

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: Care plans and care coordinators

Half of respondents reported that they had a care plan. Of those:

90%

participated in creating their care plan.

93%

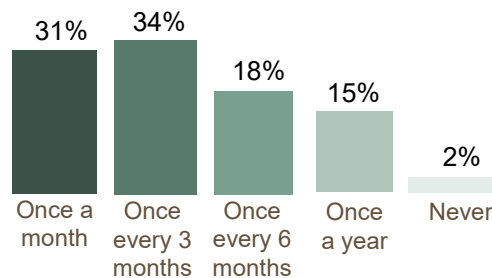
included goals for managing their health and improving their quality of life.

Seventy-one percent of respondents reported that they had a care coordinator. Of those:

93%

were happy with how often they talked with their care coordinator.

How often do respondents talk to their care coordinators?



Areas for growth and expanded outreach

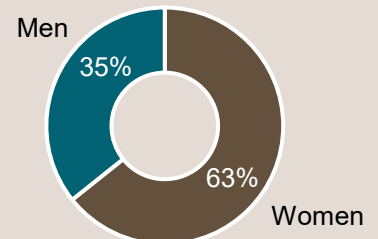
White respondents were 46% more likely to report having a care plan than Black/African American respondents.

229

total responses
out of 40,000 MHL beneficiaries.

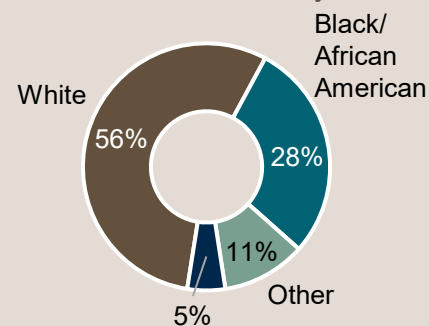
Respondent characteristics

Gender

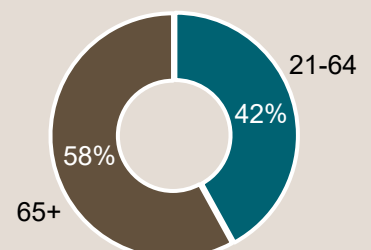


Note: <2% of respondents identified as gender neutral or preferred not to answer.

Race and ethnicity



Age



D-SNP survey results: Care plans and care coordination

Thirty-nine percent of respondents reported they had a care plan. Of those:

88%

participated in creating their care plan.

93%

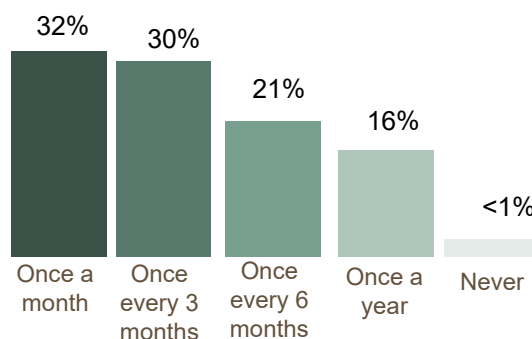
included goals for managing their health and improving their quality of life.

Forty-seven percent of respondents reported they had a care coordinator. Of those:

97%

were happy with how often they talked with their care coordinator.

How often do respondents talk to their care coordinators?



Areas for growth and expanded outreach

Middle Eastern/North African respondents were least likely to report being involved in the care planning process compared to other race/ethnicity groups.

Respondents in 2 out of 8 health plans were less likely to report having a care plan and care coordinator.

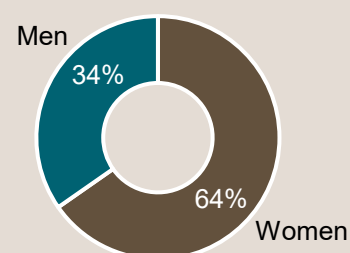
Respondents aged 21-64 were less likely to report that they had a care plan compared to those aged 65+.

4,551

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

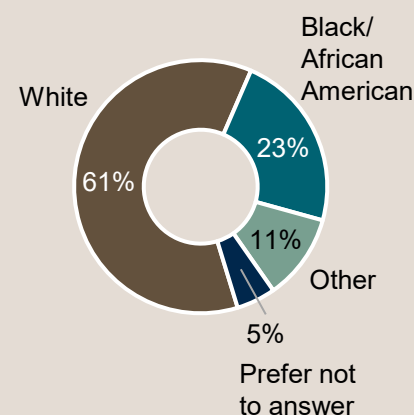
Respondent characteristics

Gender



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

Race and ethnicity



Age

