CMS Site Visit Medicaid Reform Waiver

Medicaid Reform CAHPS Survey (Benchmark Survey)

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July 18, 2007
Tallahassee, FL
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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