

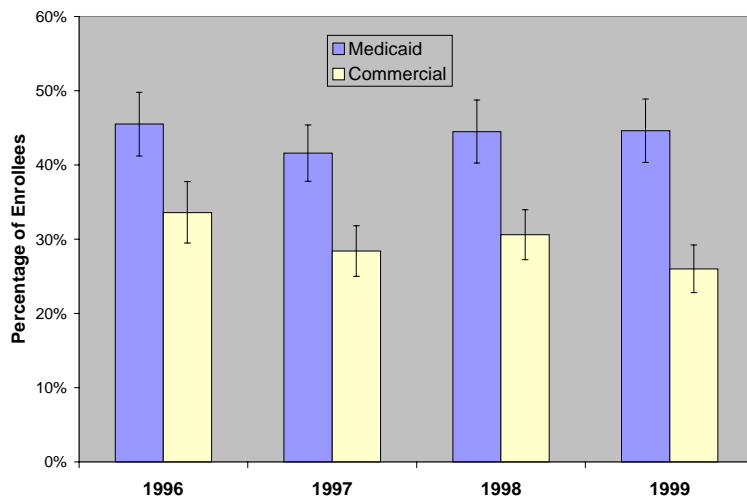
Over 70 percent of all Utahns are enrolled in some form of managed care plan. To help provide meaningful data to help consumers, businesses, and other purchasers of health care, and policymakers make good decisions about health care, the Utah Health Data Committee has implemented the Utah Health Plan Performance Measurement Reporting System since 1996. That System is based on the Health Plan Employer Data and Information Set (HEDIS), which includes measures of enrollee satisfaction. This Health Status Update highlights results of the HMO Enrollee Satisfaction Survey from 1996 to 1999.

### Overall Satisfaction With Health Plan

- From 1996-1999, 42-46% of Medicaid enrollees and 26-34% of commercial HMO enrollees reported being completely satisfied with their health plan (Figure 1).
- The percentage of commercial enrollees who were completely satisfied decreased somewhat.

### Overall Plan Satisfaction

Figure 1. Percentage of enrollees who reported being completely satisfied with their health plan, Utah commercial and Medicaid HMO enrollees, 1996-1999.

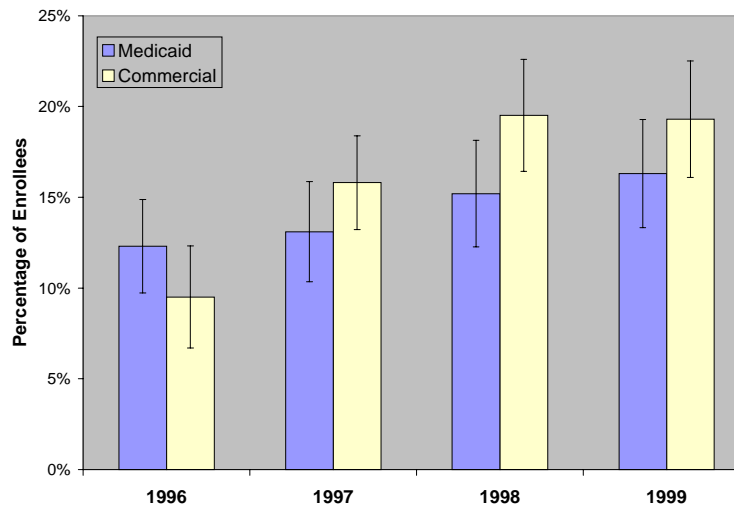


### Problems With Their Health Plans

- The proportions of HMO enrollees reporting problems (either a big or small problem) increased from 1996 to 1999 for both Medicaid and commercial enrollees (Figures 2-4).
  - The proportion of Utahns reporting problems with delays while waiting for approval of services increased from 9 to 19% for commercial enrollees and from 12 to 16% for Medicaid enrollees.
  - The proportions of Utahns reporting difficulty receiving needed medical care increased from 7 to 12% for commercial enrollees and from 7 to 15% for Medicaid enrollees.
  - The proportions of Utahns reporting difficulty getting referral to a specialist increased from 11 to 23% for commercial enrollees and from 11 to 22% for Medicaid enrollees.

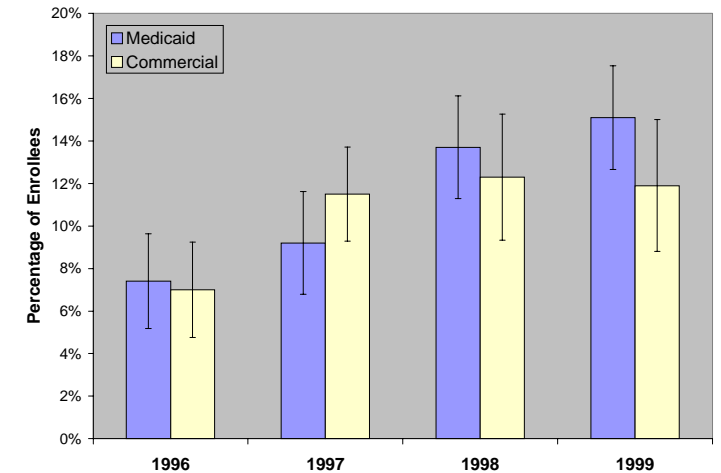
### Delays Waiting for Approval

Figure 2. Percentage of enrollees reporting problems with delays waiting for approval of services, Utah commercial and Medicaid HMO enrollees, 1996-1999.



