

MEDI-CAL CONTINUOUS COVERAGE UNWINDING: PROCEDURAL DISENROLLMENT SURVEY

Quarter 1 Findings

April 2024



ABOUT THE SURVEY

The [California Department of Health Care Services](#) (DHCS) is partnering with the [California Health Care Foundation](#) and their grantee [SSRS](#) to conduct a **rolling monthly survey of people who have been disenrolled from Medi-Cal for procedural reasons** during the continuous coverage unwinding period.

The purpose 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.
- use the survey **as a nudge** to encourage Medi-Cal eligible members who have been procedurally disenrolled to take action on their renewal so they can restart coverage.

DHCS prioritized an efficient, language-inclusive, feasible design that would produce usable near real-time results (see Methodology).

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.

Procedural reasons refers to being disenrolled for reasons *other than* being determined ineligible.

Examples of procedural reasons include missing or late required information or paperwork.

We do not know whether people procedurally disenrolled from Medi-Cal are eligible for Medi-Cal or not.

METHODOLOGY

The survey design leverages available contact information to reach out via multiple modes (email, text, and mail) to the procedurally disenrolled population for whom DHCS has valid contact information (akin to a census). DHCS opted for this ‘fit for purpose’ approach to generate information to inform changes during the unwinding, 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.

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 the automated eligibility system Medi-Cal uses (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.

ABOUT THE QUARTERLY FINDINGS

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

- 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.
- Beginning in Month 2, all individuals procedurally disenrolled each month for whom email, text, and/or mail addresses are available are being sent a survey invitation. Survey invitations and the survey are available in all 13 Medi-Cal threshold languages.

Findings here reflect combined data from the first three months of surveys (November, December, and January)

- Respondents include people procedurally disenrolled between November 1, 2023, and January 1, 2024 (based on October, November and December redetermination months) for whom DHCS had mail, text, and/or email contact information.
- A total of 4,126 people completed the survey online during these three months.
- As context, DHCS data show a total of people 455,463 were disenrolled from Medi-Cal for procedural reasons during these three months.¹

¹. [DHCS Renewal Data Dashboards](#). Note that renewals are processed on a flow basis and data for survey invitations and dashboard are not pulled simultaneously.

QUARTER 1: KEY FINDINGS

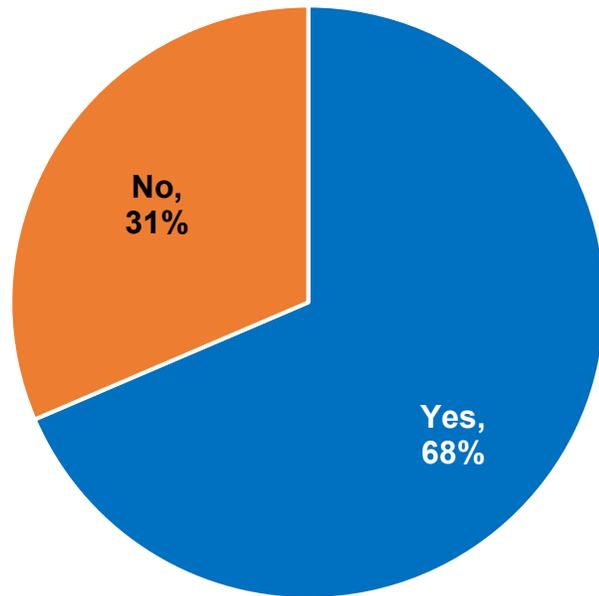
Key Findings

Among all survey respondents over the first three months of surveys:

- About one-third (31%) reported they did not know they would lose Medi-Cal if they failed to complete their renewal.
- Nearly four in ten (37%) said they would like to restart Medi-Cal but did not know how.
- Nearly half (45%) of all survey respondents said they did not receive a renewal form.
- Of those who received a renewal form, more than six in ten of respondents (62%) reported completing it and fewer than one in six (14%) did not try to complete it.
- Of those who received a renewal form and completed or tried to complete it, nearly one-third (32%) said that they called but got no answer, were on hold too long, or got disconnected.
- Of those who received a renewal form and did *not* try to complete it, the most common reasons were having other coverage (48%) and believing they would no longer be eligible (35%).
- Respondents who live in households whose members all identify as Hispanic were significantly more likely to experience some challenges compared to respondents in households whose members all identify as White, non-Hispanic and, in the case of some challenges, compared to respondents in households identifying as other races/ethnicities.
- Respondents who speak only Spanish at home were significantly more likely to report trying but being unable to complete the form and to say they would like to restart Medi-Cal but don't know how than any other language group.

