Medical Plan Satisfaction Survey

August 2014
Administration

31644 total respondents
26% response rate

Launch Date: June 30 2014
End Date: July 15 2014
(extended to 7/28 for paper surveys)
Invitation Dates: June 30- July 1
First Reminder: July 7-8
Second Reminder: July 14-15

Online Survey
with paper back-up
Respondents closely reflect overall enrollment by medical plan

Survey Participants by Medical Plan

Enrollment by Medical Plan - All Surveyed Members
Participation Highlights

Those covering only themselves responded less than those covering family members

% of Survey Participants

- Myself only: 36%
- Myself + Spouse/Partner: 1%
- Myself + Child(ren): 12%
- Myself + my Family: 31%
- Missing: 20%

% of Enrollments

- Myself only: 43%
- Myself + Spouse/Partner: 16%
- Myself + Child(ren): 43%
Some locations participated more than others;

Retiree response was low.
Survey Results
Overall Satisfaction in 2014

74% strongly agree/agree that they’re satisfied with their medical plan; 14% are neutral*

*Response to Q16: So far in 2014, I would rate my overall satisfaction with my UC medical plan as positive
Overall Satisfaction by Plan

Results are consistent with established plans faring better than new plans*

*Response to Q16: So far in 2014, I would rate my overall satisfaction with my UC medical plan as positive
Those who **did not change plans in 2014** have very high overall satisfaction*

84% satisfied* (10% neutral)

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*Strongly Agree/Agree to Q16: So far in 2014, I would rate my overall satisfaction with my UC medical plan as positive*
54% of those who had a new plan strongly agree/agree that they’re satisfied with their medical plan; 19% neutral*

New Plan in 2014

*Response to Q16: So far in 2014, I would rate my overall satisfaction with my UC medical plan as positive
Satisfaction: By Job Type

Those who self-identify as retiree are most satisfied*

*Response to Q16: So far in 2014, I would rate my overall satisfaction with my UC medical plan as positive
Satisfaction: By Campus Location
(Northern California)

*Response to Q16: So far in 2014, I would rate my overall satisfaction with my UC medical plan as positive.*
Satisfaction: By Campus Location
(Southern California)

*Response to Q16: So far in 2014, I would rate my overall satisfaction with my UC medical plan as positive

UC Irvine
- Strongly Agree: 71%
- Agree: 29%
- Neutral: 0%
- Disagree: 0%
- Strongly Disagree: 0%

UC Santa Barbara
- Strongly Agree: 67%
- Agree: 30%
- Neutral: 3%
- Disagree: 0%
- Strongly Disagree: 0%

UC Riverside
- Strongly Agree: 76%
- Agree: 24%
- Neutral: 0%
- Disagree: 0%
- Strongly Disagree: 0%

UC Los Angeles
- Strongly Agree: 75%
- Agree: 25%
- Neutral: 0%
- Disagree: 0%
- Strongly Disagree: 0%

UC San Diego
- Strongly Agree: 70%
- Agree: 30%
- Neutral: 0%
- Disagree: 0%
- Strongly Disagree: 0%
Satisfaction: By Location (Medical Centers)

*Response to Q16: So far in 2014, I would rate my overall satisfaction with my UC medical plan as positive

- **UC Davis Health System**: 81%
- **UC San Francisco Health System**: 72%
- **UC Irvine Health System**: 71%
- **UC Los Angeles Health System**: 75%
- **UC San Diego Health System**: 71%
Response to Q16: So far in 2014, I would rate my overall satisfaction with my UC medical plan as positive.

Satisfaction: By Other Locations

UC Hastings College of Law:
- Strongly Agree: 70%
- Agree: 0%
- Neutral: 10%
- Disagree: 20%
- Strongly Disagree: 10%

Lawrence Berkeley National Laboratory:
- Strongly Agree: 78%
- Agree: 30%
- Neutral: 20%
- Disagree: 10%
- Strongly Disagree: 0%

UC Office of the President:
- Strongly Agree: 77%
- Agree: 30%
- Neutral: 10%
- Disagree: 10%
- Strongly Disagree: 0%

Retired:
- Strongly Agree: 76%
- Agree: 30%
- Neutral: 10%
- Disagree: 10%
- Strongly Disagree: 0%
New Plan Members: Access to PCP*

73% of those who had a new plan found it easy to access their PCP*

*Agree/Strongly Agree/Neutral to Q8: So far in 2014, I have found it easy to get an appointment with my primary care physician as soon as I needed.
New Plan: Access to Specialists

76% of those who had a new plan and who needed it found it easy to access specialist care*

*Agree/Strongly Agree/Neutral to Q9: So far in 2014, I have found it easy to get an appointment with a specialist as soon as I needed.

Nearly 25% have not needed to access specialists
New Plan: Know how to use network

81% of those who had a new plan understand how to use their plan’s network*

*Agree/Strongly Agree/Neutral to Q24: I understand how to use my plan’s network
New Plan: Satisfied with network

77% of those who had a new plan were satisfied with the providers in plan’s network*

*Agree/Strongly Agree/Neutral to Q25: I am satisfied with the hospitals and providers in my plan’s network

Health Savings Plan and Kaiser equal
Satisfaction: Prescription Drug Benefit

90% overall satisfied with prescription drug benefits*

*Agree/Strongly Agree/Neutral to Q21: I am satisfied with the prescription drug benefit provided through the medical plan
88% overall satisfied with behavioral health benefits*

*Agree/Strongly Agree/Neutral to Q22: I am satisfied with the mental health/substance abuse benefits provided through the UC health plan.
Able to obtain accurate cost estimates

HMO members find it easy to obtain costs prior to care; PPOs with co-insurance percentage are predictably less easy*

*Response to Q26: Before seeking medical care, I have been able to obtain accurate estimates for the cost of treatment
Able to get help from customer service

86% overall satisfied with health plan’s customer service*

*Agree/Strongly Agree/Neutral to Q13: So far in 2014, my health plan’s customer service has given me the information or help I needed.
Next Steps

Share results with plans
• to improve service
• to improve access

Focus on providing assistance
• how to access care
• using networks
• cost estimator tools

Survey again next year