Enrollee Satisfaction with Medicaid Managed Care in Florida

R. Paul Duncan, PhD
University of Florida

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The Patient Protection and Affordable Care Act
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THE NEW MEDICAID ENROLLEES
Affordable Care Act: Key Elements

- Individual mandate
- Addressing affordability
- The Exchanges
- *Expanding public programs*
- The role of states
- Employer role
- Short-term reinsurance fix
- Insurance reforms
- Costs
Affordable Care Act: Medicaid Expansion

• Expands Medicaid to individuals under 65 with incomes up to 133% FPL
• Fully implemented in 2014
• New Medicaid enrollees by 2019
  – Florida: 951,622 – 1,376,753
  – Nation: 15,904,173 – 22,809,862

Affordable Care Act: Medicaid Expansion

- State Medicaid agencies responsible for implementing
- Implementation/Enrollment issues
- The role of medical homes
- The role of managed care plans (HMOs, ACOs)
LESSONS LEARNED FROM FLORIDA’S MEDICAID REFORM
Florida’s Medicaid Reform Pilot Program

• Florida began enrolling Medicaid enrollees in a Section 1115 Waiver demonstration in September 2006
  – Broward and Duval counties (urban areas) were first demonstration counties
  – Baker, Clay, and Nassau counties (rural areas) were added July 2007
  – Enrollees required to enroll in a managed care organization (HMO or PSN)
    • HMOs are paid a risk adjusted monthly premium
    • PSNs are paid on a FFS basis with an additional administrative fee to manage care
      – PSNs are primarily comprised of safety-net hospitals or minority physician networks
CONSUMER EMPOWERMENT AND SATISFACTION WITH MEDICAID
Why Satisfaction Matters

- Satisfaction is an indicator of quality
- Quality is an indicator of effectiveness and a component of value
- The enrollees do the choosing
CAHPS Survey Methods

- Consumer Assessment of Health Care Providers and Systems (CAHPS)
- "CAHPS-like" telephone surveys
- Broward and Duval (urban areas)
  - Benchmark, Year 1, Year 2, Year 3
- Baker, Clay, and Nassau (rural areas)
  - Benchmark, Year 1, Year 2
Survey Objectives

• Enrollee experiences
  – Access to care
  – Communication with providers and staff
  – Health plan experiences

• Enrollee satisfaction
  – Overall health care
  – Health plan
  – Primary care provider
  – Specialty care provider
### Survey Sample Size (Unweighted)

<table>
<thead>
<tr>
<th></th>
<th>Broward</th>
<th>Duval</th>
<th>Baker, Clay, and Nassau</th>
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<tbody>
<tr>
<td>Benchmark</td>
<td>4,197</td>
<td>1,570</td>
<td>957</td>
</tr>
<tr>
<td>Year 1</td>
<td>4,345</td>
<td>1,864</td>
<td>752</td>
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<tr>
<td>Year 2</td>
<td>3,917</td>
<td>2,235</td>
<td>1,099</td>
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<tr>
<td>Year 3*</td>
<td>3,515</td>
<td>2,400</td>
<td>—</td>
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* Fieldwork just completed, findings not yet available.
SATISFACTION RATINGS AND REPORTS OF CARE OVER TIME
Percentage Rating Aspects of Their Care at the Highest Level (9-10), Broward and Duval Combined

* *p < .05
Percentage Rating Aspects of Their Care at the Highest Level (9 – 10), Rural Counties Combined

Health Care Satisfaction: Benchmark Year 58%, Year 1 59%
Health Plan Satisfaction: Benchmark Year 51%, Year 1 53%
Personal Doctor Satisfaction: Benchmark Year 68%, Year 1 70%
Specialty Care Satisfaction: Benchmark Year 68%, Year 1 67%
Have a Personal Doctor, Broward and Duval Combined

Benchmark: 79% Yes, 21% No
Year 1: 88% Yes, 12% No
Year 2: 87% Yes, 13% No
Problem Getting a Personal Doctor or Health Care Provider Happy With, Broward and Duval Counties Combined

