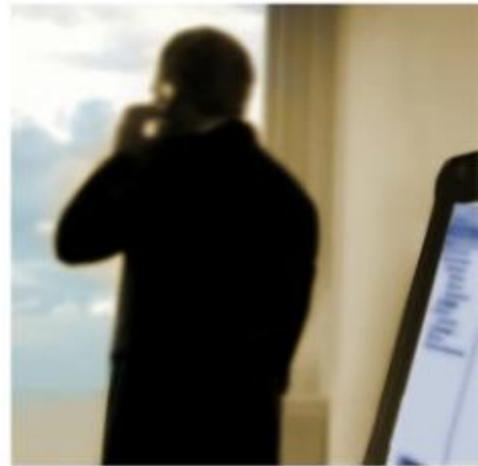


SCDHHS – 2013 Medicaid Transportation Consumer Survey



Study Purpose

- Assess consumer's awareness of Medicaid transportation services
- Assess consumer's experience and satisfaction with current transportation services

Study Design

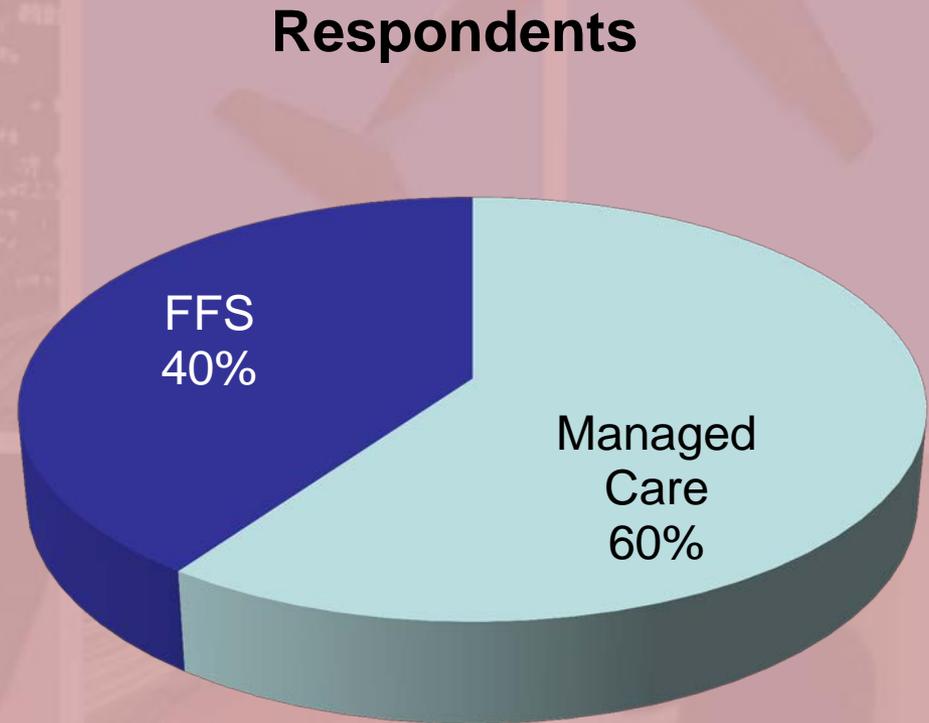
- Stratified sample of Medicaid transportation users for Calendar Year 2012
- Medicaid Transportation Consumer Survey– Conducted in April-May 2013
- Transportation focused questions included in annual CAHPS consumer survey – Conducted Spring 2013

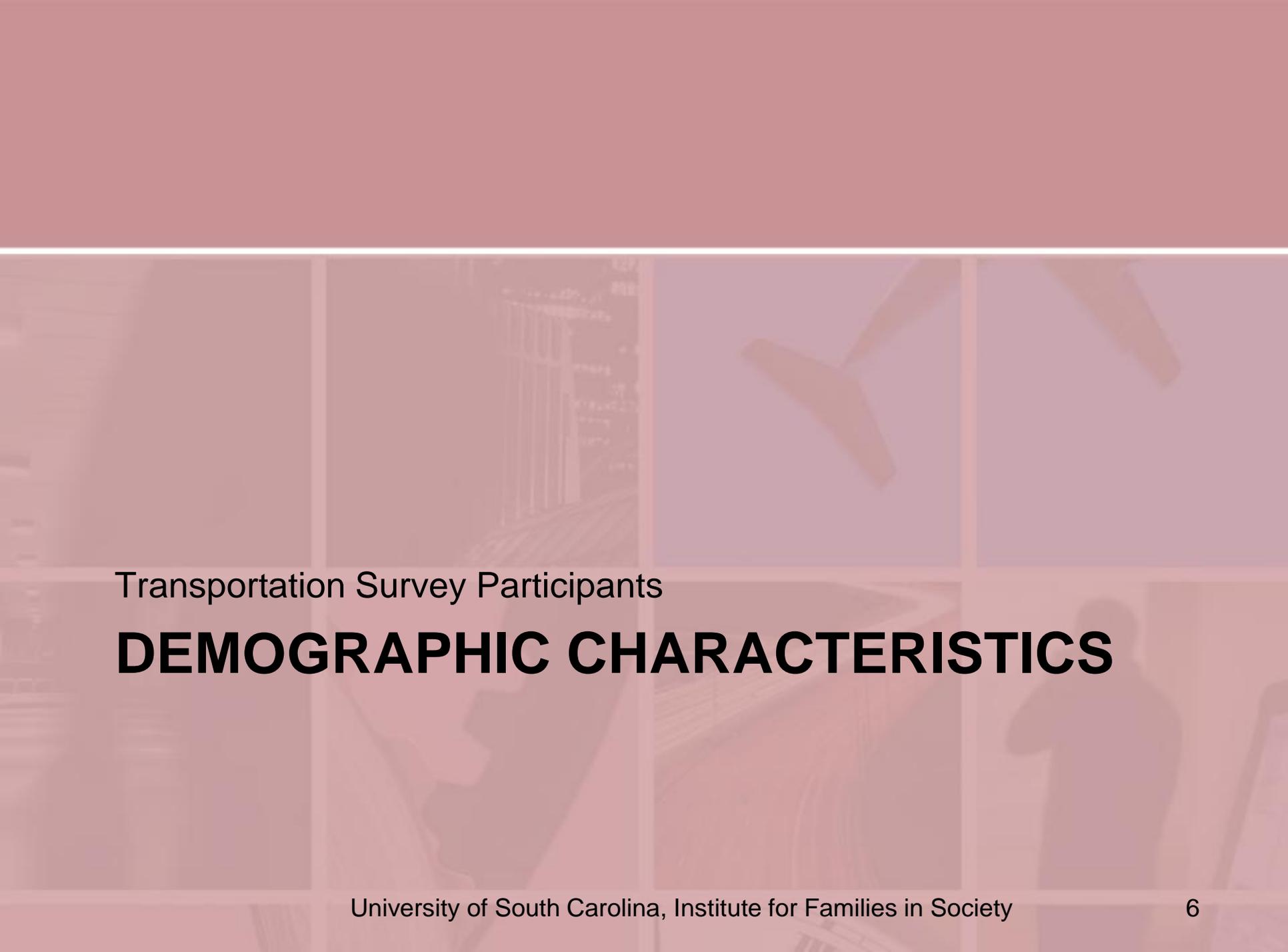
MEDICAID TRANSPORTATION CONSUMER SURVEY RESULTS

Medicaid Plan Affiliation

Comparable to general enrollment in Medicaid

- The majority of respondents to the survey were enrolled with a managed care plan





