

DSS Monitoring of Members who Opted-Out of PCMH +

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 March of 2017. Those members represented 72 different households. The unit of analysis below is household based.

The opt-out letter was sent during December of 2016. Members opting out in January and February were responding to the letter. Therefore, we focused on members who had some experience with the program.

We talked with adults who were heads of household and used open ended questions. For HOH who opted-out during March and April of 2017 and had phone numbers, members were called three times and if not reached a voice message was left.

In summary, Members who opted-out in February were confused by the letter and did not want to make any changes.

- "Was afraid to make changes if there was an emergency". Had not had a hard time with anything with HUSKY and will not change. Very appreciative of HUSKY. "Not remember mail and had little time with insurance so did not want to make changes"
- "I had read what I received and decided not to participate".

March and April opted-out households expressed same opinions:

- "Did not understand (the letter) & just responding to request" "Did not want to change anything"
- "Does not want to change her clinic or pay any money"
- "Really I/my family does not need any special program now, we are healthy. When need help go to Luz Pagan case manager at Optimus"

Month Member Opted-Out *	Number Households	Number of members in HOH	HOH without phone # or working #	Calls reaching HOH
January 17	22		6	
February 17	42		10	3
March 17	5	5	3	2
April 17	3	6	1	2
Total number	72	11	20	7

*Month that data was reported, usually around 10th of month.

If opted-out on the 10th or before they counted for that month

Month Member Opted-Out *	Calls reaching members	Calls in English	Calls in Spanish	Practice
Jan-17	0			
Feb-17	3	1	2	Generations 2, Charter Oak
Mar-17	2	2		Southwest, CHC Inc
Apr-17	2	1	1	Optimus, CHC Inc

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