

Medicaid and MinnesotaCare

Health Care Quality Survey Results

2001



For more information

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Key Project Findings

Background

The 2001 Medicaid and MinnesotaCare Health Care Quality Survey was the third survey conducted since 1997 by the Minnesota Department of Human Services (DHS) using the Consumer Assessment of Health Plans Study (CAHPS®) survey instrument and methodology. The purpose of these surveys is to assess and compare the satisfaction of beneficiaries enrolled in programs administered by DHS. The programs represented in this year's survey include: 1) Three managed care programs – the Prepaid Medical Assistance Program (PMAP), the Minnesota Senior Health Options (MSHO) demonstration project, and Prepaid MinnesotaCare; and 2) Medical Assistance Fee-For-Service.

This year a number of new features were added to the survey project:

- New questions were added to address the issues of dental care quality, dental care access, and pneumococcal and flu vaccinations for seniors;
- The survey instrument was translated and administered in 5 languages in addition to English – Hmong, Russian, Spanish, Somali, and Vietnamese;
- Children were included in the survey (they were surveyed in 1997 but were not included in 1999);
- This year's report includes results across the three surveys done since 1997 for the four core programs and for the health plans participating in PMAP.

Key Findings – 2001 Survey

- Overall, more significant variability was noted across age groups than between programs. Seniors (65+) reported more positive experiences across all dimensions than adults (18-64) or children (<18). Adults consistently gave lower ratings than the other two populations.
- For the questions with a 0-10 scale, *Overall rating of doctor or nurse* received the highest ratings across programs, ranging from 8.5 to 9.1. *Overall rating of dental care* received the lowest ratings with a range of 7.5 to 8.8.
- The survey topic *Getting care that is needed* received the highest percentage of positive responses across programs with 76% to 92% of respondents reporting they had no problems getting the care that is needed. The survey topic *Getting care without long waits* received the lowest percentage of positive responses with 47% to 60% of respondents reporting they always got care quickly.

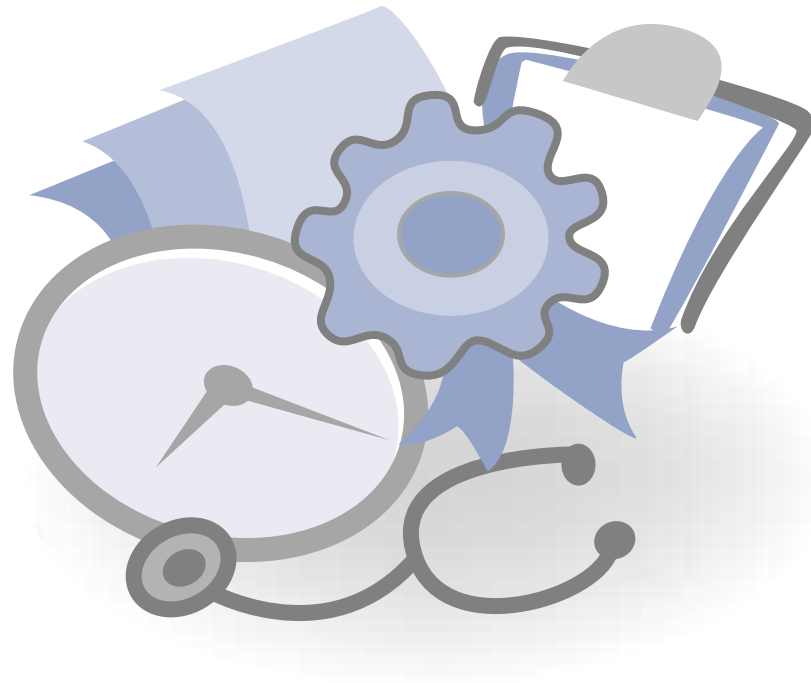
Key Findings – Across Survey Years

- Across programs, topic areas that have generally experienced a positive change over the three survey years include; *Overall rating of specialist*, *Getting needed care*, *Getting care without long waits*, and *Health plan customer service*.
- Survey topics experiencing a negative change over the three survey years include; *Doctor communication* and *Courtesy, respect and helpfulness of office staff*. Although doctor communication ratings showed a negative change, the overall ratings of doctor or nurse remained relatively unchanged.
- Findings were mixed across individual health plans participating in PMAP.

Medicaid and MinnesotaCare

Health Care Quality Survey Results 2001

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Part I:

About the 2001 Survey

Who sponsored the survey?

The 2001 Medicaid and MinnesotaCare Health Care Quality Survey was conducted by the Minnesota Health Data Institute under contract with the Minnesota Department of Human Services.

Why was the survey done?

The project was designed to assess and compare the satisfaction of program beneficiaries enrolled in the public programs administered by the Minnesota Department of Human Services (DHS). DHS conducts a survey of program beneficiaries every two years.

What survey instrument was used?

The standardized survey instrument chosen for the study was the Consumer Assessment of Health Plans Study (CAHPS®) 2.0 Medicaid Core Module. This is the same instrument that was used in the 1999 DHS survey project.

The instrument consists of approximately 63 questions assessing topics such as: *How well doctors communicate*; *Getting care without long waits*; *Helpfulness of office staff*; *Getting care that is needed*; *Health plan customer service*; and *Overall satisfaction with health plans and health care*. As in 1999, 12 additional questions from the SF-12® instrument were added to the survey. The SF-12® is a survey tool used to assess the functional status of a defined population group.

What's new in 2001?

■ New questions

This year, questions were added to the instrument that addressed the issues of dental care quality, dental care access and pneumococcal and flu vaccinations for seniors.

■ Translated instruments

The survey instrument was translated into 5 languages – Hmong, Russian, Spanish, Somalian, and Vietnamese. Beneficiaries could request a translated version of the survey that was completed by telephone.

Who was surveyed?

The survey included four core population groups:

- Medical Assistance beneficiaries enrolled in managed care health plans;
- Medical Assistance senior beneficiaries enrolled in the Minnesota Senior Health Options (MSHO) demonstration project;
- MinnesotaCare beneficiaries enrolled in managed care health plans;
- Medical Assistance beneficiaries enrolled in the Fee-for-Service program.

Table 1 shows how these population groups were further stratified by region (metro and non-metro) and by age group.

What's new in 2001?

In addition to the adult (18-64) and senior (65 years and older) populations that were surveyed in 1999, children were included in the 2001 project.

Table 1
Sampling and Analysis Matrix

	Metro*			Non-Metro		
	Children	Adults	Seniors	Children	Adults	Seniors
Prepaid Medical Assistance Program						
Blue Plus	X	X		X	X	X
First Plan						X
HealthPartners	X	X	X			
Itasca Medical Care						X
Medica	X	X	X	X	X	X
Metropolitan Health Plan	X	X	X			
UCare Minnesota	X	X	X	X	X	X
Medical Assistance Fee-For-Service						
MA Fee-For-Service				X	X	X
MinnesotaCare						
Blue Plus	X	X		X	X	
HealthPartners	X	X			X	
Medica	X	X		X	X	
Metropolitan Health Plan		X				
UCare Minnesota	X	X		X	X	
Minnesota Senior Health Options						
MSHO – Community			X			

*Metro area includes the 7 county metropolitan area of the Twin Cities of Minneapolis and St. Paul

How was the data collected?

The survey was administered over a ten-week period from March – May, 2001 using a four-wave mail plus telephone protocol.

Participation in the survey was entirely voluntary and confidential.

What's new in 2001

The mail materials included a standard sentence translated in 5 languages that directed the beneficiary to call a toll-free number for translation assistance.

How was the survey data analyzed?

Level of analysis

Data analysis was conducted to support three different levels of comparison reporting:

- Program Level – overall comparisons of the four core population groups
- Health Plan Specific – comparisons of the managed care health plans participating in the Prepaid Medical Assistance Program (PMAP) and MinnesotaCare
- Longitudinal – findings for the core programs and individual health plans across survey years

Aggregate comparisons were completed for Medical Assistance and MinnesotaCare health plan programs by combining the relevant cells of the sampling and analysis matrix presented in Table 1.

Plan-specific analyses were conducted for the health plans listed in Table 1.

What's new in 2001

A review of program and health plan-level survey results from the past three surveys is presented in this report. The 1997, 1999, and 2001 survey projects were conducted using similar versions of the CAHPS® instrument and comparable survey methodologies.

Topics for analysis

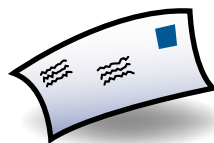
Results from the individual questions included in the survey were combined into ten different topic areas:

- Five overall satisfaction scores
 - Overall rating of health plan
 - Overall rating of health care
 - Overall rating of specialist
 - Overall rating of personal doctor or nurse
 - Overall rating of dental care
- Five composite scores*
 - How well doctors communicate
 - Getting care without long waits
 - Courtesy, respect, helpfulness of office staff
 - Health plan customer service
 - Getting the care that is needed

* A complete list of the individual survey questions that were asked for each composite is included in Appendix A on page 46.

Summary of Response Rates

The average response rates by program and age group are presented in Table 2. The National CAHPS® Benchmarking Database (NCBD) response rates represent the average response rates for all of the CAHPS® project sponsors that submitted data to the NCBD in 2000.



This year, rather than over-sampling the populations to increase response rates, more resources were allocated to telephone follow-up for non-responders. The response rate patterns are similar

to previous survey years in which PMAP adults (18-64) respond at a lower rate than the other populations and seniors (65+) respond at a higher rate.



Compared to the NCBD Medicaid response rates, the PMAP child and adult response rates were similar to the NCBD child and adult averages, while the PMAP senior population reached a 12% higher response rate than the NCBD adult average. Appendix A provides more information about how the response rates were calculated for this project.

Table 2
Survey Response Rates

Population	Average Response Rate	Response By Mail	Response By Telephone
NCBD Medicaid Adult*	38%		
NCBD Medicaid Child*	39%		
PMAP Total	42%	32%	10%
PMAP <18	40%	27%	13%
PMAP 18-64	37%	25%	12%
PMAP 65+	50%	44%	6%
MSHO	50%	42%	8%
MinnesotaCare	52%	43%	9%
Medical Assistance FFS	46%	36%	10%

*The CAHPS® data presented in this table was provided by the National CAHPS® Benchmarking Database (NCBD). The NCBD is funded by the U.S. Agency for Healthcare Research and Quality and administered by Westat under Contract No. 290-01-0003.

