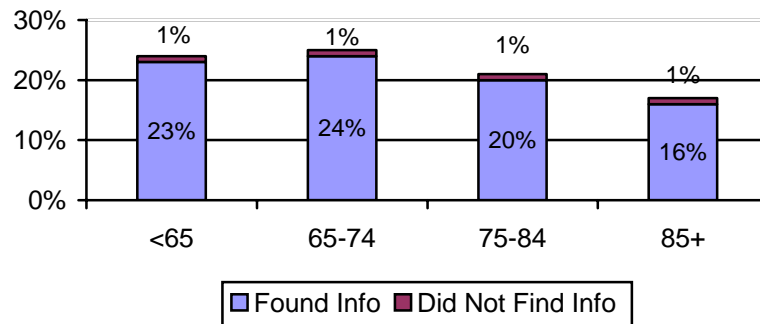


Section 7

Beneficiaries' Views on Medicare Information

Beneficiaries' Views on Medicare Information, by Age

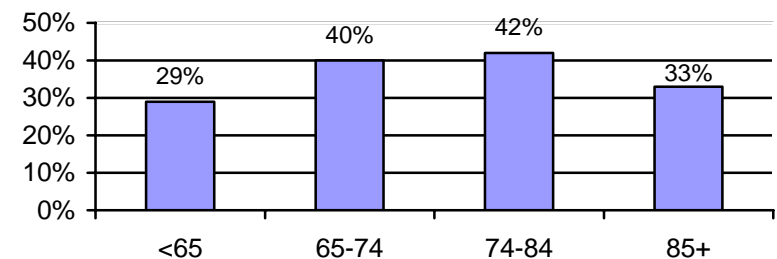
Beneficiaries Who Sought Medicare Information and Whether They Found Information, by Age



- Over one-third of beneficiaries believed they knew all or most of the Medicare program information they needed to know. However, almost one-third of beneficiaries felt they knew little or none of the information they needed. Beneficiaries aged 85 or over and those under age 65 were the most likely to report they knew little or none of the information they needed.
- Twenty-four percent of disabled beneficiaries and 25 percent of beneficiaries aged 65 to 74 reported that they tried to find Medicare, Medicaid, Medicare HMO, or supplemental insurance information. While 97 percent of aged beneficiaries found the information they sought, only 95 percent of disabled beneficiaries did.

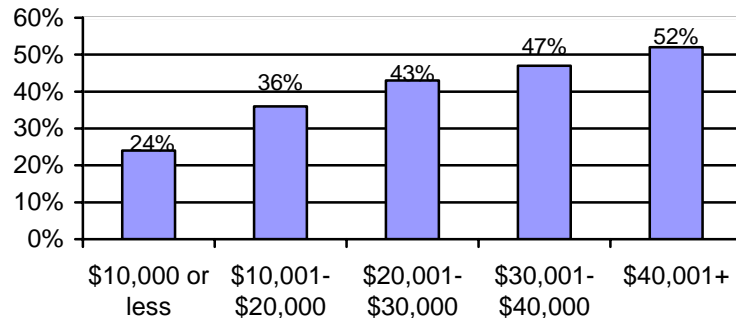
- Regardless of age, 36 percent of beneficiaries seeking information on the Medicare program used the doctor's office, hospital, or HMO as their source.
- Twelve percent of disabled beneficiaries reported they would not be able to suggest a contact person for reporting fraud or medical service complaints. By comparison, only 9 percent of beneficiaries aged 65 to 74 would not be able to suggest a contact person.
- The disabled population was the most likely to report being unsatisfied with the availability of both Medicare information and ways of making suggestions.

Beneficiaries Who Reported They Knew All or Most of the Medicare Information They Needed, by Age



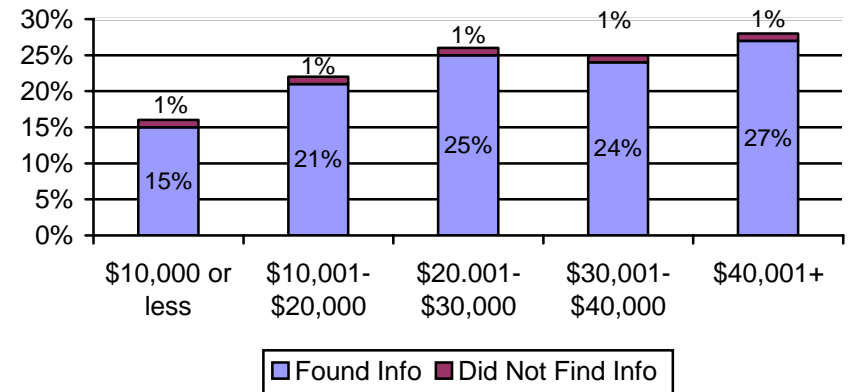
Beneficiaries' Views on Medicare Information, by Income

Beneficiaries Who Reported They Knew All or Most of the Medicare Information They Needed, by Income



- As incomes rose, beneficiaries were much more likely to report that they knew all or most of the information on the Medicare program they needed. Beneficiaries with incomes of more than \$40,000 were twice as likely as those with incomes less than \$10,000 to report that they knew all of most of the Medicare program information they needed.
- The percent of beneficiaries who sought information also tended to increase as incomes rose.
- In general, beneficiaries with lower incomes were slightly more likely to get their information from a doctor's office, hospital, or HMO than were beneficiaries with higher incomes.

