



CALIFORNIA
HEALTHCARE
FOUNDATION

SNAPSHOT

Medi-Cal at a Crossroads: What Enrollees Say About the Program

May 2012

Today's Program

- 1 Welcome & Overview
- 2 Micro-documentaries
- 3 Presentation of Survey Findings
- 4 Reactor Panel
- 5 Discussion
- 6 Closing Comments & Evaluation Form



CALIFORNIA
HEALTHCARE
FOUNDATION

Medi-Cal Enrollees Survey

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Lake Research Partners

May 31, 2012

Today's Presentation

- Survey Methods
- Perceptions of Medi-Cal
- Enrollment Experiences
- Access to Care
- Subgroup Differences
- Newly Eligible Adults

Survey Methods

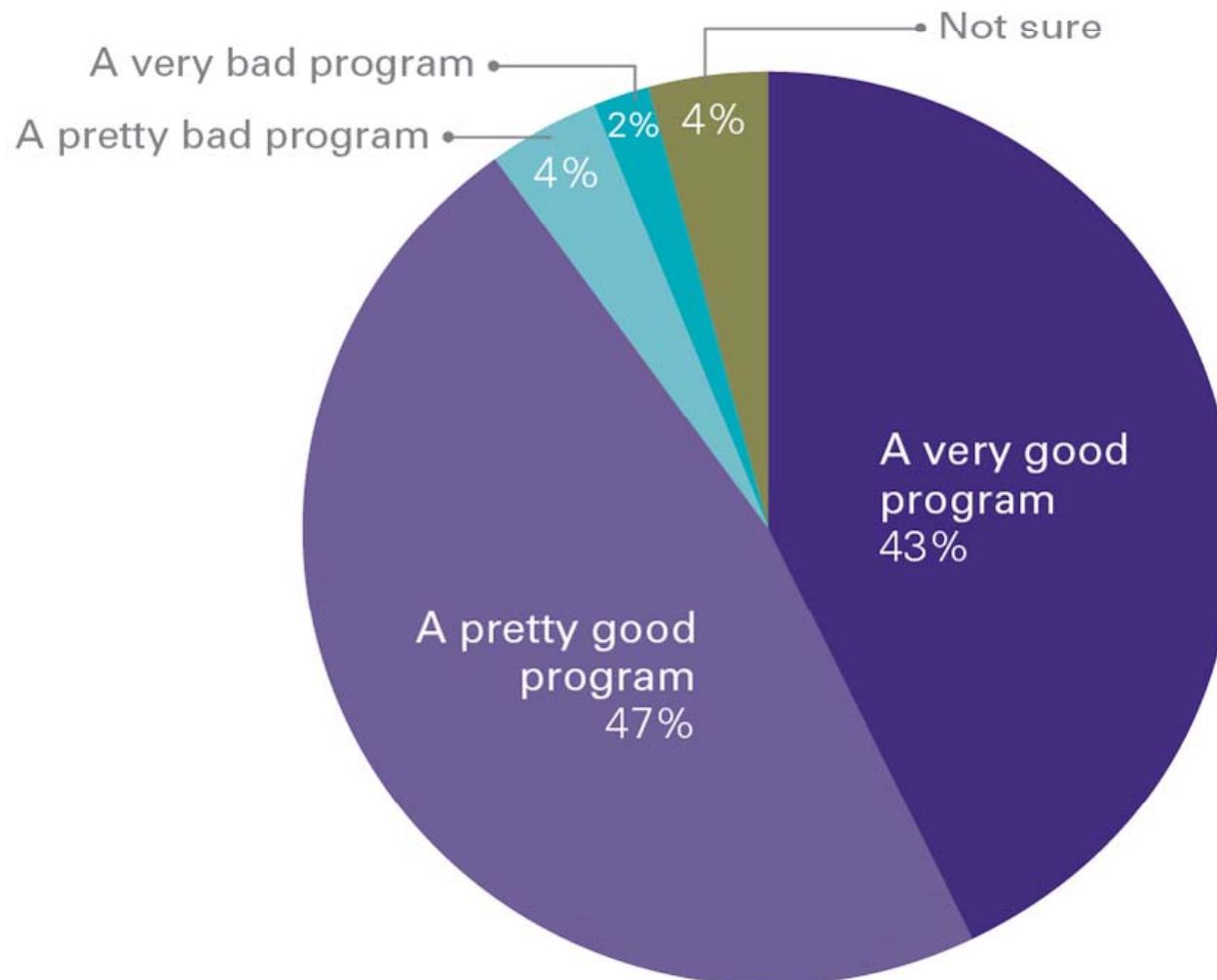
	Medi-Cal Enrollees Survey	General Population Survey
Method	Telephone	Online
Sample Provided	DHCS	Knowledge Networks
Population	Under age 65 Full Scope No Medicare	Age 18 and over
Time Period	Dec 2011-Jan 2012	May 2011
Respondents	1,083	1,528

Perceptions of Medi-Cal

Overall Perceptions of Medi-Cal

BASE: MEDI-CAL ENROLLEES/PARENTS OF ENROLLEES (n = 1,083)

In your opinion, is Medi-Cal...

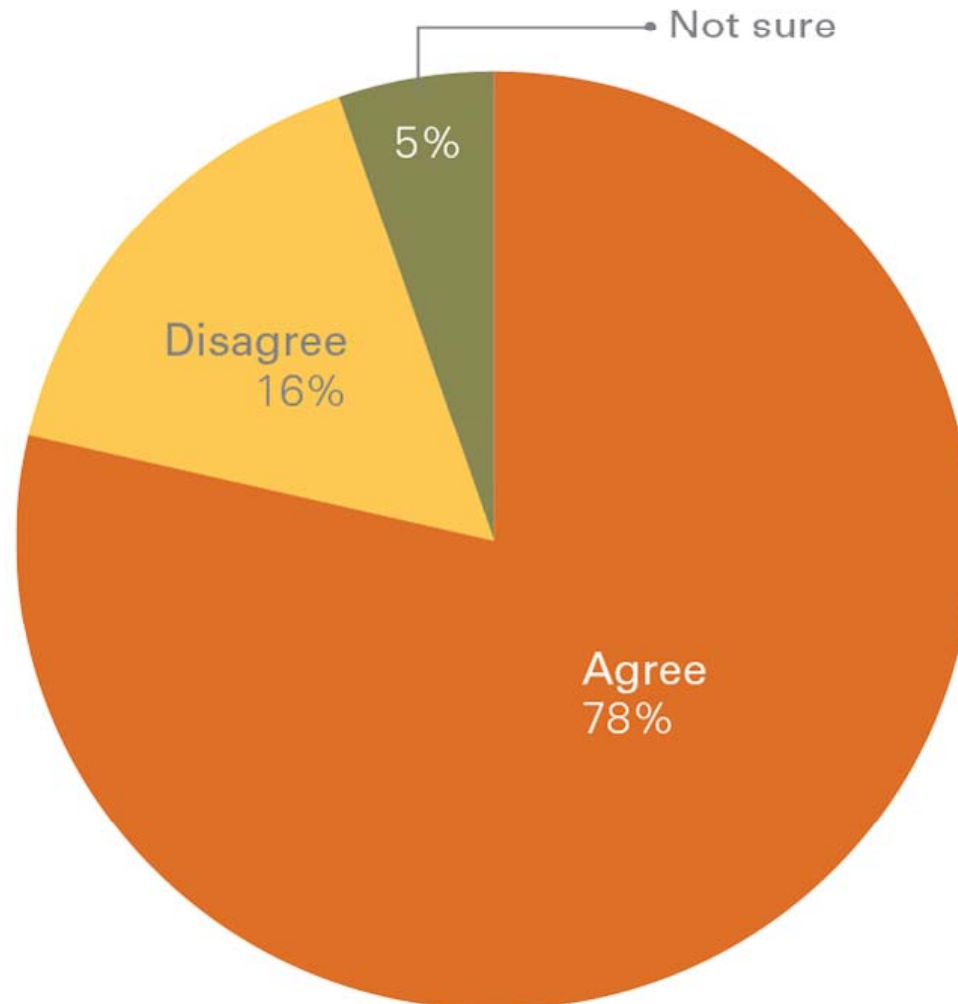


Source: Medi-Cal Enrollees Survey, conducted by Lake Research Partners, 2011–2012.

