

Measuring Satisfaction With Dental Insurance Among Beneficiaries

August 18, 2021

Washington, D.C.

Methodology

- Global Strategy Group (GSG), on behalf of AHIP, conducted an online survey of 501 dental insurance beneficiaries who have visited their dentist, oral surgeon, orthodontist, or other dental specialist since the beginning of 2020.
- The survey was fielded from July 28th – August 2nd, 2021. Respondents broke out as follows:
 - 215 received dental insurance provided by an employer
 - 105 received dental insurance provided by a spouse, partner, or parent
 - 95 received dental insurance provided by Medicare, Medicaid, or the VA
 - 80 received dental insurance purchased on their own
- GSG took care to ensure that the geographic and demographic divisions of this population are properly represented by the survey's respondents.

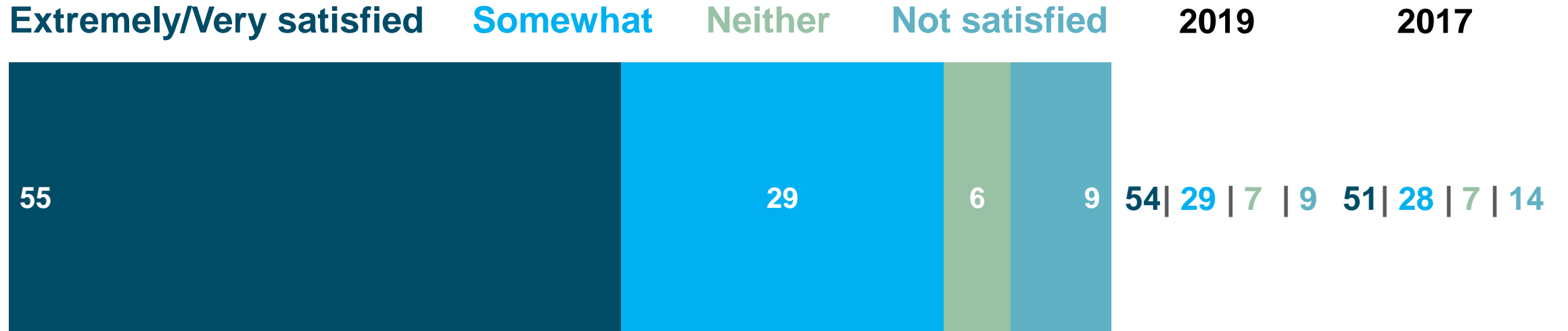
Key Findings

- Beneficiaries continue to be broadly satisfied with their dental insurance plans.
- Like in past years, beneficiaries prioritize preventive care and are satisfied with their ability to conveniently access local, in-network dentists.
- Parents are increasingly satisfied with their dental plans' benefits for their children.
- With premiums low, beneficiaries remain overwhelmingly satisfied with the affordability and value their dental insurance plans provide.
- Beneficiaries see the value of their dental insurance plans both in their ability to maintain overall dental health as well as their ability to afford payment for unexpected procedures.