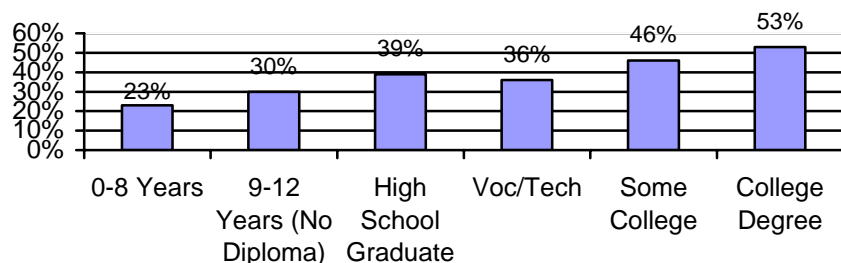
Beneficiaries Who Sought and Whether They Found Information, by Income



- Eight percent of beneficiaries with incomes of \$10,000 or less reported they would not be able to suggest a contact for reporting fraud and 8 percent would not be able to suggest a contact for medical service complaints. For beneficiaries with incomes over \$40,000 only 3 percent reported they would not be able to suggest a contact for reporting fraud and 3 percent would not be able to suggest a contact for complaints.
- Satisfaction with the availability of Medicare information varied by income level. Beneficiaries earning \$10,000 or less annually were the least satisfied with the availability of Medicare information.

Beneficiaries' Views on Medicare Information, by Years of Schooling

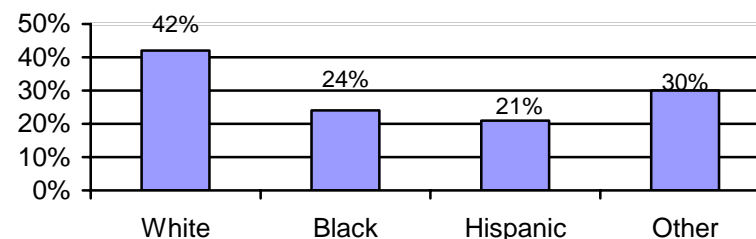
Beneficiaries Who Reported Knowing All or Most of the Medicare Information They Needed, by Years of Schooling



- Twenty-three percent of beneficiaries with less than 9 years of schooling reported they knew all or most of the Medicare program information they needed to know, compared to 46 percent of beneficiaries with some college education.
- Beneficiaries with some college education were much more likely to report they had sought Medicare information than were other beneficiaries during the year.
- The number of years a beneficiary was in school did not seem to impact whether they found the information they were seeking, but it did have an impact on where they received their information. Beneficiaries with some college education were more likely to receive their information from their doctors office, HMO, or hospital than other beneficiaries.

Beneficiaries' Views on Medicare Information, by Race and Ethnicity

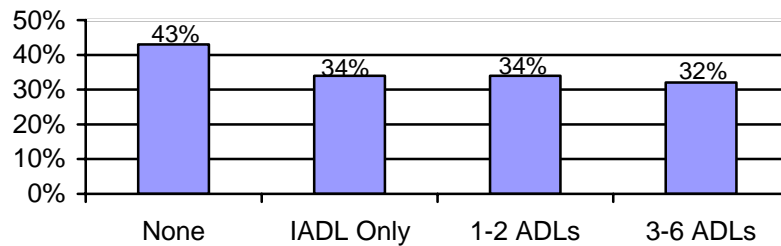
Beneficiaries Who Reported They Knew All or Most of the Medicare Information They Needed, by Race and Ethnicity



- More than one-third of White beneficiaries compared to 21 percent of Hispanic and 24 percent of Black beneficiaries reported they knew all or most of the Medicare program information they needed. Almost half of Black and Hispanic beneficiaries reported that they knew little or none of the Medicare program information they needed.
- Twenty-three percent of White beneficiaries reported that they had tried to find Medicare information compared to 20 percent of Black and 18 percent of Hispanic beneficiaries.
- Black beneficiaries had the highest rates of satisfaction with the availability of Medicare information, 87 percent reported being satisfied.

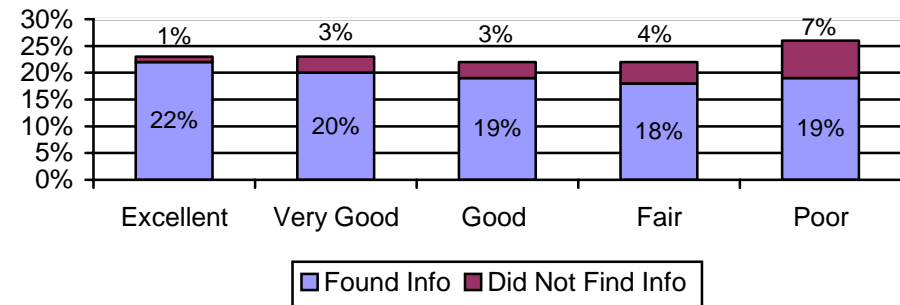
Beneficiaries' Views on Medicare Information, by Functional Status and Health Status

Beneficiaries Who Reported They Knew All or Most of the Medicare Information They Needed, by Functional Status



- Beneficiaries with functional limitations were less likely to report they knew all or most of the Medicare information they needed.
- As the number of functional limitations increased, beneficiaries were more likely to report they had sought Medicare information.
- As health status declined, beneficiaries were slightly less likely to be able to suggest a contact person for reporting fraud or medical service complaints.

Beneficiaries Who Sought and Whether They Found Information, by Health Status



- Healthier beneficiaries were more likely to report that they knew all or most of the Medicare program information they needed to know.
- Beneficiaries in poor health were slightly more likely to report seeking Medicare information and were less likely to find the information sought.
- Healthier beneficiaries were also more likely to be satisfied with the availability of Medicare program information.