

# Findings from Wave 1 of the Rapid Cycle Polling Project

*conducted for*  
**The SCAN Foundation**

*in conjunction with*  
**The California Department  
of Health Care Services**

*by*  
**Field Research Corporation  
San Francisco, California**

*(Summer/Fall 2015)*

# About the Survey (1)

## Populations surveyed

- Dual eligible beneficiaries in 5 Cal MediConnect counties – Los Angeles, Riverside, San Bernardino, San Diego, Santa Clara – and 2 non-participating (control) counties – Alameda, San Francisco.

## Sampling and mode of data collection

- Stratified random samples of beneficiaries interviewed by telephone across each county.

## Sample sizes

- 2,502 interviews conducted.
  - 1,394 with Cal MediConnect enrollees;
  - 678 with those who opted out;
  - 430 with beneficiaries in non-participating counties.

# About the Survey (2)

## **Languages of administration**

- English, Spanish, Chinese (Cantonese and Mandarin dialects).

## **Data collection period**

- June – September 2015.

## **Sample weighting**

- 5-county Cal MediConnect results weighted to population characteristics of beneficiaries within and across the counties.
- Control county results weighted to reflect the demographic characteristics of beneficiaries in Cal MediConnect counties for comparative purposes.

# Survey Objectives

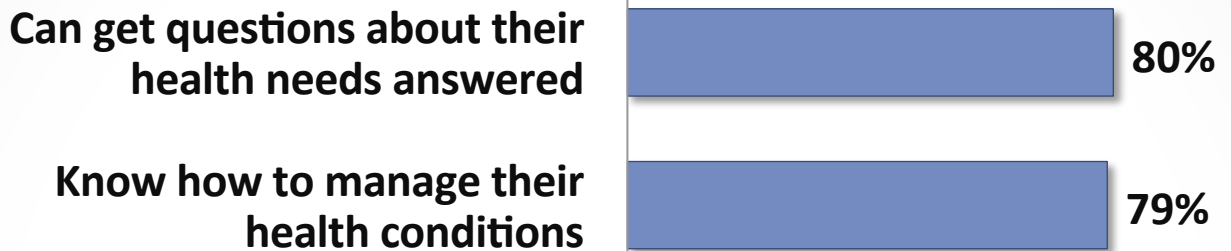
To evaluate and track over time the transitioning of beneficiaries to coordinated care under Cal MediConnect.

- By assessing the confidence and satisfaction of CMC enrollees with the health services they are receiving.
- By comparing CMC enrollees' levels of confidence and satisfaction with beneficiaries who chose to opt out or who live in non-participating counties.
- By understanding the factors associated with eligible beneficiaries choosing to opt out of Cal MediConnect.

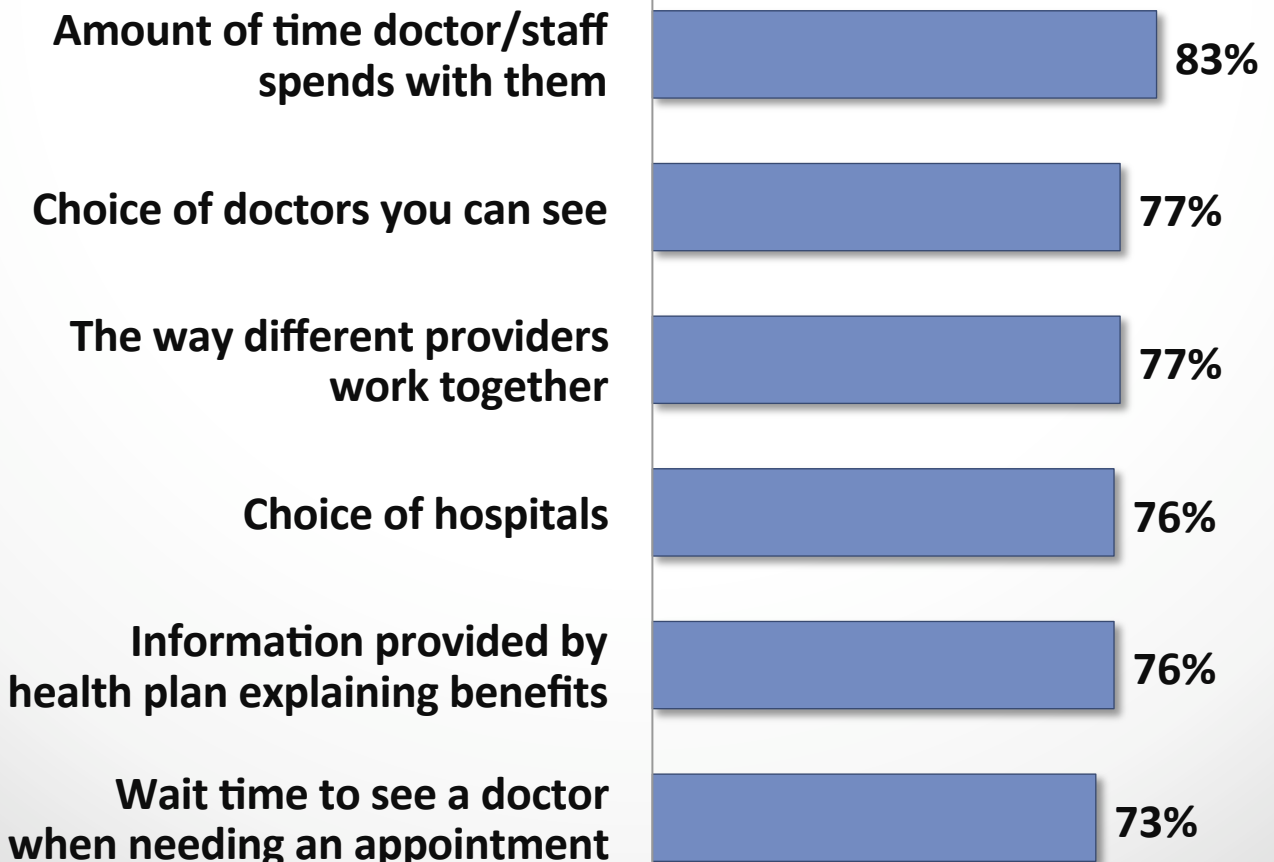
# Findings (1)

