

Oregon Health Authority Oregon Health Plan Member Survey

August 2018



Research Purpose

- Assess member satisfaction with health care
- Measure support for CCO 2.0 policies to complement community outreach
- Determine most effective messengers

Methodology

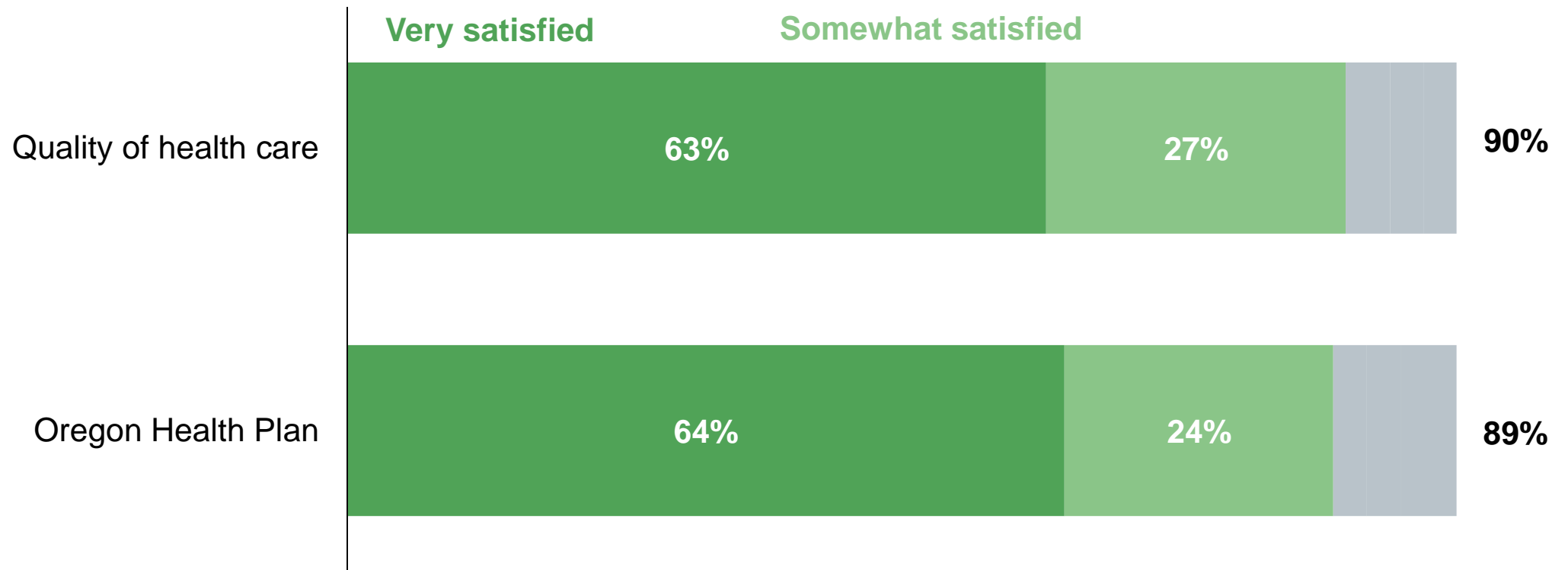
- Telephone survey of 401 OHP members
 - 348 interviews conducted in English
 - 14 Spanish, 14 Vietnamese, and 28 Russian
- Conducted August 22–27, 2018; 12 minutes to complete
- Respondents contacted from a list of OHP members
- Margin of error $\pm 4.9\%$
- Due to rounding, some totals may differ by ± 1 from the sum of separate responses

