



Arizona for  
Better Medicaid



PREDICTIVE  
INSIGHTS

# Arizona for Better Medicaid

Survey Research Results

June, 2022

# Project Goal

## Determine

- Caregiver's opinions and perceptions regarding their current services
- Caregiver's opinions and perceptions regarding Managed Care

1

## Identify

- Degree of key issues regarding accessing services
- Key messaging that resonates with the consumers

2

## Discover

- Initial opinions and perceptions of another provider entering the picture
- Whether Managed Care is an option that will support families who need specialized services

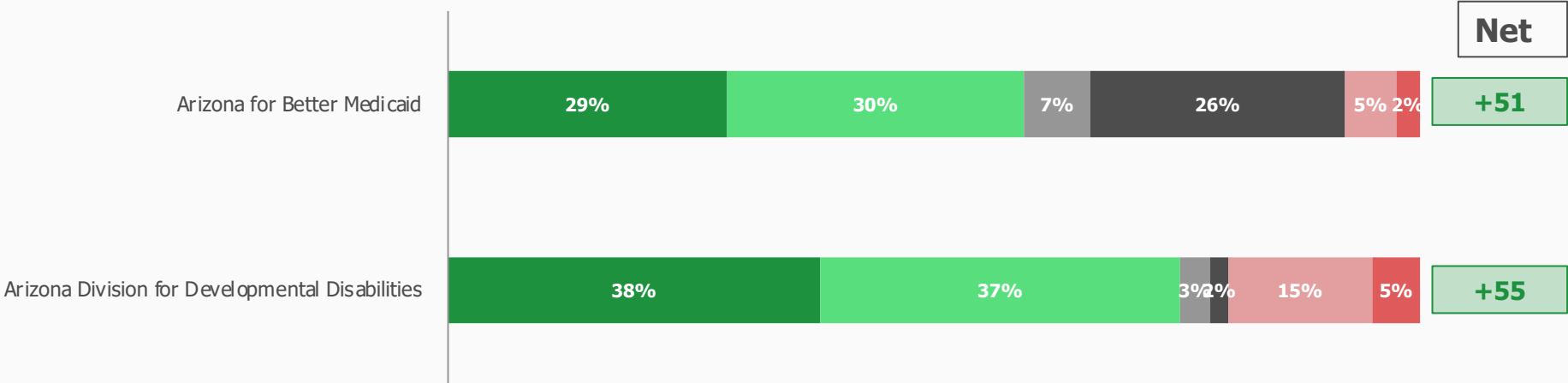
3

# **Awareness and Perceptions of Organizations**

# Respondents have a high favorability of both organizations

## Opinion of Organizations

Very favorable   Somewhat favorable   No opinion   Never heard of   Somewhat unfavorable   Very unfavorable



Q). Do you have a favorable or unfavorable opinion of the organization called Arizona for Better Medicaid? If you have no opinion or have never heard of the group, you can tell me that too. (n=325)

Q). Do you have a favorable or unfavorable opinion of the organization called Arizona Division for Developmental Disabilities? If you have no opinion or have never heard of the group, you can tell me that too.

# Strong Name ID for Arizona for Better Medicaid and viewed very favorably

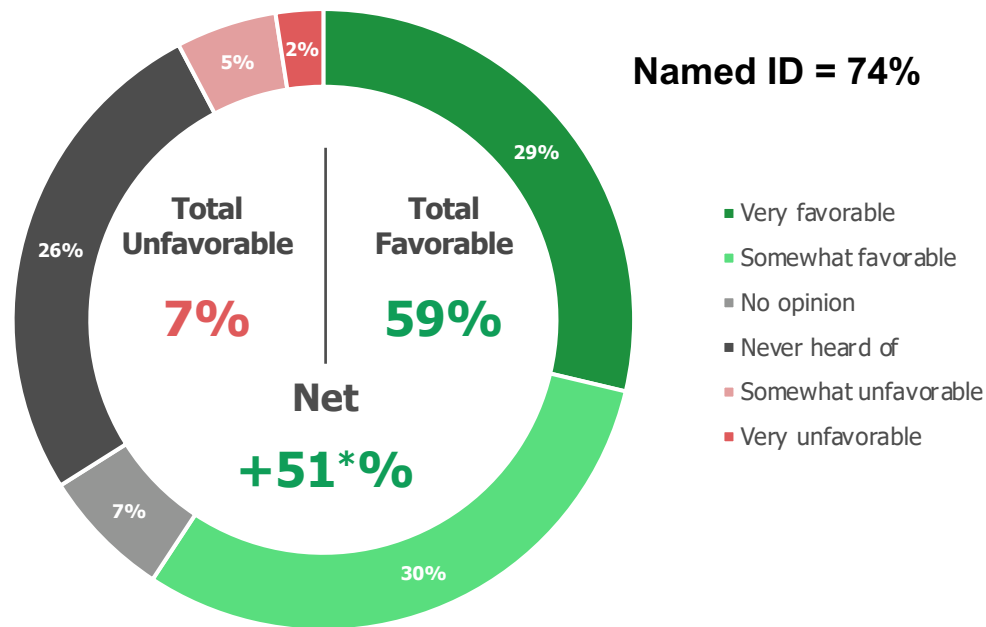
## Total Favorable:

- Male 75%
- 35-44 72%
- Professional caregiver 76%

## No Opinion/Never Heard of:

- Female 39%
- 55-64 73%
- Not a professional caregiver 52%

## Arizona for Better Medicaid



Q). Do you have a favorable or unfavorable opinion of the organization called Arizona for Better Medicaid? If you have no opinion or have never heard of the group, you can tell me that too. (n=325)

# DDD is extremely favorable among respondents

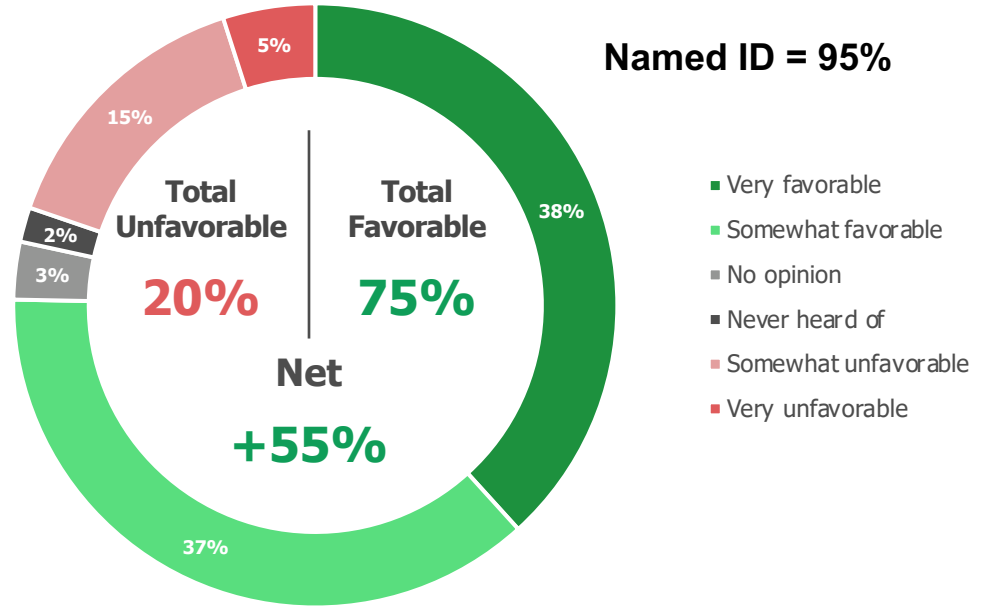
## Total Favorable:

- 35-44 86%
- Professional caregiver 80%

## Total Unfavorable:

- Female 20%
- 45-54 31%
- Not a professional caregiver 24%

## Arizona Division for Developmental Disabilities



Q). Do you have a favorable or unfavorable opinion of the organization called Arizona Division for Developmental Disabilities? If you have no opinion or have never heard of the group, you can tell me that too. (n=325)