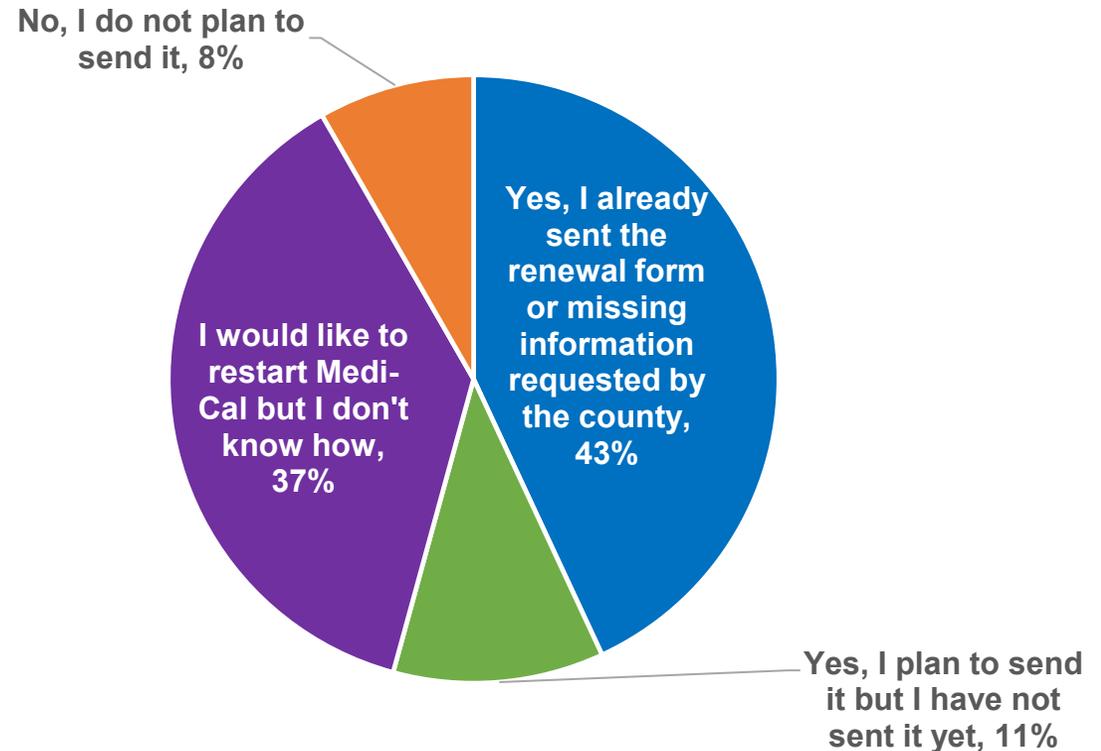
SURVEY RESPONDENTS LACK KEY INFORMATION

Did you know that Medi-Cal members lose their coverage if they do not complete their renewal form? (N=4,126)



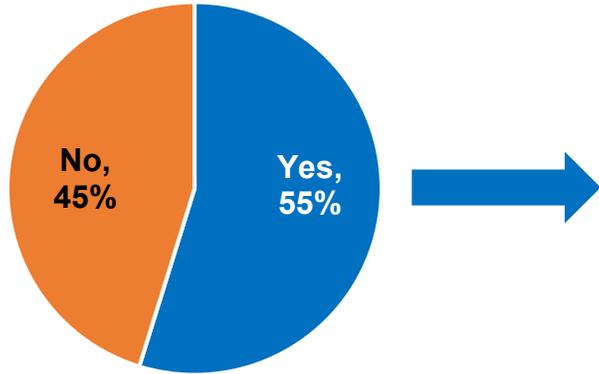
Your Medi-Cal coverage ends if you don't turn in your renewal form or you are missing information that the county asked you to send. Your local county Medi-Cal office mails you a letter when this happens. If you send your local county Medi-Cal office the renewal form or missing information within 90 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=4,126)

