

**Evaluation of the Florida Medicaid MediPass Program
Addendum – Reweighted Results**

Florida Center for Medicaid Issues

**Heather Steingraber
Eleni Dimoulas
Renee Dubault
Robert G. Frank, Ph.D.**

For the Period Ending June, 2002

Introduction

This report is an addendum to the Report submitted by the Florida Center for Medicaid Issues in January, 2002, titled *Evaluation of the Florida Medicaid MediPass Program*. This document presents re-weighted and re-analyzed data gathered for that report. Demographics and program satisfaction are reported for adult Medicaid enrollees, and are presented showing results for respondents overall, as well as by the type of Managed Care Organization of the respondent. For those enrolled in the MediPass program, data are also presented broken down by whether the respondents resided in a county with offers HMOs or in a county which offers only MediPass.

Purpose

The purpose of this report addendum is to examine the demographic characteristics of MediPass enrollees, as compared with the characteristics of HMO enrollees, and to assess the satisfaction of MediPass enrollees in comparison to HMO enrollees. Furthermore, the report aims to determine if there are differences in demographics and satisfaction between MediPass enrollees who reside in counties which offer HMOs and those who live in counties which do not offer HMOs. The previous MediPass evaluation report presented similar data, though they were not examined in detail, nor were the results weighted to account for market share.

Medicaid Managed Care Organizations

The Agency for Health Care Administration (AHCA) has contracted with various Managed Care Organizations (MCOs) to oversee the health care of Medicaid enrollees. Two types of MCOs are currently available for adults in the Florida Medicaid program:¹ Health Maintenance Organizations (HMOs), and the Medicaid Provider Access System (MediPass). The HMOs and the MediPass program offer benefits packages that are substantially similar, though the HMOs may offer special services such as transportation to medical appointments, and over-the-counter drug reimbursement, in addition. The two types of MCOs differ in how they manage the care of their enrollees and in how they manage the providers in their network. Further information on the differences between MCOs can be found in the *Florida Medicaid Summary of Services*. As of December, 2001, Medicaid HMOs were available in 44 of the 67 Florida counties, and many counties (32) offered more than one HMO to their enrollees (see Appendix A). All counties offer the MediPass program.

Upon enrollment, those who reside in counties without HMOs are automatically enrolled in MediPass, while those who reside in counties with HMOs must choose from among the managed care options offered in their county. If an enrollee fails to indicate his or her choice to Medicaid within 30 days of the date Medicaid eligibility began, he or she is assigned to one of the MCOs by AHCA.

¹ A third managed care option, the Provider Service Network (PSN), is also available on a trial basis for residents of Dade and Broward Counties. Because the PSN is a pilot project and is available on such a limited basis, it is not included in these analyses.

Methodology

In order to gather demographic information from HMO and MediPass recipients, and to assess relative satisfaction with the different MCOs, program enrollees were telephoned in their homes and asked to complete a short questionnaire. The Consumer Assessment of Health Plans Survey (CAHPS) version 2.0 was administered to those who consented to participate. The CAHPS is a standardized survey instrument, used widely in the health care industry to assess enrollee satisfaction with health plans. Demographic questions are also included as part of the CAHPS.

Sampling

Concurrent, random samples were drawn from among HMO enrollees and MediPass enrollees. The HMO sample was chosen as part of AHCA's HMO Report Card project, and the survey results for that project were used for comparison with the MediPass surveys conducted for this project. Information concerning the sampling procedures or response rates for the HMO surveys can be found in the *Florida HMO Report 2002*.

The MediPass sample was drawn from among program enrollees who had been continuously enrolled in MediPass for 6 or more months. The sample was stratified according to whether the enrollees resided in a county which offered HMOs or in a county which did not offer HMOs. These strata were then treated as separate samples. Survey dispositions and completed interviews were tracked separately for each sample.

Survey Administration

The Survey Research Center at the University of Florida's Bureau of Economic and Business Research conducted 904 surveys between the months of January and April. The quality of the contact information for enrollees was poor, with nearly 47% of the sample having no telephone number on file, and a further 36% having a phone number that proved to be incorrect or disconnected. The samples were sent to a commercial organization which provides contact information for telephone marketers and researchers, but the database match yielded only 33% matches, many of which proved to be for the same erroneous number that was in the sample file. Recipients were contacted up to 25 times in an attempt to secure cooperation or obtain updated contact information.

Outcome Rates

An important aspect in determining whether survey results are truly representative of the population in question is to determine whether "non-response effects" exist. Non-response effects occur when non-respondents from the original sample differ from those who did respond in significant ways which might affect results of the study. One important step in determining whether non-response effects exist is to calculate outcome rates.

The American Association for Public Opinion Research (AAPOR) recognizes the use of a number of different types of outcome rates, and a number of different methods for calculating each of those types². One type of outcome rate is the Response Rate, which takes into account the number of interviews in proportion to the number of eligible respondents. Numerous methods exist to calculate Response Rates, with major differences being in the way in which the number of eligibles is determined and the way partial interviews are allocated. Another type of outcome rate is the Cooperation Rate, which takes into consideration the number of interviews in proportion to all eligibles ever contacted. Cooperation Rates exclude from calculation those respondents who could not be located. Like Response Rates, there are numerous ways to calculate Cooperation Rates, with the major differences being in the way that the number of eligibles is determined and the way partial interviews are allocated. Researchers consider various criteria in determining which outcome method to use, with the quality of the sample being a major criterion in their decision.

Table 1 below shows response rates and cooperation rates for the MediPass surveys, calculated using four different AAPOR-approved methods. Response Rate (RR) 1 is the most stringent method given, and RR6 is the least restrictive of the response rate methods. Cooperation Rate (COOP) 1 is less stringent than either RR method, and COOP4 is the least stringent of all methods presented. Despite the steps taken to increase participation in the surveys, the outcome rates were less than optimal, though acceptable, given the quality of the sample. The outcome rates ranged from a high of 89% to a low of 23%, depending on which method was used.

Table 1. Outcome Rates

	Number of Completed Interviews	Number in Entire Sample	More Stringent → Less Stringent			
			Resp. Rate 1	Resp. Rate 6	Coop. Rate 1	Coop. Rate 4
Enrollees in Counties with HMOs	392	1,693	23.18%	64.79%	70.38%	88.88%
Enrollees in Counties without HMOs	512	1,790	28.60%	66.15%	76.88%	88.73%

Data Analysis and Weighting

The HMO and MediPass samples were analyzed concurrently using SAS. Descriptive statistics were calculated for both samples and selected results are discussed in this report. All statistics are reported in Appendix B.

The survey data set for the HMO respondents was weighted to reflect the actual distribution of individual HMO enrollment in Florida Medicaid. The reports of each HMO's respondents were weighted according to the actual market share that particular HMO occupied within the Medicaid program as of December, 2001. The reason for this weighting

² The American Association for Public Opinion Research. 2000. *Standard Definitions: Final Dispositions of Case Codes and Outcome Rates for Surveys*. Ann Arbor, Michigan: AAPOR

is to properly reflect the relative sizes of each HMO; companies with large enrollments should have a larger “impact” on results than those with smaller enrollments. Appendix C shows the actual enrollment for each Medicaid HMO, which were used to calculate the weights.

The MediPass data were also weighted according to the actual proportion of enrollees who reside in counties which offer a choice between MediPass and HMO, and those counties which do not offer choice. These enrollment figures and corresponding weights can also be found in Appendix C.

The overall Medicaid figures which are reported are also weighted, according to the overall proportion that each groups (each of the 32 HMOs, MediPass enrollees in counties with HMOs, MediPass enrollees in counties without HMOs) represents in the Medicaid population.

Report Organization

As mentioned previously, results for each item in the CAHPS survey can be seen in Appendix B. Selected results are also discussed in the body of this report. First, results for Medicaid enrollees overall are discussed, and differences between the ratings of MediPass respondents and HMO respondents are explored. In a subsequent section, the differences between the ratings of enrollees in HMO counties and in MediPass-only counties are explored. Finally, recommendations are given for future research.

HMO vs. MediPass

Demographics

The demographic characteristics of the HMO respondents and Medicaid respondents are discussed below.

Gender

Overall, 75% of respondents were female, while 25% were male. The HMO group contained a significantly smaller portion of males than the MediPass group ($p \leq .0001$), with 22% of HMO respondents being male, as compared to 28% of the MediPass group.

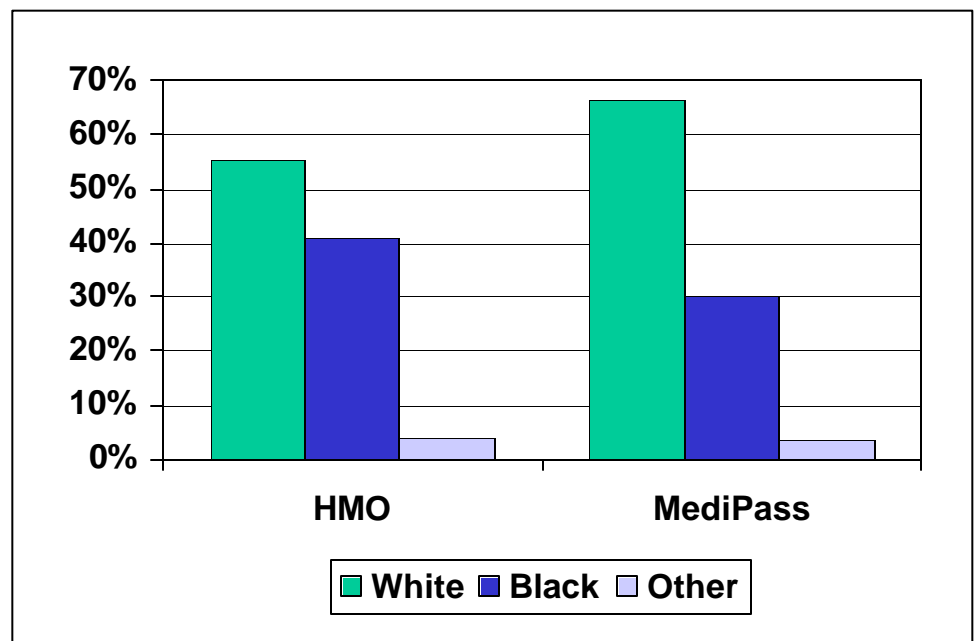
Age

The mean age of all respondents was 44.87 ± 0.25 years. HMO enrollees were slightly younger than MediPass enrollees, with means of 44.14 ± 0.48 years for HMO enrollees and 45.24 ± 0.28 years for MediPass enrollees. Although this difference in ages was statistically significant ($p \leq .018$), it is so small as to be practically meaningless.

Race

Overall, 57% of Medicaid enrollees responding to this survey were white only³, while 34% were black only, and less than 9% were Asian or of another or mixed race. There was a statistically significant difference between the racial composition of the HMO group versus the MediPass group, with HMOs having a significantly larger portion of blacks and a smaller portion of whites than MediPass. Figure 1 shows the racial distribution among the two programs. Fifty-five percent of HMO enrollees were white, compared with 66% of MediPass enrollees. Forty-one percent of HMO enrollees were black, compared with 30% of MediPass enrollees. These differences were statistically significant at the $p \leq .0001$ level.

Figure 1. Racial Characteristics of MediPass and HMO Enrollees



³ Race figures reported here for Whites and Blacks include respondents who reported being *only* White, or *only* Black. Respondents who reported being of more than one racial background, or of Asian or some other single race, were included in the "Other" category, due to the small numbers in these categories. The figures in Appendix B show the portions in each category, without exclusion due to multiple categories.

Ethnicity Among Medicaid respondents as a whole, 20% reported that they were of Hispanic ancestry, while 80% reported that they were not. There was no statistically significant difference between the ethnic characteristics of MediPass enrollees and HMO enrollees.

Education Overall, 40% of Medicaid respondents reported that they had less than a high school degree, while 36% reported having finished high school or obtained a GED, and 25% reported having education beyond high school. As compared with MediPass enrollees, the HMO enrollees were slightly less educated. Table 2 shows the education levels reported by respondents in each group. The differences in education levels between the two programs was statistically significant ($p=.0097$).

Table 2. Highest Level of Education Attained Among HMO and MediPass Enrollees

	HMO	MediPass
Less than High School	41%	38%
High School Graduate/GED	36%	36%
Beyond High School	24%	27%

Health Status Roughly half (53%) of Medicaid respondents reported being in “fair” or “good” health, while 20% reported being in “poor” health, and the remaining 28% reported being in “very good” or “excellent” health. A significantly larger portion of HMO enrollees reported being in poorer health as compared with MediPass enrollees. (See Table 3.) The difference in health status between the programs was statistically significant, with $p\leq.0001$.

