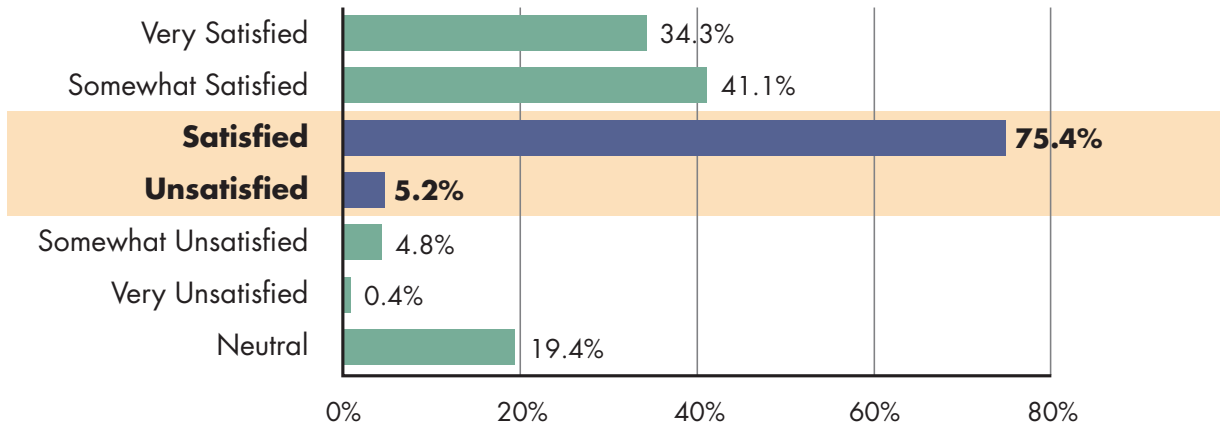


Figure A: Overall Benefit Evaluation

[Insured only] Would you say you are satisfied or unsatisfied with your current dental benefit plan?

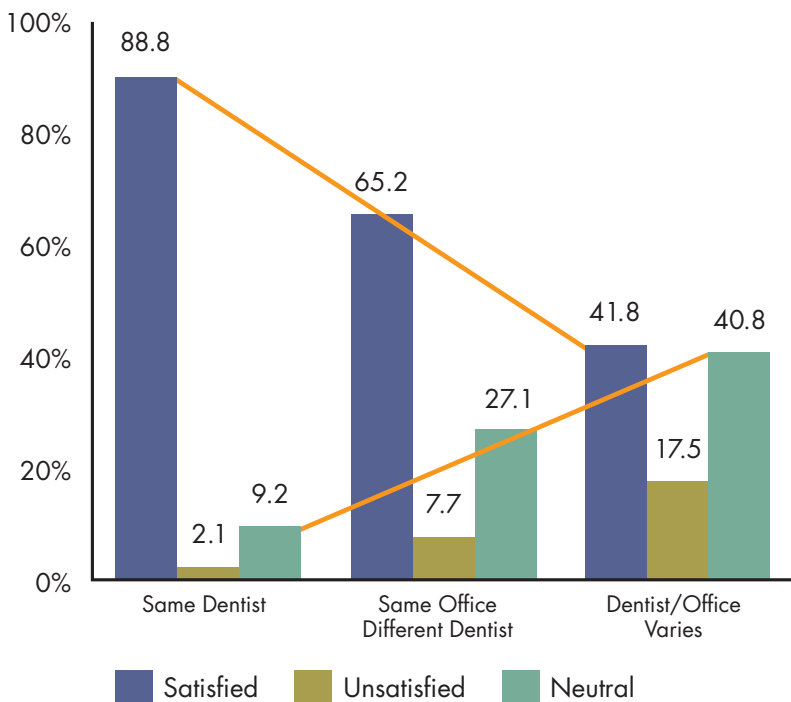


Of those with dental benefit plans, a strong majority are satisfied with their current plans. Typical reasons for satisfaction include: level of coverage, cost/affordability and choice of dental professionals. Those who are unsatisfied frequently cited coverage and cost/annual limit.

Figure B: Dental Care Experience

[Same Dentist/Office] How satisfied are you with your current dentist?

[Varied Dentist/Office] How satisfied are you with your dental care in the last five years?



- Patients who do not have a chosen dentist are much more likely than their loyal counterparts to express dissatisfaction or ambivalence regarding their dental care.
- Almost 71% of respondents reported visiting the dentist once a year or more.
- About 35% cited a change in the frequency of their visits. From examining respondent comments, this change was attributed to lack of coverage, affordability and increased oral health care needs (e.g., problems with teeth).