The High-Quality Dental Plan Experience

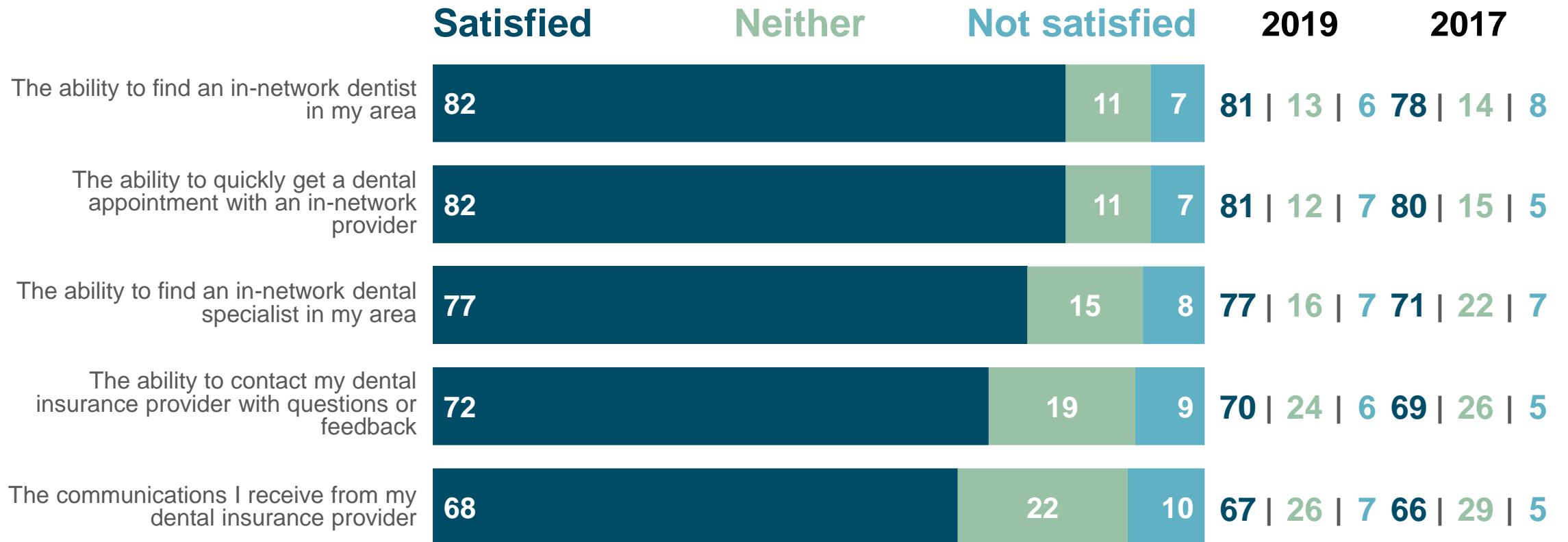
Beneficiaries continue to be broadly satisfied with their dental insurance provider

Overall, how satisfied are you with your dental insurance provider?



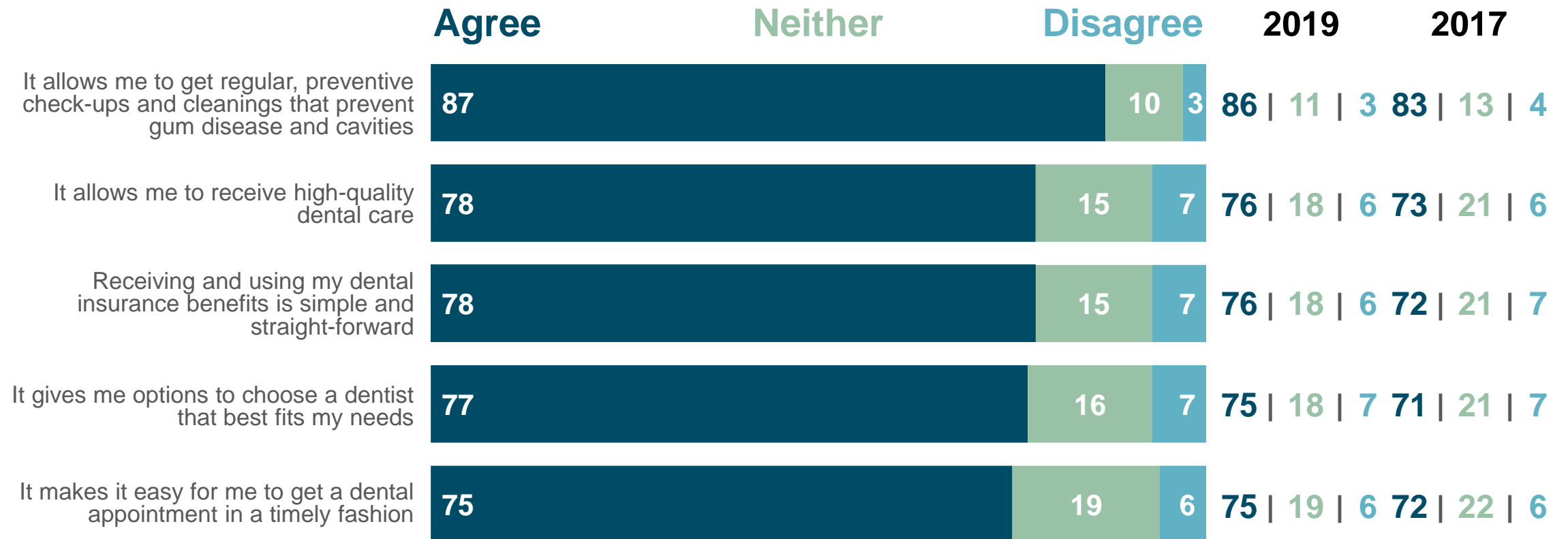
Beneficiaries are satisfied with their ability to find and make appointments with in-network providers

