

Former Medicaid Member Online Survey Report

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Prepared for

Utah Department of Health and Human Services



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Former Medicaid Member Online Survey Report

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Introduction

Lighthouse Research & Development, Inc. was contracted by the Utah Department of Health and Human Services (DHHS) to conduct a survey with former Medicaid members.

Project Objectives

The main objective of the online survey research was to gather perceptions of the Medicaid program. Specific objectives for the project included:

- Identify reasons respondents are no longer enrolled in Medicaid
- Determine if respondents currently have health insurance coverage
- Identify reasons respondents did not complete eligibility renewal
- Evaluate customer service interactions with Utah Department of Workforce Services
- Evaluate the Medicaid enrollment and renewal processes
- Discover respondents' overall satisfaction with Medicaid health coverage
- Determine if respondents would re-enroll in Medicaid if eligible
- Identify the best aspects of Medicaid
- Discover the areas in which Medicaid needs to improve

Project Overview

The online research project consisted of a survey designed to gather formation from former Medicaid members. The scope of work for the research project included the following:

- Project consultation with Utah DHHS personnel
- Programming of the online survey instrument
- Completion of 1,000 surveys
- Analysis of the data, including percentages of results and coding of open-ended responses
- A written report describing the results of the survey including research methodology, an executive summary, and a detailed description of the results

Research Methodology

The research methods used to complete the project are outlined in detail below.

Sampling Procedures

Sample of former Medicaid members was provided by DHHS and used for data collection. Individuals were then invited to participate via email.

Data Collection

Lighthouse Research completed a total of 1,003 surveys, allowing for an overall confidence level of 95% with a margin of error of $\pm 3.08\%$.

Lighthouse Research conducted a pretest of the survey instrument with a small sample of former members to determine the need for any modifications to the survey instrument. Following the pretest, minor adjustments were made to the survey before proceeding with data collection.

All interviews were automatically given a numeric code upon entry into the system to assist in the data analysis. All data collection for this survey was completed between October 11 and 17, 2023.

The online survey was programmed in a Computer-Assisted Web Interviewing (CAWI) format. Using the CAWI system, survey responses were entered directly into the database by the respondent as the survey was in progress.

Data Analysis

The data analysis provides the following statistics upon which the written interpretative report is based:

- The frequency and valid percent of responses to each of the survey questions
- Responses to open-ended questions, coded for multiple mentions

Organization of the Report

The remainder of the report is organized under the following areas:

- Executive Summary
- Detailed Results
- Segment Analysis
- Appendices

The Executive Summary section of this report includes an overview of the research findings and analysis from the survey.

The Detailed Results section includes charts and a written description of the results for that topic. The Detailed Results section also includes average means and medians that exclude those respondents who selected *don't know* and *wouldn't say*.

The Segment Analysis section contains the results of the cross-tabular analysis and indicates significant differences in responding among respondents.

The Appendices section of the report provides a copy of the survey questionnaire with frequencies of responses.

The following report represents the deliverable for this contract and is presented respectfully to the project sponsors.

Executive Summary

The following summary represents the most pertinent findings of the survey research.

Reasons for Disenrollment

Respondents most frequently said they or the members of their household are no longer enrolled in Medicaid because **their household income was too high for Medicaid eligibility limits**.

Respondents most frequently said they or the members of their household currently have **employer-provided** insurance or are **uninsured**.

What is the current status of health coverage for you or the members of your household? Top Mentions

Employer-provided	Uninsured	Marketplace Insurance	Medicare
39%	30%	15%	7%

43% of respondents completed the Medicaid renewal process this year.

- ✓ Respondents who completed the renewal most frequently said they **submitted forms but were told they don't qualify**.
- ✓ Respondent who did *not* complete the renewal most frequently said they **do not need Medicaid** or that they **never received renewal documents from DWS**.

Customer Service Perceptions

In the last year, 58% of respondents said they reached out to DWS with a question, complaint, or problem. Of these, 39% had a resolution **the same day or the next day**.

How long did it take DWS to resolve your question, complaint, or problem?

Same or next day	2 to 7 days	8 to 14 days	More than 2 wks	Still waiting
39%	19%	8%	12%	21%

Evaluation of Processes

The table below illustrates respondents' perceptions of various Medicaid processes. Participants most frequently said these processes were **difficult**.

Respondents' Perceptions of Medicaid Processes

	Very Easy	Somewhat Easy	Somewhat Difficult	Very Difficult
Renewal process	6%	19%	27%	22%
Documentation	11%	26%	31%	22%
Forms	11%	29%	29%	15%

Medicaid Program Perceptions

When rating their impression of Medicaid, 33% of respondents gave a rating of "9" or "10" on the 0-to-10 rating scale. Respondents gave an average mean rating of **6.88** and a median rating of **7.00**

58% of respondents said they would **definitely** re-enroll in Medicaid if it were possible.

If you could re-enroll yourself or your household member(s) in Medicaid today, would you?

Definitely not	Probably not	Undecided	Probably	Definitely
4%	5%	12%	21%	58%

Most frequently, respondents said:

- ✓ **Cost** and **coverage** are the best things about Medicaid
- ✓ **Eligibility and income requirements** is an area in which Medicaid needs to improve

Segment Analysis Summary

Respondent with children in the home were more likely to:

- ✓ Have employer-provided health insurance
- ✓ Have attempted to renew their household's Medicaid coverage
- ✓ Give higher impression ratings to Medicaid's health coverage

Respondents who attempted to renew their Medicaid coverage were more likely to:

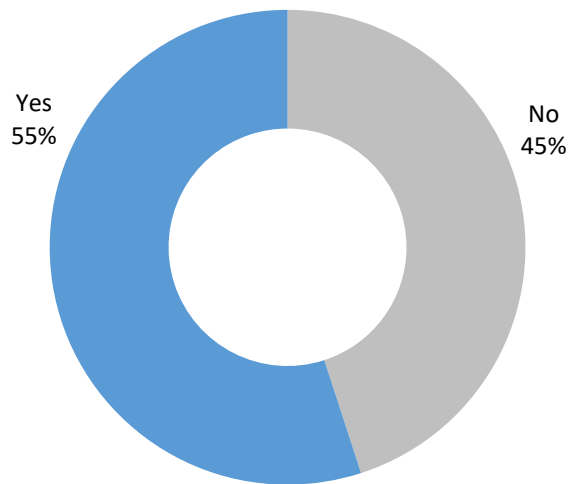
- ✓ Say they are uninsured
- ✓ Have contacted DWS in the last year with a question, complaint, or problem
- ✓ Say they are still waiting for problem resolution after reaching out to DWS

Detailed Results

Reasons for Disenrollment

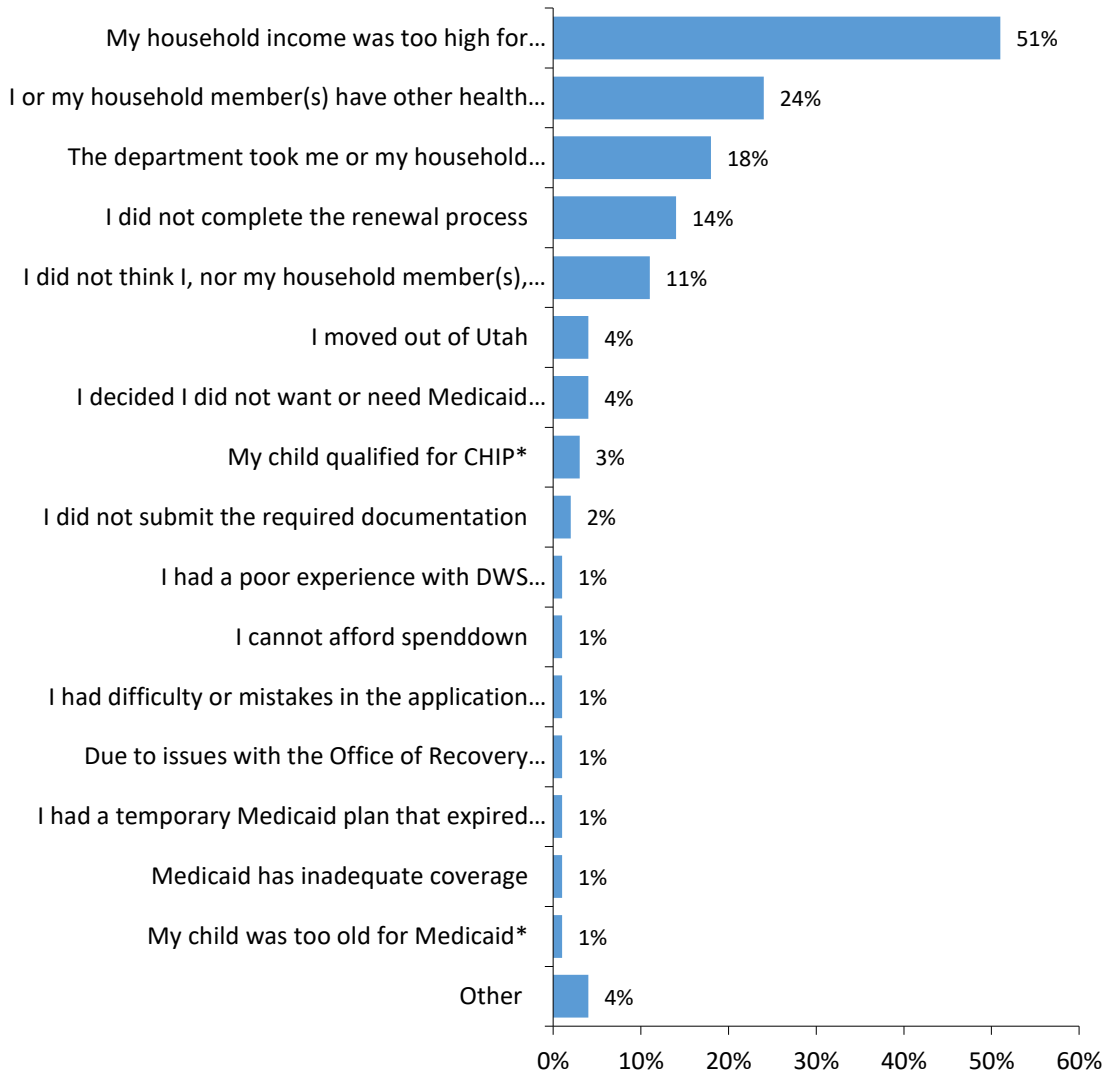
As Figure 1 illustrates, 55% of respondents reported having children under the age of 18 who live in their homes and were on Medicaid last year.

