

2011 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, and number of dependents, and by 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 selection on the Customer Satisfaction Survey, this year, was separated on question #4, in order to capture subscriber responses if there were specifically dissatisfied with their doctor or specialist.
A postage-paid envelope, addressed to the MRMIP, for mailing back the Transfer Enrollment Form and/or the Customer Satisfaction Survey.

Summary

1. In 2011, there were **6,136** OE Packets mailed out:
 - **77** or **1.3%** of subscribers requested a transfer during OE in **2011**
 - **1.5%** in **2010** and **2.8%** in **2009** of total subscribers requested a transfer. The 3 year average transfer rate is **1.9%**

2. In 2011, the survey results show that:
 - **469** or **7.6%** of total subscribers responded to the survey from OE.
 - **94%** of the respondents were satisfied with their health plan's service level (**91%** in **2010** and **92%** in **2009**)
 - **97%** of the respondents were satisfied with their provider's service level (**97%** in **2010** and **94%** in **2009**)

2011 MRMIP Open Enrollment Transfer Results

Transfer requests from Anthem Blue Cross of California to:	OE
• Contra Costa Health Plan	0
• Kaiser Permanente	56
Total for Plan	56
Transfer requests from Contra Costa Health Plan to:	
• Anthem Blue Cross of California	0
• Kaiser Permanente	2
Total for Plan	2
Transfer requests from Kaiser Permanente to:	
• Anthem Blue Cross of California	12
• Contra Costa Health Plan	0
Total for Plan	12
Total Approved Transfer Requests for All Plans	70

2011 MRMIP Open Enrollment Comparison of Transfers and Survey Results

Total OE packets mailed:	6,136
Total OE requests received and processed:	77
Total OE transfers completed and approved:	71
OE Transfer Rate for 2011:	1.2%
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:	6
Total OE packets where subscribers responded to survey :	469
OE Survey Response Rate :	7.6%
Total OE packets received where subscribers did not respond to survey :	21

2011 MRMIP Open Enrollment Customer Satisfaction Survey Results

This survey was mailed to all active 6,136 subscribers enrolled through the month of December 2011. A total of 469 subscribers responded to the survey with a 7.6% 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	239	23 (52.3%)	262	57.8%
Very satisfied	101	9 (20.4%)	110	24.3%
Satisfied	48	7 (15.9%)	55	12.2%
Not very satisfied	12	4 (9.1%)	16	3.5%
Not at all	9	1 (2.3%)	10	2.2%
Total Responses:	409	44	453	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	313	31 (72%)	344	77%
Very satisfied	59	2 (4.7%)	61	13.6%
Satisfied	24	6 (14%)	30	6.7%
Not very satisfied	7	3 (7%)	10	2.2%
Not at all	1	1 (2.3%)	2	.5%
Total Responses:	404	43	447	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	299	31 (77.5%)	330	79.1%
Very satisfied	46	4 (10%)	50	12%
Satisfied	20	1 (2.5%)	21	5%
Not very satisfied	7	3 (7.5%)	10	2.4%
Not at all	5	1 (2.5%)	6	1.5%
Total Responses:	377	40	417	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:
Can not afford my current plan	24	44 (72.1%)	68	65.3%
*Other	6	3 (4.9%)	9	8.7%
Not satisfied with the health plans customer service	3	3 (4.9%)	6	5.8%
**Not satisfied with Specialist	3	3 (4.9%)	6	5.8%
Not satisfied with medical care received	3	3 (4.9%)	6	5.8%
Problem getting an appointment	3	2 (3.3%)	5	4.8%
**Not satisfied with doctor	1	2 (3.3%)	3	2.9%
Not satisfied with the office staff at doctor's office	0	1 (1.7%)	1	.9%
Would like the deductible applied to different services	0	0 (0%)	0	0%
Had a hard time speaking with or understanding my doctor	0	0 (0%)	0	0%
Total Responses:	43	61	104	100%

*Other responses: Moved to new area, trying another health plan and changed their mind about transferring.

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