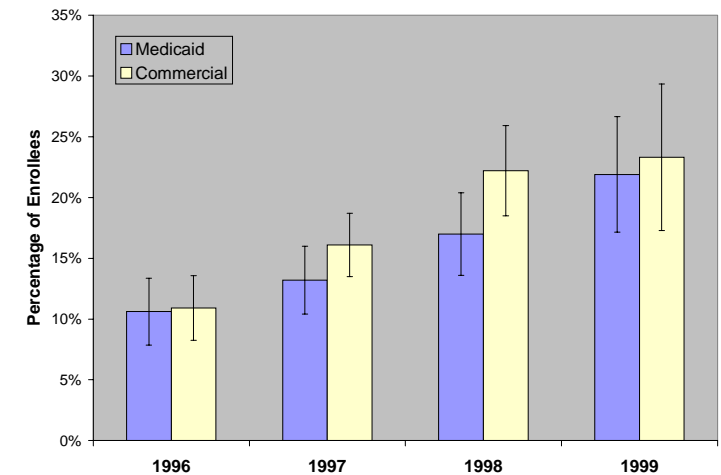
### Problems Getting Needed Medical Care

Figure 3. Percentage of enrollees reporting a problem receiving medical care the doctor considered necessary, Utah commercial and Medicaid HMO enrollees, 1996-1999.



### Problems Getting Referral to Specialist

Figure 4. Percentage of enrollees reporting a problem getting a referral to a specialist, Utah commercial and Medicaid HMO enrollees, 1996-1999.

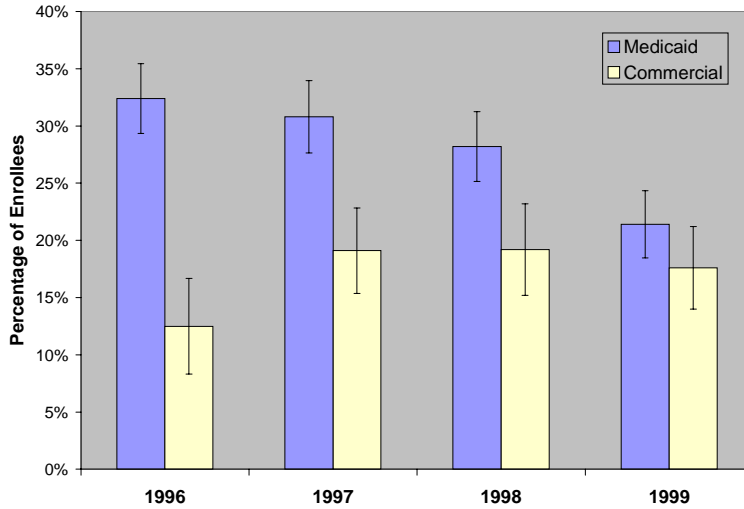


### Intention to Recommend or Switch Health Plan

- Enrollees of Medicaid HMOs were slightly more likely to report they would recommend their health plan to a friend or family member. During 1996-1999, 60-66% of Medicaid compared with 43-53% of commercial HMO enrollees reported they would recommend their plan. No trend was evident for this measure.
- Medicaid enrollees were more likely to report that they intended to switch health plans due to problems. That difference decreased over this time period (Figure 5).

### Intent to Switch Plans

Figure 5. Percentage of enrollees reporting that they intended to switch health plans due to HMO-related problems, Utah commercial and Medicaid HMO enrollees, 1996-1999.



The US health care system has undergone dramatic changes over the past decade. Much attention has been focused on both the cost saving potential and the perceived loss of consumer choice associated with HMO's. These data indicate that most Utahns enrolled in health plans remain satisfied with their HMO, but also suggest that in some areas perceived problems have become more common. These data can help assist policy level and individual decisions about health care in Utah

## July Utah Health Status Update

Additional information about this topic can be obtained from the Office of Health Care Statistics, Utah Department of Health, P. O. Box 144004, Salt Lake City, Utah 84114-4004, (801) 538-7048, FAX (801) 538-9916, or the Office of Public Health Assessment, Utah Department of Health, P.O. Box 142101, Salt Lake City, Utah 84114-2101, (801) 538-6108, FAX (801) 536-0947 or (801) 538-9346, email: [phdata@doh.state.ut.us](mailto:phdata@doh.state.ut.us).

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