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Survey: 12-005V Group Dental Benefits for School Board Employees

134 respondents took this survey.

Question Summary

	Question	Question Type	% of Respondents Submitting
Details	Question 1	Multiple select	100.00%
Details	Question 2	Rating scale	100.00%
Details	Question 3	Rating scale	100.00%
Details	Question 4	Rating scale	100.00%
Details	Question 5	Free response	24.63%



A red asterisk (*) indicates required questions.

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Question 1 (Multiple select) *

134 of 134 respondents answered this question.

Which vendor do you use for Dental Insurance Benefits?






		Number of Respondents	Percent
Humana, Inc. / Compbenefits Insurance Co.		85	63.43%
Metropolitan Life / SafeGuard Health		49	36.57%

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Question 2 (Rating scale) *

134 of 134 respondents answered this question.

How would you rate vendor for Dental Insurance Benefits that you choose overall customer service?

Poor (1) - Excellent (5)		Number of Respondents	Percent
1		7	5.22%
2		14	10.45%
3		36	26.87%
4		56	41.79%
5		21	15.67%
Total		134	100.00%





Average rating: 3.52

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Question 3 (Rating scale) *

134 of 134 respondents answered this question.

How satisfied are you with the vendor chosen for Dental Insurance Benefits?

Not Satisfied (1) - Very Satisfied (4)		Number of Respondents	Percent
1		11	8.21%
2		30	22.39%
3		60	44.78%
4		33	24.63%
Total		134	100.00%





Average rating: 2.86

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Question 4 (Rating scale) *

134 of 134 respondents answered this question.

Would you use this vendor again for Dental Insurance Benefits if the vendor was awarded on an new contract?

Very Unlikely (1) - Definitely (4)		Number of Respondents	Percent
1		13	9.70%
2		19	14.18%
3		57	42.54%
4		45	33.58%
Total		134	100.00%

Average rating: 3.00

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Question 5 (Free response)

33 of 134 respondents answered this question.

Comments about this vendor:

	Number of Respondents	Percent
It is very expensive for the coverage.	1	3.03%
Although I would use this vendor again, I feel the out of pocket is still high and x-rays should be covered beyond the 2 free for medically necessary procedures.	1	3.03%
Coverage for dental work needs to improve - It costs \$600 for crowns, very expensive for "intrusive" work.... Costs need to be lowered... Thanks	1	3.03%
Coverage is very minimal	1	3.03%
Dentists on Humana Plan all charge different and cover differently and never follow rates on Humana chart. When questions, they sometimes correct their prices but usually not.	1	3.03%
Easy access provided online. Pays claim/doctors in timely manner.	1	3.03%
Excellent	1	3.03%

I don't feel we are insured for enough. With a max of \$2,000 for dental work, that doesn't go to far these days.	1	3.03%
I don't find that procedures are affordable. The only thing I feel we get is the cleanings and exams. Everything else cost a fortune.	1	3.03%
I don't think it's fair to the employee for a clerk in the dental insurance office to determine what you need, sometimes overriding your dentist's decision.	1	3.03%
I JUST STARTED USING THIS DENTIST SO IT IS DIFFICULT TO ANSWER QUESTIONS KNOWLEDGEABLY. THE NETWORK OF NAMES IS NOT GOOD. VERY LIMITED.	1	3.03%
I regret switching from Metlife to Compbenefits. Going back to Metlife (hopefully, it will be a selection) next open enrollment.	1	3.03%
I think they should cover a dentist recommended additional cleaning. Crown prices are high, but that may be with any insurance.	1	3.03%
Insurance does not cover much	1	3.03%
It is disappointing that an employer of this size cannot offer more competitive plans. Other major employers in the area offer a significantly better plan at an extremely affordable rate, we should be able to stay competitive in all areas of employment.	1	3.03%
It seems a lot of money is coming out of my pocket in comparison to what other employees are paying	1	3.03%
It's not the vendors that I have a problem with. It seems that even using the certificate of insurance information it is still very difficult to be able to know what you are going to be charged for dental services. It does not seem to be a transparent process making it difficult to choose a plan. The dental offices are bound to surprise you with some coding you were not expecting.	1	3.03%
Items like silver fillings should not even be on the list of benefits. Dentist's do not put silver fillings in anymore only white, so there should be a discount on white fillings. Services are still expensive even with Dental Insurance. If you get 2 free cleanings a year and dentist has you coming every 4 months, shouldn't at least 2 of the visits be free?	1	3.03%
My Dentist will not take a lower plan than the Met Life PPO. If you are going to change that option we need to go with a high end choice. The dental benefits are not great but it is worth paying the extra fee to get the better coverage.	1	3.03%
Never have any issues ... always know what my end of payment is going to be. Love the procedure verification.	1	3.03%
No matter what vendor is chosen I would like to see them pay more for Dental services. So many of the services cost so much that people are forced to have their teeth pulled instead of having the teeth saving procedures instead.	1	3.03%
Not enough of coverage options. Out of pocket expenses too high.	1	3.03%
Out of pocket costs are very high. Silver fillings should be removed from covered costs as most dentists no longer do them. White fillings should be added and covered in full.	1	3.03%
Out of pocket dental expenses are very expensive for crowns, extractions and implants. I am in the process of needing an implant and was quoted it will cost over in the area of 2,000.00 out of pocket after insurance to have the implant and the crown. I hope there may be some other options so that the out of pocket for dental work can be reasonable. I	1	3.03%