Transportation Survey Participants

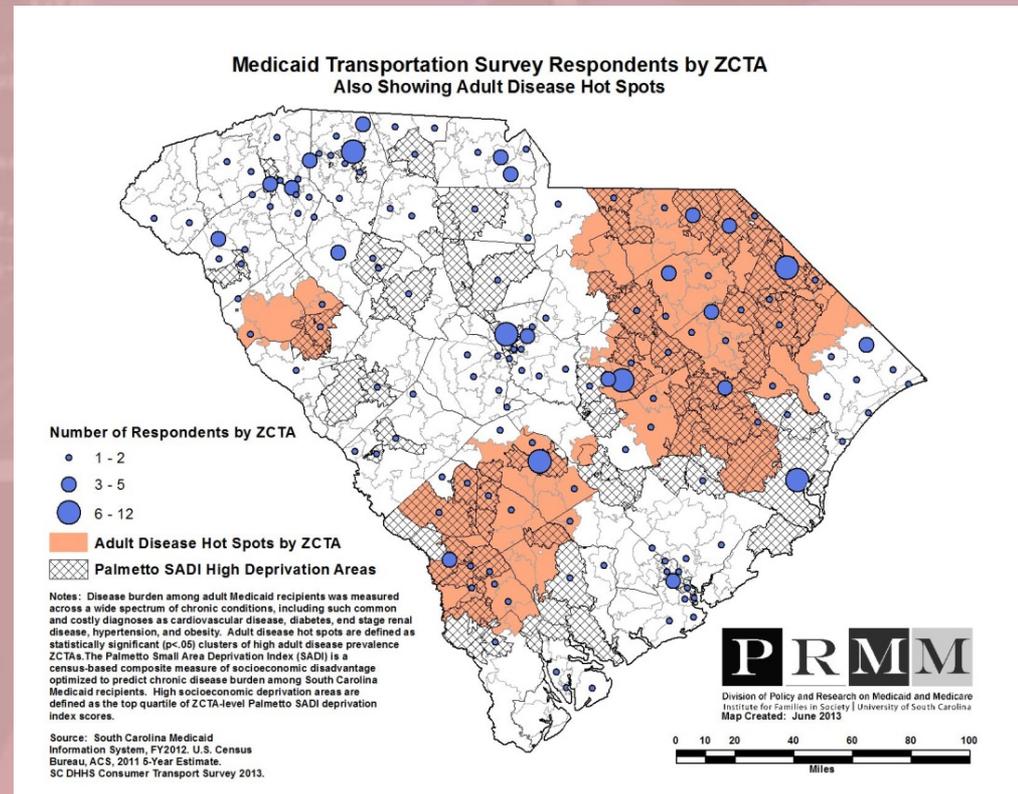
DEMOGRAPHIC CHARACTERISTICS

Respondent Characteristics

N = 271

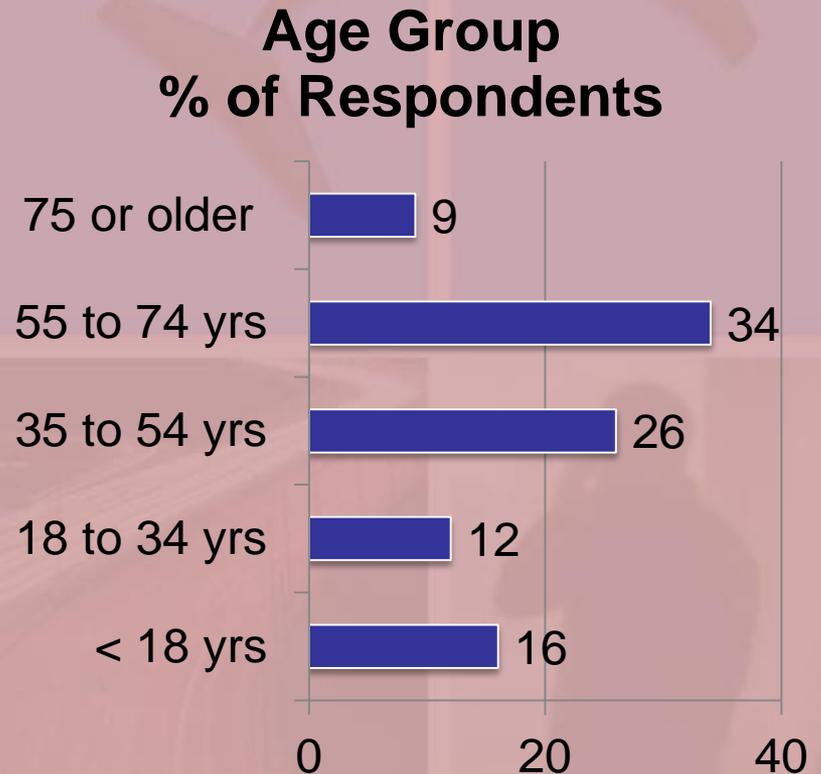
Respondent sample distribution is comparable to total transportation user population for CY2012 in following characteristics:

- Geographic distribution
- % in High Deprivation area
- % in Adult High Disease Prevalence ZCTAs
- % in Adult Disease Hot Spot ZCTAs
- % in Rural ZCTAs



Age Distribution

Respondents represent consumers of all ages across with the majority being adults from 35 to 74 years old.

