

# SPD's Perspective on MMC

(Based on 24 one-on-one interviews, 18 focus groups [N=105], and 36 one-on-one usability tests)

- Distrust HMOs and Medi-Cal
- No clear exit strategy
- Lack clear and understandable information
- Want detailed information on:
  - Prescription benefits
  - Language services
  - Names of and differences between MMC plans, including their contact info
  - Hospital choices and specialists
  - Costs
  - Quality of care comparisons