Perceptions of Medi-Cal Coverage

BASE: MEDI-CAL ENROLLEES/PARENTS OF ENROLLEES (n = 1,083)

Do you agree or disagree that Medi-Cal covers most of the medical care people need?



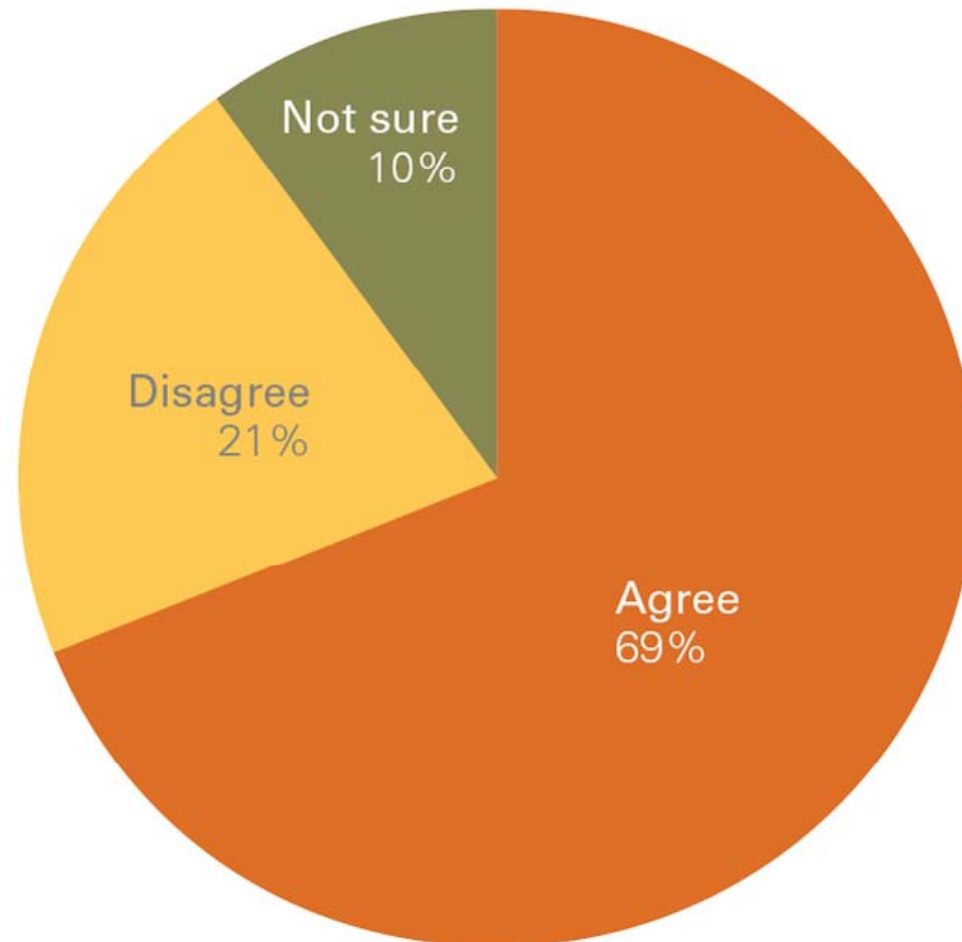
Note: Segments don't add to 100% due to rounding.

Source: Medi-Cal Enrollees Survey, conducted by Lake Research Partners, 2011–2012.

Perceptions of Medi-Cal Access to Quality Care

BASE: MEDI-CAL ENROLLEES/PARENTS OF ENROLLEES (n = 1,083)

Do you agree or disagree that Medi-Cal provides access to high quality medical care?

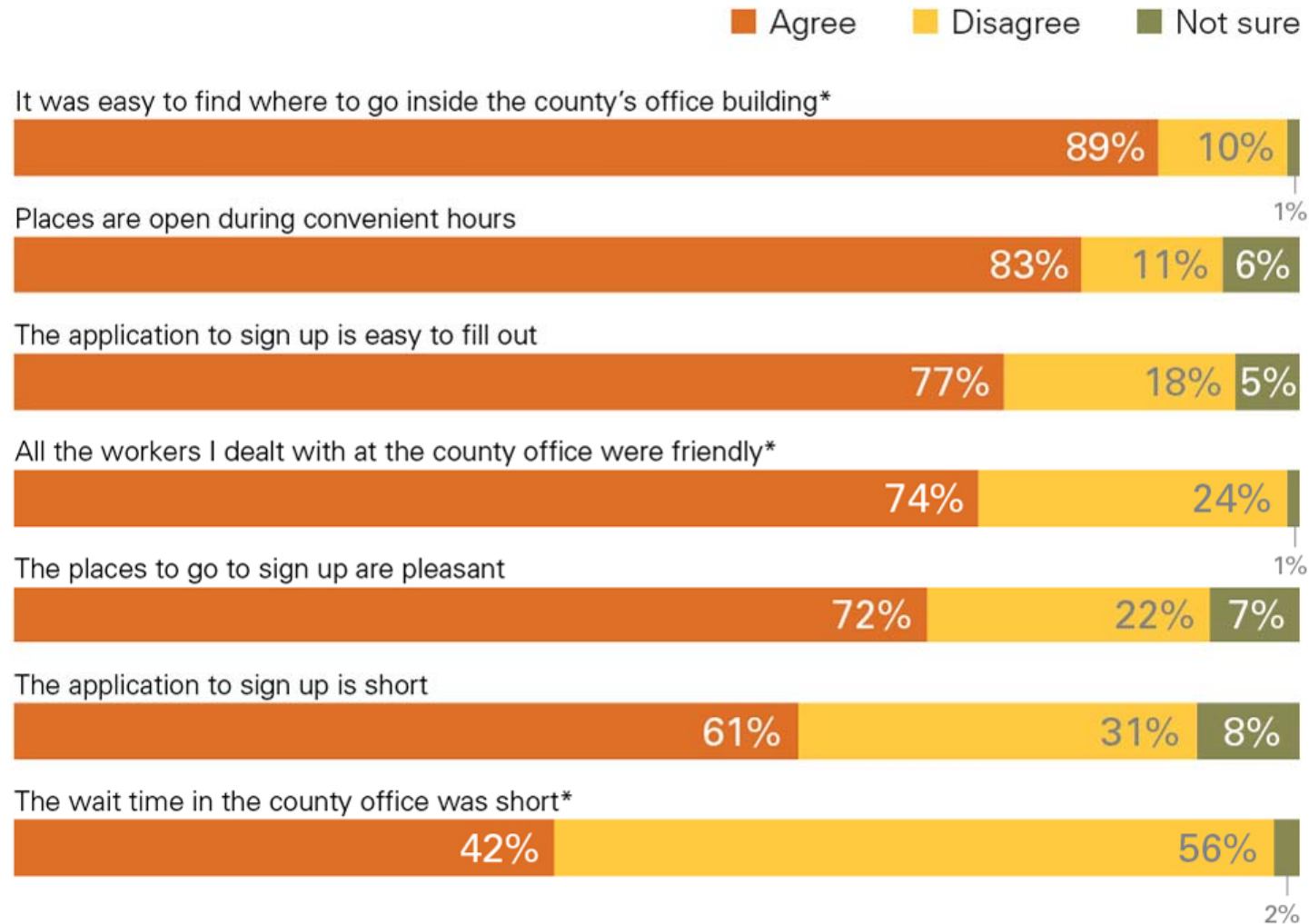


Source: Medi-Cal Enrollees Survey, conducted by Lake Research Partners, 2011–2012.

Enrollment Experiences

Perceptions of Enrollment Experience

BASE: MEDI-CAL ENROLLEES/PARENTS OF ENROLLEES (n = 1,083)



*Sample size n=799 who enrolled at a county office.

