

Enrollee Satisfaction with Medicaid Managed Care in 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



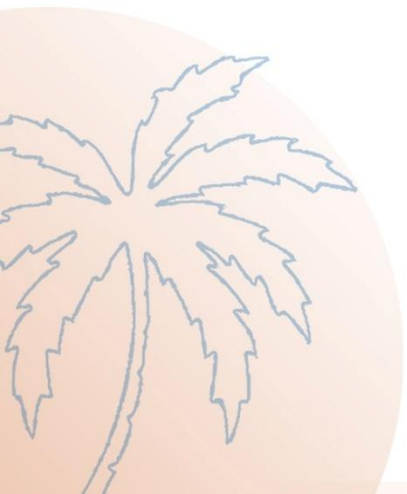
Affordable Care Act: Medicaid Expansion

- 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

Holahan, J., & Headen, I. (2010). *Medicaid coverage and spending in Health Reform: National and state-by-state results for adults at or below 133% FPL*. (Report No. 8076-ES). Retrieved from the Kaiser Family Foundation website: <http://www.kff.org/healthreform/8076.cfm>

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)

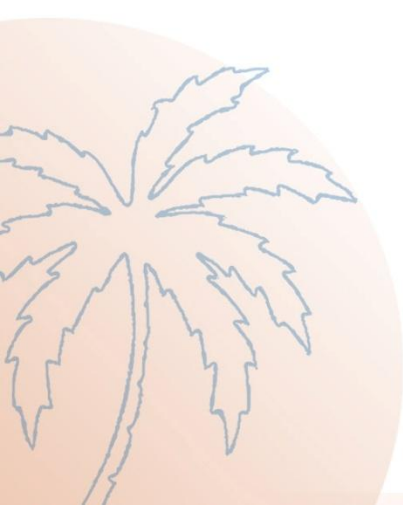




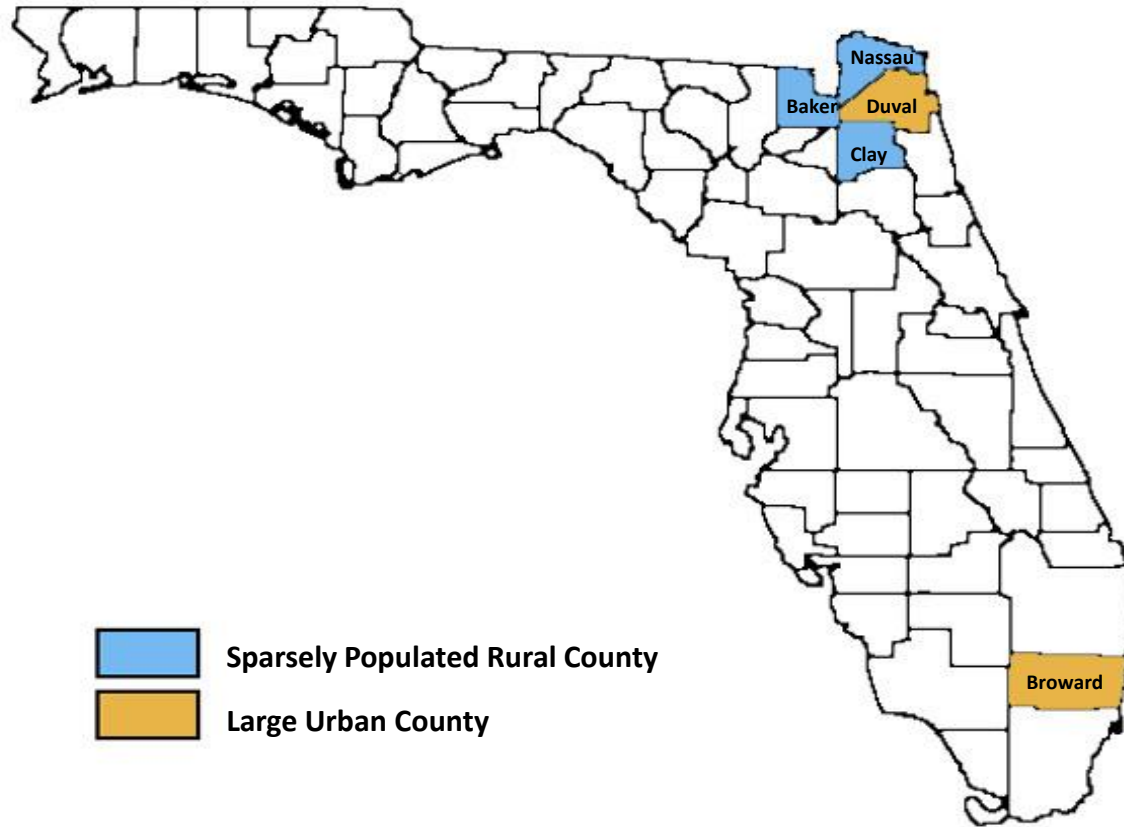
LESSONS LEARNED FROM FLORIDA'S MEDICAID REFORM

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



Reform Counties

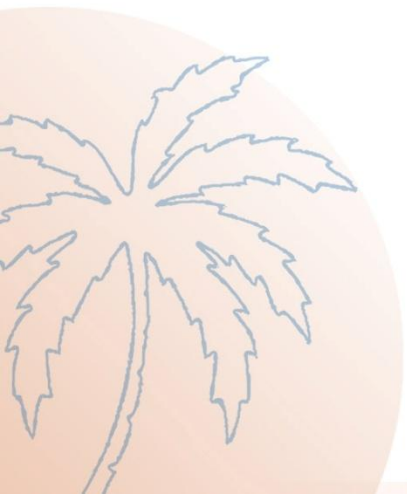




CONSUMER EMPOWERMENT AND SATISFACTION WITH MEDICAID

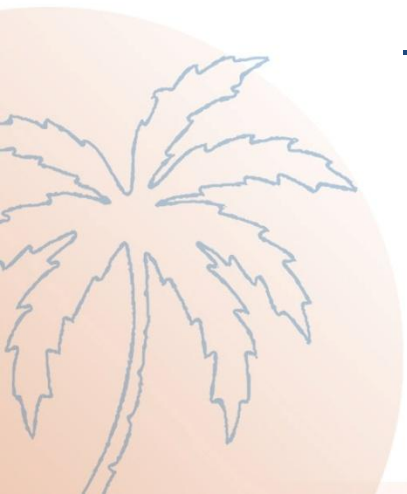
Why Satisfaction Matters

- 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)

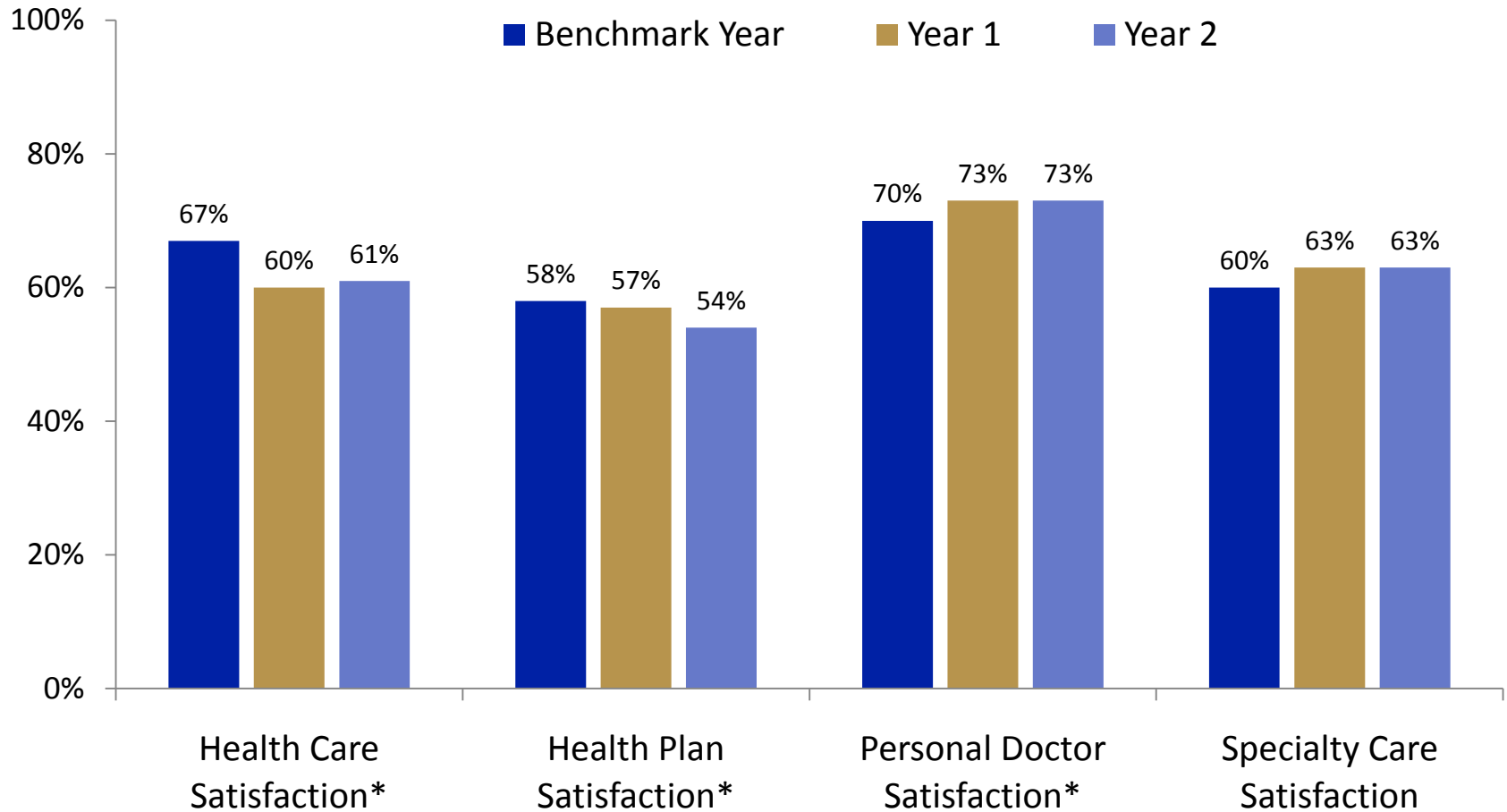
	Broward	Duval	Baker, Clay, and Nassau
Benchmark	4,197	1,570	957
Year 1	4,345	1,864	752
Year 2	3,917	2,235	1,099
Year 3*	3,515	2,400	—

