yes, 40%</td>
</tr>
<tr>
<td>60 and older (n=941)</td>
<td>Yes, 37%</td>
<td>Yes, 43%</td>
</tr>
</tbody>
</table>

**Interpretation**

There are few differences in member access to CT Dental Health Partnership Tools and Services by age group.

**Member Ratings of the CT Dental Health Partnership Tools and Services**

Respondents were asked to rate the **ease of finding a dentist** using a scale from 1 to 10 where ‘1’ represents the most difficulty and ‘10’ represents the easiest experience finding a dentist.

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Average rating from 1 to 10</th>
<th>% rating between 1 and 3</th>
<th>% rating between 4 and 6</th>
<th>% rating between 7 and 10</th>
</tr>
</thead>
<tbody>
<tr>
<td>21 to 29 (n=255)</td>
<td>6.8 (sd, 3.04)</td>
<td>15%</td>
<td>24%</td>
<td>61%</td>
</tr>
</tbody>
</table>

---

18 Differences between groups about using information from their Plan to find a dentist are statistically significant (p=.001).
19 Differences between groups about their ease of finding a dentist are statistically significant (p=.044).
<table>
<thead>
<tr>
<th>Age Group</th>
<th>Rating (Mean, SD)</th>
<th>22%</th>
<th>24%</th>
<th>54%</th>
</tr>
</thead>
<tbody>
<tr>
<td>30 to 39</td>
<td>6.5 (sd, 3.13)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(n=606)</td>
<td></td>
<td>22%</td>
<td>24%</td>
<td>54%</td>
</tr>
<tr>
<td>40 to 49</td>
<td>6.5 (sd, 3.00)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(n=803)</td>
<td></td>
<td>21%</td>
<td>25%</td>
<td>54%</td>
</tr>
<tr>
<td>50 to 59</td>
<td>6.6 (sd, 2.99)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(n=1121)</td>
<td></td>
<td>21%</td>
<td>24%</td>
<td>55%</td>
</tr>
<tr>
<td>60 and older</td>
<td>6.8 (sd, 2.96)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(n=941)</td>
<td></td>
<td>18%</td>
<td>22%</td>
<td>60%</td>
</tr>
</tbody>
</table>

**Interpretation**

There are few differences in ratings of ease of finding a dentist by age group.
Survey Results by Preferred Language

Oral Health Literacy and the Value of Oral Health to Members

The number of responses for all other languages was too small for group analysis.

<table>
<thead>
<tr>
<th>Question</th>
<th>English (n=3,071)</th>
<th>Spanish (n=535)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you have a regular dentist?</td>
<td>Yes, 73%</td>
<td>Yes, 80%</td>
</tr>
<tr>
<td>How important is it to see a dentist regularly for preventive care?</td>
<td>Very important, 85%</td>
<td>Very important, 90%</td>
</tr>
<tr>
<td>% that wanted or needed dental care in the last 12 months.</td>
<td>Yes, 92%</td>
<td>Yes, 91%</td>
</tr>
<tr>
<td>% that went to the dentist for care in the last 12 months.</td>
<td>Yes, 82%</td>
<td>Yes, 88%</td>
</tr>
</tbody>
</table>

**Interpretation**

Spanish-preferred speakers rate the value of oral health and care slightly higher than English-preferred speakers.

---

20 Statistically significant differences were found between English and Spanish-preferred speaking respondents for each survey item (p=0.01).
Member Attitudes and Perceptions of HUSKY Health Dental Plan Providers

Respondents were asked to rate the quality of care that they received from their provider within the last 12 months.

**In the last 12 months...**

<table>
<thead>
<tr>
<th></th>
<th>English (n=3,071)</th>
<th>Spanish (n=535)</th>
</tr>
</thead>
<tbody>
<tr>
<td>How often did your dentist explain things in a way that was easy to understand?</td>
<td>63%, Always, 22%, Usually</td>
<td>58%, Always, 26%, Usually</td>
</tr>
<tr>
<td>How often did your dentist listen carefully to you?</td>
<td>62%, Always, 21%, Usually</td>
<td>63%, Always, 23%, Usually</td>
</tr>
<tr>
<td>How often did your dentist treat you with courtesy and respect?(^{21})</td>
<td>75%, Always, 15%, Usually</td>
<td>80%, Always, 15%, Usually</td>
</tr>
<tr>
<td>How often did your dentist spend enough time with you?</td>
<td>60%, Always, 23%, Usually</td>
<td>56%, Always, 27%, Usually</td>
</tr>
</tbody>
</table>

**Interpretation**

There are few differences in member attitudes and perceptions of HUSKY Health Dental Plan providers among English and Spanish-preferred speakers.

**Perceptions of Service Quality**

Respondents were asked to rate the quality of their HUSKY Health dental care using a scale from 1 to 10 where ‘1’ represents the worst dental care and ‘10’ represents the best dental care that they have received.

<table>
<thead>
<tr>
<th></th>
<th>Average rating from 1 to 10</th>
<th>% rating between 1 and 3</th>
<th>% rating between 4 and 6</th>
<th>% rating between 7 and 10</th>
</tr>
</thead>
<tbody>
<tr>
<td>English (n=3,071)</td>
<td>6.8 (sd, 3.0)</td>
<td>19%</td>
<td>20%</td>
<td>61%</td>
</tr>
<tr>
<td>Spanish (n=535)</td>
<td>8.4 (sd, 2.26)</td>
<td>6%</td>
<td>12%</td>
<td>82%</td>
</tr>
</tbody>
</table>

\(^{21}\) Statistically significant differences were found between English and Spanish-preferred speaking respondents for each survey item \((p=0.01)\).
**Interpretation**
Spanish-preferred speakers rate the quality of their dental services higher than English-preferred speakers.

