



**Commonwealth  
Medicine**

**One Care**  
MassHealth+Medicare

# Findings from 2017-2019 One Care Disenrollment Survey

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# Who We Are

Founded in 1999,  
**Commonwealth Medicine** is the  
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We work with you to **enhance the effectiveness  
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Our **highly skilled professionals and health care subject matter experts** are carefully matched to project goals and client needs.



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# Research Question and Domains

## Research Question

- Why did former One Care members voluntarily disenroll after receiving care from One Care?

## Domains

- Experiences with members of the Care Team
- Experiences with getting medical services
- Experiences with getting Long-Term Services and Supports (LTSS)
- Experiences and overall satisfaction with care under MassHealth/Medicare FFS as compared to One Care

# Survey Sample

- Random sample drawn from former One Care members who had voluntarily disenrolled
- Results do not reflect the experiences and perspectives of members of the broader One Care population

# Survey Methodology

- Survey administered annually between March and May in years 2017-2019
- Two-wave mail protocol with up to 5 telephone follow-ups for non-respondents
- Survey response rates
  - 2017 - 24% (n=272)
  - 2018 - 27% (n=239)
  - 2019 - 31% (n=182)

# Overview

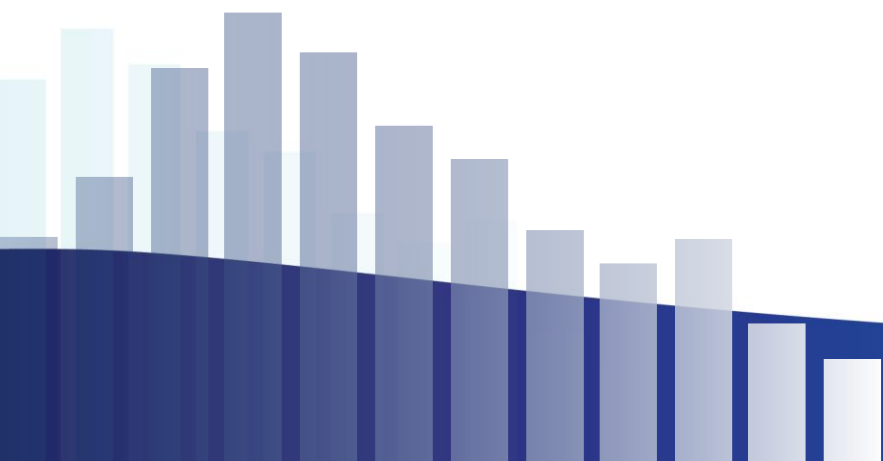
- Access to Primary Care Providers
- Utilization of Care Coordinators in all three years.
- Utilization of LTS Coordinators
- Difficulties with access to specialty, including mental health and dental services
- Difficulties with access to transportation to or help doing things in the community or with everyday tasks in the home.

# Limitations

- The data is based upon self-report and so may be biased by issues with recall and similar concerns
- The sample sizes were relatively small, particularly when broken down into subcategories which may affect the generalizability of results



# Experience with The Care Team



# Voluntary Disenrollees' Experiences with PCP

Over 70% of former One Care members had a primary care provider (PCP) while in One Care. There were no statistically significant differences between the studied years.

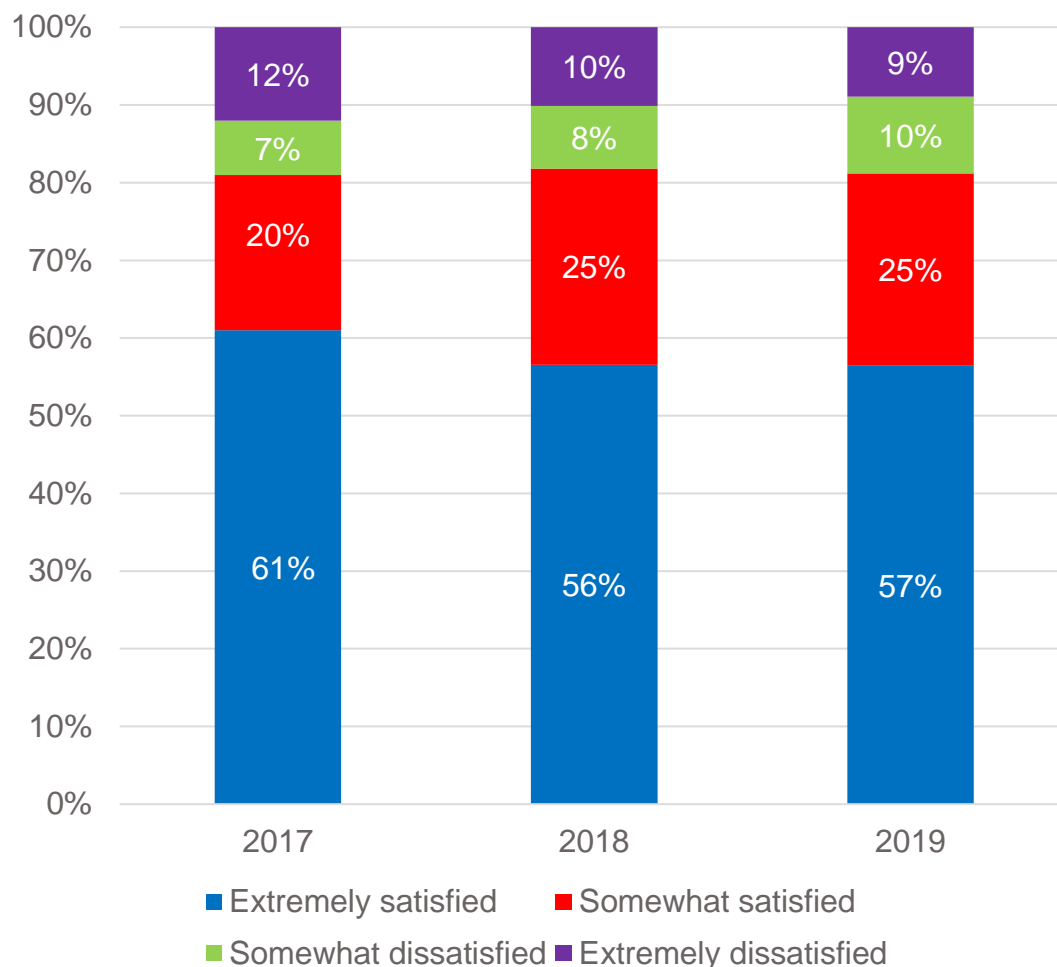
The percentage of respondents who voluntarily disenrolled reported they were never able to get a PCP increased over the three survey years, but the change was not significant.

	2017	2018	2019	Sig. Difference
Had a Primary Care Provider While in One Care				p-value
Yes	74%	72%	73%	0.7556
No	21%	23%	20%	
Don't know/not sure	5%	5%	8%	
Did you leave One Care because you were never able to get a PCP?				
Yes	31%	36%	52%	0.0705
No	69%	64%	48%	

\*Significant difference between years indicated by \*  $p < .05$ , \*\*  $p < 0.01$ , \*\*\*  $p < 0.001$ , \*\*\*\*  $p < 0.0001$

# Voluntary Disenrollees' Satisfaction with PCP

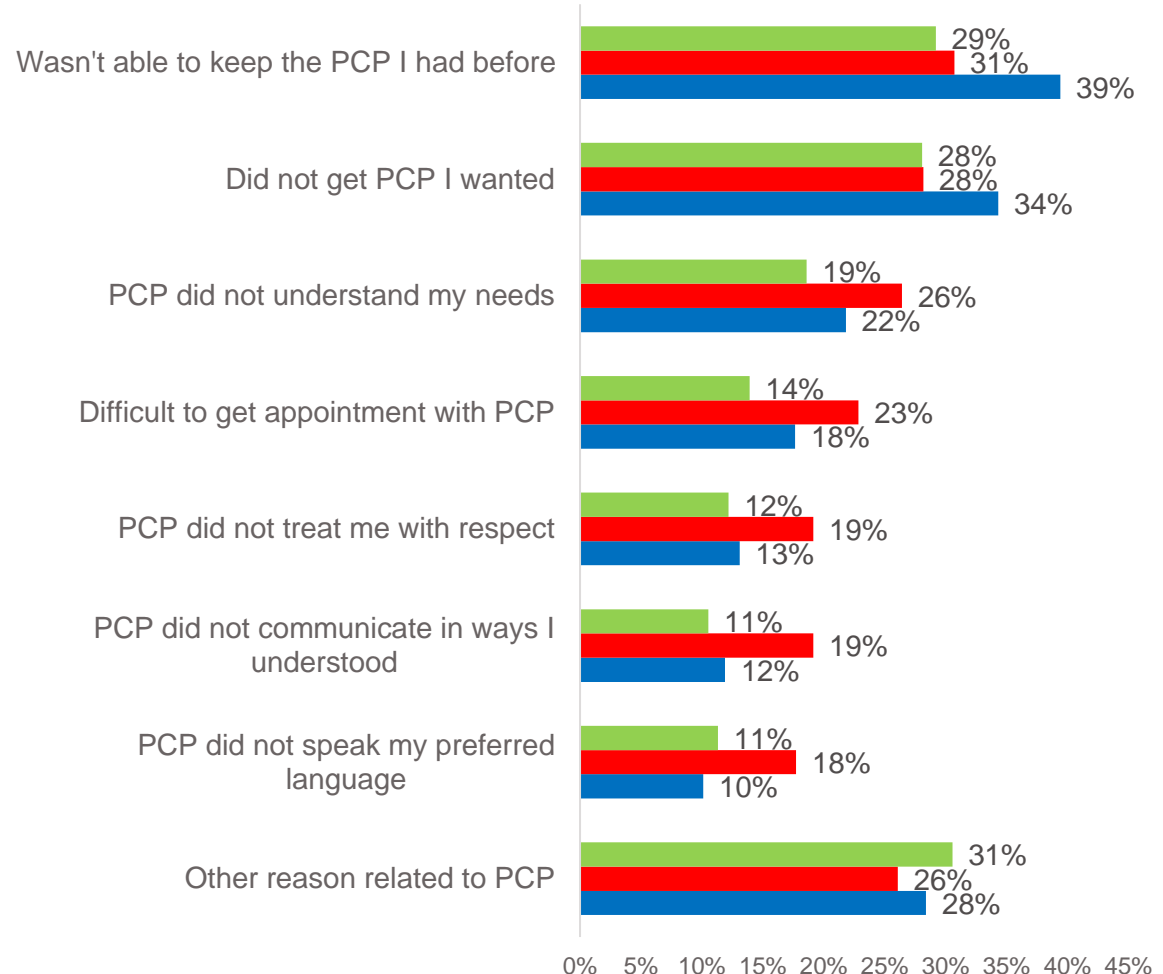
The majority (81%-82%) of former members who had a PCP were extremely or somewhat satisfied with their providers over the three years of the survey.



# Voluntary Disenrollees' Reasons for Leaving One Care - PCP

Among members who had a PCP, the most common reason cited for voluntarily disenrolling was not being able to keep the PCP that they had before enrolling in One Care.

The second most common reason was not getting the PCP they wanted.



\* Sample includes only respondents who had a PCP

† Respondents can choose more than one answer.

■ 2017 ■ 2018 ■ 2019

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# Voluntary Disenrollees' Experiences with Care Coordinator

Throughout the three survey years, only about half of respondents who voluntarily disenrolled reported that they had a Care Coordinator.

