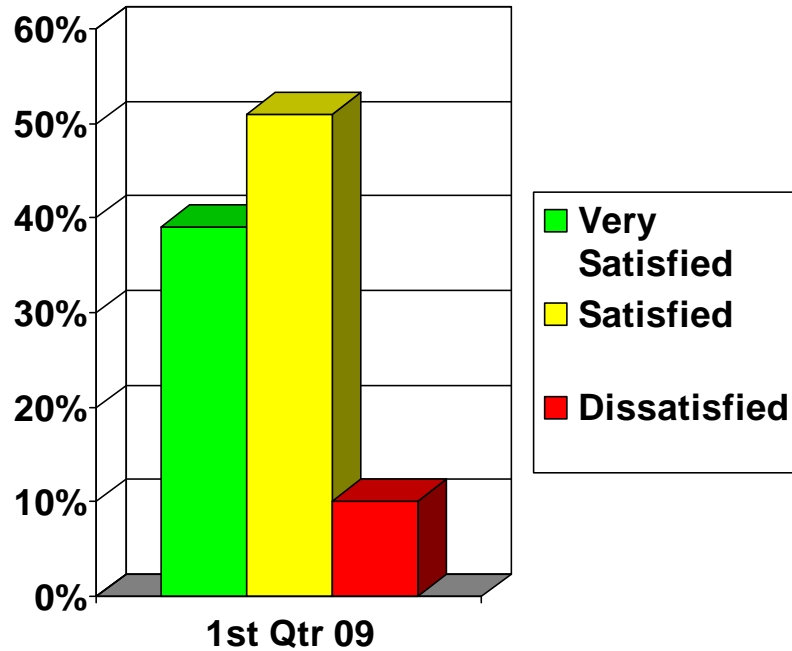


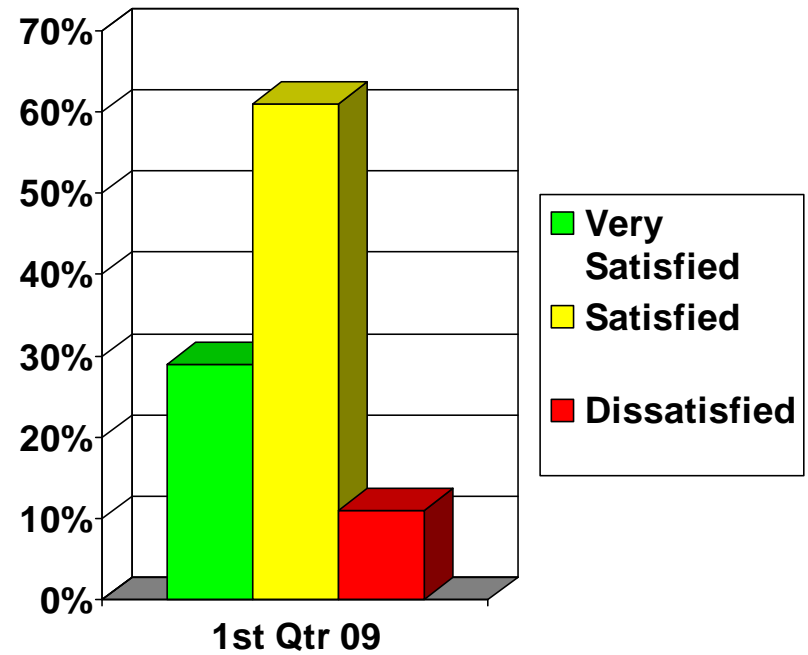
# GA Medicaid Provider Survey Result Comparison