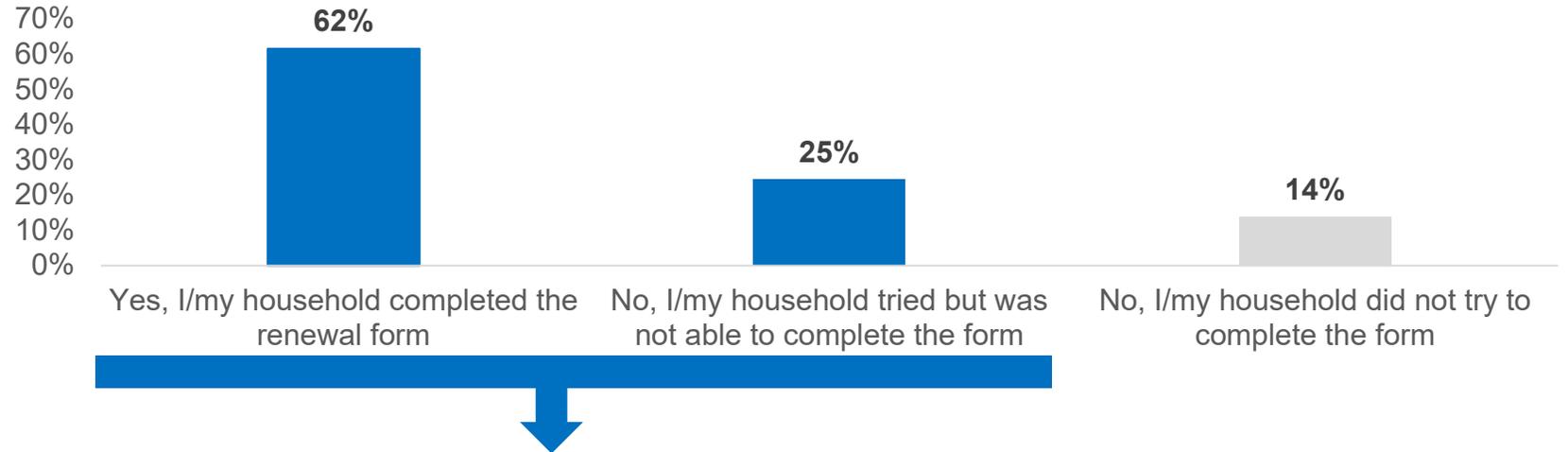


GETTING AND COMPLETING THE RENEWAL FORM WAS CHALLENGING FOR RESPONDENTS

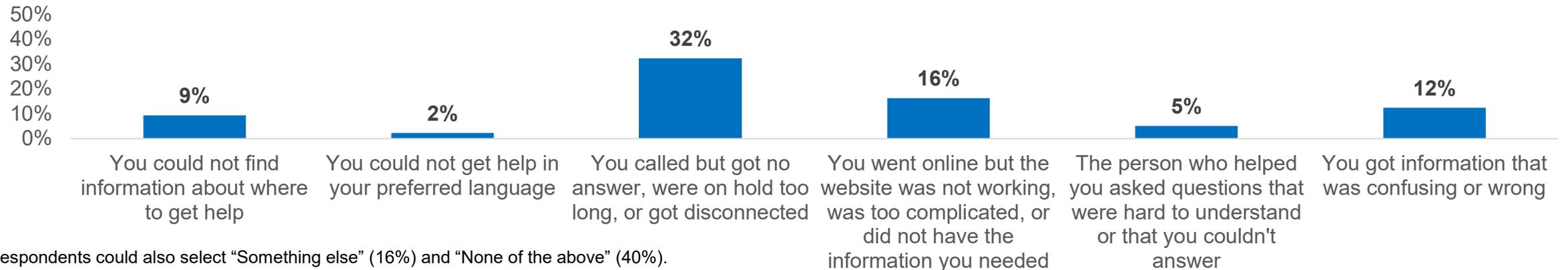
As far as you know, did (you/your household) receive a Medi-Cal renewal form for 2023? (N=4,126)