Table 3. Self-Reported Health Status Among Medicaid Enrollees

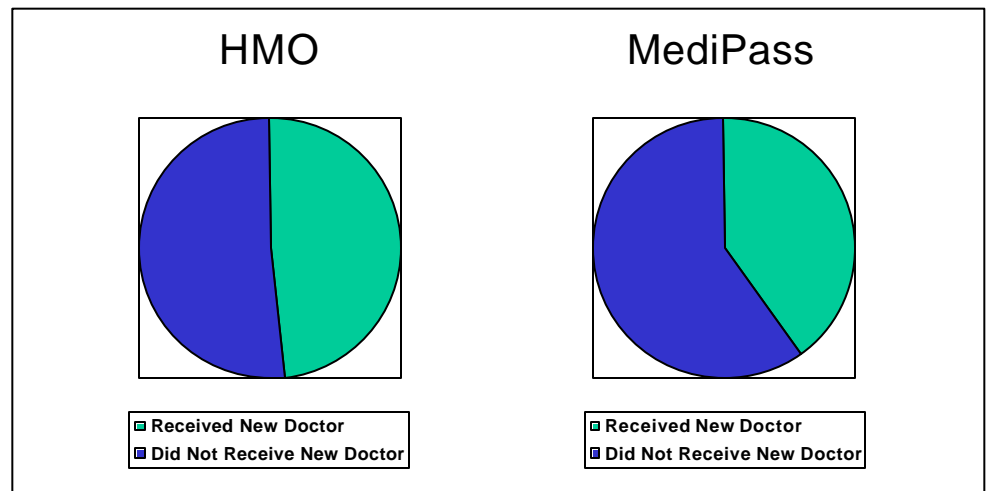
	HMO	MediPass
Excellent	6%	11%
Very Good	7%	17%
Good	25%	24%
Fair	30%	25%
Poor	18%	23%

Satisfaction Overall, Medicaid enrollees are very satisfied with the quality of care they receive, regardless of whether they are enrolled in an HMO or in MediPass. Selected measures of satisfaction and quality of care from the CAHPS 2.0 are discussed below.

Continuity of Care Upon Enrollment The term “Continuity of Care” refers to the extent to which enrollees are able to see a single health care provider over a period of time. Measuring the continuity of care that enrollees receive is an important step in describing the overall quality of care provided by a health insurance program like Medicaid. To this end, subjects were asked whether they had continued to see the same health care provider while on Medicaid as they had seen before enrolling, and

whether they had switched providers since then. Fifty-six percent indicated that they had gotten a primary care provider (PCP) upon enrollment or at some point since then. HMO enrollees reported significantly poorer continuity of care as compared with MediPass enrollees. Forty-eight percent of HMO enrollees reported that they had changed PCPs at some point since enrolling in Medicaid, while 40% of MediPass enrollees changed providers. (see Figure 2) This difference was statistically significant, with $p \geq .0001$.

Figure 2. Continuity of Care



Among those who had changed primary care providers while enrolled, 69% of Medicaid enrollees overall reported that it was “not a problem” to find a satisfactory PCP while on the program, and the reports of the HMO and MediPass groups did not differ significantly

Usual Source of Care

The majority of Medicaid enrollees (77%) reported having a primary care provider (called a “personal doctor or nurse” in the CAHPS) at the time of interview. Significantly fewer HMO enrollees reported having a PCP, however, compared to the MediPass enrollees. Seventy-four percent of HMO enrollees reported having a PCP, while 80% of MediPass enrollees had a PCP. This difference between the programs was statistically significant ($p \leq .0001$).

Those who reported that they had a primary care provider were asked to rate this provider on a scale of 0 to 10, with 0 being the “worst personal doctor or nurse possible,” and 10 being the “best personal doctor or nurse possible.” Medicaid enrollees overall rated their PCPs highly, with a mean score of 8.66 ± 0.03 . HMO enrollees rated their providers slightly lower than MediPass enrollees, with a mean rating of 8.60 ± 0.04 for HMO enrollees, and 8.76 ± 0.07 for MediPass enrollees. This difference in ratings was statistically significant ($p \leq .015$).

Care from Specialists

Approximately 41% of Medicaid enrollees overall reported that they had needed to see a specialist physician at some time in the 6 months prior to survey. Roughly two-thirds of those who needed to see a specialist reported that it was “not a problem” to get a referral for this care, while 12% reported it was “a small problem” and 21% reported it was “a big problem.” These figures did not differ significantly between the HMO and MediPass groups.

Among those who reported that they or their PCP thought they needed to see a specialist, 41% reported actually having seen a specialist. Forty percent of HMO enrollees reported getting the needed specialty care, while a slightly higher percentage (42%) of MediPass enrollees reported thus. This difference was not statistically significant.

While it is disturbing that less than half of Medicaid enrollees got the specialty care they needed, it is important to remember that these enrollees were not asked *why* they did not get this care. It is possible that they got a referral, but never made the appointment, or that they had an appointment but missed it. The respondent could have had transportation problems or had no specialty providers in their area. It is also important to remember that the CAHPS question asks whether “they [the respondent] or a doctor” thought they needed specialty care. In some cases, it could be that the individual felt that he or she needed specialty care, but did not consult his or her primary care physician to seek a referral.

When asked to rate their specialist on a scale from 0 to 10, Medicaid enrollees overall gave a mean rating of 8.59 ± 0.05 . The ratings of HMO enrollees and MediPass enrollees were virtually identical, at 8.52 ± 0.06 and 8.62 ± 0.12 , respectively.

Calling Providers’ Offices

Forty-nine percent of Medicaid enrollees reported that they had called their PCP’s office to get help or advice during the 6 months prior to interview. This figure did not vary significantly between HMO enrollees and MediPass enrollees. When asked whether they received the help or advice needed as a result of this call, 75% of enrollees reported that they “usually” or “always” received the help needed, while 25% reported that they “sometimes” or “never” got that help. When compared with MediPass enrollees, HMO enrollees were significantly more likely to report having problems getting the help they needed (Table 4). The differences between the reports of HMO and MediPass enrollees were significant, with $p \leq .004$.

Table 4. How Often Enrollees Reported Getting the Help and Advice They Needed when Calling a Primary Care Provider’s Office

	HMO	MediPass
Always	57%	58%
Usually	16%	19%
Sometimes	21%	15%
Never	6%	8%

Appointments for Routine Care

Overall, 64% of Medicaid enrollees reported that they had made an appointment for regular or routine health care in the 6 months prior to interview. HMO enrollees were significantly more likely to report having made an appointment when compared with MediPass enrollees. Sixty-five percent of HMO enrollees had made an appointment for routine care, while 62% of MediPass enrollees reported having done so. This difference was statistically significant ($p \leq .0032$). Among those who had made an appointment, 63% reported that they "always" got the appointment as soon as they wanted. An additional 17% reported that they "usually" got the appointment as soon as they wanted, while 16% reported "sometimes" and 4% reported "never." There was no statistically significant difference between the report of the HMO enrollees versus the MediPass enrollees on this measure.

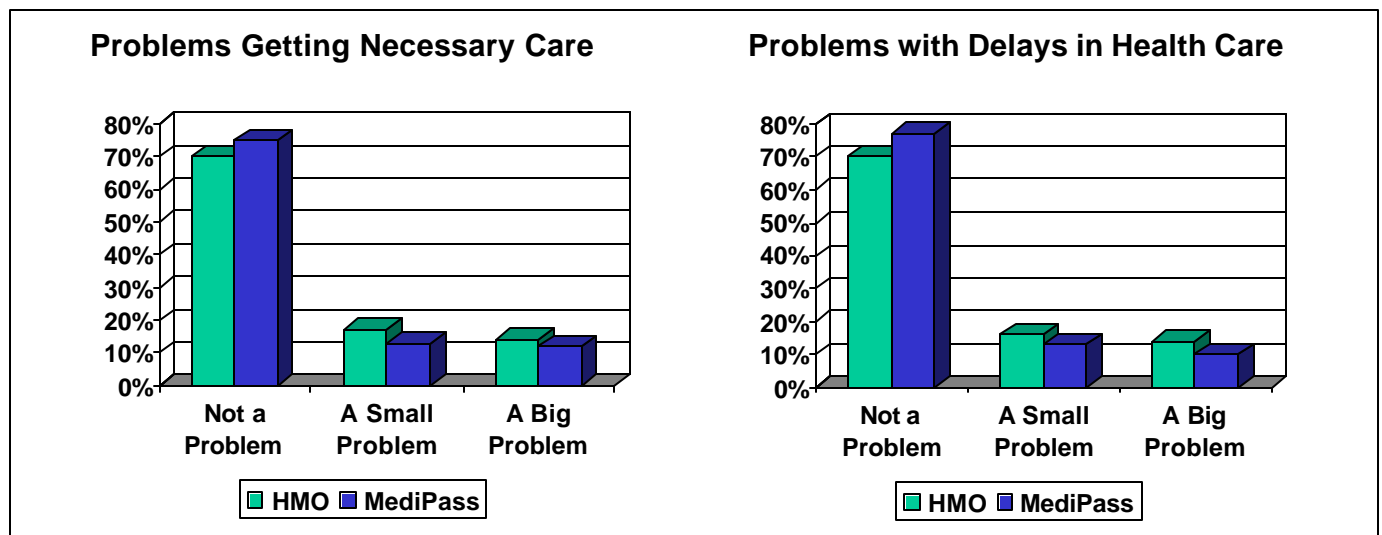
Appointments for Acute Care

When asked whether they had had an illness or injury needing immediate care in the 6 months prior to interview, 43% of Medicaid enrollees surveyed reported affirmatively, and there was no difference between the reports of the HMO and MediPass enrollees. Those who had an illness or injury needing immediate care were asked whether they had gotten that care as soon as they wanted. Sixty-four percent reported that they "always" got this care as soon as needed, while 14% reported that they "usually" got it, 17% "sometimes" got it, and 6% "never" got the care as soon as they wanted it. These figures were similar for HMO and MediPass enrollees.

Overall Medical Care

Medicaid enrollees were asked about their overall health care from all sources. Subjects reported having sought care an average of 3.66 ± 0.03 times overall in the 6 months prior to interview. HMO enrollees reported slightly more doctor visits, at 3.59 ± 0.03 , compared with MediPass enrollees, at 3.73 ± 0.07 ($p = .0275$). HMO enrollees reported having trouble getting care significantly more frequently ($p = .0015$) than MediPass enrollees, though a large majority in both groups (70% in HMO and 75% in MediPass) reported it was "not a problem." (see Figure 4.)

Figure 4. Enrollees' Experiences Obtaining Medical Care

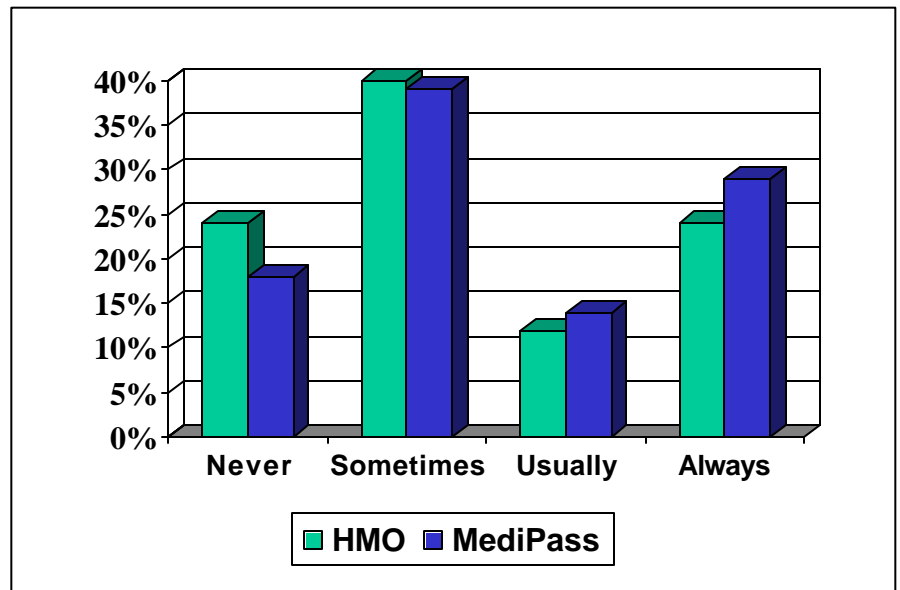


HMO enrollees were significantly more likely ($p \leq .0001$) than MediPass enrollees to report having experienced delays in getting health care while waiting for plan approval. Again, however, only a minority reported having experienced any problems. Seventy percent of HMO enrollees reported that delays in health care were “not a problem,” while 77% of MediPass enrollees reported no problems with delays. (see Figure 4.)

Long Office Wait Times for Primary Care

Many Medicaid enrollees (40%) reported that they frequently experienced long wait times in their primary care providers’ office. HMO enrollees waited more than 15 minutes past their appointment time significantly less frequently than MediPass enrollees. Thirty-six percent of HMO enrollees reported that they “usually” or “always” experienced long wait times, while 43% of MediPass enrollees reported waiting. This difference between programs was statistically significant at the $p < .0001$ level.

Figure 5. Frequency of Experiencing Long Office Wait Times for Primary Care



Providers’ Office Staff

Medicaid enrollees were asked about whether their PCP’s office staff were courteous, and whether the staff were helpful. Overall, 79% of respondents indicated that the staff was “always” courteous and respectful, and 65% reported that they were “always” helpful. There were small, but statistically significant differences in the reports of HMO enrollees and MediPass enrollees on these measures ($p = .0003$, $p = .0029$, respectively) with HMO enrollees reporting that staff were courteous and helpful slightly less frequently than MediPass enrollees (See Table 4).

Table 5. Courteousness and Helpful of Providers' Office Staff

	HMO	MediPass
Primary Care Providers' Staff Were Courteous and Respectful		
Never	4%	2%
Sometimes	8%	9%
Usually	9%	10%
Always	79%	79%
PCP's Staff Were Helpful		
Never	4%	2%
Sometimes	17%	15%
Usually	16%	15%
Always	63%	68%

Communicating with Providers

Medicaid enrollees indicated that they had little trouble communicating with their health care providers. Seventy percent of Medicaid enrollees overall indicated that they "always" felt that their PCP listened carefully to them, and 71% indicated that their provider "always" explained things to them in a way they could understand. Seventy-six percent of enrollees reported that they did not have problems communicating with their providers due to language differences. There were statistically significant differences in the reports of HMO and MediPass enrollees on these measures, though the differences were so small as to be of no practical value.