Figure 1
Do you have children under the age of 18 who live in your home and were on Medicaid in the last year?



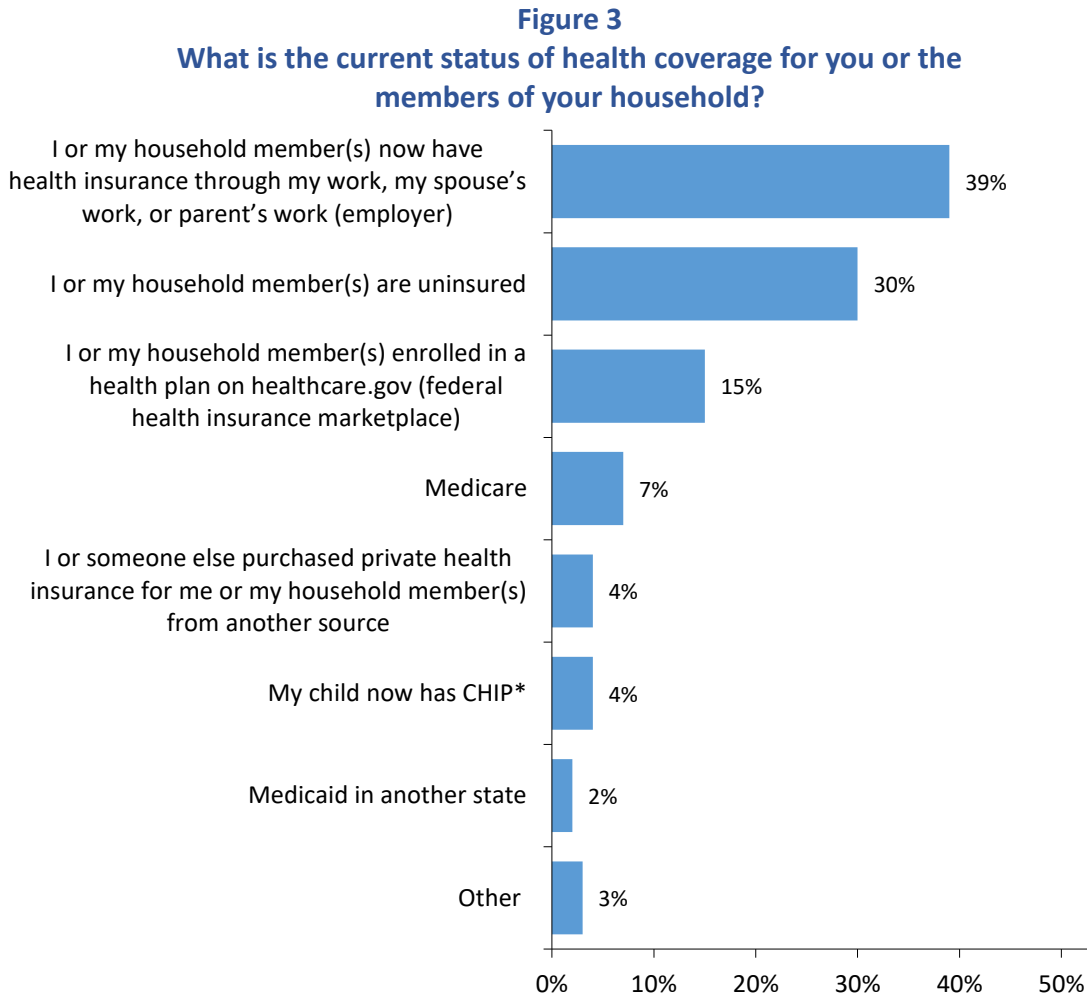
As Figure 2 illustrates, respondents most frequently reported their **household income was too high for Medicaid eligibility limits** as the reason they or their family members are no longer enrolled in Medicaid.

Figure 2
From your point of view, which of the following describes the reasons you or another family member in your household is no longer enrolled in Medicaid?



**Asked only of respondents with children under age 18 who live in their homes and were on Medicaid last year*

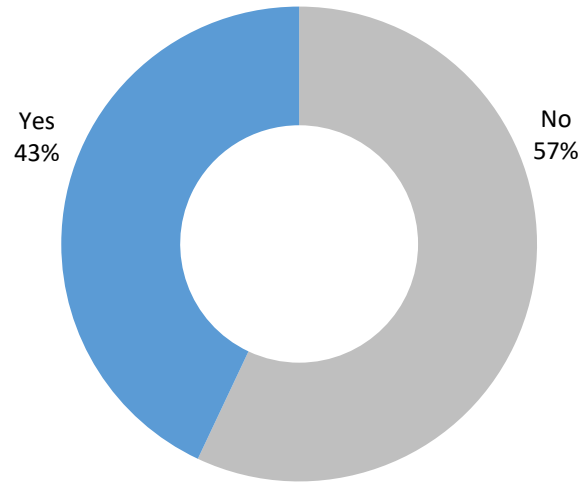
When asked about their current healthcare coverage, respondents most frequently said they or the members of their household have **employer-provided health insurance** or are **uninsured**. Please see Figure 3 for details.



**Asked only of respondents with children under age 18 who live in their homes and were on Medicaid last year*

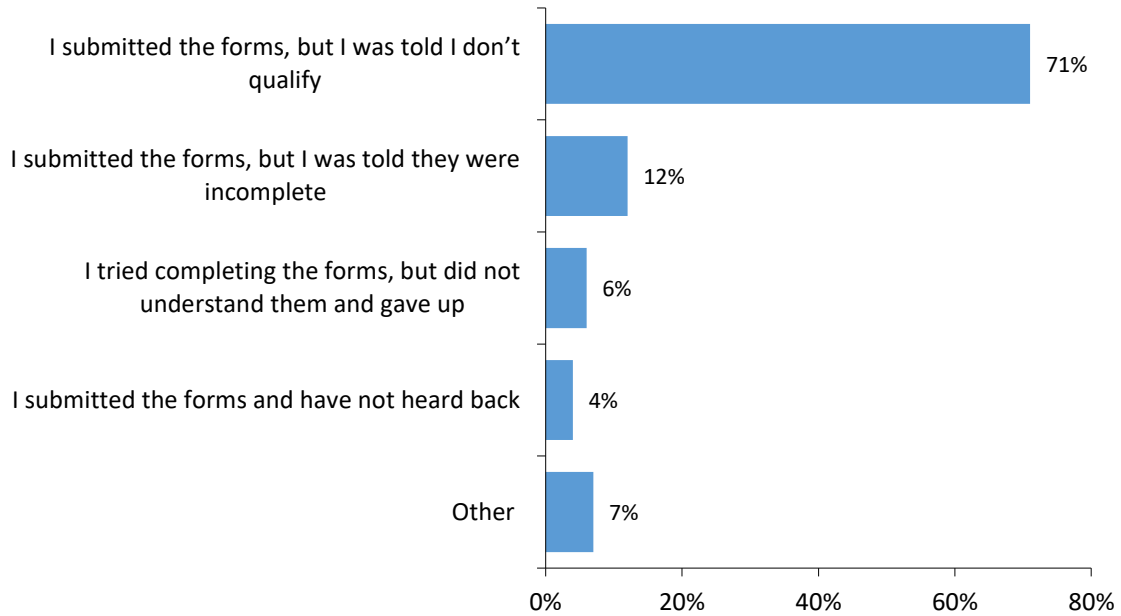
As Figure 4 illustrates, 57% of respondents said they did *not* attempt to renew their Medicaid coverage this year.

