

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



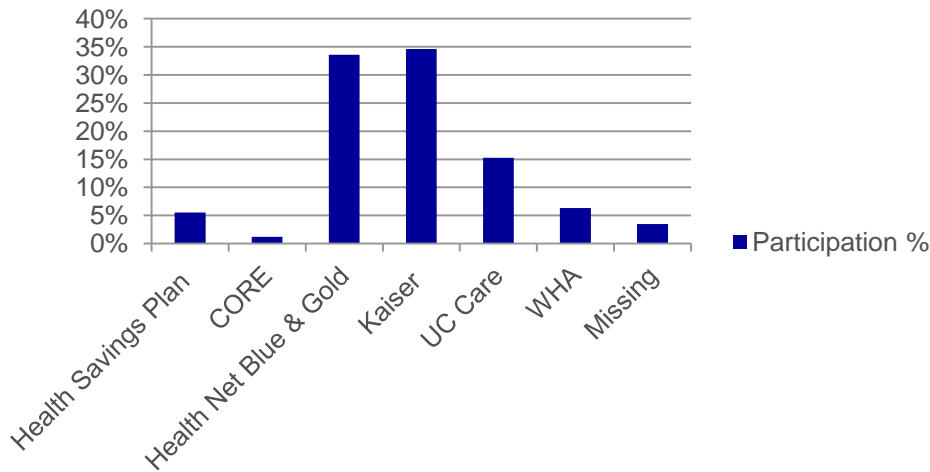
Online Survey

with paper back-up

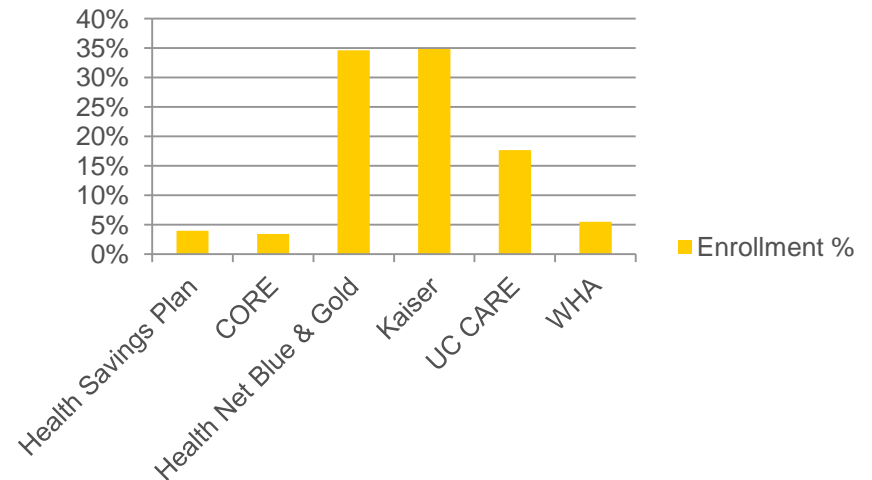
Participation Highlights

Respondents **closely reflect** overall enrollment by medical plan

Survey Participants by Medical Plan



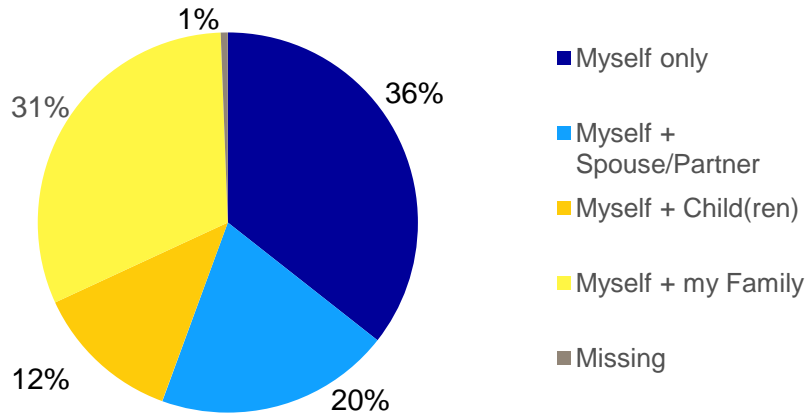
Enrollment by Medical Plan - All Surveyed Members



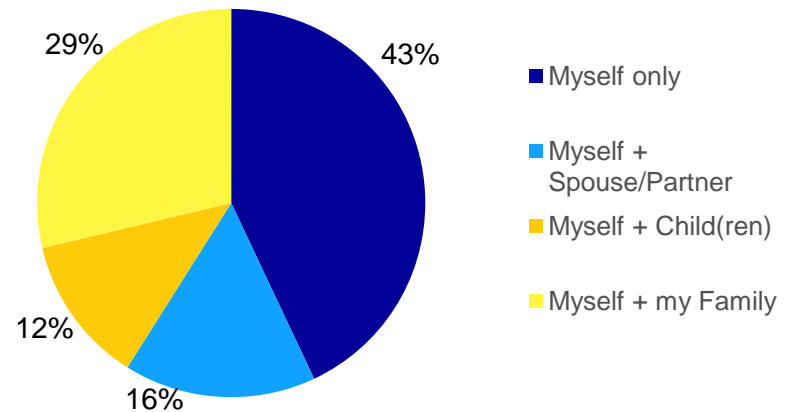
Participation Highlights

Those **covering only themselves** responded less than those covering family members