# **DDD Services and Experience**

# Majority had some form of trouble accessing services

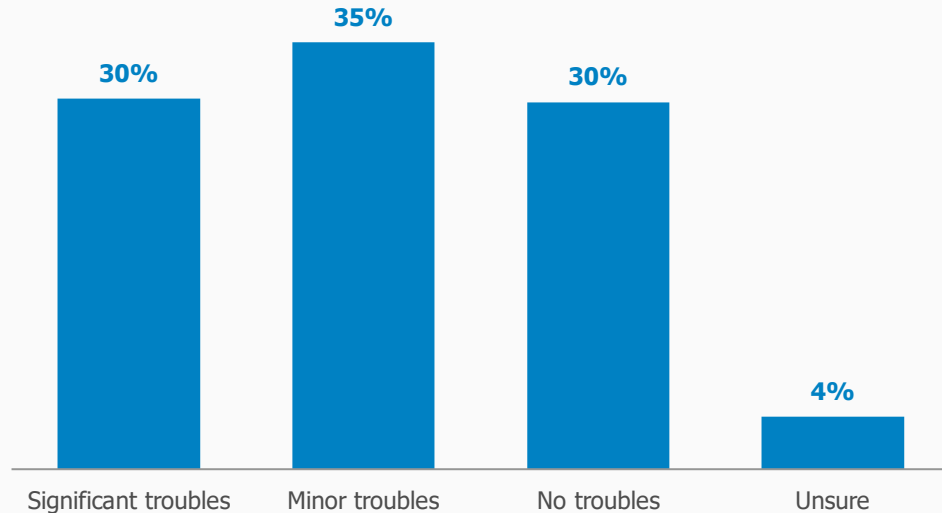
## Trouble Accessing Services Needed from DDD

### Significant troubles:

- Professional caregiver 41%
- 35-44 46%
- Negative experience 58%
- Extremely familiar with MMC 50%

### Minor troubles:

- Not a professional caregiver 43%
- 18-34 47%
- Not familiar with MMC 47%



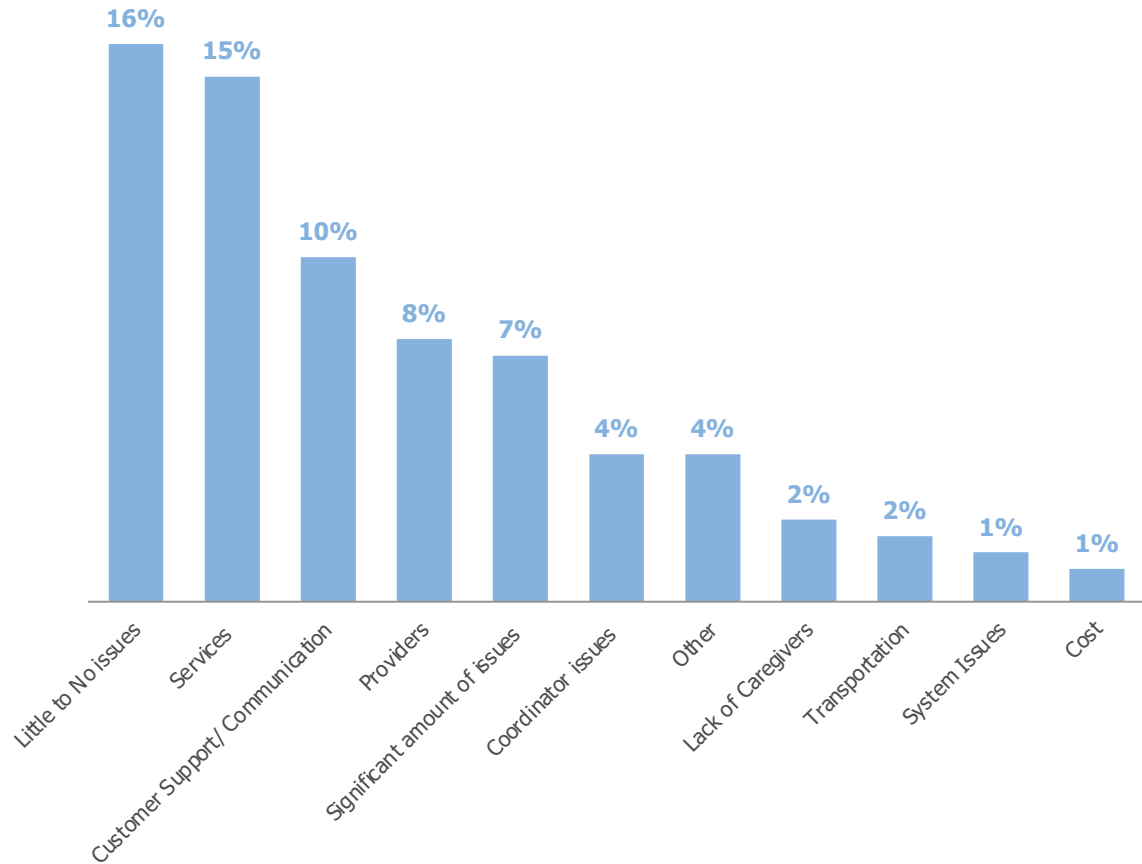
Q). Have you had trouble accessing services you have needed from DDD or not? (n=325)