Provider Shows Respect

The majority of Medicaid enrollees indicated that their PCP showed respect for their opinions, with 71% indicating that their provider "always" showed respect. There were slight differences in the reports of HMO enrollees and MediPass enrollees, with HMO enrollees being slightly less likely than MediPass enrollees to report that their provider showed respect. Sixty-nine percent of HMO enrollees reported that their PCP "always" showed respect for their opinions, compared with 73% among MediPass enrollees. These differences in perceived respect from providers are small, yet statistically significant ($p \leq .0001$).

Provider Spends Time

The majority of both HMO enrollees and MediPass enrollees reported that their PCPs spent enough time with them. However, a slightly smaller percentage of HMO enrollees reported that their PCPs "always" spent enough time with them as compared with the MediPass enrollees, with figures of 61% and 65%, respectively. This difference was statistically significant ($p = .0106$).

Overall Health Care Rating

Medicaid enrollees rated their health care very highly, with a mean rating of 8.37 ± 0.04 . HMO enrollees rated their care

slightly less favorably than MediPass enrollees, with a mean rating of 8.24 ± 0.04 for HMO enrollees and 8.51 ± 0.08 for MediPass enrollees. This difference in ratings between the programs was statistically significant ($p=.0002$).

Interpreter Services

The vast majority of Medicaid enrollees surveyed, (95%) indicated that they did not need an interpreter to help them communicate with their doctor or other health provider. Among those who did need an interpreter, slightly less than half indicated that they “usually” or “always” got that help when needed. There were no differences in the reports of HMO and MediPass enrollees on these measures.

Information from the Plan

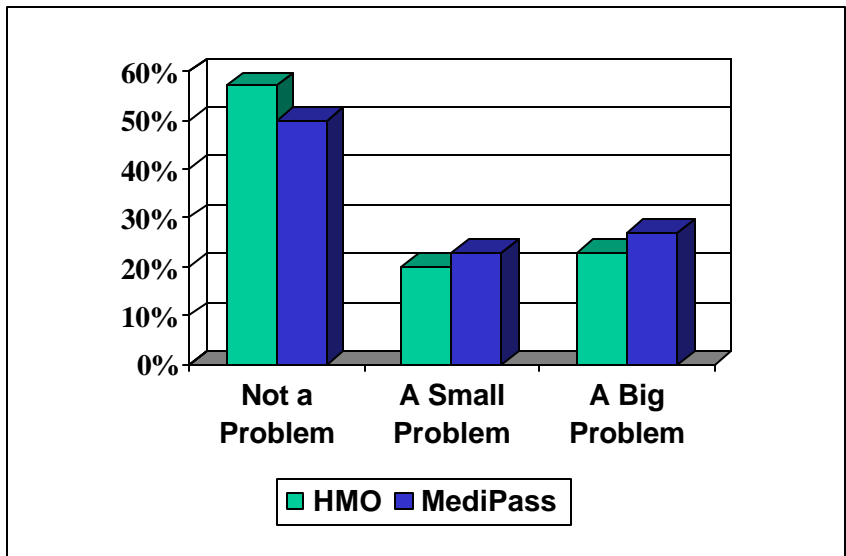
Most Medicaid enrollees indicated that they received information from their plan when they enrolled. A higher percentage of HMO enrollees reported having received information as compared with MediPass enrollees (73% and 68%, respectively, with $p=.0017$). It is important to remember, however, that the CAHPS survey item does not make clear whether the information received was general information from Medicaid, or whether it was from the specific MCO that was chosen. There was a statistically significant difference ($p=.0009$) between the reports of HMO and MediPass enrollees on whether the information received was correct. Sixty percent of HMO enrollees reported that “all” of the information given was correct, while 66% of MediPass enrollees reported that it was “all” correct.

Most enrollees reported that they did not look for any written materials from their program. Large differences were found on this measure between HMO and MediPass enrollees, with more HMO enrollees reporting that they looked for the materials than MediPass enrollees. Thirty-seven percent of HMO enrollees reported that they looked for written materials from the program, while 18% of MediPass enrollees looked for materials. This difference is statistically significant, with $p<.0001$. Those who did look for written information largely reported that they had no problems finding or understanding the materials.

Customer Service

When asked whether they had called the program’s customer service department, 46% of HMO enrollees reported affirmatively, while 22% of MediPass enrollees reported that they had called. This difference was statistically significant at the $p<.0001$ level. There was also a difference between the programs in terms of the quality of the customer service help received ($p=.0167$). Fifty-seven percent of HMO enrollees reported that it was “not a problem” to get the help they needed, compared with 50% of MediPass enrollees. (See Figure 6.)

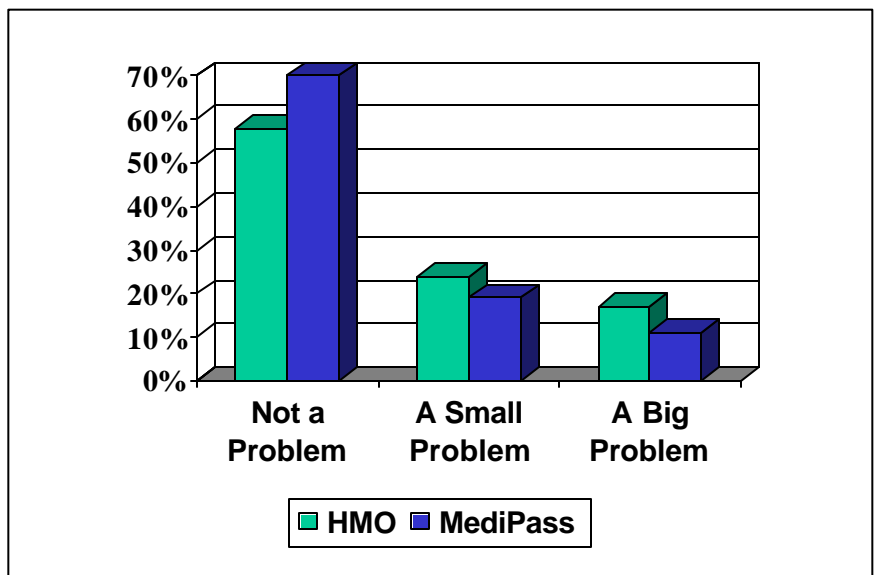
Figure 6. Experiences with Getting Help from Customer Service



Paperwork

As compared with MediPass enrollees, more HMO enrollees reported that they had experienced having to do paperwork in their plan. Seventeen percent of HMO enrollees reported having done paperwork, compared with 14% of MediPass enrollees ($p=.0043$). Among those who did do paperwork, a larger percentage of HMO enrollees reported having experienced problems with this paperwork, as compared with MediPass enrollees ($p=.0037$).

Figure 7. Experiences with Paperwork



Overall Plan Rating

Medicaid enrollees overall rated their health plan 8.11 ± 0.04 on a scale of 0 to 10. The ratings of HMO enrollees and MediPass enrollees were significantly different

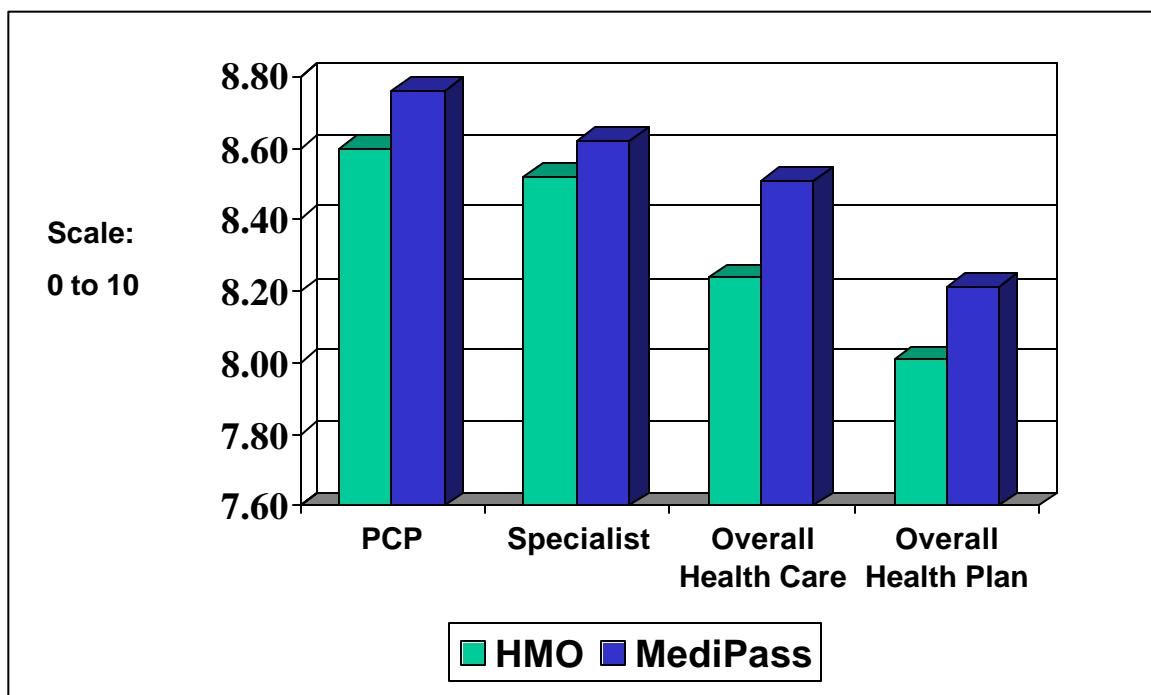
($p=.0064$), with HMO enrollees rating their plan slightly lower than MediPass enrollees. The mean HMO rating was 8.01 ± 0.04 , while the mean MediPass rating was 8.21 ± 0.08 .

Section Summary

The HMO and MediPass groups were significantly different in terms of health status, education and race. HMO respondents were less educated and less healthy than their MediPass counterparts, and a larger portion of them were black. Demographic differences such as these have been shown to affect program satisfaction in other studies. However, the interaction of these characteristics and their effect on satisfaction are beyond the scope of this report.

While most Medicaid enrollees are satisfied with their care, MediPass enrollees were more satisfied than HMO enrollees on a number of measures. On all four measures of overall satisfaction, the MediPass respondents ranked their plan more favorably than the HMO respondents. (See Figure 7.) For many of the items that measured satisfaction with providers, (e.g., PCP explained things clearly, showed respect for patient, spent time with patient) the differences were small. On items related to the health plan itself, (e.g., problems with paperwork, program information being correct) the differences were larger. The HMO enrollees reported significantly more favorably than MediPass enrollees on two measures: waiting times in doctor's offices and getting help from customer service.

Figure 7. Health Plan Ratings

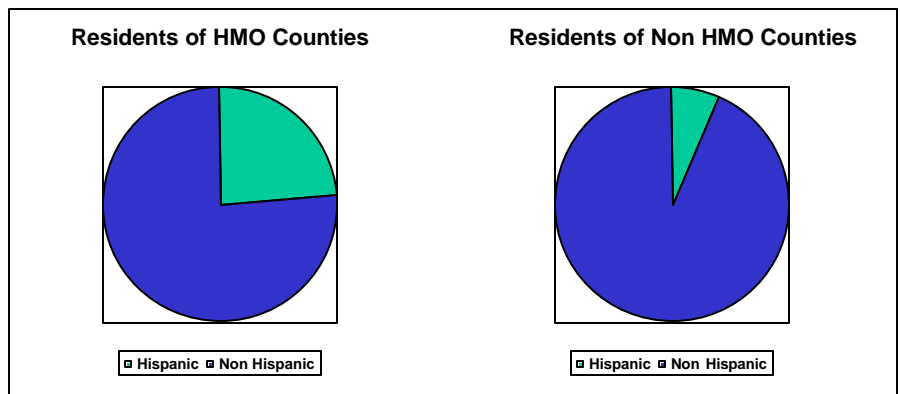


MediPass Counties With HMOs vs. Counties Without HMOs

Demographics

The demographic characteristics of enrollees in counties which offer Medicaid HMOs did not vary significantly from counties which did not offer HMOs in terms of health status, age, gender, education level, or race. They did vary, however, in terms of ethnicity, with a larger percentage of the HMO county group being Hispanic than is found among non-HMO county group. Twenty-four percent of the HMO county group was Hispanic, while 7% of the non-HMO county group was Hispanic, with the difference being statistically significant at the $p < .0001$ level. This finding is, perhaps, not surprising, considering that 95% of Hispanic enrollees reside in counties which offer HMOs⁴.

Figure 8. Ethnicity of Medicaid Enrollees Residing in HMO Counties and non-HMO Counties



Satisfaction

For the vast majority of questionnaire items relating to satisfaction, the reports of MediPass enrollees living in HMO counties did not differ significantly from those of enrollees living in non-HMO counties. Exceptions are discussed below.

As expected, the reports of residents of HMO counties and non-HMO counties differed significantly when asked whether they chose their plan or were assigned to it. Significantly more residents of HMO counties indicated that they chose their plan, as compared to residents of non-HMO counties, with figures of 53% and 37% respectively. This difference is significant at the $p = .0004$ level. Residents of non-HMO counties were not in fact offered any choice of plan, since only the MediPass program is offered in their county.

When asked about whether they had received information about the program before becoming enrolled, significantly fewer residents of HMO counties reported that they had received information as compared with residents of non-HMO counties. Sixty-six percent of HMO county respondents

⁴Data from an analysis of Medicaid enrollment files. See Appendix D for Hispanic enrollment by county.

indicated that they had received information, while 76% of non-HMO counties indicated having received information (p=0.0181).