**Top 3 Barriers to Receiving Dental Care**

<table>
<thead>
<tr>
<th></th>
<th>English</th>
<th>Spanish</th>
</tr>
</thead>
<tbody>
<tr>
<td>(n=3,071)</td>
<td>1st I could not find a dentist who accepts my HUSKY insurance (10%)</td>
<td>1st I could not afford the cost (4%)</td>
</tr>
<tr>
<td></td>
<td>2nd I could not afford the cost (7%)</td>
<td>2nd I could not find a dentist who accepts my HUSKY insurance (3%)</td>
</tr>
<tr>
<td></td>
<td>3rd My plan did not cover the services needed (6%)</td>
<td>2nd My plan did not cover the services needed (3%)</td>
</tr>
<tr>
<td>(n=535)</td>
<td></td>
<td>3rd Dentists don’t speak the same language as me (2%)</td>
</tr>
</tbody>
</table>

**Interpretation**
Both groups listed not being able to find a dentist that accepts their HUSKY insurance as a barrier. English-preferred speakers rate access barriers higher than Spanish-speaking respondents.

**Top 3 Facilitators to Improving Access to Dental Care**

<table>
<thead>
<tr>
<th></th>
<th>English</th>
<th>Spanish</th>
</tr>
</thead>
<tbody>
<tr>
<td>(n=3,071)</td>
<td>1st If my plan covered the service(s) I need (46%)</td>
<td>1st Dentists who speak my language (57%)</td>
</tr>
<tr>
<td></td>
<td>2nd If I could find a dental office accepting new patients (19%)</td>
<td>2nd If my plan covered the service(s) I need (41%)</td>
</tr>
<tr>
<td></td>
<td>3rd If I had more information to find a dentist for my plan (16%)</td>
<td>3rd Appointment Reminders (30%)</td>
</tr>
<tr>
<td>(n=535)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Interpretation**
Both groups listed additional plan coverage as a critical way to improve their access to dental services. Spanish-preferred speakers also indicated that they would benefit from having a dental provider that speaks their language.
Member Ratings of the CT Dental Health Partnership Tools and Services

Respondents were asked to report if they had called Member Services or visited the CT Dental Health Plan website to find out more about their dental plan in the last 12 months.

<table>
<thead>
<tr>
<th>Called the Member Services Center or Visited the website.</th>
<th>Used information from their Plan to find a dentist.</th>
</tr>
</thead>
</table>
| **English**  
(n=3,071)         | Yes, 37%                                         |
| **Spanish**  
(n=535)         | Yes, 37%                                         |

**Interpretation**

There were no differences between groups in accessing Member Services to find out more about their plan or to find a dentist in the last 12 months.

Member Ratings of the CT Dental Health Partnership Tools and Services

Respondents were asked to rate the **ease of finding a dentist** using a scale from 1 to 10 where ‘1’ represents the most difficulty and ‘10’ represents the easiest experience finding a dentist.

<table>
<thead>
<tr>
<th>Average rating from 1 to 10²²</th>
<th>% rating between 1 and 3</th>
<th>% rating between 4 and 6</th>
<th>% rating between 7 and 10</th>
</tr>
</thead>
</table>
| **English**  
(n=3,071)         | 6.4 (sd, 3.05) | 22% | 25% | 53% |
| **Spanish**  
(n=535)         | 7.8 (sd, 2.51) | 8%  | 18% | 74% |

**Interpretation**

Spanish-preferred speakers rate the quality of their dental services higher than English-preferred speakers.

---
²² Statistically significant differences were found between English and Spanish-preferred speaking respondents (p=0.01).
Survey Results by Race and Ethnicity

An ‘Ethnoracial’ category was created for analysis under the following conditions:

- Asian only
- Black/African American only
- White/Caucasian only
- Hispanic/Latino/a (irrespective of racial identity)
- Multiracial (not Hispanic/Latino/a)

Oral Health Literacy and the Value of Oral Health to Members

<table>
<thead>
<tr>
<th>Survey Question</th>
<th>Asian (n=90)</th>
<th>Black (n=337)</th>
<th>Hispanic (n=1015)</th>
<th>White (n=1809)</th>
<th>Multiracial (n=60)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you have a regular dentist?</td>
<td>Yes, 75%</td>
<td>Yes, 77%</td>
<td>Yes, 79%</td>
<td>Yes, 71%</td>
<td>Yes, 68%</td>
</tr>
<tr>
<td>How important is it to see a dentist regularly for preventive care?</td>
<td>Very important, 75%</td>
<td>Very important, 90%</td>
<td>Very important, 90%</td>
<td>Very important, 83%</td>
<td>Very important, 78%</td>
</tr>
<tr>
<td>% that wanted or needed dental care in the last 12 months.</td>
<td>Yes, 90%</td>
<td>Yes, 89%</td>
<td>Yes, 91%</td>
<td>Yes, 92%</td>
<td>Yes, 91%</td>
</tr>
<tr>
<td>% that went to the dentist for care in the last 12 months.</td>
<td>Yes, 94%</td>
<td>Yes, 85%</td>
<td>Yes, 87%</td>
<td>Yes, 79%</td>
<td>Yes, 72%</td>
</tr>
</tbody>
</table>

23 Differences between groups were statistically significant for each survey question (p value ranges from .001 to .007)
Interpretation
Respondents that identify as Multiracial are less likely to have a regular dentist and to have gone to the dentist in the last 12 months.

Member Attitudes and Perceptions of HUSKY Health Dental Plan Providers

Respondents were asked to rate the quality of care that they received from their provider within the last 12 months.

<table>
<thead>
<tr>
<th></th>
<th>How often did your dentist explain things in a way that was easy to understand?</th>
<th>How often did your dentist listen carefully to you?</th>
<th>How often did your dentist treat you with courtesy and respect?</th>
<th>How often did your dentist spend enough time with you?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian (n=90)</td>
<td>49%, Always</td>
<td>52%, Always</td>
<td>22%, Always</td>
<td>49%, Always</td>
</tr>
<tr>
<td></td>
<td>35%, Usually</td>
<td>33%, Usually</td>
<td>29%, Usually</td>
<td>35%, Usually</td>
</tr>
<tr>
<td>Black (n=337)</td>
<td>69%, Always</td>
<td>70%, Always</td>
<td>82%, Always</td>
<td>65%, Always</td>
</tr>
<tr>
<td></td>
<td>21%, Usually</td>
<td>19%, Usually</td>
<td>14%, Usually</td>
<td>21%, Usually</td>
</tr>
<tr>
<td>Hispanic</td>
<td>61%, Always</td>
<td>62%, Always</td>
<td>78%, Always</td>
<td>58%, Always</td>
</tr>
<tr>
<td>(n=1015)</td>
<td>23%, Usually</td>
<td>21%, Usually</td>
<td>16%, Usually</td>
<td>24%, Usually</td>
</tr>
<tr>
<td>White (n=1809)</td>
<td>62%, Always</td>
<td>61%, Always</td>
<td>73%, Always</td>
<td>60%, Always</td>
</tr>
<tr>
<td></td>
<td>22%, Usually</td>
<td>21%, Usually</td>
<td>15%, Usually</td>
<td>23%, Usually</td>
</tr>
<tr>
<td>Multiracial</td>
<td>66%, Always</td>
<td>66%, Always</td>
<td>87%, Always</td>
<td>68%, Always</td>
</tr>
<tr>
<td>(n=60)</td>
<td>22%, Usually</td>
<td>18%, Usually</td>
<td>5%, Usually</td>
<td>13%, Usually</td>
</tr>
</tbody>
</table>