% of Survey Participants



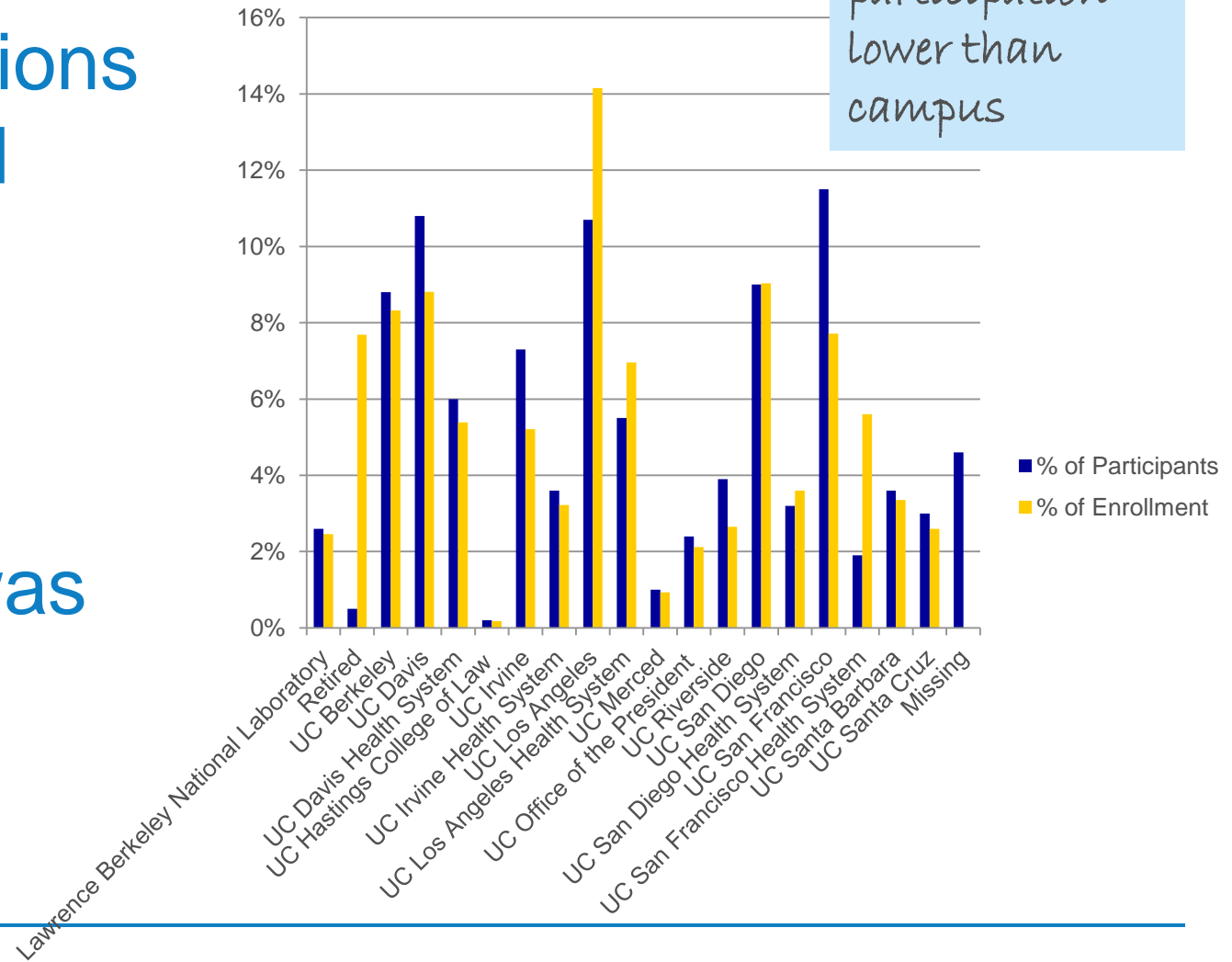
% of Enrollments



Participation Highlights

Some locations participated more than others;
 Retiree response was low

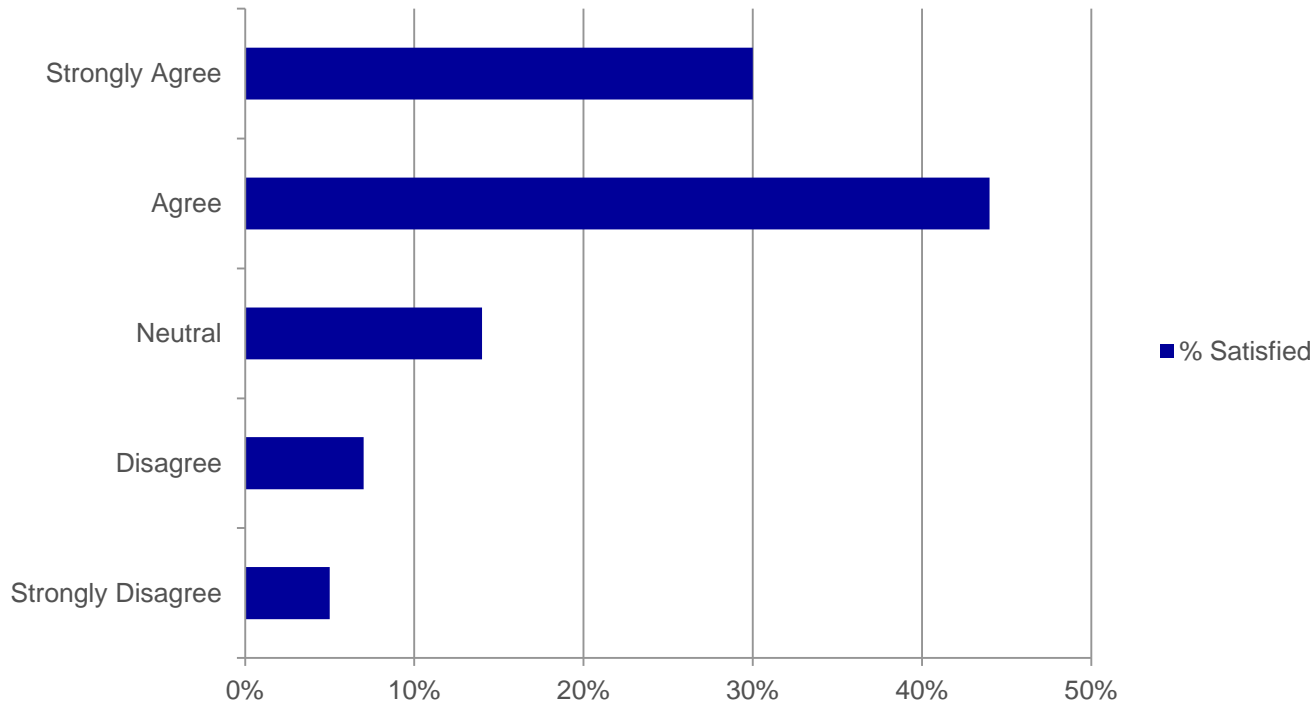
Med Center participation lower than campus



Survey Results

Overall Satisfaction in 2014

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

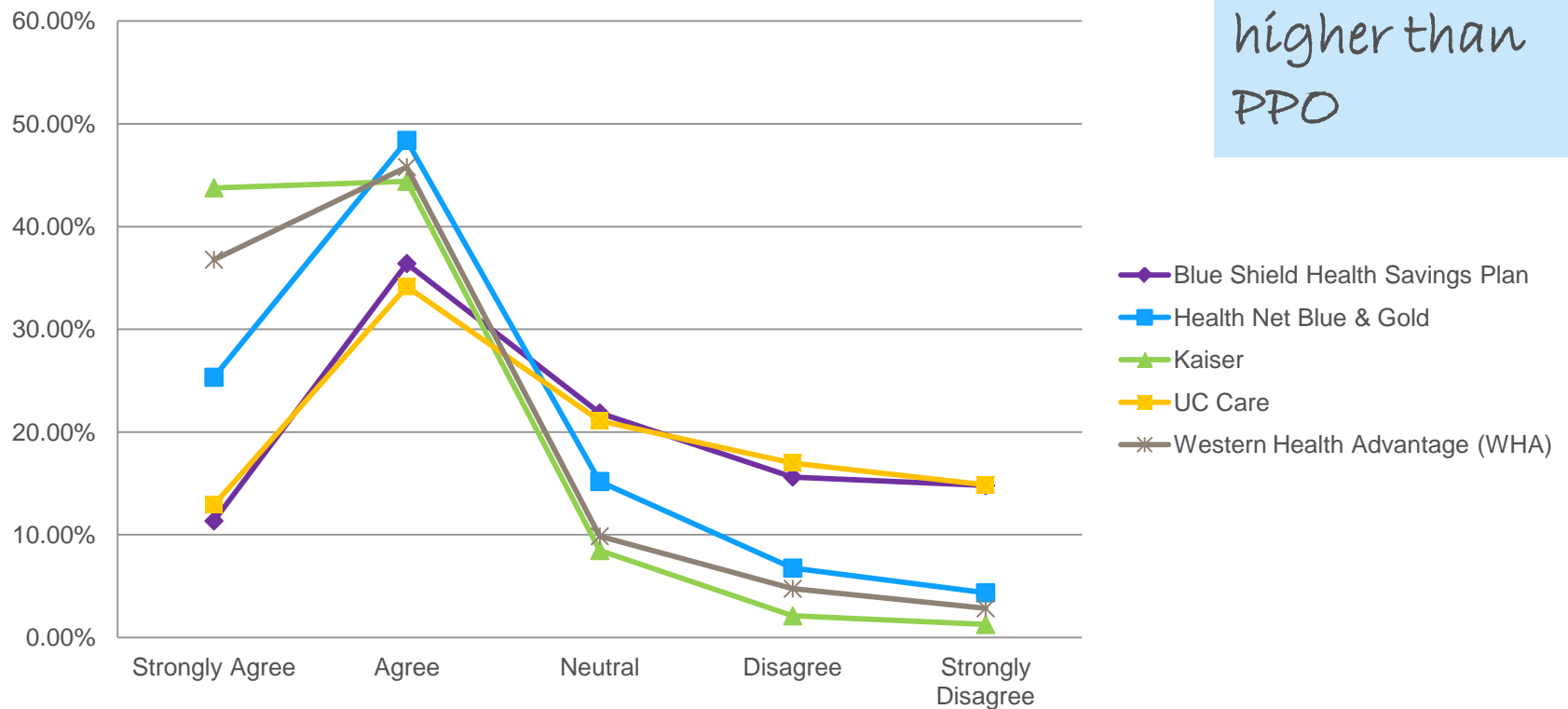


**Response to Q16: So far in 2014, I would rate my overall satisfaction with my UC medical plan as positive*

Overall Satisfaction by Plan

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

HMO satisfaction higher than PPO



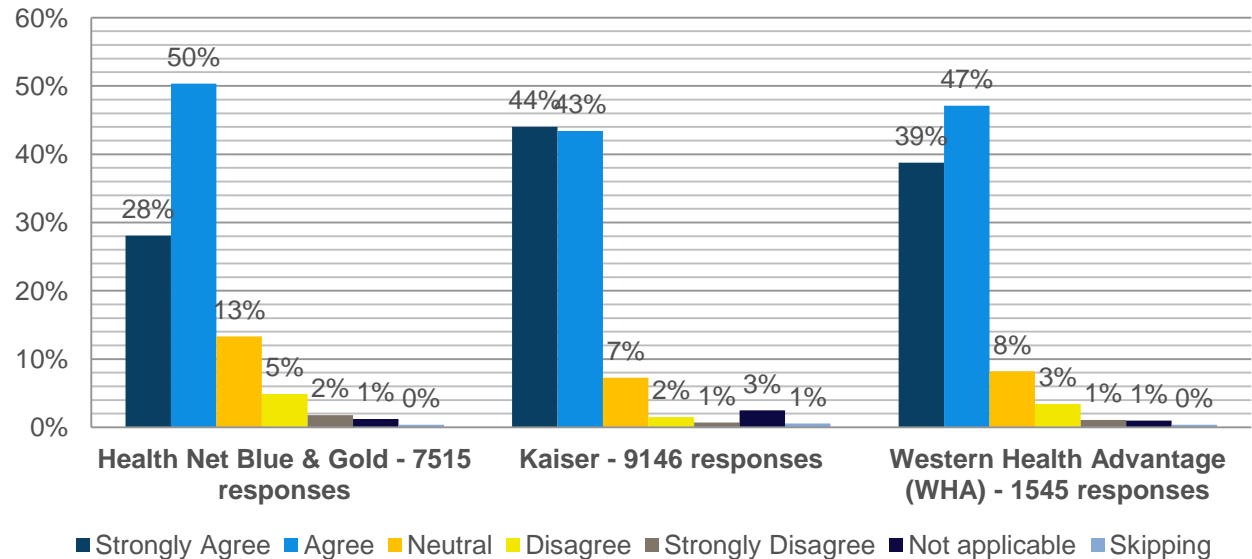
*Response to Q16: So far in 2014, I would rate my overall satisfaction with my UC medical plan as positive