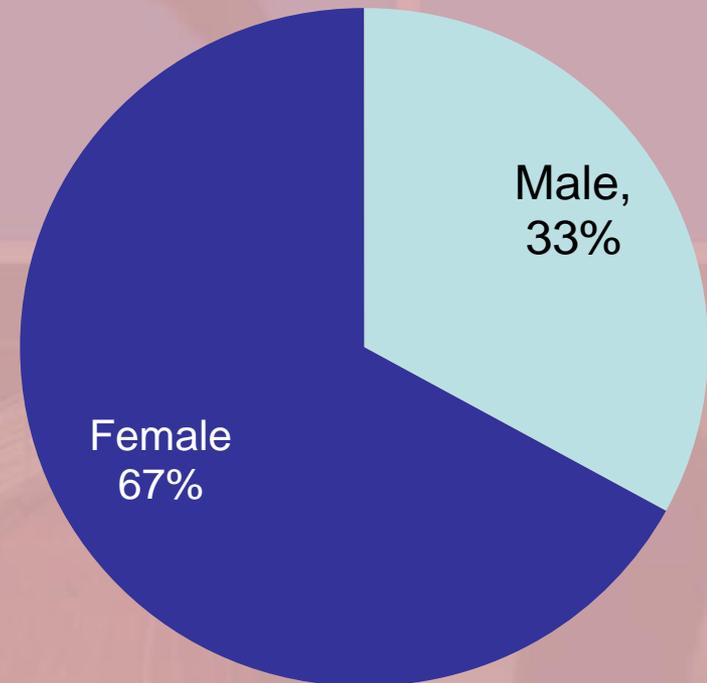


Gender Distribution

- The majority of respondents were female which is consistent with higher enrollment of women in Medicaid.