Interpretation
Respondents that identify as Asian were less like to perceive that their dentist explains things in a way that is easy to understand, listens carefully to them, treats them with respect, and spends enough time with them.

Respondents were asked to rate the quality of their HUSKY Health dental care using a scale from 1 to 10 where ‘1’ represents the worst dental care and ‘10’ represents the best dental care that they have received.

24 Differences between groups were statistically significant with the exception of perceptions that their dentist treats them with respect (p values ranged from .001 to .004).
Average rating from 1 to 10:  

<table>
<thead>
<tr>
<th></th>
<th>Average rating</th>
<th>% rating between 1 and 3</th>
<th>% rating between 4 and 6</th>
<th>% rating between 7 and 10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian (n=90)</td>
<td>8.2 (sd, 2.03)</td>
<td>11%</td>
<td>22%</td>
<td>67%</td>
</tr>
<tr>
<td>Black (n=337)</td>
<td>7.7 (sd, 2.53)</td>
<td>11%</td>
<td>20%</td>
<td>70%</td>
</tr>
<tr>
<td>Hispanic (n=1015)</td>
<td>7.9 (sd, 2.57)</td>
<td>13%</td>
<td>20%</td>
<td>67%</td>
</tr>
<tr>
<td>White (n=1809)</td>
<td>6.5 (sd, 3.07)</td>
<td>25%</td>
<td>22%</td>
<td>67%</td>
</tr>
<tr>
<td>Multiracial (n=60)</td>
<td>5.9 (sd, 3.17)</td>
<td>27%</td>
<td>27%</td>
<td>47%</td>
</tr>
</tbody>
</table>

**Interpretation**

Respondents that identify as multiracial report lower quality of care ratings than other groups.

**Top 3 Barriers to Receiving Dental Care**

<table>
<thead>
<tr>
<th></th>
<th>1st</th>
<th>2nd</th>
<th>3rd</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian (n=90)</td>
<td>C</td>
<td>Cannot afford the cost (4%)</td>
<td>I was concerned due to COVID-19 (2%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Plan did not cover the service needed (2%)</td>
<td></td>
</tr>
<tr>
<td>Black (n=337)</td>
<td>C</td>
<td>Cannot afford the cost (5%)</td>
<td>I was concerned due to COVID-19 (4%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Afraid of dentists or don't like going (3%)</td>
<td></td>
</tr>
<tr>
<td>Hispanic (n=1015)</td>
<td>C</td>
<td>Cannot afford the cost (5%)</td>
<td>I was concerned due to COVID-19 (3%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Afraid of dentists or don't like going (3%)</td>
<td></td>
</tr>
<tr>
<td>White (n=1809)</td>
<td>C</td>
<td>I could not find a dentist that accepts my HUSKY plan (11%)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cannot afford the cost (8%)</td>
<td>I could not find a dentist accepting new patients (6%)</td>
</tr>
<tr>
<td>Multiracial (n=60)</td>
<td>C</td>
<td>I could not find a dentist that accepts my HUSKY plan (17%)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>I could not find a dentist with available appointments (10%)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>I could not find a dentist accepting new patients (10%)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Afraid of dentists or don't like going (8%)</td>
<td></td>
</tr>
</tbody>
</table>

25 Differences between groups were statistically significant (p=.001).
**Interpretation**

Respondents list cost and plan limitations as the top barriers to accessing care.

### Top 3 Facilitators to Improving Access to Dental Care

<table>
<thead>
<tr>
<th>Group</th>
<th>1st</th>
<th>2nd</th>
<th>3rd</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian</td>
<td>If my plan covered the service(s) I need (57%)</td>
<td>Appointment reminders (32%)</td>
<td>If the dentist was closer to me (22%)</td>
</tr>
<tr>
<td>(n=90)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Black</td>
<td>If my plan covered the service(s) I need (43%)</td>
<td>Appointment reminders (22%)</td>
<td>If the dental office had more convenient times (21%)</td>
</tr>
<tr>
<td>(n=337)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hispanic</td>
<td>If my plan covered the service(s) I need (43%)</td>
<td>Dentists who speak my language (32%)</td>
<td>Appointment reminders (25%)</td>
</tr>
<tr>
<td>(n=1015)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>White</td>
<td>If my plan covered the service(s) I need (60%)</td>
<td>If I had more information to find a dentist (18%)</td>
<td>If the dental office had more convenient times (13%)</td>
</tr>
<tr>
<td>(n=1809)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Multiracial</td>
<td>If my plan covered the service(s) I need (42%)</td>
<td>If I had more information to find a dentist (23%)</td>
<td>If the dental office had more convenient times (15%)</td>
</tr>
<tr>
<td>(n=60)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Interpretation**

Respondents list extending plan coverage as the top facilitator to improving dental care access.
Member Ratings of the CT Dental Health Partnership Tools and Services

In the last 12 months, did you call Member Services or visit the CT Dental Health Plan website to find out more about your health plan?