Thinking about your dental insurance provider, how would you rate your satisfaction with...



Beneficiaries overwhelmingly recognize the range of benefits their dental plans provide – especially those related to preventive care

Thinking about your dental insurance plan, please indicate whether or not you agree with...



The Value of Dental Insurance Coverage

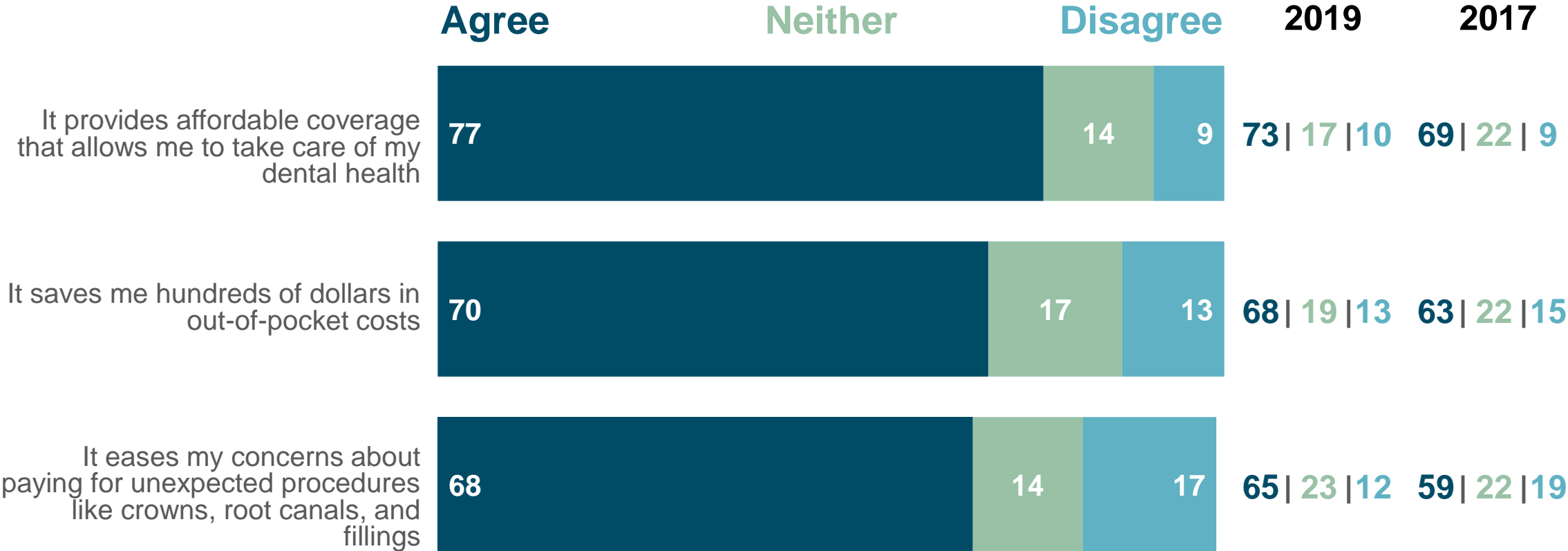
Beneficiaries remain most satisfied with the covered benefits and affordability of their dental plans

Thinking about your dental insurance provider, how would you rate your satisfaction with...