Key Takeaways

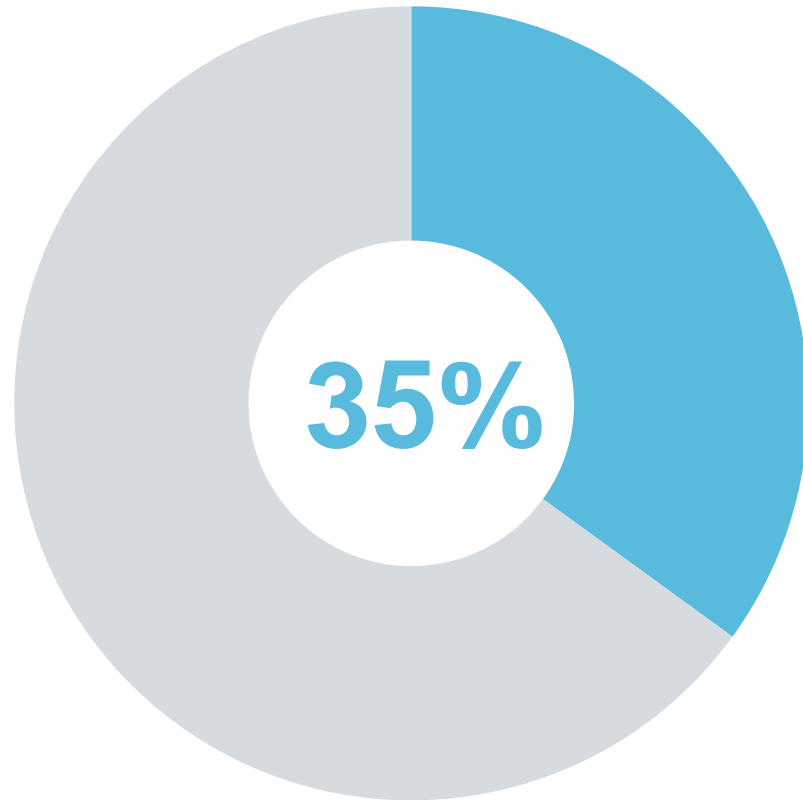
- OHP members are highly satisfied with their health care, and they trust OHP for information about health
- Members have some concerns about access to care and the ability to easily find and choose providers
- There is strong support for some CCO 2.0 proposals, but those that may limit the number of providers in Oregon are less popular

Satisfaction

OHP members are highly satisfied with the program and with the health care they receive.

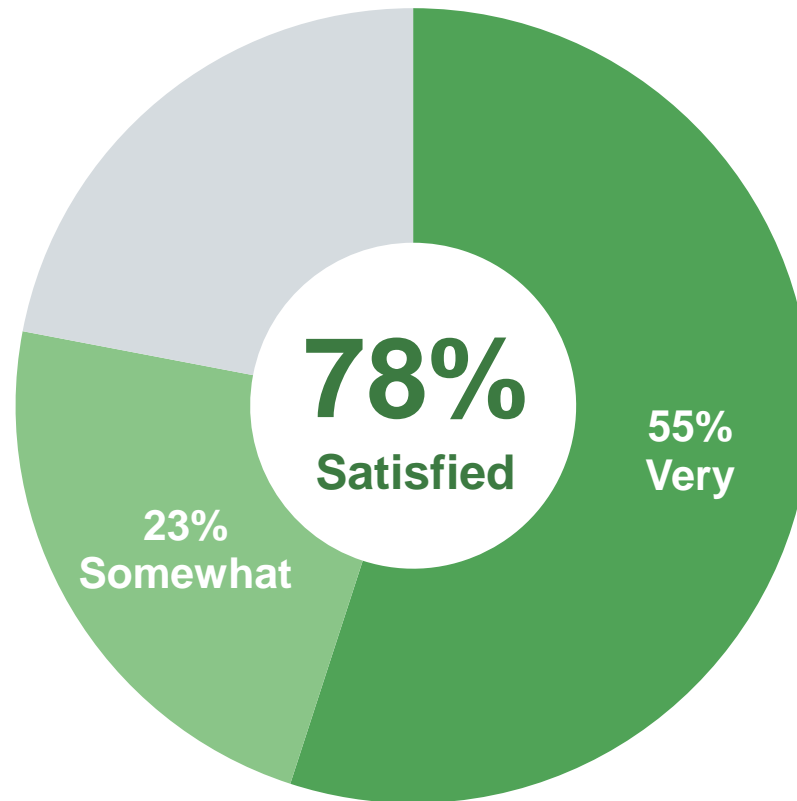


Many respondents are unfamiliar with CCOs.