Figure 4
Did you attempt to renew your Medicaid coverage?



Of respondents who did attempt to renew their Medicaid coverage, 71% said they **submitted the forms, but were told they don't qualify**. Please see Figure 5.

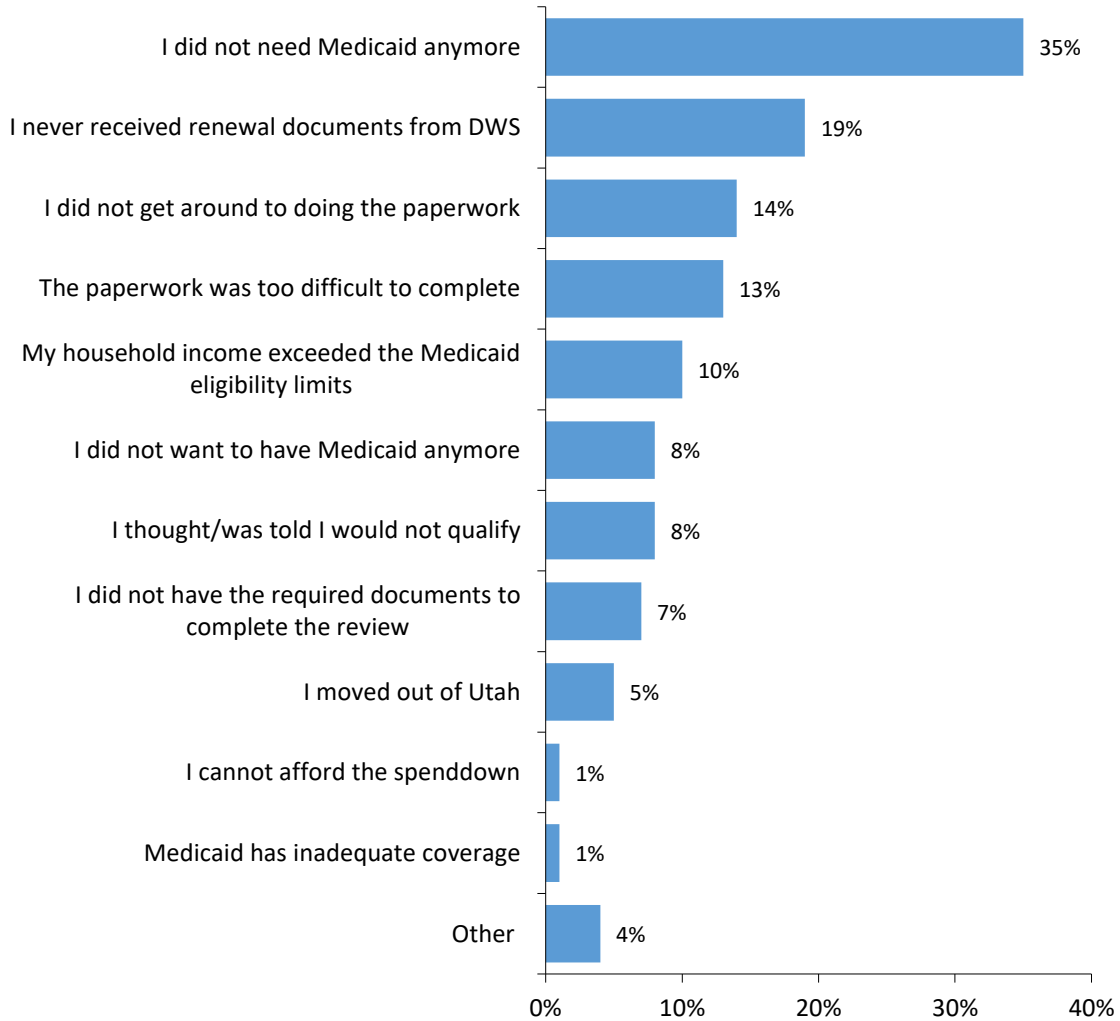
Figure 5
Which of the following best describes your attempt to renew your Medicaid coverage?



Note: Percentages in the above chart are based on respondents who attempted to renew their Medicaid coverage.

Of respondents who did *not* attempt to renew their Medicaid coverage, 35% said they **did not need Medicaid anymore**, while one-fifth (19%) said they **never received renewal documents from DWS**. For details, please see Figure 6.

Figure 6
Which of the following describe WHY you did not complete your renewal?

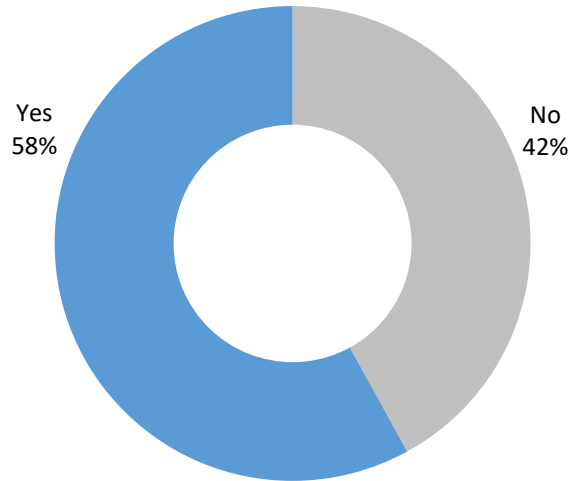


Note: Percentages in the above chart are based on respondents who did not attempt to renew their Medicaid coverage.

Customer Service Perceptions

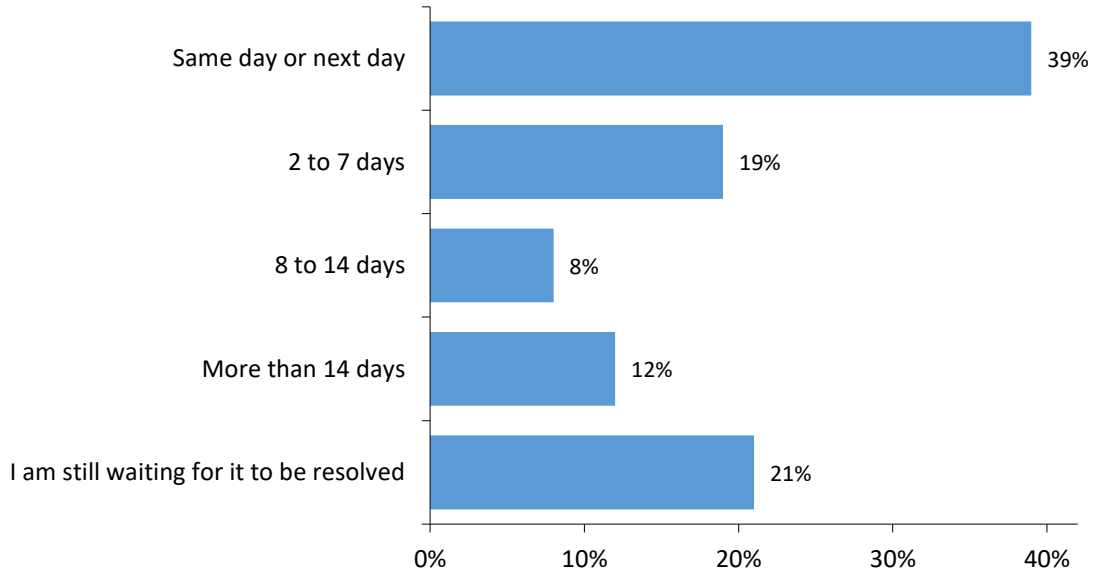
As Figure 7 illustrates, 58% of respondents said they contacted DWS with a question, complaint, or problem in the last year.

Figure 7
In the last year, did you call the Department of Workforce Services (DWS) with a question, complaint, or problem?



Of those who contacted DWS, 39% said their issues were resolved **the same day or the next day** (39%). One-fifth of respondents *each* said their issues were resolved within the week (19%) or that they are still waiting for resolution (21%). For further details, please see Figure 8.