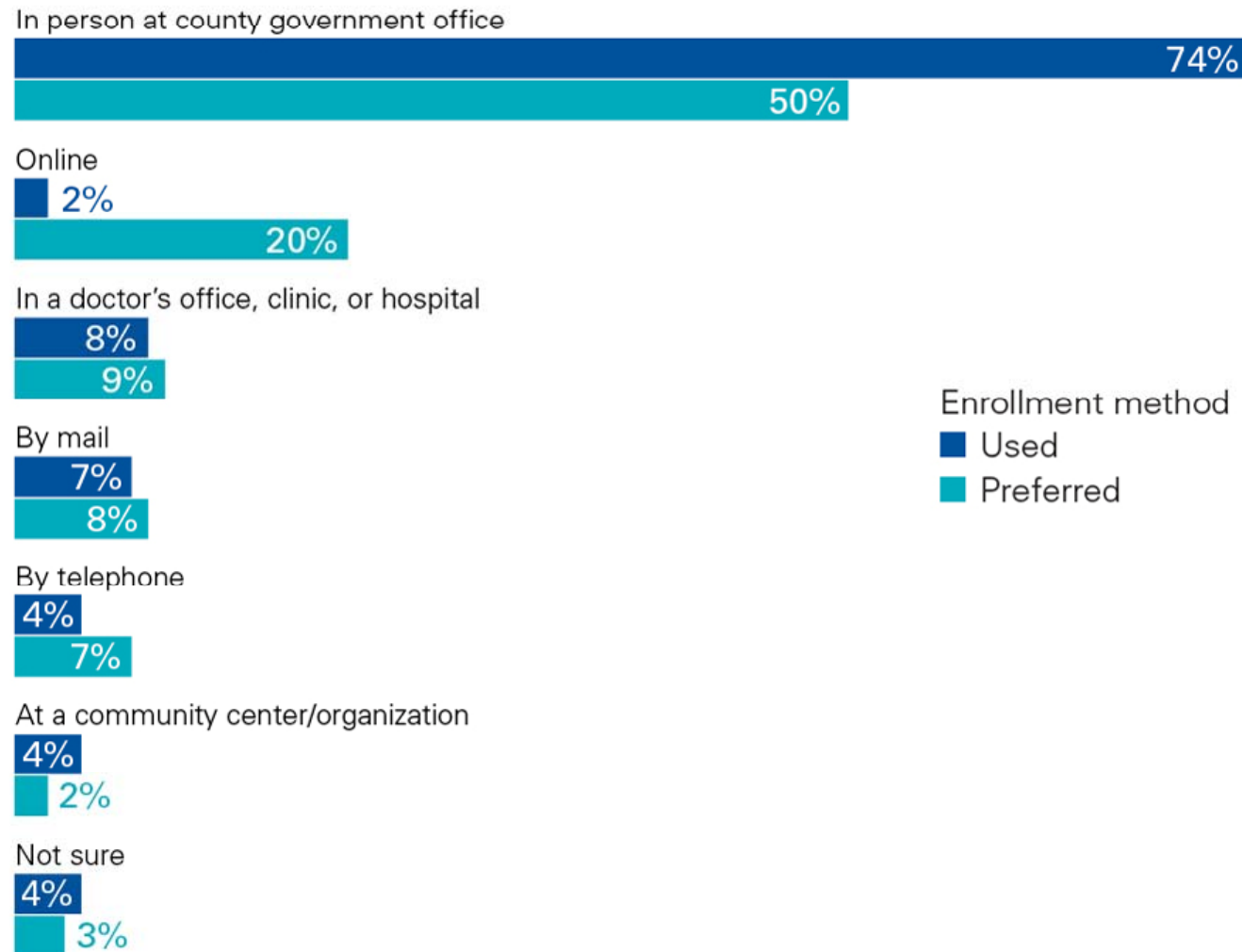
Note: Segments may not add to 100% due to rounding.

Source: Medi-Cal Enrollees Survey, conducted by Lake Research Partners, 2011–2012.

Enrollment Methods, Used vs. Preferred

BASE: MEDI-CAL ENROLLEES/PARENTS OF ENROLLEES (n = 1,083)

Where did you sign up for Medi-Cal? Where would you want to sign up for Medi-Cal?

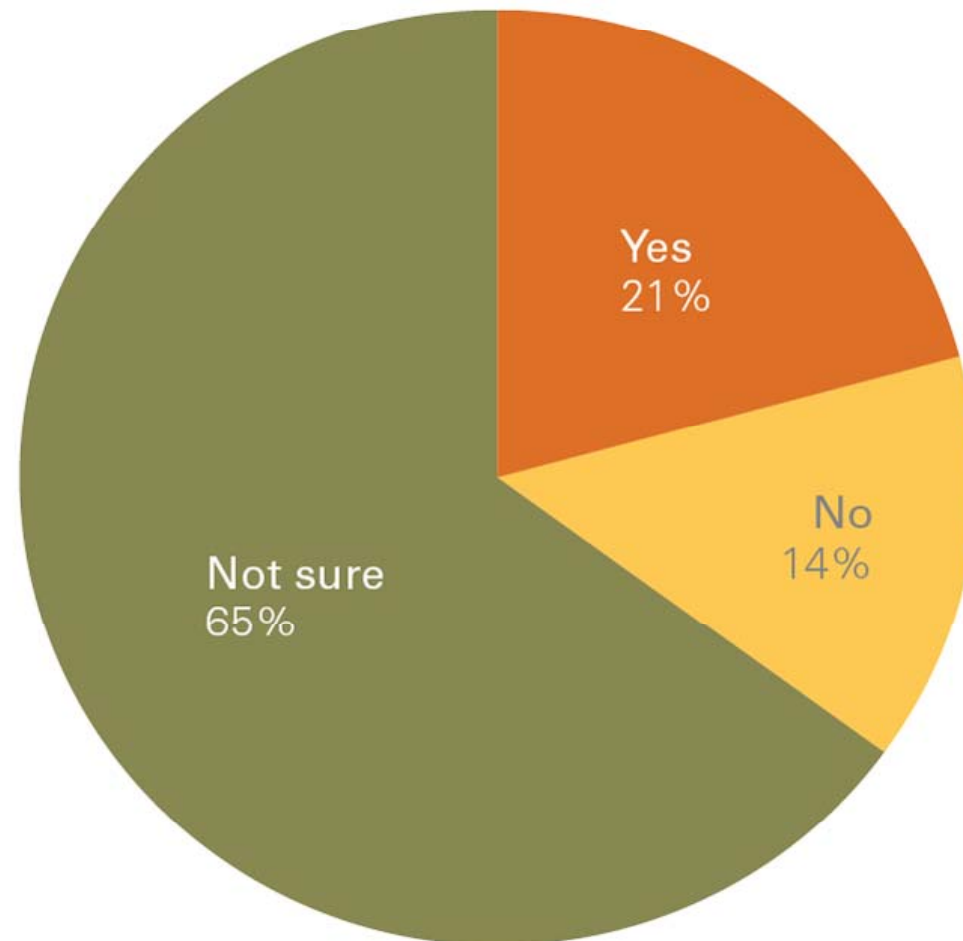


Source: Medi-Cal Enrollees Survey, conducted by Lake Research Partners, 2011–2012.

Awareness of Online Enrollment

BASE: MEDI-CAL ENROLLEES/PARENTS OF ENROLLEES (n = 1,083)

Is it possible to sign up online?



Note: Public access to Health-e-App, an online application for Healthy Families and Medi-Cal for children, became available statewide in December 2010. Online options for adults to apply for Medi-Cal vary by county.

Source: Medi-Cal Enrollees Survey, conducted by Lake Research Partners, 2011–2012.

