

DSS Monitoring of Members who Opted-Out of PCMH+

As of August 10, 2017

The Department conducted a telephone survey to PCMH +members who had opted-out after the program started on January of 2017.

There were 1,787 members who opted- out during January to April of 2017. For May to July, 18 additional members dropped out for a total of 1,804. Those members represented 80 different households. The unit of analysis below is household based.

Most members dropped early on in January and February of 2017 clearly in response to the confusing letter that DSS sent in December of 2016. After that every month shows single digit member drop outs. One member dropped in June and none in July.

DSS focused calls to those members that have some experience with PCMH + program. We talked with adults who were heads of household (HOH) and had phone numbers. If there was no phone number in EMS and IMPACT, we checked Interchange. We used open ended questions. Members were called three times. DSS called members starting on mid-April and monthly since then. Calls were done by bilingual staff at different times of day leaving voice messages when those were available. Some members called us back as they were pleased to hear that we wanted to talk with them.

In summary, Members who opted-out during May and June of 2017 reported still report lack of understanding and “not wanting to change” their insurance as it is working for them. Members reported consulting with family or making the decision on their own when deciding to drop out. These calls did not find evidence of provider influence when probed.

Some direct quotes from members:

- "Do not want to be part of the program because I do not know what the program was about".
- "Does not want the program to change so I sent the form. I need HUSKY insurance".
- “Found the form and send it. Was not really on program much time and does not have much experience with it. I read the information received, talked with mom and decided that she did not want to participate. Pretty happy with HUSKY”.
- “Was late in calling but felt that I did not need the program as I am a social worker and can identify resources when needed. It was my own decision and did not consult with anyone. CHC Inc. does a wonderful job in integrating medical services. I have been pleased with HUSKY Health”.

Summary Statistics

Month Member Opted-Out 1	Number of Heads of Households	Number of Household Members	Heads of Household Without Phone # or Working #	Calls Reaching Heads of Households
17-Jan	22		6	
17-Feb	42		10	3
17-Mar	5	5	3	2
17-Apr	3	6	1	2
May-17	7	16	2	5
Jun-17	1	1	0	1
Jul-17	0	0	0	0
Aug -17	1	1	0	1

Total number 81 21 23 14

1 Month the data was reported, usually around the 10th of the month. If opted out on the 10th or before, member count as of that month.

Language and Practice for Head of Households Reached

Month Member Opted-Out 1	Calls Reaching Heads of Households	English as Language for Head of Household 2	Spanish as Language for Head of Household 2	Practice 2
17-Jan	0			
17-Feb	3	1	2	Generations 2, Charter Oak
17-Mar	2	2		Southwest, CHC Inc
17-Apr	2	1	1	Optimus, CHC Inc
May-17	5	3	2	CHC Inc, Optimus, Fair Haven, Hill Health, CHC Inc
Jun-17	1	1		CHC Inc.
Jul-17	0			
Aug-17	1	1		Generations

Total number 13

The Department will continue to monitor members who drop-out of PCMH + for trends.

Report as of August 10, 2017

One member, in a HOH of one, dropped out via mail on 7/16/17. Per phone conversation with her of 8/9/17 member does not recall sending a drop out form. Xerox has confirmation that a form came in

that day as had a sign-off form when Doc Control but not able to locate form to send to DSS. Member is a travel nurse who works part time. Had dental cleaning and a physical already and is planning to have a mammogram with HUSKY insurance. When asked about her experience with Generations: "Had a wonderful experience with Generations. I had no insurance when I walked in and they helped me right away. I received a card in the mail and got my physical, blood pressure was high and a dental cleaning. I could not afford the bills for my visits. I am very very grateful for the insurance, physical and dental visits".