Part II:

Program Comparisons

Introduction

This section of the report shows overall comparisons of the four core population groups:

- Prepaid Medical Assistance Program
- Minnesota Senior Health Options
- MinnesotaCare managed care program
- Medical Assistance Fee-For-Service

Scores for these core programs are presented by age group (<18, 18-64 and 65+) and region (metro and non-metro). The scores for the Prepaid Medical Assistance Program and MinnesotaCare are calculated by combining the scores for the specific health plans that are included under each program.

The results are adjusted for age and self-reported health status consistent with the standard CAHPS® protocol.

The first pages in this section present actual average (mean) scores that the programs received on the five overall survey questions that asked enrollees to rate their or their child's health plan, health care, specialist, doctor or nurse and dental care.

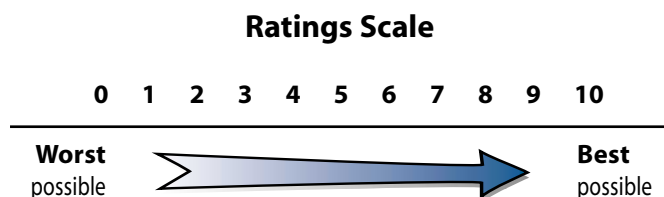
The next pages show the percentage of enrollees who responded most positively (or “Always”) to questions that formed the three composite topics: *How well doctors communicate*; *Getting care without long waits*; and *Courtesy, respect and helpfulness of office staff*.

The last pages of this section show the percentage of enrollees who responded most positively (or “No Problem”) to questions that formed the two composite topics: *Health plan customer service* and *Getting care that is needed*.

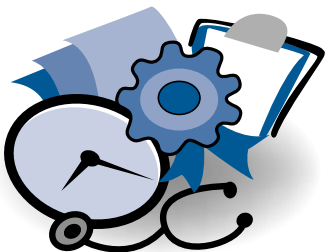
When comparing the ratings and percentages, the reader should ignore small differences between numbers. These small differences may reflect sampling variation rather than real differences.

How programs compare – Overall ratings

The survey had questions that asked people to rate the health care they or their child received from their health plan and health care providers. These questions asked people to give an overall rating by marking any number on a scale from 0 to 10, where 0 = “worst possible” and 10 = “best possible”.



For each program, the number in the table shows the average (mean) of all ratings given by people who answered these questions.



Total

Prepaid Medical Assistance Program

MinnesotaCare

Medical Assistance Fee-For-Service

Metro Area

Prepaid Medical Assistance Program

Minnesota Senior Health Options

MinnesotaCare

Non-Metro Area

Prepaid Medical Assistance Program

MinnesotaCare

* Program includes ages 65+ only

** Program does not include ages 65+

Overall Ratings

How people rated their or their child's health plan			
<18	18-64	65+	
8.2	7.9	8.7	
8.2	7.8	**	
8.4	8.2	9.1	

How people rated their or their child's health care			
<18	18-64	65+	
8.5	8.2	8.8	
8.5	8.0	**	
8.6	8.1	8.9	

How people rated their or their child's specialist			
<18	18-64	65+	
8.4	8.2	8.7	
8.4	7.9	**	
8.8	8.4	8.8	

How people rated their or their child's doctor or nurse			
<18	18-64	65+	
8.8	8.8	9.0	
8.7	8.6	**	
8.8	8.6	9.1	

How people rated their or their child's dental care			
<18	18-64	65+	
8.0	7.5	8.5	
8.0	7.7	**	
8.1	7.7	8.2	

8.3	8.1	8.4	
*	*	8.3	
8.3	7.7	**	

8.5	8.2	8.5	
*	*	8.6	
8.5	8.0	**	

8.4	8.1	8.6	
*	*	8.7	
8.5	8.0	**	

8.9	8.8	8.9	
*	*	9.1	
8.7	8.5	**	

8.0	7.6	8.3	
*	*	8.4	
8.0	7.8	**	

8.2	7.9	8.9	
8.2	7.9	**	

8.5	8.2	9.0	
8.4	8.2	**	

8.3	8.4	8.9	
8.3	8.0	**	

8.8	8.8	9.0	
8.6	8.6	**	

8.0	7.5	8.8	
8.1	7.6	**	

How programs compare – Provider communication and service

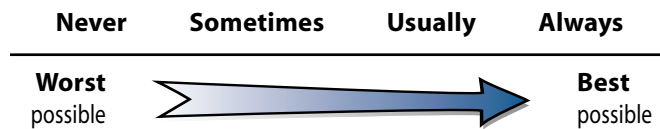
The survey had a series of questions that asked people to rate **how often**:

- Their doctors communicated well
- They got care without long waits
- Office staff were courteous, respectful and helpful

These questions asked people to give a rating by marking either: Never; Sometimes; Usually; or Always.



Ratings Scale



For each program, the numbers in the table show the percent of people who responded most positively (or “Always”) to these questions.

Topic Ratings

	How well doctors communicate <i>% answering "Always"</i>			Getting care without long waits <i>% answering "Always"</i>			Courtesy, respect and helpfulness of office staff <i>% answering "Always"</i>		
	<18	18-64	65+	<18	18-64	65+	<18	18-64	65+
Total									
Prepaid Medical Assistance Program	66%	61%	67%	54%	49%	59%	68%	65%	75%
MinnesotaCare	68%	60%	**	57%	50%	**	71%	65%	**
Medical Assistance Fee-For-Service	70%	55%	68%	57%	47%	60%	73%	61%	81%
Metro Area									
Prepaid Medical Assistance Program	67%	62%	63%	51%	49%	53%	66%	64%	68%
Minnesota Senior Health Options	*	*	64%	*	*	56%	*	*	67%
MinnesotaCare	68%	58%	**	56%	47%	**	70%	61%	**
Non-Metro Area									
Prepaid Medical Assistance Program	66%	60%	69%	56%	49%	64%	70%	66%	80%
MinnesotaCare	68%	62%	**	59%	55%	**	73%	69%	**

* Program includes ages 65+ only

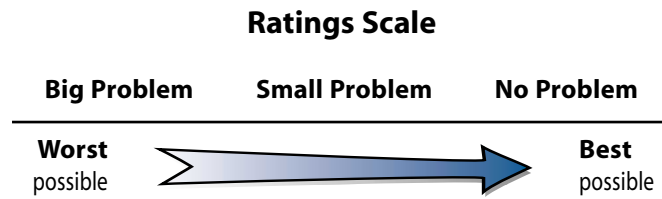
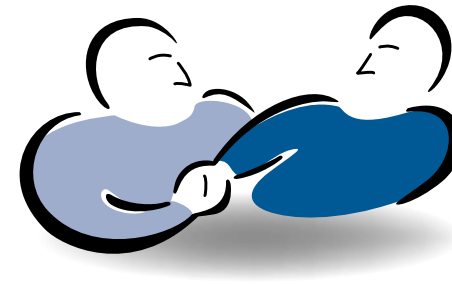
** Program does not include ages 65+

How programs compare – Health plan service and access to care

The survey had a series of questions that asked people to rate **how much of a problem they had with:**

- Health plan customer service
- Getting care that is needed

These questions asked people to give a rating by marking either: Big Problem; Small Problem; or No Problem.



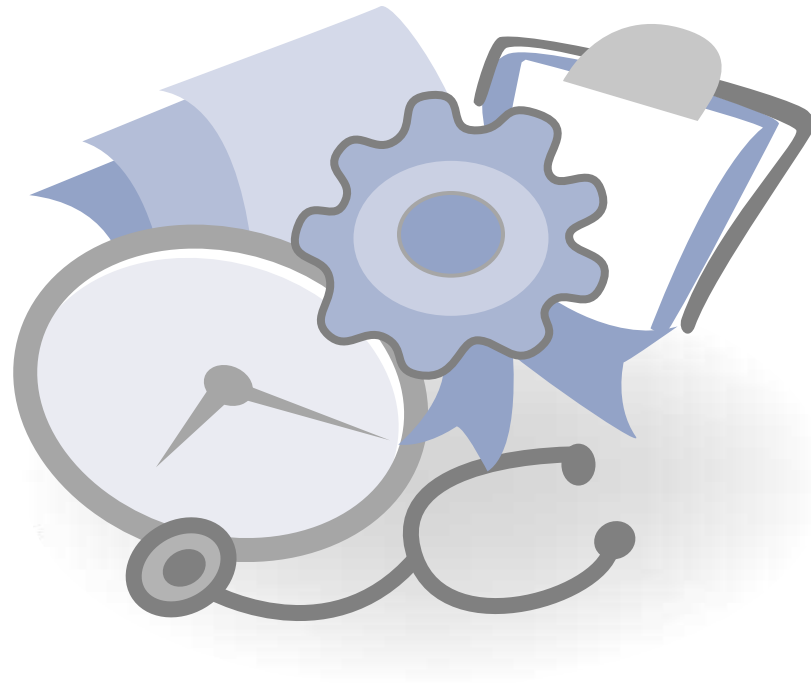
For each program, the numbers in the table shows the percent of people who responded most positively (or “No Problem”) to these questions.

Topic Ratings

		Health plan customer service			Getting care that is needed		
		% answering "No Problem"			% answering "No Problem"		
Total		<18	18-64	65+	<18	18-64	65+
Prepaid Medical Assistance Program		67%	66%	65%	82%	78%	84%
MinnesotaCare		66%	62%	**	86%	81%	**
Medical Assistance Fee-For-Service		63%	66%	69%	90%	84%	92%
Metro Area							
Prepaid Medical Assistance Program		68%	67%	65%	80%	76%	78%
Minnesota Senior Health Options		*	*	67%	*	*	83%
MinnesotaCare		68%	62%	**	85%	78%	**
Non-Metro Area							
Prepaid Medical Assistance Program		64%	64%	66%	84%	80%	89%
MinnesotaCare		64%	61%	**	87%	85%	**

* Program includes ages 65+ only

** Program does not include ages 65+



Part III:

Plan-Specific Comparisons – Prepaid Medical Assistance Program (PMAP)

Introduction

This section of the report shows plan-specific comparisons of the managed care health plans participating in the Prepaid Medical Assistance Program (PMAP). The survey results for the health plans are presented by age group (<18, 18-64 and 65+) and are adjusted for age and self-reported health status.