Access to Care

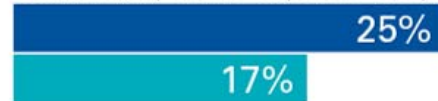
Source of Routine Care, Usual vs. Preferred

BASE: MEDI-CAL ENROLLEES/PARENTS OF ENROLLEES (n = 1,083)

Doctor's office



Community clinic or public hospital clinic



Walk-in clinic at a store like Walmart or Rite Aid



Source of routine care

■ Usual
■ Preferred

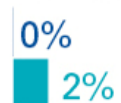
ER



Somewhere else



Not sure

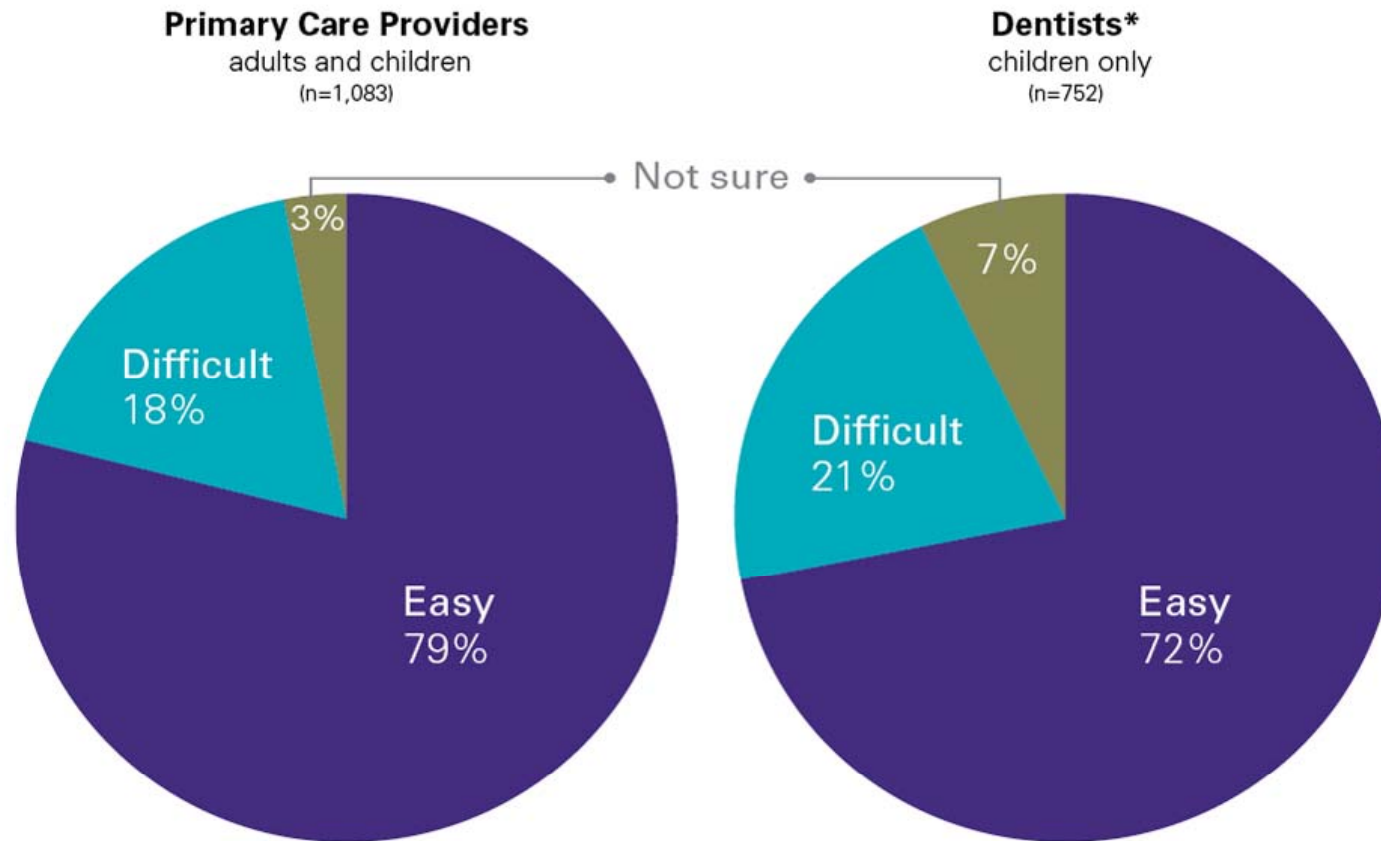


Source: Medi-Cal Enrollees Survey, conducted by Lake Research Partners, 2011–2012.

Access to Providers Who Accept Medi-Cal

BASE: MEDI-CAL ENROLLEES/PARENTS OF ENROLLEES (n = 1,083)

How easy or difficult is it to find primary care providers or dentists who accept Medi-Cal?



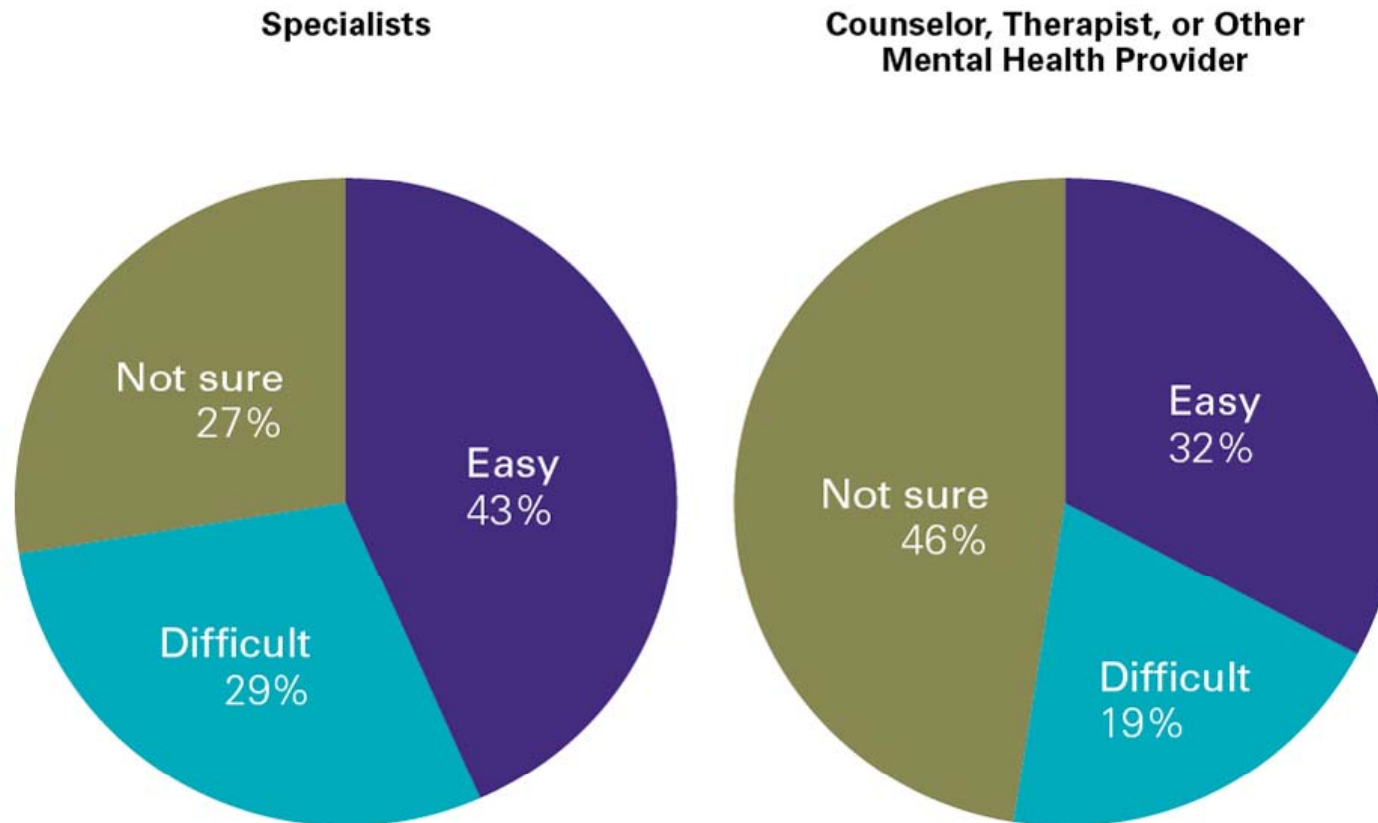
*These percentages exclude adult enrollees, since Medi-Cal has very limited dental coverage for adults. Non-emergency dental care was eliminated as a covered benefit in Medi-Cal for most adults in 2009.

Sources: Andrew B. Bindman, MD, "Physician Participation in Medi-Cal, 2008," California HealthCare Foundation, July 2010. Medi-Cal Enrollees Survey, conducted by Lake Research Partners, 2011–2012.

Access to Specialists Who Accept Medi-Cal

BASE: MEDI-CAL ENROLLEES/PARENTS OF ENROLLEES (n = 1,083)

How easy or difficult is it to find specialists or mental health providers nearby who accept Medi-Cal?