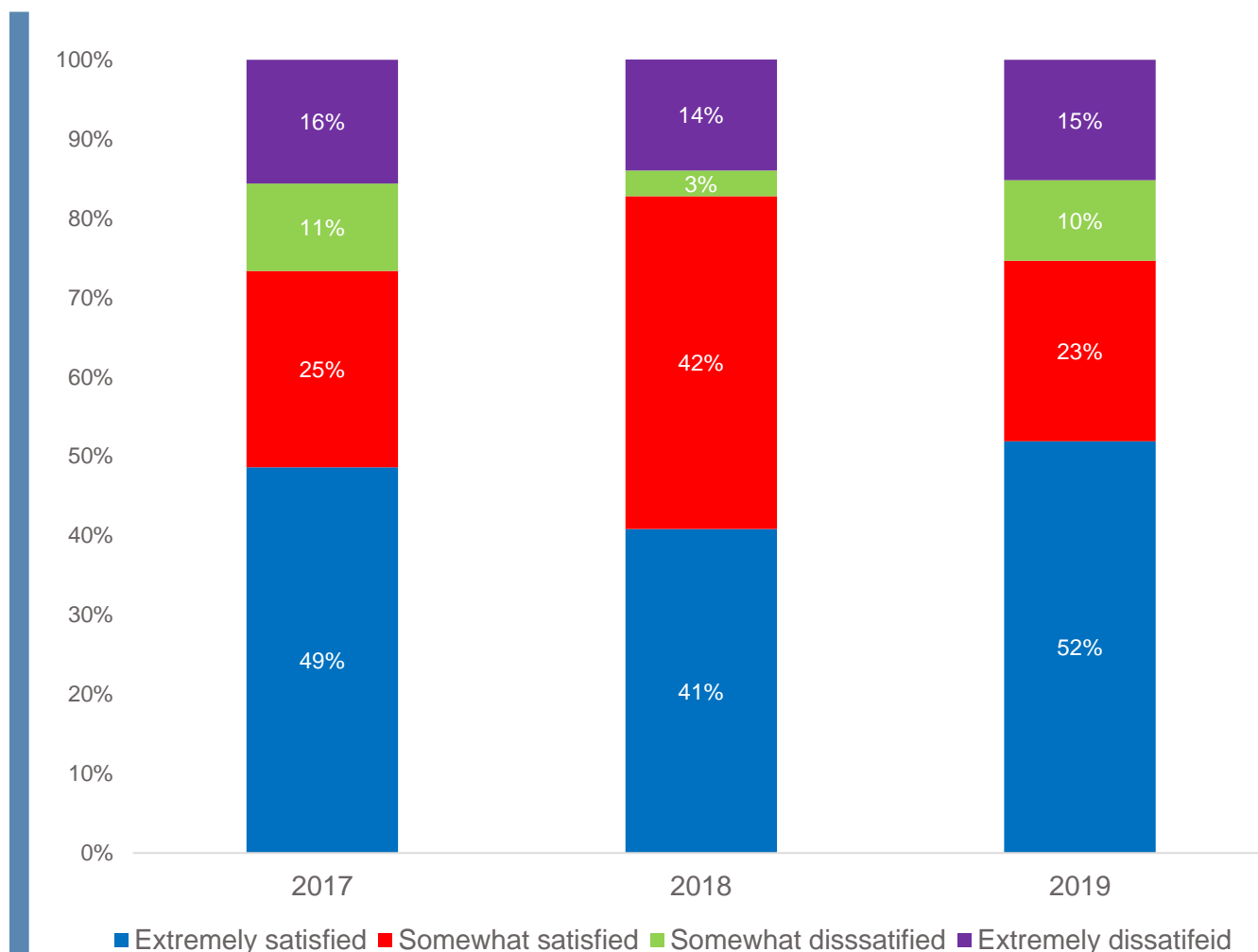
The percentage of former members who said they left One Care because they were not able to get a Care Coordinator increased significantly over time.

	2017	2018	2019	Sig. Difference
Had a Care Coordinator While in One Care				p-value
Yes	48%	48%	52%	0.8163
No	39%	40%	35%	
Don't know/not sure	13%	12%	14%	
Did you leave One Care because you were never able to get a Care Coordinator?				
Yes	18%	11%	26%	<b>0.0441*</b>
No	82%	89%	74%	

\*Significant difference between years indicated by \*  $p < .05$ , \*\*  $p < 0.01$ , \*\*\*  $p < 0.001$ , \*\*\*\*  $p < 0.0001$

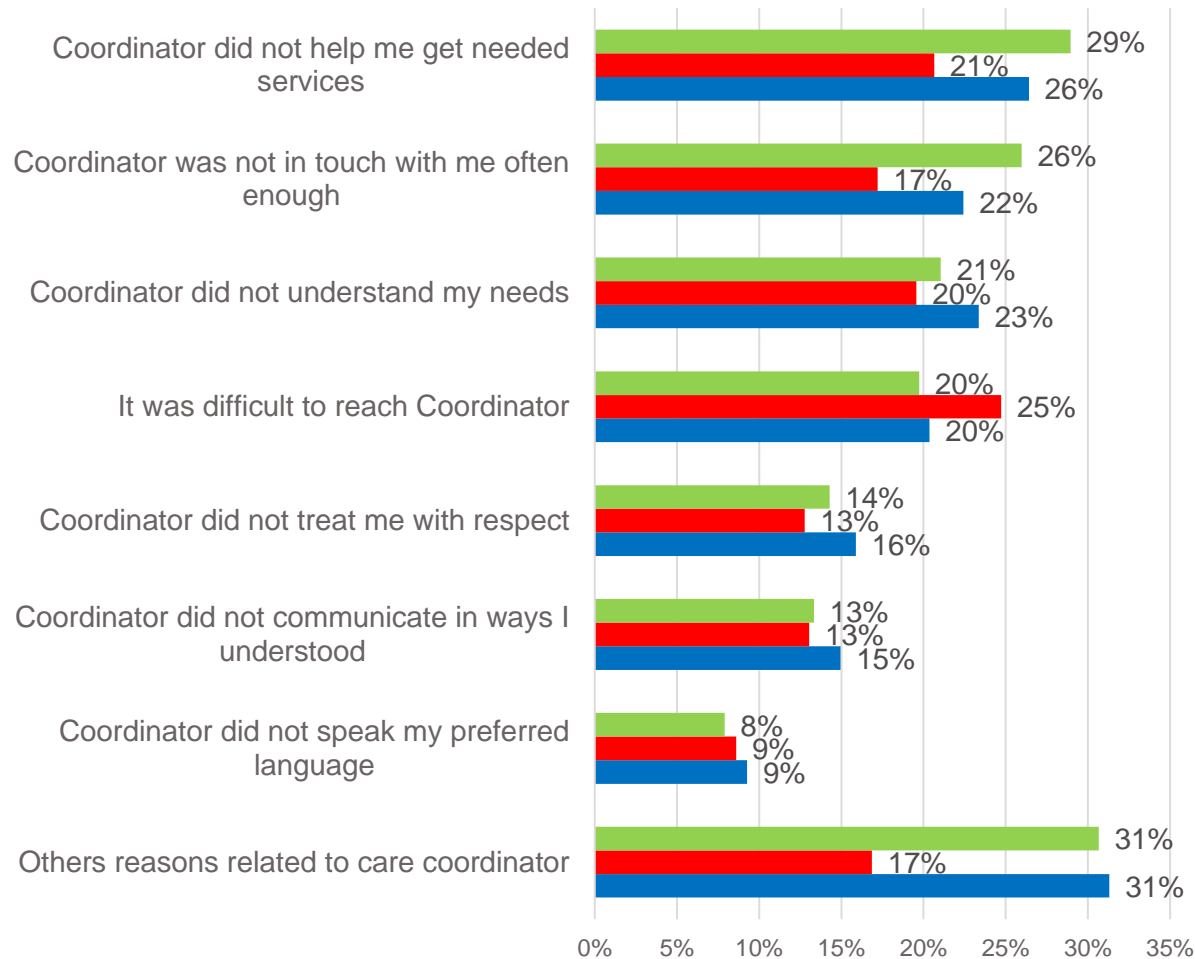
# Voluntary Disenrollees' Satisfaction with Care Coordinator

Among voluntary disenrollee respondents who reported having a Care Coordinator, satisfaction fluctuated over the three years of the survey, but this change was not statistically significant.



# Voluntary Disenrollees' Reasons for Leaving One Care - Care Coordinator

Among former members who had a Care Coordinator, the most common Care Coordinator-related reasons cited for voluntarily disenrolling were that the Care Coordinator did not help get needed services, was not in touch often enough and did not understand the member's needs.



\* Sample includes only respondents who had a Care Coordinator

† Respondents can choose more than one answer.



2017



2018



2019

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# Voluntary Disenrollees' Experiences with LTS Coordinator

About one in five former members had a LTS Coordinator and this percentage fell significantly over the the three years of the survey.

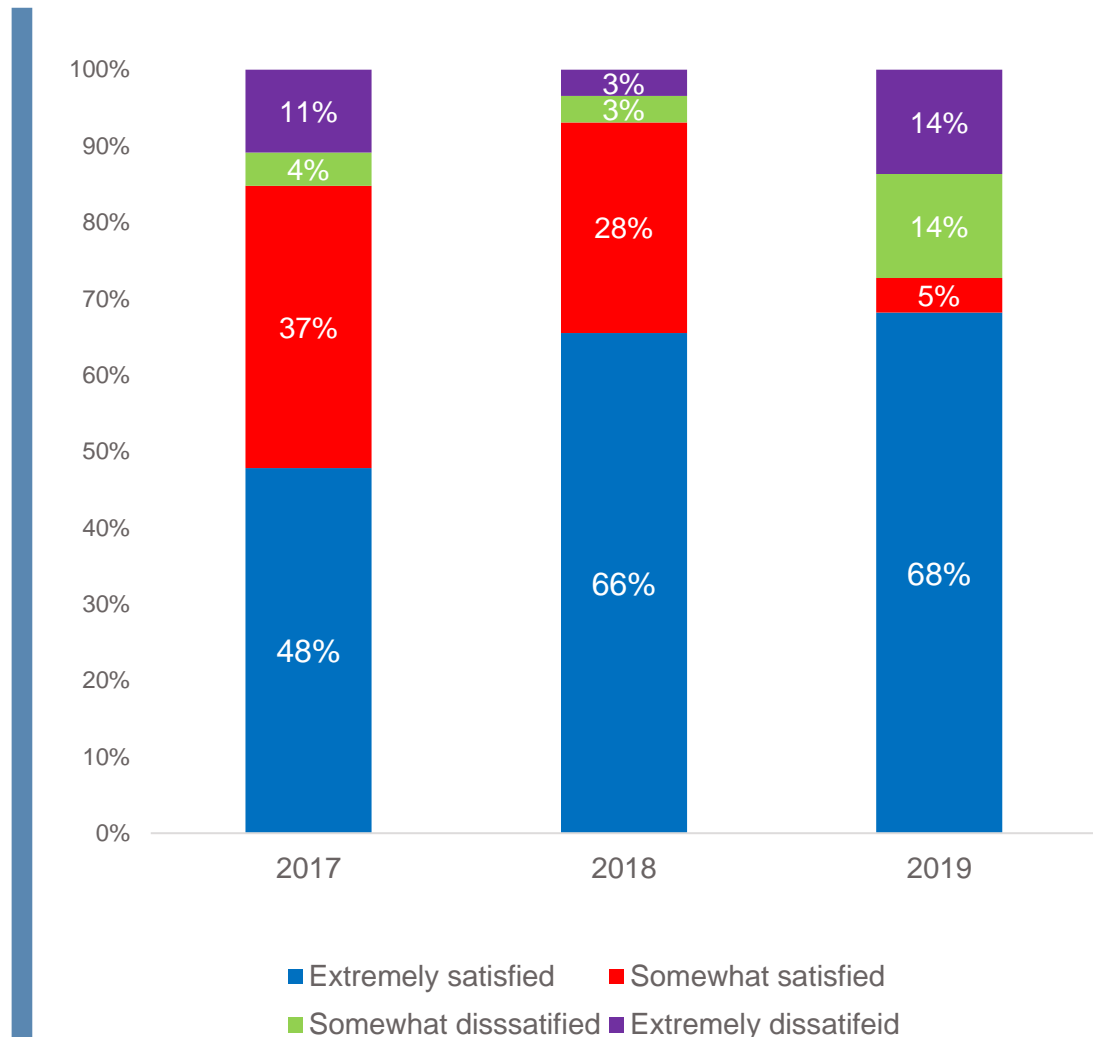
However, getting a LTS Coordinator was not a key factor in most respondents' decisions to voluntarily disenroll from One Care

