

## Rating Your HDS Participating Dentist



HDS members have the opportunity to rate the service they received from their HDS participating dentist following each visit. All ratings will remain anonymous.

HDS members must be registered on HDS's website in order to rate their dentist.

Here's how:

1. Go to [www.HawaiiDentalService.com](http://www.HawaiiDentalService.com)
2. Log in to your HDS account, or click on "New User."
3. Once you are logged in, go to the "Members" page, then "Check on a Claim/Rate Your Dentist."
4. Select yourself or a dependent to retrieve a claim.
5. Click on "Rate!" located next to the dentist's name to rate the dentist.

Claim Records Returned				
Claim Number	Service Date	Provider Name	Status	HDS Payment
<a href="#">201109060320-00</a>	02/26/2011	TEST, PROVIDER <b>Rate!</b>	Paid	\$ .00
<a href="#">201109060320-01</a>	02/26/2011	TEST, PROVIDER <b>Rate!</b>	Paid	\$39.97
<a href="#">201103460133-00</a>	12/17/2010	TEST, PROVIDER <b>Rate!</b>	Paid	\$365.25
<a href="#">201031772849-01</a>	12/17/2010	TEST, PROVIDER	Paid	\$ .00

Treatment Date Period:   to  

To rate your dentist, enter a value between 1 and 5 for each of the six categories. The higher the score, the better the dentist/staff performed in this area. We also ask if you would recommend your dentist to others.

You have the opportunity to rate the service you received from your dentist for up to 12 months after the payment date of the claim. Once a rating is submitted, it cannot be modified, and the rating will remain in the system for 24 months.

Your ratings will be combined with other patients' ratings of your dentist and will be presented in aggregate when an HDS member is logged in and searches for a dentist.

### Frequently Asked Questions:

Q: How can I rate my dentist?

A: Dentists can be rated at [www.deltadentalhi.org](http://www.deltadentalhi.org). You must register online. You can rate your dentist after your claim has been processed.

Q: How often can I rate my dentist?

A: You can rate your dentist once per claim.

Q: Can I change a rating once it's submitted?

A: No, once you submit your rating, it cannot be changed.

Q: Can HDS or my dentist track how I've rated a dentist/dental office?

A: No, your rating is anonymous and cannot be traced back to you.

Q: Can I submit ratings for my family members?

A: You can rate *any* service received by a family member.

Q: What is the time frame in which I am allowed to rate my dentist?

A: You have one year after the claim is paid to rate the service associated with that claim.

Q: Can I fill out a paper survey to rate my dentist?

A: No, ratings can only be submitted through the website.