The first pages in this section present actual average (mean) scores that the health plans received on the five overall survey questions that asked enrollees to rate their or their child's health plan, health care, specialist, doctor or nurse and dental care.

The next pages show the percentage of enrollees who responded most positively (or “Always”) to questions that formed the three composite topics: *How well doctors communicate*; *Getting care without long waits*; and *Courtesy, respect and helpfulness of office staff*.

The last pages of this section show the percentage of enrollees who responded most positively (or “No Problem”) to questions that formed the two composite topics: *Health plan customer service* and *Getting care that is needed*.

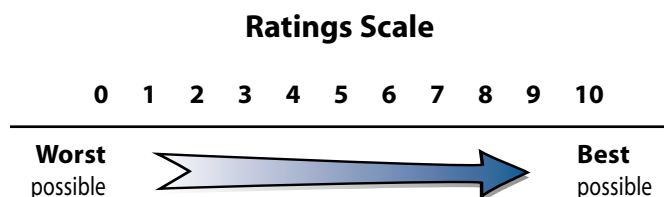
In this section, the overall State PMAP average is provided for reference purposes.

When comparing the ratings and percentages, the reader should ignore small differences between numbers. These small differences may reflect sampling variation rather than real differences.

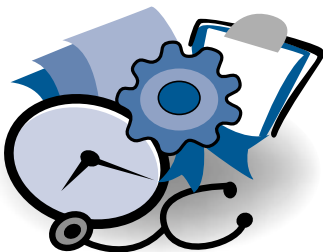
How health plans compare – Overall ratings

Prepaid Medical Assistance Program (PMAP)

The survey had questions that asked people to rate the health care they or their child received from their health plan and health care providers. These questions asked people to give an overall rating by marking any number on a scale from 0 to 10, where 0 = “worst possible” and 10 = “best possible”.



For each health plan, the number in the table shows the average (mean) of all ratings given by people who answered these questions.



State PMAP Average

Blue Plus

First Plan

HealthPartners

Itasca Medical Care

Medica

Metropolitan Health Plan

UCare Minnesota

* No results - small sample size

Overall Ratings

How people rated their or their child's health plan			How people rated their or their child's health care			How people rated their or their child's specialist			How people rated their or their child's doctor or nurse			How people rated their or their child's dental care		
<18	18-64	65+	<18	18-64	65+	<18	18-64	65+	<18	18-64	65+	<18	18-64	65+
8.2	7.9	8.7	8.5	8.2	8.8	8.4	8.2	8.7	8.8	8.8	9.0	8.0	7.5	8.5
8.3	8.1	8.7	8.5	8.5	8.9	8.3	8.3	8.7	8.7	8.8	8.9	8.0	7.8	8.9
*	8.2		*	8.2		*	8.6		*	8.8		*	8.1	
8.2	8.1	8.3	8.5	8.2	8.6	*	8.2	8.9	8.9	8.8	9.0	8.2	7.7	8.0
*	8.2		*	8.5		*	8.7		*	8.8		*	8.4	
8.3	8.1	8.8	8.6	8.2	8.8	8.1	8.3	8.6	8.9	8.8	9.0	8.1	7.2	8.5
8.5	8.2	8.5	8.4	8.3	8.4	*	*	8.5	9.0	8.9	8.8	8.3	7.1	8.2
8.0	7.8	8.6	8.4	8.0	8.8	8.6	8.3	8.7	8.8	8.8	9.0	7.7	7.2	8.5

How health plans compare – Provider communication and service

Prepaid Medical Assistance Program (PMAP)

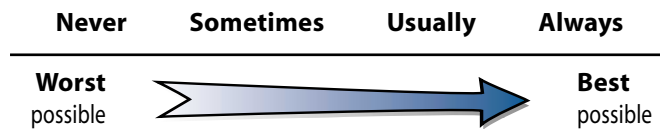
The survey had a series of questions that asked people to rate how often:

- Their doctors communicated well
- They got care without long waits
- Office staff were courteous, respectful and helpful

These questions asked people to give a rating by marking either: Never; Sometimes; Usually; or Always.



Ratings Scale



For each health plan, the numbers in the table show the percent of people who responded most positively (or “Always”) to these questions.

Topic Ratings

	How well doctors communicate			Getting care without long waits			Courtesy, respect and helpfulness of office staff		
	% answering "Always"			% answering "Always"			% answering "Always"		
	<18	18-64	65+	<18	18-64	65+	<18	18-64	65+
State PMAP Average	66%	61%	67%	54%	49%	59%	68%	65%	75%
Blue Plus	68%	63%	65%	55%	53%	57%	68%	69%	78%
First Plan	*	63%		*	56%		*	75%	
HealthPartners	72%	62%	66%	55%	51%	55%	73%	61%	73%
Itasca Medical Care	*	69%		*	58%		*	73%	
Medica	67%	61%	68%	55%	49%	60%	69%	66%	76%
Metropolitan Health Plan	61%	62%	60%	41%	41%	48%	65%	65%	62%
UCare Minnesota	63%	57%	67%	53%	46%	62%	66%	59%	75%

* No results - small sample size

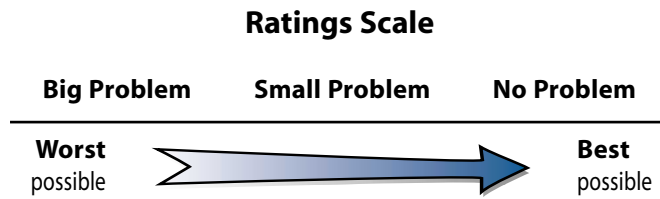
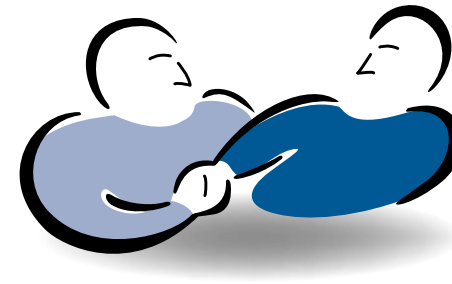
How health plans compare – Health plan service and access to care

Prepaid Medical Assistance Program (PMAP)

The survey had a series of questions that asked people to rate how much of a problem they had with:

- Health plan customer service
- Getting care that is needed

These questions asked people to give a rating by marking either: Big Problem; Small Problem; or No Problem.

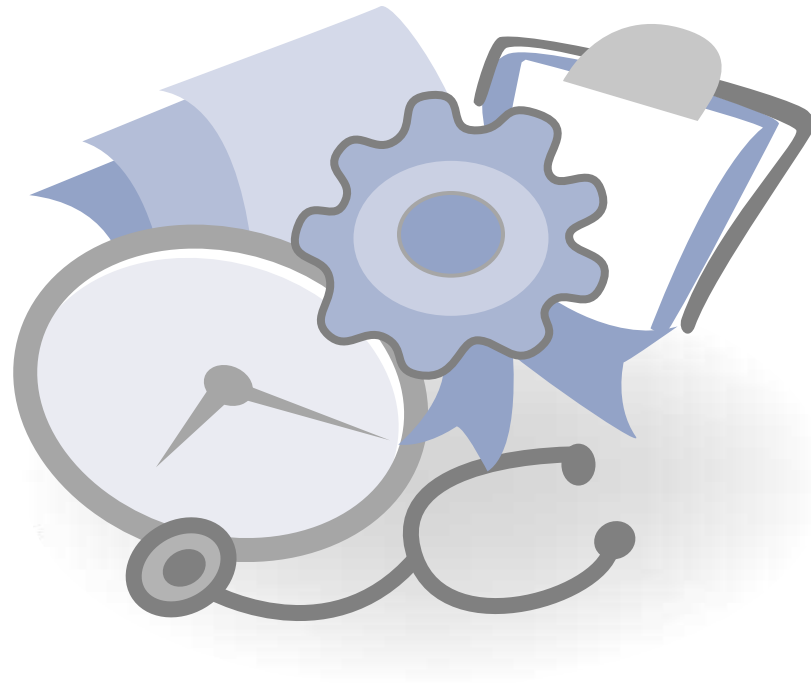


For each health plan, the numbers in the table shows the percent of people who responded most positively (or “No Problem”) to these questions.

Topic Ratings

	Health plan customer service			Getting care that is needed		
	% answering "No Problem"			% answering "No Problem"		
	<18	18-64	65+	<18	18-64	65+
State PMAP Average	67%	66%	65%	82%	78%	84%
Blue Plus	69%	66%	58%	80%	80%	86%
First Plan	*	70%		*	83%	
HealthPartners	73%	69%	60%	79%	78%	82%
Itasca Medical Care	*	73%		*	85%	
Medica	70%	63%	68%	85%	81%	85%
Metropolitan Health Plan	68%	72%	67%	76%	76%	75%
UCare Minnesota	58%	62%	64%	82%	74%	83%

* No results - small sample size



Part IV:

Plan-Specific Comparisons – MinnesotaCare Program

Introduction

This section of the report shows plan-specific comparisons of the managed care health plans participating in the MinnesotaCare program. The survey results for the health plans are presented by age group (<18, 18-64) and are adjusted for age and self-reported health status.

The first pages in this section present actual average (mean) scores that the health plans received on the five overall survey questions that asked enrollees to rate their or their child's health plan, health care, specialist, doctor or nurse and dental care.

The next pages show the percentage of enrollees who responded most positively (or “Always”) to questions that formed the three composite topics: *How well doctors communicate*; *Getting care without long waits*; and *Courtesy, respect and helpfulness of office staff*.

The last pages of this section show the percentage of enrollees who responded most positively (or “No Problem”) to questions that formed the two composite topics: *Health plan customer service* and *Getting care that is needed*.

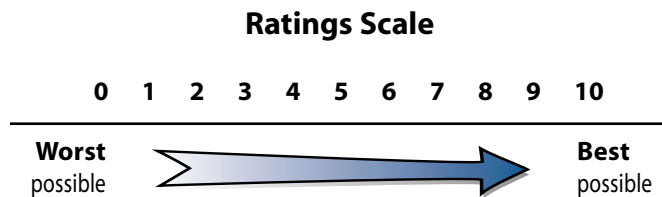
In this section, the overall MinnesotaCare average is provided for reference purposes.

When comparing the ratings and percentages, the reader should ignore small differences between numbers. These small differences may reflect sampling variation rather than real differences.