* Fieldwork just completed, findings not yet available.



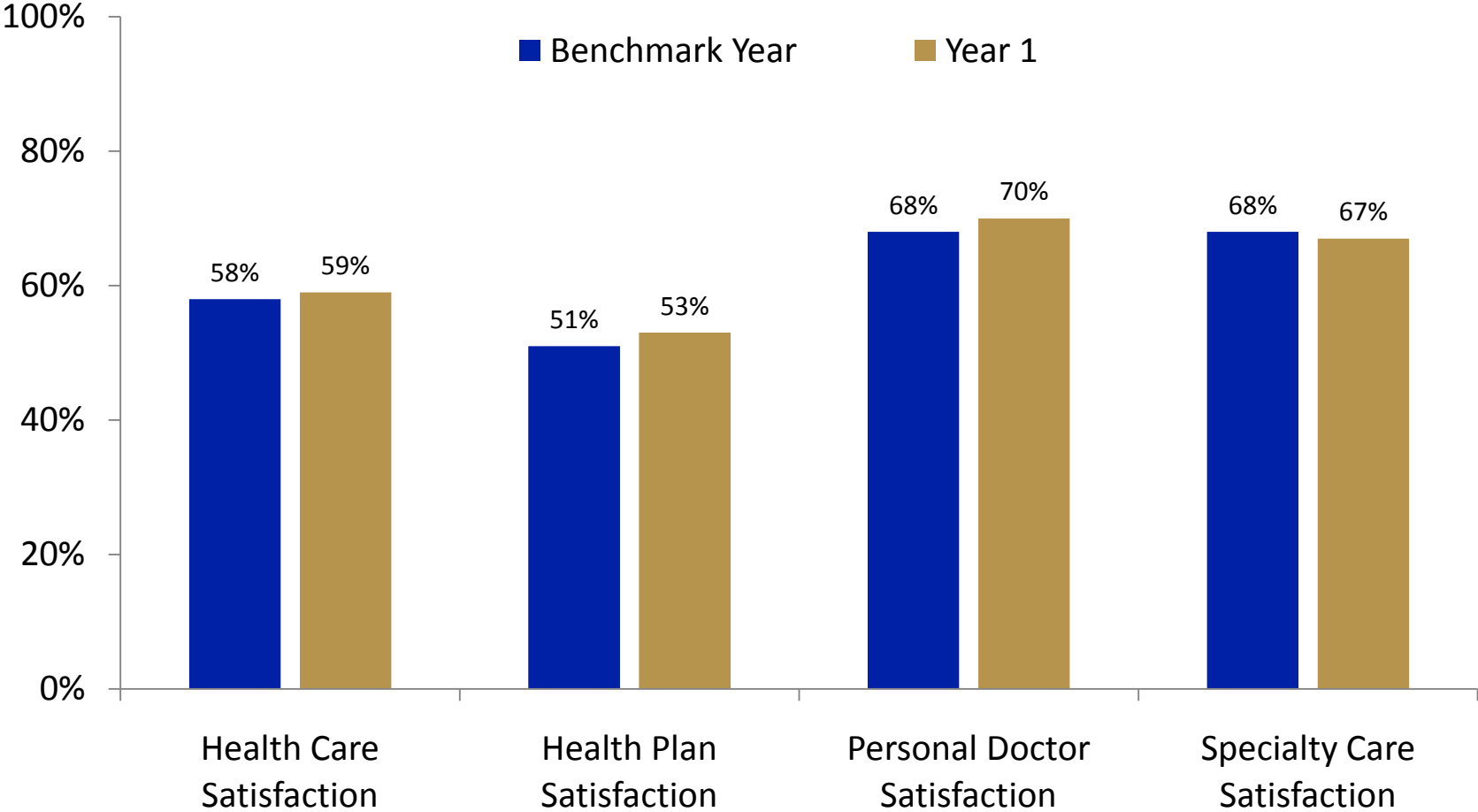
SATISFACTION RATINGS AND REPORTS OF CARE OVER TIME

Percentage Rating Aspects of Their Care at the Highest Level (9-10), Broward and Duval Combined