Gender Distribution

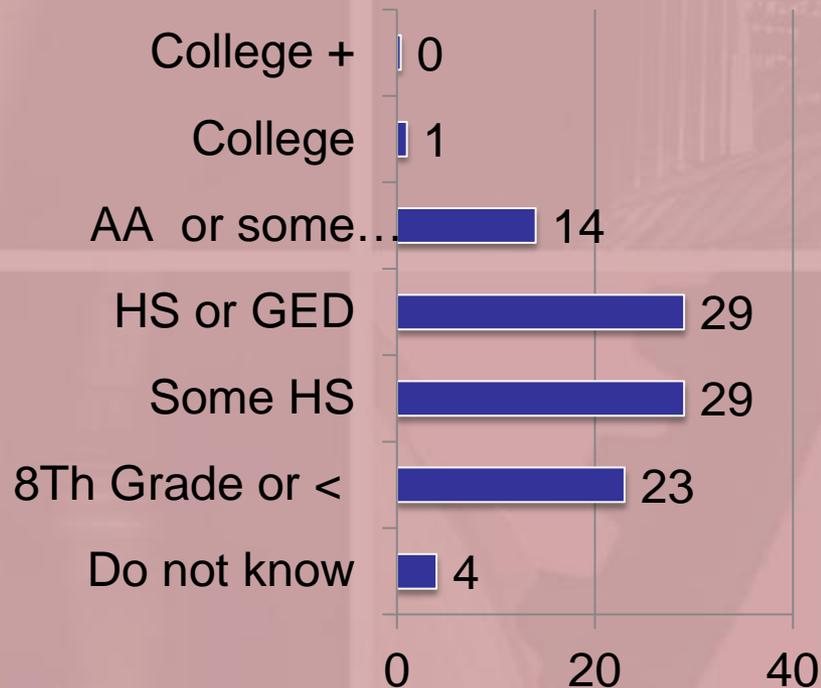
% of Respondents



Education and Race Distribution

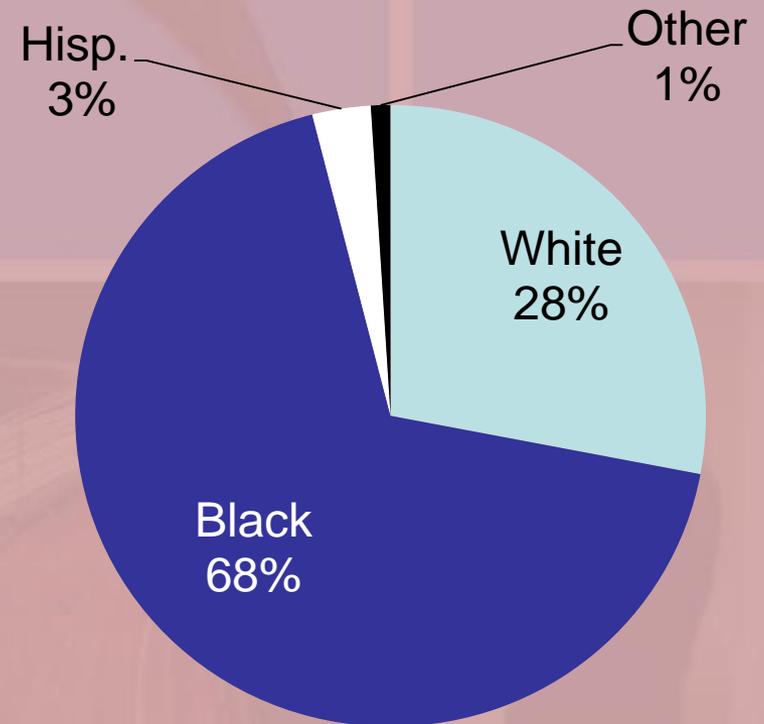
Education Distribution

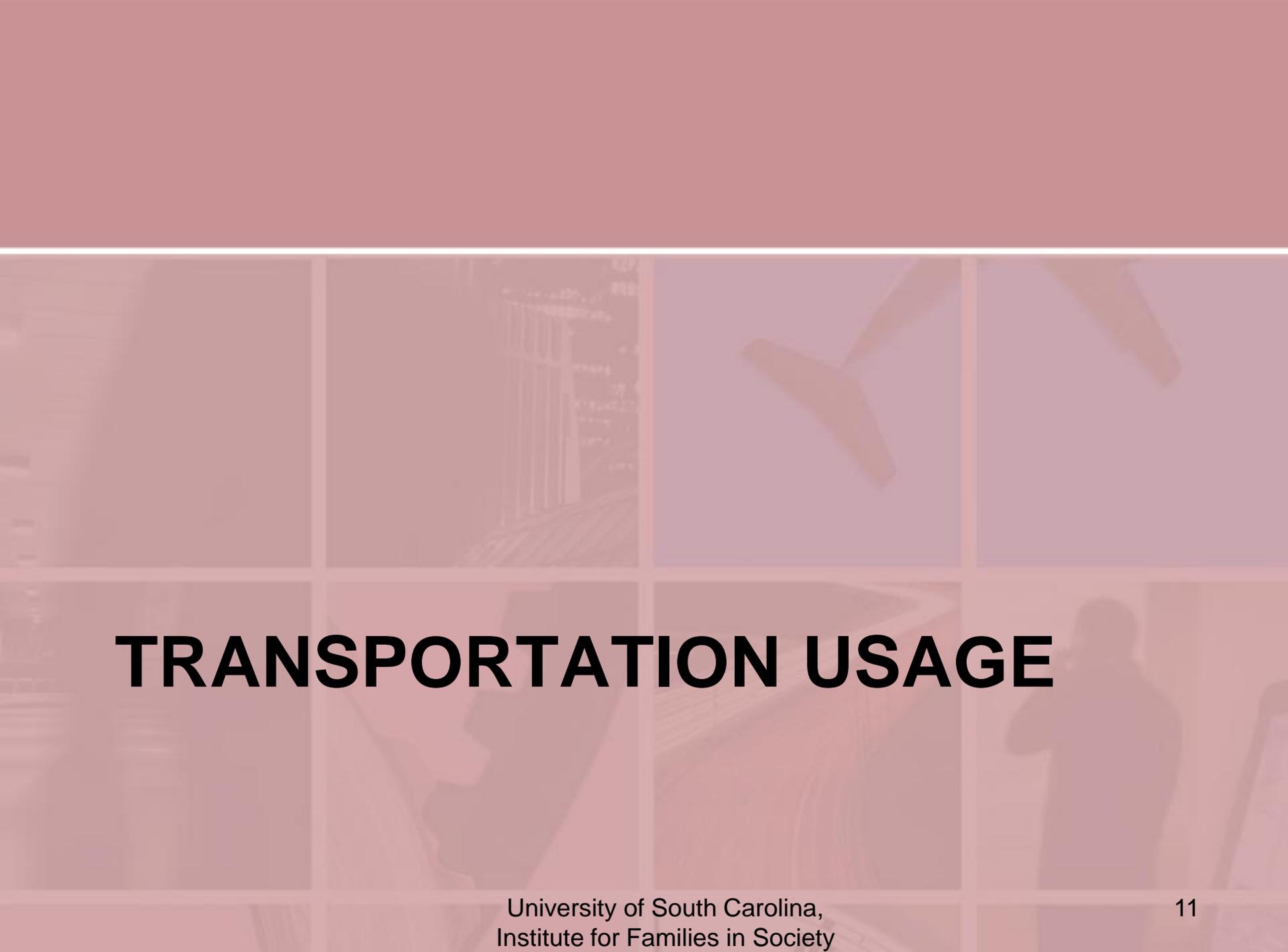
% of Respondents



Race Distribution

% of Respondents



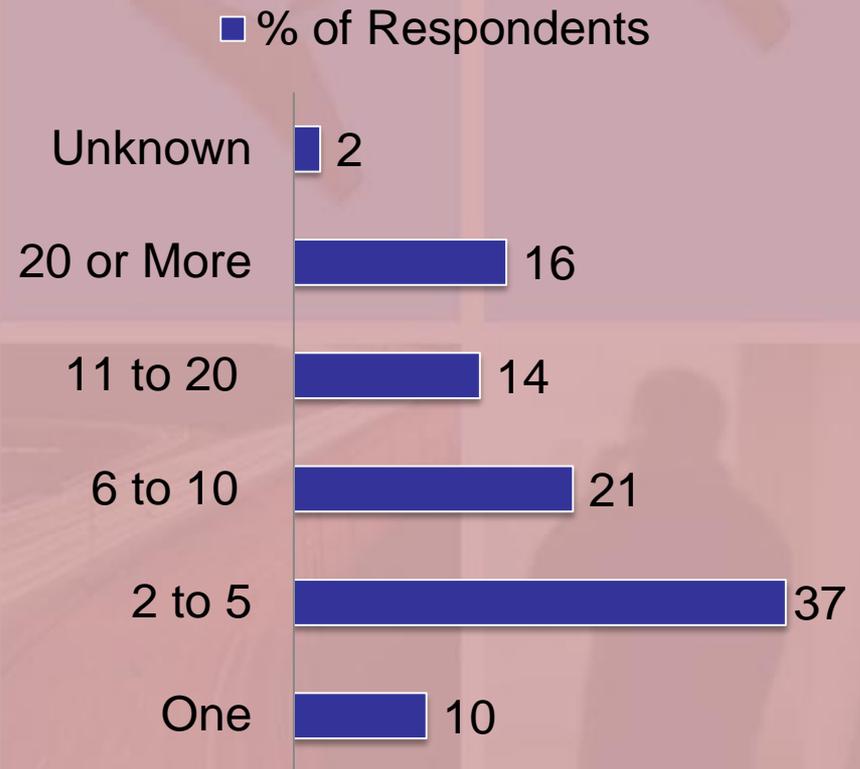


TRANSPORTATION USAGE

In the past 6 months, did you use Medicaid Transportation Services

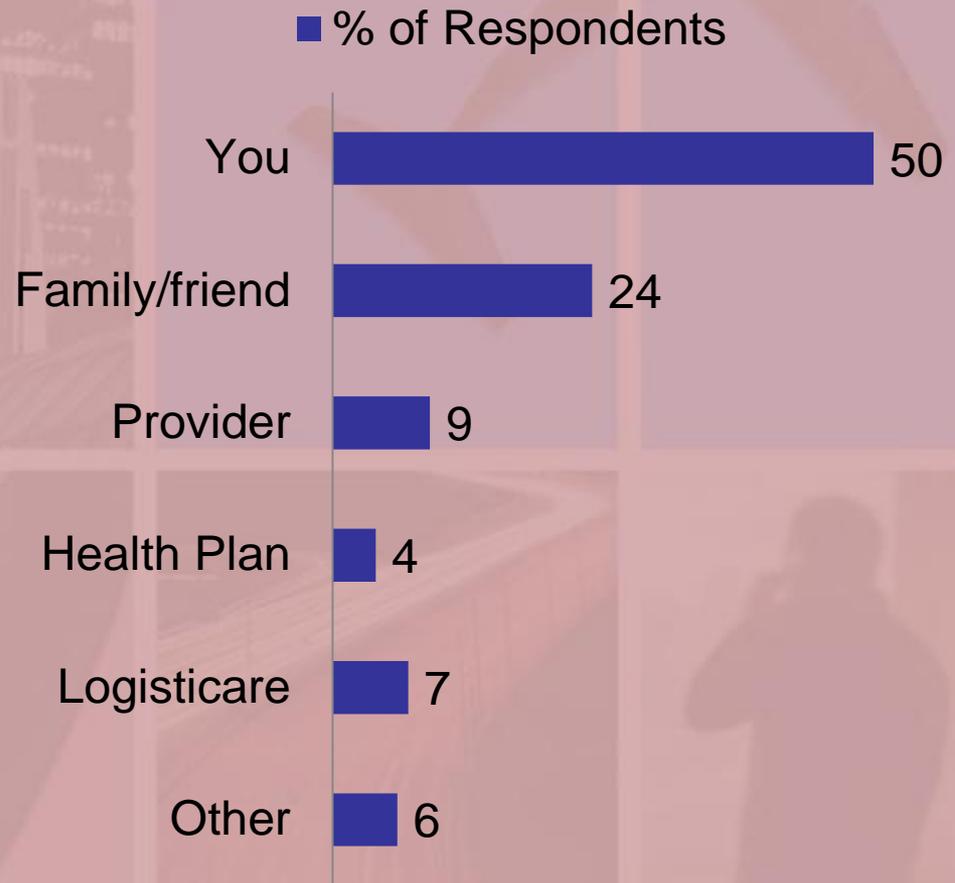
- Majority (71%) responding used transportation in the past 6 months
- Usage ranged from 1 to more than 20 times
- Most frequent level of usage was between 2 and 5 times
- Most used it for doctor and clinic appointments.