	2017	2018	2019	Sig. Difference
Had a LTS Coordinator While in One Care				p-value
Yes	20%	15%	15%	<b>0.0454*</b>
No	62%	75%	73%	
Don't know/not sure	18%	11%	12%	
Did you leave One Care because you were never able to get a LTS Coordinator?				
Yes	15%	12%	16%	0.5971
No	88%	88%	84%	

\*Significant difference between years indicated by \*  $p < .05$ , \*\*  $p < 0.01$ , \*\*\*  $p < 0.001$ , \*\*\*\*  $p < 0.0001$

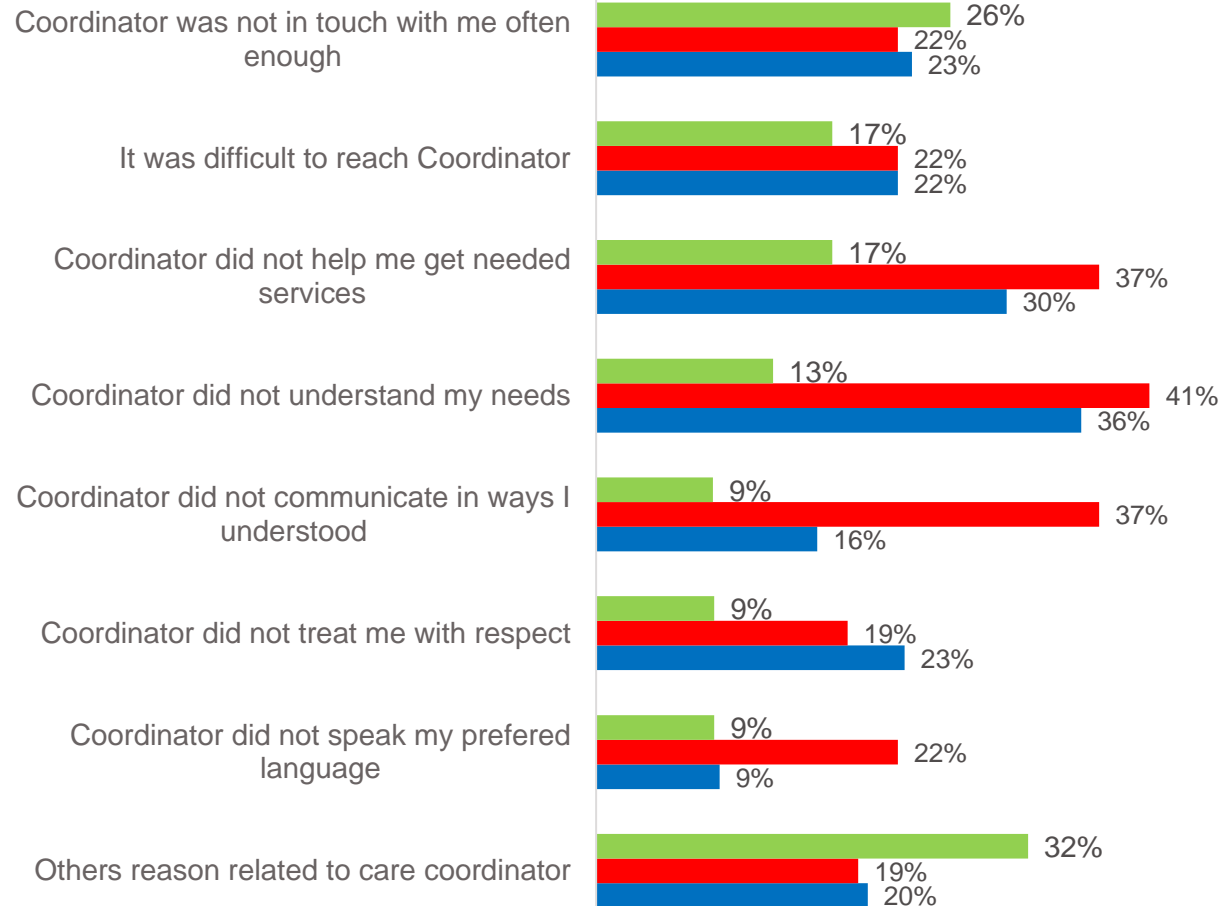
# Vountary Disenrollees' Satisfaction with LTS Coordinator

Most former members who had a LTS Coordinator were satisfied with their LTS Coordinators and the percentage who were extremely satisfied increased significantly over time.



# Voluntary Disenrollees' Reasons for Leaving One Care - LTS Coordinator

Among former members with a LTS Coordinator, the main LTS Coordinator-related reasons cited for voluntarily disenrolling from One Care were that the LTS Coordinator did not understand the former members' needs, did not help get needed services and were not in touch often enough

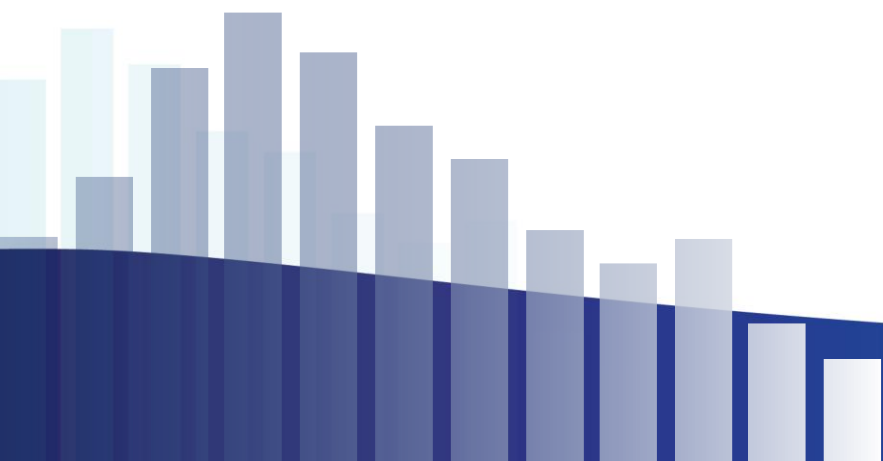


\* Sample includes only respondents who had a LTS Coordinator

† Respondents can choose more than one answer.

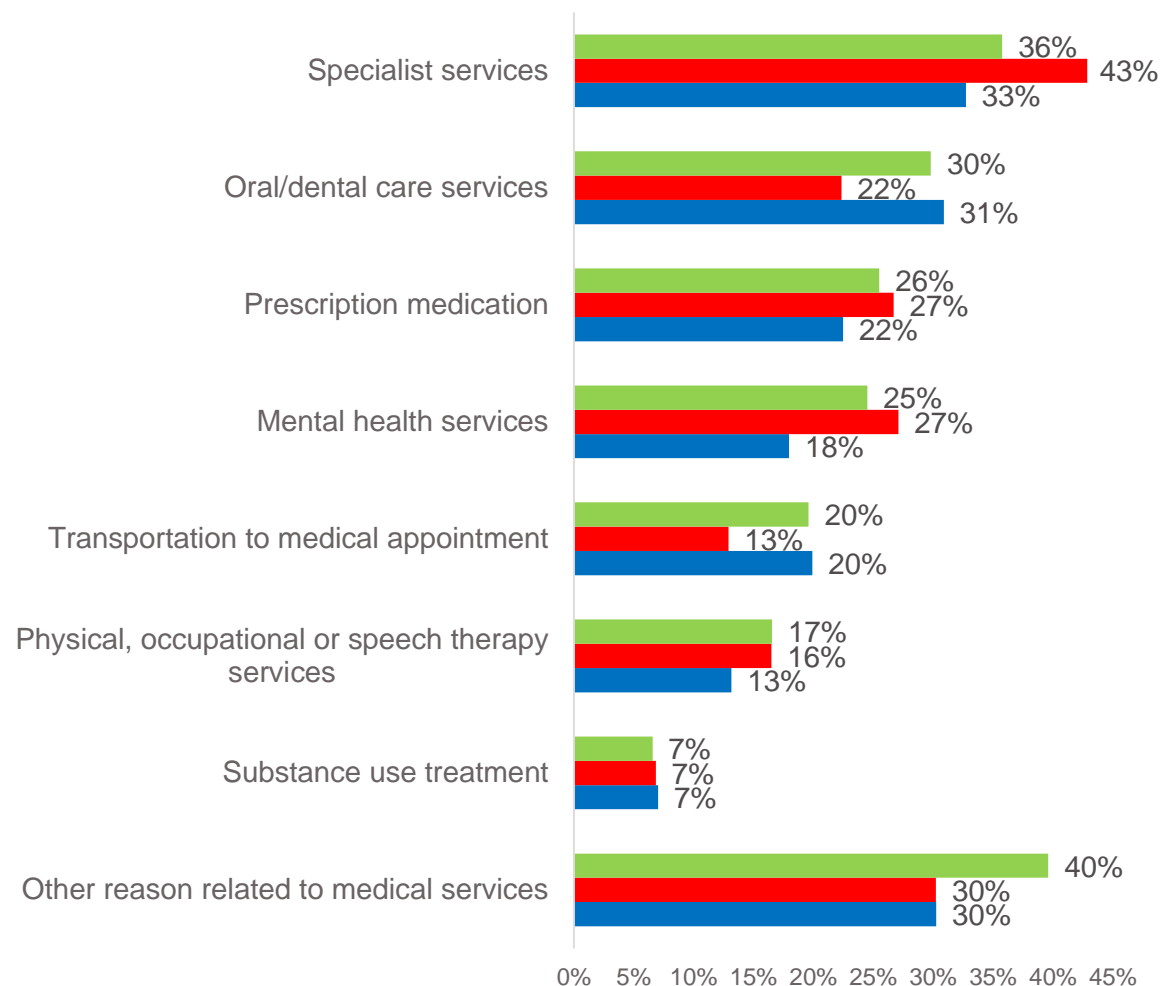
2017 2018 2019

# Medical Services



# Voluntary Disenrollees' Reasons for Leaving One Care – Medical Services

Difficulties in getting specialist services, oral/dental care, mental health services and prescription medications were the most frequently cited reasons for voluntarily disenrolling that were related to medical services.