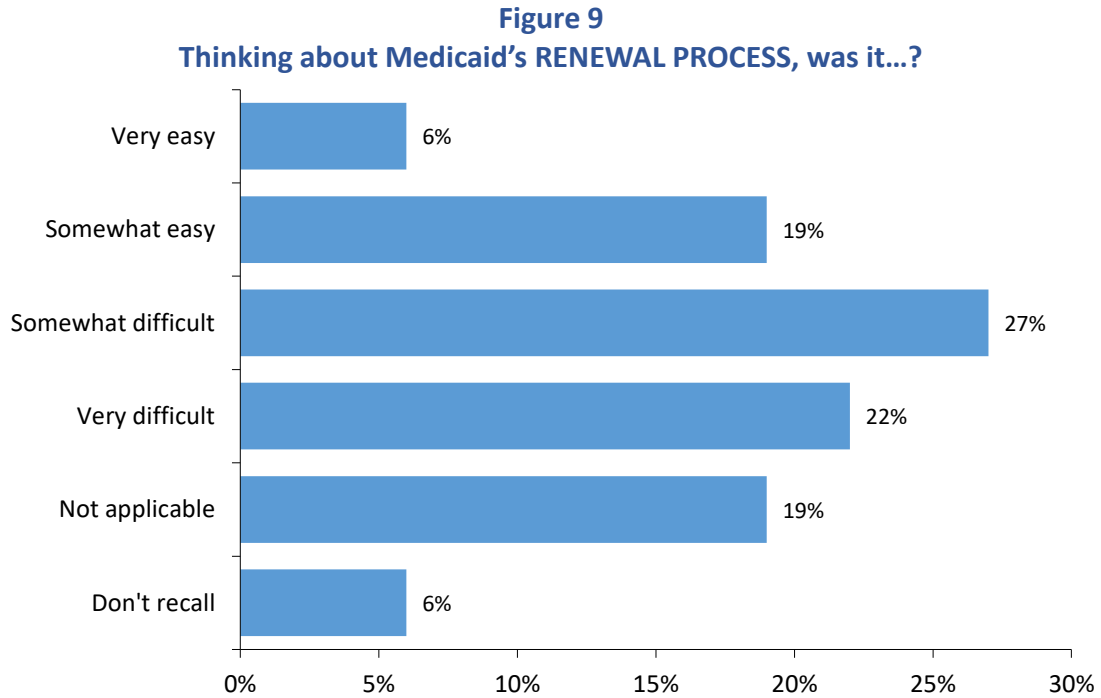
Figure 8
How long did it take DWS to resolve your question, complaint, or problem?



Note: Percentages in the above chart are based on respondents who contacted DWS with a question, complaint, or problem in the past year.

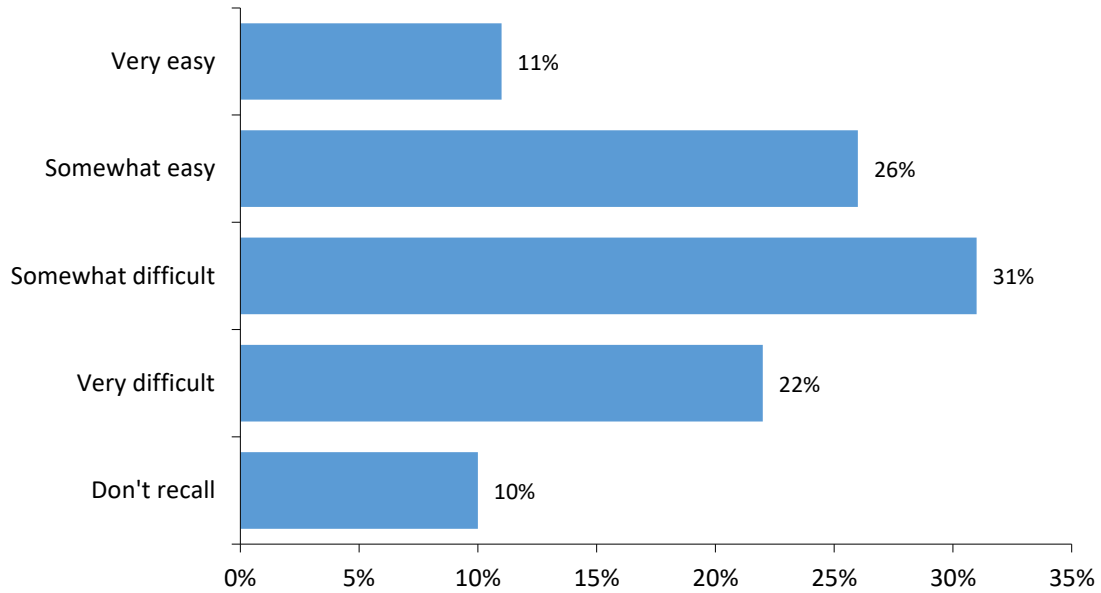
Evaluation of Processes

When asked about the Medicaid renewal process, one-half of participants (50%) said they consider the process to be **difficult**, while one-quarter (25%) said they consider the process to be **easy**. Please see Figure 9.

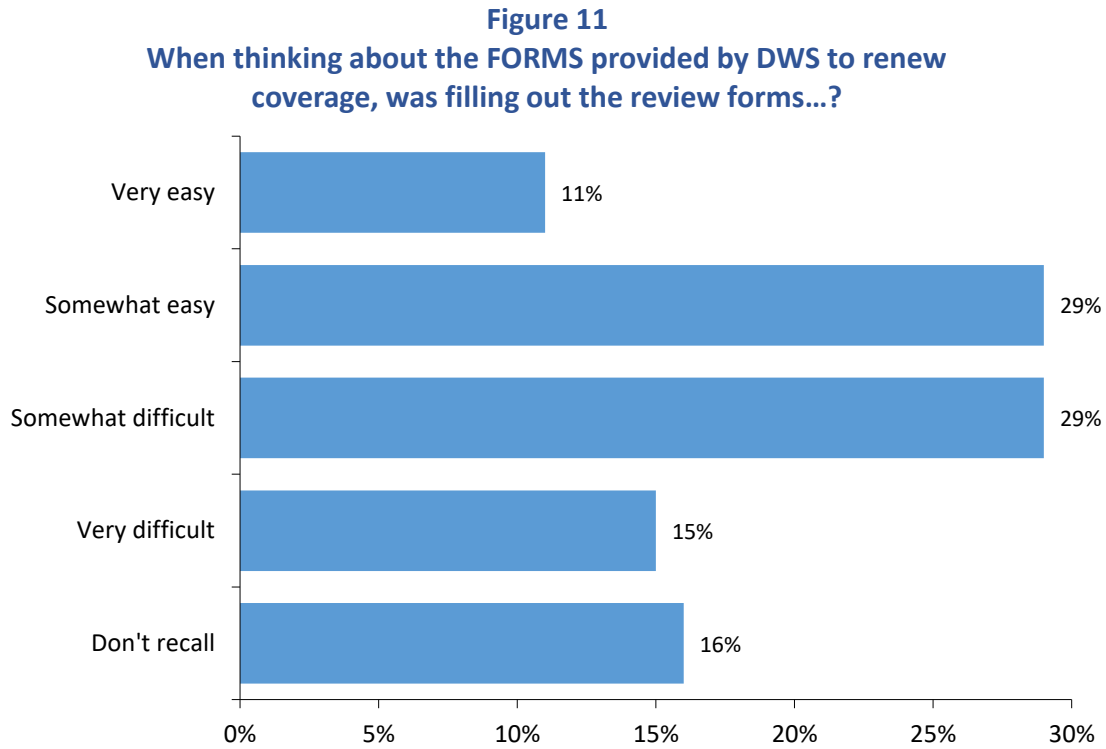


As Figure 10 illustrates, 53% of respondents said they consider Medicaid’s documentation process to be **difficult**, while 37% said they consider it to be **easy**. Please see Figure 10.

