MEDI-CAL CONTINUOUS COVERAGE UNWINDING: PROCEDURAL DISENROLLMENT SURVEY

Month 3 Findings
DHCS is partnering with CHCF and their grantee SSRS to conduct a rolling monthly survey of people who have been procedurally disenrolled from Medi-Cal during the continuous coverage unwinding period.

The purpose of this effort is two-fold:

- Hear directly from people being procedurally disenrolled to help identify renewal barriers and reasons for procedural disenrollment to inform real-time changes to help people keep coverage; and
- Encourage people to “cure” their renewal so they can restart coverage.

DHCS prioritized an efficient, language-inclusive and feasible design that would produce usable near real-time results. This design leverages available contact information to reach out via multiple modes (email, text, and mail) to the procedurally disenrolled population with valid contact information (akin to a census). DHCS opted for this ‘fit for purpose’ approach rather than a more complex, costly research protocol and slower timeline that would be needed produce broadly generalizable results for the entire procedurally disenrolled population.

While the survey generates useful insights and rapid direct-from-consumer information otherwise unavailable, there are study design limitations.

- Findings should not be assumed to be broadly representative of the entire Medi-Cal procedurally disenrolled population but rather reflect the experience of the individuals/households who completed the survey.
- It is important to view findings as one source of information among many, including the important real-time information we are getting from partners assisting people with renewals.
ABOUT THE SURVEY

The survey will be made available each month from November 2023 (Month 1) to April 2024 (Month 6) to people disenrolled from Medi-Cal for procedural reasons.

- Beginning in Month 2, all individuals procedurally disenrolled each month for whom email, text, and/or mail addresses are available will be sent a survey invitation. Survey invitations and the survey are available in all Medi-Cal threshold languages.

- In Month 1, survey invitations were sent by email and/or text only and only in English, Spanish, Traditional Chinese, and Vietnamese, the languages in which the survey was available at that time.

Efforts are made to reach all procedurally disenrolled Medi-Cal beneficiaries, but survey respondents may not be representative of the entire population.

- For example, contact information for the survey outreach is drawn from CalSAWS. Some contact information is missing, incomplete, or outdated, preventing delivery of a survey invitation.

No additional specific efforts have been made to increase the response rate or create a representative sample of respondents (e.g., providing financial pre-incentives to encourage participation in the survey, mailing out paper surveys in multiple languages, and other best practices that maximize survey participation).

Data are not weighted.

Caution should be used in interpreting results, particularly for questions where there are a small number of respondents. These highlights include findings where the number of respondents is at least 100.

Terminology for racial and ethnic categories reflect those used in Medi-Cal data.
MONTH 3 COHORT & KEY FINDINGS

Month 3 Cohort

• The Month 3 survey cohort consisted of people procedurally disenrolled as of January 1, 2024 (based on a December 2023 redetermination month) for whom DHCS had mail, text, and/or email contact information.

• A total of 1,168 people completed the survey online from January 29, 2024, through February 28, 2024.

• As context, a total of 108,530 people were disenrolled from Medi-Cal for procedural reasons as of January 1, 2024 (based on a December 2023 redetermination month).¹

Month 3 Key Findings

• Nearly one-third of all survey respondents (31%) said they did not know they would lose Medi-Cal if they failed to complete their renewal.

• More than one-third of all respondents (35%) said they would like to restart Medi-Cal but did not know how.

• More than four in ten survey respondents (42%) said they did not receive a renewal form.

• Of those who received a renewal form, nearly two-thirds (64%) reported completing it.

• Of those who received a renewal form and completed or tried to complete it, more than one-third (35%) said that they called but got no answer, were on hold too long, or got disconnected.

• Respondents who live in households whose members all identify as Hispanic were significantly more likely to experience some challenges compared to households whose members all identify as White, non-Hispanic.

¹. https://www.dhcs.ca.gov/dataandstats/dashboards/Pages/Continuous-Coverage-Eligibility-Unwinding-Dashboard-December2023.aspx. Note that renewals are processed on a flow basis and data for survey invitations and dashboard are not pulled simultaneously.
Did you know that Medi-Cal members lose their coverage if they do not complete their renewal form? (N=1,168)

69% Yes 31% No

Your Medi-Cal coverage ends if you don't turn in your renewal form or you are missing information that the county asked you to send. Your local county Medi-Cal office mails you a letter when this happens. If you send your local county Medi-Cal office the renewal form or missing information within 90 days from the date on the letter, your Medi-Cal may restart.