# A deeper dive into the 66% respondents who said they had significant or minor troubles accessing services

- “Often the DDD worker doesn’t follow through on getting the services in place. She also doesn’t keep me advised of services my son may be eligible for.”
- “Lack of providers to provide services in place. With a turnover of Support Coordinators, lack of consistency in getting new/additional services and reasons for denial, etc. We have service on paper but not always fulfilled.”
- “I haven’t had a lot of assistance from my DDD coordinator. I have had to find services independently.”
- “No communication/no information”, “Not receiving calls back”

## Types of Issues



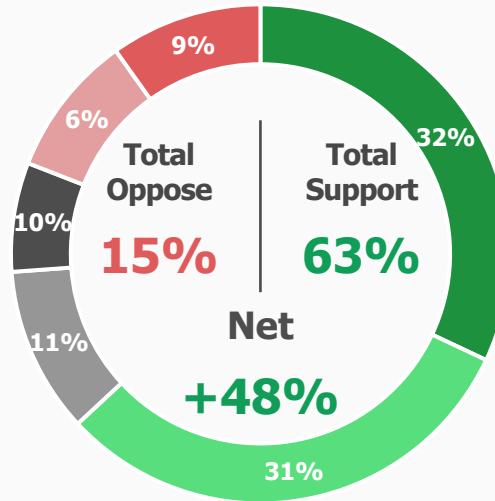
Q.) What has been your biggest issues with accessing services? (n=213)  
\*35% of respondents preferred not to answer

# **Initial Support for Managed Care**

# Initial Support of Medicaid Managed Care as an Option - Unaided

## Initial Support

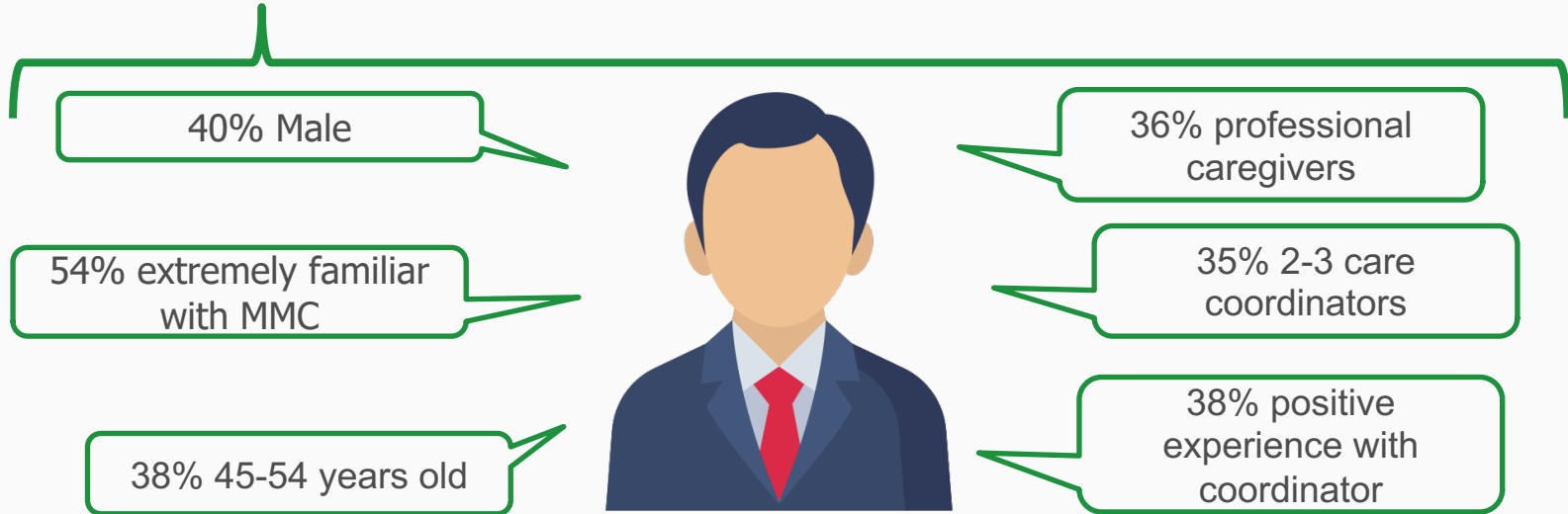
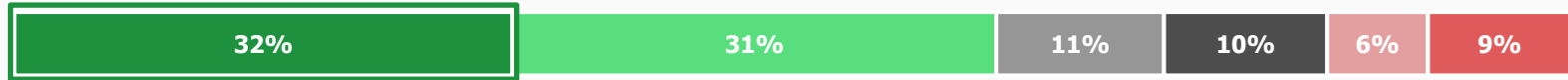
- Strongly support
- Somewhat support
- Neither support nor oppose
- Unsure
- Somewhat oppose
- Strongly oppose



# Initial Supporter

## Initial Support

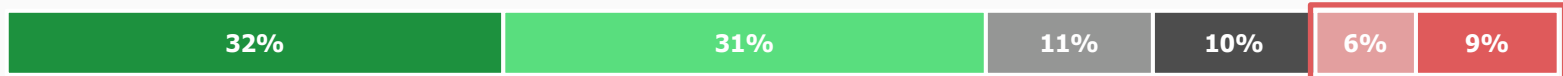
■ Strongly support ■ Somewhat support ■ Neither support nor oppose ■ Unsure ■ Somewhat oppose ■ Strongly oppose



Q). Would you support or oppose allowing Managed Care as an option for delivering home and community based services to people with intellectual or developmental disabilities receiving long term services and supports? (Among Strongly Support N=104)

## Initial Support

■ Strongly support ■ Somewhat support ■ Neither support nor oppose ■ Unsure ■ Somewhat oppose ■ Strongly oppose



17% a little familiar with MMC

20% 65+ years old



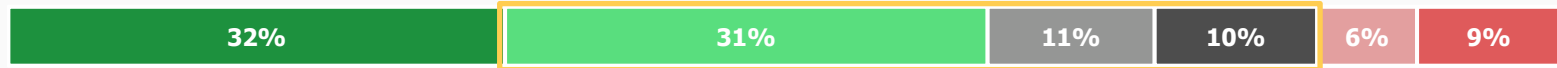
22% no troubles accessing services

31% 5+ care coordinators

# Initial Somewhat Supportive

## Initial Support

■ Strongly support ■ Somewhat support ■ Neither support nor oppose ■ Unsure ■ Somewhat oppose ■ Strongly oppose



# **Messaging**

# Messaging condensed

Message Shortened	Message Verbiage
One case manager for physical/behavioral/long-term care	Under Managed Care, a member will have one case manager for all physical, behavioral, and long-term care like HCBS, instead of multiple individuals working in different delivery systems. Managed Care case managers fill the same role as DDD support coordinators and receive extensive training before being responsible for leading members' care coordination
Opportunity to choose health plan for HCBS	Under a Managed Care option, the member will have the opportunity to choose a health plan for Home and Community Based Services. If the health plan does not contract with a member's providers, the member can stay with DDD or select new providers that are in network with the health plan.
No change in services - change in entity	Arizona's Medicaid benefits entitle DDD members to Home and Community Based Services, regardless of whether DDD or a health plan administers the program. Integration of services into a health plan would not change the types of services offered to individuals with an intellectual or developmental disability. The key change would be the entity responsible for overseeing the delivery of these services. Members would not lose access to these services.
Integrating HBCS into MMC	Many states have successfully integrated Home and Community Based Services into Managed Care. For example, when Tennessee integrated services into their existing managed care program, more individuals with intellectual and developmental disabilities registered for HCBS within 20 months of the program's launch than in the previous 6 years. Integrating long-term care services for people with intellectual and developmental disabilities under Managed Care is not an untested, experimental action.
HCBS profits regulated by DDD	Under Medicaid Managed Care, health plans providing Home and Community Based Services would be regulated by DDD and would be allowed to make only a limited profit. The health plan would be accountable for paying providers for their claims as well as overseeing provider quality and performance



