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**MEMBERS OF MEDICAID MANAGED CARE PLANS REPORT HIGHER LEVELS OF SATISFACTION WITH THEIR PLAN THAN MEMBERS OF PRIVATE PLANS**

WASHINGTON – The Association for Community Affiliated Plans (ACAP) recently issued a fact sheet that shows that member satisfaction among enrollees of public-sector health plans in general, and members of Medicaid managed care plans in particular, report higher levels of satisfaction with their health plan than those enrolled in commercial health plans. The report comes not long before millions of Americans are set to gain coverage on January 1, 2014, through expansions of the Medicaid program under the Affordable Care Act. Most who gain coverage will do so through a Medicaid managed care plan.

The report examines publicly-reported results of the Consumer Assessment of Healthcare Providers and Systems (CAHPS), a regular, systematic survey of patient experience published by the Agency for Healthcare Research and Quality (AHRQ). CAHPS has been in place for more than 20 years and is used nearly universally among Medicaid managed care plans, and in several core quality measure sets that assess care for children and adults.

In 2011, the most recent CAHPS data available, nearly 9 in 10 members of Medicaid managed care plans rated their plans a “7” or above on a scale of 1 to 10. Sixty-four percent rated their health plan “9” or “10,” while 25 percent rated their plan a “7” or “8.” This compares with 78 percent of commercial health plan enrollees who rated their health plan a “7” or above; respondents were evenly split – 39 percent each – between ratings of “7” or “8” and “9” or “10.”

“Through their abiding commitment to their communities, Safety Net Health Plans are uniquely positioned to deliver top-notch services to their members,” said ACAP CEO Margaret A. Murray. “The high level of satisfaction among members of Medicaid managed care organizations—and especially ACAP-member Safety Net Health Plans—really isn’t that surprising. It’s a reflection of the high level of service that our plans’ members notice and appreciate.”

The report examines national data as well as data gathered and reported in New York State under the auspices of its Quality Assurance Reporting Requirements (QARR) program, which include consumer experience surveys. While it used a methodology that differed from CAHPS, the QARR survey found similar results. Among Medicaid managed care plan members in New York, 69 percent of respondents indicated satisfaction with their health plan in 2011, compared with 62 percent of commercial plan members. A separate survey found that among members of New York Medicaid Managed long-term care (MLTC) plans, 85 percent rated their plan as “good” or “excellent,” 87 percent rated their quality of care provided by their care managers as “good” or “excellent,” and more than 9 in 10 MLTC enrollees would recommend their plan to a friend.

To read the report in full, visit ACAP’s Web site at [www.communityplans.net](http://www.communityplans.net).

**About ACAP**

ACAP represents 58 nonprofit Safety Net Health Plans in 24 states, which collectively serve more than ten million people enrolled in Medicaid, Medicare, the Children’s Health Insurance Program (CHIP), and other public health programs. For more information, visit [www.communityplans.net](http://www.communityplans.net).

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