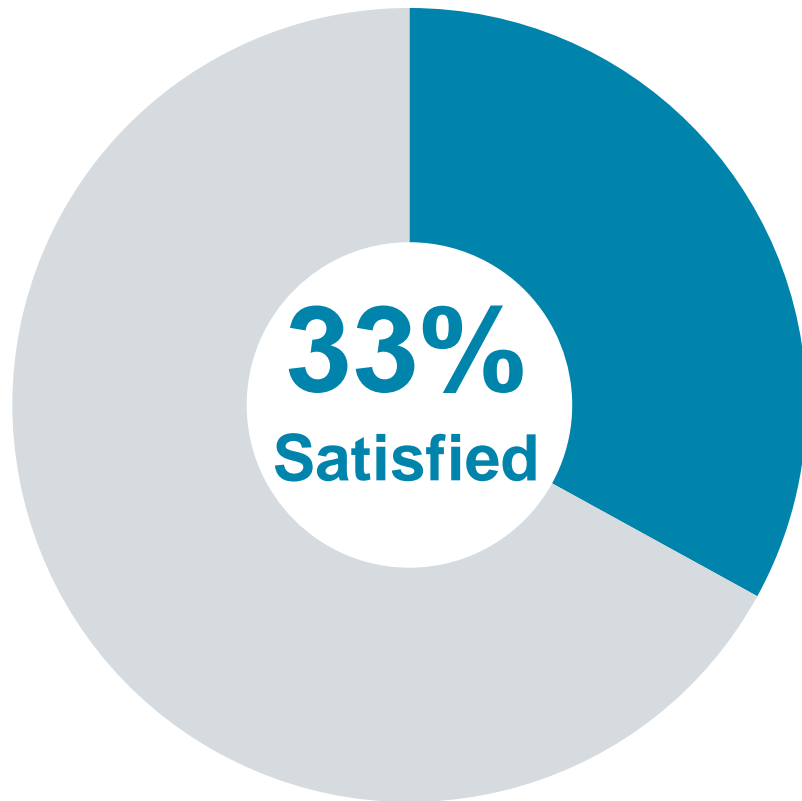


Not sure what a
CCO is

Those who are familiar with CCOs are highly satisfied.



Many members wouldn't change OHP. Those who had suggestions pointed to choice, access, and coverage.