# One Case Manager and no change in services – change in entity were the most effective messages

## Messaging

More Likely    Unsure    No effect    Less Likely

Net

One case manager for physical/behavioral/long-term care

63%

11%

15%

10%

+53

Opportunity to choose health plan for HCBS

58%

8%

22%

11%

+47

No change in services - change in entity

62%

9%

21%

8%

+54

Integrating HCBS into MMC

58%

15%

19%

9%

+49

HCBS profits regulated by DDD

50%

14%

26%

10%

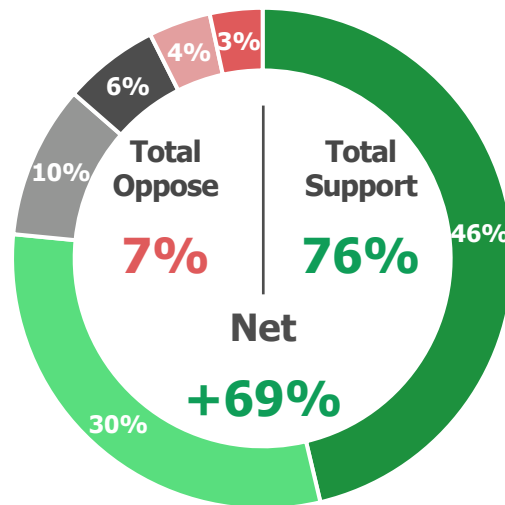
+40

# **Informed Support**

## Takeaway

- Total support before and after hearing facts about Managed Care rose 13%.
- Overall favorability (Support – Oppose) rose to 69%.
- 47% of people who stated that they were not at all previously familiar with the concept of Medicaid Managed Care went on to answer that they were unsure as to whether or not they support it.

### Aided Support



■ Strongly support

■ Somewhat support

■ Neither support nor oppose

■ Unsure

■ Somewhat oppose

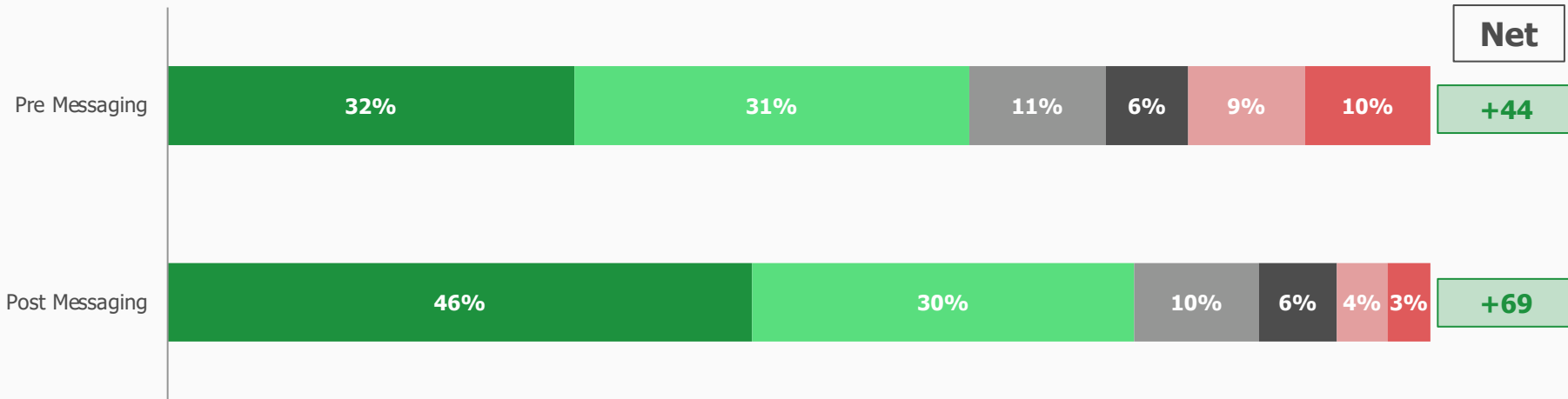
■ Strongly oppose

Q). Now, after hearing multiple facts about Managed Care, would you support or oppose allowing Managed Care as an option for people with intellectual or developmental disabilities receiving long term services and supports like home and community-based services?