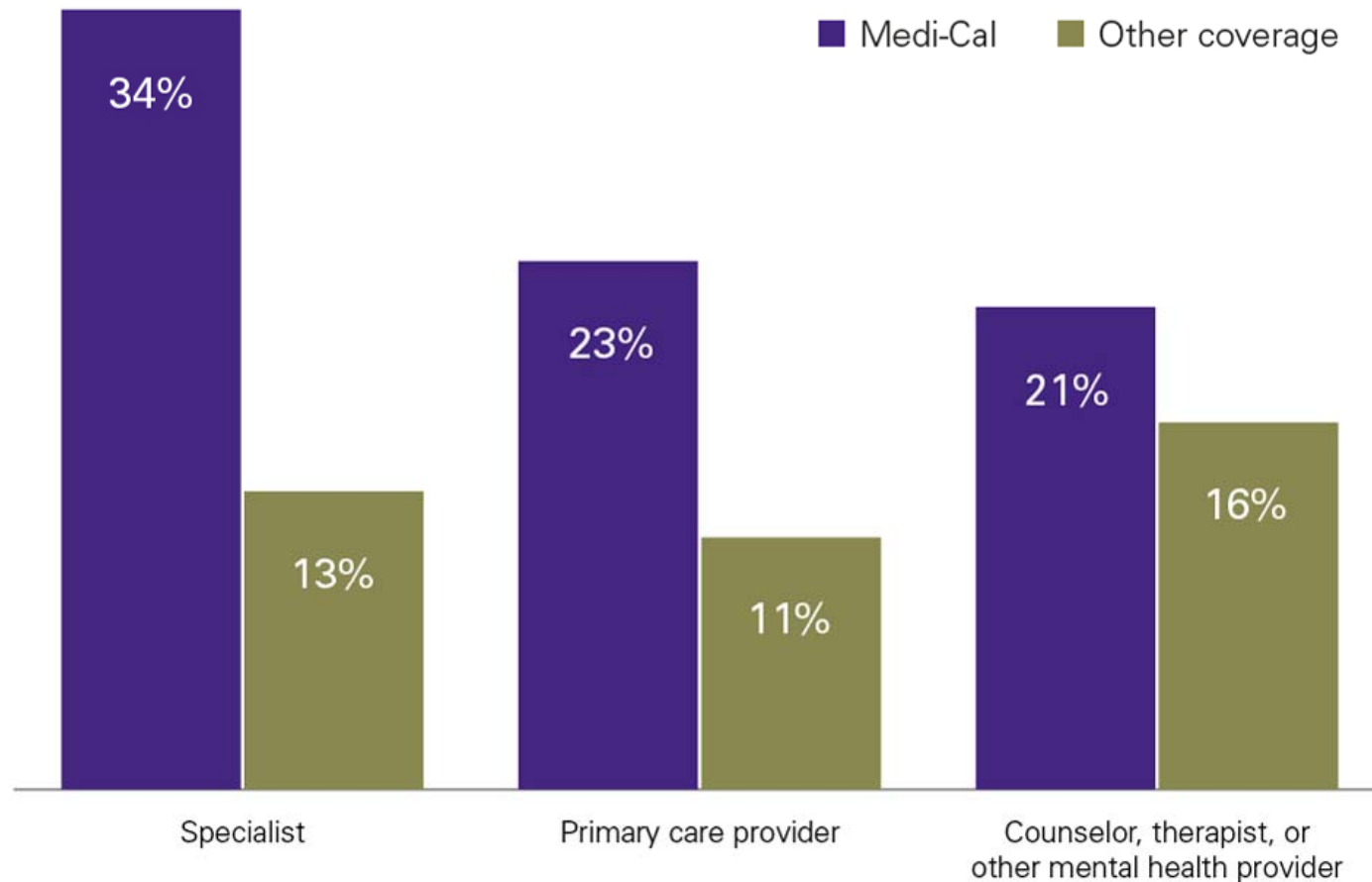
Note: Segments don't add to 100% due to rounding.

Source: Medi-Cal Enrollees Survey, conducted by Lake Research Partners, 2011–2012.

Access to Providers, by Type, Medi-Cal vs. Other Coverage*

BASE: ADULTS WITH MEDI-CAL (n=331); ADULTS WITH OTHER TYPES OF HEALTH CARE INSURANCE (n=1,020)

Percentage of covered adults saying it is difficult to find health care providers who accept their insurance



*Includes employer-purchased plans, self-purchased plans, and Medicare. Adults with other types of health care insurance includes adults of all income levels.

Note: Medi-Cal reimbursements average 56% of Medicare allowed charges, placing California among the lowest of all the state Medicaid programs for reimbursement rates (47th of 50). To learn more, visit www.chcf.org.

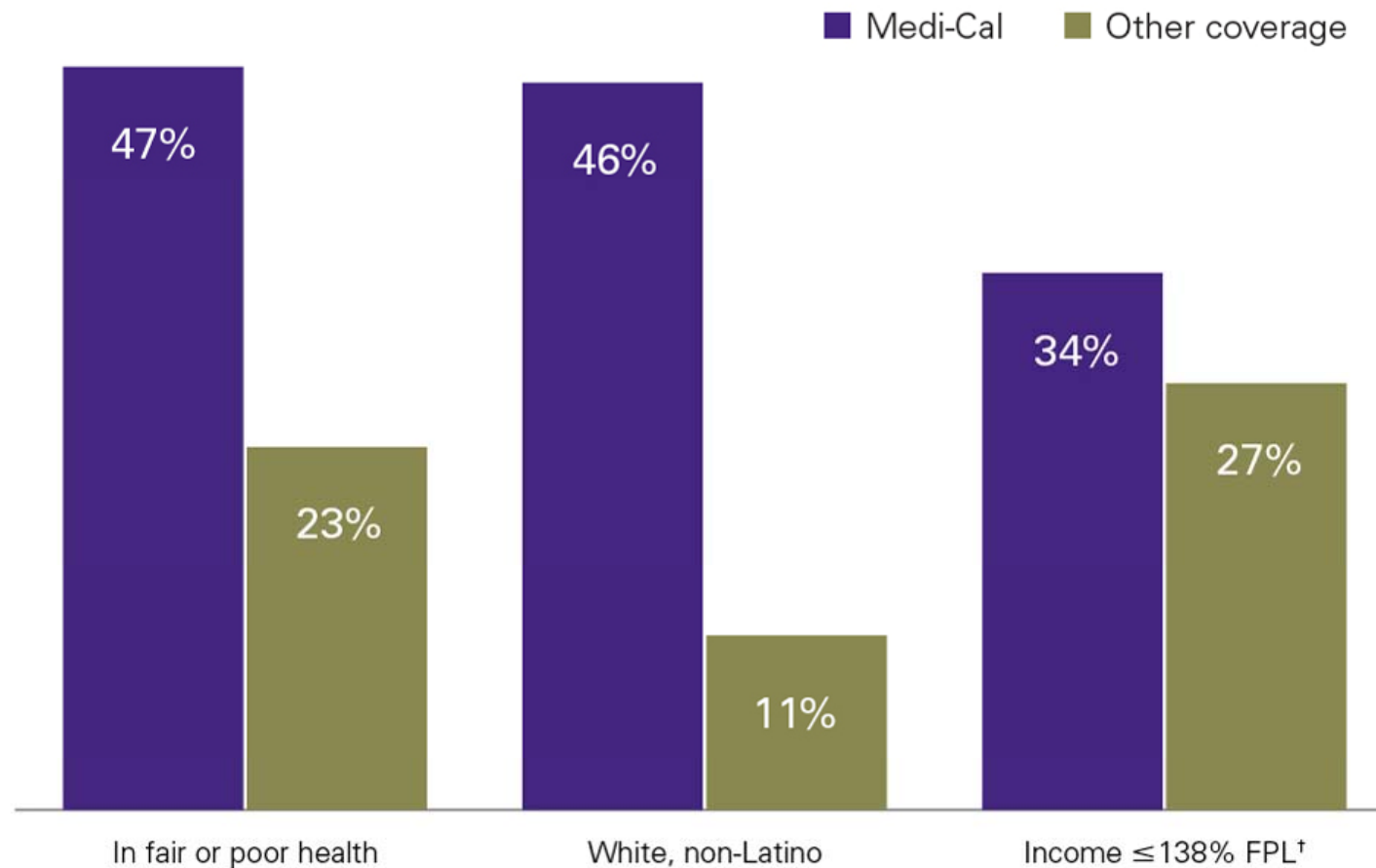
Sources: Medi-Cal Enrollees Survey, conducted by Lake Research Partners, 2011–2012. California General Public Survey, conducted by Lake Research Partners, 2011.