Number of times used



In the past 6 months, who arranged transportation for you?

Of those 71% who used transportation, most either arranged it for themselves or had family or friends arrange it.



Reasons for Not Using Transportation in the past 6 months

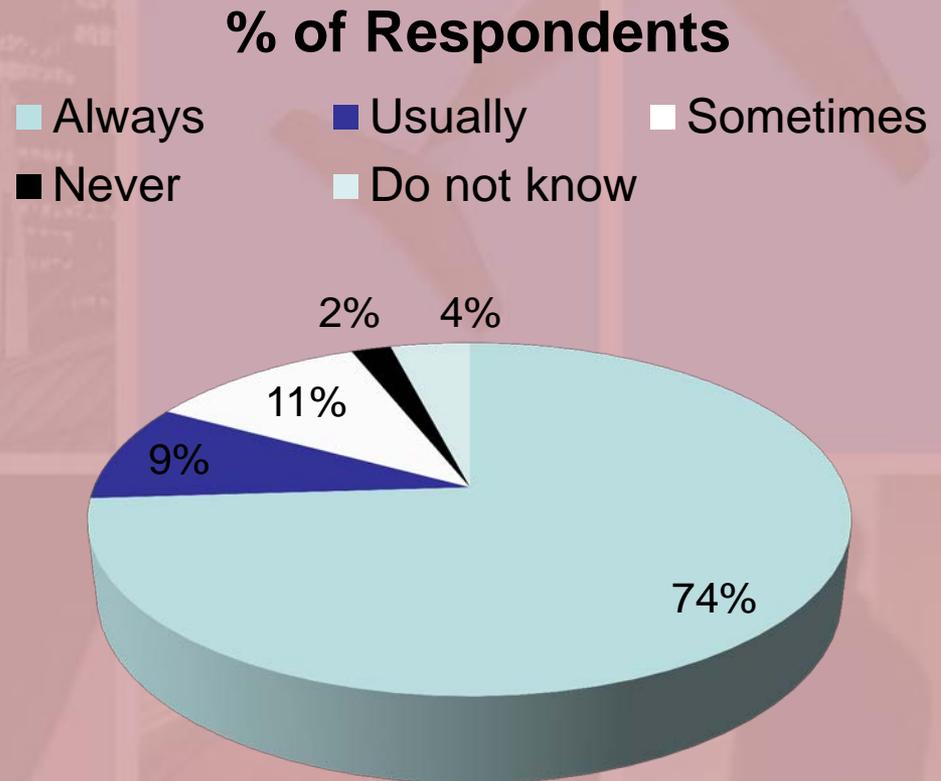
- Approximately 29% of those responding did not use transportation in the past 6 months. Of those:
 - Over half indicated they did not need the service
 - About 1/3 did not know about the service or indicated it was not available in their county
 - 19% had a previous bad experience when trying to use the services



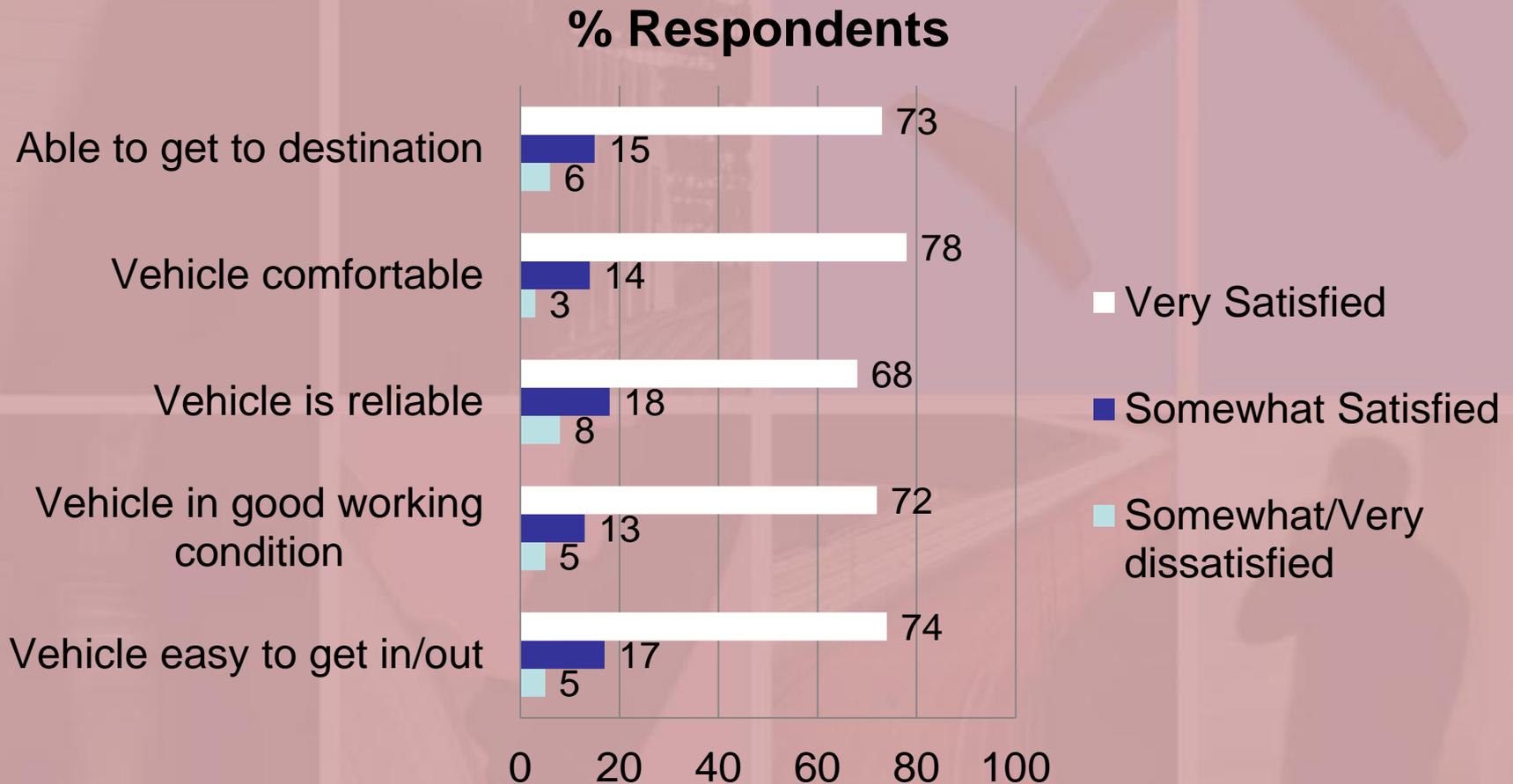
CONSUMER EXPERIENCE AND SATISFACTION

In the past six months, did the Medicaid Transportation Services meet your needs?