# Support increased after messaging

## Messaging Comparison

■ Strongly support ■ Somewhat support ■ Neither support nor oppose ■ Unsure ■ Somewhat oppose ■ Strongly oppose

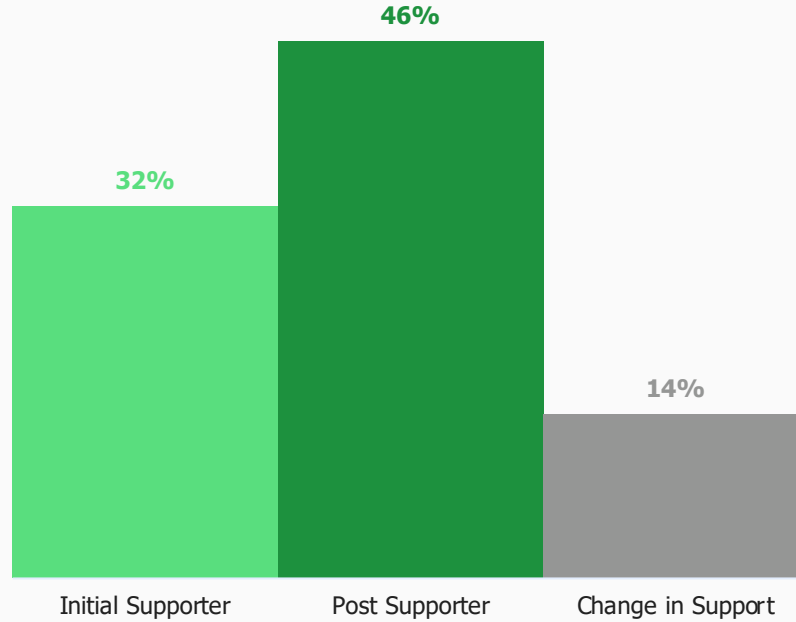


Q). Would you support or oppose allowing Medicaid Managed Care as an option for delivering services to people with intellectual or developmental disabilities receiving long term services and supports?

Q). Now, after hearing multiple facts about Medicaid Managed Care, would you support or oppose allowing Medicaid Managed Care as an option for people with intellectual or developmental disabilities receiving long term services and supports like home and community based services?

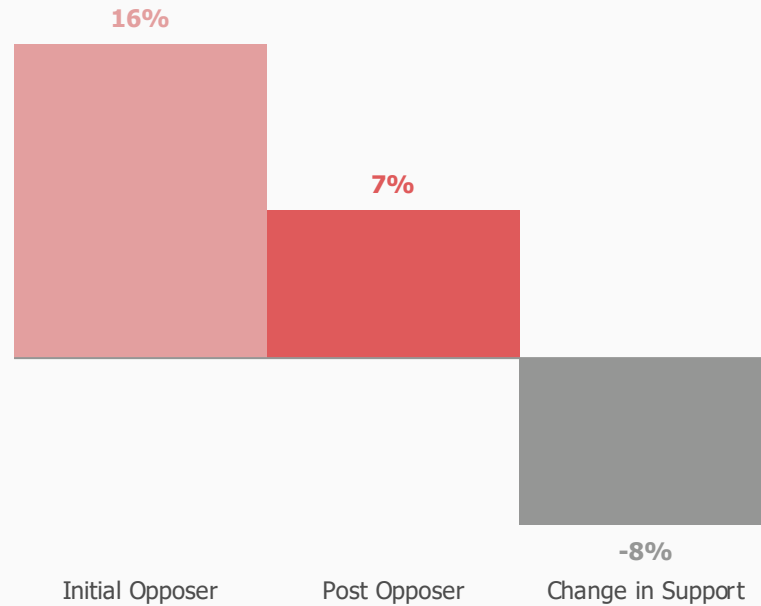
# Overall change among Initial Supporters