Did you/your household complete the renewal form? (Asked of those who received form. N=2,257)



Which of the following, if any, happened to you when (you were completing/you tried to complete) your renewal? (Select all that apply.) (Asked of those who competed or tried to complete their form. N=1,945)*



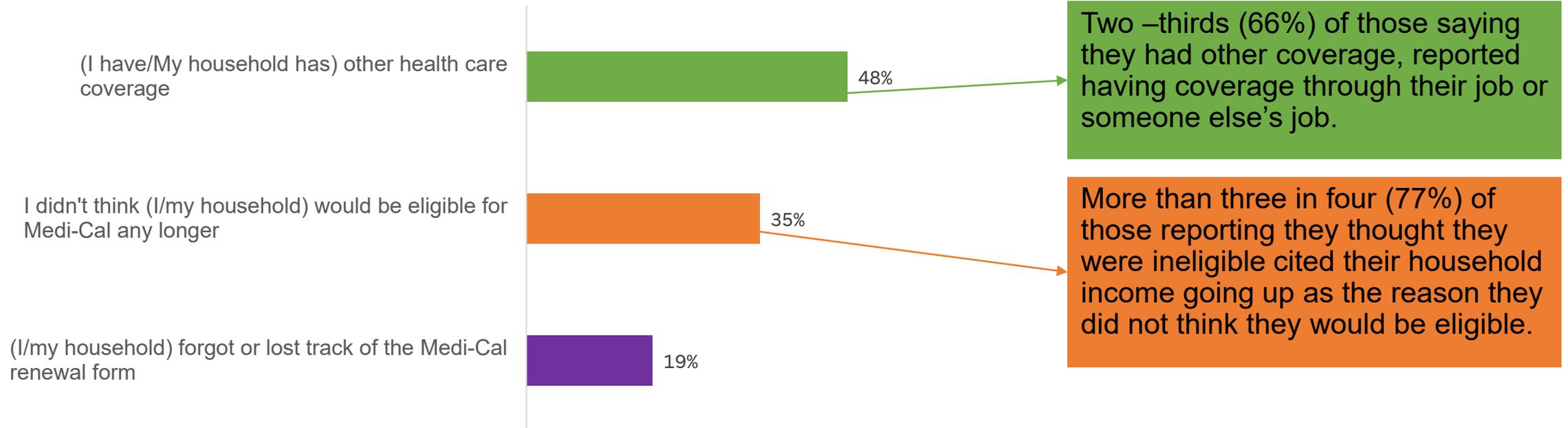
*Respondents could also select "Something else" (16%) and "None of the above" (40%).

MOST WHO DID NOT TRY TO COMPLETE THE FORM HAVE COVERAGE OR THINK THEY ARE INELIGIBLE

Of those who received a renewal form, only 14% did not try to complete it.