Satisfaction: Same Plan 2013 & 2014

Those who **did not change plans in 2014** have very high overall satisfaction*

Same Plan, 2013 & 2014

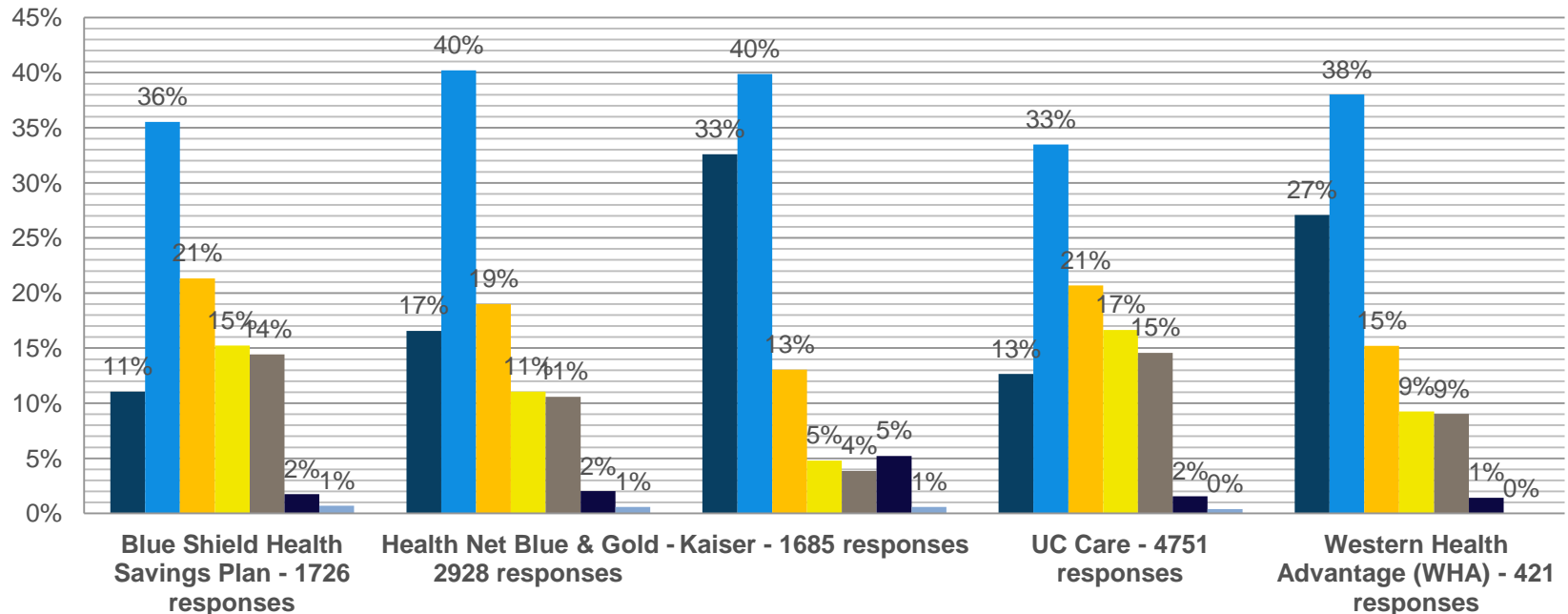
84%
satisfied*
(10% neutral)



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

Satisfaction – New to Plan

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

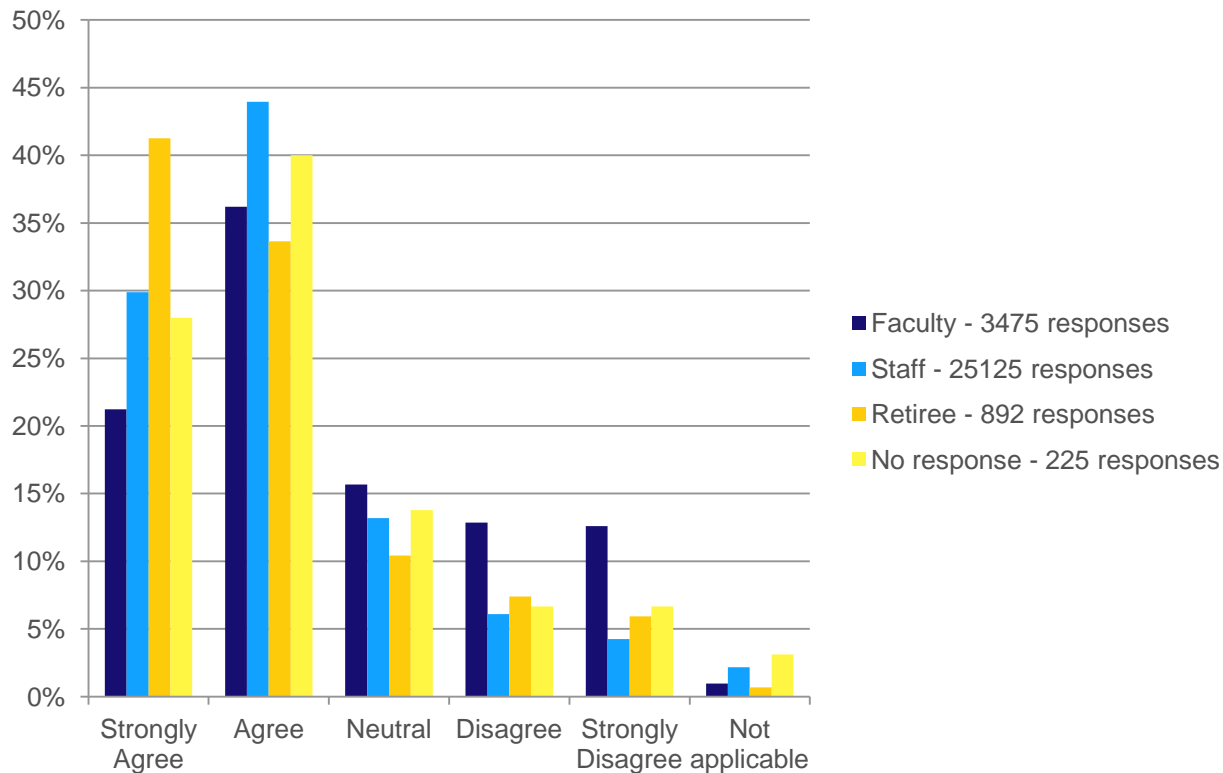


■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree ■ Not applicable ■ Skipping

