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 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

ZCTA or Zip Code Tabulation Area is a method of tabulating Census data & approximates zip code.
Age Distribution

Respondents represent consumers of all ages across with the majority being adults from 35 to 74 years old.
• The majority of respondents were female which is consistent with higher enrollment of women in Medicaid.
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

- Unknown: 2%
- 20 or More: 16%
- 11 to 20: 14%
- 6 to 10: 21%
- 2 to 5: 37%
- One: 10%
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...

- Vehicle easy to get in/out: 74%
- Vehicle in good working condition: 72%
- Vehicle is reliable: 68%
- Vehicle comfortable: 78%
- Able to get to destination: 73%

**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 had difficulty indicated problems in a variety of areas.
What type of difficulties have you experienced with Medicaid Transportation Services?

% Respondents having difficulty

- Vehicles - no special equip.: 16%
- Disability makes it hard to use: 24%
- Difficult to schedule: 27%
- Did not run when needed: 31%
- Cannot choose provider: 31%
- Missed appointment: 55%
- No schedule w/in 3 days of appt: 65%
- Run on Time/Long wait: 74%
- No/Limit Transp. In area: 39%

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

<table>
<thead>
<tr>
<th>% of Respondents</th>
<th>Still not Solved</th>
<th>No response</th>
<th>Response w/ reason</th>
<th>Response and Correction</th>
</tr>
</thead>
</table>

Satisfaction with Response

<table>
<thead>
<tr>
<th>% of Respondents</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>28%</td>
<td>72%</td>
</tr>
</tbody>
</table>

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

- Much Better: 45%
- Somewhat Better: 16%
- About the Same: 32%
- Somewhat Worse: 2%
- Much Worse: 1%
- Do Not Know: 4%

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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 ¼ experienced difficulties, but a majority reported satisfaction with response
- Over ½ 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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