## Dental: Q1 09

### Experience Verifying Eligibility on Web



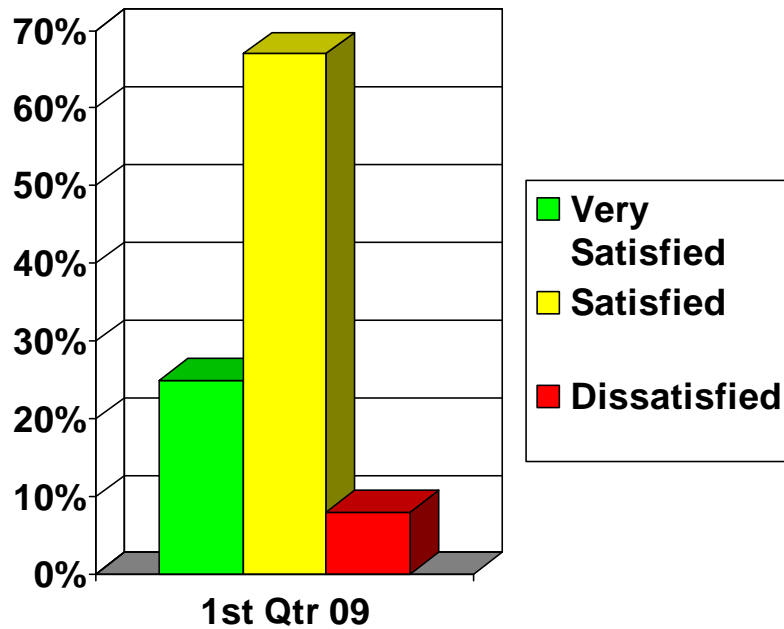
### Experience Verifying Eligibility with IVR



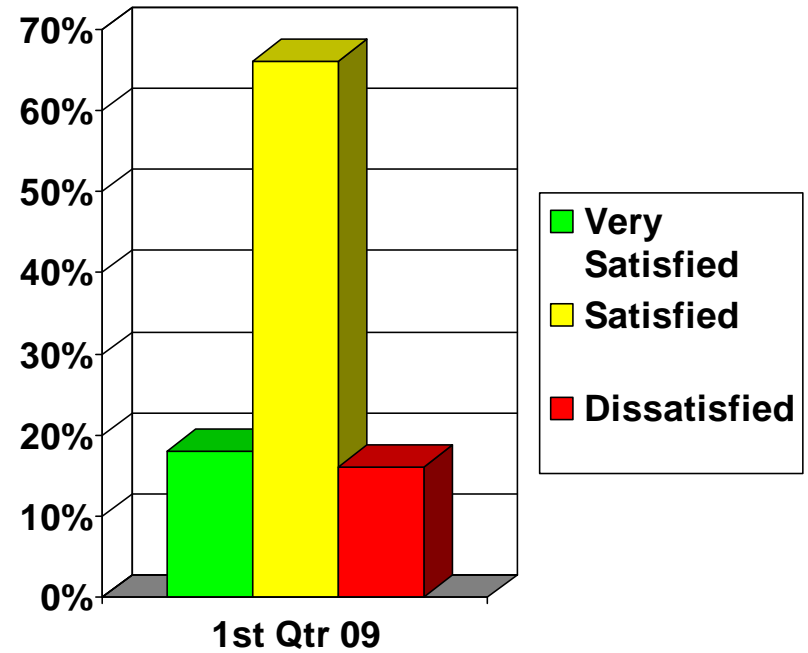
# GA Medicaid Provider Survey Result Comparison