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

Satisfaction: By Job Type

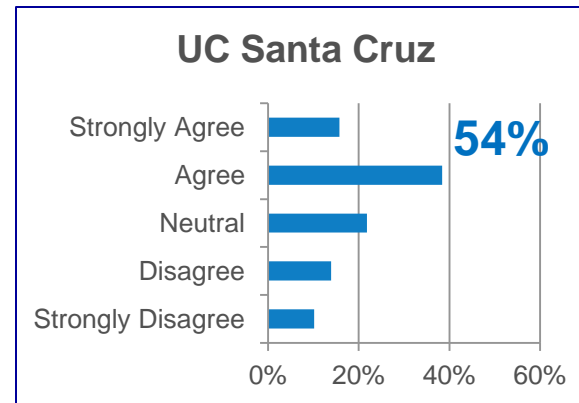
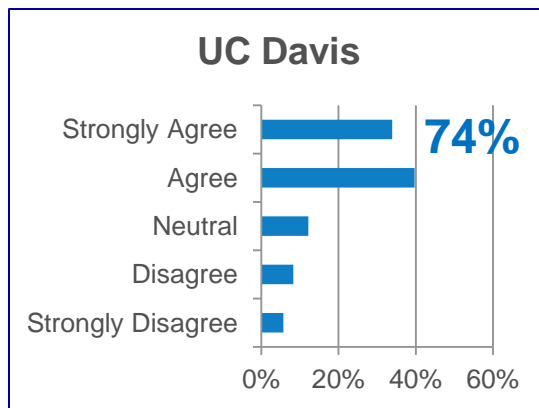
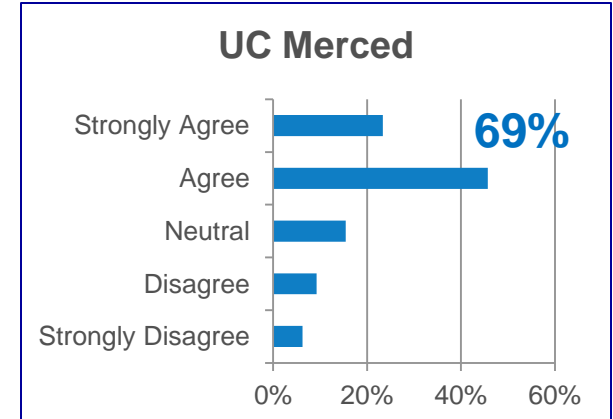
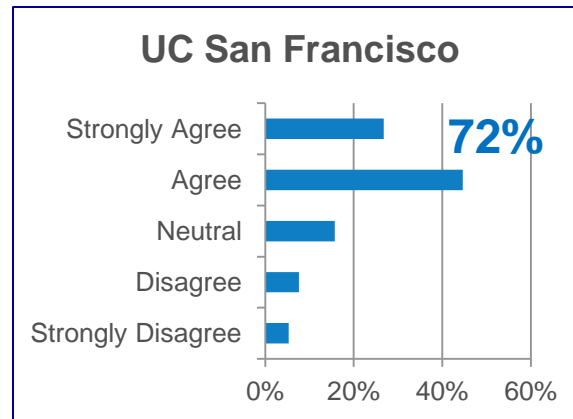
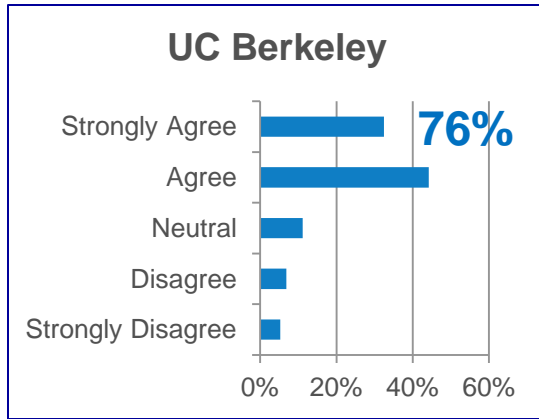
Those who self-identify as retiree are most satisfied*



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

Satisfaction: By Campus Location

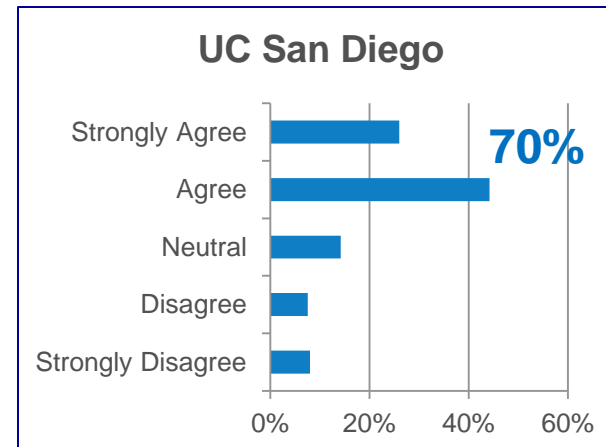
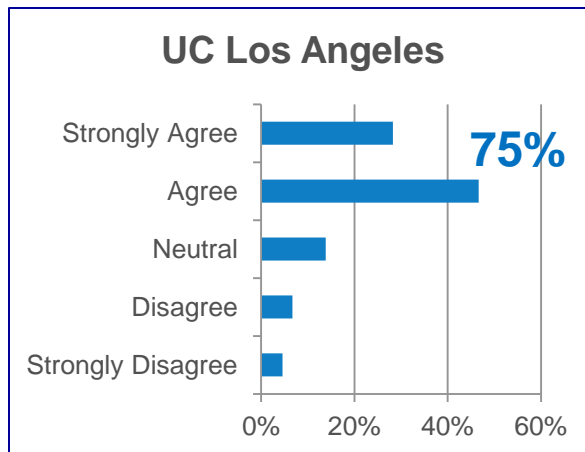
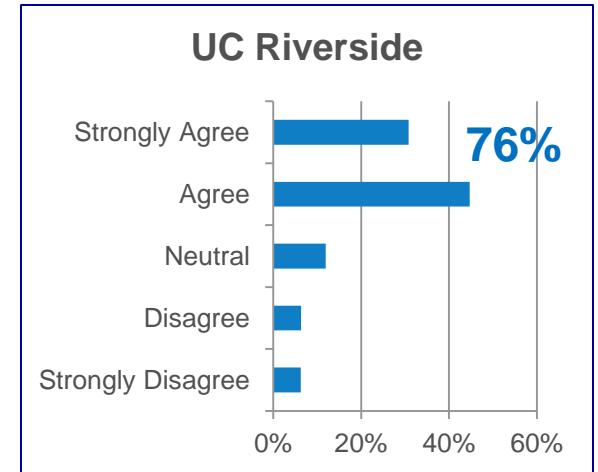
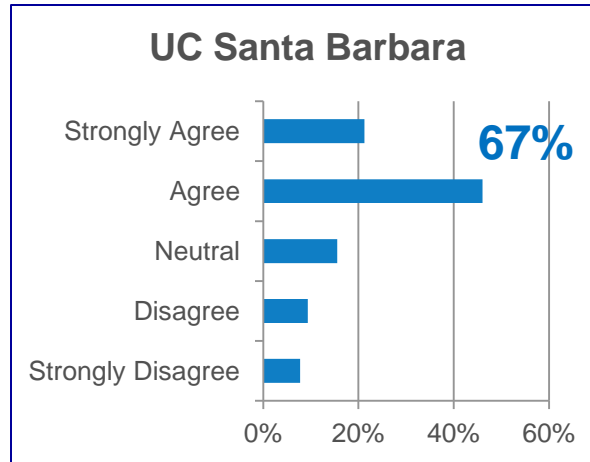
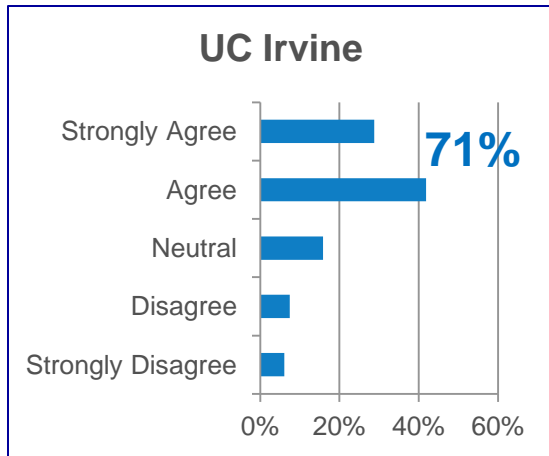
(Northern California)