currently am paying off another dental bill for a crown of over 1500.00 Thank you!!!		
Out of pocket expenses are high for dental work other than cleanings.	1	3.03%
Out of pocket expenses are still high but it's durable.	1	3.03%
Payments are almost the same if I pay out of pocket.	1	3.03%
Prices are so high for a Deductible, sometimes I pay almost the same out of pocket. I will try another vendor for sure.	1	3.03%
The coverage is not enough for the treatments.	1	3.03%
The employee cost is very high. I am forced onto the PPO with Metlife, as my doctor does not accept the Humana plan.	1	3.03%
There are better plans out there, with Broward so large the benefits should be better. My daughter has better benefits with her Dads insurance and it is a small company and less expensive.	1	3.03%
This survey does not ask if we would choose this vendor or another if given the option. Since this is the only one that has my dentist... There is no choice. But if another vendor offered my dentist I would consider changing	1	3.03%
We need better dental insurance coverage.	1	3.03%
Total	33	100.00%


Switch to: [View by respondent](#)
Survey: 12-005V Group Vision Benefits for School Board Employees

27 respondents took this survey.

Question Summary

	Question	Question Type	% of Respondents Submitting
Details	Question 1	Multiple select	100.00%
Details	Question 2	Rating scale	100.00%
Details	Question 3	Rating scale	100.00%
Details	Question 4	Rating scale	100.00%
Details	Question 5	Free response	29.63%

A red asterisk (*) indicates required questions.

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Question 1 (Multiple select) *

27 of 27 respondents answered this question.





Which vendor do you use for Vision Insurance Benefits?

		Number of Respondents	Percent
Humana, Inc. / CompBenefits		23	85.19%
Solstice Benefits, Inc.		4	14.81%

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Question 2 (Rating scale) *

27 of 27 respondents answered this question.

How would you rate vendor for Vision Insurance Benefits that you choose overall customer service?




Poor (1) - Excellent (5)		Number of Respondents	Percent
1		0	0.00%
2		1	3.70%
3		8	29.63%
4		10	37.04%
5		8	29.63%
Total		27	100.00%

Average rating: 3.93

[top](#)**Question 3 (Rating scale) ***

27 of 27 respondents answered this question.

How satisfied are you with the vendor chosen for Vision Insurance Benefits?





Not Satisfied (1) - Very Satisfied (4)		Number of Respondents	Percent
1		0	0.00%
2		3	11.11%
3		13	48.15%
4		11	40.74%
Total		27	100.00%

Average rating: 3.30

[top](#)**Question 4 (Rating scale) ***

27 of 27 respondents answered this question.

Would you use this vendor again for Vision Insurance Benefits if the vendor was awarded on a new contract?

Very Unlikely (1) - Definitely (4)		Number of Respondents	Percent
1		1	3.70%
2		2	7.41%
3		11	40.74%
4		13	48.15%
Total		27	100.00%

Average rating: 3.33

[top](#)**Question 5 (Free response)**

8 of 27 respondents answered this question.

Comments about this vendor:

	Number of Respondents	Percent
coverage is limited Out of pocket expenses are increasing	1	12.50%
I have never had a issue with them and the coverage is decent.	1	12.50%
I rarely use my insurance. Honestly it doesn't cover much.	1	12.50%
Money is paid out of pocket for transition lenses. Very costly.	1	12.50%
My eye doctor is great, however he talks a little too much, but at least he isn't rushing out the door. :-)	1	12.50%
Never had any problems	1	12.50%
The choice of frames could be modernized and improved but the overall eye care is very good.	1	12.50%
Vey happy with benefits as well as employee cost for the plan	1	12.50%
Total	8	100.00%