## Dental: Q1 09

### Experience Verifying Eligibility with Customer Service



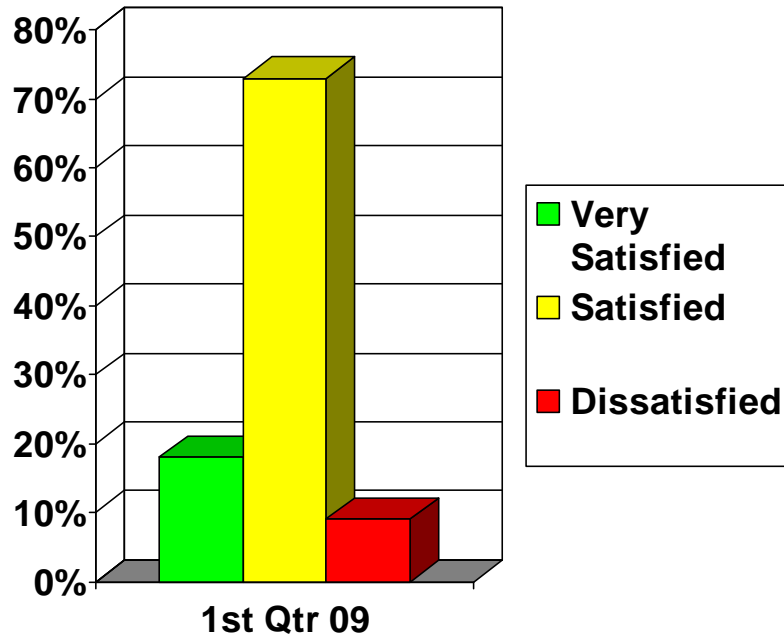
### Rate Customer Service Time to Answer



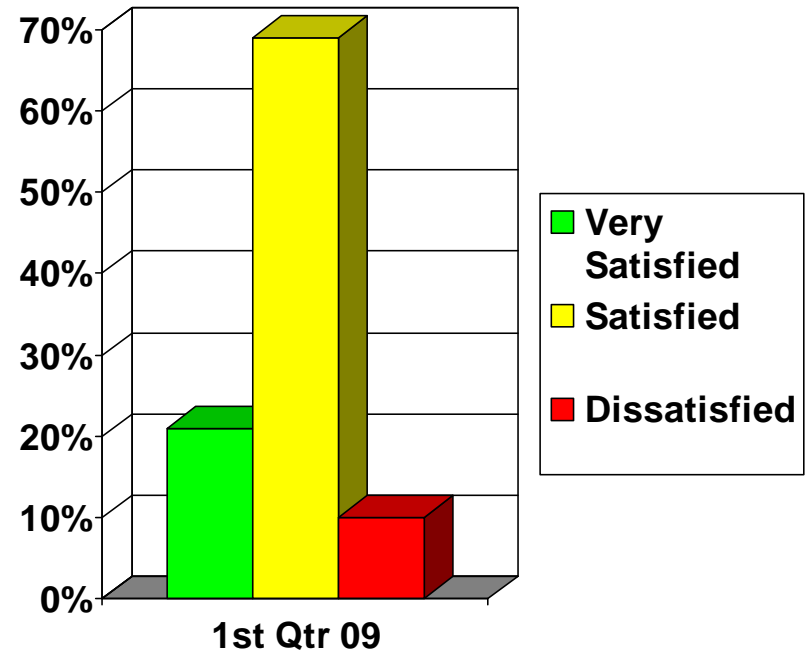
# GA Medicaid Provider Survey Result Comparison