Access to Specialists, by Subgroups, Medi-Cal vs. Other Coverage*

BASE: ADULTS WITH MEDI-CAL (fair or poor health, n = 119; white, non-Latino, n = 71; all enrollees, n = 331);

ADULTS WITH OTHER TYPES OF HEALTH CARE INSURANCE (fair or poor health, n = 105; white, non-Latino, n = 608; $\leq 138\%$ FPL, n = 163).

Percentage of covered adults saying it is difficult to find specialists who accept their insurance



*Includes employer-purchased plans, self-purchased plans, and Medicare. Adults with other types of health care insurance includes adults of all income levels.

[†]Individuals with other coverage who have incomes at or below 138% FPL (federal poverty level) are compared with all Medi-Cal enrollees regardless of income.

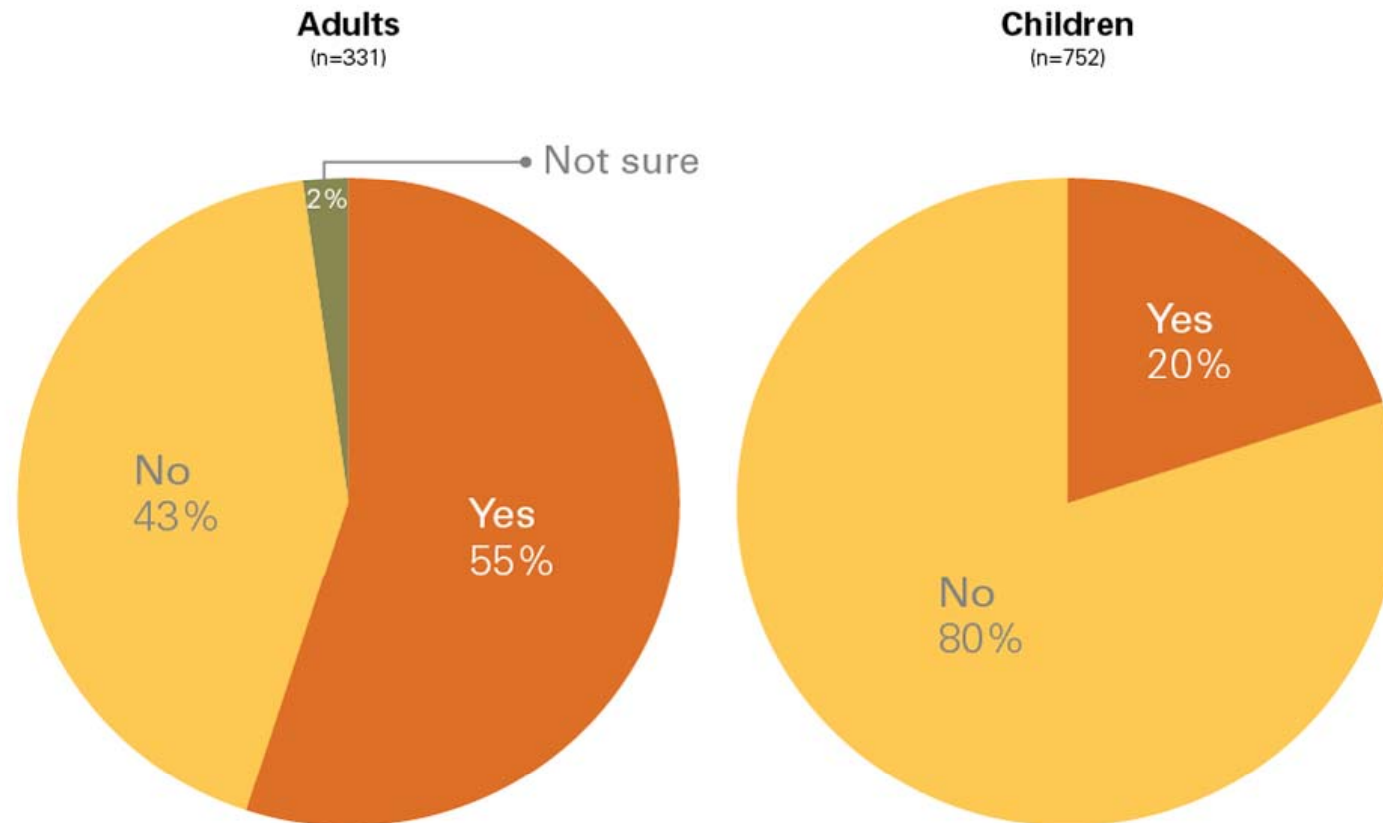
Note: Sample sizes are too small to analyze by every subgroup.

Sources: Medi-Cal Enrollees Survey, conducted by Lake Research Partners, 2011–2012. California General Public Survey, conducted by Lake Research Partners, 2011.

Delayed Dental Care Due to Cost, Adults vs. Children

BASE: MEDI-CAL ENROLLEES/PARENTS OF ENROLLEES (n = 1,083)

Percentage of enrollees who have delayed dental care in the past 12 months due to cost



Source: Medi-Cal Enrollees Survey, conducted by Lake Research Partners, 2011–2012.

Subgroup Differences

Access to Providers Who Accept Medi-Cal and Usual Source of Care, by Race/Ethnicity

BASE: MEDI-CAL ENROLLEES/PARENTS OF ENROLLEES (n = 1,083)*

Percentage of enrollees reporting difficulty finding primary care provider who accepts Medi-Cal

Percentage reporting community clinic/public hospital is usual place for routine medical care

Latino, Spanish-speaking (n=422)



Latino, English-speaking (n=214)



African American (n=101)



White, non-Latino (n=175)



Asian/Pacific Islander (n=114)



Latino, Spanish-speaking



Latino, English-speaking



African American



White, non-Latino



Asian/Pacific Islander



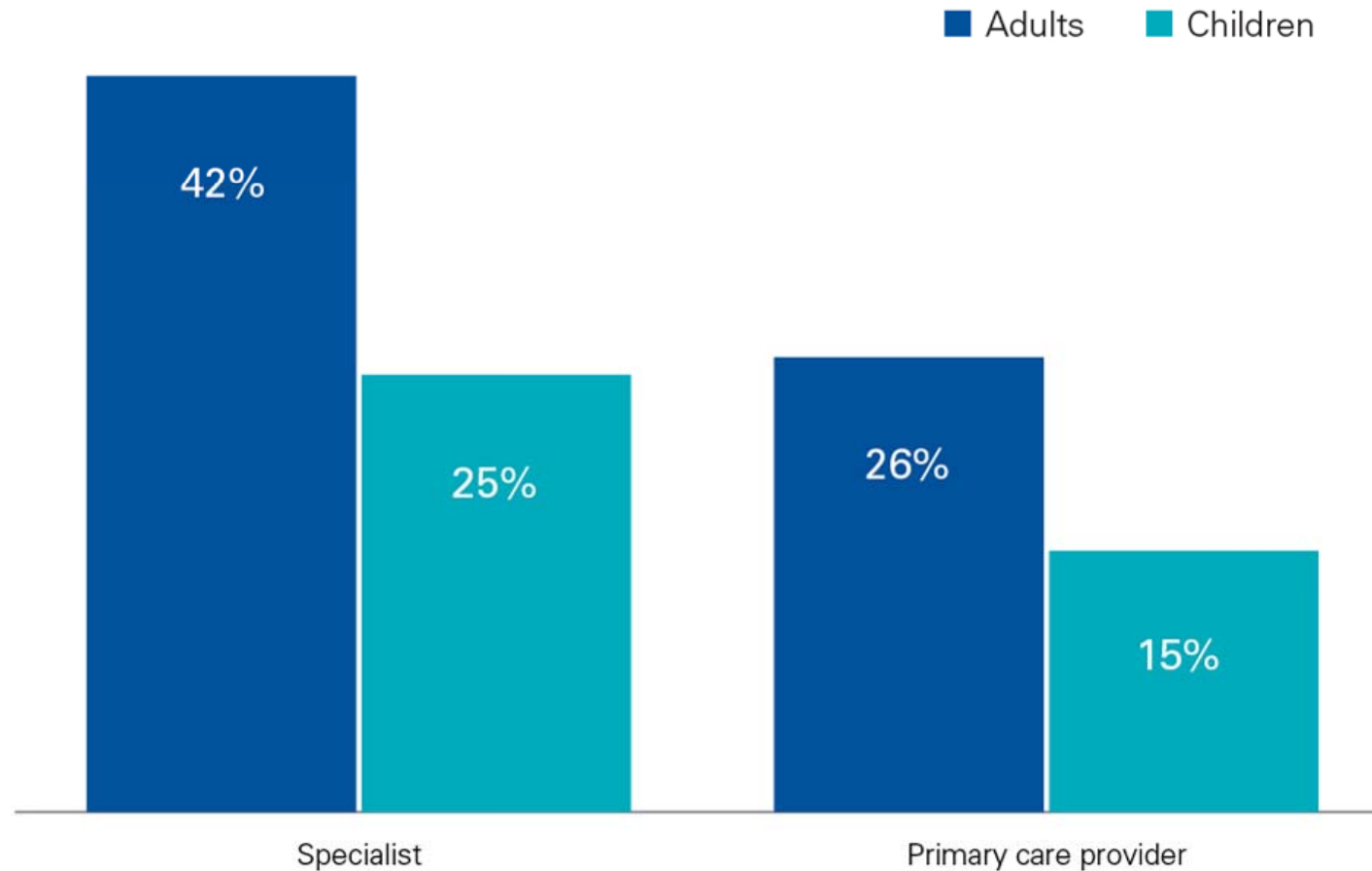
*Not shown: Other (n=57).

