

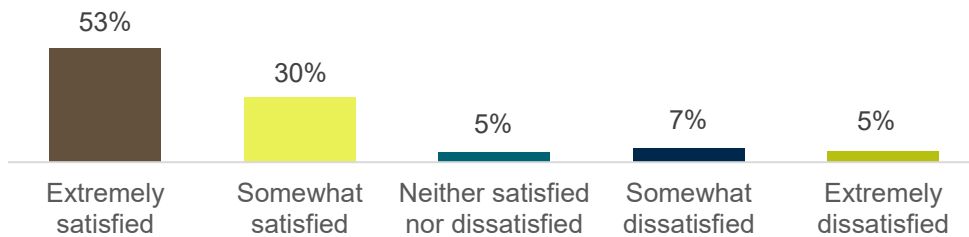
Dual Eligible Beneficiary Survey

In 2024, the Michigan Department of Health and Human Services (MDHHS) surveyed beneficiaries enrolled in MI Health Link (MHL) and beneficiaries enrolled in dual eligible (Medicaid and Medicare coverage) special needs plans (D-SNP). The surveys asked about experiences with care plans, care coordinators, health benefits and access to services. Their responses will help inform the transition of MI Health Link to a Highly Integrated Dual Eligible Special Needs Plan (HIDE SNP).

MI Health Link survey results: Access to services

Eighty-three percent of respondents reported that they were somewhat or extremely satisfied with their choice of physicians and other health care providers.

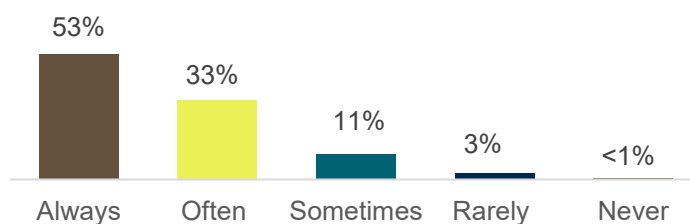
How satisfied are you with your available choices of physicians and other health care providers?



Eighty-six percent of respondents reported that they were always or often able to schedule timely appointments.

How often are you able to schedule timely appointments with your health care providers?

Respondents' ability to **always** schedule timely appointments varied by health plan, ranging from 38% to 59%.



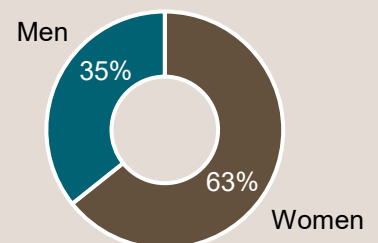
Note: MI Health Link beneficiaries have a \$0 co-pay; therefore, they were not asked co-pay related questions in the survey.

229

total responses
out of 40,000 MHL beneficiaries.

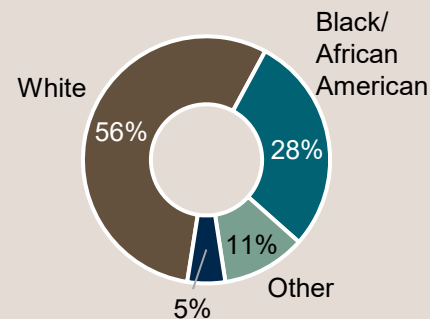
Respondent characteristics

Gender

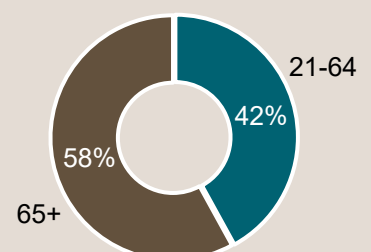


Note: <2% of respondents identified as gender neutral or preferred not to answer.

Race and ethnicity



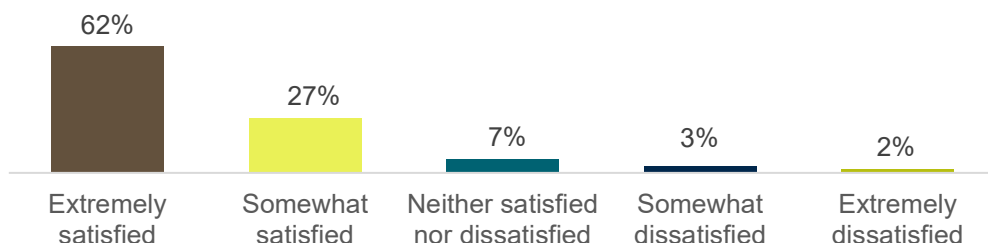
Age



D-SNP survey results: Access to services

Eighty-nine percent of respondents reported that they were somewhat or extremely satisfied with their choice of physicians and other health care providers.

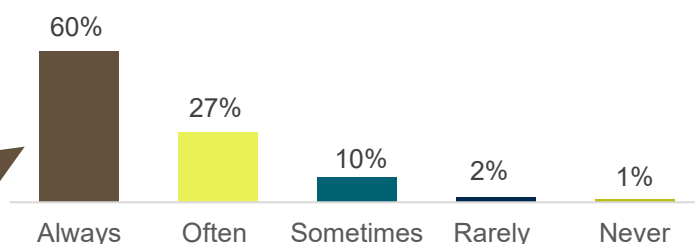
How satisfied are you with your available choices of physicians and other health care providers?



Eighty-seven percent of respondents reported that they were always or often able to schedule timely appointments.

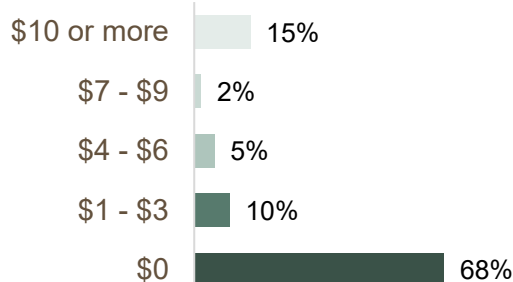
How often are you able to schedule timely appointments with your health care providers?

Respondents' ability to **always** schedule timely appointments varied by health plan, ranging from 49% to 63%



More than 80% of respondents reported that managing their co-pays was easy and expressed satisfaction.

How much do you usually pay in co-pays?



Smaller health plans **more often** charged higher co-pays, which was associated with higher reports of dissatisfaction.

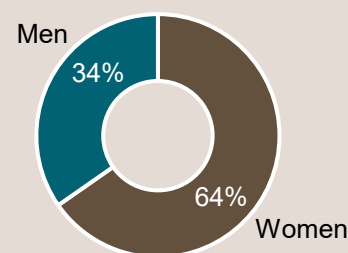
Respondents identifying as Other, Asian, and Black/African American **most frequently** reported paying \$10+ in co-pays.

4,551

total responses
out of 100,000 D-SNP
beneficiaries.

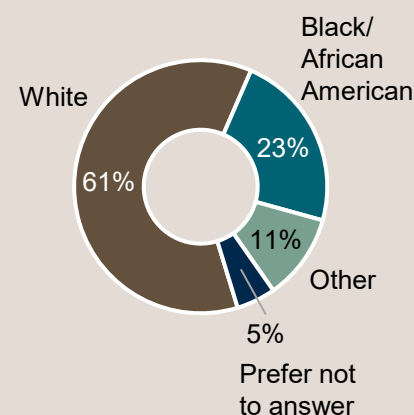
Respondent characteristics

Gender



Note: <2% of respondents identified as transgender, gender non-binary, or preferred not to answer.

Race and ethnicity



Age