Section Summary

Residents of HMO counties and non HMO counties did not differ significantly on any of the CAHPS 10-point scales.

In terms of gender, race, age, health status, and education level, there is no statistically significant difference between MediPass enrollees living in counties with HMOs and those living in counties without HMOs. However, there is a difference in terms of ethnicity, with a higher percentage of Hispanics residing in HMO counties as compared with the number residing in non-HMO counties.

By and large, satisfaction did not differ significantly between the HMO counties and non-HMO counties.

Recommendations

Future evaluations of the MediPass program may wish to address the following issues in detail:

- Determine whether enrollees who choose their MCO are different in terms of demographics or satisfaction from those who are assigned to their program because they fail to submit their choice within 30 days of the date of eligibility.
- Analyze whether satisfaction varies with use of health care services.
- Determine whether those with poorer self-reported health status are less satisfied with their health care, and if so, explore the reasons why this is the case. Previous research has suggested that those with special health care needs are less satisfied, possibly because their health conditions requires greater care and more resources than most. These findings have not been explored among Florida's adult Medicaid population.
- Determine whether rates of referrals for specialty care differ between HMO enrollees and MediPass enrollees, taking into consideration the case-mix of the patients. This issue could be explored in a variety of ways, including an examination of medical records, an analysis of medicaid claims and encounter data, a survey of patients, and a survey of providers.

Appendix A: MCO Options by County

Source: AHCA and DOI Websites

MCO Choices by County

	Counties with HMOs (number of HMOs in parentheses, if more than one)	Counties without HMOs
Alachua	X	
Baker	X (2)	
Bay		X
Bradford	X	
Brevard	X (3)	
Broward	X (10)	
Calhoun		X
Charlotte	X	
Citrus	X (2)	
Clay	X (2)	
Collier		X
Columbia	X	
De Soto		X
Dixie	X (2)	
Duval	X (2)	
Escambia	X (2)	
Flagler		X
Franklin		X
Gadsden	X (3)	
Gilchrist	X	
Glades		X
Gulf		X
Hamilton		X
Hardee		X
Hendry	X	
Hernando	X	
Highlands	X (3)	
Hillsborough	X (5)	
Holmes		X
Indian River		X
Jackson		X
Jefferson	X (3)	
Lafayette		X
Lake	X (3)	
Lee	X (4)	
Leon	X (3)	
Levy	X	
Liberty	X	
Madison	X (3)	
Manatee	X (4)	
Marion	X (2)	
Martin	X (2)	
Miami-Dade	X (12)	
Monroe		X
Nassau	X	
Okaloosa		X
Okeechobee	X	
Orange	X (6)	
Osceola	X (5)	

MCO Choices by County

	Counties with HMOs (number of HMOs in parentheses, if more than one)	Counties without HMOs
Palm Beach	X (8)	
Pasco	X (5)	
Pinellas	X (5)	
Polk	X (6)	
Putnam	X (2)	
Santa Rosa	X (2)	
Sarasota	X (4)	
Seminole	X (5)	
St. Johns	X	
St. Lucie		X
Sumter		X
Suwannee		X
Taylor		X
Union	X	
Volusia	X (3)	
Wakulla	X (3)	
Walton		X
Washington		X

Appendix B: Results for All Survey Items

Demographic Characteristics of Survey Respondents: HMO vs. MediPass (weighted)

	Medicaid Overall		HMO		MediPass		Tests of Significance	
	N	% or s	N	% or s	N	% or s	χ^2 or <i>t</i>	<i>p</i>
Self-Assessed Overall Health								
Excellent	545	12	287	6	258	11	33.35	<0.0001
Very Good	738	16	335	7	403	17		
Good	1130	25	584	25	546	24		
Fair	1257	28	681	30	576	25		
Poor	937	20	408	18	529	23		
Mean Age	44.87 ± 0.25		44.14 ± 0.48		45.24 ± 0.28		2.37	0.018
Sex								
Male	1162	25	517	22	645	28	17.87	<0.0001
Female	3506	75	1810	78	1695	72		
Highest School Grade Completed								
8 th Grade or Less	665	15	329	14	336	15	15.16	0.0097
Some High School, but Didn't Graduate	1138	25	608	27	530	23		
High School Graduate, or GED	1642	36	821	36	821	36		
Some College or	864	19	407	18	457	20		
2-Year College Degree	184	4	89	4	96	4		
4-Year College Degree or More	93	2	34	2	59	3		
Hispanic or Latino Origin or Descent								
Yes	922	20	449	20	473	21	0.4	0.5274
No	3650	80	1820	80	1830	79		
Race								
White	2676	57	1222	53	1454	62	44.02	<0.0001
Black or African-American	1569	34	907	39	662	29	59.87	<0.0001
Asian	32	1	19	1	13	1	1.04	0.3068
Native Hawaiian or Pacific Islander	15	<1	10	<1	5	<1	2.16	0.1416
American Indian or Alaska Native	112	2	53	2	59	3	0.26	0.6132

Satisfaction with the Medicaid Program: HMO vs. MediPass (weighted)

	Medicaid Overall		HMO		MediPass		Tests of Significance	
	N	% or s	N	% or s	N	% or s	χ^2 or t	p
Received New Doctor or Nurse When Enrolled								
Yes	1196	44	1089	48	908	40	26.9	<0.0001
No	2532	56	1184	52	1348	60		
Problem Getting Satisfactory Doctor or Nurse								
Big Problem	341	17	173	16	168	19	5.49	0.06556
Small Problem	267	14	132	12	134	15		
No Problem	1350	69	754	71	596	66		
Has a Personal Doctor or Nurse								
Yes	3565	77	1712	74	1853	80	21.18	<0.0001
No	1056	23	592	26	464	20		
Mean Rating of Doctor or Nurse	8.66 ± 0.03		8.60 ± 0.04		8.76 ± 0.07		2.43	0.015
Needed a Specialist								
Yes	1912	41	934	40	981	43	1.69	0.1932
No	2715	59	1375	60	1340	58		
How Much of a Problem to Get Referral for Specialist								
Big Problem	462	21	241	23	221	20	3.52	0.1724
Small Problem	267	12	140	13	127	12		
Not a Problem	1434	66	689	64	745	68		
Saw a Specialist								
Yes	1912	41	931	40	981	42	1.69	0.1932
No	2715	59	1375	60	1340	58		
Mean Rating of Specialist	8.59 ± 0.05		8.52 ± 0.06		8.62 ± 0.12		0.9	0.3682
Specialist Same as Personal Doctor								
Yes	502	26	245	27	258	26	0.01	0.9416
No	1398	74	678	73	719	74		
Called Doctor's Office for Self During Regular Hours								
Yes	2277	49	1174	51	1104	48	4.3	0.0382
No	2364	51	1146	49	1218	52		

Satisfaction with the Medicaid Program: HMO vs. MediPass (weighted)

	Medicaid Overall		HMO		MediPass		Tests of Significance	
	N	% or s	N	% or s	N	% or s	χ^2 or <i>t</i>	<i>p</i>
Received Needed Help or Advice as a Result of Call								
Never	160	7	74	6	86	8	13.33	0.004
Sometimes	405	18	239	21	165	15		
Usually	386	17	184	16	202	19		
Always	1293	58	663	57	630	58		
Made Appointment for Routine Health Care								
Yes	2967	64	1528	65	1439	62	8.69	0.0032
No	1671	36	785	35	886	38		
Got Appointment for Routine Health Care as Soon as Wanted								
Never	122	4	65	4	57	4	4.11	0.2499
Sometimes	468	16	257	17	211	15		
Usually	489	17	260	17	221	16		
Always	1833	63	926	62	907	65		
(Mean) Days Waited Between Making Appointment and Seeing Provider for Routine Care	Not Asked		Not Asked		3.96 ± 0.10		N/A	N/A
Had Illness or Injury Needing Immediate Care								
Yes	1960	43	960	41	1000	43	1.28	0.2575
No	2677	57	1356	59	1320	57		
Got Immediate Care for Illness or Injury as Soon as Wanted								
Never	121	6	71	7	50	5	5.07	0.1667
Sometimes	322	17	158	17	163	17		
Usually	263	14	129	14	133	13		
Always	1231	64	589	62	642	65		
(Mean) Days Waited Between Trying to Get Care and Seeing Provider for Illness or Injury	Not Asked		Not Asked		2.57 ± 0.11		N/A	N/A
(Mean) Number of Times Went to Emergency Room for Care for Self	0.78 ± 0.03		0.84 ± 0.05		0.72 ± 0.05		1.76	0.0787

Satisfaction with the Medicaid Program: HMO vs. MediPass (weighted)

	Medicaid Overall		HMO		MediPass		Tests of Significance	
	N	% or s	N	% or s	N	% or s	χ^2 or t	p
(Mean) Number of Times Went to Doctor's Office or Clinic for Care for Self	3.66 ± 0.03		3.59 ± 0.03		3.73 ± 0.07		2.21	0.0275
How Much of a Problem to Get Necessary Care								
Big Problem	440	13	239	14	201	12	13.01	0.0015
Small Problem	505	15	293	17	212	13		
Not a Problem	2473	72	1230	70	1243	75		
Delays While Waiting for Approval from Program								
Big Problem	412	12	249	14	163	10	25.09	<0.0001
Small Problem	509	15	287	16	222	13		
Not a Problem	2511	73	1228	70	1283	77		
Waited More Than 15 Minutes Past Appointment Time to See Provider								
Never	729	21	420	24	309	18	22.01	<0.0001
Sometimes	1365	40	706	40	659	39		
Usually	436	13	208	12	227	14		
Always	917	27	427	24	490	29		
Office Staff at Doctor's Office Were Courteous and Respectful								
Never	90	3	62	4	28	2	13.72	0.0003
Sometimes	306	9	146	8	160	9		
Usually	337	10	163	9	174	10		
Always	2733	79	1403	79	1330	79		
Office Staff at Doctor's Office Were Helpful								
Never	110	3	72	4	38	2	14.02	0.0029
Sometimes	557	16	302	17	255	15		
Usually	527	15	275	16	252	15		
Always	2250	65	1114	63	1136	68		
Doctor or Other Provider Listened Carefully								
Never	110	3	68	4	43	3	16.46	0.0009
Sometimes	438	13	254	14	184	11		
Usually	479	14	227	13	252	15		
Always	2439	70	1226	69	1213	72		

Satisfaction with the Medicaid Program: HMO vs. MediPass (weighted)

	Medicaid Overall		HMO		MediPass		Tests of Significance		
	N	% or s	N	% or s	N	% or s	χ^2 or <i>t</i>	<i>p</i>	
Difficulty Communicating With Doctor Due to Language Barriers									
Never	2618	76	1356	76	1261	74	12.14	0.0069	
Sometimes	563	15	255	14	308	18			
Usually	94	3	54	3	40	2			
Always	198	6	114	6	86	5			
Doctor Explained Things So That Patient Could Understand									
Never	167	5	91	5	76	5	2.29	0.5152	
Sometimes	386	11	208	12	178	10			
Usually	461	13	232	13	229	14			
Always	2456	71	1244	70	1212	72			
Doctor Showed Respect for What Patient Said									
Never	120	4	82	5	38	2	23.22	<0.0001	
Sometimes	434	12	247	14	187	11			
Usually	452	13	225	13	227	13			
Always	2467	71	1222	69	1245	73			
Doctor Spent Enough Time With Patient									
Never	169	5	101	6	68	4	11.23	0.0106	
Sometimes	553	16	307	17	246	15			
Usually	556	16	276	16	280	17			
Always	2177	63	1084	61	1093	65			
Mean Rating of All Health Care, from All Doctors and Health Providers		8.37 ± 0.04		8.24 ± 0.04		8.51 ± 0.08		3.67	0.0002
Needed an Interpreter to Speak with Doctor or Other Health Provider									
Yes	238	5	127	5	111	5	1.15	0.2832	
No	4417	95	2201	95	2217	95			
How Often Received a Needed Interpreter									
Never	48	20	27	22	21	19	0.51	0.9166	
Sometimes	73	31	36	29	36	33			
Usually	9	4	4	4	5	4			
Always	105	45	57	45	48	44			

Satisfaction with the Medicaid Program: HMO vs. MediPass (weighted)

	Medicaid Overall		HMO		MediPass		Tests of Significance	
	N	% or s	N	% or s	N	% or s	χ^2 or t	p
Had a Choice of Health Plans								
Yes			1831	85			N/A	N/A
No			335	15				
Use Current Medicaid Program for All or Most of Health Care								
Yes	3954	95	1791	98	2163	94	48.2	<0.0001
No	188	5	37	2	151	6		
Mean Number of Months in a Row Enrolled in This Program	3.76 ± 0.01		3.76 ± 0.02		3.76 ± 0.02		-0.3	0.9763
Patient Choice of Program								
Chose Myself	2270	57	1193	67	1077	50	121.58	<0.0001
Was Told	1683	43	588	33	1096	50		
Received Information About Program When Enrolled								
Yes	2758	70	1280	73	1478	68	9.85	0.0017
No	1172	30	480	27	692	32		
How Much of Given Information Was Correct								
All of It	1644	63	742	60	902	66	16.58	0.0009
Most of It	713	27	351	28	362	26		
Some of It	225	9	133	11	92	7		
None of It	31	1	14	1	16	1		
Looked for Information in Written Materials from Program								
Yes	1266	28	843	37	422	18	194.3	<0.0001
No	3334	72	1454	63	1879	82		
How Much of a Problem to Find or Understand Information in Written Materials								
Big Problem	149	12	88	10	61	15	5.5	0.064
Small Problem	253	20	178	21	75	18		
Not a Problem	848	68	573	68	275	67		

