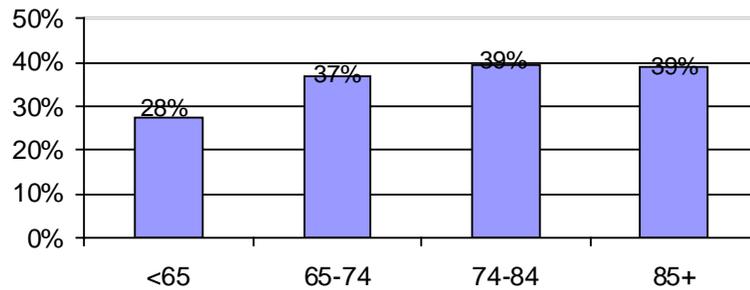


# Section 7

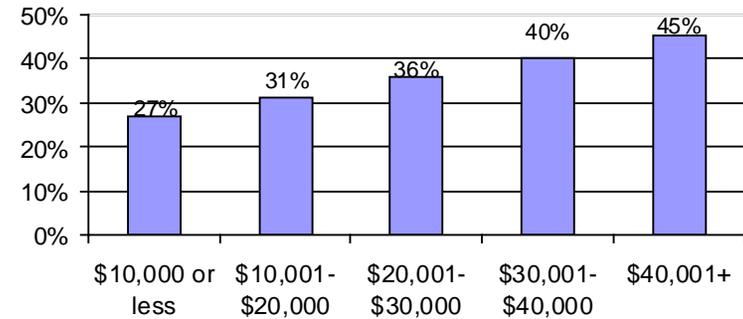
## Beneficiaries' Views on Medicare Information in 2009

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



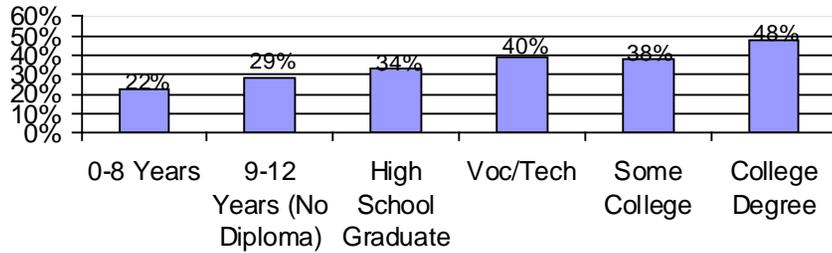
- Thirty-six percent of beneficiaries believed they knew all or most of the Medicare program information they needed to know. Beneficiaries under age 65 were the most likely to report they knew little or none of the information they needed.
- The disabled population was the most likely to report being unsatisfied with the availability of Medicare information.

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



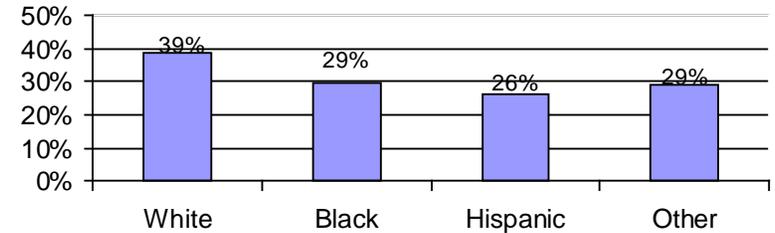
- As incomes rose, beneficiaries were much more likely to report that they knew all or most of the information on the Medicare program they needed. Beneficiaries with incomes of more than \$40,000 were much more likely than those with incomes less than \$10,000 to report that they knew all of most of the Medicare program information they needed.
- Satisfaction with the availability of Medicare information did not vary much by income level.

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



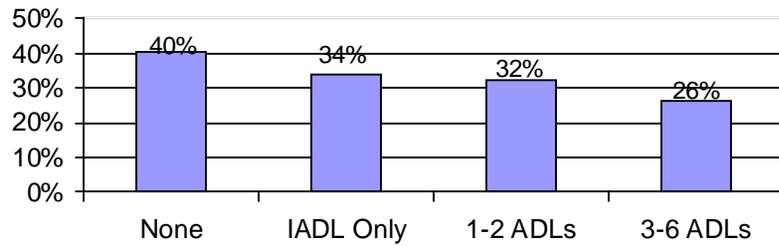
- Twenty-two percent of beneficiaries with less than 9 years of schooling reported they knew all or most of the Medicare program information they needed to know, compared to 38 percent of beneficiaries with some college education.

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



- Thirty-nine percent of White beneficiaries compared to 26 percent of Hispanic beneficiaries reported they knew all or most of the Medicare program information they needed.
- White and Black beneficiaries had the highest rates of satisfaction with the availability of Medicare information, 85 percent reported being satisfied followed by Hispanic beneficiaries at 80 percent.

**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.
- Healthier beneficiaries were also more likely to be satisfied with the availability of Medicare program information.