Cost savings remain the most widely recognized value of dental insurance plans

Thinking about your dental insurance plan, please indicate whether or not you agree with...



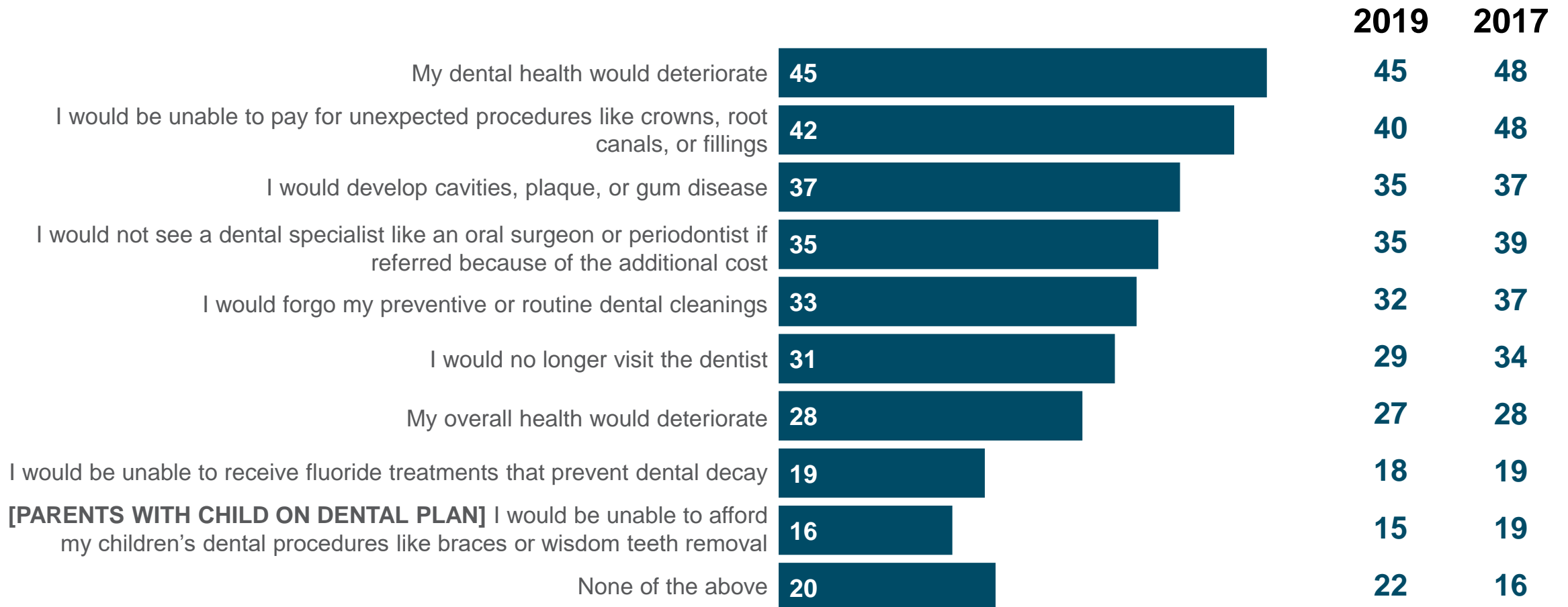
Parents strongly believe their dental plans allow access to pediatric specialists and ease cost concerns

[If Parent] Thinking about your dental insurance plan, please indicate whether or not you agree with...



Maintenance of overall dental health is as important as the ability to afford specialists and unexpected procedures

Which of the following do you think you would have likely experienced without dental insurance?



Thank You

Global Strategy Group