Satisfaction with the Medicaid Program: HMO vs. MediPass (weighted)

	Medicaid Overall		HMO		MediPass		Tests of Significance	
	N	% or s	N	% or s	N	% or s	χ^2 or <i>t</i>	<i>p</i>
Called Program's Enrollee Service for Information or Help								
Yes	1558	34	1064	46	495	22	306.61	<0.0001
No	3043	66	1247	54	1796	78		
How Much of a Problem to Get Needed Help from Program's Enrollee Service								
Big Problem	374	24	238	23	135	27	8.19	0.0167
Small Problem	327	21	213	20	113	23		
Not a Problem	849	55	605	57	245	50		
Called or Written to Program with Complaint or Problem								
Yes	Not Asked		Not Asked		196	8	N/A	N/A
No	Not Asked		Not Asked		2130	92		
Length of Time to Resolve Complaint								
Same Day	Not Asked		Not Asked		23	12	N/A	N/A
1 Week	Not Asked		Not Asked		27	14		
2 Weeks	Not Asked		Not Asked		12	6		
3 Weeks	Not Asked		Not Asked		6	3		
4 or More Weeks	Not Asked		Not Asked		27	14		
Still Waiting for Settlement	Not Asked		Not Asked		96	51		
Complaint or Problem Settled to Your Satisfaction								
Yes	Not Asked		Not Asked		89	45	N/A	N/A
No	Not Asked		Not Asked		42	21		
Still Waiting for Settlement	Not Asked		Not Asked		65	33		
Experience with Paperwork for Program								
Yes	723	16	396	17	327	14	8.15	0.0043
No	3878	84	1899	83	1979	86		
How Much of a Problem was the Paperwork for Program								
Big Problem	105	15	69	17	37	11	11.2	0.0037
Small Problem	156	22	96	24	61	19		
Not a Problem	459	64	230	58	229	70		
Mean Overall Rating of Health Plan	8.11 ± 0.04		8.01 ± 0.04		8.21 ± 0.08		2.73	0.0064

Demographic Characteristics of Survey Respondents: MediPass Enrollees Residing in HMO Counties vs. Non HMO Counties (weighted)

	MediPass Overall		Residents of HMO Counties		Residents of Non HMO Counties		Tests of Significance	
	N	% or s	N	% or s	N	% or s	χ^2 or <i>t</i>	<i>p</i>
Self Assessed Overall Health								
Excellent	100	11	86	12	14	9	2.62	0.6227
Very Good	155	17	126	17	29	18		
Good	210	24	172	23	38	25		
Fair	221	25	180	24	42	27		
Poor	205	23	176	24	30	19		
Mean Age	44.22 ± 0.48		44.61 ± 0.74		42.27 ± 0.60		1.83	0.0681
Sex								
Male	250	28	213	28	38	25	0.87	0.3505
Female	653	72	538	72	115	75		
Highest School Grade Completed								
8 th Grade or Less	131	15	113	15	18	12	3.48	0.6262
Some High School, but Didn't Graduate	203	23	165	22	39	26		
High School Graduate, or GED	316	36	258	35	58	38		
Some College or	176	20	146	20	31	20		
2-Year College Degree	37	4	33	4	5	3		
4-Year College Degree or More	23	3	21	3	2	1		
Hispanic or Latino Origin or Descent								
Yes	188	21	178	24	10	7	22.52	<0.0001
No	702	79	563	76	139	93		
Race								
White	560	62	460	61	100	66	1.04	0.307
Black or African-American	255	28	211	28	44	29	0.07	0.7945
Asian	5	1	4	1	1	1	N/A	N/A
Native Hawaiian or Pacific Islander	2	<1	2	<1	0	<1	N/A	N/A
American Indian or Alaska Native	22	2	17	2	5	3	N/A	N/A

Satisfaction with the Medicaid Program: MediPass Enrollees Residing in HMO Counties vs. Non HMO Counties (weighted)

	MediPass Overall		Residents of HMO Counties		Residents of Non HMO Counties		Tests of Significance	
	N	% or s	N	% or s	N	% or s	χ^2 or t	p
Received New Doctor or Nurse When Enrolled								
Yes	350	40	291	40	59	40	0	0.9724
No	521	60	433	60	88	60		
Problem Getting Satisfactory Doctor or Nurse								
Big Problem	64	18	48	17	16	27	2.93	0.1403
Small Problem	53	15	46	16	7	11		
No Problem	231	67	195	68	36	66		
Has a Personal Doctor or Nurse								
Yes	716	80	599	81	117	77	0.89	0.3463
No	178	20	144	19	34	23		
Mean Rating of Doctor or Nurse	8.77 ± 0.07		8.78 ± 0.10		8.70 ± 0.09		0.4	0.6889
Needed a Specialist							1.26	0.2614
Yes	414	46	190	49	224	44	1.26	0.2614
No	481	54	197	51	287	56		
How Much of a Problem to Get Referral for Specialist								
Big Problem	85	20	71	20	14	22	0.49	0.7824
Small Problem	49	12	40	11	9	13		
Not a Problem	289	68	247	69	42	65		
Saw a Specialist								
Yes	380	42	322	43	59	39	1.06	0.304
No	516	58	423	57	93	61		
Mean Rating of Specialist	8.62 ± 0.12		8.63 ± 0.17		8.56 ± 0.16		0.23	0.8185
Specialist Same as Personal Doctor								
Yes	99	26	82	26	17	29	0.28	0.5942
No	279	74	237	74	42	71		

Satisfaction with the Medicaid Program: MediPass Enrollees Residing in HMO Counties vs. Non HMO Counties (weighted)

	MediPass Overall		Residents of HMO Counties		Residents of Non HMO Counties		Tests of Significance	
	N	% or s	N	% or s	N	% or s	χ^2 or t	p
Called Doctor's Office for Self During Regular Hours								
Yes	425	47	347	47	78	52	1.29	0.2567
No	472	53	398	53	73	48		
Received Needed Help or Advice as a Result of Call								
Never	33	8	27	8	6	8	1.42	0.7001
Sometimes	63	15	48	14	15	19		
Usually	78	19	63	19	14	19		
Always	243	58	201	59	42	54		
Made Appointment for Routine Health Care								
Yes	555	62	460	62	96	63	0.17	0.6818
No	343	38	287	38	56	37		
Got Appointment for Routine Health Care as Soon as Wanted								
Never	22	4	19	4	3	3	5.67	0.1288
Sometimes	82	15	69	16	13	14		
Usually	83	16	61	14	22	23		
Always	351	65	295	66	56	60		
(Mean) Days Waited Between Making Appointment and Seeing Provider for Routine Care	3.97 ± 0.10		4.00 ± 0.16		3.80 ± 0.13		0.76	0.4466
Had Illness or Injury Needing Immediate Care								
Yes	386	43	322	43	65	43	0.01	0.9099
No	510	57	423	57	87	57		
Got Immediate Care for Illness or Injury as Soon as Wanted								
Never	19	5	13	4	5	8	2.37	0.5
Sometimes	63	17	52	16	11	18		
Usually	51	13	42	13	9	14		
Always	249	65	211	66	38	60		

Satisfaction with the Medicaid Program: MediPass Enrollees Residing in HMO Counties vs. Non HMO Counties (weighted)

	MediPass Overall		Residents of HMO Counties		Residents of Non HMO Counties		Tests of Significance	
	N	% or s	N	% or s	N	% or s	χ^2 or t	p
(Mean) Days Waited Between Trying to Get Care and Seeing Provider for Illness or Injury	2.57 ± 0.11		2.57 ± 0.17		2.57 ± 0.14		0.01	0.9907
Mean Number of Times Went to Emergency Room for Care for Self	0.72 ± 0.07		0.71 ± 0.07		0.78 ± 0.07		-0.56	0.5765
Mean Number of Times Went to Doctor's Office or Clinic for Care for Self	3.73 ± 0.07		3.73 ± 0.11		3.76 ± 0.10		-0.17	0.867
How Much of a Problem to Get Necessary Care								
Big Problem	77	12	63	12	14	12	4.44	0.1087
Small Problem	80	13	59	11	21	18		
Not a Problem	481	75	402	77	79	69		
Delays While Waiting for Approval from Program								
Big Problem	63	10	52	10	11	10	0.01	0.9956
Small Problem	85	13	71	13	15	13		
Not a Problem	494	77	408	77	87	77		
Waited More Than 15 Minutes Past Appointment Time to See Provider								
Never	119	18	100	19	20	18	3.73	0.2919
Sometimes	252	39	199	37	53	47		
Usually	88	14	75	14	13	12		
Always	190	29	163	30	27	24		
Office Staff at Doctor's Office Were Courteous and Respectful								
Never	11	2	10	2	1	1	0.2	0.9774
Sometimes	62	9	52	10	10	9		
Usually	67	10	56	10	12	10		
Always	512	79	421	78	91	80		
Office Staff at Doctor's Office Were Helpful								
Never	15	2	13	3	1	1	3.67	0.2989
Sometimes	98	15	82	15	16	14		
Usually	96	15	73	14	23	20		
Always	439	68	366	68	73	64		

Satisfaction with the Medicaid Program: MediPass Enrollees Residing in HMO Counties vs. Non HMO Counties (weighted)

	MediPass Overall		Residents of HMO Counties		Residents of Non HMO Counties		Tests of Significance	
	N	% or s	N	% or s	N	% or s	χ^2 or t	p
Doctor or Other Provider Listened Carefully								
Never	16	3	13	2	3	3	0.08	0.9937
Sometimes	71	11	57	11	13	12		
Usually	97	15	80	15	17	15		
Always	468	72	387	72	81	71		
Difficulty Communicating with Doctor Due to Language Barriers								
Never	485	74	394	73	90	80	3.37	0.3523
Sometimes	120	18	105	20	15	13		
Usually	15	2	11	2	4	3		
Always	34	5	29	5	5	4		
Doctor Explained Things so Patient Could Understand								
Never	30	5	29	5	1	1	5.3	0.1513
Sometimes	68	10	52	10	16	14		
Usually	88	13	71	13	17	15		
Always	468	72	389	72	79	70		
Doctor Showed Respect for What Patient Said								
Never	14	2	11	2	3	3	0.99	0.8035
Sometimes	72	11	61	11	11	10		
Usually	87	13	69	13	18	16		
Always	480	73	398	74	82	72		
Doctor Spent Enough Time With Patient								
Never	27	4	23	4	4	3	1.72	0.6326
Sometimes	95	15	77	14	18	16		
Usually	107	16	84	16	23	20		
Always	422	65	352	66	70	61		
Mean Rating of All Health Care, from All Doctors and Health Providers	8.52 ± 0.08		8.54 ± 0.13		8.40 ± 0.10		0.72	0.4723

Satisfaction with the Medicaid Program: MediPass Enrollees Residing in HMO Counties vs. Non HMO Counties (weighted)

	MediPass Overall		Residents of HMO Counties		Residents of Non HMO Counties		Tests of Significance	
	N	% or s	N	% or s	N	% or s	χ^2 or t	p
Needed an Interpreter to Speak with Doctor or Other Health Provider								
Yes	43	5	33	5	5	3	0.88	0.3484
No	855	95	708	95	147	97		
How Often Received a Needed Interpreter								
Never	8	19	8	20	1	13	N/A	N/A
Sometimes	14	33	13	35	1	19		
Usually	1	3	0	0	1	31		
Always	19	44	17	45	2	38		
Received Information About Program When Enrolled								
Yes	567	68	458	66	110	76	5.57	0.0181
No	270	32	236	34	34	24		
How Much of Given Information Was Correct								
All of It	346	66	278	65	68	67	0.46	0.9278
Most of It	139	26	113	27	26	26		
Some of It	35	7	29	7	7	7		
None of It	6	1	6	1	1	1		
Looked for Information in Written Materials from Program								
Yes	163	18	136	18	27	18	0.02	0.8948
No	725	82	601	82	124	82		
How Much of a Problem to Find or Understand Information in Written Materials								
Big Problem	24	15	21	16	3	10	N/A	N/A
Small Problem	28	18	19	14	9	34		
Not a Problem	107	67	92	70	15	56		
Called Program's Enrollee Service for Information or Help								
Yes	192	22	163	22	29	19	0.76	0.3847
No	692	78	569	78	123	81		

Satisfaction with the Medicaid Program: MediPass Enrollees Residing in HMO Counties vs. Non HMO Counties (weighted)

	MediPass Overall		Residents of HMO Counties		Residents of Non HMO Counties		Tests of Significance	
	N	% or s	N	% or s	N	% or s	χ^2 or t	p
How Much of a Problem to Get Needed Help from Program's Enrollee Service								
Big Problem	52	27	44	27	8	29	1.85	0.3958
Small Problem	43	23	34	21	9	31		
Not a Problem	96	50	84	52	11	40		
Called or Written to Program with Complaint or Problem								
Yes	76	8	65	9	11	7		
No	822	92	679	91	142	93		
Length of Time to Resolve Complaint								
Same Day	9	12	8	12	1	11	N/A	N/A
1 Week	10	14	10	15	1	8		
2 Weeks	5	6	4	6	1	8		
3 Weeks	2	3	2	3	0	2		
4 or More Weeks	10	14	10	15	1	8		
Still Waiting for Settlement	37	50	31	49	6	61		
Complaint or Problem Settled to Your Satisfaction								
Yes	35	46	31	47	4	38	N/A	N/A
No	17	22	15	24	1	11		
Still Waiting for Settlement	25	36	19	29	6	51		
Experience with Paperwork for Program								
Yes	126	14	101	14	24	16	0.54	0.4638
No	765	86	638	86	127	84		
How Much of a Problem was the Paperwork for Program								
Big Problem	14	11	11	11	3	11	N/A	N/A
Small Problem	23	19	19	19	4	18		
Not a Problem	88	70	71	70	17	71		
Mean Overall Rating of Health Plan	8.21 ± 0.08		8.23 ± 0.12		8.12 ± 0.10		0.51	0.6077