## Dental: Q1 09

### Knowledge and Courtesy of Customer Service Rep



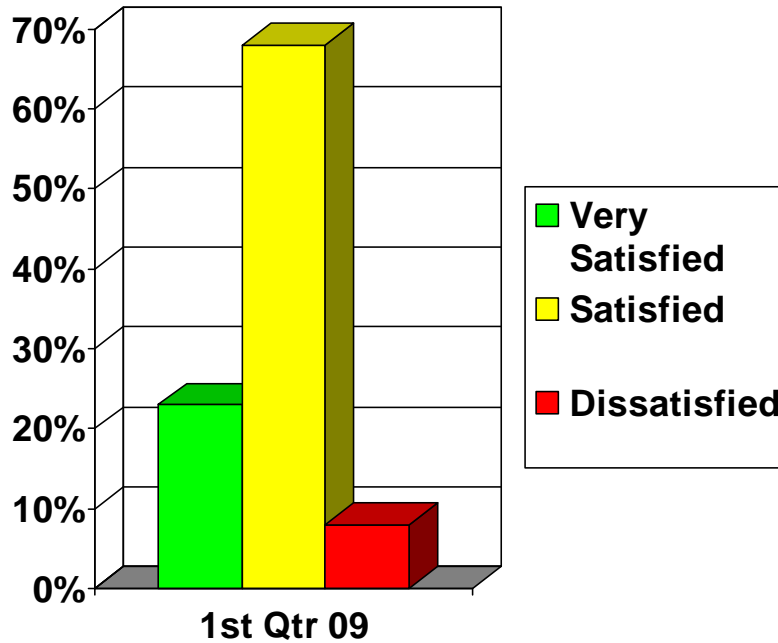
### Resolution of Call



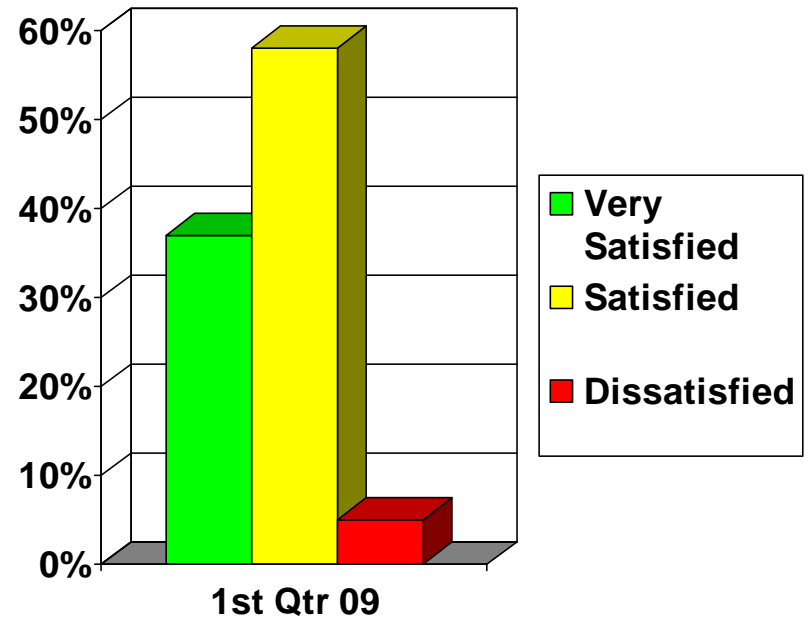
# GA Medicaid Provider Survey Result Comparison