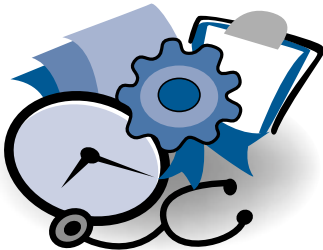
How health plans compare – Overall ratings

MinnesotaCare Program

The survey had questions that asked people to rate the health care they received from their or their child's health plan and health care providers. These questions asked people to give an overall rating by marking any number on a scale from 0 to 10, where 0 = "worst possible" and 10 = "best possible".



For each health plan, the number in the table shows the average (mean) of all ratings given by people who answered these questions.



MinnesotaCare Average

Blue Plus

HealthPartners

Medica

Metropolitan Health Plan

UCare Minnesota

* No results - small sample size

Overall Ratings

	How people rated their or their child's health plan			How people rated their or their child's health care			How people rated their or their child's specialist			How people rated their or their child's doctor or nurse			How people rated their or their child's dental care	
	<18	18-64		<18	18-64		<18	18-64		<18	18-64		<18	18-64
	8.2	7.8		8.5	8.0		8.4	7.9		8.7	8.6		8.0	7.7
	8.4	7.9		8.4	8.0		8.2	7.9		8.6	8.6		8.3	7.9
	8.3	7.9		8.3	8.1		8.4	8.2		8.7	8.6		7.9	7.3
	8.3	8.0		8.5	8.3		8.5	8.2		8.7	8.6		8.0	7.8
	*	7.7		*	7.9		*	7.5		*	8.5		*	7.7
	8.0	7.7		8.5	8.1		8.6	8.1		8.7	8.6		7.8	7.8

How health plans compare – Provider communication and service

MinnesotaCare Program

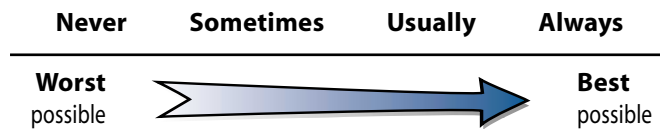
The survey had a series of questions that asked people to rate how often:

- Their doctors communicated well
- They got care without long waits
- Office staff were courteous, respectful and helpful

These questions asked people to give a rating by marking either: Never; Sometimes; Usually; or Always.



Ratings Scale



For each health plan, the numbers in the table show the percent of people who responded most positively (or “Always”) to these questions.

Topic Ratings

	How well doctors communicate <i>% answering "Always"</i>		Getting care without long waits <i>% answering "Always"</i>		Courtesy, respect and helpfulness of office staff <i>% answering "Always"</i>	
	<18	18-64	<18	18-64	<18	18-64
MinnesotaCare Average	68%	60%	57%	50%	71%	65%
Blue Plus	69%	59%	59%	49%	73%	63%
HealthPartners	67%	57%	56%	52%	70%	63%
Medica	69%	60%	58%	51%	72%	67%
Metropolitan Health Plan	*	58%	*	45%	*	60%
UCare Minnesota	67%	65%	56%	53%	69%	68%

* No results - small sample size

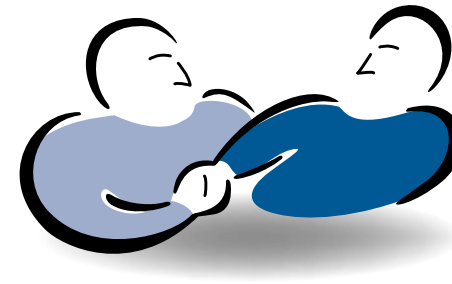
How health plans compare – Health plan service and access to care

MinnesotaCare Program

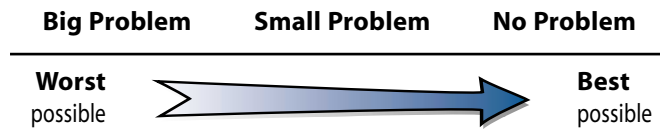
The survey had a series of questions that asked people to rate how much of a problem they had with:

- Health plan customer service
- Getting care that is needed

These questions asked people to give a rating by marking either: Big Problem; Small Problem; or No Problem.



Ratings Scale

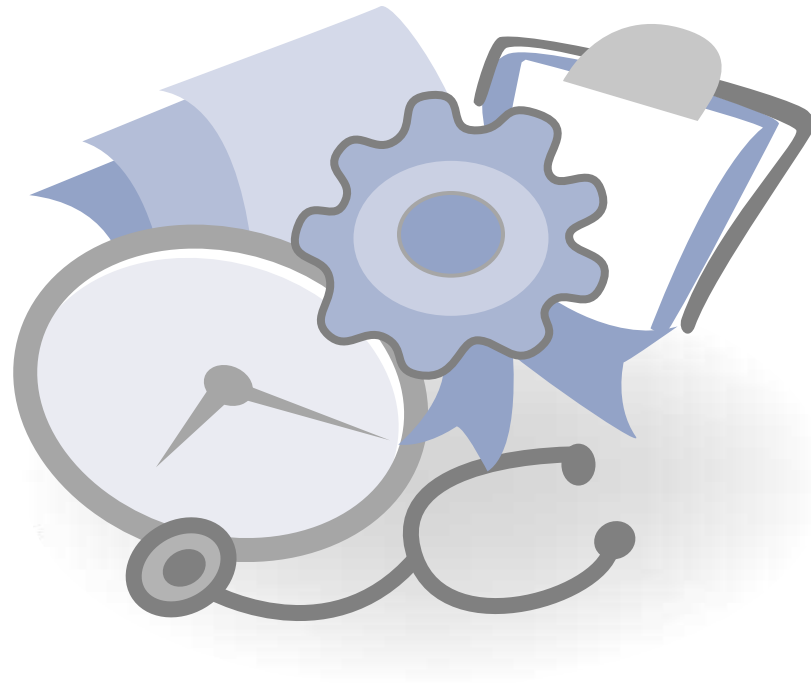


For each health plan, the numbers in the table shows the percent of people who responded most positively (or “No Problem”) to these questions.

Topic Ratings

	Health plan customer service		Getting care that is needed	
	% answering "No Problem"		% answering "No Problem"	
	<18	18-64	<18	18-64
MinnesotaCare Average	66%	62%	86%	81%
Blue Plus	70%	61%	87%	83%
HealthPartners	67%	61%	85%	80%
Medica	68%	65%	85%	84%
Metropolitan Health Plan	*	61%	*	77%
UCare Minnesota	63%	60%	85%	80%

* No results - small sample size



Part V:

Summary of Survey Findings – 1997, 1999, 2001

Overall Programs

Introduction

The 1997, 1999 and 2001 Medicaid/MinnesotaCare survey projects were conducted using the CAHPS® survey instrument (CAHPS® 1.0 in 1997 and CAHPS® 2.0 in 1999 and 2001) and the standard CAHPS® survey protocol. This section of the report presents findings for the core programs over the three survey years. The results are presented by program, survey year and age group when data is available.

The first pages in this section present actual average (mean) scores that the core programs received on four overall survey questions that asked enrollees to rate their or their child's health plan, health care, specialist and doctor or nurse. Dental care is not included since it is a new topic in 2001.

The bar graphs that follow show the distribution of responses that the core programs received for the five composite topics: *How well doctors communicate*; *Getting care without long waits*; *Courtesy, respect and helpfulness of office staff*; *Health plan customer service*; and *Getting care that is needed*.

Across the three survey years, there were some differences in the survey populations and instruments that impact how the survey results are presented. Differences in populations include:

- Non-metro results are not available for each of the three survey years. In order to make the results as comparable as possible, results are shown for the METRO AREA ONLY (with the exception of Medical Assistance Fee-For-Service which is surveyed as a non-metro only population);
- Children were not included in the 1999 survey.

Differences in the survey instruments include:

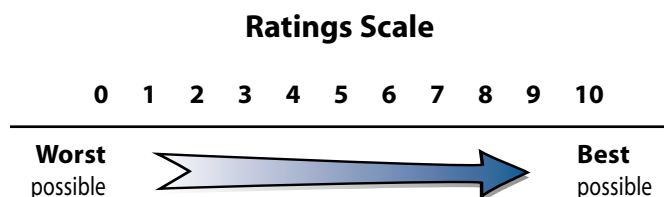
- The questions that made up the topics *Health plan customer service* and *Getting care that is needed* in 1997 were not comparable to the questions used in 1999 and 2001. Data for these topics are not presented for 1997.

When comparing the ratings and percentages, the reader should ignore small differences between numbers. These small differences may reflect sampling variation rather than real differences.

How programs compare across survey years

Overall Programs

The survey had questions that asked people to rate the health care they or their child received from their health plan and health care providers. These questions asked people to give an overall rating by marking any number on a scale from 0 to 10, where 0 = “worst possible” and 10 = “best possible”.



For each program and survey year, the number in the table shows the average (mean) of all ratings given by people who answered these questions.