Appendix C: MCO Enrollment Reports

Source: AHCA and DOI Websites

MEDIPASS/HMO/PSN RECIPIENT ENROLLMENT REPORT FOR
DECEMBER 2001

	TANF RECIPIENTS	TANF MP NEWLY ENROLLED	TANF MP ENROLLED	TANF HMO ENROLLED	TANF PSN ENROLLED	SSI-HMO MEDICARE RECIPIENTS	SSI-MP NEWLY ENROLLED	SSI-MP ENROLLED	SSI-HMO ENROLLED	SSI-PSN ENROLLED	OTHER RECIPIENTS	OTHER MP ENROLLED	OTHER HMO ENROLLED	OTHER PSN ENROLLED	TOTAL MEDICAID RECIPIENTS	TOTAL MP ENROLLED	TOTAL HMO ENROLLED	TOTAL PSN ENROLLED	% MEDIPASS ENROLLED (TANF & SSI)	% HMO ENROLLED (TANF & SSI)	% PSN ENROLLED (TANF & SSI)	TOTAL % ENROLLED
STATE TOTAL:	1098838	14488	467494	491694	8233	245409	1898	145004	74657	5264	508886	3160	19181	5640	1853133	615658	585532	19137	50.45	47.98	1.57	100.00
ESCAMBIA	27891	320	13063	11228	0	6173	62	4152	1500	0	10520	44	280	0	44584	17259	13008	0	57.02	42.98	0.00	100.00
OKALOOSA	8713	246	7043	0	0	1695	31	1458	0	0	4528	34	0	0	14936	8535	0	0	100.00	0.00	0.00	100.00
SANTA ROSA	7367	139	4089	2234	0	1193	19	887	204	0	2848	26	43	0	11408	5002	2481	0	66.84	33.16	0.00	100.00
WALTON	3146	70	2636	0	0	586	6	526	0	0	1741	14	0	0	5473	3176	0	0	100.00	0.00	0.00	100.00
AREA 01 TOTAL:	47117	775	26831	13462	0	9647	118	7023	1704	0	19637	118	323	0	76401	33972	15489	0	68.68	31.32	0.00	100.00
BAY	13695	334	11295	0	0	2457	25	2169	0	0	6361	83	0	0	22513	13547	0	0	100.00	0.00	0.00	100.00
CALHOUN	1402	24	1164	0	0	287	1	263	0	0	919	4	0	0	2608	1431	0	0	100.00	0.00	0.00	100.00
FRANKLIN	839	17	704	0	0	200	1	190	0	0	633	3	0	0	1672	897	0	0	100.00	0.00	0.00	100.00
GADSDEN	5861	34	2610	2664	0	1652	8	998	538	0	2579	14	184	0	10092	3622	3386	0	51.68	48.32	0.00	100.00
GULF	1189	17	1005	0	0	236	2	220	0	0	698	3	0	0	2123	1228	0	0	100.00	0.00	0.00	100.00
HOLMES	2383	57	1993	0	0	424	8	384	0	0	1251	7	0	0	4058	2384	0	0	100.00	0.00	0.00	100.00
JACKSON	3831	48	3152	0	0	1114	7	987	0	0	3072	34	0	0	8017	4173	0	0	100.00	0.00	0.00	100.00
JEFFERSON	1318	9	561	557	0	414	0	231	173	0	823	12	99	0	2555	804	829	0	49.23	50.77	0.00	100.00
LEON	14860	106	6975	6015	0	2889	12	1728	800	0	5575	35	244	0	23324	8738	7059	0	55.31	44.69	0.00	100.00
LIBERTY	620	8	428	82	0	132	1	112	15	0	319	3	2	0	1071	543	99	0	84.58	15.42	0.00	100.00
MADISON	1857	13	929	700	0	735	5	514	198	0	1154	12	46	0	3746	1455	944	0	60.65	39.35	0.00	100.00
TAYLOR	2285	40	1911	0	0	445	1	417	0	0	969	7	0	0	3699	2335	0	0	100.00	0.00	0.00	100.00
WAKULLA	1583	23	824	626	0	327	4	226	75	0	682	1	17	0	2592	1051	718	0	59.41	40.59	0.00	100.00
WASHINGTON	2162	42	1781	0	0	454	6	406	0	0	1342	17	0	0	3958	2204	0	0	100.00	0.00	0.00	100.00
AREA 02 TOTAL:	53885	772	35332	10644	0	11766	81	8845	1799	0	26377	235	592	0	92028	44412	13035	0	77.31	22.69	0.00	100.00
ALACHUA	17588	594	11403	0	0	3604	64	2747	0	0	6215	35	0	0	27407	14185	0	0	100.00	0.00	0.00	100.00
BRADFORD	2669	73	2081	0	0	527	6	469	0	0	1189	8	0	0	4385	2558	0	0	100.00	0.00	0.00	100.00
CITRUS	6816	118	4318	1522	0	1190	8	938	148	0	4168	32	44	0	12174	5288	1714	0	75.52	24.48	0.00	100.00
COLUMBIA	6545	188	5372	0	0	1685	20	1491	0	0	2781	16	0	0	11011	6879	0	0	100.00	0.00	0.00	100.00
DIXIE	1717	48	1313	0	0	412	10	359	0	0	789	7	0	0	2918	1679	0	0	100.00	0.00	0.00	100.00
GILCHRIST	1779	74	1271	0	0	264	6	205	0	0	705	0	0	0	2748	1476	0	0	100.00	0.00	0.00	100.00
HAMILTON	1477	27	1264	0	0	359	0	337	0	0	709	7	0	0	2545	1608	0	0	100.00	0.00	0.00	100.00
HERNANDO	7856	109	2744	4330	0	1604	20	951	448	0	3570	27	93	0	13030	3722	4871	0	43.31	56.69	0.00	100.00
LAFAYETTE	646	17	567	0	0	88	0	81	0	0	209	1	0	0	943	649	0	0	100.00	0.00	0.00	100.00
LAKE	11162	115	4903	5927	0	2762	17	1670	832	0	6100	35	190	0	20024	6608	6949	0	48.74	51.26	0.00	100.00
LEVY	2959	125	2066	0	0	696	20	578	0	0	1596	10	0	0	5251	2654	0	0	100.00	0.00	0.00	100.00
MARION	19329	383	14055	2788	0	4478	36	3425	604	0	9468	47	96	0	33275	17527	3488	0	83.40	16.60	0.00	100.00
PUTNAM	8548	154	5428	2001	0	1918	15	1493	310	0	3616	22	56	0	14082	6943	2367	0	74.58	25.42	0.00	100.00
SUMTER	10319	210	7118	0	0	917	9	833	0	0	1951	9	0	0	13187	7960	0	0	100.00	0.00	0.00	100.00
SUWANNEE	3072	74	2618	0	0	792	9	695	0	0	1911	20	0	0	5775	3333	0	0	100.00	0.00	0.00	100.00
UNION	1016	49	726	0	0	226	5	194	0	0	373	1	0	0	1615	921	0	0	100.00	0.00	0.00	100.00
AREA 03 TOTAL:	103498	2358	67247	16568	0	21522	245	16466	2342	0	45350	277	479	0	170370	83990	19389	0	81.24	18.76	0.00	100.00
BAKER	2072	49	1022	787	0	361	4	241	72	0	731	1	17	0	3164	1264	876	0	59.07	40.93	0.00	100.00
CLAY	4715	81	2591	1717	0	966	11	624	258	0	1767	2	69	0	7448	3217	2044	0	61.15	38.85	0.00	100.00
DUVAL	55959	1055	22235	25745	0	13622	123	7967	4493	0	24485	218	1261	0	94066	30420	31499	0	49.13	50.87	0.00	100.00
FLAGLER	1464	35	1143	0	0	423	6	372	0	0	812	6	0	0	2699	1521	0	0	100.00	0.00	0.00	100.00
NASSAU	2002	54	1104	0	0	523	8	349	0	0	1089	1	0	0	3614	1454	0	0	100.00	0.00	0.00	100.00
ST JOHNS	4209	124	3339	0	0	1217	16	1029	0	0	2841	32	0	0	8267	4400	0	0	100.00	0.00	0.00	100.00
VOLUSIA	29958	312	14378	11897	0	6370	43	4039	1734	0	13902	106	428	0	50230	18523	14059	0	56.85	43.15	0.00	100.00

MEDIPASS/HMO/PSN RECIPIENT ENROLLMENT REPORT FOR
DECEMBER 2001

	TANF RECIPIENTS	TANF MP NEWLY ENROLLED	TANF MP ENROLLED	TANF HMO ENROLLED	TANF PSN ENROLLED	SSI-NO MEDICARE RECIPIENTS	SSI MP NEWLY ENROLLED	SSI MP ENROLLED	SSI HMO ENROLLED	SSI PSN ENROLLED	OTHER RECIPIENTS	OTHER MP ENROLLED	OTHER HMO ENROLLED	OTHER PSN ENROLLED	TOTAL MEDICAID RECIPIENTS	TOTAL MP ENROLLED	TOTAL HMO ENROLLED	TOTAL PSN ENROLLED	% MEDIPASS ENROLLED (TANF & SSI)	% HMO ENROLLED (TANF & SSI)	% PSN ENROLLED (TANF & SSI)	TOTAL % ENROLLED
AREA 04 TOTAL:	100379	1710	45812	40146	0	23482	211	14621	6557	0	45627	366	1775	0	169488	60799	48478	0	55.64	44.36	0.00	100.00
PASCO	19933	226	7585	10972	0	5168	47	3086	1486	0	10722	105	393	0	35823	10776	12851	0	45.61	54.39	0.00	100.00
PINELLAS	49410	502	17080	24440	0	11384	86	6278	4012	0	25751	214	1041	0	86545	23572	29493	0	44.42	55.58	0.00	100.00
AREA 05 TOTAL:	69343	728	24665	35412	0	16552	133	9364	5498	0	36473	319	1434	0	122368	34348	42344	0	44.79	55.21	0.00	100.00
HARDEE	3776	83	3181	0	0	520	2	460	0	0	1385	9	0	0	5681	3650	0	0	100.00	0.00	0.00	100.00
HIGHLANDS	6575	83	3568	2332	0	1431	7	906	400	0	3192	19	107	0	11198	4493	2839	0	61.28	38.72	0.00	100.00
HILLSBOROUGH	77322	659	22565	49109	0	19388	125	9058	9104	0	31176	150	2014	0	127886	31773	60227	0	34.54	65.46	0.00	100.00
MANATEE	14386	60	3887	9215	0	2643	13	1313	1074	0	6265	34	342	0	23294	5234	10631	0	32.99	67.01	0.00	100.00
POLK	43244	211	9036	29896	0	9584	36	3440	5461	0	16923	48	1569	0	69751	12524	36926	0	25.33	74.67	0.00	100.00
AREA 06 TOTAL:	145304	1096	42237	90552	0	33566	183	15177	16039	0	58941	260	4032	0	237810	57674	110623	0	34.27	65.73	0.00	100.00
BREVARD	21819	170	8591	12348	0	5970	41	3532	1951	0	11605	96	367	0	39394	12219	14666	0	45.45	54.55	0.00	100.00
ORANGE	77090	808	24815	38360	0	15976	100	8337	6422	0	28076	174	1378	0	121142	33326	46160	0	41.93	58.07	0.00	100.00
OSCEOLA	13056	144	3616	9341	0	2349	18	1192	1136	0	5578	21	286	0	20983	4829	10763	0	30.97	69.03	0.00	100.00
SEMINOLE	7962	69	2308	8430	0	3438	14	1896	1237	0	5128	39	318	0	16528	4243	9985	0	29.82	70.18	0.00	100.00
AREA 07 TOTAL:	119927	1191	39330	68479	0	27733	173	14957	10746	0	50387	330	2349	0	198047	54617	81574	0	40.10	59.90	0.00	100.00
CHARLOTTE	4768	136	3761	0	0	1128	20	955	0	0	3593	20	0	0	9489	4736	0	0	100.00	0.00	0.00	100.00
COLLIER	12199	285	9498	0	0	1434	35	1230	0	0	5125	42	0	0	18758	10770	0	0	100.00	0.00	0.00	100.00
DESOTO	2856	56	2375	0	0	578	8	504	0	0	1164	6	0	0	4598	2885	0	0	100.00	0.00	0.00	100.00
GLADES	0	0	0	0	0	63	0	50	0	0	52	0	0	0	115	50	0	0	100.00	0.00	0.00	100.00
HENDRY	4623	107	3050	827	0	558	8	421	47	0	1550	10	1	0	6731	3481	875	0	79.91	20.09	0.00	100.00
LEE	23943	237	7888	13811	0	4523	39	2242	1936	0	10660	75	544	0	39126	10205	16291	0	38.52	61.48	0.00	100.00
SARASOTA	9563	78	3410	5902	0	2263	16	1235	797	0	7028	54	261	0	18854	4699	6960	0	40.30	59.70	0.00	100.00
AREA 08 TOTAL:	57952	899	29982	20540	0	10547	126	6637	2780	0	29172	207	806	0	97671	36826	24126	0	60.42	39.58	0.00	100.00
INDIAN RIVER	5325	175	4150	0	0	1002	16	873	0	0	3023	51	0	0	9350	5074	0	0	100.00	0.00	0.00	100.00
MARTIN	5261	82	2877	1799	0	1004	8	706	242	0	2434	32	43	0	8699	3615	2084	0	63.43	36.57	0.00	100.00
OKEECHOBEE	3293	86	2655	0	0	616	6	565	0	0	1492	16	0	0	5401	3236	0	0	100.00	0.00	0.00	100.00
PALM BEACH	55946	590	21951	30033	0	10114	55	6002	3158	0	23324	155	486	0	89384	28108	33677	0	45.49	54.51	0.00	100.00
ST LUCIE	15783	282	10278	3325	0	3624	34	2800	538	0	6366	101	98	0	25773	13179	3961	0	76.89	23.11	0.00	100.00
AREA 09 TOTAL:	85608	1215	41911	35157	0	16360	119	10946	3938	0	36639	355	627	0	138607	53212	39722	0	57.26	42.74	0.00	100.00
BROWARD	85860	746	23099	52132	1865	18933	124	9086	7054	1333	35632	185	1252	1958	140425	32370	60438	5156	33.04	61.69	5.26	100.00
AREA 10 TOTAL:	85860	746	23099	52132	1865	18933	124	9086	7054	1333	35632	185	1252	1958	140425	32370	60438	5156	33.04	61.69	5.26	100.00
DADE	226839	2919	88540	108602	6368	54510	372	31201	16200	3931	122528	423	5512	3682	403877	120164	130314	13981	45.44	49.28	5.29	100.00
MONROE	3127	79	2508	0	0	791	13	681	0	0	2123	85	0	0	6041	3274	0	0	100.00	0.00	0.00	100.00
AREA 11 TOTAL:	229966	2998	91048	108602	6368	55301	385	31882	16200	3931	124651	508	5512	3682	409918	123438	130314	13981	46.10	48.67	5.22	100.00
STATE TOTAL:	1098838	14488	467494	491694	8233	245409	1898	145004	74657	5264	508886	3160	19181	5640	1853133	615658	585532	19137	50.45	47.98	1.57	100.00

