

Few older Californians have care managers to coordinate their care.

Findings from a 2022 survey of adults age 55 and older in California

Coordinating health care across providers is critical for older adults. But many older Californians report their doctors rarely share important information with one another, and most lack a care manager to serve as a point of contact for coordinating all aspects of their care.

Many older Californians report issues with the coordination of their health care.

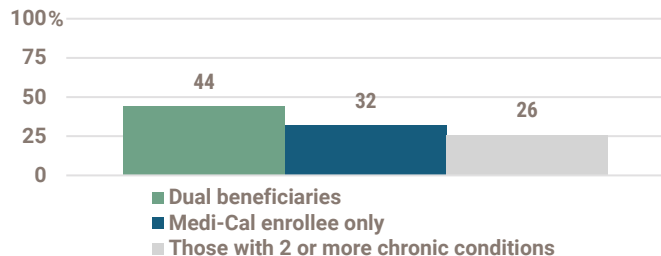
- 53% report their doctors rarely or never share important information with each other, 29% say they do sometimes, and just 16% think they do often or very often.
- Fewer than 1 in 4 have a single care manager who coordinates all aspects of their care.

Those enrolled in Medi-Cal and those with multiple chronic conditions are more likely to have care managers.

- 32% of those enrolled in Medi-Cal, including 44% of dual beneficiaries (Medicare and Medi-Cal), have a care manager vs. 19% of those not enrolled.
- 20% of those enrolled only in Medicare have a care manager.
- 26% of those with two or more chronic conditions have a care manager vs. 13% of those without any chronic conditions.

Those enrolled in Medi-Cal and those with multiple chronic conditions are more likely to have care managers.

% of Californians age 55+ who say yes



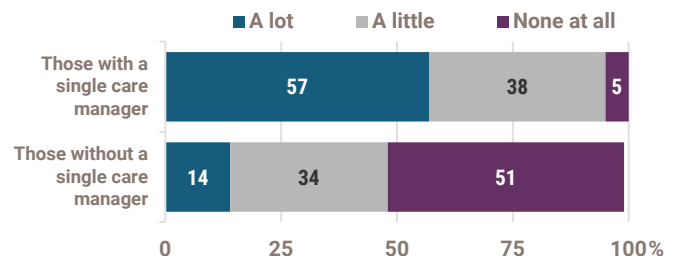
Question: Do you have a single care manager who serves as a point of contact and can coordinate all aspects of your care?

Those with a care manager report better health outcomes.

- 95% of those with a care manager think it has improved their care a lot or a little.
- Those with a care manager are more likely than those without one to report their doctors often share important medical information (26% vs. 14%).

Older Californians with a single care manager say it has improved their care a lot, but those without one do not believe it would improve care.

% of Californians age 55+



Question: Do you feel that having a single care manager who serves as a point of contact and can coordinate all aspects of your care has improved/would improve your care...?

Note: Percentages may not add up to 100% due to rounding or item nonresponse.

Those without a care manager are skeptical of the benefits.

- Those who rate their health as good (17%) or fair or poor (18%) are more likely to think a care manager would improve their care than those who rate their health as very good or excellent (8%).

Coordination of medical and nonmedical services is key to providing high-quality and responsive care. However, existing challenges must be addressed for care coordination to achieve its full potential. This includes improving data-sharing among providers, increasing awareness of care coordination benefits among individuals and caregivers, and identifying a single care coordinator to manage all aspects of care.