Prepaid Medical Assistance Program

1997

1999

2001

Minnesota Senior Health Options

1997

1999

2001

MinnesotaCare

1997

1999

2001

Medical Assistance Fee-For-Service

1997

1999

2001

* Children not surveyed in 1999

** Population includes ages 65+ only

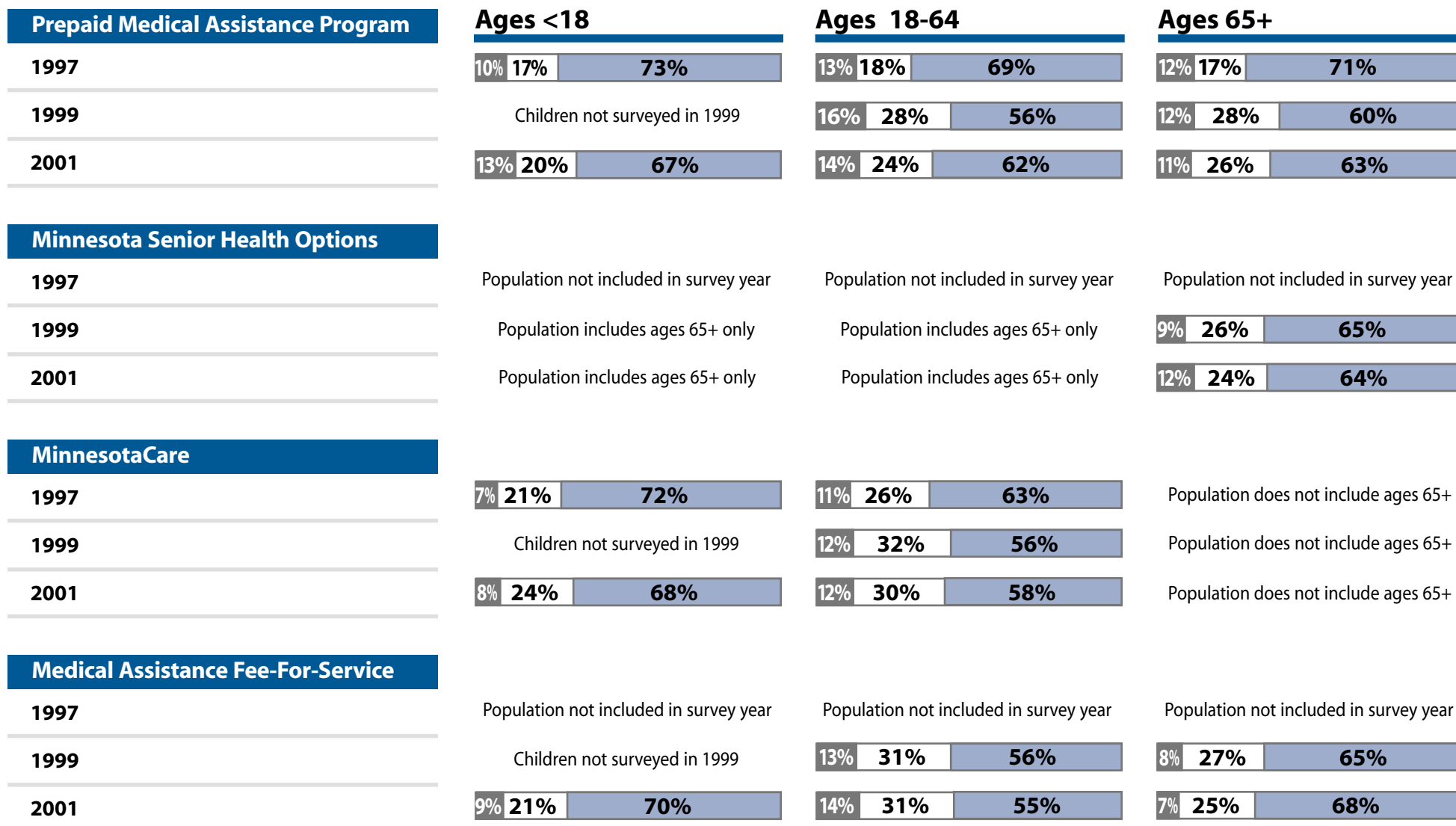
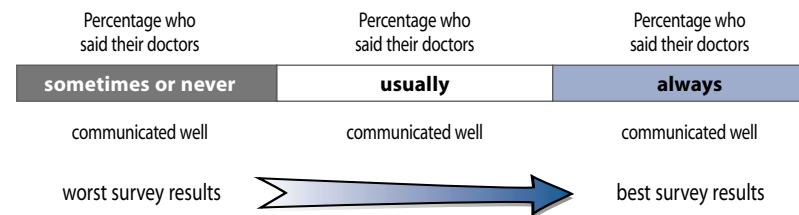
Overall Ratings

How people rated their or their child's health plan	How people rated their or their child's health care	How people rated their or their child's specialist	How people rated their or their child's doctor or nurse
<18 18-64 65+	<18 18-64 65+	<18 18-64 65+	<18 18-64 65+
8.6 8.4 8.5	8.7 8.4 8.8	8.2 7.7 8.3	9.0 8.8 8.9
* 7.9 8.5	* 8.3 8.5	* 7.8 8.6	* 8.6 8.8
8.3 8.1 8.4	8.5 8.2 8.5	8.4 8.1 8.6	8.9 8.8 8.9
Not included in survey	Not included in survey	Not included in survey	Not included in survey
** ** 8.4	** ** 8.8	** ** 8.8	** ** 8.6
** ** 8.3	** ** 8.6	** ** 8.7	** ** 9.1
8.3 7.5 ***	8.6 8.1 ***	8.1 8.0 ***	8.8 8.6 ***
* 7.9 ***	* 8.2 ***	* 8.0 ***	* 8.4 ***
8.3 7.7 ***	8.5 8.0 ***	8.5 8.0 ***	8.7 8.5 ***
Not included in survey	Not included in survey	Not included in survey	Not included in survey
* 8.3 9.0	* 8.3 8.8	* 8.0 8.6	* 8.5 9.0
8.4 8.2 9.1	8.6 8.1 8.9	8.8 8.4 8.8	8.8 8.6 9.1

*** Population does not include ages 65+

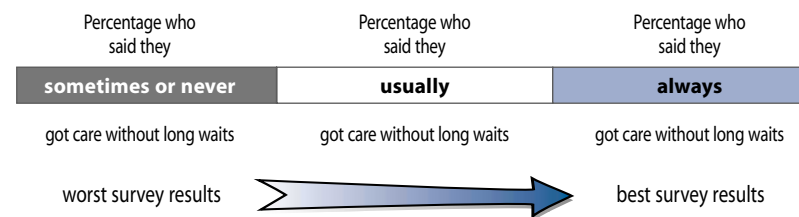
How well doctors communicate

Overall Programs



Getting care without long waits

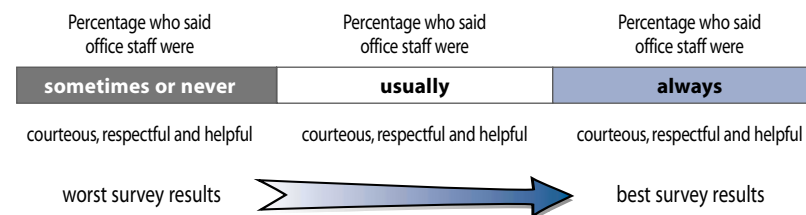
Overall Programs



Prepaid Medical Assistance Program		Ages <18	Ages 18-64	Ages 65+
1997		23% 30% 47%	28% 30% 42%	24% 26% 50%
1999	Children not surveyed in 1999		25% 32% 43%	20% 31% 49%
2001		20% 29% 51%	20% 31% 49%	18% 29% 53%
Minnesota Senior Health Options				
1997	Population not included in survey year		Population not included in survey year	Population not included in survey year
1999	Population includes ages 65+ only		Population includes ages 65+ only	15% 31% 54%
2001	Population includes ages 65+ only		Population includes ages 65+ only	17% 27% 56%
MinnesotaCare				
1997		22% 27% 51%	22% 33% 45%	Population does not include ages 65+
1999	Children not surveyed in 1999		21% 33% 46%	Population does not include ages 65+
2001		15% 29% 56%	20% 33% 47%	Population does not include ages 65+
Medical Assistance Fee-For-Service				
1997	Population not included in survey year		Population not included in survey year	Population not included in survey year
1999	Children not surveyed in 1999		18% 31% 51%	8% 30% 62%
2001		13% 30% 57%	24% 29% 47%	11% 29% 60%