Florida HMO Enrollment

Medicaid

As of December 31, 2001

Health Maintenance Organization	Alachua	Baker	Bay	Bradford	Brevard	Broward	Calhoun	Charlotte	Citrus	Clay
Aetna U.S. Healthcare	0	0	0	0	0	0	0	0	0	0
American Medical Healthcare	0	0	0	0	0	0	0	0	0	0
America's Health Choice Medical Plan, Inc. (M+C Only)	0	0	0	0	0	0	0	0	0	0
AmeriHealth of Florida, Inc.	0	0	0	0	0	0	0	0	0	0
AvMed, Inc.	0	0	0	0	0	15	0	0	0	0
Beacon Health Plans, Inc.	0	0	0	0	0	7,951	0	0	0	0
Capital Group Health Services of Florida	0	0	0	0	0	0	0	0	0	0
CIGNA Healthcare of Florida, Inc.	0	0	0	0	0	0	0	0	0	0
Florida 1st Health Plan, Inc.	0	0	0	0	0	0	0	0	0	0
Florida Health Care Plans	0	0	0	0	0	0	0	0	0	0
Foundation Health, A Florida Health Plan, Inc.	0	0	0	0	0	6,167	0	0	0	0
HealthCare USA, Inc.	0	0	0	0	0	0	0	0	0	0
HealthEase of Florida	0	876	0	0	6,482	2,875	0	0	1,713	2,041
Health First Health Plans, Inc.	0	0	0	0	0	0	0	0	0	0
Health Options, Inc.	0	0	0	0	0	0	0	0	0	0
Health Options Connect, Inc. (aka Principal Health Care of F	0	0	0	0	0	0	0	0	0	0
Healthplan Southeast	0	0	0	0	0	1,169	0	0	0	0
Healthy Palm Beaches, Inc.	0	0	0	0	0	0	0	0	0	0
Humana Medical Plan, Inc.	1,232	165	0	226	1,044	4,370	0	115	223	311
Mayo Health Plan, Inc.	0	0	0	0	0	0	0	0	0	0
Neighborhood Health Partnership	0	0	0	0	0	3	0	0	0	0
One Health Plan of Florida, Inc.	0	0	0	0	0	0	0	0	0	0
Physicians Healthcare Plan, Inc.	0	0	0	0	0	7,306	0	0	0	0
Preferred Care Partners, Inc.	0	0	0	0	0	0	0	0	0	0
Preferred Choice, the HMO of Florida Health Choice, Inc.	0	0	0	0	0	0	0	0	0	0
Preferred Medical Plan, Inc.	0	0	0	0	0	2,038	0	0	0	0
Prudential Health Care Plan, Inc. (Florida Division)	0	0	0	0	0	0	0	0	0	0
Public Health Trust of Dade County, The	0	0	0	0	0	0	0	0	0	0
Total Health Choice, Inc.	0	0	0	0	0	0	0	0	0	0
United HealthCare of Florida, Inc.	0	0	0	0	0	7,000	0	0	0	0
Vista Health Plan, Inc.	0	0	0	0	0	0	0	0	0	0
Well Care HMO, Inc	0	0	0	0	8,180	13,121	0	0	0	0
TOTAL	1,232	1,041	0	226	15,706	52,015	0	115	1,936	2,352

Florida HMO Enrollment

Medicaid

As of December 31, 2001

Health Maintenance Organization	Collier	Columbia	Dade	De Soto	Dixie	Duval	Escambia	Flagler	Franklin	Gadsden
Aetna U.S. Healthcare	0	0	0	0	0	0	0	0	0	0
American Medical Healthcare	0	0	0	0	0	0	0	0	0	0
America's Health Choice Medical Plan, Inc. (M+C Only)	0	0	0	0	0	0	0	0	0	0
AmeriHealth of Florida, Inc.	0	0	0	0	0	0	0	0	0	0
AvMed, Inc.	0	0	1,534	0	0	0	0	0	0	0
Beacon Health Plans, Inc.	0	0	6,327	0	0	0	0	0	0	0
Capital Group Health Services of Florida	0	0	0	0	0	0	0	0	0	0
CIGNA Healthcare of Florida, Inc.	0	0	0	0	0	0	0	0	0	0
Florida 1st Health Plan, Inc.	0	0	0	0	0	0	0	0	0	0
Florida Health Care Plans	0	0	0	0	0	0	0	0	0	0
Foundation Health, A Florida Health Plan, Inc.	0	0	9,151	0	0	0	0	0	0	0
HealthCare USA, Inc.	0	0	0	0	0	0	0	0	0	0
HealthEase of Florida	0	0	5,058	0	2	31,493	13,002	0	0	1,814
Health First Health Plans, Inc.	0	0	0	0	0	0	0	0	0	0
Health Options, Inc.	0	0	0	0	0	0	0	0	0	0
Health Options Connect, Inc. (aka Principal Health Care of F	0	0	0	0	0	0	0	0	0	0
Healthplan Southeast	0	0	1,642	0	0	0	0	0	1	1,545
Healthy Palm Beaches, Inc.	0	0	0	0	0	0	0	0	0	0
Humana Medical Plan, Inc.	0	235	10,093	0	62	5,055	3,225	0	0	531
Mayo Health Plan, Inc.	0	0	0	0	0	0	0	0	0	0
Neighborhood Health Partnership	0	0	13,755	0	0	0	0	0	0	0
One Health Plan of Florida, Inc.	0	0	0	0	0	0	0	0	0	0
Physicians Healthcare Plan, Inc.	0	0	13,440	0	0	0	0	0	0	0
Preferred Care Partners, Inc.	0	0	0	0	0	0	0	0	0	0
Preferred Choice, the HMO of Florida Health Choice, Inc.	0	0	0	0	0	0	0	0	0	0
Preferred Medical Plan, Inc.	0	0	9,215	0	0	0	0	0	0	0
Prudential Health Care Plan, Inc. (Florida Division)	0	0	0	0	0	0	0	0	0	0
Public Health Trust of Dade County, The	0	0	8,674	0	0	0	0	0	0	0
Total Health Choice, Inc.	0	0	0	0	0	0	0	0	0	0
United HealthCare of Florida, Inc.	0	0	20,398	0	0	0	0	0	0	0
Vista Health Plan, Inc.	0	0	0	0	0	0	0	0	0	0
Well Care HMO, Inc	0	0	17,289	0	0	0	0	0	0	0
TOTAL	0	235	116,576	0	64	36,548	16,227	0	1	3,890

Florida HMO Enrollment

Medicaid

As of December 31, 2001

Health Maintenance Organization	Gilchrist	Glades	Gulf	Hamilton	Hardee	Hendry	Hernando	Highlands	Hillsborough	Holmes
Aetna U.S. Healthcare	0	0	0	0	0	0	0	0	0	0
American Medical Healthcare	0	0	0	0	0	0	0	0	0	0
America's Health Choice Medical Plan, Inc. (M+C Only)	0	0	0	0	0	0	0	0	0	0
AmeriHealth of Florida, Inc.	0	0	0	0	0	0	0	0	0	0
AvMed, Inc.	0	0	0	0	0	0	0	0	5,841	0
Beacon Health Plans, Inc.	0	0	0	0	0	879	0	0	0	0
Capital Group Health Services of Florida	0	0	0	0	0	0	0	0	0	0
CIGNA Healthcare of Florida, Inc.	0	0	0	0	0	0	0	0	0	0
Florida 1st Health Plan, Inc.	0	0	0	0	0	0	0	0	0	0
Florida Health Care Plans	0	0	0	0	0	0	0	0	0	0
Foundation Health, A Florida Health Plan, Inc.	0	0	0	0	0	0	0	0	0	0
HealthCare USA, Inc.	0	0	0	0	0	0	0	0	0	0
HealthEase of Florida	0	0	0	0	0	0	0	1,462	10,205	0
Health First Health Plans, Inc.	0	0	0	0	0	0	0	0	0	0
Health Options, Inc.	0	0	0	0	0	0	0	0	0	0
Health Options Connect, Inc. (aka Principal Health Care of F	0	0	0	0	0	0	0	0	0	0
Healthplan Southeast	0	0	0	0	0	0	0	0	0	0
Healthy Palm Beaches, Inc.	0	0	0	0	0	0	0	0	0	0
Humana Medical Plan, Inc.	52	0	0	0	0	0	0	269	1,907	0
Mayo Health Plan, Inc.	0	0	0	0	0	0	0	0	0	0
Neighborhood Health Partnership	0	0	0	0	0	0	0	0	0	0
One Health Plan of Florida, Inc.	0	0	0	0	0	0	0	0	0	0
Physicians Healthcare Plan, Inc.	0	0	0	0	0	0	0	0	24,726	0
Preferred Care Partners, Inc.	0	0	0	0	0	0	0	0	0	0
Preferred Choice, the HMO of Florida Health Choice, Inc.	0	0	0	0	0	0	0	0	0	0
Preferred Medical Plan, Inc.	0	0	0	0	0	0	0	0	0	0
Prudential Health Care Plan, Inc. (Florida Division)	0	0	0	0	0	0	0	0	0	0
Public Health Trust of Dade County, The	0	0	0	0	0	0	0	0	0	0
Total Health Choice, Inc.	0	0	0	0	0	0	0	0	0	0
United HealthCare of Florida, Inc.	0	0	0	0	0	0	0	1,489	0	0
Vista Health Plan, Inc.	0	0	0	0	0	0	0	0	0	0
Well Care HMO, Inc	0	0	0	0	0	0	4,870	0	19,422	0
TOTAL	52	0	0	0	0	879	4,870	3,220	62,101	0

Florida HMO Enrollment

Medicaid

As of December 31, 2001

Health Maintenance Organization	Indian River	Jackson	Jefferson	Lafayette	Lake	Lee	Leon	Levy	Liberty	Madison
Aetna U.S. Healthcare	0	0	0	0	0	0	0	0	0	0
American Medical Healthcare	0	0	0	0	0	0	0	0	0	0
America's Health Choice Medical Plan, Inc. (M+C Only)	0	0	0	0	0	0	0	0	0	0
AmeriHealth of Florida, Inc.	0	0	0	0	0	0	0	0	0	0
AvMed, Inc.	0	0	0	0	0	2,313	0	0	0	0
Beacon Health Plans, Inc.	0	0	0	0	0	0	0	0	0	0
Capital Group Health Services of Florida	0	0	0	0	0	0	0	0	0	0
CIGNA Healthcare of Florida, Inc.	0	0	0	0	0	0	0	0	0	0
Florida 1st Health Plan, Inc.	0	0	0	0	0	0	0	0	0	0
Florida Health Care Plans	0	0	0	0	0	0	0	0	0	0
Foundation Health, A Florida Health Plan, Inc.	0	0	0	0	0	0	0	0	0	0
HealthCare USA, Inc.	0	0	0	0	0	0	0	0	0	0
HealthEase of Florida	0	0	553	0	2,892	0	3,369	0	0	457
Health First Health Plans, Inc.	0	0	0	0	0	0	0	0	0	0
Health Options, Inc.	0	0	0	0	0	0	0	0	0	0
Health Options Connect, Inc. (aka Principal Health Care of F	0	0	0	0	0	0	0	0	0	0
Healthplan Southeast	0	0	280	0	0	0	3,644	0	101	511
Healthy Palm Beaches, Inc.	0	0	0	0	0	0	0	0	0	0
Humana Medical Plan, Inc.	0	0	200	0	591	338	955	307	0	107
Mayo Health Plan, Inc.	0	0	0	0	0	0	0	0	0	0
Neighborhood Health Partnership	0	0	0	0	0	0	0	0	0	0
One Health Plan of Florida, Inc.	0	0	0	0	0	0	0	0	0	0
Physicians Healthcare Plan, Inc.	0	0	0	0	0	9,324	0	0	0	0
Preferred Care Partners, Inc.	0	0	0	0	0	0	0	0	0	0
Preferred Choice, the HMO of Florida Health Choice, Inc.	0	0	0	0	0	0	0	0	0	0
Preferred Medical Plan, Inc.	0	0	0	0	0	0	0	0	0	0
Prudential Health Care Plan, Inc. (Florida Division)	0	0	0	0	0	0	0	0	0	0
Public Health Trust of Dade County, The	0	0	0	0	0	0	0	0	0	0
Total Health Choice, Inc.	0	0	0	0	0	0	0	0	0	0
United HealthCare of Florida, Inc.	0	0	0	0	3,959	0	0	0	0	0
Vista Health Plan, Inc.	0	0	0	0	0	0	0	0	0	0
Well Care HMO, Inc	0	0	0	0	0	4,635	0	0	0	0
TOTAL	0	0	1,033	0	7,442	16,610	7,968	307	101	1,075