<table>
<thead>
<tr>
<th></th>
<th>Called the Member Services Center or Visited the website.</th>
<th>Used information from their Plan to find a dentist.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian (n=90)</td>
<td>Yes, 37%</td>
<td>Yes, 42%</td>
</tr>
<tr>
<td>Black (n=337)</td>
<td>Yes, 33%</td>
<td>Yes, 40%</td>
</tr>
<tr>
<td>Hispanic (n=1015)</td>
<td>Yes, 37%</td>
<td>Yes, 43%</td>
</tr>
<tr>
<td>White (n=1809)</td>
<td>Yes, 39%</td>
<td>Yes, 43%</td>
</tr>
<tr>
<td>Multiracial (n=60)</td>
<td>Yes, 35%</td>
<td>Yes, 40%</td>
</tr>
</tbody>
</table>

**Interpretation**

Member reports of the accessing Member Services was similar across groups.
Member Ratings of the CT Dental Health Partnership Tools and Services

Respondents were asked to rate the **ease of finding a dentist** using a scale from 1 to 10 where ‘1’ represents the most difficulty and ‘10’ represents the easiest experience finding a dentist.

<table>
<thead>
<tr>
<th></th>
<th>Average rating from 1 to 10</th>
<th>% rating between 1 and 3</th>
<th>% rating between 4 and 6</th>
<th>% rating between 7 and 10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian (n=90)</td>
<td>7.4 (sd, 2.45)</td>
<td>8%</td>
<td>15%</td>
<td>78%</td>
</tr>
<tr>
<td>Black (n=337)</td>
<td>7.5 (sd, 2.67)</td>
<td>84%</td>
<td>10%</td>
<td>6%</td>
</tr>
<tr>
<td>Hispanic (n=1015)</td>
<td>7.4 (sd, 2.74)</td>
<td>6%</td>
<td>12%</td>
<td>82%</td>
</tr>
<tr>
<td>White (n=1809)</td>
<td>6.1 (sd, 3.10)</td>
<td>8%</td>
<td>15%</td>
<td>78%</td>
</tr>
<tr>
<td>Multiracial (n=60)</td>
<td>5.9 (sd, 3.07)</td>
<td>22%</td>
<td>13%</td>
<td>65%</td>
</tr>
</tbody>
</table>

**Interpretation**

Respondents who identify as Multiracial rated the ease of finding a dentist lower than the other groups.

---

26 Differences between groups were statistically significant (p=.001).
Survey Results by Gender Identity

Oral Health Literacy and the Value of Oral Health to Members

Females and males were compared for analysis. All other gender identity categories were too small to conduct statistical testing.

<table>
<thead>
<tr>
<th>Question</th>
<th>Female (n=2678)</th>
<th>Male (n=932)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you have a regular dentist?</td>
<td>Yes, 75%</td>
<td>Yes, 70%</td>
</tr>
<tr>
<td>How important is it to see a dentist regularly for preventive care?</td>
<td>Very Important, 87%</td>
<td>Very Important, 82%</td>
</tr>
<tr>
<td>% that wanted or needed dental care in the last 12 months.</td>
<td>Yes, 92%</td>
<td>Yes, 90%</td>
</tr>
<tr>
<td>% that went to the dentist for care in the last 12 months.</td>
<td>Yes, 82%</td>
<td>Yes, 83%</td>
</tr>
</tbody>
</table>

**Interpretation**

Females are slightly more likely to have a dentist and view dental care as very important.

---

27 Differences between groups are statistically significant except for Needing dental care in the last 12 months (p ranges from .001 to .048).
Member Attitudes and Perceptions of HUSKY Health Dental Plan Providers

Respondents were asked to rate the quality of care that they received from their provider within the last 12 months.

<table>
<thead>
<tr>
<th></th>
<th>Female (n=2678)</th>
<th>Male (n=932)</th>
</tr>
</thead>
<tbody>
<tr>
<td>How often did your dentist explain things in a way that was easy to understand?</td>
<td>61%, Always</td>
<td>63%, Always</td>
</tr>
<tr>
<td></td>
<td>23%, Usually</td>
<td>24%, Usually</td>
</tr>
<tr>
<td>How often did your dentist listen carefully to you?</td>
<td>61%, Always</td>
<td>64%, Always</td>
</tr>
<tr>
<td></td>
<td>21%, Usually</td>
<td>21%, Usually</td>
</tr>
<tr>
<td>How often did your dentist treat you with courtesy and respect?</td>
<td>74%, Always</td>
<td>80%, Always</td>
</tr>
<tr>
<td></td>
<td>17%, Usually</td>
<td>13%, Usually</td>
</tr>
<tr>
<td>How often did your dentist spend enough time with you?</td>
<td>58%, Always</td>
<td>62%, Always</td>
</tr>
<tr>
<td></td>
<td>24%, Usually</td>
<td>23%, Usually</td>
</tr>
</tbody>
</table>

**Interpretation**

Males are slightly more likely to perceive that their dentist explains things in a way that is easy to understand, listens carefully to them, treats them with respect, and spends enough time with them.

Respondents were asked to rate the **quality of their HUSKY Health dental care** using a scale from 1 to 10 where ‘1’ represents the worst dental care and ‘10’ represents the best dental care that they have received.

<table>
<thead>
<tr>
<th></th>
<th>Average rating from 1 to 10</th>
<th>% rating between 1 and 3</th>
<th>% rating between 4 and 6</th>
<th>% rating between 7 and 10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female (n=2678)</td>
<td>7.0 (sd, 2.98)</td>
<td>21%</td>
<td>24%</td>
<td>55%</td>
</tr>
<tr>
<td>Male (n=932)</td>
<td>7.2 (sd, 2.8)</td>
<td>17%</td>
<td>23%</td>
<td>60%</td>
</tr>
</tbody>
</table>

**Interpretation**

- Differences between groups are statistically significant for each question (p ranges from .001 to .002).
- Differences between groups on ratings about the quality of dental care is statistically significant (p=.010).
Females rate the quality of their dental plan slightly higher than males.

**Top 3 Barriers to Receiving Dental Care**

<table>
<thead>
<tr>
<th></th>
<th>Female (n=2678)</th>
<th>Male (n=932)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st</td>
<td>I could not find a dentist who accepts my plan (9%)</td>
<td>Could not afford the cost (9%)</td>
</tr>
<tr>
<td>2nd</td>
<td>Could not afford the cost (6%)</td>
<td>I could not find a dentist who accepts my plan (7%)</td>
</tr>
<tr>
<td>3rd</td>
<td>Plan did not cover the service(s) needed (5%)</td>
<td>Plan did not cover the service(s) needed (6%)</td>
</tr>
</tbody>
</table>

**Interpretation**

Cost and plan acceptance are the top-rated barriers to accessing dental care.