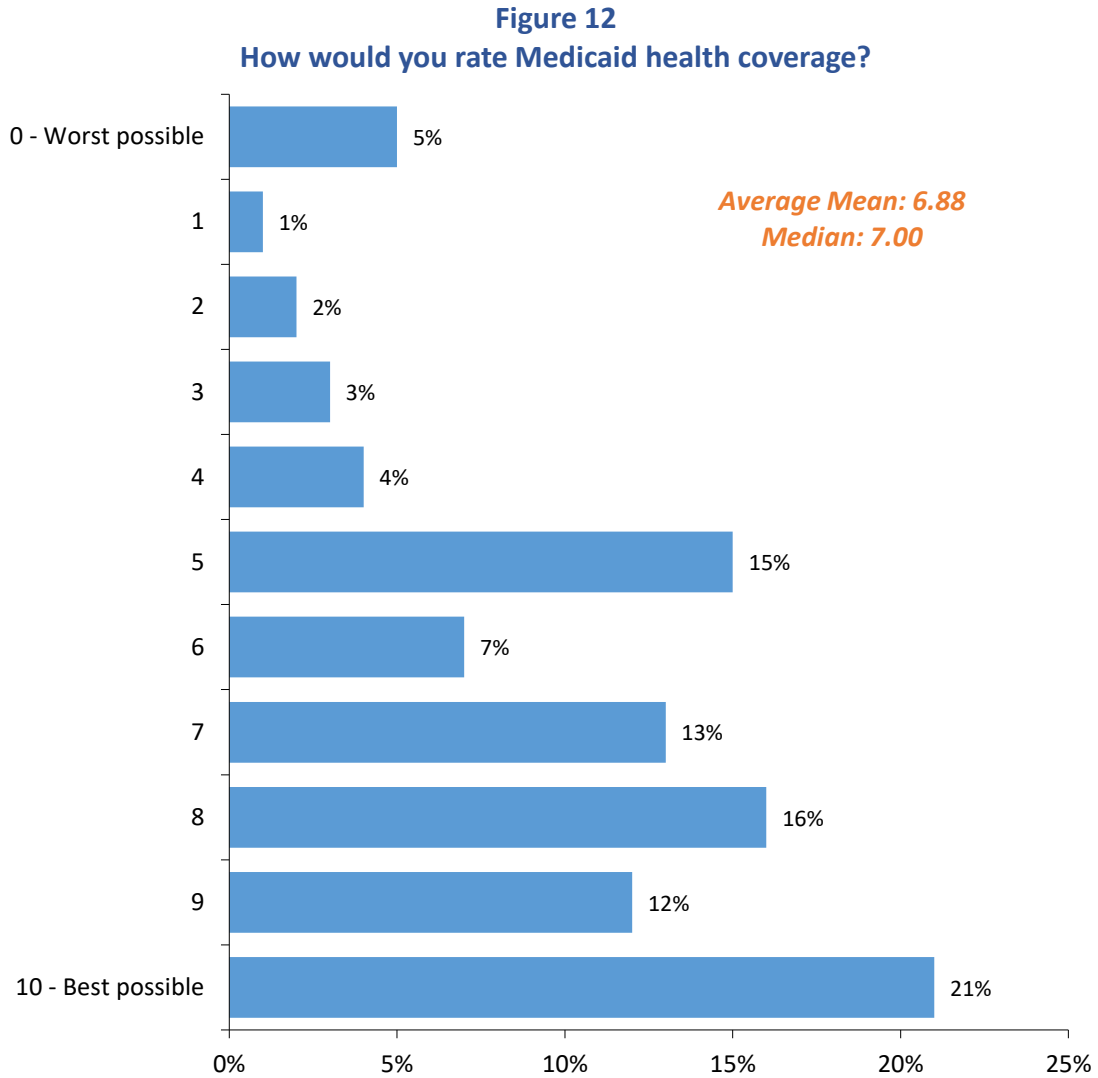
Figure 10
Thinking about Medicaid’s renewal and enrollment process, DOCUMENTATION was requested, like pay stubs or other paperwork. In your opinion, was turning in this paperwork...?



As Figure 11 illustrates, 44% of respondents said they consider it **difficult** to review and fill out the Medicaid forms, while 40% said they consider this process to be **easy**.



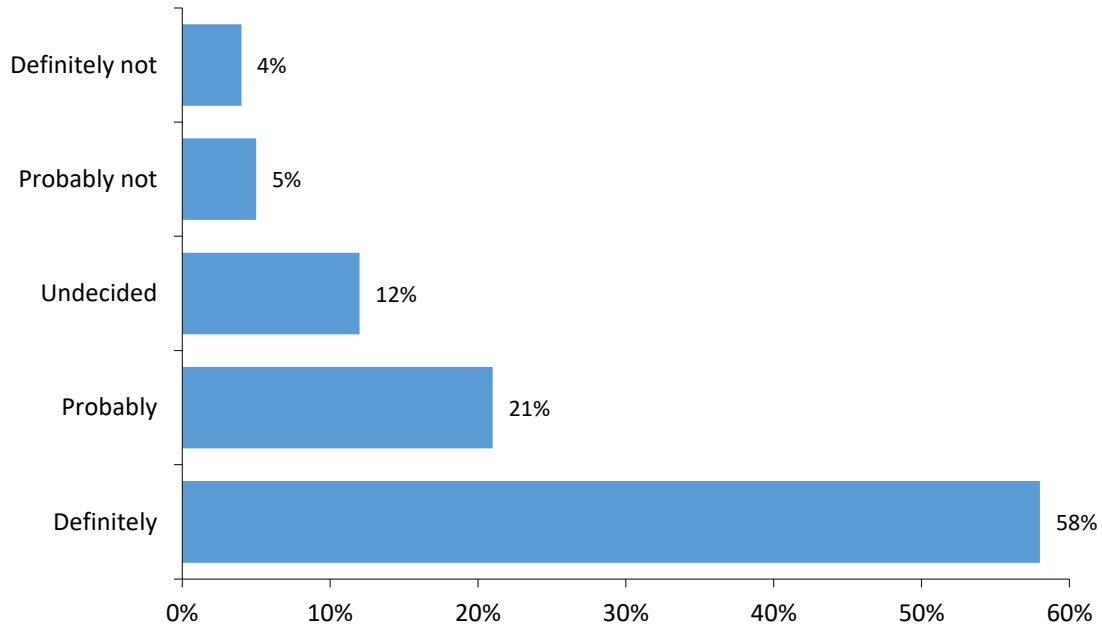
When rating Medicaid’s healthcare coverage, one-third of respondents gave a rating of “9” or “10 – best possible.” On average, participants gave a rating of **6.88** on the zero-to-ten scale to describe Medicaid coverage overall. For details, see Figure 12.



Medicaid Perceptions

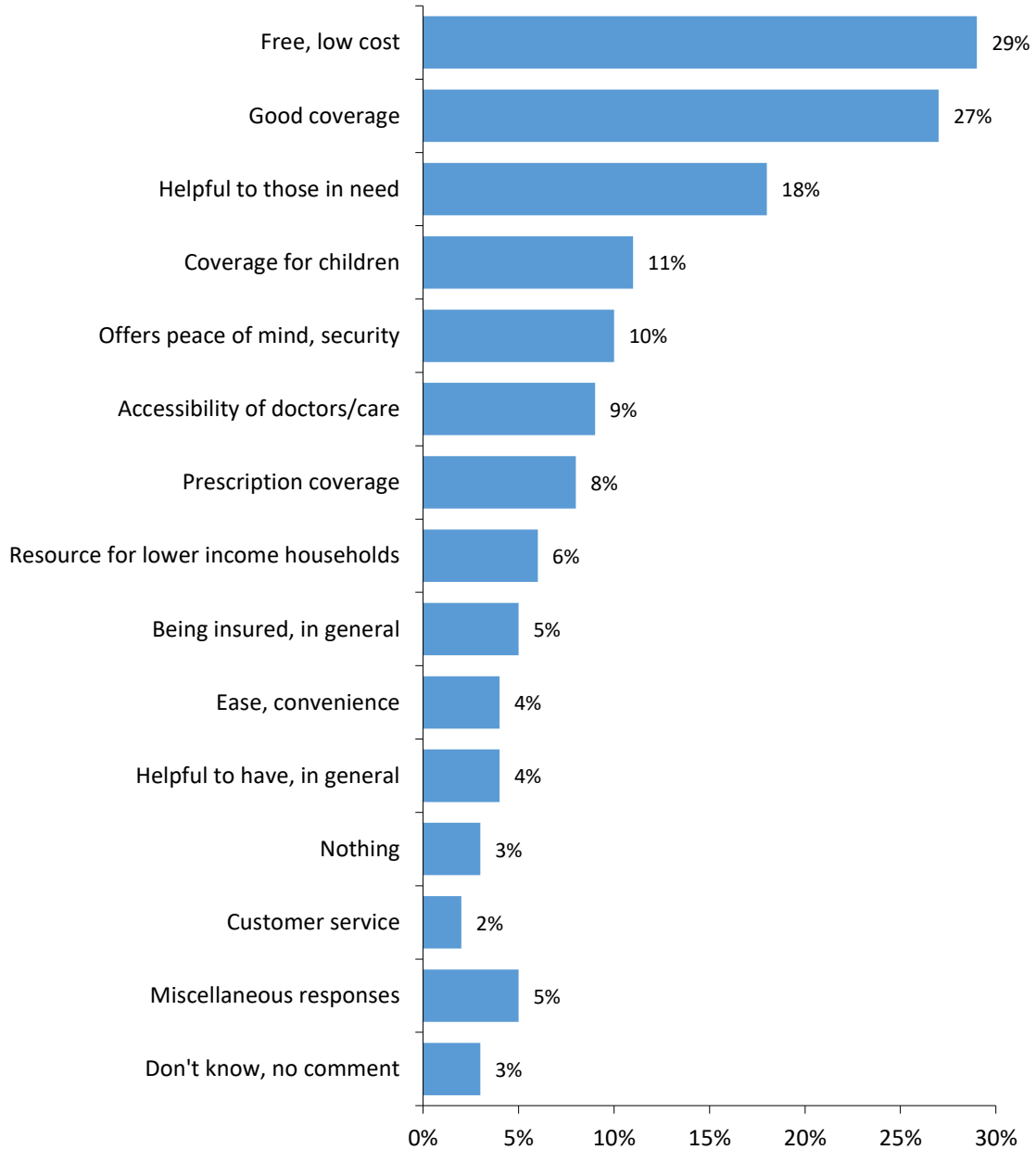
As Figure 13 illustrates, 58% of respondents said if they could re-enroll themselves in Medicaid today, they would **definitely** do so, while 21% said they probably would do so.