## Dental: Q1 09

### Experience Verifying Claim Status



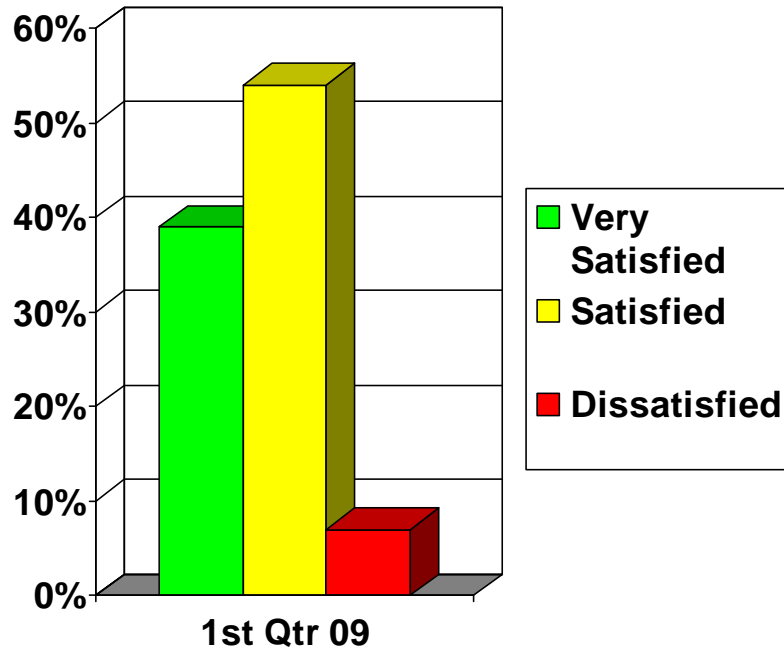
### Accuracy of Payment Amount



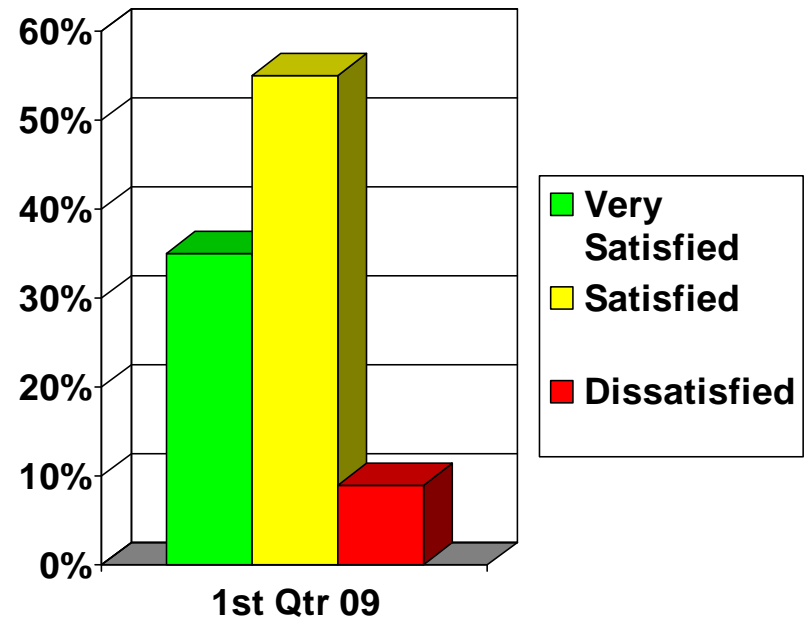
# GA Medicaid Provider Survey Result Comparison