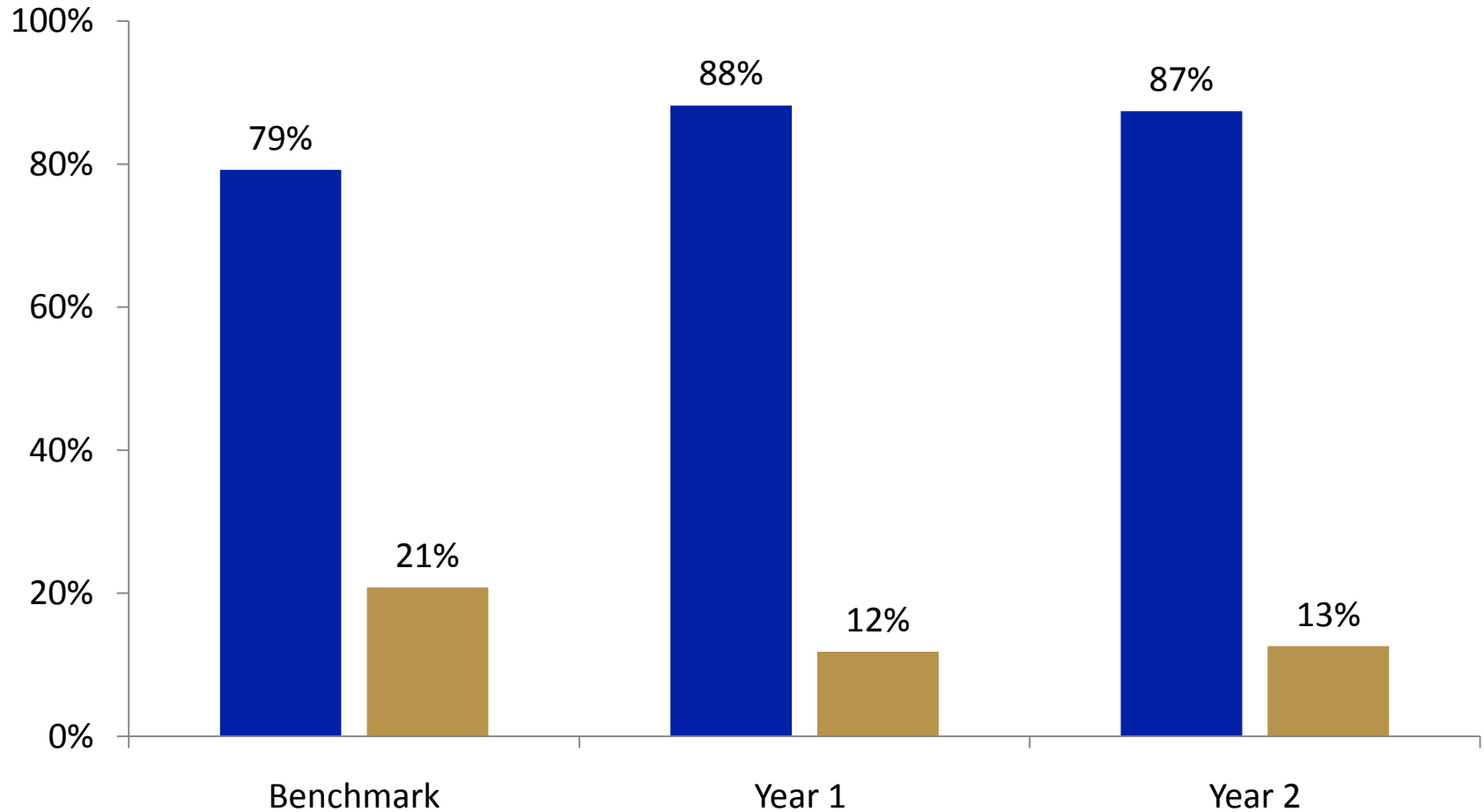
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Percentage Rating Aspects of Their Care at the Highest Level (9 – 10), Rural Counties Combined