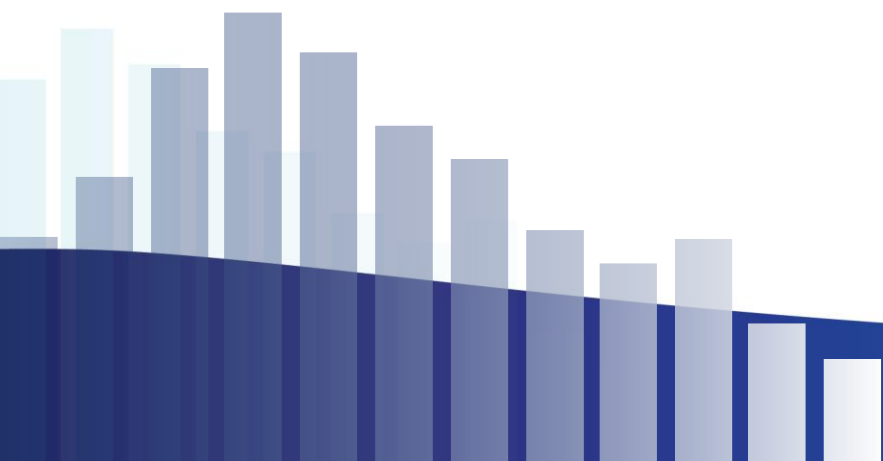
\*Respondents can choose more than one answer.

■ 2017 ■ 2018 ■ 2019

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# Long-Term Services & Supports



# Voluntary Disenrollees Who Received LTSS

About one in four former One Care members who've voluntarily disenrolled received LTSS over the three years of the survey. Any changes were not significant.

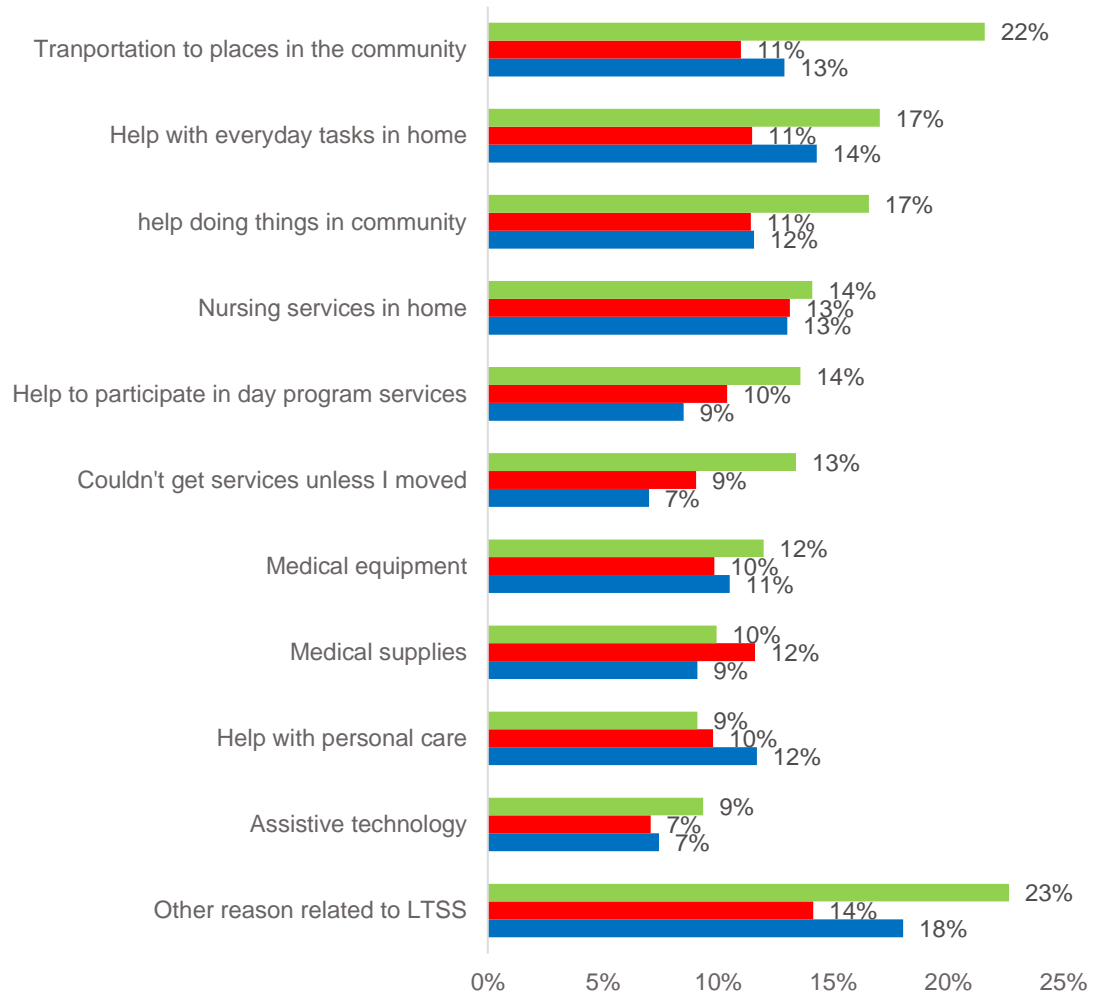
	2017	2018	2019	Sig. Difference
<b>Got Long Term Services and Supports in One Care</b>				p-value
Yes	27%	18%	24%	0.3052
No	61%	71%	63%	
Don't know/not sure/refused/missing	12%	11%	12%	

\*Significant difference between years indicated by \* p<.05, \*\* p<0.01, \*\*\* p<0.001, \*\*\*\* p<0.0001

# Voluntary Disenrollees' LTSS-Related Reasons for Leaving One Care

The primary LTSS-related reasons for voluntarily disenrolling were difficulties getting transportation and difficulties getting help doing things in the community or with everyday tasks in the home.

None of these changes over time were statistically significant.



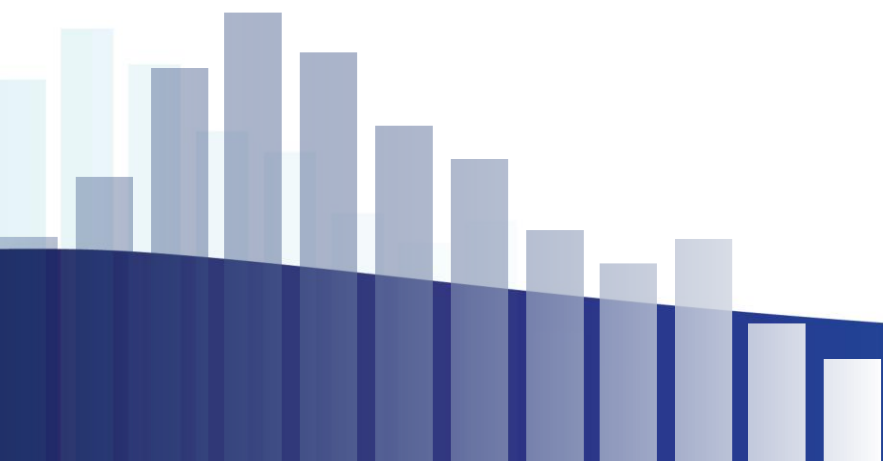
\*Respondents can choose more than one answer.

■ 2017 ■ 2018 ■ 2019

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# Enrollment Method



# Voluntary Disenrollees' Reasons for Leaving One Care - PCP

The percentage of self-selected former members who left One Care because they could not get a PCP fell significantly over the three survey years. The percentage of passive and unsure enrollees increased, but the change was not significant.

	2017	2018	2019	Sig. Difference
<b>Left Because Could Not Get PCP</b>				p-value
Self-Selected	45%	22%	20%	<b>0.0023**</b>
Passive	32%	35%	40%	0.6777
Don't Know/Not Sure/Other	14%	17%	40%	NA

\*Significant difference between years indicated by \* p<.05, \*\* p<0.01, \*\*\* p<0.001, \*\*\*\* p<0.0001

# Disenrollees – Difficulties Accessing Mental Health Services

The percentage of voluntary disenrollments for members who were passively enrolled left One Care because they had difficulties obtaining mental health services increased significantly over the three survey years. The percentage of self-selected voluntary disenrollees increased, but the change was not significant.

	2017 (n=50)	2018 (n=48)	2019 (n=47)	Sig. Difference
<b>Mental Health Services</b>				p-value
Self-Selected	22%	30%	17%	0.1234
Passive	17%	26%	37%	<b>0.015*</b>
Don't Know/Not Sure/Other	11%	0%	13%	NA

\*Significant difference between years indicated by \* p<.05, \*\* p<0.01, \*\*\* p<0.001, \*\*\*\* p<0.0001

† We also examined changes over time for specialty, mental health, dental, PCA, services along with medications and medical equipment and supplies, but the results were not significant.

# Voluntary Disenrollees - Difficulties Accessing LTSS

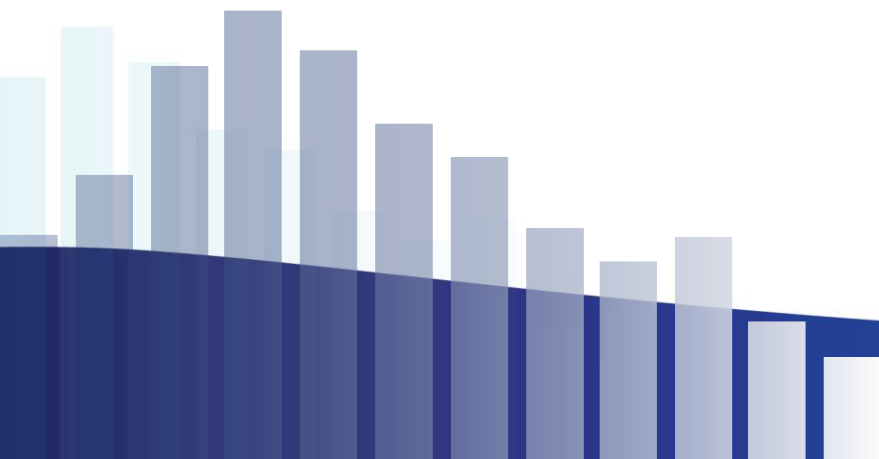
The percentage of voluntary disenrollments for members who were passively enrolled left One Care because they had difficulties accessing transportation, day program services or increased significantly.

The percentage of self-selected and unsure respondents increased, but the change was not significant.

	2017	2018	2019	Sig. Difference
<b>Transportation to Community</b>				p-value
Self-Selected	17%	19%	10%	0.2391
<b>Passive</b>	10%	11%	28%	<b>0.0043*</b>
Don't Know/Not Sure	12%	33%	0%	NA
<b>Day Program Services</b>				p-value
Self-Selected	16%	10%	9%	0.3634
<b>Passive</b>	5%	11%	19%	<b>0.0138*</b>
Don't Know/Not Sure	4%	17%	17%	NA
<b>Couldn't get LTSS unless I moved</b>				
Self-Selected	12%	11%	11%	0.9725
<b>Passive</b>	6%	8%	17%	<b>0.0416*</b>
Don't Know/Not Sure	0%	0%	14%	NA

\*Significant difference between years indicated by \* p<.05, \*\* p<0.01, \*\*\* p<0.001, \*\*\*\* p<0.0001

# Enrollment Duration



# Voluntary Disenrollees' Reasons for Leaving One Care - PCP

The percentage of former members who left because they could not get a PCP after only 1-3 months increased significantly over the three survey years.

The percentage who left because they did not get the PCP they wanted also changed significantly between the 2017-2019 surveys.