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

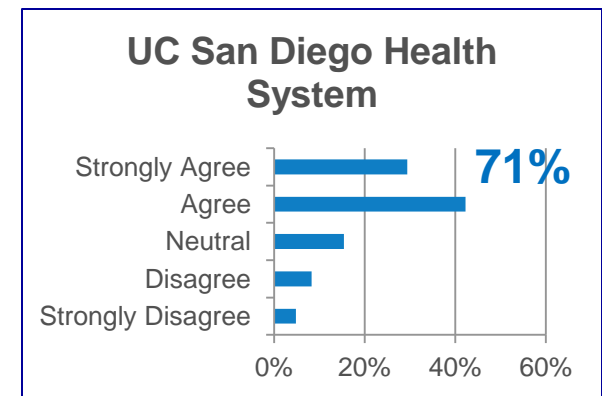
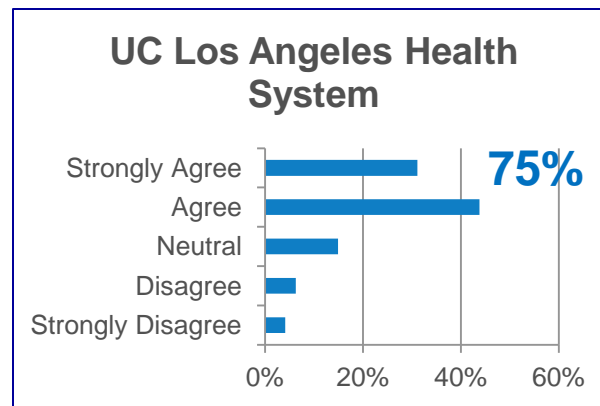
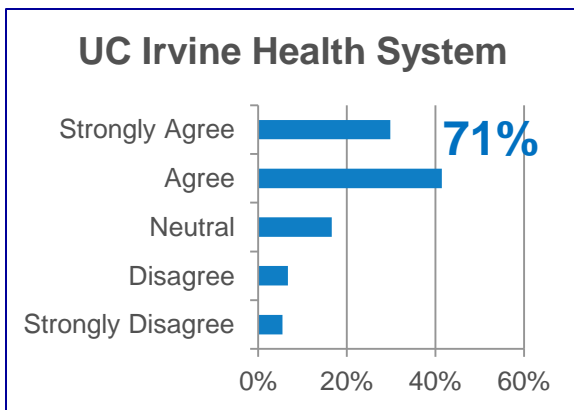
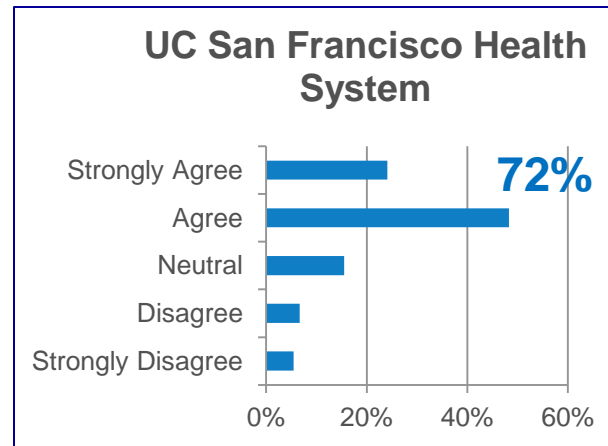
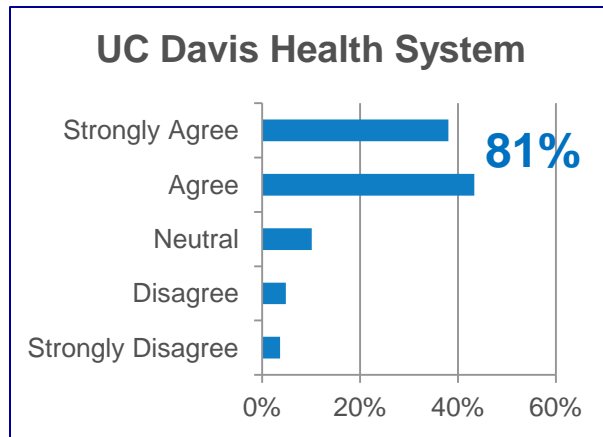
Satisfaction: By Campus Location

(Southern California)



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

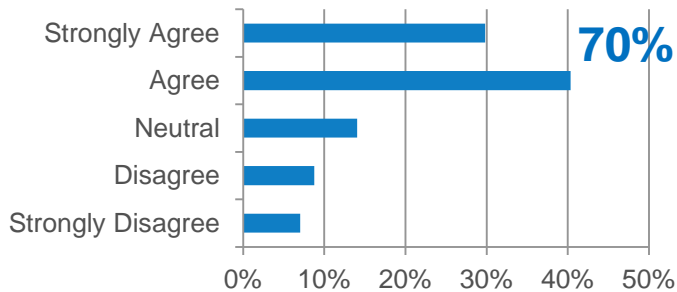
Satisfaction: By Location (Medical Centers)



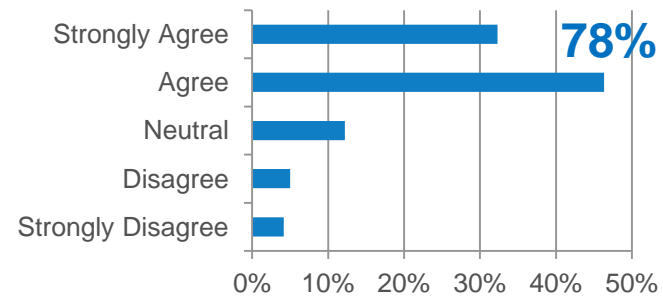
**Response to Q16: So far in 2014, I would rate my overall satisfaction with my UC medical plan as positive*

