

Measuring Satisfaction With Dental Insurance Among Beneficiaries

August 18, 2021

Washington, D.C.

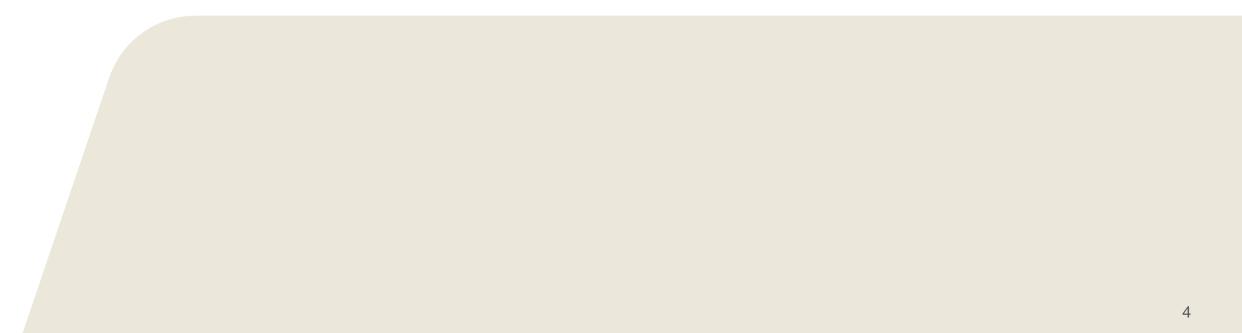
Methodology

- 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

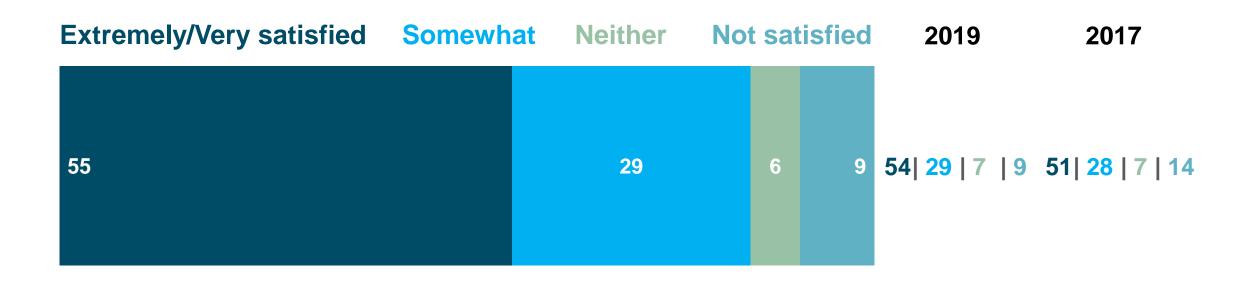
- Beneficiaries continue to be broadly satisfied with their dental insurance plans.
- Like in past years, beneficiaries prioritize preventive care and are satisfied with their ability to conveniently access local, in-network dentists.
- Parents are increasingly satisfied with their dental plans' benefits 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



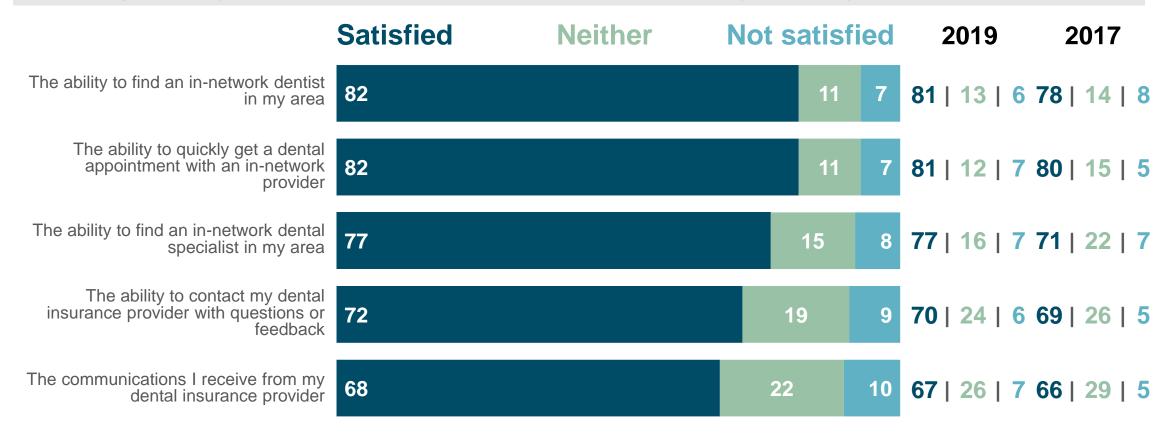
Beneficiaries continue to be broadly satisfied with their dental insurance provider

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...