	2017	2018	2019	Sig. Difference
<b>Left Because Could Not Get PCP</b>				p-value
<b>1-3 months</b>	30%	42%	67%	<b>0.0479*</b>
3-12 months	29%	26%	39%	0.6627
More than one year	33%	50%	50%	0.6877
<b>Left Because Did Not Get PCP I Wanted</b>				
<b>1-3 months</b>	30%	42%	67%	<b>0.0479*</b>
3-12 months	29%	26%	39%	0.6627
More than one year	21%	36%	22%	0.2153

\*Significant difference between years indicated by \* p<.05, \*\* p<0.01, \*\*\* p<0.001, \*\*\*\* p<0.0001

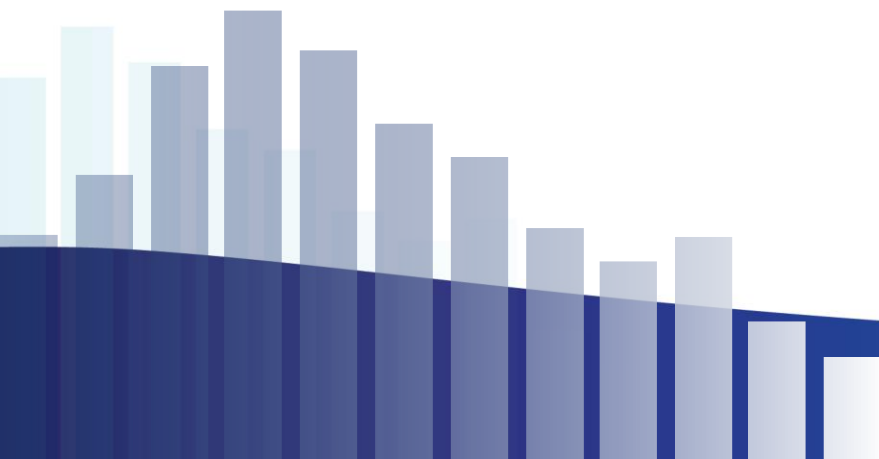
# Voluntary Disenrollees - Difficulties Accessing Services

The percentage of former members who left because they had difficulties accessing oral/dental care services after being enrolled for 3-12 months increased significantly over the three survey years.

	2017	2018	2019	Sig. Difference
<b>Oral/Dental Care Services</b>				p-value
1-3 months	23%	14%	20%	0.4110
<b>3-12 months</b>	32%	19%	39%	<b>0.0206*</b>
More than one year	36%	43%	25%	0.2115

\*Significant difference between years indicated by \*  $p < 0.05$ , \*\*  $p < 0.01$ , \*\*\*  $p < 0.001$ , \*\*\*\*  $p < 0.0001$

# Main Reason for Disenrolling



# Voluntary Disenrollees' Main Reasons for Leaving One Care

## Inability to keep Primary Care Provider – 25%

- “My PCP did not accept that insurance.”
- “My PCP of over 20 years was not covered.”
- “Not enough PCPs in my area.”

## Inability to stay with Specialists/Hospital/Clinic – 19%

- “Because my neurosurgeon did not accept CC as I was going to have spine surgery.”
- “I had an infectious disease doctor and primary care as one for 15-20 years then when One Care terminated that after so many years, I trust him, and we work well together.”
- “I have very good cancer doctors and won't switch (eyes, teeth, primary was optional) One Care didn't take any of my doctors.”
- “I left because of my mental health, I did not want to change psychiatrist or psychologist.”

# Voluntary Disenrollees' Main Reasons for Leaving One Care

## Lack of Coverage for Needed Services – 15%

- “The plan didn’t fit my needs.”
- “One Care could not provide adequate transportation to his daily program. They were not door to door.”

## Administrative Issues – 6%

- “Because you are so disorganized, and nobody knew what they were doing when I called.”
- “I didn’t want to leave One Care, I liked One Care a lot but getting ahold of a case manager or nurse was terrible.”
- “I was getting too much correspondence with them.”
- “The customer service people were always confused and made many mistakes. My One Care ID was issued twice and both times it was wrong. Help was never available.”

# Voluntary Disenrollees' Main Reasons for Leaving One Care

## **Dissatisfaction with Prescription Drug Coverage – 5%**

- “My prescription drugs were being denied. It was a hassle to get prescriptions approved.”
- “They did not cover medications that I have been on for most of life.”
- “I left One Care because they charged a lot of copay for my medications and MassHealth does not charge.”

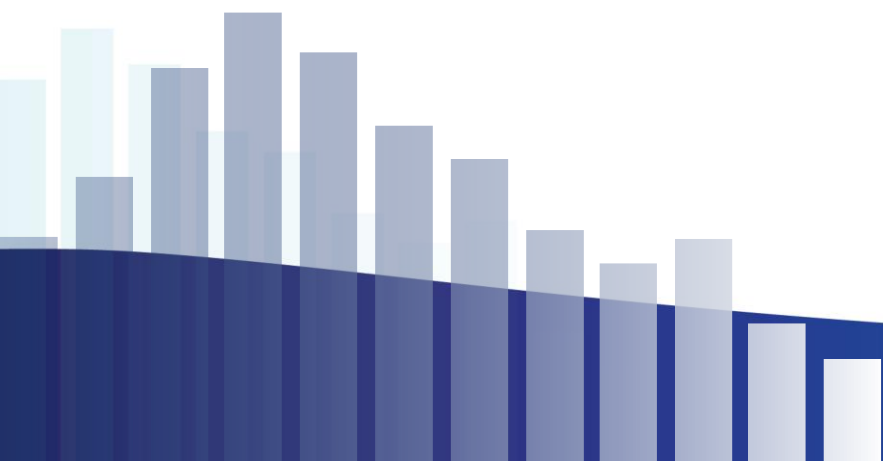
## **Dissatisfaction with Available Dental Care – 4%**

- “My dental was not covered.”
- “I was losing services that I needed such as dental and eye care.”
- “I left One Care because it was bad for the dentist.”

## **Dissatisfaction with Available Mental Health Care – 3%**

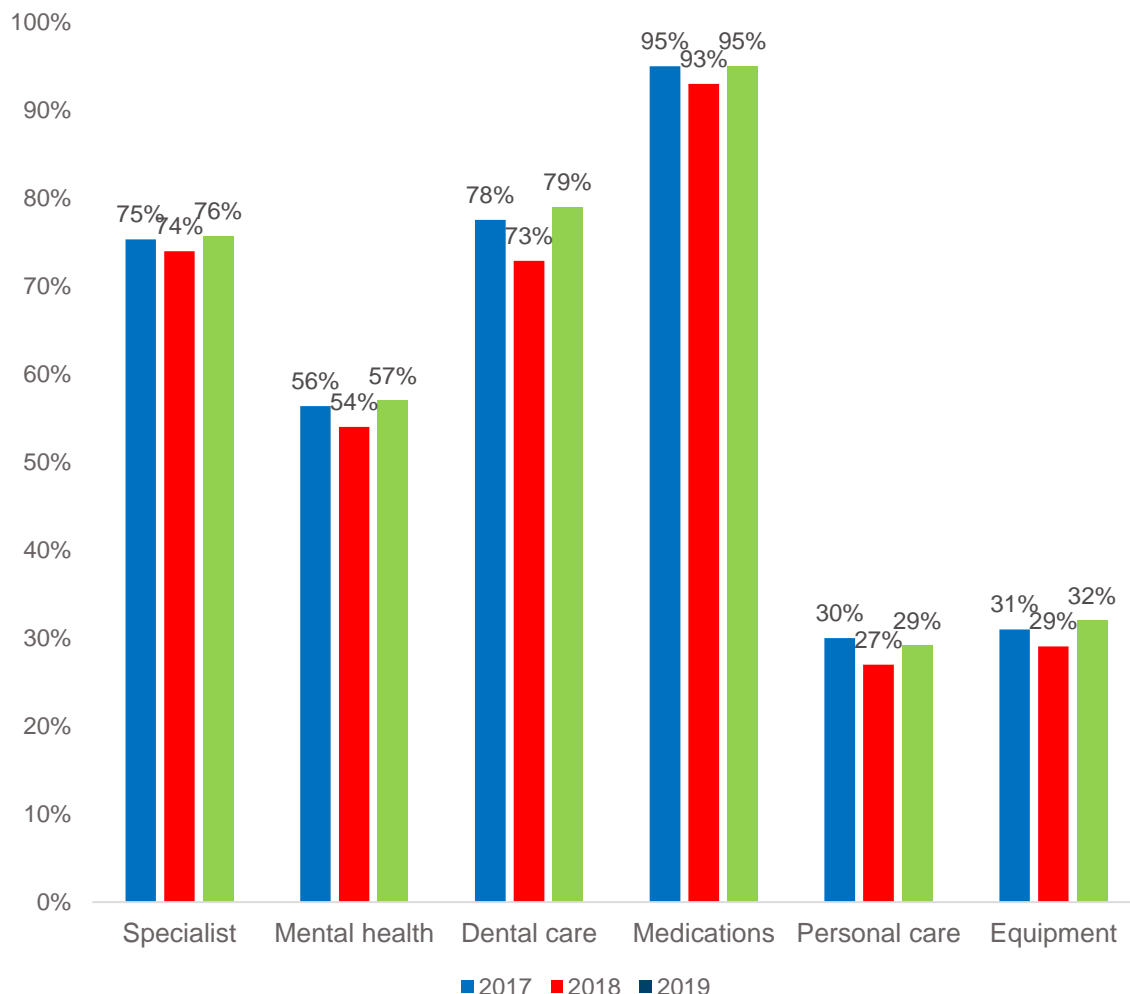
- “One Care didn't cover my psychiatry appointments.”
- “I could not find an outpatient therapist that was a good fit. . . .I wish I was given more support around it and it never happened.”