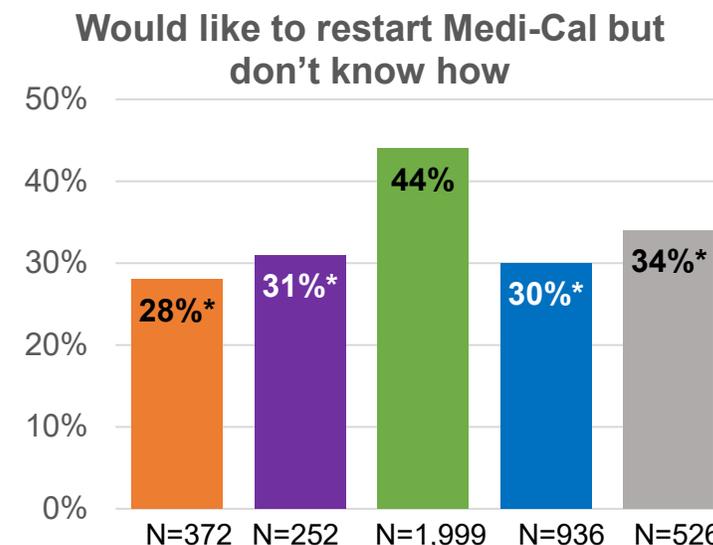
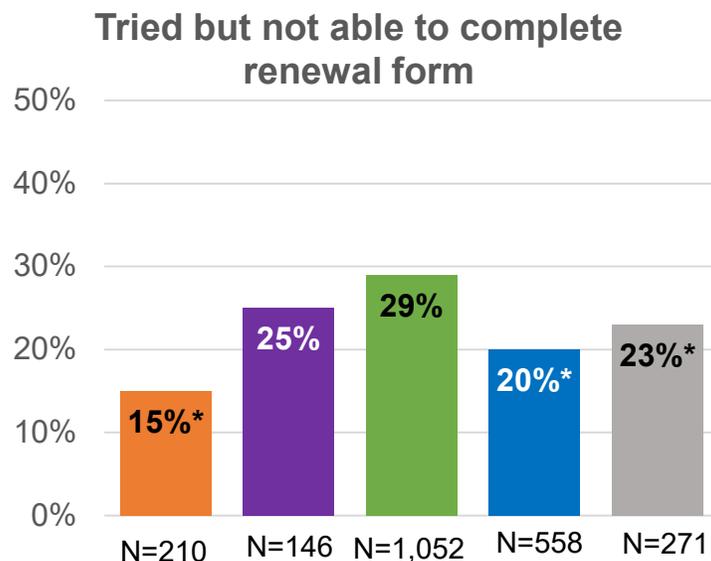
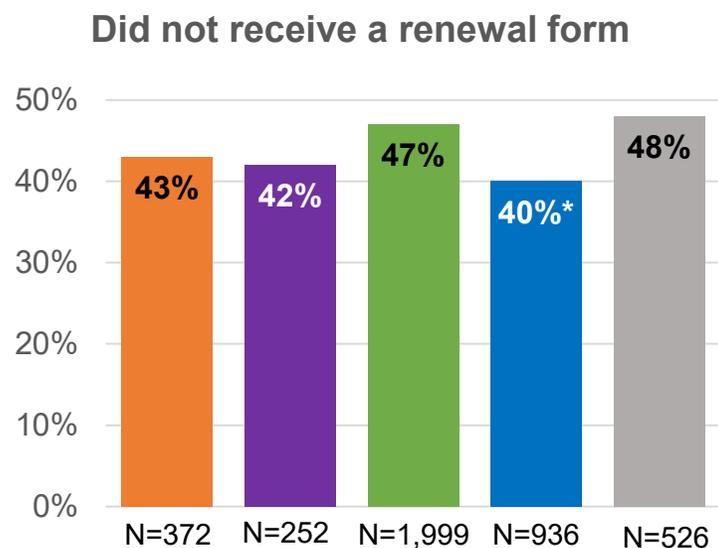
Among those not trying to complete the form, the most common reason for not trying was having other coverage (48%) followed by not thinking they would be eligible (35%).

What is the reason/reasons the Medi-Cal renewal form was not completed? (Select all that apply.) (Asked of those who reported not trying to complete the renewal form. N=311).



Other responses cited by 6% of respondents or fewer included: the form was too confusing, hard, or time consuming to complete; didn't have the information needed to complete it; moved/change of address; dislike Medi-Cal/want to cancel; difficult to reach/long hold times; don't use/need coverage; too expensive; didn't receive renewal form/reminder to renew.

RESPONDENTS IN HISPANIC HOUSEHOLDS STATISTICALLY SIGNIFICANTLY MORE LIKELY THAN SOME OTHER HOUSEHOLDS TO EXPERIENCE CHALLENGES