- The majority (83%) of respondents indicated that the transportation met their needs
- 76% rated it as “Very Good or the Best Transportation Service Possible” (8, 9, or 10 on a scale of 0 to 10)



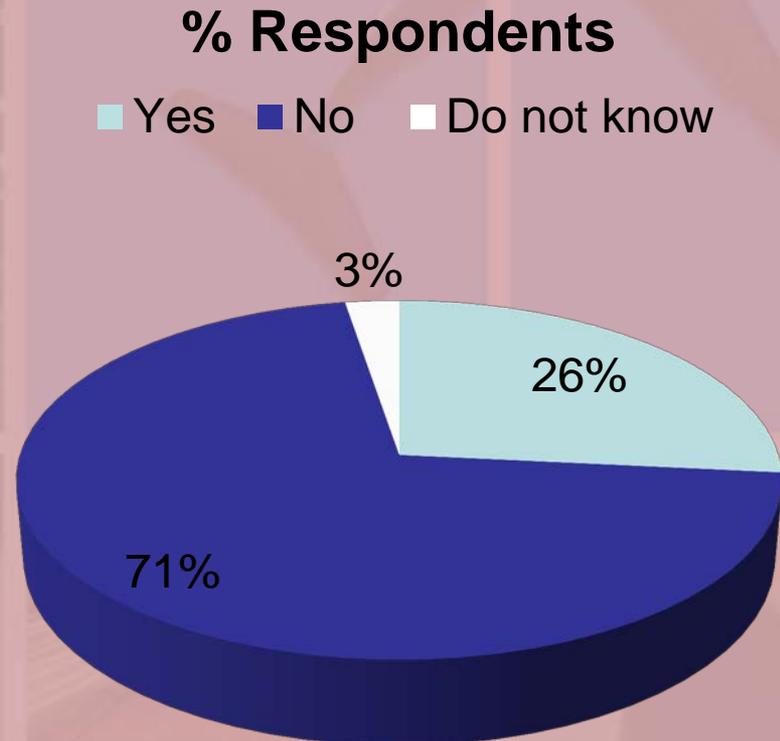
How satisfied are you with...



NOTE: Respondents answered all questions, therefore, lines do not add to 100.

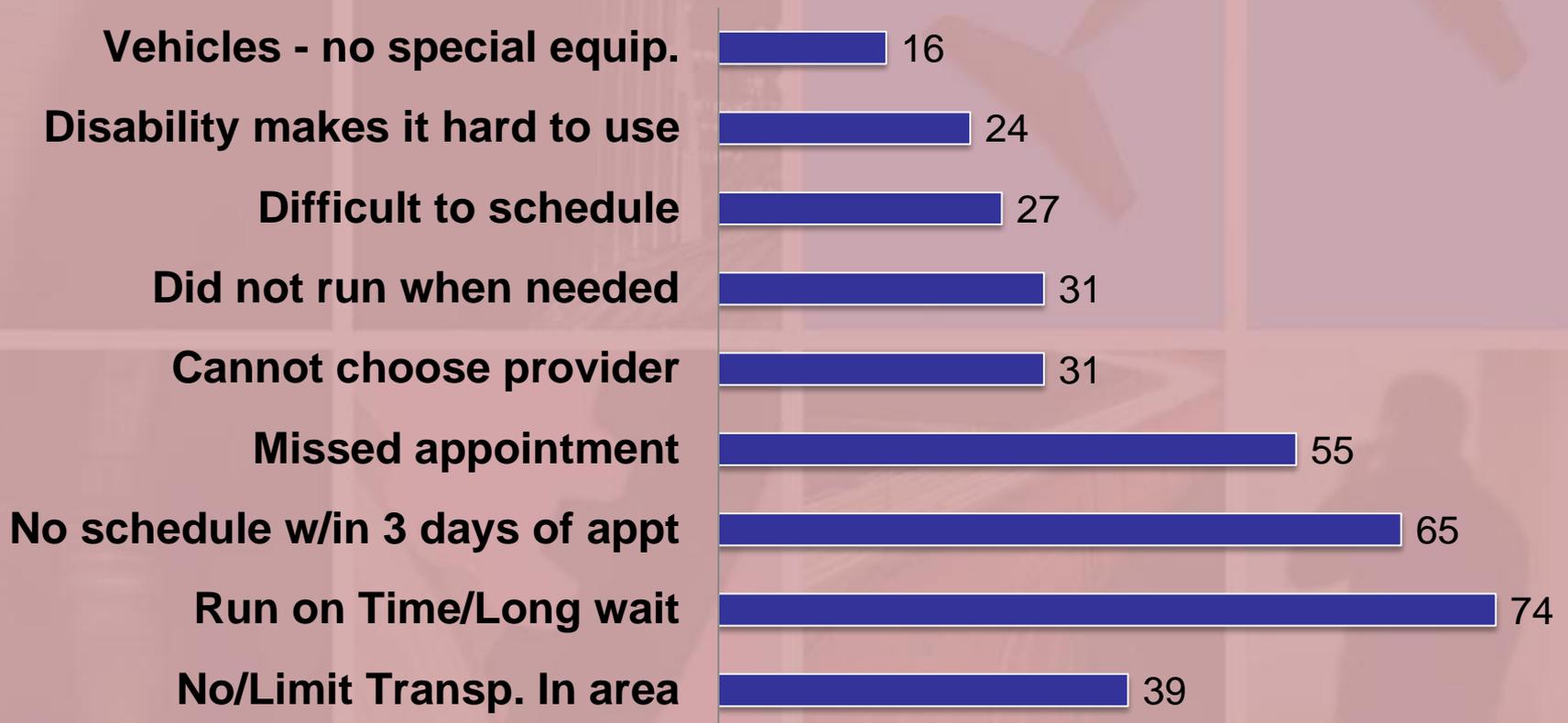
In the past six months, did you experience difficulty with the Medicaid Transportation Service?

- Most respondents did not have difficulty with the transportation service.
- The one-quarter (26%) who did have difficulty indicated problems in a variety of areas.



What type of difficulties have you experienced with Medicaid Transportation Services?

