

2012 Major Risk Medical Insurance Program (MRMIP) Open Enrollment Results Transfers and Survey

Each year from November 1st through November 30th, subscribers enrolled in the MRMIP are given the opportunity to choose new health plans. The administrative vendor for the MRMIP (Anthem Blue Cross) sends subscribers Open Enrollment (OE) packets. The components of the OE package include:

- A MRMIP Open Enrollment packet explaining the OE process. This packet contains:
 - Plan highlights and summary of benefits for each participating health plan;
 - Monthly subscriber contributions listed by available county based on subscriber's age, number of dependents, and health plan; and,
 - An overview of the MRMIP.
- An OE Transfer Enrollment Form for making new plan selections.
- A Customer Satisfaction Survey which is attached to the Transfer Enrollment Form.
- A postage-paid envelope, addressed to the MRMIP, for mailing back the Transfer Enrollment Form and/or the Customer Satisfaction Survey.

Summary

1. In 2012, there were **5,624** OE Packets mailed out:
 - **62 or 1.1%** of subscribers requested a transfer during OE in **2012**
 - **1.3%** in **2011** and **1.5%** in **2010** of total subscribers requested a transfer. The 3 year average transfer rate is **1.2%**
2. In 2012, the survey results show that:
 - **582 or 10.3%** of total subscribers responded to the survey from OE. (**7.6%** in **2011** and **5.7%** in **2010**)
 - **95.1%** of the respondents were satisfied with their health plan's service level. (**94%** in **2011** and **91%** in **2010**)
 - **97.5%** of the respondents were satisfied with their provider's service level. (**97%** in **2011** and **97%** in **2010**)

2012 MRMIP Open Enrollment Transfer Results

Transfer requests from Anthem Blue Cross of California to:	OE
• Contra Costa Health Plan	0
• Kaiser Permanente	29
Total for Plan	29
Transfer requests from Contra Costa Health Plan to:	
• Anthem Blue Cross of California	0
• Kaiser Permanente	0
Total for Plan	0
Transfer requests from Kaiser Permanente to:	
• Anthem Blue Cross of California	25
• Contra Costa Health Plan	0
Total for Plan	25
Total Approved Transfer Requests for All Plans	54

2012 MRMIP Open Enrollment Comparison of Transfers and Survey Results

Total OE packets mailed :	5,624
Total OE requests received and processed :	62
Total OE transfers completed and approved :	58
OE Transfer Rate for 2011 :	1%
Total number of transfer request not approved due to health plan not available in area, health plan cancelled for non-payment, subscriber changed mind and did not want to transfer, or late response:	4
Total OE packets where subscribers responded to survey :	582
OE Survey Response Rate :	10.3%
Total OE packets received where subscribers did not respond to survey :	16

2012 MRMIP Open Enrollment Customer Satisfaction Survey Results

This survey was mailed to all active 5,624 subscribers enrolled through the month of December 2012. A total of 582 subscribers responded to the survey with a 10.3% response rate.

1. How satisfied are you with your health plan?

Subscribers' Responses:	Responses to Survey Only:	Responses to Survey <u>and</u> Requests for OE Transfers:	Total Responses:	Approximate Percentage of Total Responses:
Extremely satisfied	329	16 (43.2%)	345	60.4%
Very satisfied	125	3 (8%)	128	22.4%
Satisfied	60	10 (27.1%)	70	12.3%
Not very satisfied	15	5 (13.5%)	20	3.5%
Not at all	5	3 (8%)	8	1.4%
Total Responses:	534	37	571	100%

2. How satisfied are you with your personal doctor?

Subscribers' Responses:	Responses to Survey Only:	Responses to Survey <u>and</u> Requests for OE Transfers:	Total Responses:	Approximate Percentage of Total Responses:
Extremely satisfied	400	19 (54.3%)	419	74.8%
Very satisfied	85	4 (11.4%)	89	15.9%
Satisfied	28	9 (25.7%)	37	6.6%
Not very satisfied	10	0 (0%)	10	1.8%
Not at all	2	3 (8.6%)	5	.9%
Total Responses:	525	35	560	100%

3. How satisfied are you with your specialist?

Subscribers' Responses:	Responses to Survey Only:	Responses to Survey <u>and</u> Requests for OE Transfers:	Total Responses:	Approximate Percentage of Total Responses:
Extremely satisfied	379	14 (56%)	393	77.3%
Very satisfied	66	2 (8%)	68	13.4%
Satisfied	24	8 (32%)	32	6.3%
Not very satisfied	6	0 (0%)	6	1.2%
Not at all	8	1 (4%)	9	1.8%
Total Responses:	483	25	508	100%

4. Why are you changing your health plan?

Subscribers' Responses:	Responses to Survey Only:	Responses to Survey and Requests for OE Transfers:	Total Responses:	Approximate Percentage of Total Responses:
Cannot afford my current plan	17	20 (35.1%)	37	35.9%
*Other	4	14 (24.6%)	18	17.5%
Not satisfied with medical care received	6	8 (14%)	14	13.6%
**Not satisfied with doctor	6	4 (7%)	10	9.7%
Problem getting an appointment	6	3 (5.3%)	9	8.7%
Not satisfied with the health plans customer service	3	3 (5.3%)	6	5.8%
**Not satisfied with Specialist	1	4 (7%)	5	4.9%
Had a hard time speaking with or understanding my doctor	2	1 (1.7%)	3	2.9%
Would like the deductible applied to different services	1	0 (0%)	1	.1%
Not satisfied with the office staff at doctor's office	0	0 (0%)	0	0%
Total Responses:	46	52	124	100%

**Other responses: Moved to new area, limited provider choices, and need vision benefits. Additionally, some responses were expressing gratitude towards MRMIP and MRMIP health plans.*

***Customer Satisfaction Survey question #4 " separated to capture specific subscriber response categories of "Not satisfied with doctor" and "Not satisfied with specialist".*