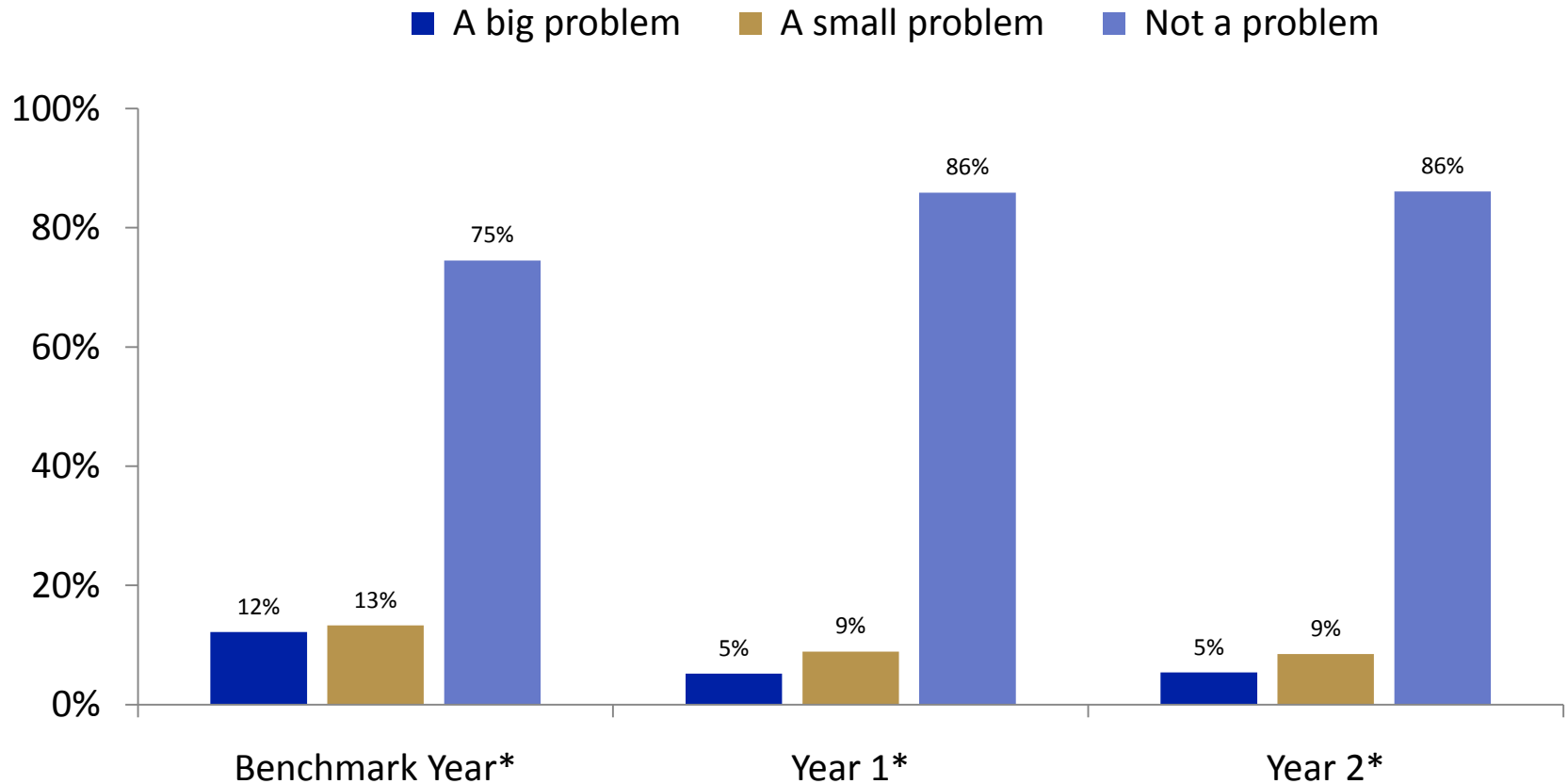


Have a Personal Doctor, Broward and Duval Combined

■ Yes ■ No

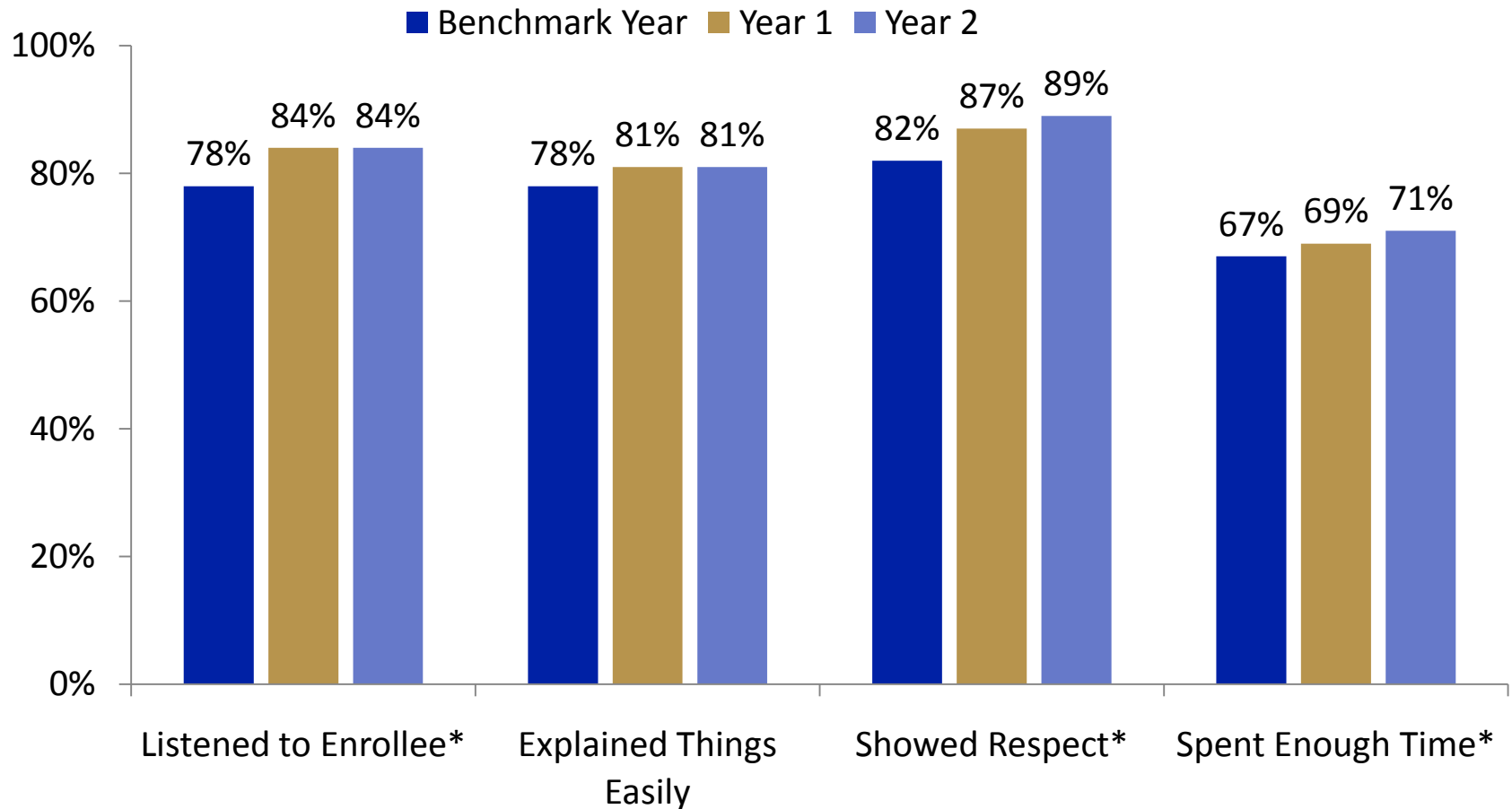


Problem Getting a Personal Doctor or Health Care Provider Happy With, Broward and Duval Counties Combined