**Top 3 Facilitators to Improving Access to Dental Care**

<table>
<thead>
<tr>
<th></th>
<th>Female (n=2678)</th>
<th>Male (n=932)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st</td>
<td>If my plan covered the service(s) that I need (46%)</td>
<td>If my plan covered the service(s) that I need (41%)</td>
</tr>
<tr>
<td>2nd</td>
<td>If I could find a dentist accepting new patients (19%)</td>
<td>Appointment reminders (20%)</td>
</tr>
<tr>
<td>3rd</td>
<td>If the dental office had more convenient times (17%)</td>
<td>If I had more information to find a dentist (16%)</td>
</tr>
<tr>
<td></td>
<td>If I had more information to find a dentist (17%)</td>
<td></td>
</tr>
</tbody>
</table>

**Interpretation**

Extending coverage is the top facilitator to improving access to dental care.
Member Ratings of the CT Dental Health Partnership Tools and Services

In the last 12 months, did you call Member Services or visit the CT Dental Health Plan website to find out more about your health plan?

<table>
<thead>
<tr>
<th>Called the Member Services Center or Visited the website.</th>
<th>Used information from their Plan to find a dentist.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female (n=2678)</td>
<td>Yes, 38%</td>
</tr>
<tr>
<td>Male (n=932)</td>
<td>Yes, 36%</td>
</tr>
</tbody>
</table>

Interpretation
Both groups accessed Member Services between 36% and 44%.

Member Ratings of the CT Dental Health Partnership Tools and Services
Respondents were asked to rate the ease of finding a dentist using a scale from 1 to 10 where ‘1’ represents the most difficulty and ‘10’ represents the easiest experience finding a dentist.

<table>
<thead>
<tr>
<th>Average rating from 1 to 10</th>
<th>% rating between 1 and 3</th>
<th>% rating between 4 and 6</th>
<th>% rating between 7 and 10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female (n=2678)</td>
<td>6.5 (sd, 3.05)</td>
<td>12%</td>
<td>13%</td>
</tr>
<tr>
<td>Male (n=932)</td>
<td>6.9 (sd, 2.87)</td>
<td>12%</td>
<td>17%</td>
</tr>
</tbody>
</table>

Interpretation
Both groups rated the ease of finding a dentist as ‘fair.’

---

30 Differences between groups on ratings about the ease of finding a dentist is statistically significant (p=.004).
Appendix B: 2022 Member Survey
Introduction

**HUSKY Health Dental Plan Member Survey**

Para tomar la encuesta en español, haga clic en el cuadrado localizado en la derecha de la esquina superior que dice "English". Seleccione “Español” y será dirigido a la encuesta en español.

*We need your help!*

The HUSKY Health Dental Plan would like to learn more about your experiences receiving **HUSKY Health dental services**. Please complete this short survey. You do not need to put your name on this survey. Your answers are **anonymous**. Your responses will help us learn how we can improve your dental services.

To thank you for your time, you will have an opportunity to **enter a drawing** for a $10 Walmart gift card once you have completed the survey.

**Attitudes and Perceptions to Dental Care**

A regular dentist is one you would go to for check-ups and cleanings or when you have a cavity or tooth pain. **Do you have a regular dentist?**

- [ ] Yes
- [x] No

**How important is it for you to see a dentist regularly for preventative care?** For example, seeing your dentist for routine cleanings, treatment as directed by your dentist,
x-rays.

- Not important at all
- Somewhat not important
- Unsure
- Somewhat important
- Very important

**What would help in making it “somewhat or very important” to see a dentist regularly? Please select all that apply.**

- If I were in pain or had an urgent need for dental care
- If my plan covered more frequent preventative services (for example, cleanings twice a year)
- Having a trustworthy dentist who accepts my plan
- More COVID-19 health and safety protocols for the dental office
- If my dentist was easier to get to (for example, closer location)
- Other (please describe):

**In the last 12 months, did you need or want dental care?**

- Yes
- No
- I don't know/remember

**If you needed or wanted dental care, did you go to the dentist?**

- Yes
- No
- I don't know/remember

**Have you seen your regular dentist in the last 12 months?**

- Yes, for preventative care like a cleaning, exam, or fluoride treatment
- Yes, for acute (severe) pain or urgent care
When did you last go to your dentist?

- Within the last 12-18 months
- Within the last 18-24 months
- Within the last 24-36 months
- More than 36 months ago
- I don't know/remember

Additional Regular Dentist

In the last 12 months, how often did your regular dentist explain things in a way that was easy to understand?

- Never
- Sometimes
- Usually
- Always

In the last 12 months, how often did your regular dentist listen carefully to you?

- Never
- Sometimes
- Usually
- Always

In the last 12 months, how often did your regular dentist treat you with courtesy and respect?

- Never
- Sometimes
- Usually
- Always
In the last 12 months, how often did your regular dentist spend enough time with you?

- Never
- Sometimes
- Usually
- Always

Final Attitudes Questions

Using any number from 1 to 10, where 1 is the worst dental care possible and 10 is the best dental care possible, what number would you use to rate the dental care you personally received as a HUSKY Health Plan Member?

<table>
<thead>
<tr>
<th>Worst dental care possible</th>
<th>Best dental care possible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

Why did you rate your dental care that way?

Barriers to Care

What were the reasons you did not see the dentist? Please select all that apply.

- Could not afford the cost
- Dental office too far away
- Dental office is not open at convenient times
- Afraid or do not like going to dentists
- Unable to take time away from work
Did not have childcare to attend appointment
Did not have transportation to attend appointment
I did not think anything serious was wrong and I expected the problem to go away
I was too busy
Dentists didn’t speak the same language as me
I was concerned due to COVID-19
Plan did not cover service(s) needed
Dentist was not accessible for patients experiencing different conditions or disabilities
I could not find a dentist who accepts my HUSKY Health plan
I could not find a dentist accepting new patients
I could not find a dentist with available appointments
I was pregnant or expecting to become pregnant
It is against my religious/cultural beliefs
My at-home self-dental care has been sufficient
Other (please describe):

What would make it easier for you to see the dentist? Please select all that apply.