Figure 13
If you could re-enroll yourself or your household member(s) in Medicaid today, would you?



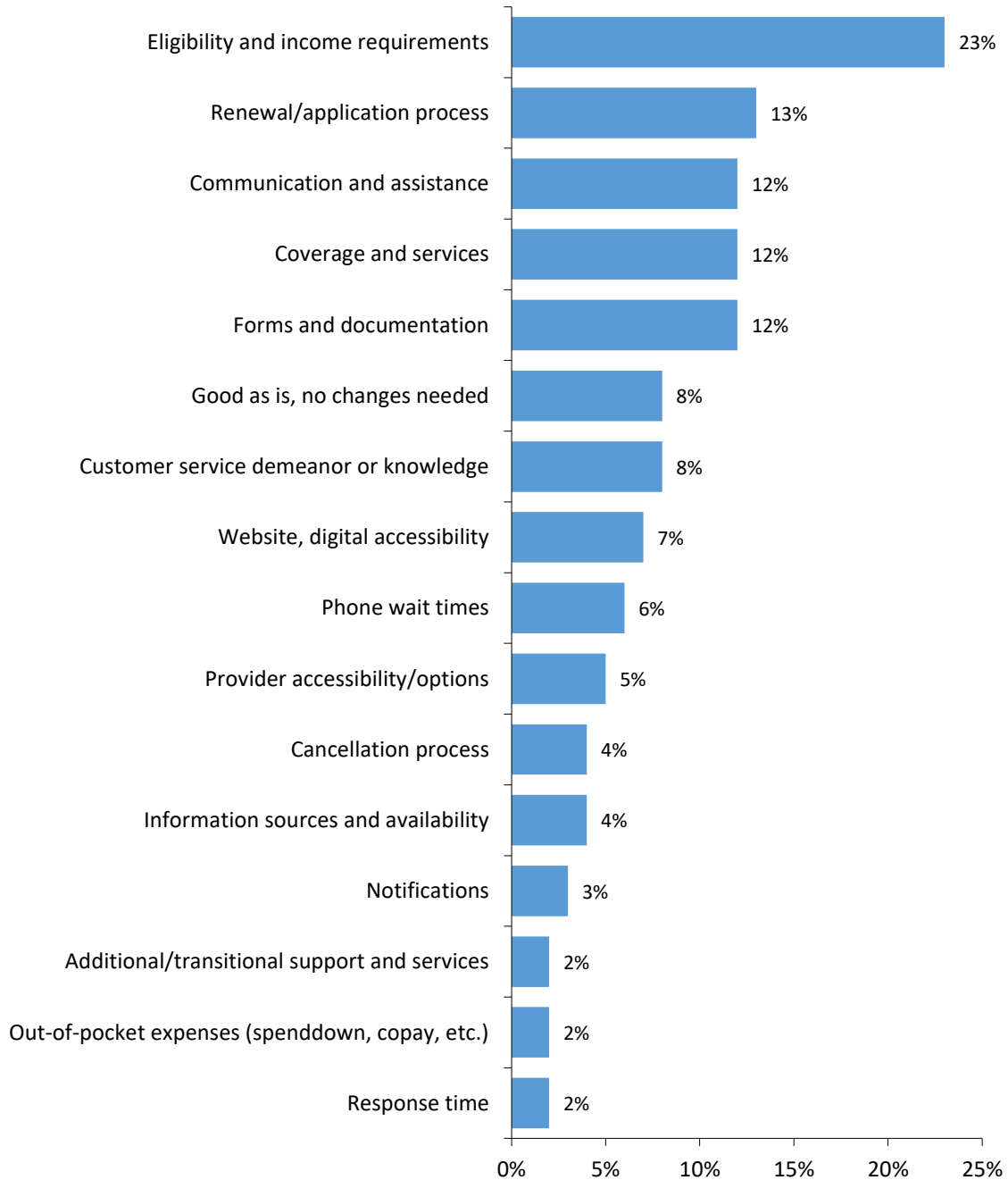
When asked to identify the best thing about Medicaid, respondents most frequently mentioned the **cost** (29%) and **coverage** (27%). For details, please see Figure 14.

Figure 14
In your opinion, what is the best thing about Medicaid?



When asked to identify areas in which Medicaid needs to improve, respondents most frequently commented on the **eligibility and income requirements** (23%).

Figure 15
What does Medicaid need to improve?
Top Mentions



Segment Analysis

In this section of the report, similarities and differences among segments within the survey population are examined. The following descriptions and charts present the statistically significant differences among respondents by segment. These include the following:

- Presence of children in the home
- If they tried to renew Medicaid

Statistical significance is defined as a difference in value that is too large to be attributed to chance alone, thus describing the relationship that exists between the demographic variable of interest and the survey responses.

Methodology

Different methods were applied depending on whether the data was categorical or scalar in nature.

For categorical data, Pearson's Chi-Squared Test was utilized to determine whether the frequencies under consideration differed significantly by segment variable. In cases where a large number of segments renders the expected counts too low for a standard chi-squared test, Monte-Carlo simulation under the null hypothesis was used to create simulated p-values. Among the results established that varied by segment, a Post-Hoc Fisher's Exact Test was performed to determine what particular differences are driving the trend.

For scalar data, a Kruskal-Wallis One-Way ANOVA was used, which tests segmented data against the hypothesis that they come from the same distribution. Kruskal-Wallis is robust against non-normality, unequal variances, outliers, and a variety of other problems. In cases where there were two-part segments, Kruskal-Wallis is equivalent to the Wilcoxon Rank-Sum Test, the standard for comparison tests, so it was unnecessary to change our methods. A Post-Hoc Dunn's test was applied to those that were significant under Kruskal-Wallis, once again narrowing down the source of the differences detected in the broader test.

In order to avoid the multiple comparisons problem (in which asking many questions statistically leads to the possibility of proportionally many false positives), the false discovery rate was controlled using the Benjamini-Hochberg adjustment.

It is possible to detect a difference in the general trend without finding specific pairwise differences in a segment. "Blank" tables with no green or red markers of significance are in this category, with a statistically significant trend, but without a statistically significant direct comparison.

How to Interpret the Tables

For the tables in this section, the coloring is based off of pairwise tests, which means that they are comparing the groups in a given row against each other, rather than measuring the total trend. If looking at age, for example, the colors would not illustrate general trends, but instead highlight specific age ranges compared directly to another (i.e. 18 to 24 year olds compared to 40 to 44 year olds). These comparisons narrow down the sources of the trends, and produce specific statements about differences between groups. The intended intuition when looking at the tables is that red means it is significantly lower, and green means it is significantly higher. The darker the green, the more groups it is significantly higher than, and the darker the red, the more groups it is significantly lower than. The specific methodology used is described below:

For each row, every segment part is compared against each other segment, and a net score is calculated. For each other segment a part is significantly higher than, the net score increases by one. For each other segment a part is significantly lower than, the net score is decreased by one. In a row with four groups, if a given segment is significantly higher than all three others, it has a net score of 3, and if there are no other significant differences, every other group will have a net score of -1. Coloring is then done based off of this net score as seen in the key below:

Color Scheme Key



The intention is not to provide a perfect visual representation of every pairwise relation, as due to combinatoric principles, the number of potential relations can become very high, but to provide a high-level visual representation which should give the proper intuitions about the data. In a table with two columns, visual clutter is avoided by only showing the light green rather than both light green and light red, because in these tables it is binary. If one is green, i.e. significantly higher, then the other must be significantly lower.