Satisfaction: By Other Locations

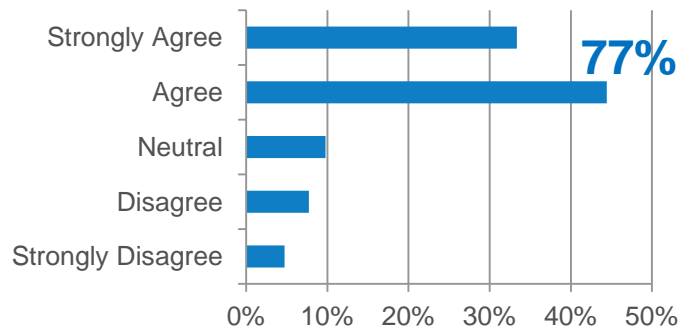
UC Hastings College of Law



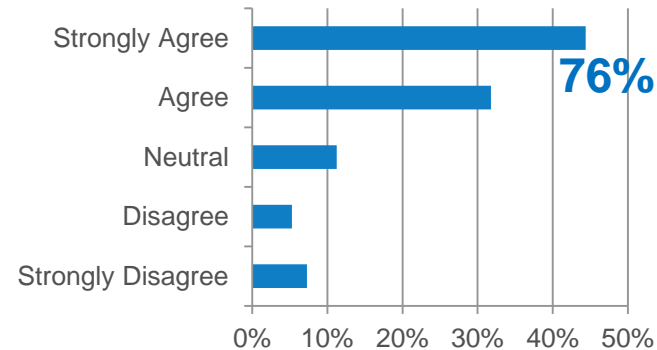
Lawrence Berkeley National Laboratory



UC Office of the President



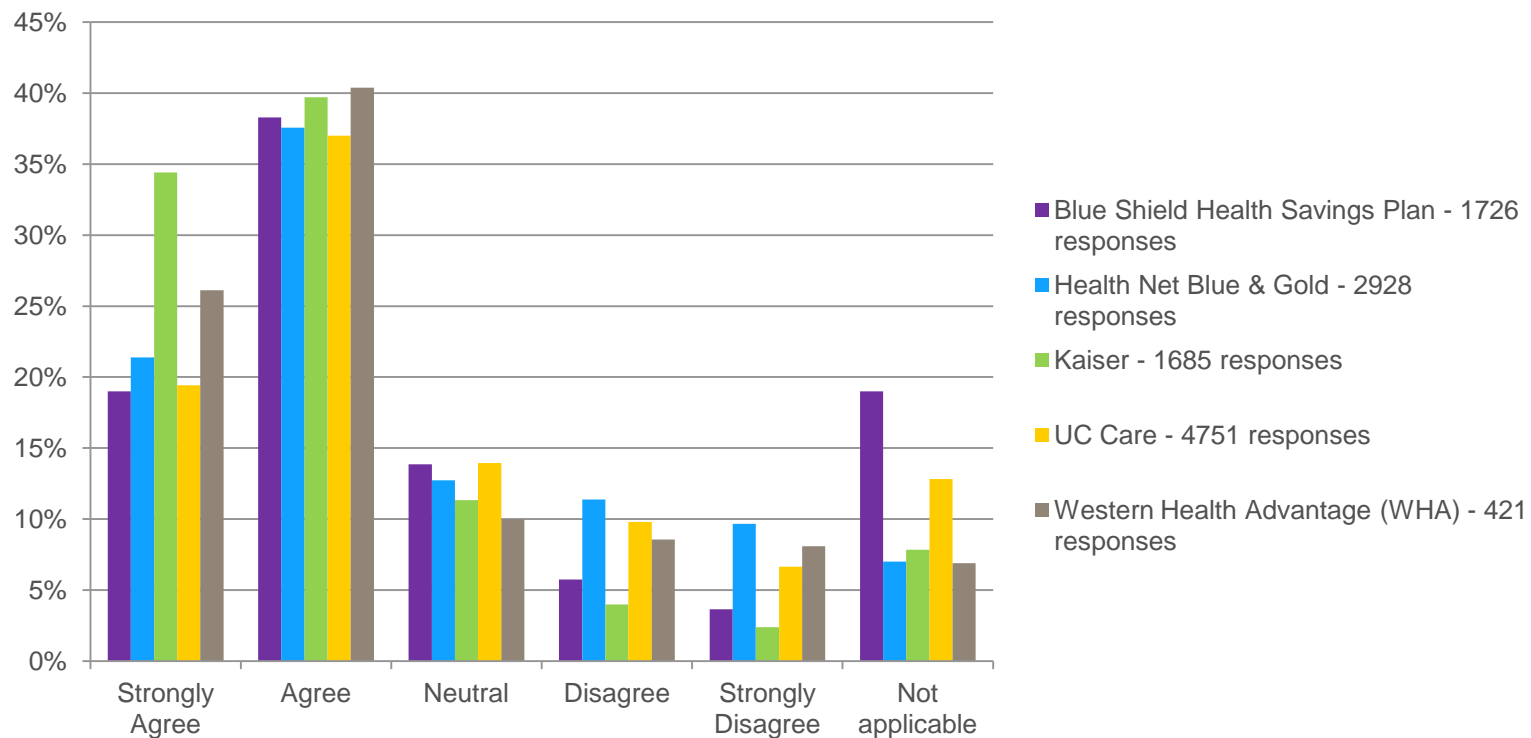
Retired



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

New Plan Members: Access to PCP*

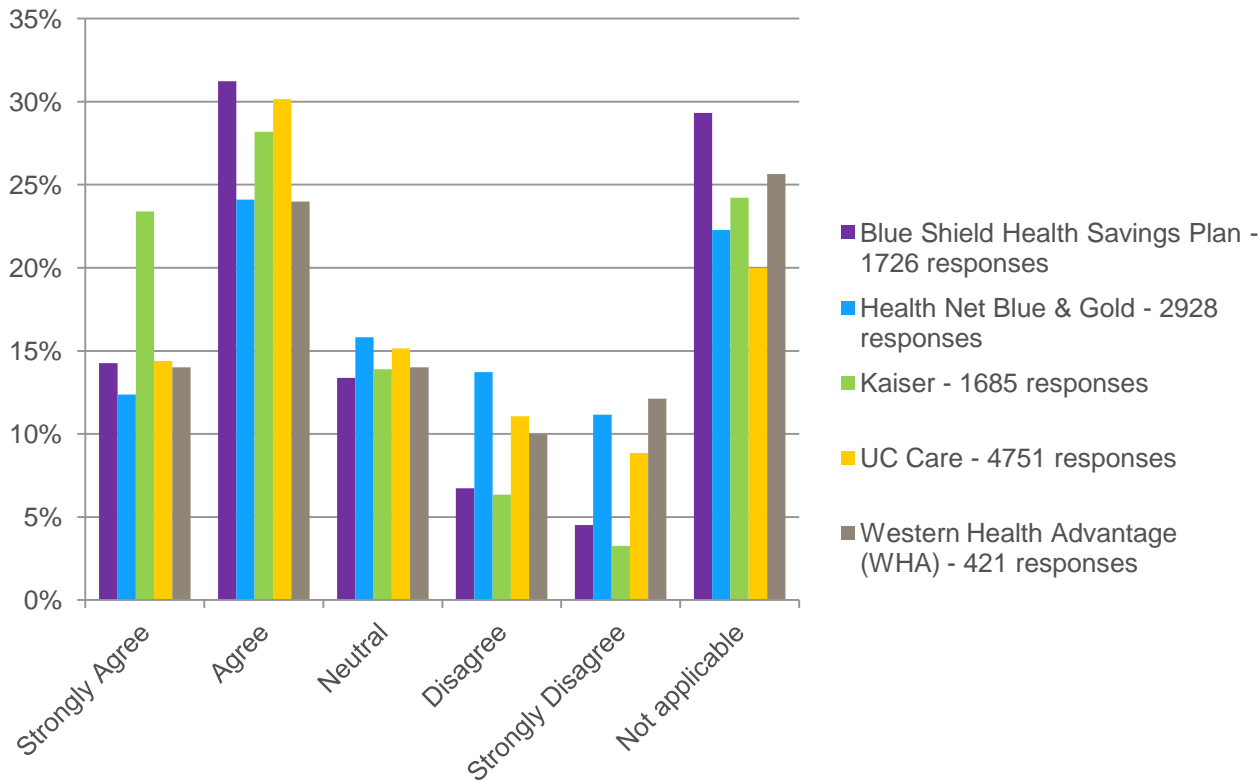
73% of those who had a new plan found it easy to access their PCP*



**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***

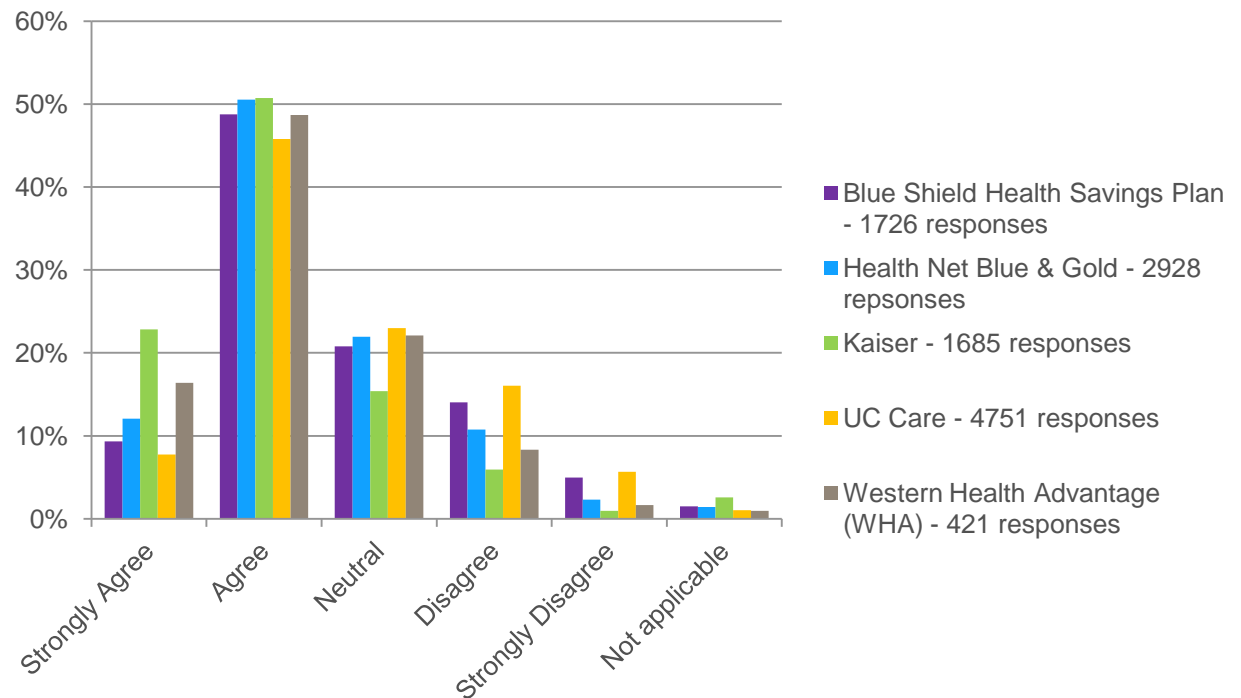


Nearly 25% have not needed to access specialists

*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.

New Plan: Know how to use network

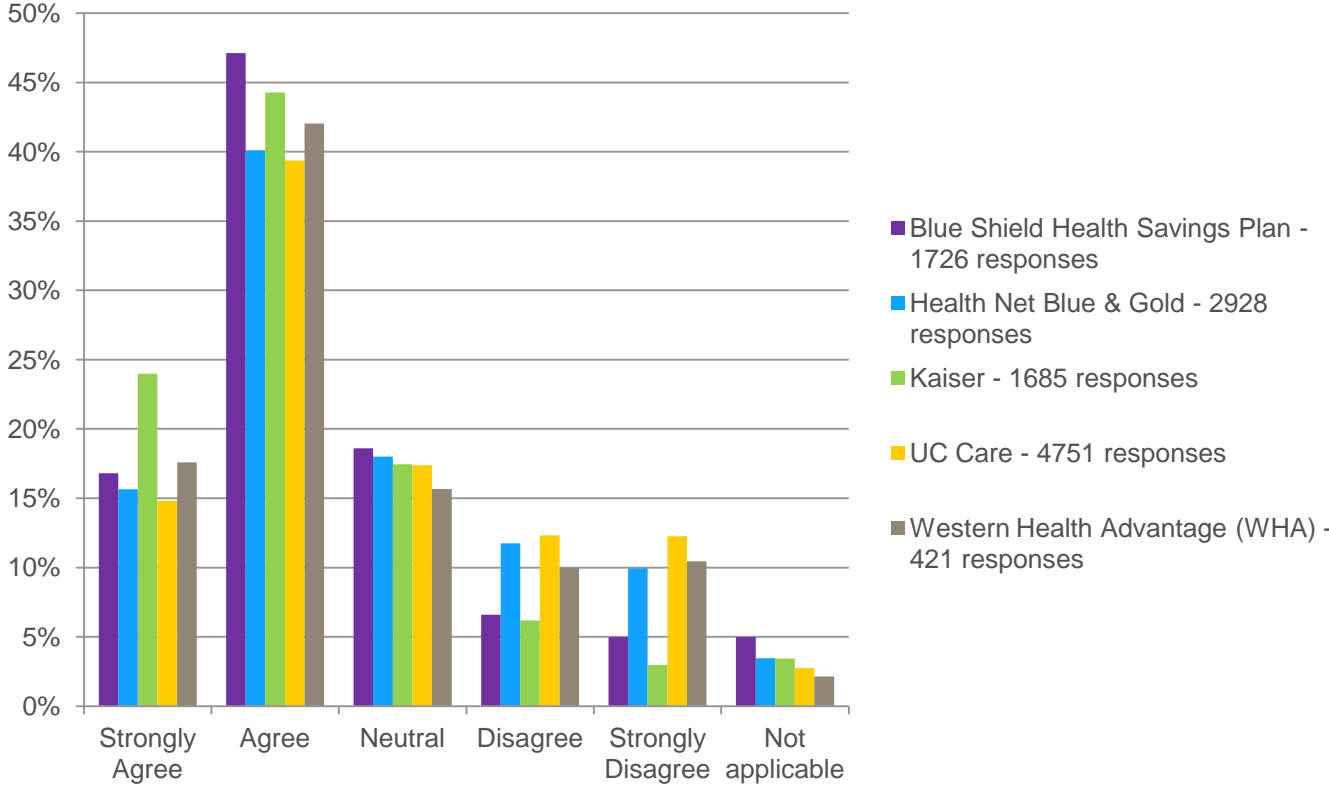
81% of those who had a new plan **understand** how to use their plan's network*