## Dental: Q1 09

### Clarity of Remittance Advice



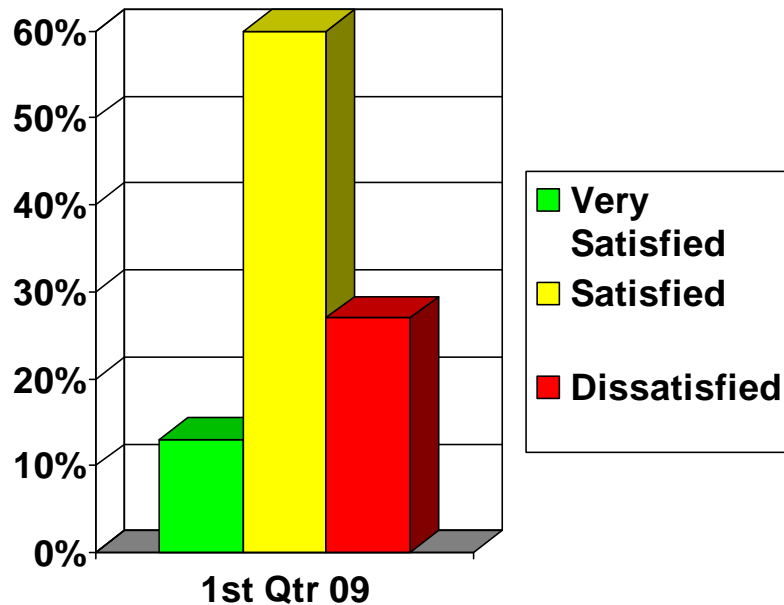
### Timeliness of Payment



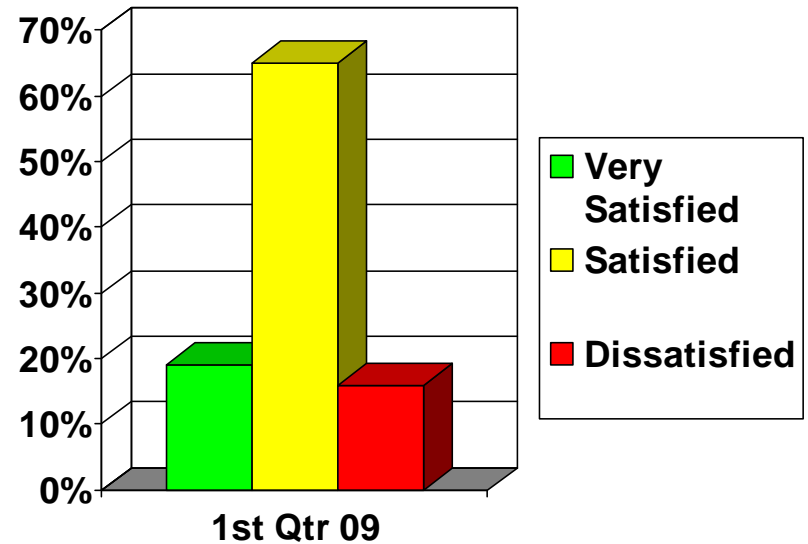
# GA Medicaid Provider Survey Result Comparison

## Dental: Q1 09

If you called for a prior authorization or pre estimate, rate time to respond



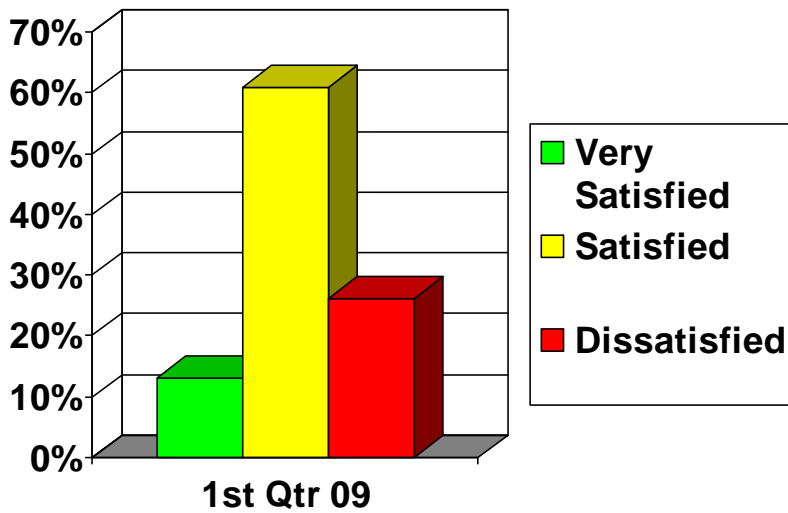
If you called for a prior authorization or pre estimate, rate knowledge and courtesy of the provider service rep



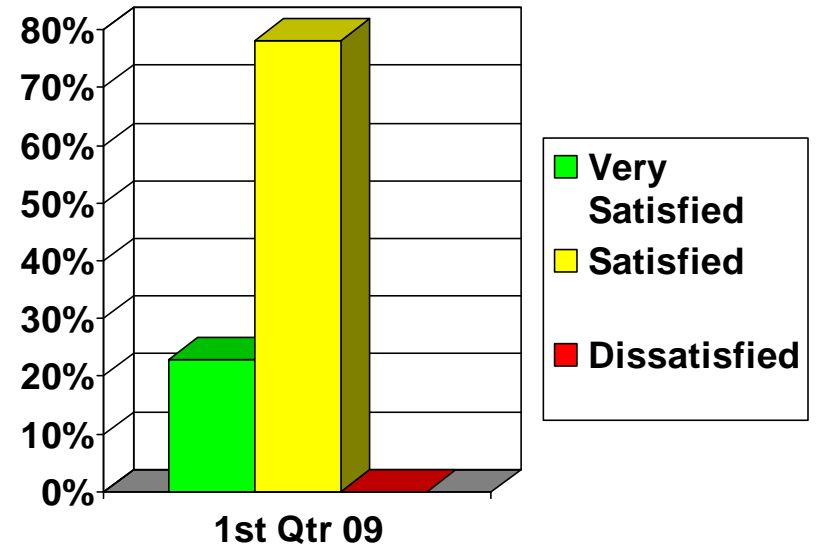
# GA Medicaid Provider Survey Result Comparison

## Dental: Q1 09

If request was denied, were you provided adequate info regarding reason for denial?