- Large majorities of CMC enrollees express confidence and satisfaction with their health services.

## % Confident



## % Satisfied



## Findings (2)

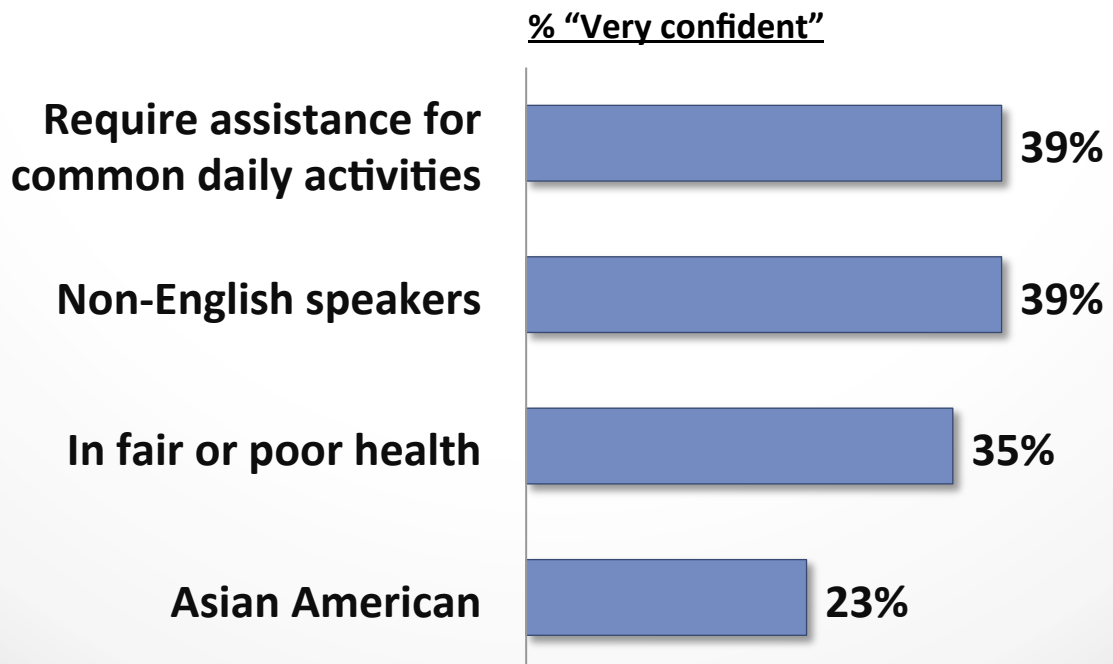
- However, in some service areas, CMC enrollees are less likely to express high confidence and satisfaction compared to opt outs and beneficiaries in non-participating counties.