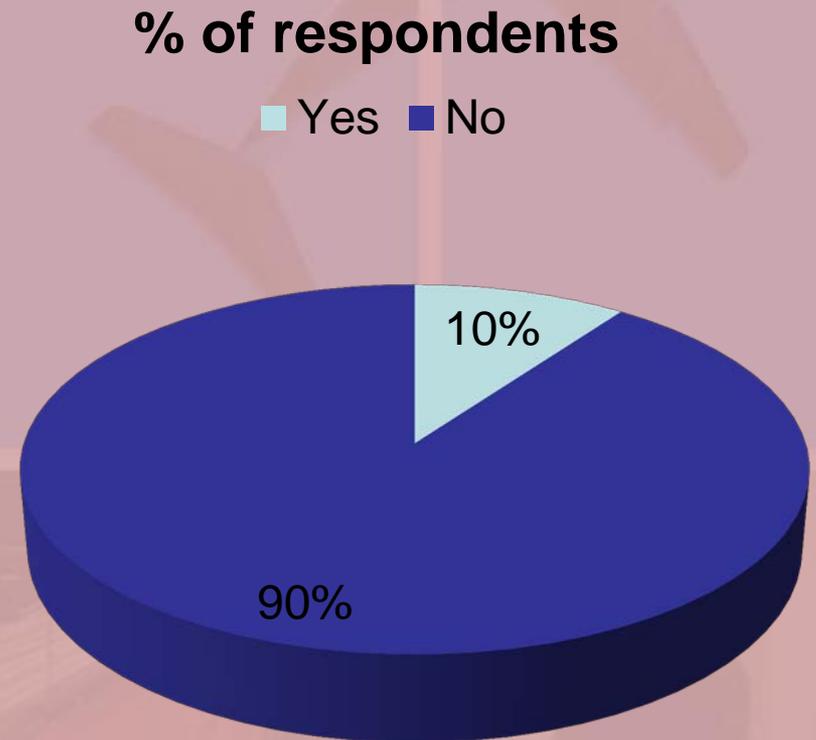
% Respondents having difficulty



NOTE: Respondents answered all questions, therefore, lines do not add to 100.

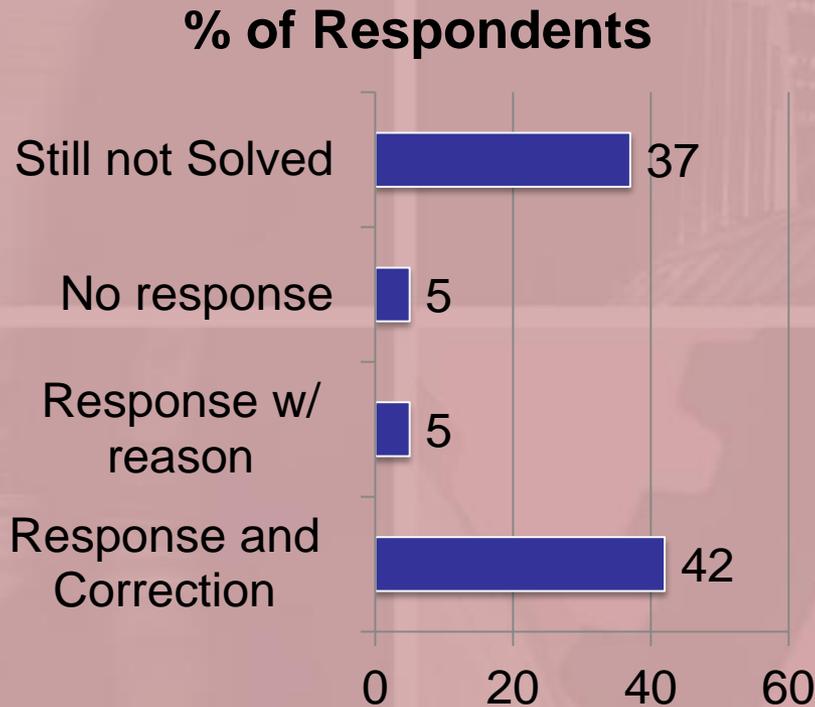
In the past 6 months, filed complaint with the broker or transportation provider

- Only 10% of respondents filed a complaint.
- The next slide shows that almost half (47%) have been resolved.
- Although 37% are still not resolved, the majority of people (72%) are satisfied with the response to their complaint.



Of those who filed a complaint ...

