

Dual Eligible Beneficiary Survey

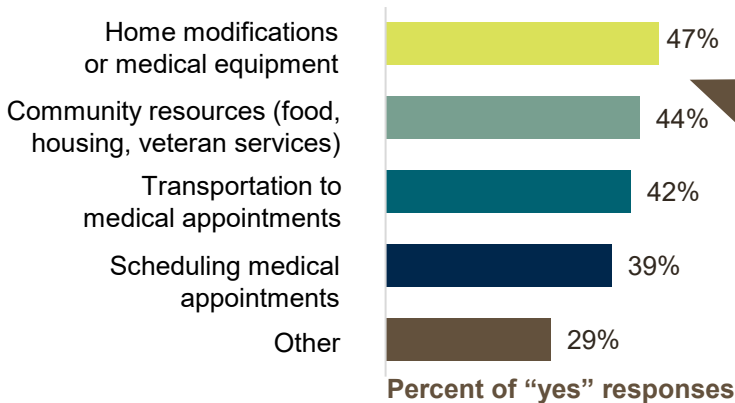
In 2024, the Michigan Department of Health and Human Services (MDHHS) surveyed beneficiaries enrolled in MI Health Link (MHL) and beneficiaries enrolled in dual eligible (Medicaid and Medicare coverage) special needs plans (D-SNP). The surveys asked about experiences with care plans, care coordinators, 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: Benefits

Seventy-nine percent of respondents said they were **happy** with their benefits.

Respondents reported getting the most help from care coordinators to obtain **home modifications or medical equipment**.

Does your care coordinator help you get any of these benefits/services?



Black or African American respondents were **43% more likely** to report receiving help accessing home modifications compared to white respondents.

Most used additional benefits

- 38%** Over-the-counter stipends for medications.
- 26%** Adaptive medical equipment and supplies.
- 18%** Caregiver respite services.

Most desired additional benefits

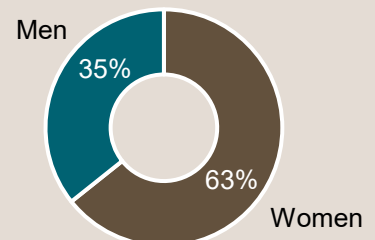
1. Improved dental provider network and coverage of services.
2. Expanded prescription and over-the-counter medications on covered list.
3. Increased cash assistance e.g., spending cards.

229

total responses
out of 40,000 MHL beneficiaries.

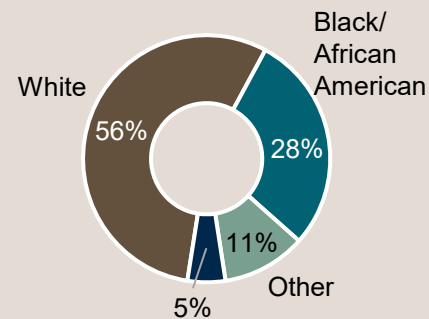
Respondent characteristics

Gender

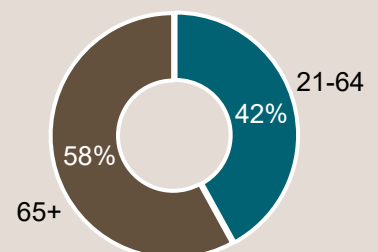


Note: <2% of respondents identified as gender neutral or preferred not to answer.

Race and ethnicity



Age



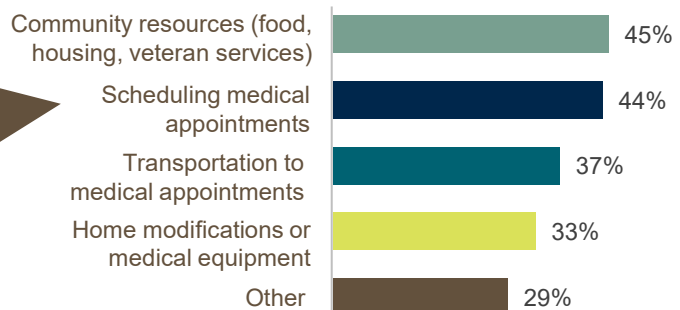
D-SNP survey results: Benefits

Eighty-four percent of respondents said they were happy with their benefits.

Respondents reported getting the most help from care coordinators to access **community resources**.

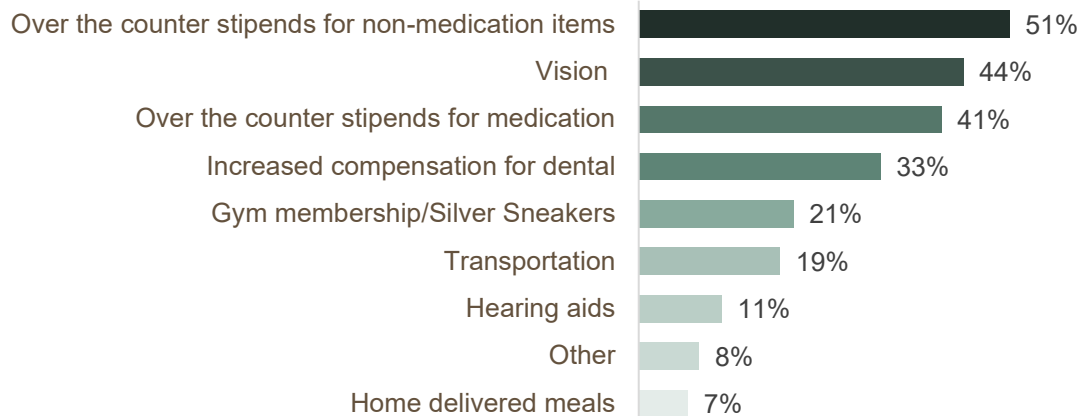
Does your care coordinator help you get any of these benefits/services?

Scheduling medical appointments was the **top reported** response for Black or African American and American Indian or Alaskan Native respondents.



Percent of "yes" responses

Most used additional benefits



Most desired additional benefits



1. Improved dental provider network and coverage of services



2. Food and home delivered meals



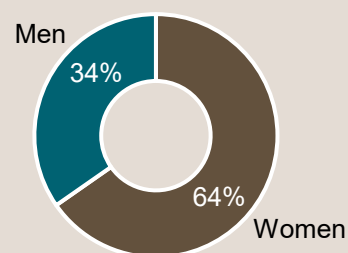
3. Expanded medical coverage e.g., lower out of pocket costs and no Medicaid spend down

4,551

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

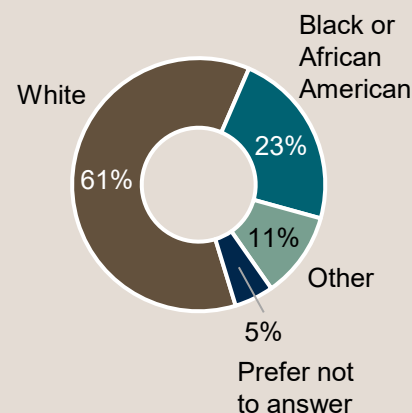
Respondent characteristics

Gender



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

Race and ethnicity



Age