## Confidence that you know how to manage your health conditions

	5-County Totals		Non-CMC Counties
	CMC Enrollees	Opt-Outs	
Very confident	44%	52%	54%
Somewhat confident	35	29	33
Not too confident	11	9	7
Not at all confident	6	7	5
Not reported	5	3	1

*Note: Column totals may add to slightly more or slightly less than 100% due to rounding.*

### Characteristics of CMC enrollees least likely to be “very confident”

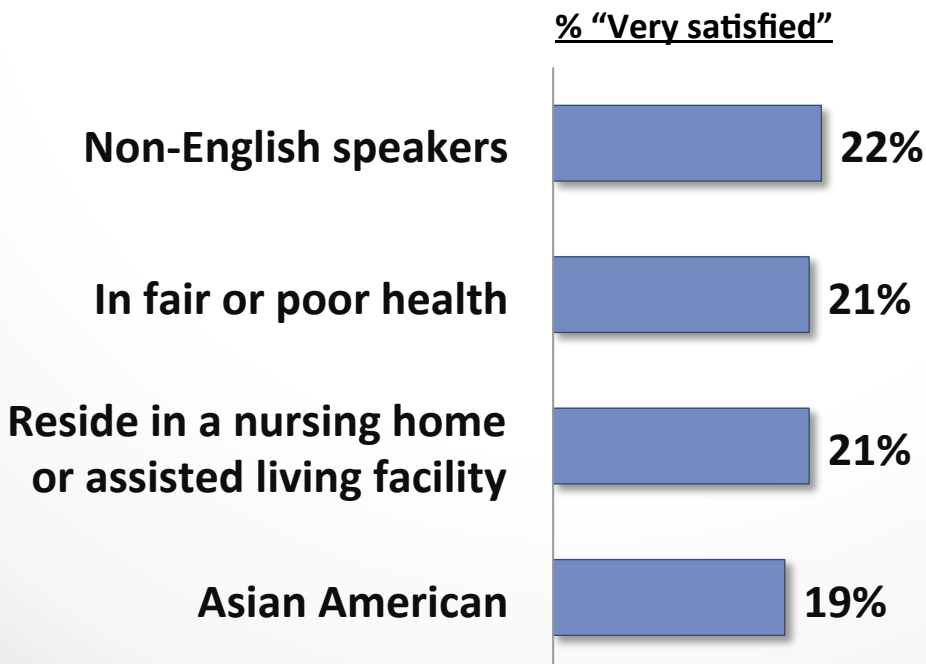


## Satisfaction with the choice of doctors you can see

	5-County Totals		Non-CMC Counties
	CMC Enrollees	Opt-Outs	
Very satisfied	27%	34%	36%
Satisfied	50	49	48
Neither satisfied/dissatisfied	6	3	4
Dissatisfied	8	6	6
Very dissatisfied	4	3	3
Not reported	6	4	3

*Note: Column totals may add to slightly more or slightly less than 100% due to rounding.*

