

Centene Dental & Vision Services (CDV)

2025 Quality Program Evaluation – Executive Summary

The Centene Dental & Vision Services (CDV) Quality Improvement (QI) Program is evaluated annually to assess the effectiveness of initiatives designed to improve clinical care, service delivery, and operational performance across all markets. The program is governed by the Board of Directors and implemented through a multidisciplinary Quality Improvement Committee (QIC), ensuring organization-wide accountability and alignment.

In 2025, the QI Program successfully achieved all stated goals, demonstrating strong performance in both quality of care and service delivery. The program continued to support continuous monitoring, evaluation, and improvement of clinical and administrative processes, with a focus on compliance, efficiency, and member and provider experience.

CDV maintained high performance across key operational metrics. Claims processing exceeded established benchmarks, with Vision and Dental Claims Composite scores increased reaching 99.5% and 99.7%, respectively. Timeliness remained strong, with 99.9% of claims processed within required regulatory timeframes. Complaint resolution processes were highly effective, with 100% of complaints resolved within 30 days and an average turnaround time of approximately 2.5 days. Call center performance also remained exceptional, with 99.9% of calls answered within 30 seconds and abandonment rates significantly below benchmark.

Access to care remained a key strength, with over 99% of members maintaining access to both dental and vision services. CDV continued to monitor and expand its provider network to meet growing demand and address gaps in access.

Member and provider experience indicators remained above established benchmarks. Provider satisfaction scores were strong, particularly in areas related to professionalism and customer service, while member satisfaction scores reflected high overall experience with care and services. Opportunities were identified to improve survey response rates and further enhance engagement and feedback processes.

Throughout 2025, CDV continued to strengthen its Quality Improvement activities by enhancing complaint tracking, standardizing workflows, and implementing targeted interventions for low provider survey scores. The organization also expanded its support for HEDIS® initiatives, partnering with health plans to improve data accuracy and support gap closure efforts.

The Compliance Program remained robust, with ongoing oversight of regulatory requirements, Fraud, Waste, and Abuse (FWA) monitoring, and annual policy reviews. Staff training and cross-functional collaboration supported a culture of compliance and continuous improvement.

In 2026, CDV will focus on enhancing survey response rates and analytics, expanding HEDIS® support to further improve clinical outcomes, and continuing to optimize operational processes and provider engagement strategies.

In conclusion, the CDV Quality Improvement Program demonstrated strong effectiveness in 2025, meeting its goals and sustaining high standards of quality, compliance, and service delivery. The program remains well-positioned to drive continued improvements in care quality and member and provider experience.