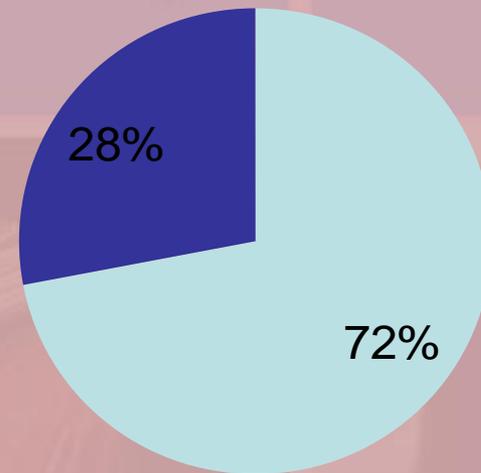
Way Provider Handled Complaint



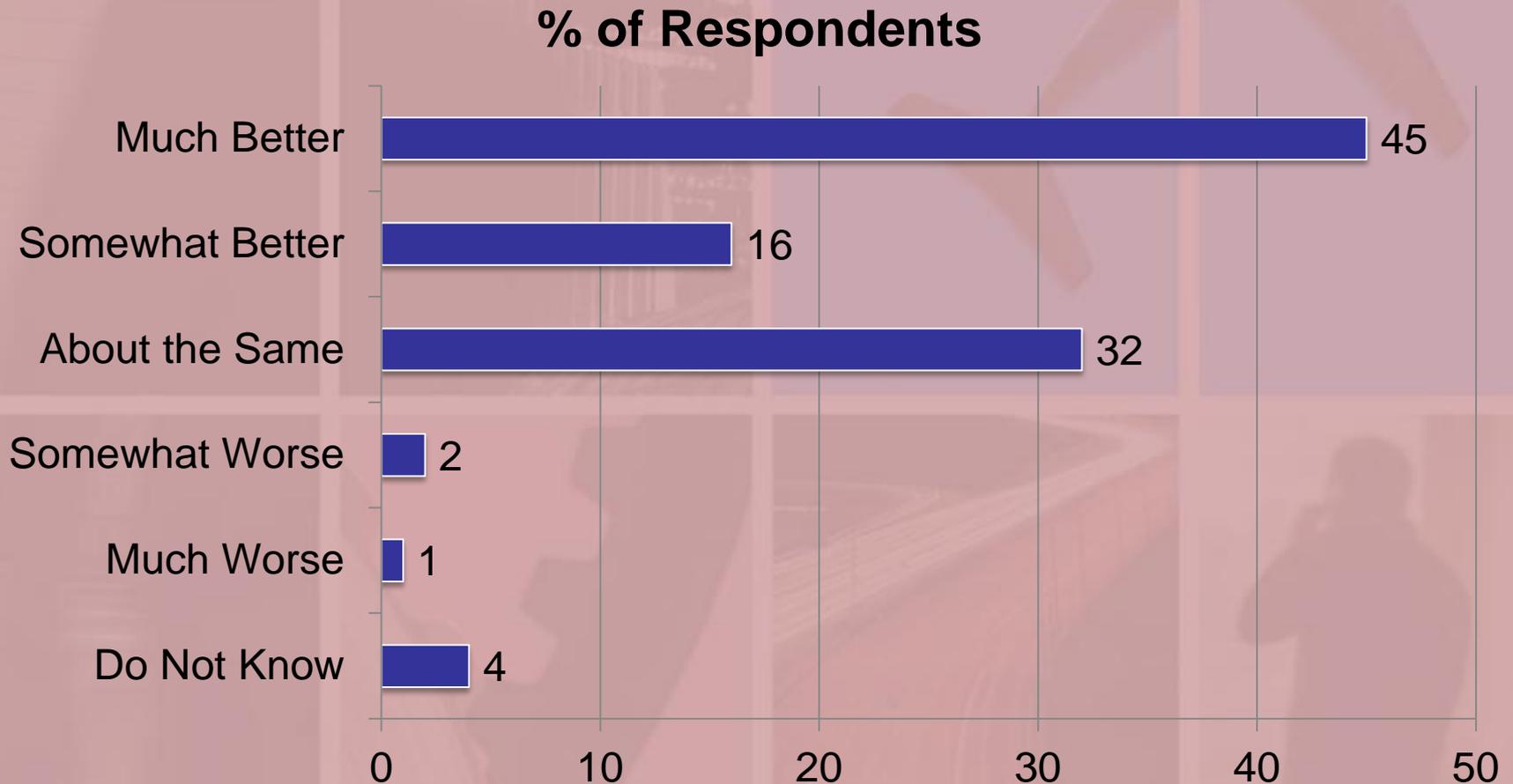
Satisfaction with Response

% of Respondents

Yes No

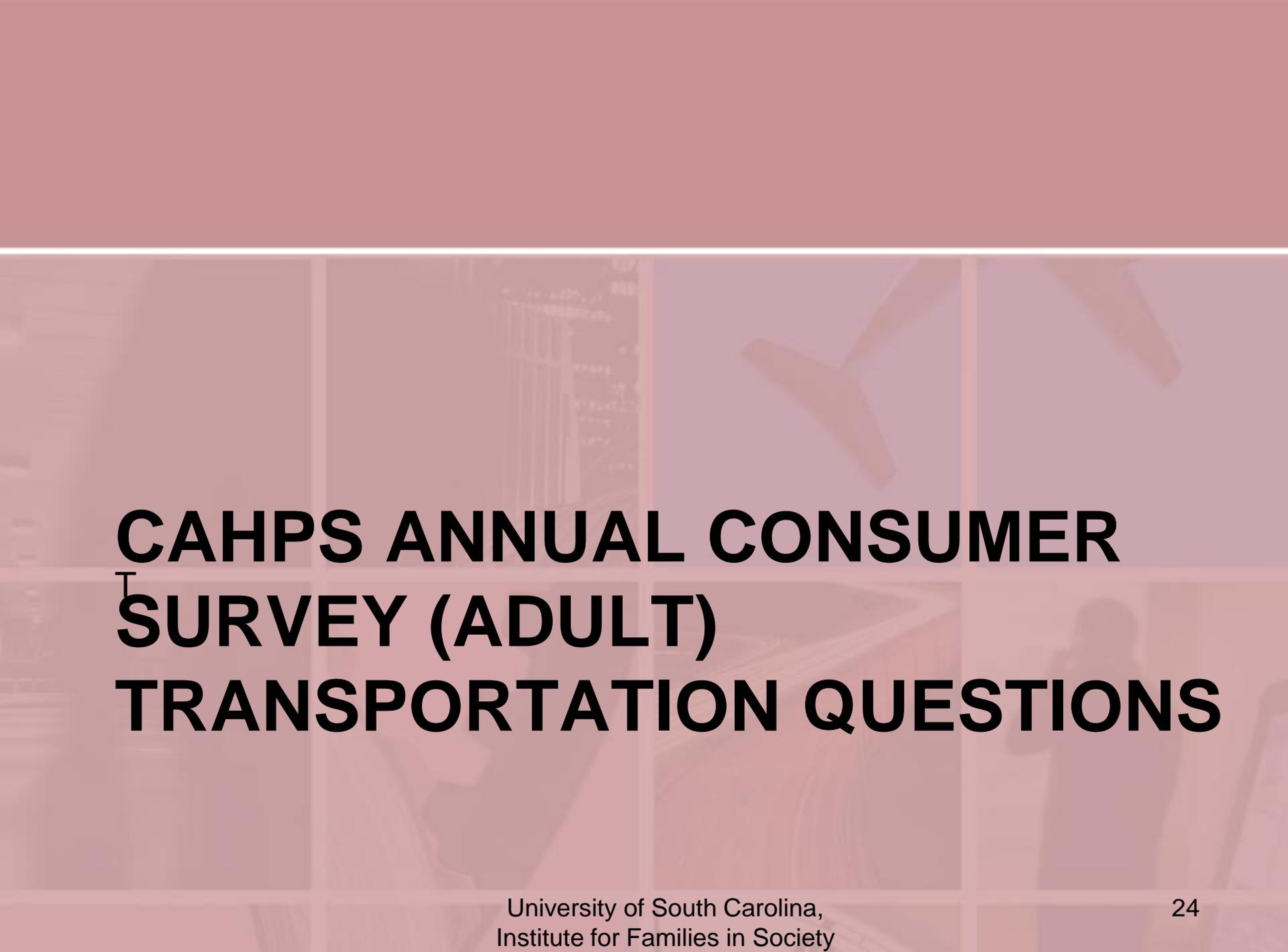


Compared to 6 months ago, how would you rate the Medicaid Transportation Service?



Summary – Key Findings

- Most users (90%) used transportation multiple times (2 - 20+ times)
- Most indicated high levels of satisfaction
 - met their needs (Usually/Always – 83%)
 - very good or best transportation (76%)
- Over $\frac{1}{4}$ experienced difficulties, but a majority reported satisfaction with response
- Over $\frac{1}{2}$ indicate improvement compared to 6 months ago



CAHPS ANNUAL CONSUMER SURVEY (ADULT) TRANSPORTATION QUESTIONS

Results: N = 3,195

- Most (74% - 2376) know that Medicaid providers help with transportation
- About 20% (476) used transportation in the last 6 months.
- Most got help when they called Logisticare
 - 69% Always; 11% Usually; 6% Never
- Most (84%) indicated it met their needs
 - 71% Always; 13% Usually; 1% Never

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