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Rating of “Always” to Aspects of Care with Their Physicians, Broward and Duval Counties, Combined



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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



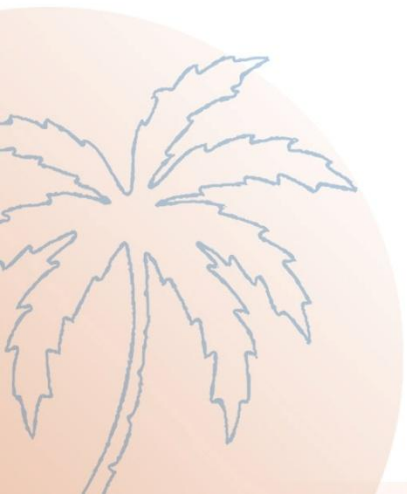
Experiences and Satisfaction with Care Over Time: Rural Counties

- 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)

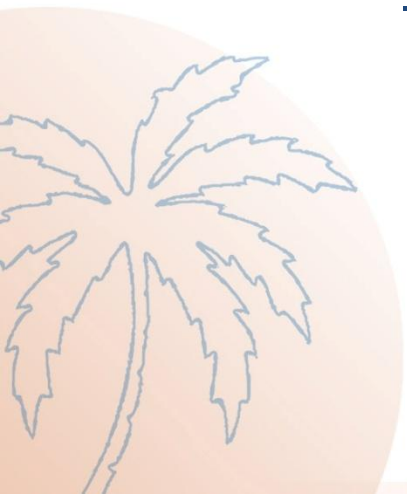
Year 1 (Rural Counties)