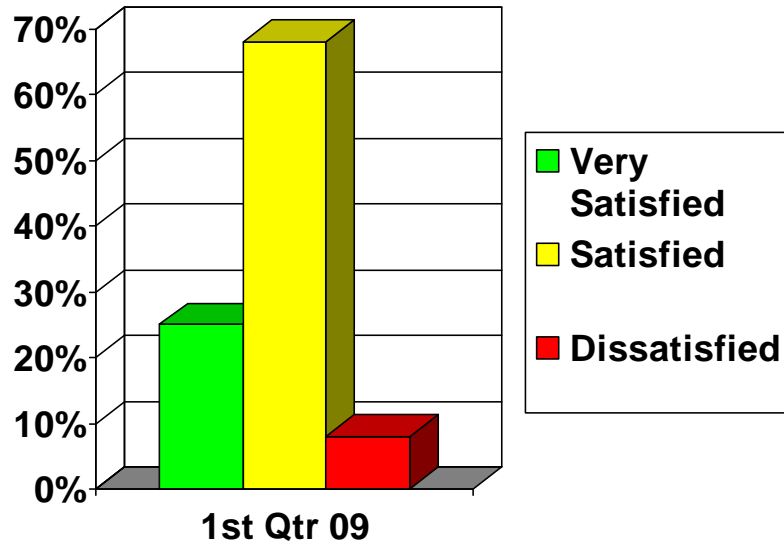
If you attended a provider education session, rate the presentation of material



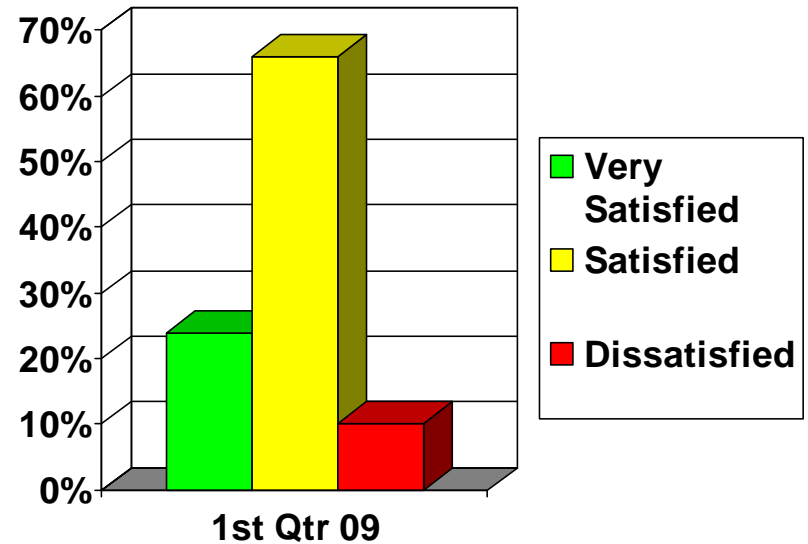
# GA Medicaid Provider Survey Result Comparison

