

2009 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. This year subscribers were informed in the OE packets that Blue Shield of California HMO would no longer be an available health plan starting January 1, 2010 and that subscribers must transfer to another available health plan. 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 how the MRMIP works.
- An OE Transfer Enrollment Form for making new plan selections.
- A statement explaining that Blue Shield of California HMO will no longer be an available health plan during the 2010 benefit year. Therefore, if a subscriber was enrolled in Blue Shield, they were required to transfer to another participating health plan.
- A Customer Satisfaction Survey which is attached to the Transfer Enrollment Form.
- A postage-paid envelope, addressed to the California Major Risk Medical Insurance Program, to use for mailing back the Transfer Enrollment Form and/or the Customer Satisfaction Survey.

Summary

1. In 2009, there were **6,774** OE Packets mailed out:
 - **191** or **2.8%** subscribers requested a transfer during OE in **2009**
 - **1.5%** in **2008** and **2.3%** in **2007** of total subscribers requested a transfer. The 3 year average transfer rate is **2.2%**
2. In 2009, the survey results show that:
 - **525** or **7.8%** of total subscribers responded to the survey from OE.
 - **92%** of the respondents were satisfied with their health plan's service level (**92%** in **2008** and **90%** in **2007**)
 - **94%** of the respondents were satisfied with their provider's service level (**96%** in **2008** and **91%** in **2007**)

2009 MRMIP Open Enrollment Transfer Results

Transfer requests from Anthem Blue Cross of California to:	OE
• Contra Costa Health Plan	2
• Kaiser Permanente	102
Total for Plan	104

Transfer requests from Blue Shield of California (HMO) to:	
• Anthem Blue Cross of California	50
• Contra Costa Health Plan	0
• Kaiser Permanente	14
Total for Plan	64

Transfer requests from Contra Costa Health Plan to:	
• Anthem Blue Cross of California	0
• Kaiser Permanente	1
Total for Plan	1

Transfer requests from Kaiser Permanente to:	
• Anthem Blue Cross of California	11
• Contra Costa Health Plan	1
Total for Plan	12

Total Transfer Requests for All Plans 181

2009 MRMIP Open Enrollment Comparison of Transfers and Survey Results

Total OE packets mailed :	6,774
Total OE requests received and processed :	191
Total OE transfers completed :	181
OE Transfer Rate for 2009 :	2.8%
Total number of transfer request not approved due to health plan cancelled for non-payment, or subscriber changed mind and did not want to transfer, or late response:	10
Total OE packets where subscribers responded to survey :	525
OE Survey Response Rate :	7.8%
Total OE packets received where subscribers did not respond to survey :	51

2009 MRMIP Open Enrollment Customer Satisfaction Survey Results

This survey was mailed to all active 6,774 subscribers enrolled through the month of December 2009. A total of 525 subscribers responded to the survey with a 7.8% 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	229	55	284	55.7%
Very satisfied	90	26	116	22.8%
Satisfied	51	20	71	13.9%
Not very satisfied	11	9	20	3.9%
Not at all	9	10	19	3.7%
Total Responses:	390	120	510	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	280	76	356	71%
Very satisfied	52	21	73	14.5%
Satisfied	41	9	50	10%
Not very satisfied	9	4	13	2.6%
Not at all	4	6	10	1.9%
Total Responses:	386	116	502	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	279	68	347	74.6%
Very satisfied	48	18	66	14.2%
Satisfied	23	14	37	7.9%
Not very satisfied	3	1	4	0.9%
Not at all	6	5	11	2.4%
Total Responses:	359	106	465	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	7	78	85	50.6%
Other	4	40	44	26.2%
Not satisfied with the medical care received	1	9	10	6%
Not satisfied with the health plans customer service	0	9	9	5.4%
Not satisfied with doctor or specialist	1	7	8	4.8%
Had a hard time speaking with or understanding doctor	1	3	4	2.3%
Problem getting an appointment	0	4	4	2.3%
Not satisfied with the office staff at doctor's office	0	2	2	1.2%
Would like the deductible applied to different services	2	0	2	1.2%
Total Responses:	16	152	168	100%

**Of the 525 total surveys received, 168 individuals responded to this question. The question received a 32% response rate.*