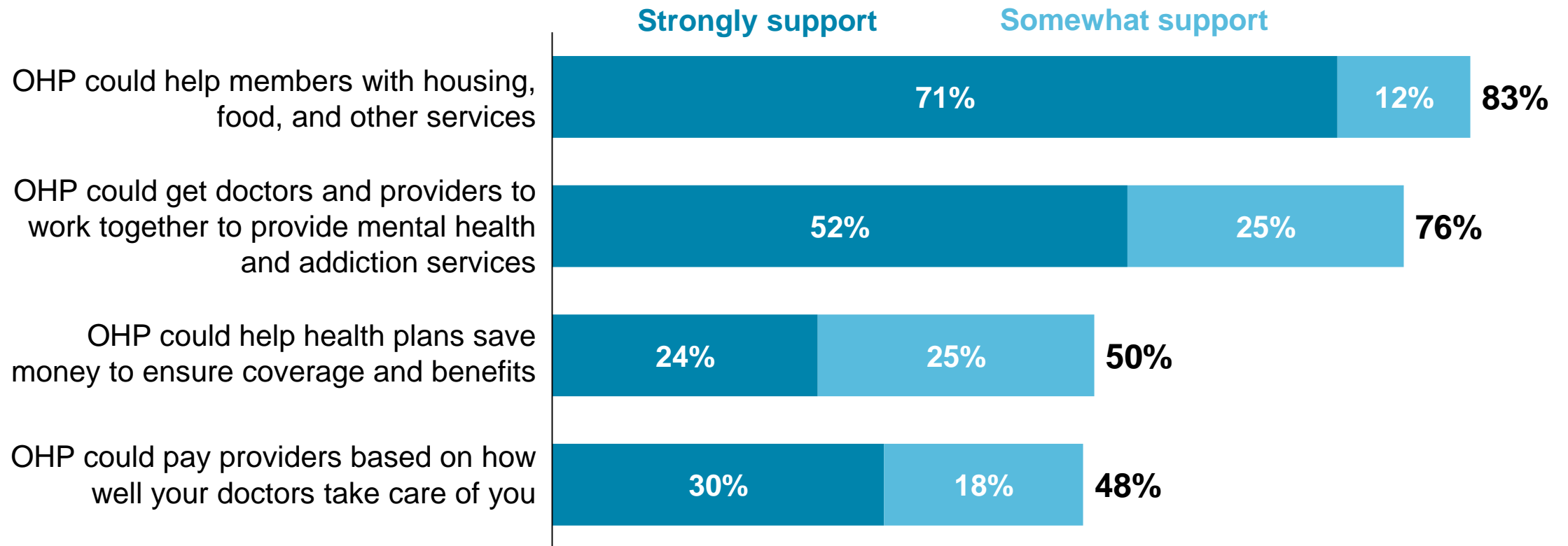


Top Suggestions for Improvement

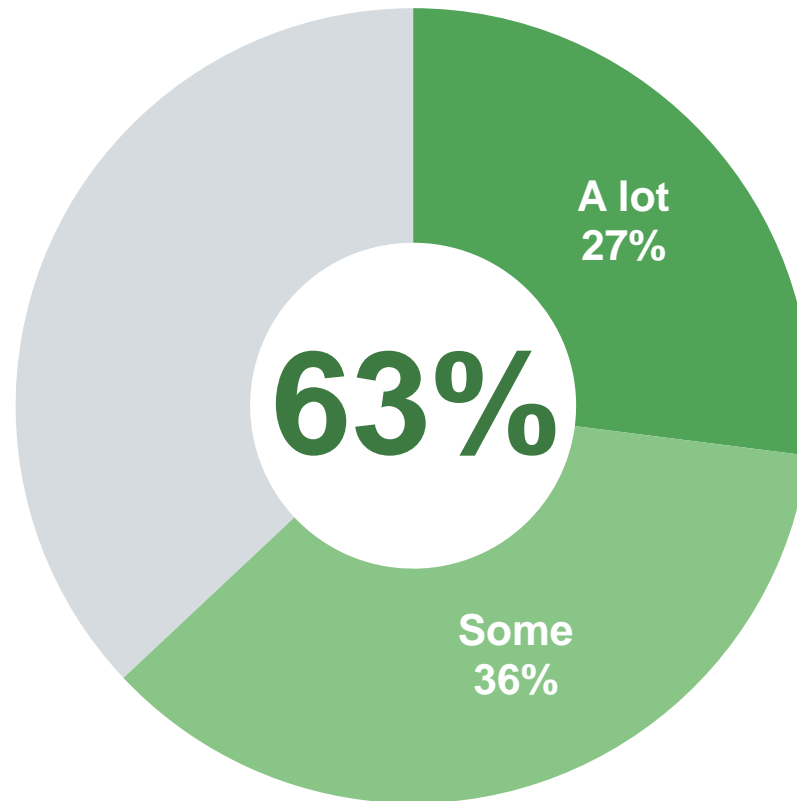
- 23%** Expand coverage (dental, vision, Rx, and more)
- 12%** Wait times in office and on phone
- 10%** Improve access and choice of provider

Health care improvements

There is stronger support for improved mental health care and addressing social determinants of health.



Two-thirds of OHP members think having more representation on CCO board could improve health.





Michelle Neiss
mneiss@dhmresearch.com

Anne Buzzini
abuzzini@dhmresearch.com

www.dhmresearch.com