A big problem | A small problem | Not a problem
---|---|---
Benchmark Year* | 12% | 13% | 75%
Year 1* | 5% | 9% | 86%
Year 2* | 5% | 9% | 86%

*p < .05
Rating of “Always” to Aspects of Care with Their Physicians, Broward and Duval Counties, Combined

- Listened to Enrollee: Year 1 - 84%, Year 2 - 84%
- Explained Things Easily: Year 1 - 81%, Year 2 - 81%
- Showed Respect*: Year 1 - 87%, Year 2 - 89%
- Spent Enough Time*: Year 1 - 69%, Year 2 - 71%

*p < .05
Experiences and Satisfaction with Care Over Time: Broward and Duval

• No change for many indicators
  – Specialty care ratings, ER visits, communication, courtesy and respect of staff

• Downward change in some ratings
  – Health care satisfaction
  – Health plan satisfaction

• Upward change in personal doctor satisfaction
  – Experiences with personal doctor and getting care
Experiences and Satisfaction with Care Over Time: Rural Counties

• No differences in ratings over time
• 90% of enrollees in both years reported having a personal doctor (not statistically significant)
• Between 82% – 84% said it was not a problem to find a personal doctor
• Three out of 4 reports of care with physician were not statistically significant
  – Showed respect changed from 83% to 85%
Bottom Line: Changes Over Time

• No dramatic changes over time
  – Virtually no change in rural areas

• Some change in urban areas
  – Improvement in reports of having a personal doctor
  – Improvement in aspects of care
Year 2 (Broward and Duval)
Year 1 (Rural Counties)
SATISFACTION RATINGS AND REPORTS OF CARE BY PLAN TYPE
Switchers vs. Non-Switchers

• Switchers
  – Forced: due to plan withdrawal
  – Voluntary: changed within first 90-day enrollment period
  – 30.45% of overall Medicaid Reform enrollees

• Non-Switchers
  – 69.55% of overall Medicaid Reform enrollees
Rating Aspects of Their Care at the Highest Level (9 – 10), by Plan Type, Broward and Duval Counties Combined, Year 2

- Health Care Satisfaction*
  - HMO: 60%
  - PSN: 64%
  - Switchers: 57%
- Health Plan Satisfaction*
  - HMO: 52%
  - PSN: 61%
  - Switchers: 49%
- Personal Doctor Satisfaction*
  - HMO: 72%
  - PSN: 77%
  - Switchers: 71%
- Specialty Care Satisfaction*
  - HMO: 61%
  - PSN: 69%
  - Switchers: 58%

*p < .05
Summary by Plan Type: Year 2 Broward and Duval, Combined

- Higher percentage of PSN enrollees rated aspects of care at the highest level (9 – 10)
- “Switchers” were less likely to give the highest rating for
  - Health care satisfaction
  - Health plan satisfaction
  - Personal doctor satisfaction
  - Specialty care satisfaction
- “Switchers” were less likely to report that it was “always” easy to
  - Get a specialist appointment
  - Get the care, test, treatment needed
  - Get needed advice or help
- No other differences by plan type
Summary by Plan Type: Year 1 Rural Counties

• “Switchers” were less likely and PSN enrollees more likely to rate health plan satisfaction a 9 or 10

• No other differences by plan type
Bottom Line by Plan Type

• Some differences in satisfaction across plan types during Year 2
  – But reports of care are not different
  – Most of the differences are in the urban counties
Implications for Increased Medicaid Enrollment and Managed Care

- If health plans are competing on the basis of benefit design, they need to know what makes enrollees happy
- Unhappy enrollees will leave
- Enrollees like the doctors and other providers more than the plans
Questions
Further Information

R. Paul Duncan, PhD, Principal Investigator
Department of Health Services Research, Management and Policy
College of Public Health & Health Professions
University of Florida
PO Box 100195
Gainesville, FL 32610-0195

Telephone: (352) 273-6073
Website: http://mre.phhp.ufl.edu/
Email: mre@phhp.ufl.edu