

2010 MRMIP Open Enrollment Results Transfers and Survey

Background

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 Request Form for making new plan selections.
- A Customer Satisfaction Survey which is attached to the Transfer Enrollment Request Form.
- A postage-paid envelope, addressed to the California Major Risk Medical Insurance Program, for mailing back the Transfer Enrollment Request Form and/or the Customer Satisfaction Survey.

Summary

1. In 2010, there were **6,914** OE Packets mailed out:
 - **104** or **1.5%** subscribers requested a transfer during OE in **2010**
 - **2.8%*** in **2009** and **1.5%** in **2008** of total subscribers requested a transfer. The 3 year average transfer rate is **1.9%**

2. In 2010, the survey results show that:
 - **393** or **5.7%** of total subscribers responded to the survey during OE.
 - **91%** of the respondents were satisfied with their health plan's service level (**92%** in **2009** and **92%** in **2008**)
 - **97%** of the respondents were satisfied with their provider's service level (**94%** in **2009** and **96%** in **2008**)

**Blue Shield Health Plan was no longer an available plan in MRMIP*

2010 MRMIP Open Enrollment Transfer Results

Transfer requests from **Anthem Blue Cross of California** to:

- Contra Costa Health Plan 1
 - Kaiser Permanente 82
- Total for Plan 83**

Transfer requests from **Contra Costa Health Plan** to:

- Anthem Blue Cross of California 1
 - Kaiser Permanente 3
- Total for Plan 4**

Transfer requests from **Kaiser Permanente** to:

- Anthem Blue Cross of California 9
 - Contra Costa Health Plan 1
- Total for Plan 10**

Total Approved Transfer Requests for All Plans 97

2010 MRMIP Open Enrollment Comparison of Transfers and Survey Results

Total OE packets mailed :	6,914
Total OE requests received and processed :	104
Total OE transfers completed and approved :	97
OE Transfer Rate for 2010 :	1.5%
Total number of transfer request not approved due to health plan cancelled for non-payment, or health plan not available in the area, or subscriber changed mind, or late response:	7
Total OE packets where subscribers responded to survey :	393
OE Survey Response Rate :	5.7%
Total OE packets received where subscribers did not respond to survey :	30

2010 MRMIP Open Enrollment Customer Satisfaction Survey Results

This survey was mailed to all active 6,914 subscribers enrolled through the month of December 2010. A total of 393 subscribers responded to the survey with a 5.7% 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	188	19	207	53.9%
Very satisfied	68	21	89	23.2%
Satisfied	43	11	54	14.1%
Not very satisfied	16	9	25	6.5%
Not at all	8	1	9	2.3%
Total Responses:	323	61	384	100%

2. How satisfied are you with your primary care 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	240	33	273	73%
Very satisfied	47	17	64	17.1%
Satisfied	21	4	25	6.7%
Not very satisfied	8	3	11	2.9%
Not at all	0	1	1	0.3%
Total Responses:	316	58	374	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	242	37	279	78.6%
Very satisfied	32	12	44	12.4%
Satisfied	16	4	20	5.6%
Not very satisfied	5	4	9	2.5%
Not at all	3	0	3	0.9%
Total Responses:	298	57	355	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	33	56 (62.2%)	89	60.1%
*Other	11	7 (7.8)	18	12.1%
Not satisfied with the health plans customer service	4	9 (10%)	13	8.8%
Not satisfied with doctor or specialist	3	6 (6.7%)	9	6.1%
Not satisfied with the medical care received	2	5 (5.6%)	7	4.7%
Problem getting an appointment	2	3 (3.3%)	5	3.4%
Would like the deductible applied to different services	2	1 (1.1%)	3	2%
Not satisfied with the office staff at doctor's office	1	1 (1.1%)	2	1.4%
Had a hard time speaking with or understanding doctor	0	2 (2.2%)	2	1.4%
Total Responses:	58	90	148	100%

*Other responses: Unreasonable Annual and Lifetime Benefit Cap, Moved to new area so had to change plans, Plan not available in zip code and Have not used new health plan yet.