■ Asian Households
■ Black/African American Households

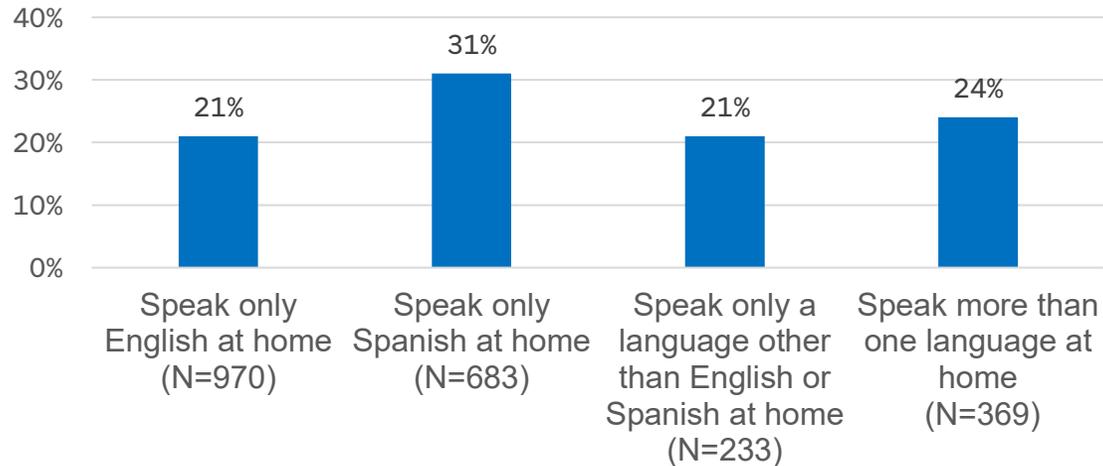
■ Hispanic Households
■ White Households

■ Other/Multi-Race Households

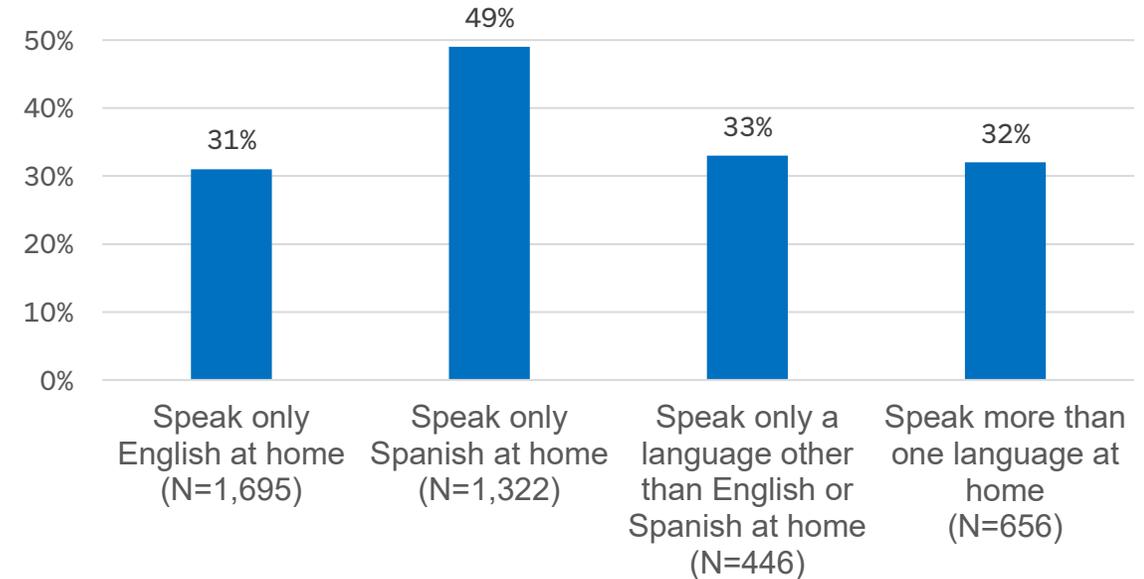
An asterisk (*) indicates statistically significant differences from Hispanic households. Terminology for racial and ethnic categories reflect those used in Medi-Cal data.

RESPONDENTS IN SPANISH-ONLY SPEAKING HOUSEHOLDS STATISTICALLY SIGNIFICANTLY MORE LIKELY THAN RESPONDENTS IN OTHER LANGUAGE GROUPS TO EXPERIENCE CHALLENGES

Tried but not able to complete renewal form



Would like to restart Medi-Cal but don't know how



APPENDIX: SURVEY RESPONDENT POPULATION

Quarter 1

HOW SURVEY RESPONDENTS DESCRIBE THEIR HOUSEHOLDS: LANGUAGE(S) SPOKEN AT HOME* (N=4,126)