## Strong Supporters Change in Support



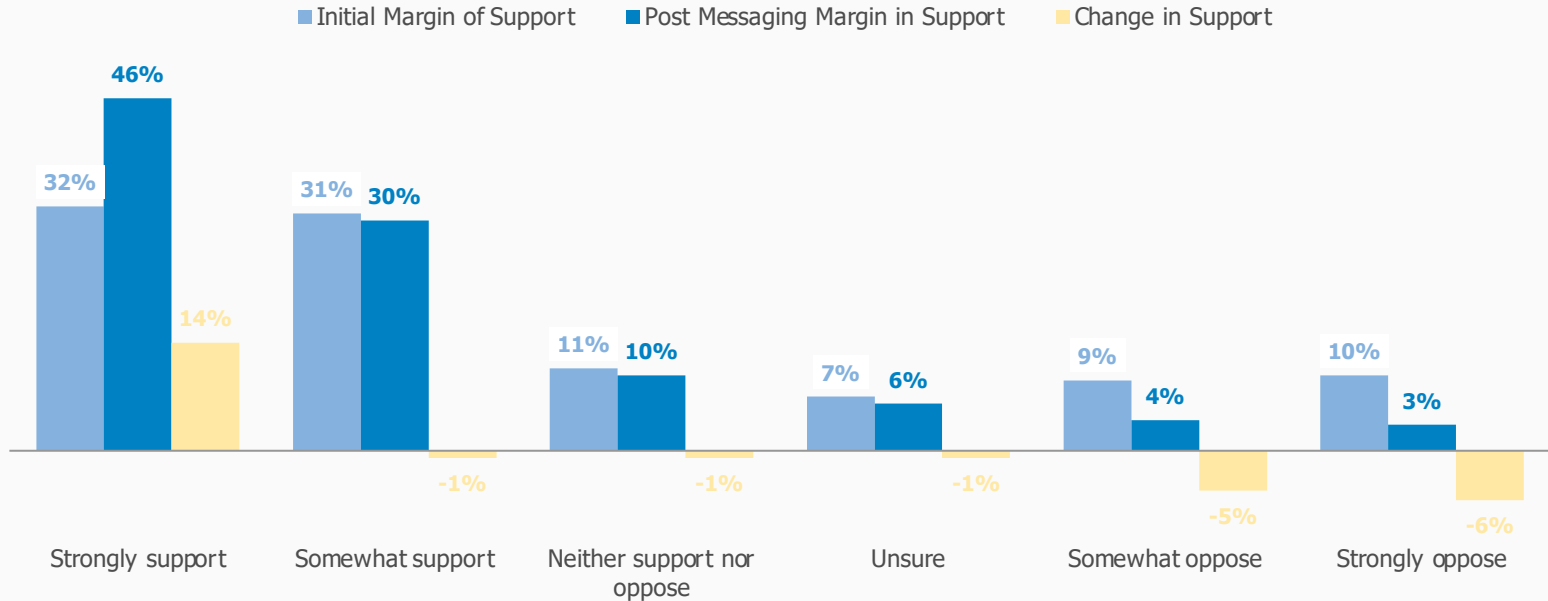
# Overall change of support among Initial Opposition

## Opposers Change in Support



# More than half were more likely to support after messaging

## Messaging Opinion Change



# Key takeaways:

- Respondents have a high favorability of both organizations, Arizona for Better Medicaid and the Arizona Division for Developmental Disabilities.
- Even though DDD favorability was high, providing an option of Medicaid Managed Care was positive prior to hearing information about the option.
- The support for Medicaid Managed Care significantly increased after hearing messaging facts.



# Research Methodology

This statewide survey was conducted by OH Predictive Insights between May 4<sup>th</sup> – May 30<sup>th</sup>, 2022. The sample size was 325 completed surveys, with an MoE of  $\pm 5.43\%$ . Respondents qualified as a professional care giver of a DDD recipient(s), or a family member of a DDD recipient they care for. This statewide survey was conducted via blended platform. \*Numbers may not total 100%, due to rounding.

Gender	
Male	33%
Female	65%
Other or prefer not to answer	2%

Age (n=325)	
18-34	34%
35-44	40%
45-54	14%
55-64	7%
65+	3%
Refused	2%

Caregiver Status (Professional/Not Professional)	
Yes, professional	54%
Yes, not professional	46%

# Methodology

This statewide survey was conducted by OH Predictive Insights between May 4<sup>th</sup> – May 30<sup>th</sup>, 2022. The sample size was 325 completed surveys, with a MoE of  $\pm 5.43\%$ . The sample demographics accurately reflected DDD recipients. This statewide survey was conducted via blended platform. \*Numbers may not total 100%, due to rounding.



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# Thank You

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602-362-5694

3550 N. CENTRAL AVE | STE. 1900  
PHOENIX, AZ 85012