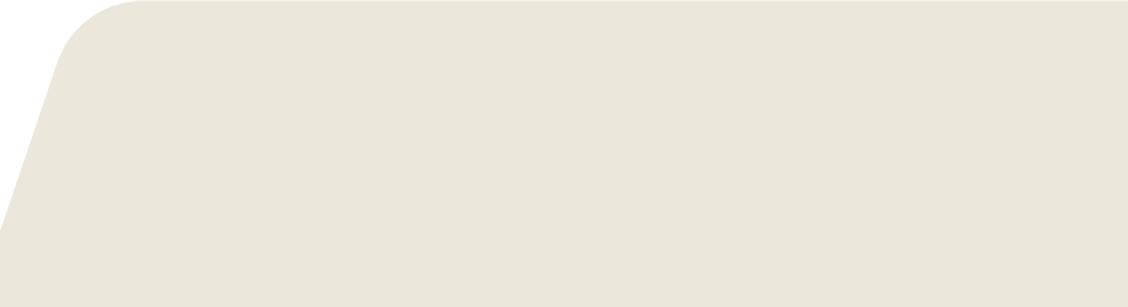


Beneficiaries overwhelmingly recognize the range of benefits their dental plans provide – especially those related to preventive care

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

	Agree	Neither	Disagree	2019	2017
It allows me to get regular, preventive check-ups and cleanings that prevent gum disease and cavities	87		10 3	86 11 3	83 13 4
It allows me to receive high-quality dental care	78		15 7	76 18 6	73 21 6
Receiving and using my dental insurance benefits is simple and straight-forward	78		15 7	76 18 6	72 21 7
It gives me options to choose a dentist that best fits my needs	77		16 7	75 18 7	71 21 7
It makes it easy for me to get a dental appointment in a timely fashion	75		19 6	75 19 6	72 22 6

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...

	Satisfied	Neither No	ot satis	fied	2019	2017
The affordability of my dental insurance policy	80		11	9	79 12 9	74 15 11
The services and benefits that are covered by my dental insurance provider	76		11	13	77 11 12	75 12 13
The value I receive for my monthly premium	75		14	11	73 17 10	67 17 16
The savings my dental insurance policy delivers	73		16	11	73 16 11	66 20 14

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...



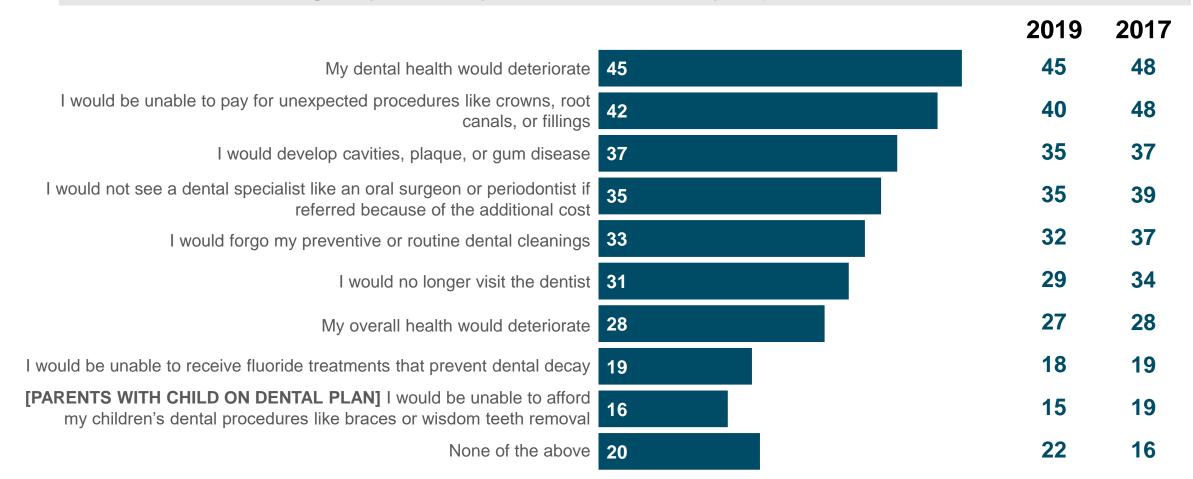
Parents strongly believe their dental plans allow access to pediatric specialists and ease cost concerns

[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





/AHIP