**SATISFACTION RATINGS AND REPORTS OF
CARE BY PLAN TYPE**

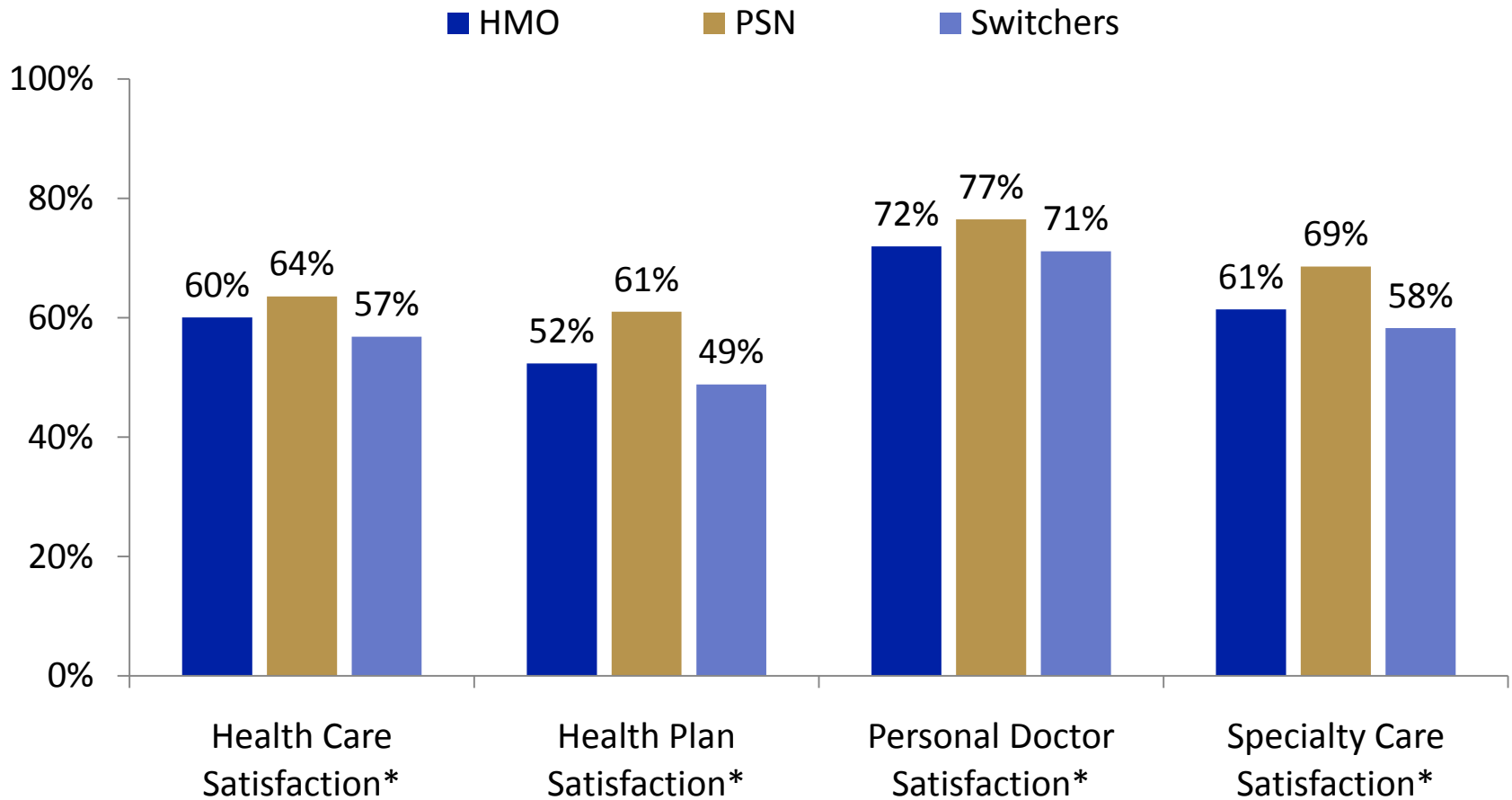


Switchers vs. Non-Switchers

- 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



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Summary by Plan Type:

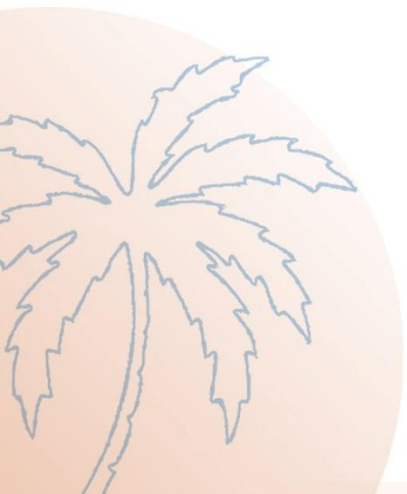
Year 2 Broward and Duval, Combined

- 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



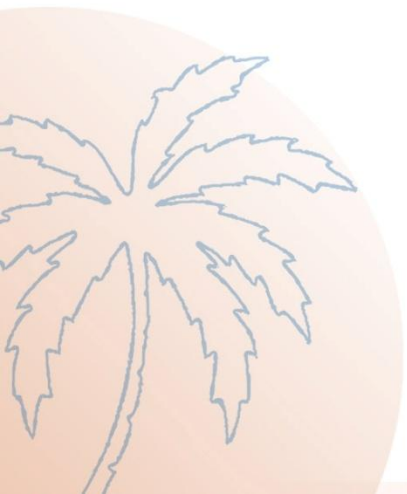
Summary by Plan Type: Year 1 Rural Counties

- “Switchers” were less likely and PSN enrollees more likely to rate health plan satisfaction a 9 or 10
- No other differences by plan type



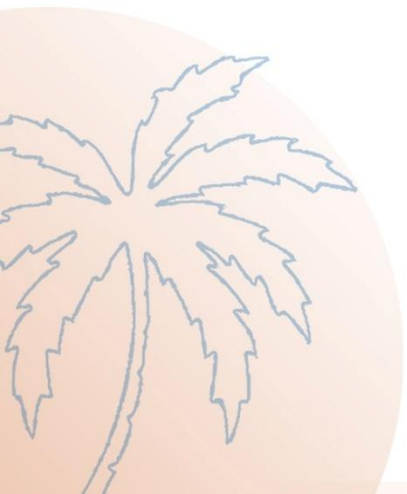
Bottom Line by Plan Type

- 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

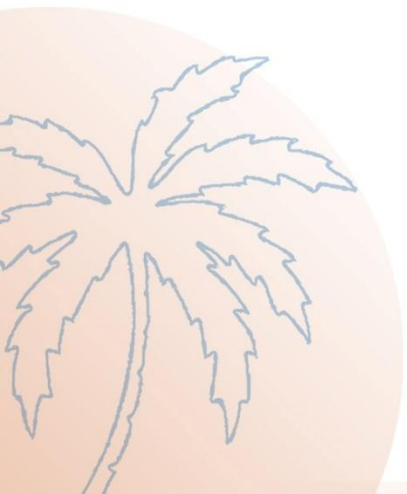


Implications for Increased Medicaid Enrollment and Managed Care

- 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

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