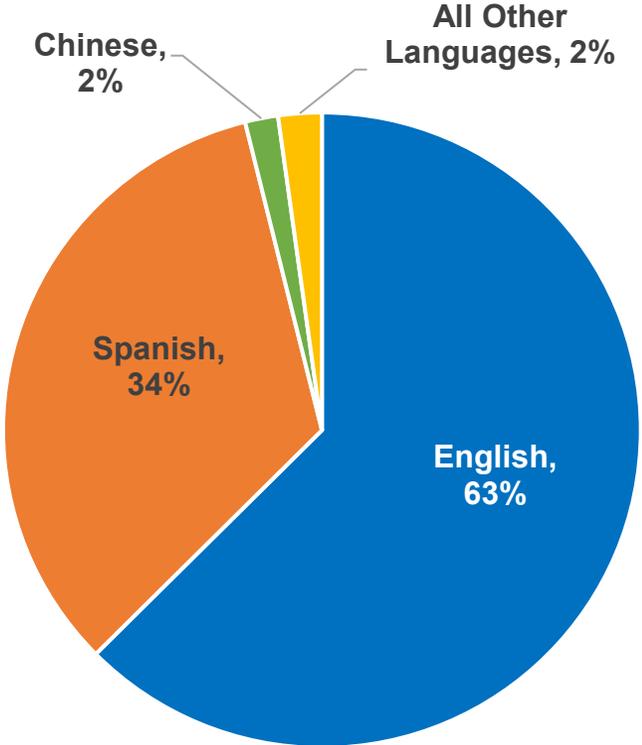
	Count	Percent
Arabic	27	1%
Armenian	46	1%
Cambodian	**	<1%
Chinese	106	3%
English	2319	56%
Farsi	47	1%
Hindi	19	<1%
Hmong	**	<1%
Japanese	**	<1%
Korean	43	1%
Laotian	13	<1%
Mien	**	<1%
Punjabi	27	1%
Russian	45	1%
Spanish	1783	43%
Tagalog	84	2%
Thai	**	<1%
Ukrainian	24	1%
Vietnamese	45	1%
Another language	180	4%

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

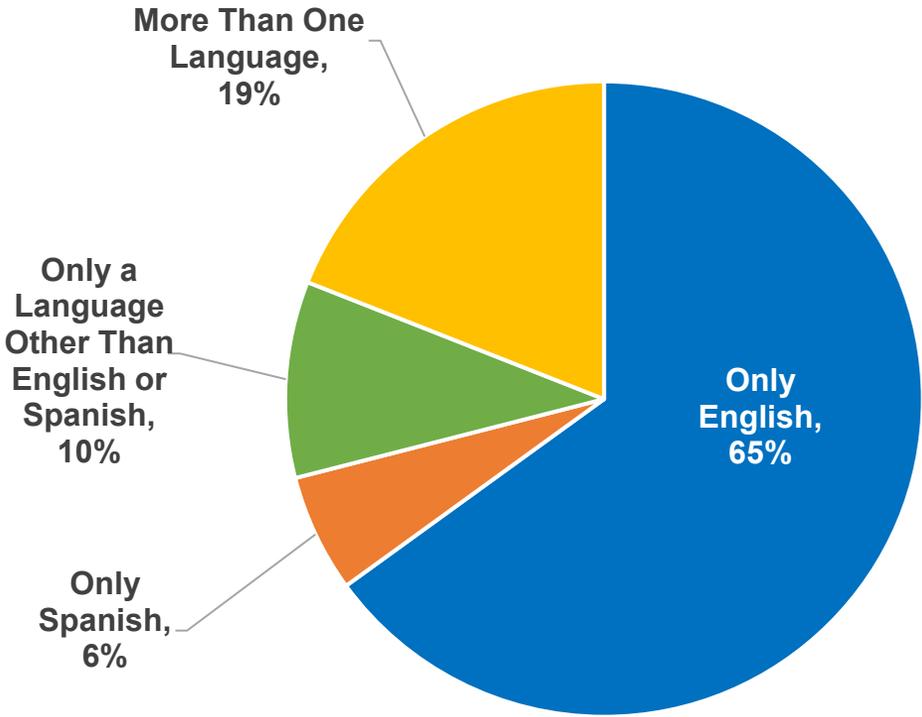
**Number suppressed due to small cell size (N<11)

MORE THAN ONE-THIRD OF THOSE WHO TOOK THE SURVEY IN ENGLISH SPEAK ANOTHER LANGUAGE AT HOME

Survey Language (N = 4,126)