Courtesy, respect and helpfulness of office staff

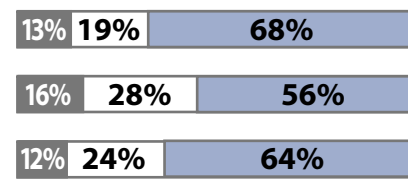
Overall Programs



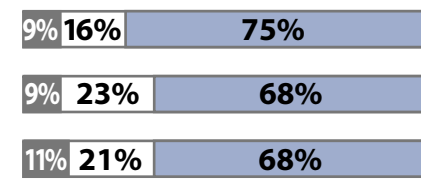
Prepaid Medical Assistance Program



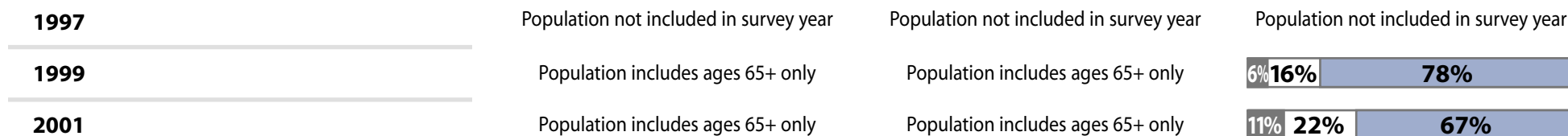
Ages 18-64



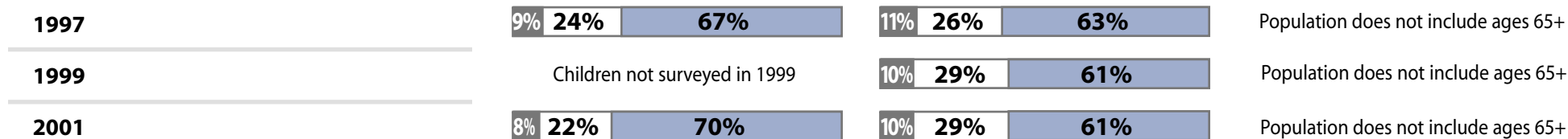
Ages 65+



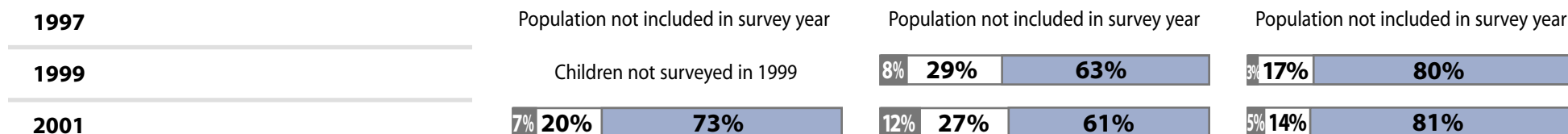
Minnesota Senior Health Options



MinnesotaCare

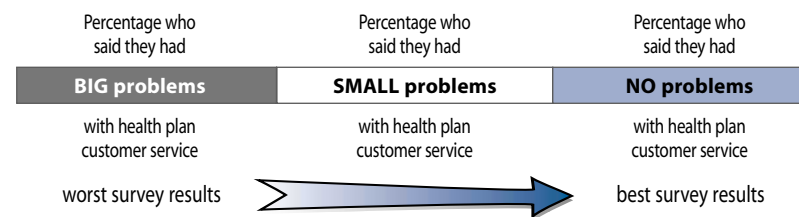


Medical Assistance Fee-For-Service



Health plan customer service

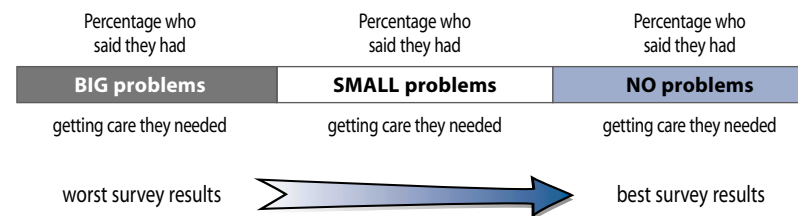
Overall Programs



Prepaid Medical Assistance Program		Ages <18	Ages 18-64	Ages 65+
1997	Different survey questions for this topic		Different survey questions for this topic	Different survey questions for this topic
1999	Children not surveyed in 1999		10% 27% 63%	13% 29% 58%
2001		8% 24% 68%	12% 21% 67%	9% 26% 65%
Minnesota Senior Health Options				
1997	Different survey questions for this topic	Different survey questions for this topic	Different survey questions for this topic	Different survey questions for this topic
1999	Population includes ages 65+ only		Population includes ages 65+ only	5% 27% 68%
2001	Population includes ages 65+ only		Population includes ages 65+ only	9% 24% 67%
MinnesotaCare				
1997	Different survey questions for this topic	Different survey questions for this topic	Different survey questions for this topic	Population does not include ages 65+
1999	Children not surveyed in 1999		10% 26% 64%	Population does not include ages 65+
2001		8% 24% 68%	11% 27% 62%	Population does not include ages 65+
Medical Assistance Fee-For-Service				
1997	Different survey questions for this topic	Different survey questions for this topic	Different survey questions for this topic	Different survey questions for this topic
1999	Children not surveyed in 1999		14% 24% 62%	13% 19% 68%
2001		14% 23% 63%	14% 20% 66%	5% 26% 69%

Getting care that is needed

Overall Programs



Prepaid Medical Assistance Program		Ages <18	Ages 18-64	Ages 65+
1997	Different survey questions for this topic		Different survey questions for this topic	Different survey questions for this topic
1999	Children not surveyed in 1999		10% 16% 74%	8% 16% 76%
2001		6% 14% 80%	9% 15% 76%	7% 15% 78%
Minnesota Senior Health Options				
1997	Different survey questions for this topic	Different survey questions for this topic	Different survey questions for this topic	Different survey questions for this topic
1999	Population includes ages 65+ only		Population includes ages 65+ only	7% 14% 79%
2001	Population includes ages 65+ only		Population includes ages 65+ only	5% 12% 83%
MinnesotaCare				
1997	Different survey questions for this topic	Different survey questions for this topic	Different survey questions for this topic	Population does not include ages 65+
1999	Children not surveyed in 1999		8% 15% 77%	Population does not include ages 65+
2001		4% 11% 85%	7% 15% 78%	Population does not include ages 65+
Medical Assistance Fee-For-Service				
1997	Different survey questions for this topic	Different survey questions for this topic	Different survey questions for this topic	Different survey questions for this topic
1999	Children not surveyed in 1999		6% 13% 81%	3% 5% 92%
2001		3% 8% 89%	4% 12% 84%	3% 5% 92%

Part VI:

Summary of Survey Findings – 1997, 1999, 2001

Health Plan Specific – Prepaid Medical Assistance Program (PMAP)

Introduction

The 1997, 1999 and 2001 Medicaid/MinnesotaCare survey projects were conducted using the CAHPS® survey instrument (CAHPS® 1.0 in 1997 and CAHPS® 2.0 in 1999 and 2001) and the standard CAHPS® survey protocol. This section of the report presents findings for health plans participating in the Prepaid Medical Assistance Program (PMAP) that were included in each of the three survey years. The results are presented by health plan, survey year and age group.

The first pages in this section present actual average (mean) scores that the health plans received on four overall survey questions that asked enrollees to rate their or their child's health plan, health care, specialist and doctor or nurse. Dental care is not included since it is a new topic in 2001.

The bar graphs that follow show the distribution of responses that the health plans received for the five composite topics: *How well doctors communicate*; *Getting care without long waits*; *Courtesy, respect and helpfulness of office staff*; *Health plan customer service*; and *Getting care that is needed*.

Across the three survey years, there were some differences in the survey populations and instruments that impact how the survey results are presented. Differences in populations include:

- Non-metro results are not available for each of the three survey years. In order to make the results as comparable as possible, results are shown for the METRO AREA ONLY;
- Children were not included in the 1999 survey.

Differences in the survey instruments include:

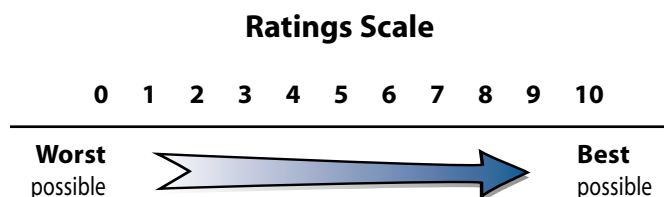
- The questions that made up the topics *Health plan customer service* and *Getting care that is needed* in 1997 were not comparable to the questions used in 1999 and 2001. Data for these topics are not presented for 1997.

When comparing the ratings and percentages, the reader should ignore small differences between numbers. These small differences may reflect sampling variation rather than real differences.

How health plans compare across survey years

Prepaid Medical Assistance Program (PMAP)

The survey had questions that asked people to rate the health care they or their child received from their health plan and health care providers. These questions asked people to give an overall rating by marking any number on a scale from 0 to 10, where 0 = “worst possible” and 10 = “best possible”.



For each health plan and survey year, the number in the table shows the average (mean) of all ratings given by people who answered these questions.



Blue Plus

1997

1999

2001

HealthPartners

1997

1999

2001

Medica

1997

1999

2001

Metropolitan Health Plan

1997

1999

2001

UCare Minnesota

1997

1999

2001

* Children not surveyed in 1999

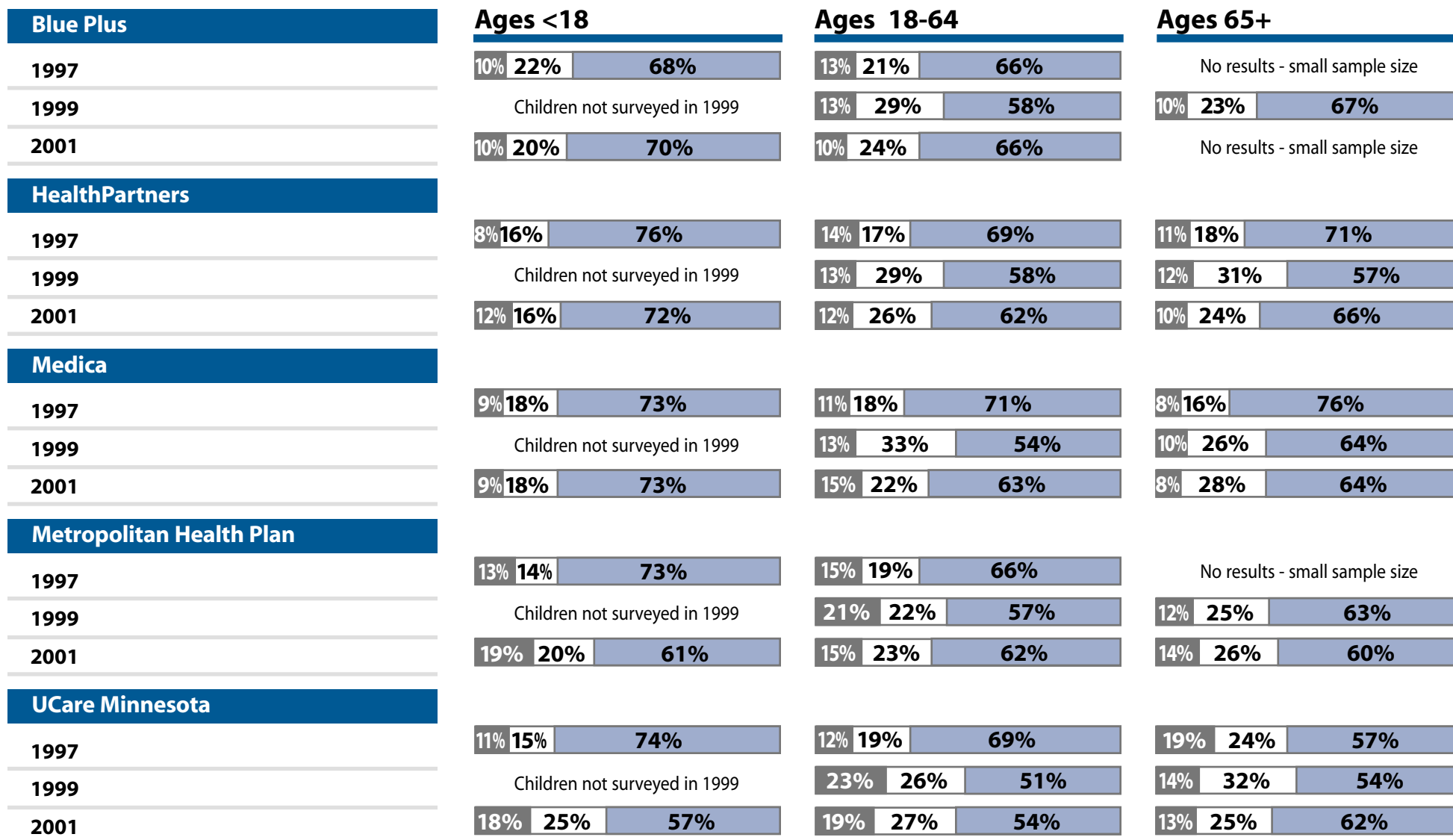
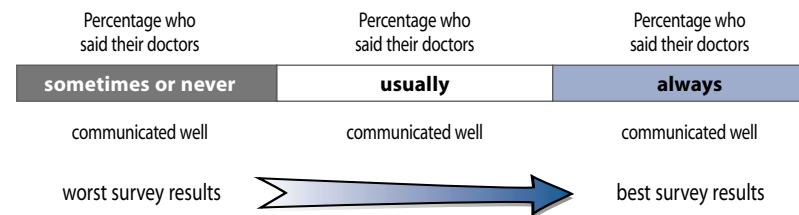
Overall Ratings

	How people rated their or their child's health plan				How people rated their or their child's health care				How people rated their or their child's specialist				How people rated their or their child's doctor or nurse		
	<18	18-64	65+		<18	18-64	65+		<18	18-64	65+		<18	18-64	65+
	8.2	7.8	**		8.4	8.2	**		**	**	**		8.8	8.8	**
	*	7.8	8.3		*	8.0	8.4		*	7.9	8.4		*	8.4	8.7
	8.2	8.1	**		8.5	8.6	**		8.4	8.0	**		8.8	8.8	**
	8.5	8.3	8.2		8.6	8.3	8.7		**	7.6	**		9.0	8.8	8.7
	*	8.0	8.4		*	8.2	8.4		*	8.0	8.4		*	8.3	8.7
	8.2	8.0	8.3		8.5	8.1	8.6		8.2	8.2	9.0		8.9	8.8	9.0
	8.7	8.8	9.0		8.8	8.8	9.1		**	7.8	**		8.8	9.0	9.2
	*	8.2	8.6		*	8.1	8.8		*	7.9	8.5		*	8.7	8.7
	8.3	8.0	8.5		8.7	8.1	8.5		8.1	8.4	8.4		8.9	8.8	9.0
	8.7	8.3	8.4		8.8	8.5	**		**	**	**		9.2	8.8	**
	*	7.6	8.5		*	7.9	8.6		*	7.0	8.7		*	8.6	8.9
	8.5	8.2	8.5		8.4	8.2	8.4		9.1	7.6	8.5		9.0	8.8	8.8
	8.6	8.4	7.8		8.7	8.4	**		**	7.5	**		9.0	8.8	**
	*	7.9	8.0		*	7.6	8.1		*	7.6	8.3		*	8.5	8.6
	8.2	8.0	8.3		8.5	7.8	8.5		8.5	8.1	8.8		8.9	8.6	8.7

** No results - small sample size

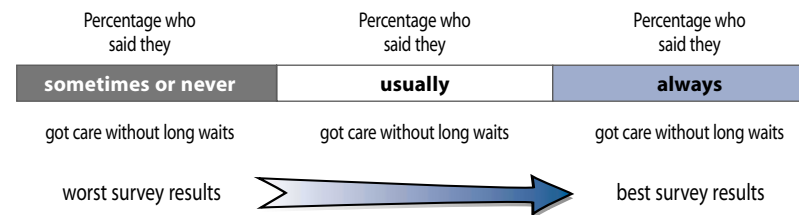
How well doctors communicate

Prepaid Medical Assistance Program (PMAP)



Getting care without long waits

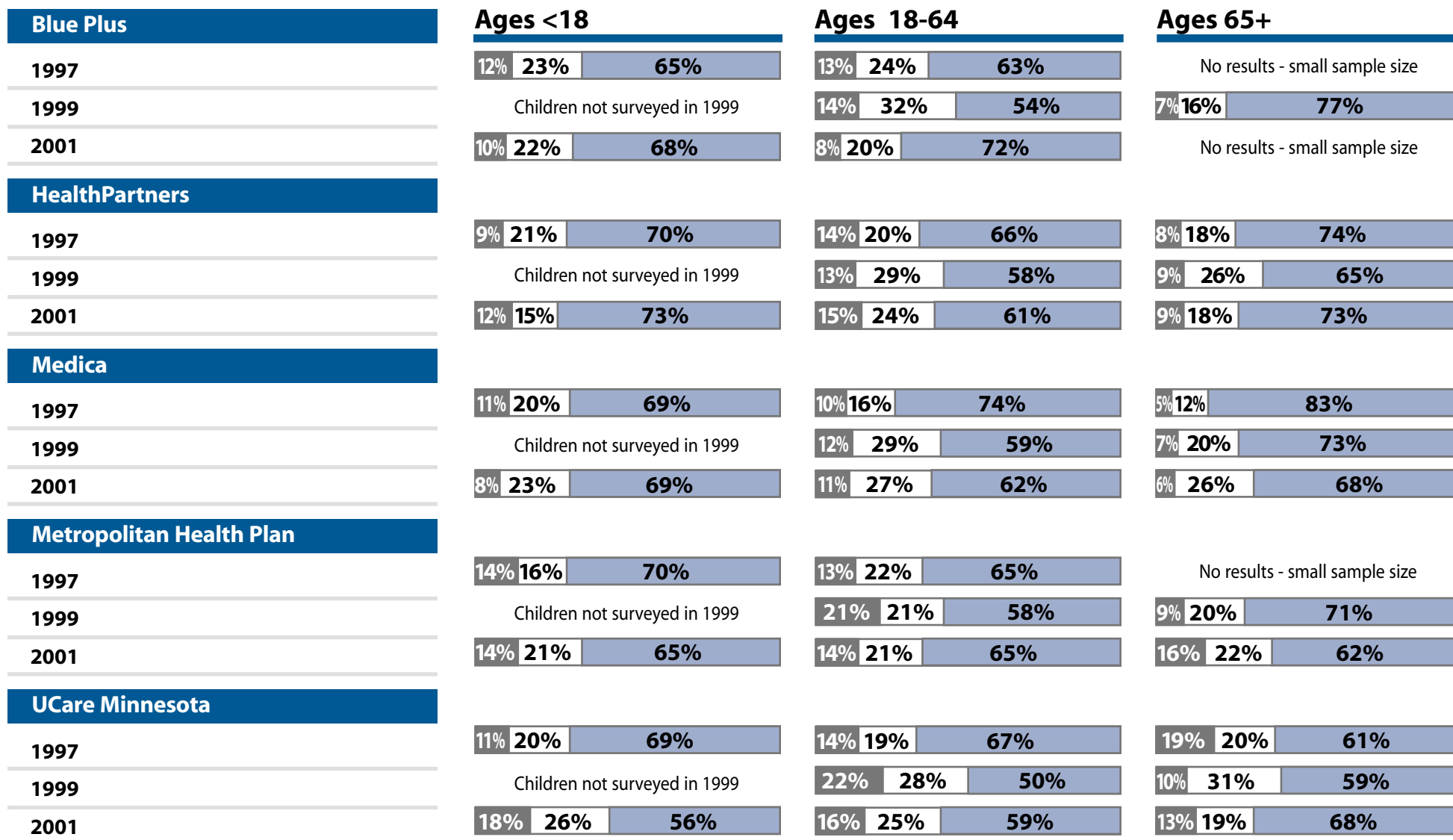
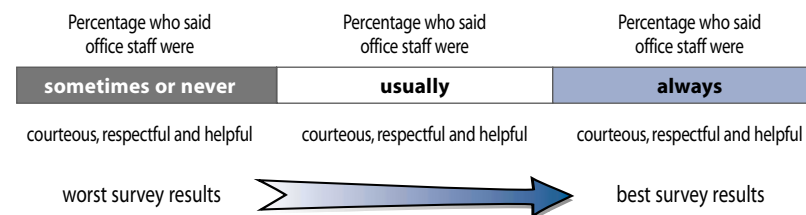
Prepaid Medical Assistance Program (PMAP)



	Ages <18			Ages 18-64			Ages 65+		
Blue Plus									
1997	20%	33%	47%	25%	28%	47%	No results - small sample size		
1999	Children not surveyed in 1999			22%	34%	44%	13%	27%	60%
2001	15%	31%	54%	16%	30%	54%	No results - small sample size		
HealthPartners									
1997	22%	32%	48%	29%	32%	39%	24%	24%	52%
1999	Children not surveyed in 1999			22%	33%	45%	19%	35%	46%
2001	19%	26%	55%	19%	31%	50%	17%	28%	55%
Medica									
1997	18%	30%	52%	22%	32%	46%	18%	24%	58%
1999	Children not surveyed in 1999			23%	32%	45%	18%	32%	50%
2001	16%	30%	54%	16%	34%	50%	15%	31%	54%
Metropolitan Health Plan									
1997	28%	27%	45%	36%	28%	36%	25%	28%	47%
1999	Children not surveyed in 1999			31%	28%	41%	25%	28%	47%
2001	33%	27%	40%	28%	31%	41%	23%	29%	48%
UCare Minnesota									
1997	23%	31%	46%	29%	30%	41%	30%	31%	39%
1999	Children not surveyed in 1999			27%	33%	40%	23%	33%	44%
2001	21%	31%	48%	24%	31%	45%	17%	27%	56%

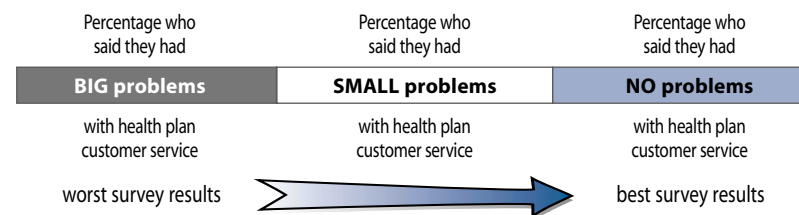
Courtesy, respect and helpfulness of office staff

Prepaid Medical Assistance Program (PMAP)



Health plan customer service

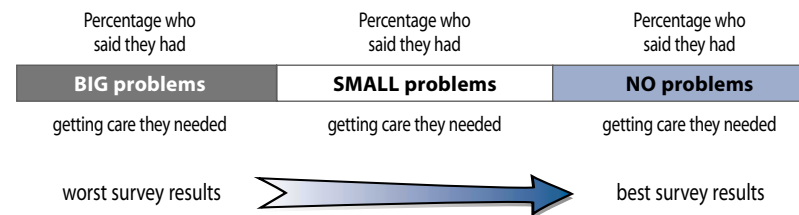
Prepaid Medical Assistance Program (PMAP)



Blue Plus		Ages <18	Ages 18-64	Ages 65+
1997		Different survey questions for this topic	Different survey questions for this topic	Different survey questions for this topic
1999		Children not surveyed in 1999	9% 31% 60%	17% 26% 57%
2001		10% 24% 66%	11% 24% 65%	No results - small sample size
HealthPartners				
1997		Different survey questions for this topic	Different survey questions for this topic	Different survey questions for this topic
1999		Children not surveyed in 1999	9% 27% 64%	12% 27% 61%
2001		3% 24% 73%	9% 22% 69%	11% 29% 60%
Medica				
1997		Different survey questions for this topic	Different survey questions for this topic	Different survey questions for this topic
1999		Children not surveyed in 1999	13% 26% 61%	10% 31% 59%
2001		9% 20% 71%	18% 18% 64%	10% 21% 69%
Metropolitan Health Plan				
1997		Different survey questions for this topic	Different survey questions for this topic	Different survey questions for this topic
1999		Children not surveyed in 1999	13% 25% 62%	12% 25% 63%
2001		12% 20% 68%	9% 19% 72%	8% 25% 67%
UCare Minnesota				
1997		Different survey questions for this topic	Different survey questions for this topic	Different survey questions for this topic
1999		Children not surveyed in 1999	9% 23% 68%	14% 36% 50%
2001		8% 28% 64%	13% 20% 67%	9% 27% 64%

Getting care that is needed

Prepaid Medical Assistance Program (PMAP)



	Ages <18	Ages 18-64	Ages 65+
Blue Plus			
1997	Different survey questions for this topic	Different survey questions for this topic	Different survey questions for this topic
1999	Children not surveyed in 1999	10% 18% 72%	7% 14% 79%
2001	8% 14% 78%	8% 15% 77%	No results - small sample size
HealthPartners			
1997	Different survey questions for this topic	Different survey questions for this topic	Different survey questions for this topic
1999	Children not surveyed in 1999	13% 16% 71%	10% 15% 75%
2001	6% 15% 79%	8% 14% 78%	5% 13% 82%
Medica			
1997	Different survey questions for this topic	Different survey questions for this topic	Different survey questions for this topic
1999	Children not surveyed in 1999	8% 13% 79%	9% 13% 78%
2001	4% 12% 84%	8% 13% 79%	9% 13% 78%
Metropolitan Health Plan			
1997	Different survey questions for this topic	Different survey questions for this topic	Different survey questions for this topic
1999	Children not surveyed in 1999	11% 15% 74%	7% 16% 77%
2001	7% 17% 76%	10% 14% 76%	8% 17% 75%
UCare Minnesota			
1997	Different survey questions for this topic	Different survey questions for this topic	Different survey questions for this topic
1999	Children not surveyed in 1999	11% 20% 69%	9% 21% 70%
2001	7% 14% 79%	10% 19% 71%	7% 16% 77%

Appendix A:

Notes

Overview of Programs

The Medical Assistance Program (MA), also called Medicaid, uses a combination of federal and state tax dollars to help people pay for their medical care. Recipients include: people with low income who are blind, disabled, or elderly; children in families with low incomes; adults in families with low incomes; and children who are needy.

The Minnesota Department of Human Services purchases Medical Assistance health care services through both managed care and fee-for-service plans:

- **Prepaid Medical Assistance Program (PMAP)** recipients are in the managed care program. They must receive all of their medical care from their particular health plan, except in a life threatening emergency.
- **Medical Assistance Fee-For-Service** recipients are those who are not in a prepaid health plan. They are eligible to receive covered services from a variety of doctors, hospitals, and other health care providers who are enrolled with the state in the MA program.

MinnesotaCare is a state healthcare program for uninsured Minnesota residents who meet certain income and other eligibility requirements. MinnesotaCare offers a benefit package of services through prepaid managed care health plans. All enrollees in

MinnesotaCare pay a premium. The premium is the monthly amount the enrollees must pay to continue health coverage. Premiums are determined based on a sliding scale of household income and size and the number of individuals covered.

Minnesota Senior Health Options (MSHO) demonstration project integrates care for low-income senior citizens eligible for both Medicare and Medicaid. This test model is designed to simplify and coordinate acute day-to-day and long-term care for seniors in a single, seamless system of care.

Response Rates

The adjusted response rate was calculated excluding people not in the plan, those with undeliverable surveys and no telephone number, and surveys which were not at least 50% complete.

Statistical Significance

Statistical tests for significant differences were not completed for the data presented in this report. Small differences between numbers should be ignored when comparing the ratings and percentages in the tables. These small differences may reflect sampling variation rather than real differences.

Composites and Related Questions

Each individual composite presented in this report includes a series of related questions, as follows:

- For **“How well doctors communicate,”** the survey asked people to rate how often doctors or other health providers: 1) *Listened carefully*; 2) *Explained things in an understandable way*; 3) *Showed respect for what they had to say*; and 4) *Spent enough time with them*.
- For **“Getting care without long waits,”** the survey asked people to rate how often they: 1) *Got the help or advice they needed when calling the clinic*; 2) *Got treated as soon as they wanted when sick or injured*; 3) *Got an appointment as soon as they wanted for regular or routine care*; and 4) *Waited only 15 minutes or less past their appointment time*.
- For **“Courtesy, respect and helpfulness of office staff”** the survey asked people to rate how often the office staff at the clinic were: 1) *Courteous and respectful*; and 2) *As helpful as they should be*.
- For **“Health plan customer service”** the survey asked people to rate how much of a problem it was to: 1) *Get needed help when calling health plan customer service*; 2) *Find needed information in their health plan’s written materials*; and 3) *Complete health plan paperwork*.
- For **“Getting care that is needed”** the survey asked people to rate how much of a problem it was to: 1) *Get a personal doctor or nurse they are happy with*; 2) *Get specialist referrals*; 3) *Get necessary care*; and 4) *Get health plan approval without delay*.

Cautions and Limitations

The findings presented in this report are subject to some limitations in the survey design and analysis. These limitations should be considered carefully when interpreting or generalizing the findings presented. These limitations include:

■ Adjustments to the Comparisons

While the data have been adjusted for differences in enrollee age and self-reported health status, it was not possible to adjust for differences in enrollee characteristics that were not measured (such as income, employment, specific health problems, and expectations and beliefs).

■ Single Point in Time

The results of this survey provide a snapshot of comparisons of health plans at a single point in time. These comparisons may not reflect stable patterns of consumer ratings over time. Additional surveys using the same questions and methods will be needed to establish trend data.

■ Subjective Measures Only

The questions in this survey reflect the subjective evaluation and opinions of the respondents. The relationship between these responses and other measures of health plan performance and service quality have not been established.

■ Causal Inferences

Although this analysis examines whether enrollees of various health plans report differential satisfaction with various aspects of their plan, these differences cannot be attributed totally to the plan. People choose to become members of specific health plans for reasons that cannot be fully addressed in this analysis (such as income, prior medical experience, anticipated needs and expectations).

Appendix B:

Respondent Characteristics

Age

Adult age distributions remained relatively unchanged from the 1999 survey. The child MinnesotaCare respondent population represented an older group than Prepaid Medical Assistance Program (PMAP) or Medical Assistance Fee-For-Service (FFS) child respondents. Only 18% of MinnesotaCare children were age 0-3 compared to 42% for PMAP and 41% for FFS.

Gender

Consistent with previous survey projects, the majority of respondents were women (75%) compared to men (25%).

Health Status

The majority of children across programs were reported to be in *Good to Excellent* health. Less than 4% of parents reported their children's health as *Fair* or *Poor*. Self-reported health status for adults in FFS showed an improvement from 1999 with an additional 11% of respondents reporting *Good to Excellent* health. PMAP, MinnesotaCare and MSHO health status ratings remained fairly consistent with 1999 reports.

Education

The most significant change in education compared to the 1999 report was in the education level reported by adults receiving FFS benefits. Respondents reporting *less than an 8th grade level of education* decreased by 8% while adults reporting *Some College or a 2-year degree* increased by 10%. Across programs,

parents of children receiving services through one of the programs reported a higher education level than adults receiving benefits for themselves. The most significant differences were found for PMAP and FFS respondents.

Language

Language spoken in the home varied by program and age group. For the PMAP population, Spanish (6%) and Hmong (7%) were the languages other than English that were reported most often for parents of children receiving PMAP while Hmong (5%), Russian (3%) and Somali (2%) were reported by adults receiving PMAP benefits for themselves. The only languages other than English reported for MinnesotaCare or FFS adults or children over 1% were: Hmong (3%- MinnesotaCare child); Somali (3% - FFS child) and Spanish (2% FFS - adult). For MSHO, 15% of respondents reported speaking mainly Hmong at home.

Race/Ethnicity

Table 3 on the next page provides a comparison of the race and ethnicity demographics reported by the 2001 survey respondents to the total population of Medicaid/MinnesotaCare beneficiaries who were enrolled in these programs at the time the survey sample population was selected for the project. Survey respondents can select more than one race category so percentages for the survey population may be greater than 100%.

Table 3
Comparison of survey
respondent demographics to
total program population

Race/Ethnicity

	White		Black/ African- American		Asian		American Indian/ Alaskan Native		Hispanic		Other (Survey)/ Unknown (Total)*	
	Survey Pop.	Total Pop.	Survey Pop.	Total Pop.	Survey Pop.	Total Pop.	Survey Pop.	Total Pop.	Survey Pop.	Total Pop.	Survey Pop.	Total Pop.
Prepaid Medical Assistance Program												
Children (<12)	65%	44%	20%	29%	12%	14%	5%	4%	14%	9%	9%	9%
Adults (18-64)	68%	50%	17%	30%	10%	12%	6%	5%	6%	4%	3%	4%
Seniors (65+)	78%	71%	7%	7%	13%	19%	2%	1%	4%	2%	2%	2%
Minnesota Senior Health Options												
Seniors (65+)	56%	44%	16%	16%	28%	36%	2%	2%	4%	2%	2%	2%
MinnesotaCare												
Children (<12)	85%	74%	8%	5%	7%	6%	2%	<1%	5%	3%	4%	14%
Adults (18-64)	89%	79%	5%	4%	4%	4%	2%	<1%	2%	1%	1%	13%
Medical Assistance Fee-For-Service												
Children (<12)	79%	65%	8%	7%	1%	2%	12%	19%	9%	4%	7%	7%
Adults (18-64)	78%	66%	8%	7%	2%	2%	9%	19%	10%	7%	5%	6%
Seniors (65+)	91%	88%	<1%	1%	4%	4%	4%	5%	2%	1%	1%	2%

* "Other" reflects the survey respondents who indicated that their race was different than the available survey response categories.

"Unknown" represents the percentage of enrollees who do not have race/ethnicity data available in the DHS database. This "unknown" data may have an impact on the distribution of enrollees in the race/ethnicity categories and its comparability to the survey demographics.



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