### Characteristics of CMC enrollees least likely to be “very satisfied”



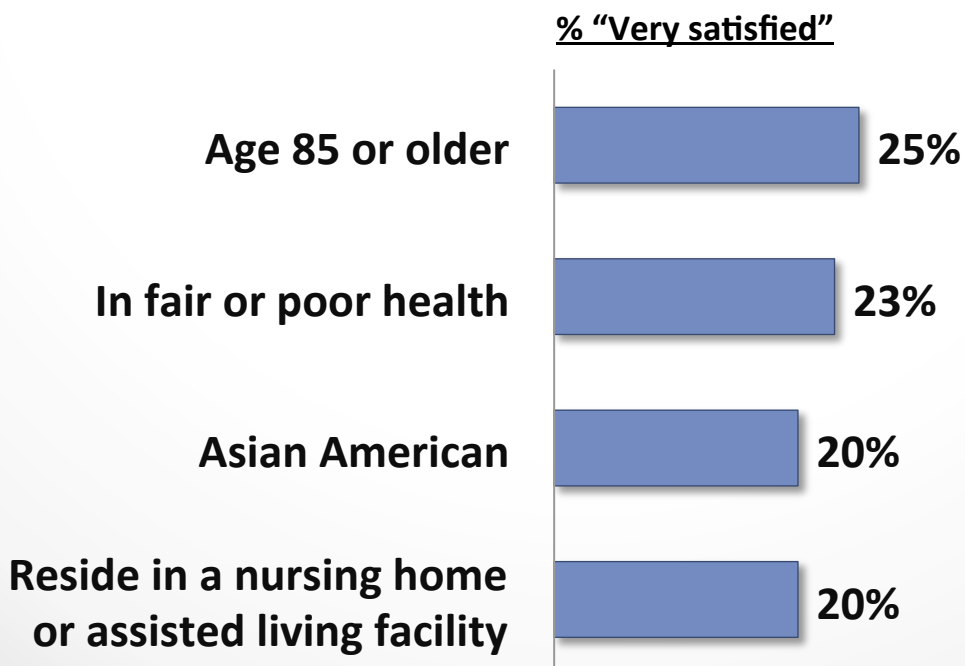


## Satisfaction with the amount of time your doctor and other staff spend with you

	5-County Totals		Non-CMC Counties
	CMC Enrollees	Opt-Outs	
Very satisfied	30%	40%	36%
Satisfied	53	46	52
Neither satisfied/dissatisfied	4	4	3
Dissatisfied	6	6	5
Very dissatisfied	2	2	3
Not reported	4	2	1

*Note: Column totals may add to slightly more or slightly less than 100% due to rounding.*

### Characteristics of CMC enrollees least likely to be “very satisfied”

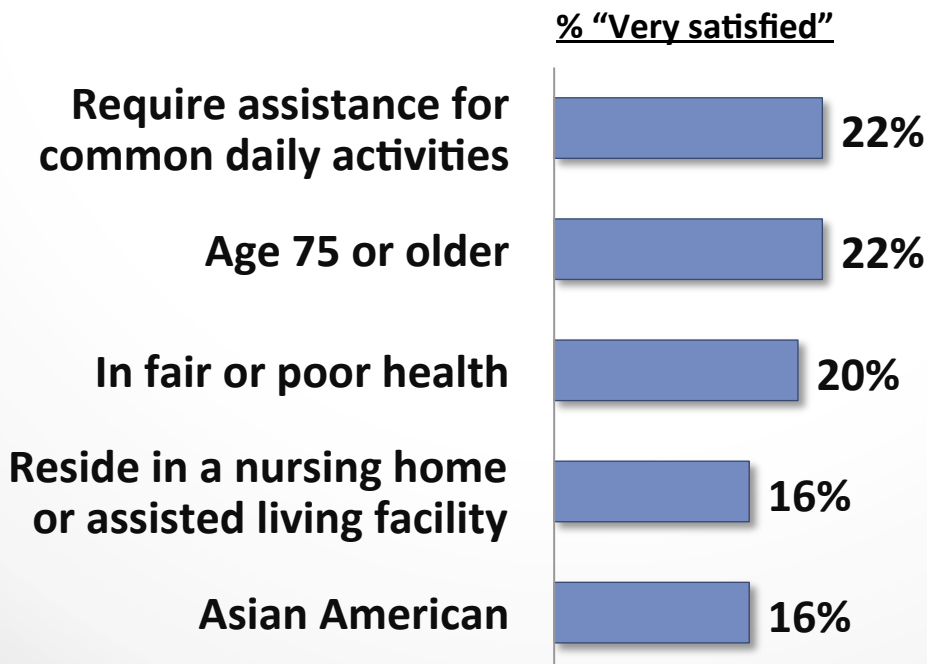


## Satisfaction with the way different health care providers work together to give you the services you need

	5-County Totals		Non-CMC Counties
	CMC Enrollees	Opt-Outs	
Very satisfied	26%	30%	33%
Satisfied	51	48	51
Neither satisfied/dissatisfied	5	6	6
Dissatisfied	8	8	6
Very dissatisfied	3	4	2
Not reported	7	4	2

*Note: Column totals may add to slightly more or slightly less than 100% due to rounding.*

### Characteristics of CMC enrollees least likely to be “very satisfied”



## Findings (3)

- CMC enrollees also differ from other beneficiaries with regard to the length of time they've been seeing their personal doctor.
- This is related to the fact that for some CMC enrollees, their personal doctor is now different than the one they were seeing before enrolling in Cal MediConnect.

## Amount of time you have been going to the doctor you consider your personal doctor\*

	5-County Totals		Non-CMC Counties
	CMC Enrollees	Opt-Outs	
Less than 1 year	15%	6%	7%
1 year	15	10	12
2-3 years	18	17	19
4-5 years	13	13	14
6-10 years	21	26	18
More than 10 years	15	25	27
Not reported	3	3	3
Average (mean in years)	5.8	8.5	8.0