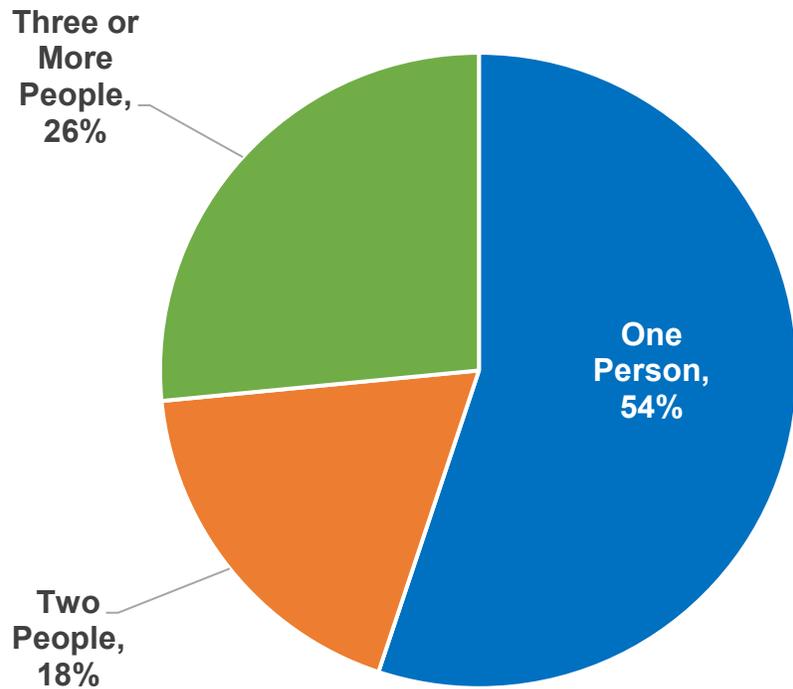


Language Spoken at Home by Respondents Who Took the Survey in English (N=2,581)

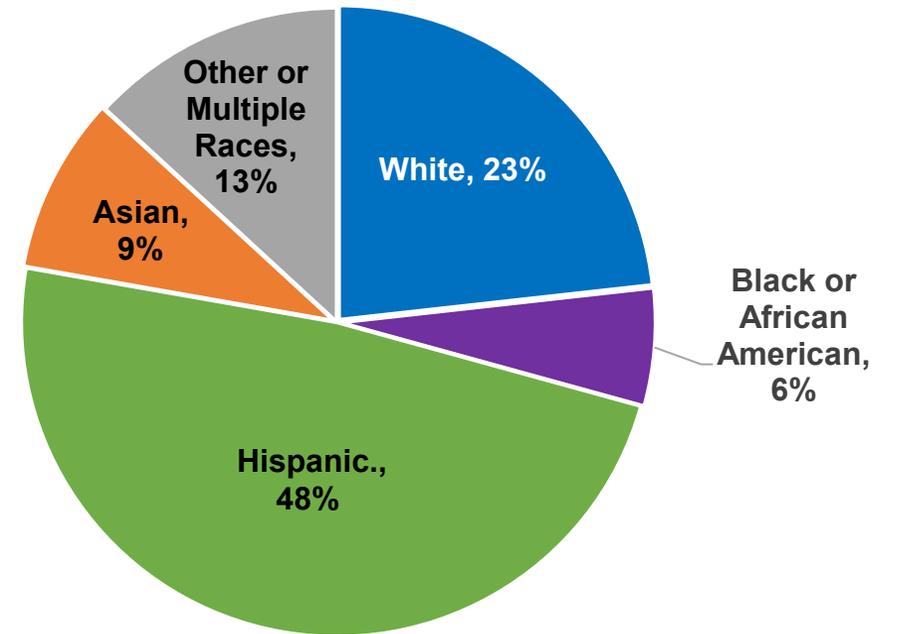


HOW SURVEY RESPONDENTS DESCRIBE THEIR HOUSEHOLDS: HOUSEHOLD SIZE AND RACE/ETHNICITY*

Household Size (N=4,126)



Households with Members Who All Identify as the Following Race or Ethnicity (N=4,126)



*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:

