

## **Summary - ACS Plan Change Survey of HUSKY Participants as of 10/26/05**

246 households reached through a combination of outbound calls and transfers of calls from clients calling into the HUSKY line for other reasons. Conducted July through October 2005.

- Reasons for plan change
  - PCP not in plan – 31%
  - Other – 28% (See below for detail)
  - Hospital/clinic not participating in plan – 11%
  - Specialist not in plan – 9%
  - Dental provider not in plan – 4%
  - Dissatisfaction with plan – 3%
  - Can't find PCP/Dentist taking new patients – 2%
  - Client's PCP left plan – 2%
  - Trouble getting prescriptions – 2%
  - Client chose after default – 2%
  - Plan's providers too far – 1%
  - Problem with plan's transportation
    - Other (from above) – 28% (70 households)
      - 32 of 70 indicated they changed for better benefits or services
      - 5 of 70 state their PCP or another provider was not in plan
      - 5 of 70 changed after plan default
- Source of Information for making change
  - Doctor/Clinic/Other Provider – 30%
  - MCO Representative – 22%
  - Friends/Relatives – 12%
  - Had this plan before – 9%
  - Brochures I received from HUSKY – 7%
  - HUSKY Infoline – 1%
- Length of Time in Old Plan
  - 0 months – 10%
  - 1 month – 19%
  - 2 months 10%
  - 3 months 4%
  - 4 or more months – 57%
- Length of Time in New Plan
  - 0 months – 4%
  - 1 month – 12%
  - 2 months – 52%
  - 3 months – 15%

- 4 or more months – 17%
- Still in New Plan
  - Yes - 90%
- Was problem resolved that caused plan change? (202 responses)
  - Yes – 84%
  - Did not know yet – 7%
  - No – 9%