*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***

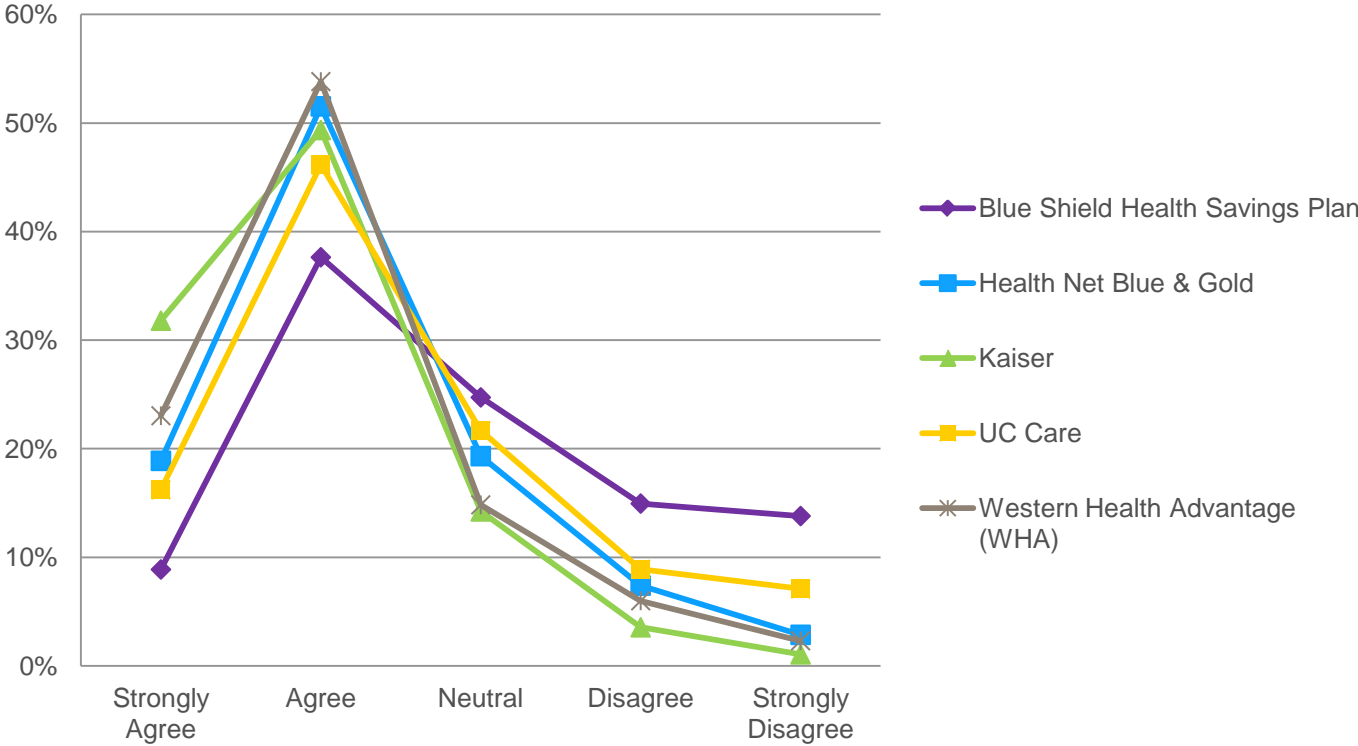


Health Savings Plan and Kaiser equal

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

Satisfaction: Prescription Drug Benefit

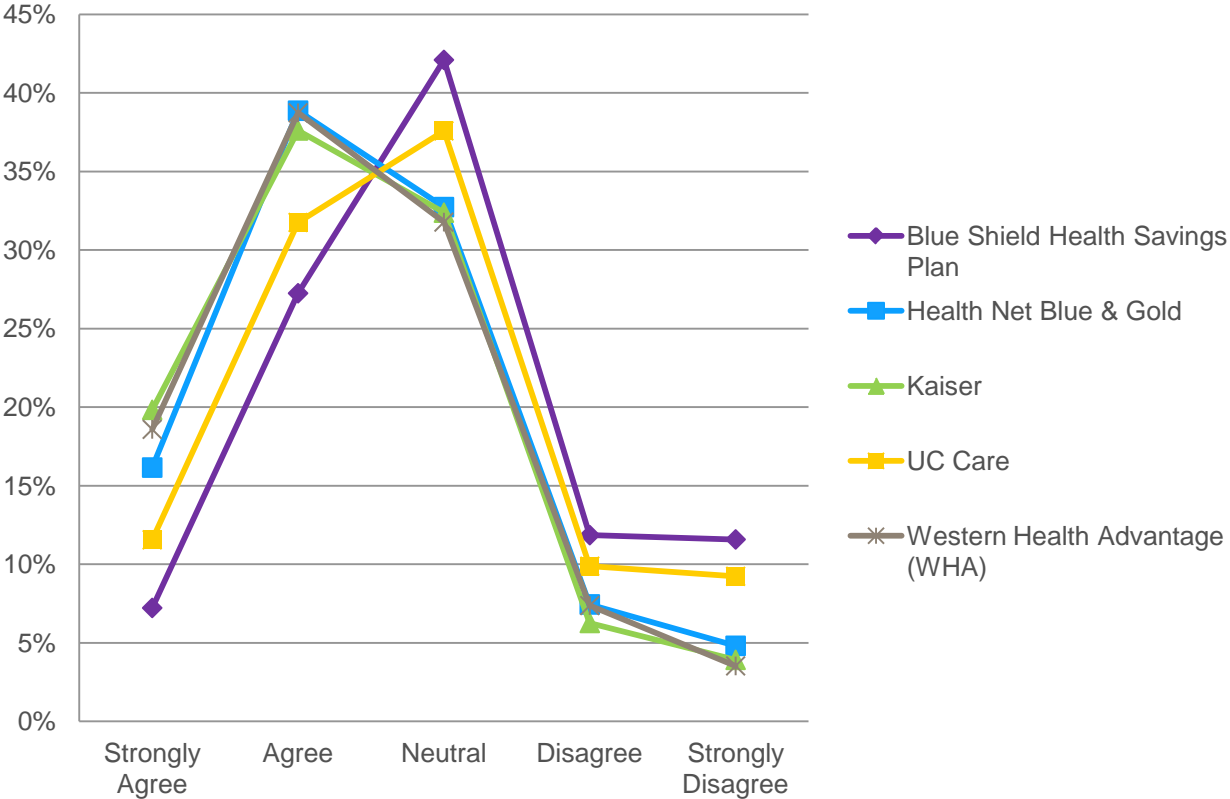
90% overall **satisfied** with prescription drug benefits*



*Agree/Strongly Agree/Neutral to Q21: I am satisfied with the prescription drug benefit provided through the medical plan

Satisfaction: Mental Health Benefit

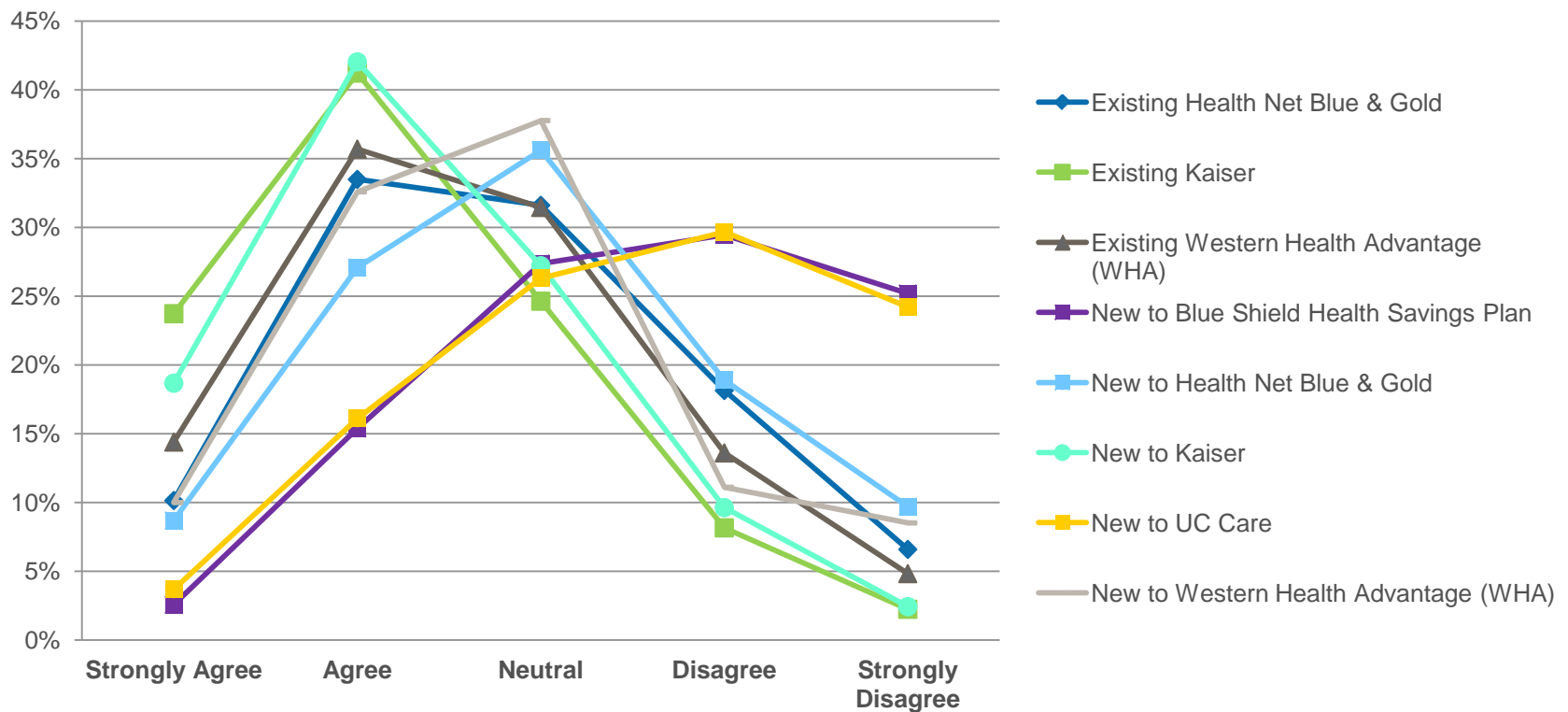
88% overall **satisfied** with behavioral health benefits*



*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

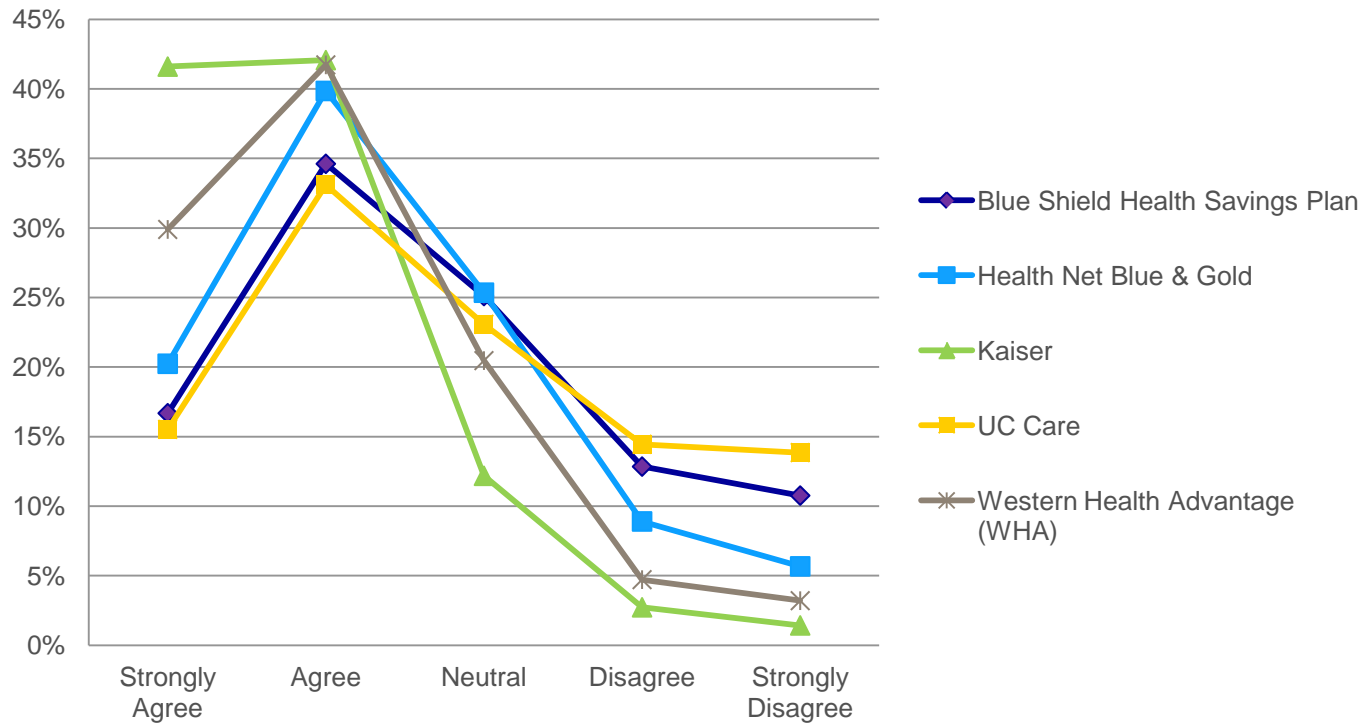
HMO members find it **easy to obtain costs** prior to care;
 PPOs with co-insurance percentage are predictably less easy*



*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.

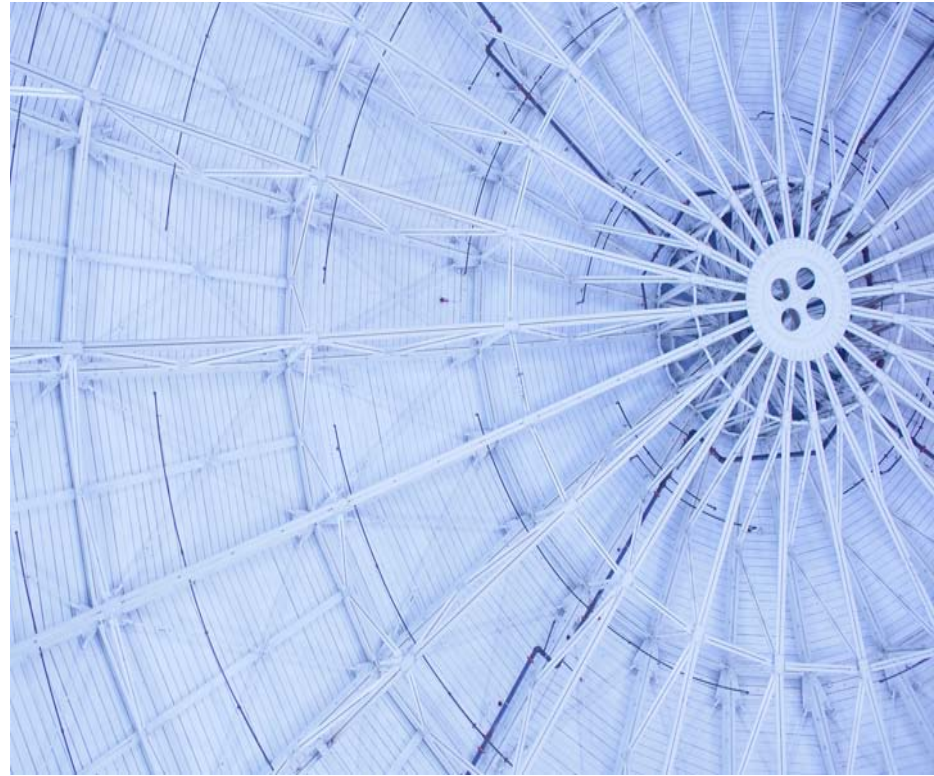
Next Steps

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