Do you plan to send your local Medi-Cal office the renewal form or missing information to restart your Medi-Cal? (N=1,168)

- 48% Yes, I already sent the renewal form or missing information requested by the county
- 9% Yes, I plan to send it but I have not sent it yet
- 35% I would like to restart Medi-Cal but I don't know how
- 8% No, I do not plan to send it

Did you know that Medi-Cal members lose their coverage if they do not complete their renewal form?
As far as you know, did you/your household receive a Medi-Cal renewal form for 2023? (N=1,168)

- Yes: 58%
- No: 42%

Did you/your household complete the renewal form? (Asked of those who received a form. N=681)

- Yes, I/my household completed the renewal form: 64%
- No, I/my household tried but was not able to complete the form: 23%
- No, I/my household did not try to complete the form: 13%

Which of the following, if any, happened to you when (you were completing/you tried to complete) your renewal?* (Asked of those who completed or tried to complete their form. N=595)

- You could not find information about where to get help: 9%
- You could not get help in your preferred language: 3%
- You called but got no answer, were on hold too long, or got disconnected: 35%
- You went online but the website was not working, was too complicated, or did not have the information you needed: 17%
- The person who helped you asked questions that were hard to understand or that you couldn't answer: 5%
- You got information that was confusing or wrong: 13%

*Respondents could also select “Something else” (18%) and “None of the above” (39%).
RESPONDENTS IN HISPANIC HOUSEHOLDS SIGNIFICANTLY MORE LIKELY THAN WHITE, NON-HISPANIC HOUSEHOLDS TO EXPERIENCE SOME CHALLENGES

Disparities in Challenges

Did not receive a renewal form

- All Households: 42%
- Hispanic Households: 43%
- White non-Hispanic Households: 35%

Would like to restart Medi-Cal but do not know how

- All Households: 35%
- Hispanic Households: 40%
- White non-Hispanic Households: 30%
APPENDIX:
SURVEY RESPONDENT POPULATION

Month 3
## HOW SURVEY RESPONDENTS DESCRIBE THEIR HOUSEHOLDS: LANGUAGE(S) SPOKEN AT HOME*

<table>
<thead>
<tr>
<th>Language(s) Spoken at Home</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Respondents</td>
<td>1,168</td>
<td>100%</td>
</tr>
<tr>
<td>Arabic</td>
<td>**</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Armenian</td>
<td>17</td>
<td>1%</td>
</tr>
<tr>
<td>Cambodian</td>
<td>**</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Chinese</td>
<td>31</td>
<td>3%</td>
</tr>
<tr>
<td>English</td>
<td>662</td>
<td>57%</td>
</tr>
<tr>
<td>Farsi</td>
<td>12</td>
<td>1%</td>
</tr>
<tr>
<td>Hindi</td>
<td>**</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Japanese</td>
<td>**</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Korean</td>
<td>13</td>
<td>1%</td>
</tr>
<tr>
<td>Laotian</td>
<td>**</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Punjabi</td>
<td>**</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Russian</td>
<td>15</td>
<td>1%</td>
</tr>
<tr>
<td>Spanish</td>
<td>499</td>
<td>43%</td>
</tr>
<tr>
<td>Tagalog</td>
<td>35</td>
<td>3%</td>
</tr>
<tr>
<td>Thai</td>
<td>**</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Ukrainian</td>
<td>**</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>12</td>
<td>1%</td>
</tr>
<tr>
<td>Another language</td>
<td>53</td>
<td>5%</td>
</tr>
<tr>
<td>Refused</td>
<td>**</td>
<td>&lt;1%</td>
</tr>
</tbody>
</table>

*Respondents were asked to select all languages spoken at home.

**Number suppressed due to small cell size (N<11).
MORE THAN ONE-THIRD OF THOSE WHO TOOK THE SURVEY IN ENGLISH SPEAK ANOTHER LANGUAGE AT HOME

**Survey Language (N=1,168)**

- English: 63%
- Spanish: 32%
- Chinese: 2%
- All Other Languages: 3%

**Language Spoken at Home by Respondents Who Took the Survey in English (N=737)**

- Only English: 64%
- Only Spanish: 6%
- More Than One Language: 20%
- Only a Language Other Than English or Spanish: 10%
HOW SURVEY RESPONDENTS DESCRIBE THEIR HOUSEHOLDS: HOUSEHOLD SIZE AND RACE/ETHNICITY*

Household Size (N=1,168)

- Three or More People: 29%
- One Person: 52%
- Two People: 19%

Households with Members Who All Identify As The Following Race or Ethnicity (N=1,1168)

- Hispanic: 48%
- White: 22%
- Black or African American: 6%
- Asian: 10%
- Other or Multiple Races: 13%
- Unknown/Refused: 1%

*Terminology for racial and ethnic categories reflect those used in Medi-Cal data.
HOW SURVEY RESPONDENTS DESCRIBE THEIR HOUSEHOLDS: GENDER AND AGE

Households With At Least One Member Who Identifies As Follows (N=1,168)

<table>
<thead>
<tr>
<th>Gender</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>65%</td>
</tr>
<tr>
<td>Female</td>
<td>72%</td>
</tr>
<tr>
<td>Transgender, Non-Binary, or Prefers Another Term</td>
<td>&lt;1%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 19 Years Old</td>
<td>33%</td>
</tr>
<tr>
<td>65 Years or Older</td>
<td>26%</td>
</tr>
</tbody>
</table>