

Member Satisfaction Survey

Description and Process

Annually, South Country formally evaluates member satisfaction with care coordination services and with South Country as their health plan by obtaining feedback from members through a mailed survey. Members included in the survey are enrolled in SeniorCare Complete (MSHO) and AbilityCare for 2023.

South Country uses results from the Care Coordination Satisfaction Survey to analyze the effectiveness of care coordination and health plan services and identify opportunities for improvement.

Process

A random sample of members were selected using a statistically valid sampling process that considered the following factors: population size, confidence interval and confidence level. Surveys were mailed to members who reside within all nine counties that South Country served in 2023. The survey included a cover letter that listed the respective member's care coordinator, to help identify for the member whose services South Country would like evaluated. All member surveys were mailed out to members on Dec. 05, 2023, with a return date of December 31, 2023. South Country accepted survey responses until Dec. 31, 2023.

The 2023 survey was divided into three sections. The first section focused on the evaluation of the care coordinator and the member's overall satisfaction with their care coordinator. Included in that section is a question as to whether the care coordinator recommended preventive services to the member. The second section of the survey included questions as to the various other services the member was receiving, such as hospital services, dental services, clinic services and member's overall rating of the health plan. The last section focused on social determinants of health, asking members to comment on different aspects of their life and how often they feel a certain way in response to the questions.

To ensure that all the responses were reviewed, all returned surveys were entered to see if any question received a response. For this reason, each question will have different response rates, but percentages will be based on all entered surveys.

Analysis

Our response rate across all products and the variation in products is slightly lower than would be expected, but overall understood based on the demographics in each group. Below are the details of our Medicare product member response rates for the past three years.

Medicare Care Coordination Satisfaction Survey Member Response Rates						
	2021		2022		2023	
Product	Returned / Sent	Response Rate	Returned / Sent	Response Rate	Returned / Sent	Response Rate
SeniorCare Complete (MSHO: Seniors)	136 / 305	45%	122 / 301	41%	112 / 305	37%
AbilityCare	74 / 219	34%	65 / 216	30%	59 / 219	27%
Medicare Overall Response Rate	210 / 524	40%	187 / 517	36%	171 / 524	33%

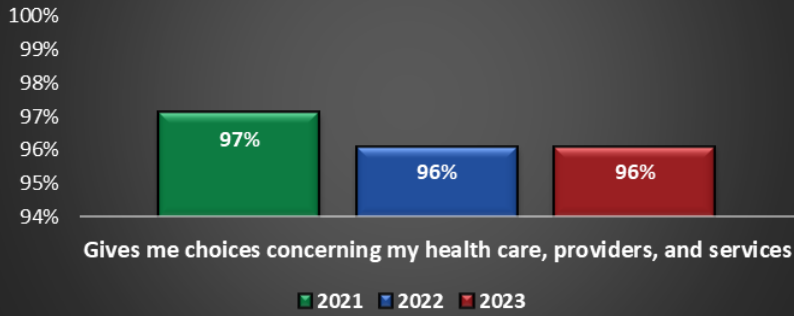
Our performance target for member satisfaction with South Country as their plan is 95%. Questions in the care coordinator performance domain directly correlate to the performance of the member's care coordinator. Overall, members responded positively with either an "Excellent," "Very Good," or "Good" rating related to the care coordination services they received. As noted in the chart below, South Country achieved its overall performance goal of 95% in all but two areas – "Follows through on actions requested by me" and "Provides a timely response to my calls." Those questions came in at 94% overall for SeniorCare Complete and AbilityCare, just 1% under our performance target.

Care Coordination Satisfaction Member Survey Results			
Care Coordinator Performance	SeniorCare Complete	AbilityCare	Overall
Treats me with respect and dignity	100 / 103 97%	55 / 57 96%	155 / 160 97%
Listens to my wishes and needs	101 / 104 97%	54 / 57 95%	155 / 161 96%
Gives me choices concerning my health care, providers, and services	101 / 105 96%	54 / 57 95%	155 / 162 96%
Follows through on actions requested by me	100 / 104 96%	52 / 57 91%	152 / 161 94%