Significant Differences by Presence of Children

In this portion of the report, differences are examined according to whether or not respondents have a child under the age of 18 in their household.

Respondents with children in their home were more likely than those without children to say they currently have insurance through their work, their spouse’s work, or a parent’s work, while those without children were more likely to currently have Medicare.

Segment Analysis Table 1
What is the current status of health coverage for you or the members of your household?
Statistically higher percentages are highlighted in green

	Children in Home	No Children in Home
	<i>n=549</i>	<i>n=454</i>
I or my household member(s) now have health insurance through my work, my spouse’s work, or parent’s work (employer)	48%	28%
I or my household member(s) are uninsured	30%	30%
I or my household member(s) enrolled in a health plan on healthcare.gov (federal health insurance marketplace)	15%	16%
Medicare	1%	15%
I or someone else purchased private health insurance for me or my household member(s) from another source	3%	6%
Medicaid in another state	1%	2%
Social Security Disability Insurance	0%	1%
Other	3%	4%

Respondents with children in the home were more likely than those without children to say “yes,” they attempted to renew their Medicaid coverage.

Segment Analysis Table 2
Did you attempt to renew your Medicaid coverage?
Statistically higher percentages are highlighted in green

	Children in Home	No Children in Home
	<i>n=478</i>	<i>n=383</i>
Yes	55%	44%
No	45%	56%

Respondents with children in the home were more likely than those without children to say Medicaid’s renewal process was “somewhat easy,” while those without children were more likely to say this was “not applicable.”

Segment Analysis Table 3
Thinking about Medicaid’s renewal process, was it very easy, somewhat easy, somewhat difficult, or very difficult?
Statistically higher percentages are highlighted in green

	Children in Home	No Children in Home
	<i>n=549</i>	<i>n=454</i>
Very easy	7%	6%
Somewhat easy	22%	15%
Somewhat difficult	30%	24%
Very difficult	21%	24%
Not applicable	14%	24%
Don't recall	6%	7%

When asked about their experience filling out the review forms, respondents with children were more likely to say it was “somewhat easy” or “somewhat difficult,” while those without children were more likely to say they “don’t recall.”

Segment Analysis Table 4

When thinking about forms provided by DWS to renew coverage, was filling out the review forms very easy, somewhat easy, somewhat difficult, or very difficult?

Statistically higher percentages are highlighted in green

	Children in Home	No Children in Home
	<i>n=549</i>	<i>n=454</i>
Very easy	11%	11%
Somewhat easy	32%	26%
Somewhat difficult	32%	26%
Very difficult	13%	17%
Don't recall	12%	20%

When rating Medicaid health coverage, on average, respondents with children in the home gave higher ratings than did those without children.

Segment Analysis Table 5

How would you rate Medicaid health coverage?

0-to-10 scale, 0=worst possible, 10=best possible

Statistically higher averages are highlighted in green

	Children in Home	No Children in Home
	<i>n=549</i>	<i>n=454</i>
<i>Mean</i>	7.13	6.57
<i>Median</i>	8.00	7.00

Significant Differences by Renewal Attempt

In this portion of the report, differences are examined according to whether or not respondents attempted to renew Medicaid.

When asked whether specific items describe the reasons they are no longer enrolled in Medicaid:

- Respondents who tried to renew were more likely to select:
 - “My household income was too high for Medicaid eligibility limits.”
 - “The department took me or my household member(s) off, but I am not sure why.”
 - “My child qualified for the Children’s Health Insurance Program (CHIP).”
- Respondents who did not try to renew were more likely to select:
 - “I or my household member(s) have other health insurance now.”
 - “I moved out of Utah.”
 - “I decided I did not want or need Medicaid anymore.”

Segment Analysis Table 6

From your point of view, which of the following describe the reasons you or another family member in your household is no longer enrolled in Medicaid?

Statistically higher percentages are highlighted in green

	Renewal Attempt	No Renewal Attempt
	<i>n=264-433</i>	<i>n=214-428</i>
My household income was too high for Medicaid eligibility limits	63%	48%
I or my household member(s) have other health insurance now	8%	39%
The department took me or my household member(s) off, but I am not sure why	26%	11%
I did not think I, nor my household member(s), qualified for Medicaid	6%	10%
I moved out of Utah	0%	8%
I decided I did not want or need Medicaid anymore	0%	5%
My child qualified for the Children’s Health Insurance Program (CHIP)	10%	3%
I did not submit the required documentation	3%	1%
I had a poor experience with DWS representatives	2%	1%
Due to issues with the Office of Recovery Services (ORS)	1%	1%
I had difficulty or mistakes in the application process	1%	0%
I cannot afford spenddown	1%	1%
I had a temporary Medicaid plan that expired	1%	1%
Medicaid has inadequate coverage	0%	1%
The child(ren) no longer lives in my home	0%	1%
Other	4%	3%

When asked what the current status of health coverage is for them and the members of their household:

- Respondents who tried to renew were more likely to select:
 - “I or my household member(s) are uninsured.”
 - “My child now has CHIP.”
- Respondents who did not try to renew were more likely to select:
 - “Have health insurance through my work, my spouse’s work, or parent’s work.”
 - “Medicaid in another state.”

Segment Analysis Table 7

What is the current status of health coverage for you or the members of your household?

Statistically higher percentages are highlighted in green

	Renewal Attempt	No Renewal Attempt
	<i>n=264-433</i>	<i>n=214-428</i>
I or my household member(s) now have health insurance through my work, my spouse’s work, or parent’s work (employer)	28%	52%
I or my household member(s) are uninsured	39%	16%
I or my household member(s) enrolled in a health plan on healthcare.gov (federal health insurance marketplace)	18%	15%
Medicare	8%	7%
I or someone else purchased private health insurance for me or my household member(s) from another source	4%	4%
My child now has CHIP	14%	3%
Medicaid in another state	0%	4%
Social Security Disability Insurance	1%	0%
Other	3%	4%

Respondents who tried to renew were more likely than those who did not try to renew to say “yes,” they did call the Department of Workforce Services in the last year.

Segment Analysis Table 8

In the last year, did you call the Department of Workforce Services (DWS) with a question, complaint, or problem?

Statistically higher percentages are highlighted in green

	Renewal Attempt	No Renewal Attempt
	<i>n=433</i>	<i>n=428</i>
Yes	72%	50%
No	28%	50%

Among respondents who called the Department of Workforce Services, those who did not try to renew were more likely to say their question, complaint, or problem was resolved the same or next day, while those who did try to renew were more likely to say they are “still waiting for it to be resolved.”

Segment Analysis Table 9

How long did it take DWS to resolve your question, complaint or problem?

Statistically higher percentages are highlighted in green

	Renewal Attempt	No Renewal Attempt
	<i>n=311</i>	<i>n=214</i>
Same day or next day	32%	49%
2 to 7 days	21%	19%
8 to 14 days	9%	8%
More than 14 days	13%	11%
I am still waiting for it to be resolved	25%	13%

Respondents who did not try to renew were more likely to say the renewal process is “very easy,” while those who did not try to renew were more likely to say it is “somewhat” or “very” difficult.

Segment Analysis Table 10

Thinking about Medicaid’s renewal process, was it very easy, somewhat easy, somewhat difficult, or very difficult?

Statistically higher percentages are highlighted in green

	Renewal Attempt	No Renewal Attempt
	<i>n=433</i>	<i>n=428</i>
Very easy	5%	9%
Somewhat easy	23%	19%
Somewhat difficult	34%	18%
Very difficult	31%	11%
Not applicable	4%	34%
Don't recall	3%	8%

Respondents who tried to renew were more likely to say turning in the paperwork is “very difficult.”

Segment Analysis Table 11

Thinking about Medicaid’s renewal process, documentation was requested, like pay stubs or other paperwork. In your opinion, was turning in this paperwork very easy, somewhat easy, somewhat difficult, or very difficult?

Statistically higher percentages are highlighted in green

	Renewal Attempt	No Renewal Attempt
	<i>n=433</i>	<i>n=428</i>
Very easy	11%	14%
Somewhat easy	30%	25%
Somewhat difficult	31%	28%
Very difficult	24%	18%
Don't recall	3%	16%

Respondents who tried to renew were more likely to say that filling out the forms was “somewhat easy,” “somewhat difficult,” or “very difficult,” while those who did not renew could not recall.