# One Care Compared to MassHealth/Medicare FFS



# Voluntary Disenrollees - Medical & LTSS Services Needed/Used

Medications, specialty and dental care were the three services most frequently needed or used by former One Care members during all three years

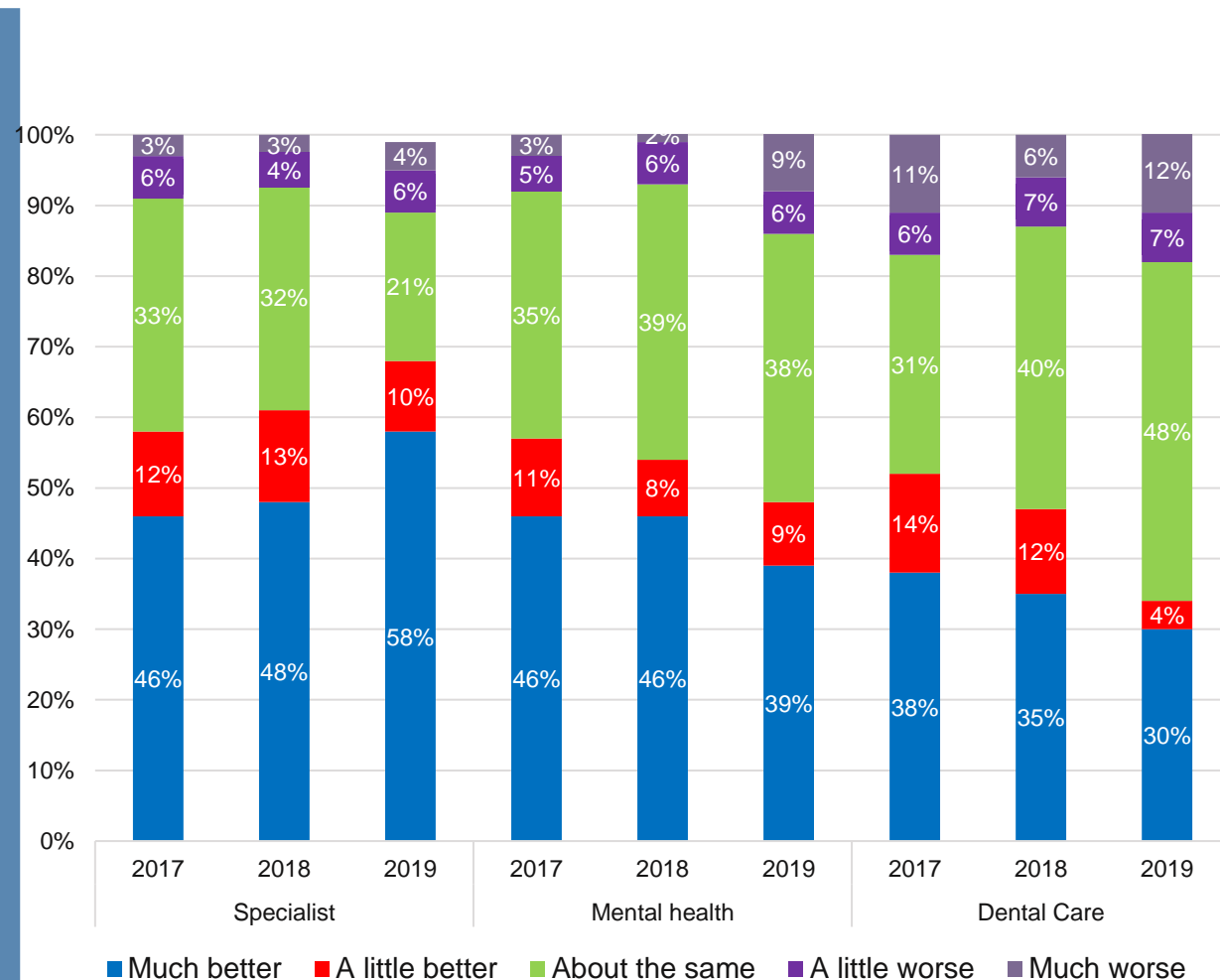


# Experiences of Voluntary Disenrollees - FFS vs. One Care

The percent of former members who said that specialty care in FFS was much or somewhat better than in One Care increased over the three survey years but was not statistically significant.

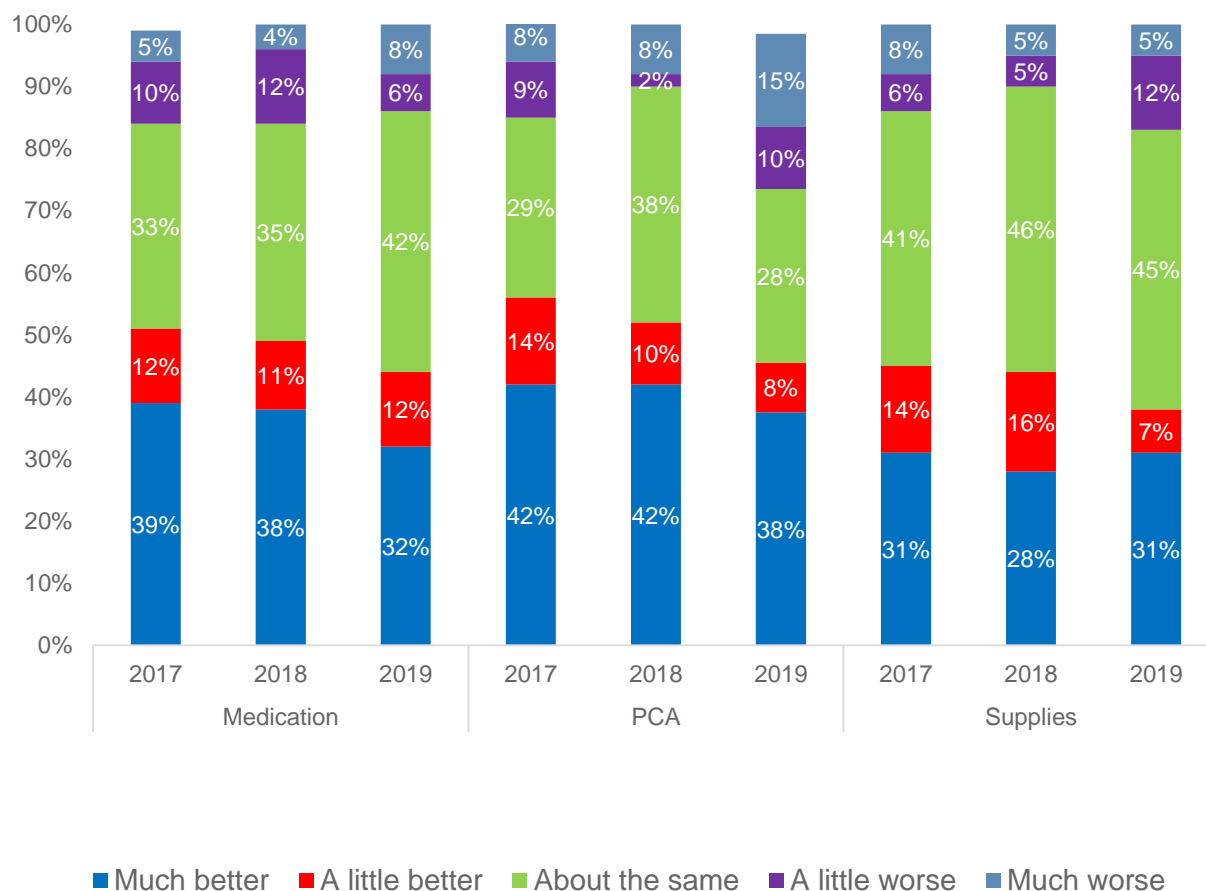
The percent of former members who said that FFS mental health was much or somewhat better declined but was not significant.

The percent of former members who said that dental services in FFS were declined significantly over time



# Experiences of Voluntary Disenrollees - FFS vs. One Care

The percentage of former members who said that care related to medications, Personal Care Assistant services, medical equipment and supplies was much better or a little better in MassHealth/Medicare FFS than in One Care decreased over the three survey years, but these changes were not significant.

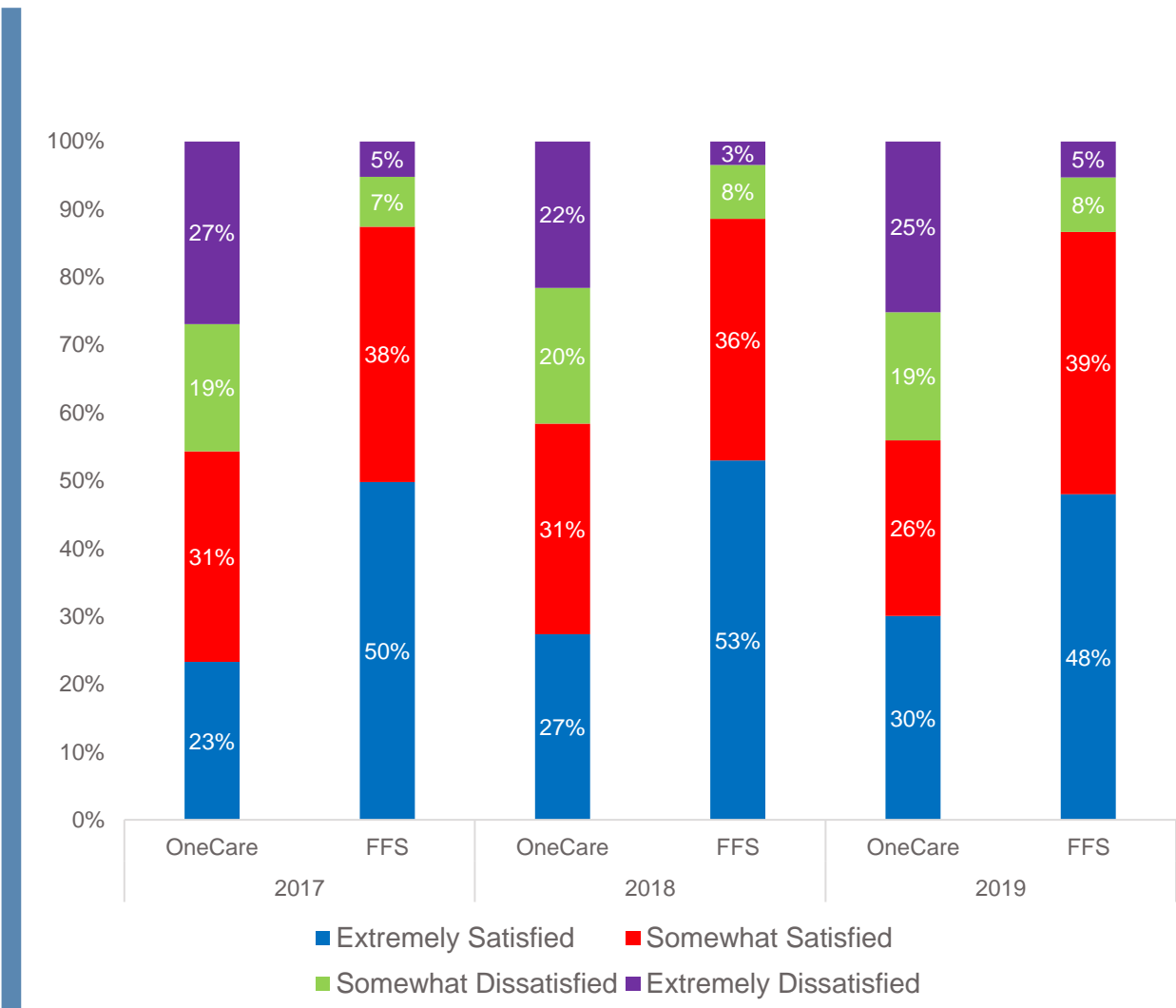


# Overall Satisfaction of Voluntary Disenrollees - FFS vs One Care

The percentage of former members that were extremely or somewhat satisfied with FFS remained consistently high with 87%-89% saying that they were extremely or somewhat satisfied with MassHealth/Medicare FFS.

In contrast, only 54%-58% of former members were consistently extremely or somewhat satisfied with One Care over the three survey years.

Many fewer former members said that they were extremely satisfied with One Care than with FFS.



# Conclusions

- The primary reason that people voluntarily disenrolled from One Care was that they could not keep their PCP, specialist, or mental health provider.
- Only about half of former members reported having a Care Coordinator in all three years. Those with Care Coordinators were satisfied, but about a quarter left due to dissatisfaction with Care Coordinators.
- Utilization of LTS Coordinators was consistently low from 2017-2019 for former members, although most with a LTS Coordinator were satisfied.
- Difficulties with access to specialty and dental services were the main medical service-related reasons for disenrolling.
- The primary LTSS-related reasons for disenrolling were difficulties getting transportation or help doing things in the community or with everyday tasks in the home.

