CIGNA DENTAL PROVIDER SCORECARD

D #: DXXXXXX   **DENTAL OFFICE NAME**   **State: PA**

OFFICE SCORECARD

Usage Score	Diag-Prev Score	Transfer Out Score	Complaint Actvty Score	Access Score	Aggregate Score:
4	1	9	9	10	6.6

STATE SCORECARD

Usage Score	Diag-Prev Score	Transfer Out Score	Complaint Actvty Score	Access Score	Aggregate Score:
5.869	6.88	8.27	9.88	9.76	8.131

NATIONAL SCORECARD

Usage Score	Diag-Prev Score	Transfer Out Score	Complaint Actvty Score	Access Score	Aggregate Score:
5.829	6.92	8.08	9.21	9.88	7.994

Usage Score: The Usage Score represents the percentage of members assigned to an office that are using dental benefits, relative to network norms.

Diag-Prev Score: The Diagnostic-Preventive Score represents the office's mix of diagnostic and preventive services, based on the percentage of total chair hours spent on these procedures, relative to network norms.

Transfer Out Score: The Transfer Out Score represents the percentage of patients who have requested to be trasnferred out of the office during the year. Note that a high score represents a low rate of member transfer outs.

Complaint Activity Score: The Complaint Activity Score represents the office's complaint rate, relative to network norms. Note that a high score represents a low rate of member dissatisfaction.

Access Score: The Access Score represents the office's initial appointment wait time, relative to network norms. Note that a higher score represents a shorter wait time.

Aggregate Score: The Aggregate Score represents the average of the six measures above.

Tuesday, March 05, 2024