Help with transportation to the dentist
Dentists who speak my language
Appointment reminders
Childcare support
If the dentist was closer to me
If the dental office had more convenient times- like open on evenings and weekends
If someone could help me reduce my fear/anxiety/discomfort in seeing the dentist
If I had help in understanding the treatment plan and care instructions when I am home
If I had more Information about safety at dental office during the pandemic
If the dentist was more accessible for patients experiencing different conditions or disabilities
If I had more information to find a dentist for my plan
If my plan covered the service(s) I need
If I could find a dental office accepting new patients
I could find a dentist with available appointments
Other (please describe):
In the last 12 months, did you try to find out how your HUSKY Health dental plan works by calling 855-CT-DENTAL (855-283-3682), visiting the website (ctdhp.org), or reading printed materials?

- Yes
- No

In the last 12 months, did you use any information from the HUSKY Health dental plan to help you find a dentist (such as using the provider locator tool on the website or calling the Member Services Center)?

- Yes
- No

Using any number from 1 to 10, where 1 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist?

Why did you rate your ability to find a dentist that way?

Supplemental Child Dental Care

Do you have a child/children 20 years or younger that are also HUSKY Health dental plan members?

- Yes
A regular dentist is one you would go to for check-ups and cleanings or when you have a cavity or tooth pain. **Does your child/children have a regular dentist?**

- Yes
- No

**How important is it to you for your child/children to see the dentist regularly?**

- Not important at all
- Somewhat not important
- Unsure
- Somewhat important
- Very important

**What would help in making it “somewhat or very important” for your child/children to see the dentist regularly? Please select all that apply.**

- [ ] If they were in pain or had an urgent need for dental care
- [ ] Having a trustworthy dentist who accepts their plan
- [ ] More COVID-19 health and safety protocols for the dental office
- [ ] If their dentist was easier to get to (for example, closer location)
- [ ] Other (please describe):

**In the last 12 months, did your child/children need or want dental care?**

- Yes
- No
- I don't know/remember

**If your child/children needed or wanted dental care, did they go to the dentist?**

- Yes
When did your child/children last go to the dentist?

- Within the last 12-18 months
- Within the last 18-24 months
- Within the last 24-36 months
- More than 36 months ago
- I don't know/remember

What would make it easier for your child/children to see the dentist? Please select all that apply.

- Help with transportation to the dentist
- Dentists who speak my language
- Appointment reminders
- Childcare support
- If the dentist was closer to me
- If the dental office had more convenient times- like open on evenings and weekends
- If someone could help reduce my child’s fear/anxiety/discomfort in seeing the dentist
- If I had help in understanding the treatment plan and care instructions when I am home
- If I had more Information about safety at dental office during the pandemic
- If the dentist was more accessible for patients experiencing different conditions or disabilities
- If I had more information to find a dentist for my plan
- If my plan covered the service(s) my child needs
- If I could find a dental office accepting new patients
- I could find a dentist with available appointments
- Other (please describe):

Using any number from 1 to 10, where 1 is the worst dental care possible and 10 is the best dental care possible, what number would you use to rate the dental care your
**child/children** received as a **HUSKY Health Plan Member**?

Worst dental care possible

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<td>5</td>
<td>6</td>
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</table>

Best dental care possible

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<tbody>
<tr>
<td>8</td>
<td>9</td>
<td>10</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Why did you rate your **child/children's** dental care that way?

Using any number from 1 to 10, where 1 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist for your **child/children**?

Extremely difficult

<p>| | | | | | |</p>
<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
</tbody>
</table>

Extremely easy

<p>| | | | | | |</p>
<table>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>9</td>
<td>10</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Why did you rate your ability to find a dentist for your **child/children** that way?

Member Demographics

How old are you?

- 21-29
- 30-39
- 40-49

https://yalesurvey.yu1.qualtrics.com/Q/EditSection/Blocks/Ajax/GetSurveyPrintPreview?ContextSurveyID=SV_6btxyZ8NcOq90&ContextLibraryID=...
What gender do you identify as?

- Male
- Female
- Transgender
- Nonbinary
- Any other identity (please describe):
- Prefer not to say

Please identify your race. Please select all that apply.

- Black/African-American
- Asian
- Native American/Alaskan Native
- Pacific Islander
- White/Caucasian
- Any other race (please describe):
- Prefer not to say

Are you of Hispanic or Latino/a origin or descent?

- Yes, Hispanic or Latino/a
- No, not Hispanic or Latino/a

What is your preferred language?

- English
- Español (Spanish)
- Português (Portuguese)
- العربية (Arabic)
- Polski (Polish)
- Français (French)
- Italiano (Italian)
- Laotian
- Kreyòl Ayisyen (French Creole)
- Hmong
- 繁體中文 (Chinese)
- 한국어 (Korean)
- Shqip (Albanian)
- हिंदी (Hindi)
- Tagalog (Tagalog – Filipino)
In what city/town do you live? Please select from the dropdown menu.

Final Thoughts

Final thoughts...

Is there anything else you’d like to tell us about HUSKY Health and the Connecticut Dental Health Partnership, the Dental Plan for HUSKY Health?
Encuesta para miembros del plan dental de HUSKY Health

¡Necesitamos su ayuda!

El plan dental de HUSKY Health desea obtener más información sobre sus experiencias al recibir los servicios dentales de HUSKY Health. Por favor, complete esta breve encuesta. No es necesario que escriba su nombre en esta encuesta. Sus respuestas son anónimas y nos ayudarán a aprender cómo podemos mejorar sus servicios dentales.

Para agradecerle su tiempo, tendrá la oportunidad de participar en el sorteo de una tarjeta de regalo de Walmart de $15 dólares una vez que haya completado la encuesta.

P2 Un dentista regular es uno al que usted iría para chequeos y limpiezas o cuando tiene una carie o dolor de dientes. ¿Tiene un dentista regular?
   ○ Sí
   ○ No

P3 ¿Qué tan importante es para usted ver a un dentista regularmente para recibir atención preventiva? Por ejemplo, ver a su dentista para limpiezas de rutina, tratamiento según indicado por su dentista, radiografías.
   ○ No es importante en absoluto.
   ○ Poco importante.
   ○ No estoy seguro.
   ○ Algo importante.
   ○ Muy importante.