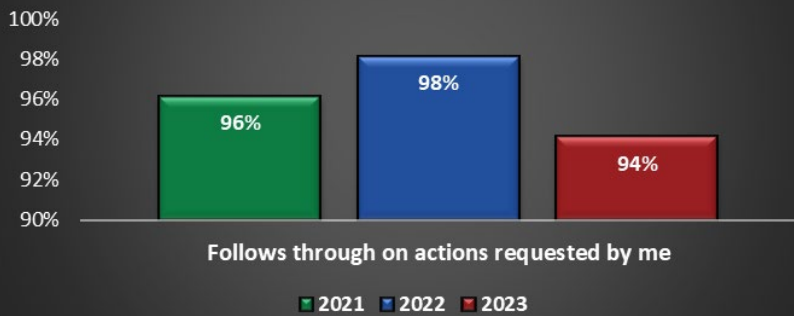
Care Coordination Satisfaction Member Survey Results			
Care Coordinator Performance	SeniorCare Complete	AbilityCare	Overall
Answers my questions	102 / 104 98%	54 / 57 95%	156 / 161 97%
Provides a timely response to my calls	99 / 103 96%	51 / 56 91%	150 / 159 94%
Provides me resources that are helpful	97 / 101 96%	52 / 55 95%	149 / 156 96%



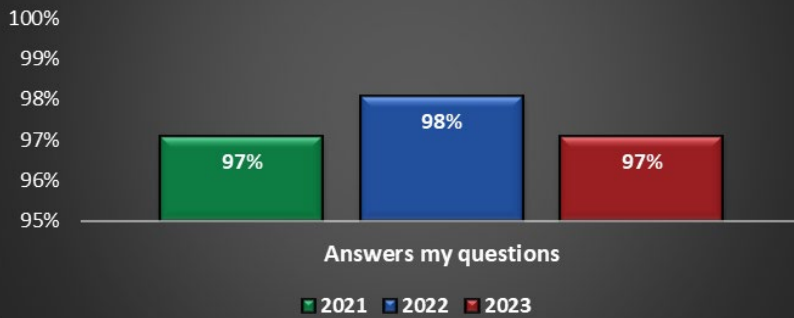
Care Coordination Satisfaction Member Survey Results



Care Coordination Satisfaction Member Survey Results



Care Coordination Satisfaction Member Survey Results





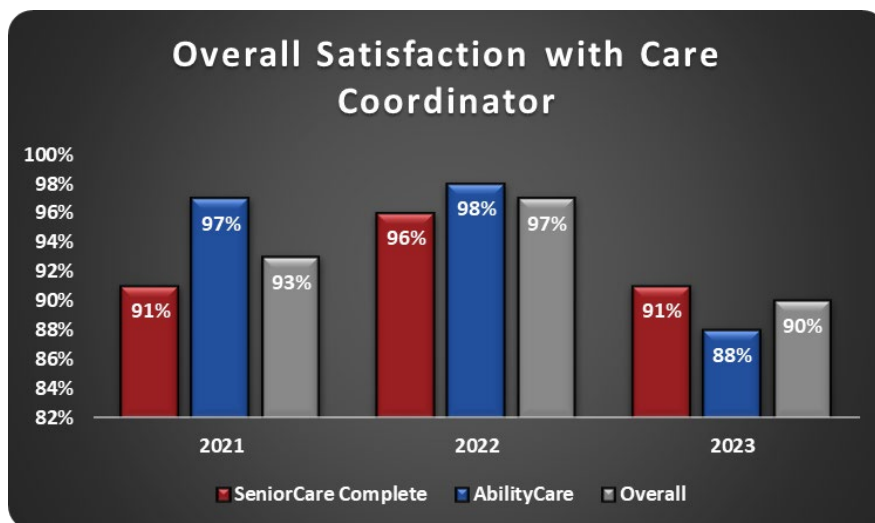
South Country asked members how often they talk to or see their care coordinator to get the frequency of member interaction with care coordinators from the member perspective. Care coordinators are required to follow up with members at least every three months if they have an active care plan or annually if the member does not have an active care plan. Sixty-six percent of the members shared that they talk with or see their care coordinators every three months or more frequently. Thirty-four percent shared they talk or see their care coordinator at least annually or every six months.