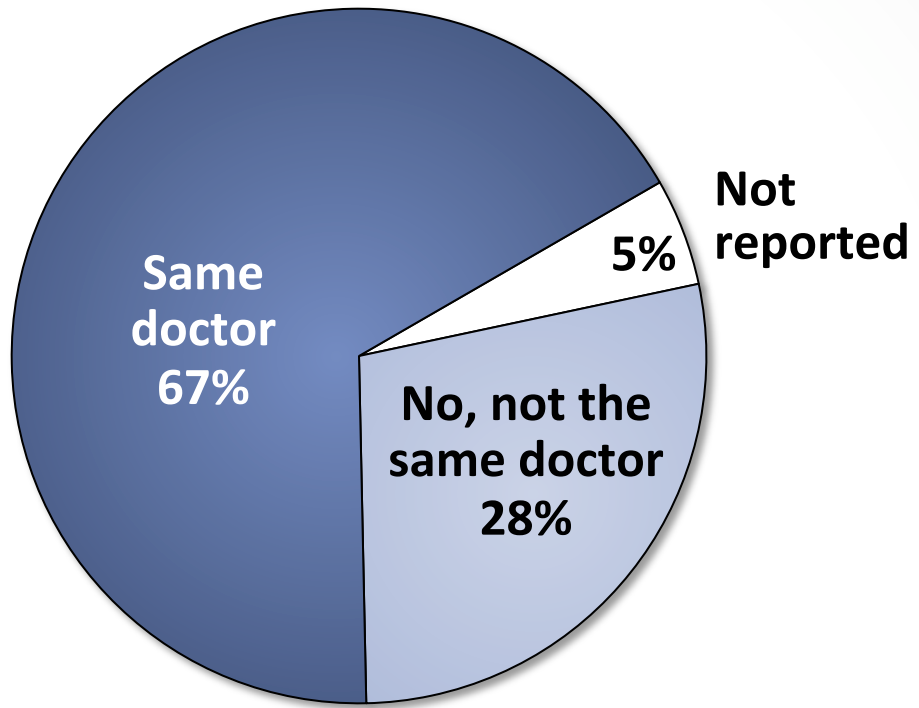
*Handwritten annotations: Brackets group the first two rows. A bracket groups 15% and 15, with a circled '30%' next to it. Another bracket groups 6% and 10, with '16%' next to it. A third bracket groups 7% and 12, with '19%' next to it.*

\* Asked among those who report having a personal doctor.

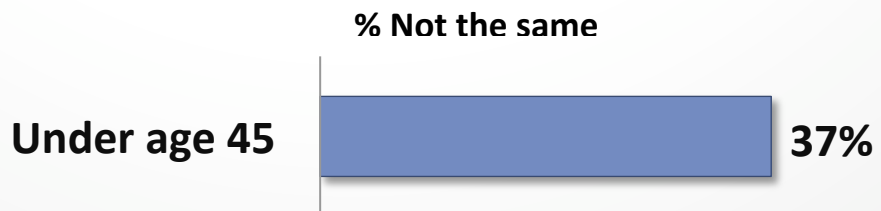
Note: Column totals may add to slightly more or slightly less than 100% due to rounding.

Characteristics of CMC enrollees who have been with their personal doctor for shorter amounts of time on average	Mean (in years)
Under age 45	4.2

Is your current personal doctor the same or different than the doctor you were seeing before enrolling in Cal MediConnect? *(among CMC enrollees)*



Characteristics of CMC enrollees most likely to say their personal doctor is not the same



## Findings (4)

- The proportions of CMC enrollees who report encountering problems with their health services are similar to those of opt outs and beneficiaries in non-participating counties in these other areas.

### Respondents who reported encountering specific problems with their health services

	5-County Totals		Non-CMC Counties
	CMC Enrollees	Opt-Outs	
Had a misunderstanding about their health care services or coverage	20%	26%	21%
Was denied a treatment or referral for another service recommended by a doctor	15%	16%	17%
Transportation problems kept them from getting needed health care	13%	17%	17%
Had trouble communicating with a health provider because of a speech, hearing or other disability	12%	12%	14%
Health provider did not speak language and no interpreter was available (among non-English speakers)	11%	12%	13%

## Findings (5)

- Fear of change the biggest reason given by opt outs for not choosing coordinated care under Cal Medi-Connect



## Findings (6)

- Beneficiaries who chose to opt out were more likely than CMC enrollees to be in poorer health and require more health services.

**Compared to CMC enrollees, a larger proportion of beneficiaries who chose to opt out of Cal MediConnect have these characteristics**

	CMC Enrollees	Opt Outs
Are in fair or poor health	51%	56%
Were an overnight patient in a hospital in the past 12 months	24%	33%
Require assistance for common daily activities	41%	47%
Use specialized equipment such as a cane, wheelchair, scooter, or special bed	42%	52%
Are female	54%	60%
Are age 75 or older	31%	36%