Source: Medi-Cal Enrollees Survey, conducted by Lake Research Partners, 2011–2012.

Access to Appointments with Providers, Adults vs. Children

BASE: MEDI-CAL ENROLLEES WHO NEEDED TO SEE A SPECIALIST (adults, n = 201; children, n = 431)
OR PCP (adults, n = 301; children, n = 701)

Percentage of enrollees reporting difficulty getting an appointment with a...

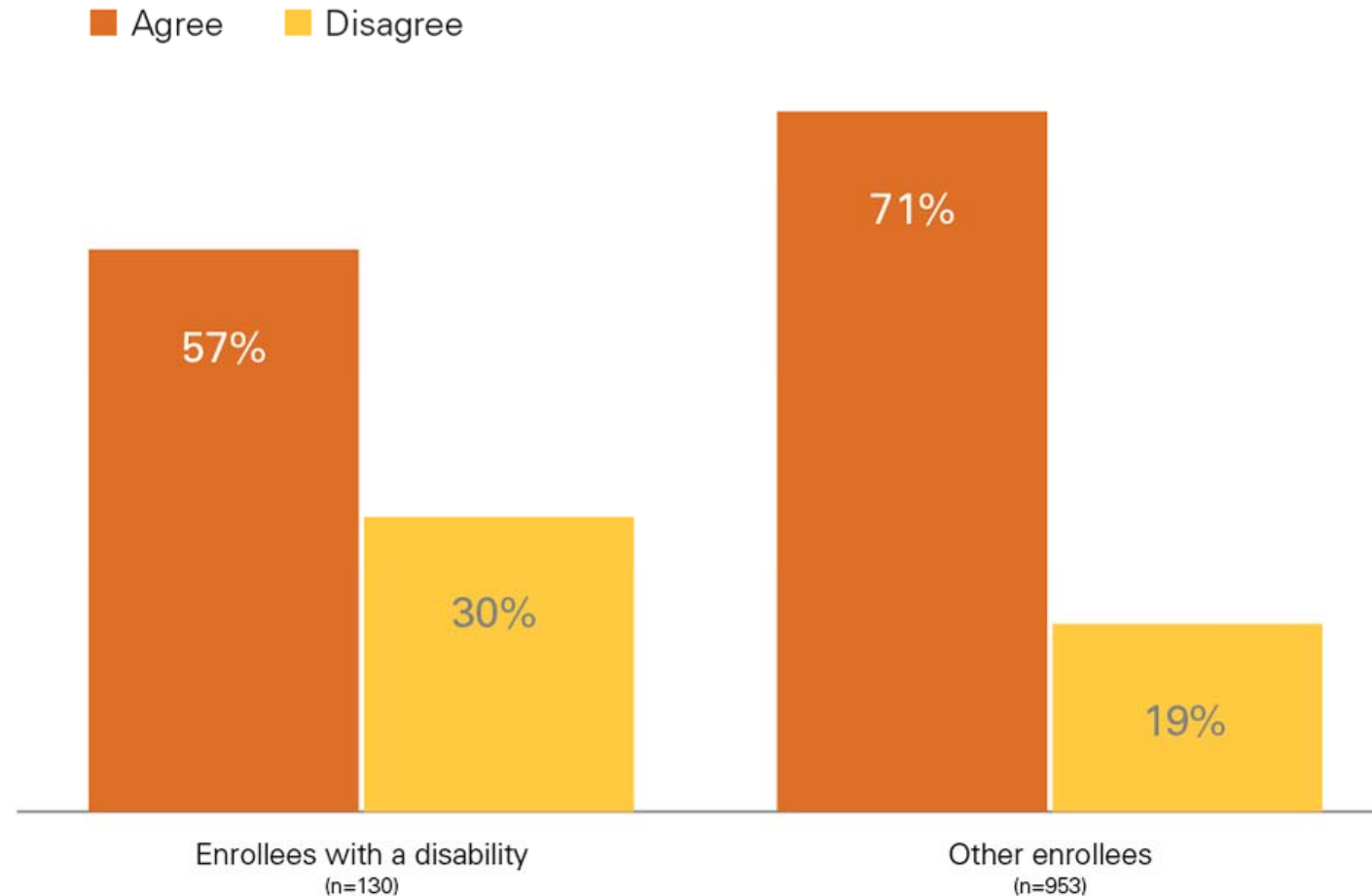


Source: Medi-Cal Enrollees Survey, conducted by Lake Research Partners, 2011–2012.

Perceptions of Medi-Cal Access to Quality Care, Enrollees with a Disability* vs. Others

BASE: MEDI-CAL ENROLLEES/PARENTS OF ENROLLEES (n = 1,083)

Do you agree or disagree that Medi-Cal provides access to high quality care?



*Includes people in aid groups categorized by DHCS as medically needy blind, medically needy disabled, public assistance blind, and public assistance disabled.

Source: Medi-Cal Enrollees Survey, conducted by Lake Research Partners, 2011–2012.

Access to Specialists, by Health Status

BASE: MEDI-CAL ENROLLEES/PARENTS OF ENROLLEES WHO NEEDED TO SEE A SPECIALIST (n=632)*

Percentage of enrollees reporting difficulty getting appointment with a specialist

Fair or poor health (n=119)



Good health (n=162)



Very good health (n=162)



Excellent health (n=183)