Care Coordination Satisfaction Member Survey Results						
<i>How often do you talk or see your care coordinator?</i>						
	Weekly	Monthly	Every Other Month	Every Three Months	Every Six Months	Yearly
SeniorCare Complete	5 / 100 5%	12 / 100 12%	19 / 100 19%	30 / 100 30%	18 / 100 18%	16 / 100 16%
AbilityCare	4 / 56 7%	6 / 56 11%	10 / 56 18%	15 / 56 27%	14 / 56 25%	5 / 56 9%

Care Coordination Satisfaction Member Survey Results						
<i>How often do you talk or see your care coordinator?</i>						
	Weekly	Monthly	Every Other Month	Every Three Months	Every Six Months	Yearly
Overall	9 / 156 6%	18 / 156 12%	29 / 156 19%	45 / 156 29%	32 / 156 21%	21 / 156 13%

Members were asked about their overall satisfaction with their care coordinator. The table below shows the product breakdown for members who stated they were “Satisfied” or “Very Satisfied” with their care coordinator. Our satisfaction rate for SeniorCare Complete and AbilityCare members showed a decrease from the previous years, with the percentages by product coming in at 91% and 88%, respectively. Overall satisfaction decreased by 7% from 97% to 90% from 2022 to 2023.

Care Coordination Satisfaction Member Survey Results			
Care Coordinator Performance	SeniorCare Complete	AbilityCare	Overall
Overall Satisfaction with Care Coordinator	96 / 106 91%	50 / 57 88%	146 / 163 90%



One question was asked to learn whether members felt that they were educated and encouraged by their care coordinator to complete a preventive service. When asked whether their care coordinator recommended preventive services, most members surveyed provided a “Yes” response. The percentage of “Yes” responses remained steady at 84% in 2023 (88% responded “Yes” in 2021, and 84% responded “Yes” in 2022).

Does Your Care Coordinator Recommend Preventive Services?			
Response	SeniorCare Complete	AbilityCare	Overall
Yes	88 / 103 85%	46 / 56 82%	134 / 159 84%
No	15 / 103 15%	8 / 56 14%	23 / 159 14%

The next set of survey responses were related to how members feel about health care services received from South Country. Eighty-three percent of members responded that that their overall satisfaction with South Country was “Excellent” or “Very Good.”

Overall Member Satisfaction with South Country			
Response	SeniorCare Complete	AbilityCare	Overall
Excellent	40 / 103 39%	29 / 57 51%	69 / 160 43%
Very Good	46 / 103 45%	17 / 57 30%	63 / 160 39%
Good	12 / 103 12%	6 / 57 11%	18 / 160 11%
Fair	41 / 103 40%	3 / 57 5%	44 / 160 28%
Poor	1 / 103 1%	0 / 57 0%	1 / 160 1%

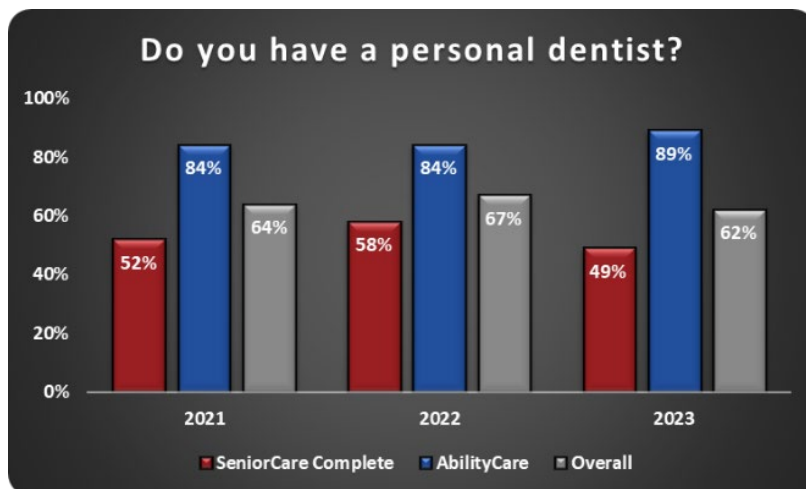
The next group of questions were regarding how satisfied members are with specific services: dental services, pharmacy services, clinical services including their personal doctor, mental health services, and hospital services. South Country has worked over the years to increase access to dental services for our members, but this remains a statewide issue with limited providers willing to see Medicaid members. South Country has an increased payment set up for dental providers within our servicing counties. We also have dental care coordination services through Delta Dental of Minnesota. This team specifically helps to connect members to dental services when barriers are identified. South Country has also increased our focus area on the importance of mental health services and our behavioral health professionals are working on different initiatives to improve member access in this area. However, dental services and mental health services are once again the lowest overall percentage.