# Contacts

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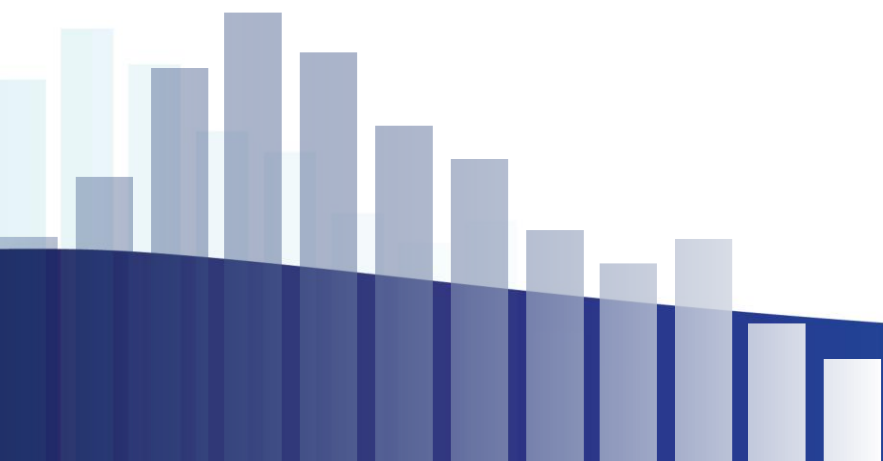
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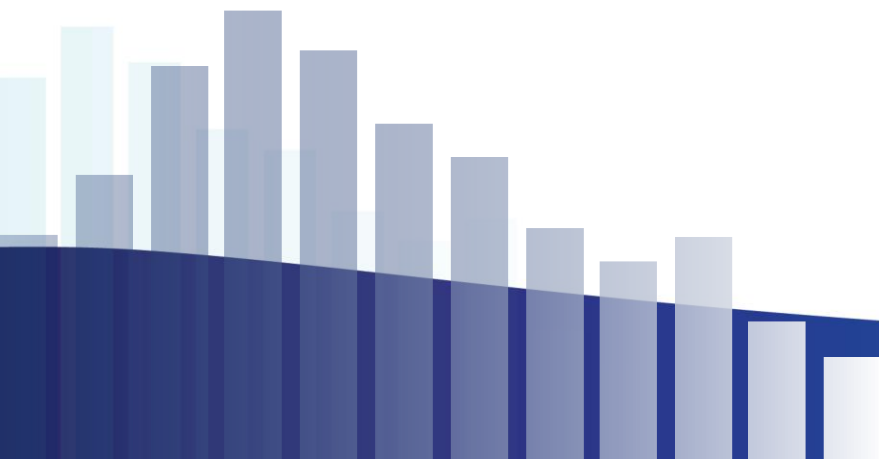
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# Appendix



# One Care 2019 Disenrollment Survey



# One Care 2019 Disenrollment Survey

## One Care 2019 Disenrollment Survey

Please answer each question by marking the box to the left of your answer.

You are sometimes told to skip over some questions in this survey. When this happens, you will see a note that tells you what question to answer next, like this:

1 ☐ Yes

2 ☒ No ..... If No, go to #1 on Page 1

### Enrolling in One Care

1. Thinking back to how you came to be in One Care, did you choose your One Care plan or did MassHealth choose a plan for you?

1 ☐ I chose my plan

2 ☐ MassHealth chose my plan

3 ☐ Don't remember/Not sure

### Your Care Team Under One Care

2. A **Primary Care Provider (PCP)** is a doctor or nurse you see if you need a check-up, want advice about a medical or behavioral health problem, or get sick or hurt.

When you were in One Care, did you have a **Primary Care Provider**?

1 ☐ Yes. .... If Yes, go to #4

2 ☐ No

3 ☐ Don't know/Not sure

3. Did you leave One Care because you were never able to get a **Primary Care Provider**?

1 ☐ Yes. .... If Yes, go to #6 on Page 2

2 ☐ No ..... If No, go to #6 on Page 2

4. Overall, how satisfied were you with the **Primary Care Provider** you had under One Care?

1 ☐ Extremely Satisfied

2 ☐ Somewhat Satisfied

3 ☐ Somewhat Dissatisfied

4 ☐ Extremely Dissatisfied

# One Care 2019 Disenrollment Survey

5. Some people may have left One Care because of something to do with their **Primary Care Provider**. Did you leave One Care for any of the following reasons? *(Please select a response for each item)*

Reasons for Leaving One Care: Primary Care Provider	Yes <sub>1</sub>	No <sub>2</sub>
a. I wasn't able to keep the Primary Care Provider I had before	<input type="checkbox"/>	<input type="checkbox"/>
b. I did not get the Primary Care Provider I wanted	<input type="checkbox"/>	<input type="checkbox"/>
c. It was difficult to get appointments with my Primary Care Provider	<input type="checkbox"/>	<input type="checkbox"/>
d. My Primary Care Provider did not understand my needs	<input type="checkbox"/>	<input type="checkbox"/>
e. My Primary Care Provider did not treat me with respect	<input type="checkbox"/>	<input type="checkbox"/>
f. My Primary Care Provider did not speak to me in my preferred language	<input type="checkbox"/>	<input type="checkbox"/>
g. My Primary Care Provider did not communicate with me in a way I could understand	<input type="checkbox"/>	<input type="checkbox"/>
h. Other reason related to Primary Care Provider (please specify) _____	<input type="checkbox"/>	<input type="checkbox"/>

6. A **Care Coordinator** is someone who helps make sure that you get the health care services you need. Some One Care plans call this person a Navigator.

When you were in One Care, did you have a Care Coordinator?

- 1 ☐ Yes..... If Yes, go to #8  
 2 ☐ No  
 3 ☐ Don't know/Not sure

7. Did you leave One Care because you were never able to get a Care Coordinator?

- 1 ☐ Yes..... If Yes, go to #10 on Page 3  
 2 ☐ No ..... If No, go to #10 on Page 3

8. Overall, how satisfied were you with the Care Coordinator you had under One Care?

- 1 ☐ Extremely Satisfied  
 2 ☐ Somewhat Satisfied  
 3 ☐ Somewhat Dissatisfied  
 4 ☐ Extremely Dissatisfied

# One Care 2019 Disenrollment Survey

9. Some people may have left One Care because of something to do with their **Care Coordinator**. Did you leave One Care for any of the following reasons? *(Please select a response for each item)*

Reasons for Leaving One Care: Care Coordinator	Yes <sub>1</sub>	No <sub>2</sub>
a. My Care Coordinator was not in touch with me often enough	<input type="checkbox"/>	<input type="checkbox"/>
b. It was difficult to reach my Care Coordinator	<input type="checkbox"/>	<input type="checkbox"/>
c. My Care Coordinator did not understand my needs	<input type="checkbox"/>	<input type="checkbox"/>
d. My Care Coordinator did not treat me with respect	<input type="checkbox"/>	<input type="checkbox"/>
e. My Care Coordinator did not help me get the services I need	<input type="checkbox"/>	<input type="checkbox"/>
f. My Care Coordinator did not speak to me in my preferred language	<input type="checkbox"/>	<input type="checkbox"/>
g. My Care Coordinator did not communicate with me in a way I could understand	<input type="checkbox"/>	<input type="checkbox"/>
h. Other reason related to Care Coordinator (please specify) _____	<input type="checkbox"/>	<input type="checkbox"/>

10. People with disabilities may need **long term services and supports** to meet their daily needs, such as help with dressing, housework, and transportation. *In addition to a Care Coordinator, some people may have a Long Term Supports (LTS) Coordinator who helps them get such services.*

When you were in One Care, did you have a **Long Term Supports (LTS) Coordinator** in addition to a Care Coordinator?

- ☐ 1 Yes. .... If Yes, go to #12  
☐ 2 No  
☐ 3 Don't know/Not sure

11. Did you leave One Care because you were never able to get a **Long Term Supports (LTS) Coordinator**?

- ☐ 1 Yes. .... If Yes, go to #14 on Page 4  
☐ 2 No. .... If No, go to #14 on Page 4

12. **Overall**, how satisfied were you with the **Long Term Supports (LTS) Coordinator** you had under One Care?

- ☐ 1 Extremely Satisfied  
☐ 2 Somewhat Satisfied  
☐ 3 Somewhat Dissatisfied  
☐ 4 Extremely Dissatisfied

# One Care 2019 Disenrollment Survey

13. Some people may have left One Care because of something to do with their **Long Term Supports (LTS) Coordinator**. Did you leave One Care for any of the following reasons?  
(Please select a response for each item)

Reasons for Leaving One Care: LTS Coordinator	Yes <sub>1</sub>	No <sub>2</sub>
a. My LTS Coordinator was not in touch with me often enough	<input type="checkbox"/>	<input type="checkbox"/>
b. It was difficult to reach my LTS Coordinator	<input type="checkbox"/>	<input type="checkbox"/>
c. My LTS Coordinator did not understand my needs	<input type="checkbox"/>	<input type="checkbox"/>
d. My LTS Coordinator did not treat me with respect	<input type="checkbox"/>	<input type="checkbox"/>
e. My LTS Coordinator did not help me get the services I need	<input type="checkbox"/>	<input type="checkbox"/>
f. My LTS Coordinator did not speak to me in my preferred language	<input type="checkbox"/>	<input type="checkbox"/>
g. My LTS Coordinator did not communicate with me in a way I could understand	<input type="checkbox"/>	<input type="checkbox"/>
h. Other reason related to LTS Coordinator (please specify) _____	<input type="checkbox"/>	<input type="checkbox"/>

## Getting Medical Services Under One Care

14. One Care is designed to bring together all the medical services you need under one plan. In addition to your primary care doctor, you may need a specialist, mental health care, substance use treatment, dental care, medications, and transportation to medical appointments.

**Overall**, how satisfied were you with the **Medical Services** you got under One Care?

- ☐ <sub>1</sub> Extremely Satisfied
- ☐ <sub>2</sub> Somewhat Satisfied
- ☐ <sub>3</sub> Somewhat Dissatisfied
- ☐ <sub>4</sub> Extremely Dissatisfied

# One Care 2019 Disenrollment Survey

15. Some people may have left One Care because they did not get some or all of the **Medical Services** they needed. Did you leave One Care for any of the following reasons?  
(Please select a response for each item)

Reasons for Leaving One Care: Medical Services	Yes <sub>1</sub>	No <sub>2</sub>
a. I did not get to see the Specialists I needed (an orthopedist, rheumatologist, gynecologist, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
b. I did not get the mental health services I needed	<input type="checkbox"/>	<input type="checkbox"/>
c. I did not get the substance use treatment I needed for problems with alcohol or drugs	<input type="checkbox"/>	<input type="checkbox"/>
d. I did not get the physical, occupational, or speech therapy services I needed	<input type="checkbox"/>	<input type="checkbox"/>
e. I did not get the oral/dental care services I needed	<input type="checkbox"/>	<input type="checkbox"/>
f. I did not get the prescription medications I needed	<input type="checkbox"/>	<input type="checkbox"/>
g. I did not get the transportation I needed for medical appointments	<input type="checkbox"/>	<input type="checkbox"/>
h. Other reason related to Medical Services (please specify) _____	<input type="checkbox"/>	<input type="checkbox"/>

## Getting Long Term Services and Supports Under One Care

16. One Care is also designed to provide you with the **long term services and supports** that you need. Long term services and supports can include help with personal care or everyday tasks, medical equipment or supplies, assistive technology, and help with activities in the community.

a. When you were in One Care, did you get **Long Term Services and Supports**?

- 1 ☐ Yes  
 2 ☐ No ..... If **No**, go to #17 on Page 6  
 3 ☐ Don't know/Not sure ..... If **Don't know/Not sure**, go to #17 on Page 6

b. **Overall**, how satisfied were you with the **Long Term Services and Supports** you got under One Care?