P4 ¿Qué ayudaría a hacer que sea “algo importante o muy importante” ver a un dentista regularmente? Por favor, seleccione todas las opciones que correspondan.
   ○ Si tuviera dolor o una necesidad urgente de atención dental.
   ○ Si mi plan cubriera servicios preventivos más frecuentes (por ejemplo, limpiezas dos veces al año).
   ○ Tener un dentista confiable que acepte mi plan.
   ○ Más protocolos de salud y seguridad de COVID-19 para el consultorio dental.
   ○ Si fuera más fácil llegar a la oficina de mi dentista (por ejemplo, ubicación de oficina dental más cercana).
   ○ Otros (describa):
P5 En los últimos 12 meses, ¿Necesitó o quiso atención dental?
   ○ Sí
   ○ No
   ○ No lo sé/no recuerdo.

Q6 Si necesitó o quiso atención dental, ¿Fue al dentista?
   ○ Sí
   ○ No
   ○ No lo sé/no recuerdo.

P7 ¿Ha visto a su dentista regular en los últimos 12 meses?
   ○ Sí, para atención preventiva como limpieza, examen o tratamiento con flúor.
   ○ Sí, por dolor agudo (severo) o atención urgente.
   ○ No

P8 En los últimos 12 meses, ¿Con qué frecuencia su dentista regular le explicó las cosas de una manera que fuera fácil de entender?
   ○ Nunca
   ○ En ocasiones
   ○ Generalmente
   ○ Siempre

P9 En los últimos 12 meses, ¿Con qué frecuencia le escuchó cuidadosamente su dentista regular?
   ○ Nunca
   ○ En ocasiones
   ○ Generalmente
   ○ Siempre
P10 En los últimos 12 meses, ¿Con qué frecuencia su dentista regular lo trató con cortesía y respeto?
  o Nunca
  o En ocasiones
  o Generalmente
  o Siempre

P11 En los últimos 12 meses, ¿Con qué frecuencia su dentista regular pasó tiempo suficiente con usted?
  o Nunca
  o En ocasiones
  o Generalmente
  o Siempre

P12 Utilizando cualquier número del 1 al 10, donde 1 es la peor atención dental posible y 10 es la mejor atención dental posible, ¿Qué número utilizaría para evaluar la atención dental que recibió personalmente como miembro del plan dental de HUSKY Health?

<table>
<thead>
<tr>
<th>La peor atención dental posible.</th>
<th>La mejor atención dental posible.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>5</td>
<td>6</td>
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<td>7</td>
<td>8</td>
</tr>
<tr>
<td>9</td>
<td>10</td>
</tr>
</tbody>
</table>

P13 ¿Por qué evaluó su atención dental de esa manera?

________________________________________________________________________
¿Cuáles fueron las razones por las que no vio al dentista? Por favor, seleccione todas las opciones que correspondan.

- □ No puedo pagarlo.
- □ La oficina dental está demasiado lejos.
- □ La oficina dental no está abierta en horarios convenientes.
- □ Temor a dentistas o no le gusta ir a dentistas.
- □ No se puede tomar tiempo libre del trabajo.
- □ No tenía cuidado de niños para asistir a la cita.
- □ No tenía transporte para asistir a la cita.
- □ No pensé que algo serio estaba ocurriendo y esperaba que el problema desapareciera.
- □ Estaba demasiado ocupado.
- □ Los dentistas no hablaban el mismo idioma que yo.
- □ Estaba preocupado por el COVID-19.
- □ El plan no cubría los servicios necesarios.
- □ El dentista no era accesible para pacientes con diferentes condiciones o discapacidades.
- □ No pude encontrar un dentista que aceptara mi plan dental de HUSKY Health.
- □ No pude encontrar un dentista que aceptara nuevos pacientes.
- □ No pude encontrar un dentista con citas disponibles.
- □ Estaba embarazada o esperando quedar embarazada.
- □ Está en contra de mis creencias religiosas/culturales.
- □ Mi cuidado dental en casa ha sido suficiente.
- □ Otros (describa):
P15 ¿Qué le haría más fácil ver al dentista? Por favor, seleccione todas las opciones que correspondan.

- Ayuda con el transporte al dentista.
- Dentistas que hablen mi idioma.
- Recordatorios de citas.
- Apoyo con el cuidado de niños.
- Si la oficina del dentista estuviera más cerca.
- Si la oficina dental tuviera horarios más convenientes, como abierto en las noches y los fines de semana.
- Si alguien pudiera ayudarme a reducir mi miedo/ansiedad/incomodidad al ver al dentista.
- Si tuviera ayuda para entender el plan de tratamiento y las instrucciones de cuidado cuando estoy en casa.
- Si tuviera más información sobre la seguridad en la oficina dental durante la pandemia.
- Si el dentista fuera más accesible para los pacientes que experimentan condiciones o discapacidades diferentes.
- Si tuviera más información para encontrar un dentista para mi plan.
- Si mi plan cubriera los servicios que necesito.
- Si pudiera encontrar una oficina dental que aceptara nuevos pacientes.
- Pude encontrar un dentista con citas disponibles.
- Otros (describa):

P16 En los últimos 12 meses, ¿Intentó averiguar cómo funciona su plan dental de HUSKY Health llamando al 855-CT-DENTAL (855-283-3682), visitando el sitio web (ctdhp.org) o leyendo materiales imprimidos?

- Sí
- No

P17 En los últimos 12 meses, ¿Utilizó alguna información del plan dental de HUSKY Health para ayudarle a encontrar un dentista (por ejemplo, utilizando la herramienta de localización de proveedores del sitio web o llamando al Centro de Servicios para Miembros)?

- Sí
- No

P18 Utilizando cualquier número del 1 al 10, donde 1 es extremadamente difícil y 10 es extremadamente fácil, ¿Qué número utilizaría para evaluar lo fácil que fue encontrar un dentista?

<table>
<thead>
<tr>
<th>Extremadamente difícil</th>
<th>Extremadamente fácil</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>4</td>
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<td>5</td>
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<td>7</td>
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</tr>
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<td>10</td>
</tr>
</tbody>
</table>
P19 ¿Por qué evaluo su capacidad para encontrar un dentista de esa manera?

P20 ¿Tiene usted niños de 20 años o menos que también sean miembros del plan dental de HUSKY Health?
- Sí
- No

P21 Un dentista regular es uno al que usted iría para chequeos y limpiezas o cuando tiene una carie o dolor de dientes. ¿Su hijo(s) tiene(n) un dentista regular?
- Sí
- No

P22 ¿Qué tan importante es para usted que su hijo(s) vea/n al dentista regularmente?
- No es importante en absoluto.
- Poco importante.
- No estoy seguro.
- Algo importante.
- Muy importante.

P23 ¿Qué ayudaría a hacer que sea “algo importante o muy importante” que sus hijo(s) vea/n a un dentista regularmente? Por favor, seleccione todas las opciones que correspondan.
- Si tuviera dolor o la necesidad urgente de atención dental.
- Si su plan cubriera servicios preventivos más frecuentes (por ejemplo, limpiezas dos veces al año).
- Tener un dentista confiable que acepte su plan.
- Más protocolos de salud y seguridad de COVID-19 para la oficina dental.
- Si fuera más fácil llegar a la oficina de mi dentista (por ejemplo, ubicación más cercana).
- Otros (describa):

P24 En los últimos 12 meses, ¿Su hijo(s) necesitó o quiso atención dental?
- Sí
- No
- No lo sé/no recuerdo.

P25 Si su hijo(s) necesitó o quiso atención dental, ¿Fue al dentista?
- Sí
- No
- No lo sé/no recuerdo.
P39 ¿Cuándo fue su hijo/s al dentista por última vez?
- En los últimos 12 a 18 meses.
- En los últimos 18 a 24 meses.
- En los últimos 24 a 36 meses.
- Hace más de 36 meses.
- No lo sé/no recuerdo.

P26 ¿Qué le haría más fácil que sus hijo/s viera/n al dentista? Por favor, seleccione todas las opciones que correspondan.
- Ayuda con el transporte al dentista.
- Dentistas que hablen mi idioma.
- Recordatorios de citas.
- Apoyo con el cuidado de niños.
- Si la oficina del dentista estuviera más cerca.
- Si la oficina dental tuviera horarios más convenientes, como abierto en las noches y los fines de semana.
- Si alguien pudiera ayudarme a reducir el miedo/ansiedad/incomodidad de mis hijo/s al ver al dentista.
- Si tuviera ayuda para entender el plan de tratamiento y las instrucciones de cuidado cuando estoy en casa.
- Si tuviera más información sobre la seguridad de la oficina dental durante la pandemia.
- Si el dentista fuera más accesible para los pacientes con condiciones o discapacidades diferentes.
- Si tuviera más información para encontrar un dentista para mi plan.
- Si mi plan cubriera los servicios que mi hijo/s necesita/n.
- Si pudiera encontrar una oficina dental que aceptara nuevos pacientes.
- Pude encontrar un dentista con citas disponibles.
- Otros (describa):

P27 Utilizando cualquier número del 1 al 10, donde 1 es la peor atención dental posible y 10 es la mejor atención dental posible, ¿Qué número utilizaría para evaluar la atención dental que recibió su hijo/s como miembro del plan dental de HUSKY Health?

<table>
<thead>
<tr>
<th>La peor atención dental posible.</th>
<th>La mejor atención dental posible.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>10</td>
</tr>
<tr>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>3</td>
<td>8</td>
</tr>
<tr>
<td>4</td>
<td>7</td>
</tr>
<tr>
<td>5</td>
<td>6</td>
</tr>
</tbody>
</table>

P28 ¿Por qué evaluó la atención dental de su hijo/s de esa manera?

__________________________________________________________________________
P29 Utilizando cualquier número del 1 al 10, donde 1 es extremadamente difícil y 10 es extremadamente fácil, ¿Qué número utilizaría para evaluar lo fácil que fue encontrar un dentista para sus hijos?

<table>
<thead>
<tr>
<th>Extremadamente difícil</th>
<th>Extremadamente fácil</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 2 3 4 5 6 7 8 9 10</td>
<td></td>
</tr>
</tbody>
</table>

P30 ¿Por qué evaluó su capacidad para encontrar un dentista para sus hijos de esa manera?

________________________________________________________________________

P31 ¿Cuántos años tiene?

- 21-29
- 30-39
- 40-49
- 50-59
- 60-69
- de 70 años y mayores

P32 ¿Con qué género se identifica?

- Masculino
- Femenino
- Transgénero
- No binario
- Cualquier otra identidad (describa):

P33 Identifique su raza. Por favor, seleccione todas las opciones que correspondan.

- Negro/afroamericano
- Asiática
- Nativa americana/Nativa de Alaska
- Isleña del Pacífico
- Blanco/Caucásico
- Cualquier otra raza (describa):
- Prefiero no decírlo.
P34 ¿Es usted de origen o ascendencia hispana o latina?
  o Sí, hispano o latino.
  o No, ni hispano ni latino.

P35 ¿Cuál es su idioma preferido?
  o Inglés
  o Español (Spanish)
  o Portugués (portugués)
  o العربية (árabe)
  o Polski (polaco)
  o Bosnio
  o Tiếng Việt (vietnamita)
  o Русский (ruso)
  o Français (francés)
  o Italiano
  o Laosiano
  o Kreyòl Ayisyen (criollo francés)
  o Hming
  o Kymer
  o Alemán
  o Farsi
  o 繁體中文 (Chino)
  o 한국어 (coreano)
  o Shqip (albanés)
  o हिंदी (Hindi)
  o Tagalo (filipino)
  o Ιάτρακ (griego)
  o Otros (describa):

P36 ¿En qué ciudad/pueblo vive? Seleccione una ciudad de las siguiente entradas en el menú.

▼ Andover ... Woodstock (171)
¿Hay algo más que le gustaría decirnos acerca de HUSKY Health y Connecticut Dental Health Partnership, el plan dental de HUSKY Health?

¡Gracias por completar la encuesta!
Si tiene alguna pregunta o inquietud acerca de sus necesidades de salud dental, llámenos al:
855-CT-DENTAL (855-283-3682)

Haga clic en el siguiente enlace si le gustaría participar en el sorteo de una tarjeta de regalo. Se le redirigirá a una base de datos independiente para entrar su información.