The table below reflects member satisfaction with services responses and includes the “Very Satisfied” and “Satisfied” responses as positive responses. If a member did not respond to the question or marked N/A as they did not use the service, the response was not counted in the below table.

Member Satisfaction with Services Survey Results			
Service Type	SeniorCare Complete	AbilityCare	Overall
Dental services	66 / 102 65%	44 / 57 77%	110 / 159 69%
Pharmacy services	97 / 107 91%	50 / 57 88%	147 / 164 90%
Clinic services (including their personal doctor)	98 / 107 92%	49 / 56 88%	147 / 163 90%
Mental health services	77 / 97 79%	41 / 53 77%	118 / 150 79%
Hospital services	86 / 101 85%	39 / 54 72%	125 / 155 81%

The next two questions in the survey were regarding having a personal dentist and going to the dentist during the past year. The data shows that on average more AbilityCare members say they have a personal dentist than SeniorCare Complete. SeniorCare Complete members had a decrease of 9% of members who replied “Yes” to having a personal dentist and AbilityCare increased by 5%. This resulted in an overall decrease of 5% from the previous year for our Medicare members.

Do You Have a Personal Dentist?			
Response	SeniorCare Complete	AbilityCare	Overall
Yes	53 / 109 49%	49 / 55 89%	102 / 164 62%
No	56 / 109 51%	6 / 55 11%	62 / 164 38%



	In the Past Year, Did your Care Coordinator Talk to You About Seeing a Dentist?		
Response	SeniorCare Complete	AbilityCare	Overall
Yes	56 / 105 53%	41 / 55 75%	97 / 160 61%
No	49 / 105 47%	14 / 55 25%	63 / 160 39%

Social Determinants of Health

The last section on the survey focused on questions regarding the social determinants of health:

- How often do you feel that you lack companionship?
- How often do you feel left out?
- How often do you feel isolated from others?
- Are you worried that in the next two months you may not have stable housing?
- In the past year, have you or your family members had difficulty getting food?
- In the past year, have you or your family members had difficulty getting utilities paid?
- In the past year, have you or your family members had difficulty getting clothing?

Members could respond with “Hardly ever,” “Some of the time,” or “Often.”

	Social Determinants of Health All SeniorCare Complete and AbilityCare Members					
Question	Hardly Ever		Some of the Time		Often	
How often do you feel that you lack companionship?	102 / 158	65%	45 / 158	28%	11 / 158	7%
How often do you feel left out?	115 / 157	73%	34 / 157	22%	8 / 157	5%
How often do you feel isolated from others?	119 / 159	75%	30 / 159	19%	10 / 159	6%
Are you worried that in the next two months you may not have stable housing?	146 / 158	92%	8 / 158	5%	4 / 158	3%
In the past year, have you or your family members had difficulty getting food?	140 / 159	88%	18 / 159	11%	2 / 159	1%
In the past year, have you or your family members had difficulty getting utilities paid?	139 / 160	87%	16 / 160	10%	5 / 160	3%

Social Determinants of Health All SeniorCare Complete and AbilityCare Members						
Question	Hardly Ever		Some of the Time		Often	
In the past year, have you or your family members had difficulty getting clothing?	142 / 160	89%	12 / 160	8%	6 / 160	4%

Next Steps

South Country has demonstrated improvement in many member-reported areas. We will continue to focus on the responsiveness of care coordinators to members and the importance of preventive services. Some interventions South Country will work on are:

- We will review the survey responses with the care coordination supervisors and discuss ways to impact improvement in responsiveness to members as well as the importance of preventive services;
- We will provide training to new and current care coordinators as needed throughout the year to ensure they understand South Country’s care coordination model and the importance of following up with members and preventive services;
- We will monitor the decrease in member overall satisfaction with the next survey to determine if a deeper dive is warranted;
- We will continue educating about the importance of dental care; and
- We will continue educating about the importance of mental health care.