- 1 ☐ Extremely Satisfied  
 2 ☐ Somewhat Satisfied  
 3 ☐ Somewhat Dissatisfied  
 4 ☐ Extremely Dissatisfied

# One Care 2019 Disenrollment Survey

17. Some people may have left One Care because they did not get some or all the **Long Term Services and Supports** they needed. Did you leave One Care for any of the following reasons?  
(Please select a response for each item)

Reasons for Leaving One Care: Long Term Services and Supports	Yes <sub>1</sub>	No <sub>2</sub>
a. I did not get the help I needed with personal care, such as bathing and dressing	<input type="checkbox"/>	<input type="checkbox"/>
b. I did not get the help I needed with everyday tasks in my home, such as cooking or housework	<input type="checkbox"/>	<input type="checkbox"/>
c. I did not get the nursing services I needed in my home	<input type="checkbox"/>	<input type="checkbox"/>
d. I did not get the medical equipment I needed (wheelchair, walker, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
e. I did not get the medical supplies I needed (catheters, syringes, bandages, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
f. I did not get the help I needed doing things in the community (socializing, shopping, work-related things, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
g. I did not get the transportation I needed to get to places in the community (visiting friends, stores, work, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
h. I did not get the assistive technology I needed (special software, keyboards, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
i. I did not get the help I needed to participate in day program services	<input type="checkbox"/>	<input type="checkbox"/>
j. I could not get the services I needed unless I moved from where I live	<input type="checkbox"/>	<input type="checkbox"/>
k. Other reason related to Long Term Services and Supports (please specify) _____	<input type="checkbox"/>	<input type="checkbox"/>

## Other Reasons for Leaving One Care

18. Did anyone encourage you to leave One Care?

- 1 ☐ Yes  
2 ☐ No . . . . . If No, go to #20 on Page 7

# One Care 2019 Disenrollment Survey

19. Did any of the following people encourage you to leave One Care?  
(Please select a response for each item)

	Yes <sub>1</sub>	No <sub>2</sub>
a. My Primary Care Provider	<input type="checkbox"/>	<input type="checkbox"/>
b. A Specialist (an orthopedist, rheumatologist, gynecologist, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
c. My mental health or substance use treatment provider	<input type="checkbox"/>	<input type="checkbox"/>
d. A family member or friend	<input type="checkbox"/>	<input type="checkbox"/>
e. A staff member from the place where I live	<input type="checkbox"/>	<input type="checkbox"/>
f. A staff member from a community program	<input type="checkbox"/>	<input type="checkbox"/>
g. My personal care assistant (PCA)	<input type="checkbox"/>	<input type="checkbox"/>
h. A person other than my PCA who provides services in my home	<input type="checkbox"/>	<input type="checkbox"/>
i. Someone else (please specify) _____	<input type="checkbox"/>	<input type="checkbox"/>

20. In your own words, please tell us the **main** reason you left One Care:

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## Your Care Under MassHealth/Medicare

Now that you are no longer in One Care but have separate MassHealth and Medicare coverage, we would like to understand how well your needs for medical and long term services and supports are now being met.

### 21. *Specialty Care*

a. Other than your Primary Care doctor, do you see or need to see a **Specialist**?

1 ☐ Yes

2 ☐ No . . . . . If **No**, go to #22 on Page 8

b. Compared to One Care, how would you rate MassHealth/Medicare in meeting your needs for a **Specialist**?

1 ☐ Much better

2 ☐ A little better

3 ☐ About the same

4 ☐ A little worse

5 ☐ Much worse

# One Care 2019 Disenrollment Survey

## 22. *Mental Health Services*

a. Do you use or need **mental health services**?

- 1 ☐ Yes  
2 ☐ No . . . . . If No, go to #23

b. Compared to One Care, how would you rate MassHealth/Medicare in meeting your needs for **mental health services**?

- 1 ☐ Much better  
2 ☐ A little better  
3 ☐ About the same  
4 ☐ A little worse  
5 ☐ Much worse

## 23. *Oral Health or Dental Care*

a. Do you use or need **oral health or dental care**?

- 1 ☐ Yes  
2 ☐ No . . . . . If No, go to #24

b. Compared to One Care, how would you rate MassHealth/Medicare in meeting your needs for **oral health or dental care**?

- 1 ☐ Much better  
2 ☐ A little better  
3 ☐ About the same  
4 ☐ A little worse  
5 ☐ Much worse

## 24. *Prescription Medications*

a. Do you use or need **prescription medications**?

- 1 ☐ Yes  
2 ☐ No . . . . . If No, go to #25 on Page 9

b. Compared to One Care, how would you rate MassHealth/Medicare in meeting your needs for **prescription medications**?

- 1 ☐ Much better  
2 ☐ A little better  
3 ☐ About the same  
4 ☐ A little worse  
5 ☐ Much worse

# One Care 2019 Disenrollment Survey

## 25. *Personal Care and Everyday Tasks*

a. Do you use or need help with **personal care or everyday tasks**?

- 1 ☐ Yes  
2 ☐ No . . . . . If **No**, go to #26

b. Compared to One Care, how would you rate MassHealth/Medicare in meeting your needs for help with **personal care or everyday tasks**?

- 1 ☐ Much better  
2 ☐ A little better  
3 ☐ About the same  
4 ☐ A little worse  
5 ☐ Much worse

## 26. *Medical Equipment and Supplies*

a. Do you use or need **medical equipment or supplies** (wheelchair, oxygen equipment, catheters, syringes, etc.)?

- 1 ☐ Yes  
2 ☐ No . . . . . If **No**, go to #27a

b. Compared to One Care, how would you rate MassHealth/Medicare in meeting your needs for **medical equipment or supplies**?

- 1 ☐ Much better  
2 ☐ A little better  
3 ☐ About the same  
4 ☐ A little worse  
5 ☐ Much worse

## Overall Experience and Satisfaction with Plan Change

These questions ask about your overall experience and satisfaction with MassHealth/Medicare since leaving One Care.

27a. When you were in One Care, how easy or difficult was it to get the care you needed?

- 1 ☐ Very Easy  
2 ☐ Somewhat Easy  
3 ☐ Somewhat Difficult  
4 ☐ Very Difficult

b. Since being back in MassHealth/Medicare, how easy or difficult has it been to get the care you need?

- 1 ☐ Very Easy  
2 ☐ Somewhat Easy  
3 ☐ Somewhat Difficult  
4 ☐ Very Difficult

# One Care 2019 Disenrollment Survey

28a. Overall, how satisfied were you with your care under One Care?

- 1 ☐ Extremely Satisfied
- 2 ☐ Somewhat Satisfied
- 3 ☐ Somewhat Dissatisfied
- 4 ☐ Extremely Dissatisfied

b. Overall, how satisfied are you with your care under MassHealth/Medicare?

- 1 ☐ Extremely Satisfied
- 2 ☐ Somewhat Satisfied
- 3 ☐ Somewhat Dissatisfied
- 4 ☐ Extremely Dissatisfied

29. Overall, compared to your care under One Care, would you say that your care under MassHealth/Medicare is:

- 1 ☐ Much better
- 2 ☐ A little better
- 3 ☐ About the same
- 4 ☐ A little worse
- 5 ☐ Much worse

## About You

The following questions ask about you.

30. Please select Yes or No to indicate if you have any of the following disabilities or health conditions.

	Yes <sub>1</sub>	No <sub>2</sub>
a. Physical disabilities that make it difficult to walk, move or get around	<input type="checkbox"/>	<input type="checkbox"/>
b. Mental or psychiatric condition (depression, anxiety, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
c. Problems with alcohol or drug use	<input type="checkbox"/>	<input type="checkbox"/>
d. Long-term illness (diabetes, heart disease, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
e. Developmental disability including intellectual disability or autism	<input type="checkbox"/>	<input type="checkbox"/>
f. Learning disability	<input type="checkbox"/>	<input type="checkbox"/>
g. Visual impairment or blindness	<input type="checkbox"/>	<input type="checkbox"/>
h. Hearing loss or deafness	<input type="checkbox"/>	<input type="checkbox"/>
i. Other (please specify) _____	<input type="checkbox"/>	<input type="checkbox"/>

# One Care 2019 Disenrollment Survey

31. During the past 12 months, were you ever homeless?

- 1 ☐ Yes
- 2 ☐ No

32. What is your age now?

- 1 ☐ 21 to 24
- 2 ☐ 25 to 34
- 3 ☐ 35 to 44
- 4 ☐ 45 to 54
- 5 ☐ 55 to 64
- 6 ☐ 65 or older

33. What is your gender?

- 1 ☐ Male
- 2 ☐ Female
- 3 ☐ Transgender
- 4 ☐ Other

34. What is your sexual orientation?

- 1 ☐ Heterosexual (straight)
- 2 ☐ Gay or Lesbian
- 3 ☐ Bisexual
- 4 ☐ Asexual

35. What is the highest grade or level of school you have completed? *(Select one)*

- 1 ☐ 8th grade or less
- 2 ☐ Some high school, but did not graduate
- 3 ☐ High school graduate or GED
- 4 ☐ Some college or 2-year degree
- 5 ☐ 4-year college degree
- 6 ☐ More than 4-year college degree

36. Have you worked for pay in the last 12 months?

- 1 ☐ Yes
- 2 ☐ No . . . . . If **No**, go to #38

37. Are you currently working at a job for pay?

- 1 ☐ Yes
- 2 ☐ No

38. Are you of Hispanic or Latino origin or descent?

- 1 ☐ Yes, Hispanic or Latino
- 2 ☐ No, not Hispanic or Latino

# One Care 2019 Disenrollment Survey

39. What is your race? *(Select all that apply)*

- 1 ☐ White
- 2 ☐ Black or African-American
- 3 ☐ Asian
- 4 ☐ Native Hawaiian or other Pacific Islander
- 5 ☐ American Indian or Alaska Native
- 6 ☐ Other (please specify) \_\_\_\_\_

40. What language do you **mainly** speak at home? *(Select one)*

- 1 ☐ English
- 2 ☐ American Sign Language (ASL)
- 3 ☐ Arabic
- 4 ☐ Cambodian
- 5 ☐ Chinese
- 6 ☐ Haitian/Creole
- 7 ☐ Laotian
- 8 ☐ Portuguese
- 9 ☐ Russian
- 10 ☐ Spanish
- 11 ☐ Vietnamese
- 12 ☐ Other (please specify) \_\_\_\_\_

41. Did someone help you complete this survey?

- 1 ☐ Yes
- 2 ☐ No . . . . . If No, go to END

42. Who is the person that helped you? *(Select all that apply)*

- 1 ☐ Legal guardian (could be family member)
- 2 ☐ Other family member
- 3 ☐ Friend
- 4 ☐ Personal care attendant or other provider
- 5 ☐ Other (please specify) \_\_\_\_\_

43. How did that person help you? *(Select all that apply)*

- 1 ☐ Read the questions to me
- 2 ☐ Wrote down the answers I gave
- 3 ☐ Answered the questions for me
- 4 ☐ Translated the questions into my language
- 5 ☐ Helped in some other way (please specify) \_\_\_\_\_

**END: Thank you! Please return the completed survey in the postage-paid envelope.**  
UMMS Office of Survey Research, 333 South Street, Shrewsbury MA 01545-9803  
**If you have any questions, please call this toll-free number: 1-888-368-7157.**