Segment Analysis Table 12

When thinking about forms provided by DWS to renew coverage, was filling out the review forms very easy, somewhat easy, somewhat difficult, or very difficult?

Statistically higher percentages are highlighted in green

	Renewal Attempt	No Renewal Attempt
	<i>n=433</i>	<i>n=428</i>
Very easy	12%	13%
Somewhat easy	34%	27%
Somewhat difficult	32%	24%
Very difficult	18%	11%
Don't recall	4%	25%

Respondents who tried to renew were more likely to say they would “definitely” re-enroll themselves or their household member in Medicaid if they could, while those who did not try to renew were more likely to be “undecided” or say they “definitely” or “probably” would not.

Segment Analysis Table 13

If you could re-enroll yourself or your household member(s) in Medicaid today, would you?

Statistically higher percentages are highlighted in green

	Renewal Attempt	No Renewal Attempt
	<i>n=433</i>	<i>n=428</i>
Definitely not	2%	8%
Probably not	2%	9%
Undecided	8%	15%
Probably	18%	22%
Definitely	70%	46%

APPENDIX A: SURVEY RESULTS

The Medicaid program would like your help. Our records show that one or more of the people in your household was enrolled in Medicaid in the last year but is not in the program now. We would like to understand the reasons why you or another member of your household are no longer enrolled in this program.

The answers you give us will be kept private and will have no effect on your ability to apply for Medicaid in the future.

The information gathered from this survey will help us improve services. Your participation is completely voluntary.

SECTION 1: WHY DISENROLLED?

1. Do you have children under the age of 18 who live in your home and were on Medicaid in the last year?

	n=1003	%
Yes	549	55%
No	454	45%

2. From your point of view, which of the following describe the reasons you or another family member in your household is no longer enrolled in Medicaid? Please select all that apply.

	n=1003	%
My household income was too high for Medicaid eligibility limits	515	51%
I or my household member(s) have other health insurance now	238	24%
The department took me or my household member(s) off, but I am not sure why	179	18%
I did not complete the renewal process	142	14%
I did not think I, nor my household member(s), qualified for Medicaid	114	11%
I moved out of Utah	39	4%
I decided I did not want or need Medicaid anymore	36	4%
I did not submit the required documentation	20	2%
I had a poor experience with DWS representatives	11	1%
I cannot afford spenddown	9	1%
I had difficulty or mistakes in the application process	9	1%
Due to issues with the Office of Recovery Services (ORS)	8	1%
I had a temporary Medicaid plan that expired (COVID-19, Pregnant Woman, etc.)	7	1%
Medicaid has inadequate coverage	7	1%
The child(ren) no longer lives in my home	5	0%
I have re-enrolled in Medicaid	0	0%
Other (specify)	36	4%

Options Presented Only for Respondents Who Said “Yes” to Q1	n=549	%
My child qualified for the Children’s Health Insurance Program (CHIP)	35	6%
My child was too old for Medicaid	15	3%

3. What is the current status of health coverage for you or the members of your household? Please select all that apply.

	n=1003	%
I or my household member(s) now have health insurance through my work, my spouse’s work, or parent’s work (employer)	394	39%
I or my household member(s) are uninsured	303	30%
I or my household member(s) enrolled in a health plan on healthcare.gov (federal health insurance marketplace)	151	15%
Medicare	73	7%
I or someone else purchased private health insurance for me or my household member(s) from another source	39	4%
Medicaid in another state	16	2%
Social Security Disability Insurance	5	0%
Other (specify)	33	3%
<u>Option Presented Only for Respondents Who Said “Yes” to Q1</u>		
My child now has CHIP	45	8%

4. If NOT “I did not complete the renewal process” to Q2: Did you attempt to renew your Medicaid coverage?

	n=861	%
Yes	433	50%
No	428	50%

5. If “yes” to Q4: Which of the following best describes your attempt to renew your Medicaid coverage?

	n=424	%
I tried completing the forms, but did not understand them and gave up	25	6%
I submitted the forms, but I was told they were incomplete	52	12%
I submitted the forms, but I was told I don’t qualify	301	71%
I submitted the forms and have not heard back	18	4%
Other (specify)	28	7%

6. If “I did not complete the renewal process” to Q2 or “no” to Q4, ask: Which of the following describe WHY you did not complete your renewal? Please select all that apply.

	n=570	%
I did not need Medicaid anymore	199	35%
I never received renewal documents from DWS	106	19%
I did not get around to doing the paperwork	81	14%
The paperwork was too difficult to complete	73	13%
My household income exceeded the Medicaid eligibility limits	57	10%
I did not want to have Medicaid anymore	45	8%
I thought/was told I would not qualify	45	8%
I did not have the required documents to complete the review	41	7%
I moved out of Utah	26	5%
I cannot afford the spenddown	7	1%
Medicaid has inadequate coverage	7	1%
Other (specify)	22	4%

SECTION 2: CUSTOMER SERVICE

7. In the last year, did you call the Department of Workforce Services (DWS) with a question, complaint, or problem?

	n=1003	%
Yes	584	58%
No	419	42%

8. *If “yes” to Q7:* How long did it take DWS to resolve your question, complaint, or problem?

	n=584	%
Same day or next day	228	39%
2 to 7 days	112	19%
8 to 14 days	49	8%
More than 14 days	72	12%
I am still waiting for it to be resolved	123	21%

9. Thinking about Medicaid’s **RENEWAL PROCESS**, was it...?

	n=1003	%
Very easy	65	6%
Somewhat easy	190	19%
Somewhat difficult	274	27%
Very difficult	225	22%
Not applicable	186	19%
Don't recall	63	6%

10. Thinking about Medicaid’s renewal and enrollment process, **DOCUMENTATION** was requested, like pay stubs or other paperwork. In your opinion, was turning in this paperwork...?

	n=1003	%
Very easy	115	11%
Somewhat easy	258	26%
Somewhat difficult	313	31%
Very difficult	216	22%
Don't recall	101	10%

11. When thinking about the **FORMS** provided by DWS to renew coverage, was filling out the review forms...?

	n=1003	%
Very easy	112	11%
Somewhat easy	294	29%
Somewhat difficult	290	29%
Very difficult	151	15%
Don't recall	156	16%

SECTION 3: MEDICAID PROGRAM

12. Using a scale of 0 to 10, where 0 is the worst possible and 10 is the best possible, how would you rate Medicaid health coverage?

	n=1003	%
0 - Worst possible	50	5%
1	12	1%
2	23	2%
3	35	3%
4	40	4%
5	148	15%
6	70	7%
7	131	13%
8	164	16%
9	116	12%
10 - Best possible	214	21%
<i>Mean</i>	<i>6.88</i>	
<i>Median</i>	<i>7.00</i>	

13. If you could re-enroll yourself or your household member(s) in Medicaid today, would you?

	n=1003	%
Definitely not	45	4%
Probably not	54	5%
Undecided	119	12%
Probably	207	21%
Definitely	578	58%

14. In your opinion, what is the best thing about Medicaid?

Coded for All Mentions	n=1003	%
Free, low cost	288	29%
Good coverage	271	27%
Helpful to those in need	183	18%
Coverage for children	112	11%
Offers peace of mind, security	103	10%
Accessibility of doctors/care	86	9%
Prescription coverage	76	8%
Resource for lower income households	56	6%
Being insured, in general	54	5%
Ease, convenience	38	4%
Helpful to have, in general	37	4%
Nothing	26	3%
Customer service	20	2%
Miscellaneous responses	47	5%
Don't know, no comment	28	3%

15. What does Medicaid need to improve?

Coded for All Mentions	n=1003	%
Eligibility and income requirements	226	23%
Renewal/application process	134	13%
Communication and assistance	123	12%
Coverage and services	120	12%
Forms and documentation	118	12%
Good as is, no changes needed	82	8%
Customer service demeanor or knowledge	80	8%
Website, digital accessibility	66	7%
Phone wait times	57	6%
Provider accessibility/options	46	5%
Cancellation process	40	4%
Information sources and availability	40	4%
Notifications	29	3%
Additional/transitional support and services	25	2%
Out-of-pocket expenses (spenddown, copay, etc.)	16	2%
Response time	16	2%
Everything, needs to be improved in general	14	1%
Medicaid/coverage for all	14	1%
Accessibility, in general	10	1%
Increase number of caseworkers/DWS employees	10	1%
Stigma, prejudice	8	1%
ORS involvement/issues	7	1%
Miscellaneous responses	87	9%
Don't know, no comment	67	7%

That completes our survey. Thank you for your time and feedback! For more information about the Medicaid program or this survey, please call 1-866-608-9422.