



Introduction

This issue brief summarizes the results of the 2007 RIte Care Member Satisfaction Survey. It provides a snapshot of member satisfaction with the RIte Care Program. RIte Care has three participating health plans:

- UnitedHealthcare of New England (UHC)
- Neighborhood Health Plan of RI (NHP)
- Blue Cross Blue Shield of RI (BCBS)

Methods

The 2007 RIte Care Member Satisfaction Survey was mailed to 5,000 randomly selected RIte Care head of household members in September 2007 (3,500 primarily English speaking and 1,500 Spanish speaking). The sample survey size by health plan was proportional to the corresponding health plan enrollment distribution at the time the survey was done. The survey was designed to be effective at a 25% response rate.

- 1,565 surveys were completed and returned for a 27 percent response rate. Surveys with invalid or incomplete responses were not included.
- 1,112 surveys were completed in English, 443 surveys were completed in Spanish.

Results

- Members continue to have high levels of satisfaction with the RIte Care Program. Satisfaction with RIte Care has consistently been rated high by members and has ranged from 96 to 98 percent since the first RIte Care Member Satisfaction report in 1996.

Overall Member Satisfaction 1996-2007

1996	1997	1998	1999	2000
96%	97%	97%	98%	97%

2001	2003	2004	2007
98%	98%	98%	98%

Results (continued)

- 98% are satisfied or very satisfied with RIte Care. There were no significant differences among health plans.
- 97% are satisfied or very satisfied with their personal doctor.
- Over 90% are satisfied or very satisfied with their ability to talk with their Primary Care Provider (PCP) and after hours access to their PCP. Results are comparable for both parent and child and by language.
- 90% are satisfied or very satisfied with their health plan’s Member Services with no statistically significant differences among the three health plans.
- There was a high degree of satisfaction among both English and Spanish speaking members on all questions.
- Spanish speakers were more likely to receive primary care at health centers and hospital-based clinics than at private doctors’ offices compared with English speakers.
- Spanish speakers were more likely than English speakers to report Health Plan Member Services as ‘very helpful.’
- BCBS members were more likely to receive primary care in a private physician’s office, NHP members were more likely to receive primary care at a health center and UHC members were more likely to receive primary care at a hospital-based clinic.

In conclusion, the 2007 RIte Care Member Satisfaction Survey results indicate members’ continued high level of satisfaction with the RIte Care Program, their doctors and their health plans. The results also indicate high levels of satisfaction with RIte Care by age group (parent and child) and language and does not vary significantly across health plans.