Florida HMO Enrollment

Medicaid

As of December 31, 2001

Health Maintenance Organization	Manatee	Marion	Martin	Monroe	Nassau	Okaloosa	Okeechobee	Orange	Osceola	Palm Beach
Aetna U.S. Healthcare	0	0	0	0	0	0	0	0	0	0
American Medical Healthcare	0	0	0	0	0	0	0	0	0	0
America's Health Choice Medical Plan, Inc. (M+C Only)	0	0	0	0	0	0	0	0	0	0
AmeriHealth of Florida, Inc.	0	0	0	0	0	0	0	0	0	0
AvMed, Inc.	930	0	0	0	0	0	0	1,963	0	0
Beacon Health Plans, Inc.	0	0	0	0	0	0	0	0	0	4,773
Capital Group Health Services of Florida	0	0	0	0	0	0	0	0	0	0
CIGNA Healthcare of Florida, Inc.	0	0	0	0	0	0	0	0	0	0
Florida 1st Health Plan, Inc.	0	0	0	0	0	0	0	0	0	0
Florida Health Care Plans	0	0	0	0	0	0	0	0	0	0
Foundation Health, A Florida Health Plan, Inc.	0	0	0	0	0	0	0	0	0	9,097
HealthCare USA, Inc.	0	0	0	0	0	0	0	0	0	0
HealthEase of Florida	2,247	3,487	735	0	0	0	0	5,835	3,134	1,761
Health First Health Plans, Inc.	0	0	0	0	0	0	0	0	0	0
Health Options, Inc.	0	0	0	0	0	0	0	0	0	0
Health Options Connect, Inc. (aka Principal Health Care of F	0	0	0	0	0	0	0	0	0	0
Healthplan Southeast	0	0	0	0	0	0	0	0	0	1,047
Healthy Palm Beaches, Inc.	0	0	0	0	0	0	0	0	0	4,138
Humana Medical Plan, Inc.	1,325	867	253	0	183	0	86	2,464	542	1,641
Mayo Health Plan, Inc.	0	0	0	0	0	0	0	0	0	0
Neighborhood Health Partnership	0	0	0	0	0	0	0	0	0	0
One Health Plan of Florida, Inc.	0	0	0	0	0	0	0	0	0	0
Physicians Healthcare Plan, Inc.	0	0	0	0	0	0	0	11,556	2,475	4,407
Preferred Care Partners, Inc.	0	0	0	0	0	0	0	0	0	0
Preferred Choice, the HMO of Florida Health Choice, Inc.	0	0	0	0	0	0	0	0	0	0
Preferred Medical Plan, Inc.	0	0	0	0	0	0	0	0	0	0
Prudential Health Care Plan, Inc. (Florida Division)	0	0	0	0	0	0	0	0	0	0
Public Health Trust of Dade County, The	0	0	0	0	0	0	0	0	0	0
Total Health Choice, Inc.	0	0	0	0	0	0	0	0	0	0
United HealthCare of Florida, Inc.	0	0	0	0	0	0	3	9,944	2,039	0
Vista Health Plan, Inc.	0	0	0	0	0	0	0	0	0	0
Well Care HMO, Inc	7,457	0	0	0	0	0	0	17,022	3,188	8,216
TOTAL	11,959	4,354	988	0	183	0	89	48,784	11,378	35,080

Florida HMO Enrollment

Medicaid

As of December 31, 2001

Health Maintenance Organization	Pasco	Pinellas	Polk	Putnam	Santa Rosa	Sarasota	Seminole	St. Johns	St. Lucie	Sumter
Aetna U.S. Healthcare	0	0	0	0	0	0	0	0	0	0
American Medical Healthcare	0	0	0	0	0	0	0	0	0	0
America's Health Choice Medical Plan, Inc. (M+C Only)	0	0	0	0	0	0	0	0	0	0
AmeriHealth of Florida, Inc.	0	0	0	0	0	0	0	0	0	0
AvMed, Inc.	1,446	3,603	1,452	0	0	0	0	0	0	0
Beacon Health Plans, Inc.	0	0	0	0	0	0	0	0	0	0
Capital Group Health Services of Florida	0	0	0	0	0	0	0	0	0	0
CIGNA Healthcare of Florida, Inc.	0	0	0	0	0	0	0	0	0	0
Florida 1st Health Plan, Inc.	0	0	3,132	0	0	0	0	0	0	0
Florida Health Care Plans	0	0	0	0	0	0	0	0	0	0
Foundation Health, A Florida Health Plan, Inc.	0	0	0	0	0	0	0	0	0	0
HealthCare USA, Inc.	0	0	0	0	0	0	0	0	0	0
HealthEase of Florida	2,550	4,894	5,719	2,366	2,477	1,287	1,452	0	0	0
Health First Health Plans, Inc.	0	0	0	0	0	0	0	0	0	0
Health Options, Inc.	0	0	0	0	0	0	0	0	0	0
Health Options Connect, Inc. (aka Principal Health Care of F	0	0	0	0	0	0	0	0	0	0
Healthplan Southeast	0	0	0	0	0	0	0	0	0	0
Healthy Palm Beaches, Inc.	0	0	0	0	0	0	0	0	0	0
Humana Medical Plan, Inc.	539	1,490	943	627	557	353	709	467	0	0
Mayo Health Plan, Inc.	0	0	0	0	0	0	0	0	0	0
Neighborhood Health Partnership	0	0	0	0	0	0	0	0	0	0
One Health Plan of Florida, Inc.	0	0	0	0	0	0	0	0	0	0
Physicians Healthcare Plan, Inc.	5,128	10,734	8,629	0	0	3,695	3,101	0	0	0
Preferred Care Partners, Inc.	0	0	0	0	0	0	0	0	0	0
Preferred Choice, the HMO of Florida Health Choice, Inc.	0	0	0	0	0	0	0	0	0	0
Preferred Medical Plan, Inc.	0	0	0	0	0	0	0	0	0	0
Prudential Health Care Plan, Inc. (Florida Division)	0	0	0	0	0	0	0	0	0	0
Public Health Trust of Dade County, The	0	0	0	0	0	0	0	0	0	0
Total Health Choice, Inc.	0	0	0	0	0	0	0	0	0	0
United HealthCare of Florida, Inc.	0	0	0	0	0	0	3,086	0	0	0
Vista Health Plan, Inc.	0	0	0	0	0	0	0	0	0	0
Well Care HMO, Inc	3,718	10,257	18,005	0	0	1,963	2,404	0	0	0
TOTAL	13,381	30,978	37,880	2,993	3,034	7,298	10,752	467	0	0

Florida HMO Enrollment

Medicaid

As of December 31, 2001

Health Maintenance Organization	Suwannee	Taylor	Union	Volusia	Wakulla	Walton	Washington	Other	TOTALS
Aetna U.S. Healthcare	0	0	0	0	0	0	0	0	0
American Medical Healthcare	0	0	0	0	0	0	0	0	0
America's Health Choice Medical Plan, Inc. (M+C Only)	0	0	0	0	0	0	0	0	0
AmeriHealth of Florida, Inc.	0	0	0	0	0	0	0	0	0
AvMed, Inc.	0	0	0	0	0	0	0	0	19,097
Beacon Health Plans, Inc.	0	0	0	0	0	0	0	0	19,930
Capital Group Health Services of Florida	0	0	0	0	0	0	0	0	0
CIGNA Healthcare of Florida, Inc.	0	0	0	0	0	0	0	0	0
Florida 1st Health Plan, Inc.	0	0	0	0	0	0	0	0	3,132
Florida Health Care Plans	0	0	0	0	0	0	0	0	0
Foundation Health, A Florida Health Plan, Inc.	0	0	0	0	0	0	0	0	24,415
HealthCare USA, Inc.	0	0	0	0	0	0	0	0	0
HealthEase of Florida	0	0	0	5,883	253	0	0	0	128,374
Health First Health Plans, Inc.	0	0	0	0	0	0	0	0	0
Health Options, Inc.	0	0	0	0	0	0	0	0	0
Health Options Connect, Inc. (aka Principal Health Care of F	0	0	0	0	0	0	0	0	0
Healthplan Southeast	0	0	0	0	503	0	0	0	10,443
Healthy Palm Beaches, Inc.	0	0	0	0	0	0	0	0	4,138
Humana Medical Plan, Inc.	0	0	81	1,400	37	0	0	0	46,177
Mayo Health Plan, Inc.	0	0	0	0	0	0	0	0	0
Neighborhood Health Partnership	0	0	0	0	0	0	0	0	13,758
One Health Plan of Florida, Inc.	0	0	0	0	0	0	0	0	0
Physicians Healthcare Plan, Inc.	0	0	0	0	0	0	0	0	104,521
Preferred Care Partners, Inc.	0	0	0	0	0	0	0	0	0
Preferred Choice, the HMO of Florida Health Choice, Inc.	0	0	0	0	0	0	0	0	0
Preferred Medical Plan, Inc.	0	0	0	0	0	0	0	0	11,253
Prudential Health Care Plan, Inc. (Florida Division)	0	0	0	0	0	0	0	0	0
Public Health Trust of Dade County, The	0	0	0	0	0	0	0	0	8,674
Total Health Choice, Inc.	0	0	0	0	0	0	0	0	0
United HealthCare of Florida, Inc.	0	0	0	8,484	0	0	0	0	56,402
Vista Health Plan, Inc.	0	0	0	0	0	0	0	0	0
Well Care HMO, Inc	0	0	0	0	0	0	0	0	139,747
TOTAL	0	0	81	15,767	793	0	0	0	590,061

Appendix D: Hispanic Enrollment by County

Source: Data run by AHCA

Hispanic Enrollment in Counties with HMOs and Without HMOs

Non-HMO Counties			
County	Number of HMOs	Number of Medicaid Enrollees	Number of Hispanic Enrollees
Bay	0	23612	299
Calhoun	0	2688	50
Collier	0	19935	8119
DeSoto	0	5170	1153
Flagler	0	3611	154
Franklin	0	1605	5
Glades	0	130	1
Gulf	0	2157	10
Hamilton	0	2649	200
Hardee	0	6000	2832
Holmes	0	4238	63
Indian River	0	10543	1035
Jackson	0	8233	92
Lafayette	0	1009	79
Monroe	0	6726	1592
Okaloosa	0	16366	360
St. Lucie	0	28563	2798
Sumter	0	15516	1129
Suwannee	0	6193	288
Taylor	0	3801	26
Walton	0	6249	86
Washington	0	4165	24

Total **179159** **20395**

HMO Counties			
County	Number of HMOs	Number of Medicaid Enrollees	Number of Hispanic Enrollees
Alachua	1	29100	852
Bradford	1	4498	48
Charlotte	1	10825	597
Columbia	1	11628	218
Gilchrist	1	3104	95
Hendry	1	7233	2562
Hernando	1	13939	808
Levy	1	5567	133
Liberty	1	1048	43
Nassau	1	3958	28
Okeechobee	1	6450	1452
St. Johns	1	8921	121
Union	1	1768	40
Baker	2	3502	22
Citrus	2	13217	303
Clay	2	8381	306
Dixie	2	2982	23
Duval	2	103650	3026
Escambia	2	46533	434
Marion	2	34957	2832
Martin	2	9295	1897
Putnam	2	14702	1305
Santa Rosa	2	12614	145
Brevard	3	41366	1978
Gadsden	3	10267	579
Highlands	3	12163	2302
Jefferson	3	2638	26
Lake	3	22187	2232
Leon	3	26615	558
Madison	3	3768	47
Volusia	3	55725	5611
Wakulla	3	2843	23
Lee	4	48758	9721
Manatee	4	24525	4736
Sarasota	4	19324	1278
Hillsborough	5	132766	29238
Osceola	5	26258	12083
Pasco	5	40005	2887
Pinellas	5	107937	8906
Seminole	5	19654	2341
Orange	6	140868	34455
Polk	6	76058	10106
Palm Beach	8	104793	20595
Broward	10	168593	26580
Miami-Dade	12	434417	176173

Total **1879400** **369745**