NORTH STAR
OPINION RESEARCH

KEY FINDINGS

NATIONAL SURVEY OF SENIORS
REGARDING MEDICARE ADVANTAGE PLANS
FEBRUARY 6-11, 2013

This survey of 800 seniors -- 400 seniors enrolled in Medicare Advantage (MA) and 400 seniors enrolled in traditional Medicare -- shows that MA remains a popular option with enrollees. MA enrollees are as satisfied with their plan overall (90 to 7 percent) as traditional Medicare enrollees (92 to 5 percent), and current MA enrollees remain as satisfied with their overall coverage (90 to 6 percent, including 60 percent very satisfied) as they were in our 2007 survey (90 to 7 percent, including 53 percent very satisfied).

Key findings of the survey are:

1. Seniors in Medicare Advantage are as satisfied with their plan as seniors in traditional Medicare. MA enrollees say they are satisfied with their plan by a 90 to 7 percent margin, virtually the same as the 92 to 5 percent satisfaction of those in traditional Medicare.

2. Satisfaction with specific aspects of MA coverage remains high. The level of satisfaction with coverage overall is similar (90 to 6 percent now versus 90 to 7 percent in 2007) with 60 percent saying they are very satisfied compared to 53 percent in 2007. Satisfaction remains high on specific aspects of coverage as well:

- "The quality of care you receive": 94 percent satisfied (74 percent very satisfied) compared to 93 percent in 2007 (68 percent very satisfied)
- "The number of doctors from which you can choose": 92 percent satisfied (74 percent very satisfied) compared to 92 percent in 2007 (72 percent very satisfied)
- "The benefits you receive": 90 percent satisfied (61 percent very satisfied) compared to 89 percent in 2007 (58 percent very satisfied)
- "The coverage you receive for preventive care": 89 percent satisfied (66 percent very satisfied) compared to 87 percent in 2007 (59 percent very satisfied)
- "The coverage you receive for prescription drugs": 82 percent satisfied (58 percent very satisfied) compared to 76 percent in 2007 (51 percent very satisfied)
- "Your out-of-pocket costs": 81 percent satisfied (51 percent very satisfied) compared to 80 percent in 2007 (50 percent very satisfied)

- "Help managing chronic illnesses, such as diabetes, asthma, or heart disease": 61 percent satisfied (46 percent very satisfied) compared to 62 percent in 2007 (43 percent very satisfied)

3. Seniors in Medicare Advantage are satisfied with the benefits they receive from their plan by a wide margin. Looking at specific, widely held benefits, Medicare Advantage beneficiaries are satisfied by:

- a 90 to 3 percent margin with their preventive care, including routine visits and testing;
- an 82 to 11 percent margin with their prescription drug benefits;
- a 64 to 3 percent margin with fitness programs that encourage them to exercise; and
- a 62 to 7 percent margin with their vision benefits.

For all the results listed, including both the Medicare Advantage survey and the traditional Medicare enrollee survey, the margin of error is ±4.9 percent.