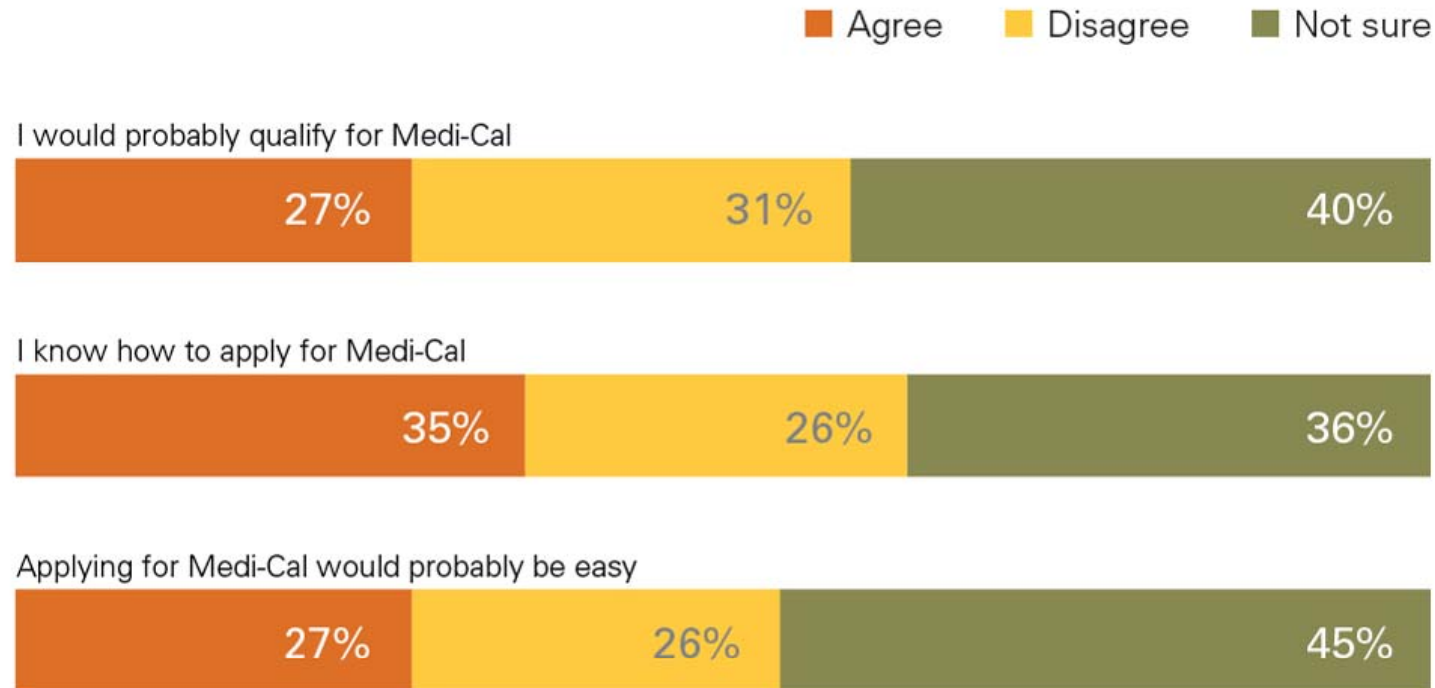
*Did not respond about health status (n=6).

Source: Medi-Cal Enrollees Survey, conducted by Lake Research Partners, 2011–2012.

Newly Eligible Adults

Perceptions about Medi-Cal Enrollment, Newly Eligible

BASE: CALIFORNIANS AT OR BELOW 138% FPL, EXCLUDING THOSE WITH MEDI-CAL (n=395)



Notes: The Affordable Care Act sets new income guidelines for Medi-Cal, expanding coverage to include individuals with incomes at or below 138% of the federal poverty level (FPL) beginning in 2014. "Newly eligible" individuals are the focus for this part of the project. For the purposes of this analysis, all respondents with incomes at or below 138% FPL are categorized as newly eligible, although some may be currently eligible for, but not enrolled in, Medi-Cal. Segments don't add to 100% due to rounding.

Source: California General Public Survey, conducted by Lake Research Partners, 2011.

Enrollment Method Preferences, by Income Level, Newly Eligible vs. Higher Income

BASE: ADULT CALIFORNIANS UP TO 250% FPL, EXCLUDING THOSE WITH MEDI-CAL ($\leq 138\%$ FPL, n=395; 139–250% FPL, n=178)

If you were in a situation where you wanted to sign up for Medi-Cal, how would you want to apply?

In person at county government office



By mail/telephone



Online



In a doctor's office, clinic, or hospital



At a community center/organization



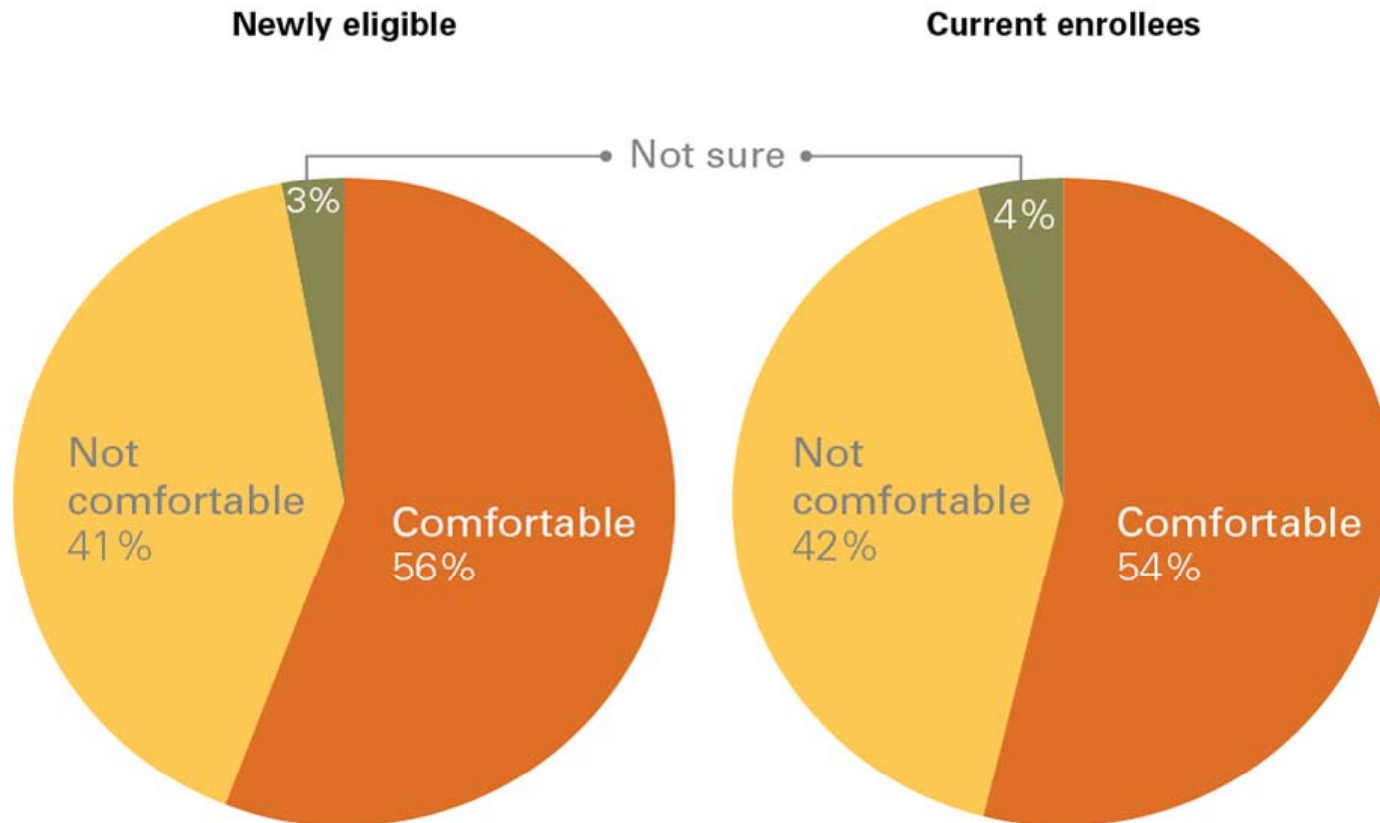
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Sources: Medi-Cal Enrollees Survey, conducted by Lake Research Partners, 2011–2012. California General Public Survey, conducted by Lake Research Partners, 2011.

Comfort with Online Enrollment, Newly Eligible vs. Current Enrollees

BASE: CALIFORNIANS AT OR BELOW 138% FPL, EXCLUDING THOSE WITH MEDI-CAL (n=395);
MEDI-CAL ENROLLEES/PARENTS OF ENROLLEES (n=1,083)

How comfortable would you be applying for an insurance plan online?



Notes: The Affordable Care Act sets new income guidelines for Medi-Cal, expanding coverage to include individuals with incomes at or below 138% of the federal poverty level (FPL) beginning in 2014. "Newly eligible" individuals are the focus for this part of the project. For the purposes of this analysis, all respondents with incomes at or below 138% FPL are categorized as newly eligible, although some may be currently eligible for, but not enrolled in, Medi-Cal.

Sources: Medi-Cal Enrollees Survey, conducted by Lake Research Partners, 2011–2012. California General Public Survey, conducted by Lake Research Partners, 2011.