## Dental: Q1 09

If you attended a provider education session, rate the content of material

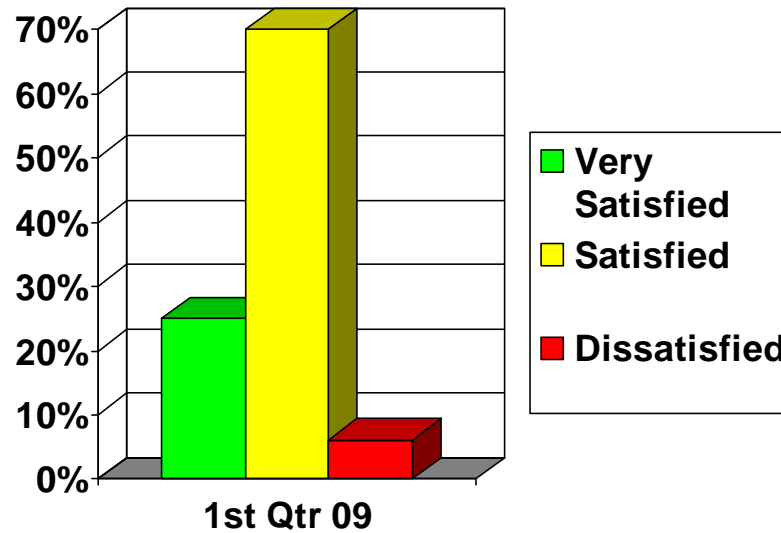


If you attended a provider education session, rate the effectiveness of material



# GA Medicaid Provider Survey Result Comparison Dental: Q1 09

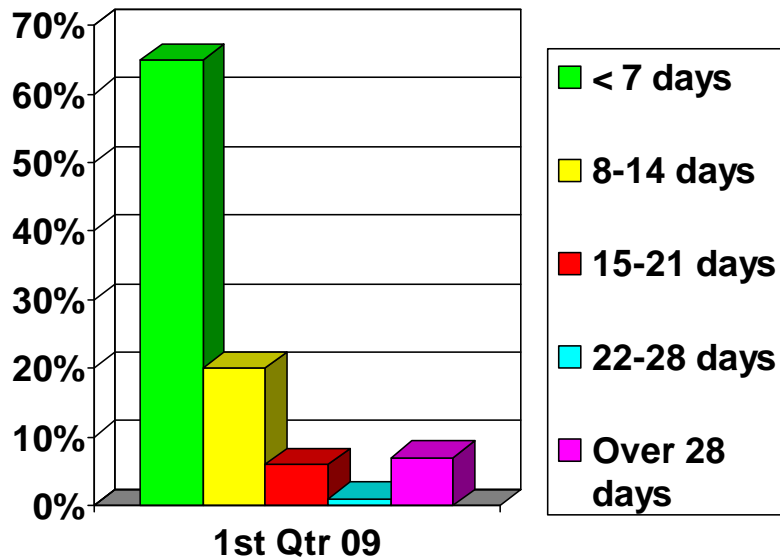
Please rate your overall experience  
with Avesis



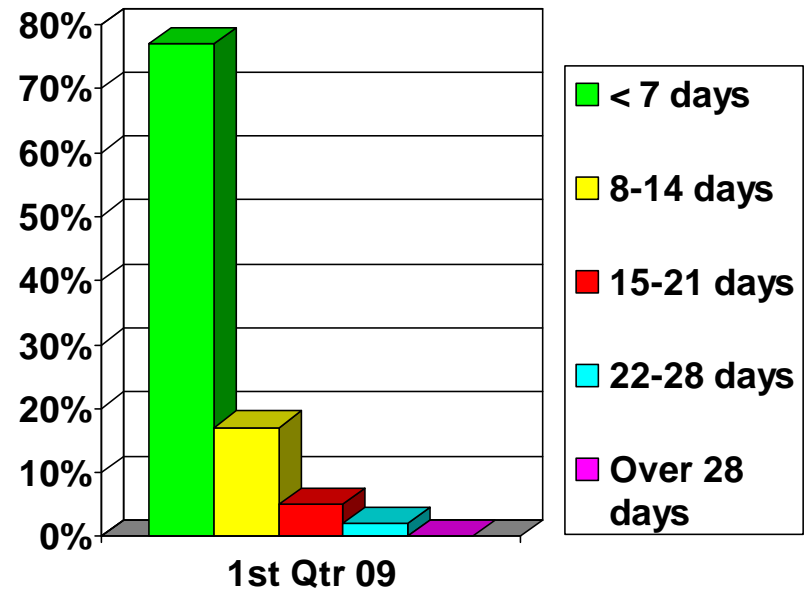
# GA Medicaid Provider Survey Result Comparison

## Dental: Q1 09

### Next available appointment - new patient



### Next available appointment - existing patient



# GA Medicaid Provider Survey Result Comparison Dental: Q1 09

Please indicate the youngest age  
you begin seeing patients

