

CMS Site Visit Medicaid Reform Waiver

Medicaid Reform CAHPS Survey (Benchmark Survey)

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Context



- Florida's HMO Report Card Surveys
- Benchmarking Enrollee Satisfaction (Pre-Reform)



Preliminary Findings



- Stratified random sample of 5,767 enrollees who were in Medicaid prior to Reform and were eligible to participate in the demonstration
- CAHPS-style survey with additional questions
- 75% of beneficiaries in Broward and 69% of beneficiaries in Duval indicated they did not have a problem getting needed care



Preliminary Findings



- 50% of beneficiaries reported no problems seeing a specialist and no experience of delays in health care while waiting for approval from their health plan or Medicaid
- Consistent with other CAHPS surveys of Medicaid enrollees, overall plan satisfaction is high
 - About 70% of beneficiaries gave their plan a score of 8, 9, or 10
 - About 80% of beneficiaries gave their health care a score of 8, 9, or 10



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