

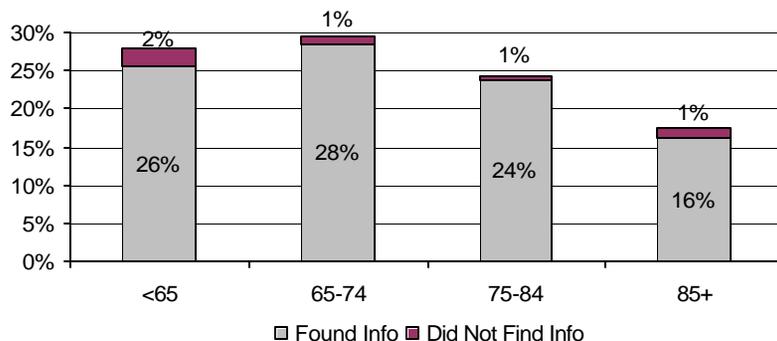
Section 7

Beneficiaries' Views on Medicare Information

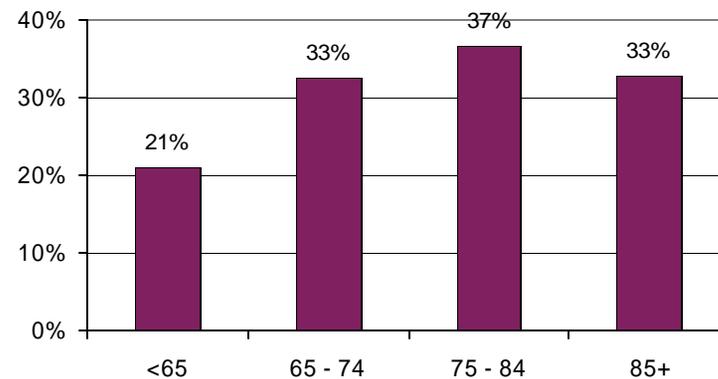
Beneficiaries' Views on Medicare Information, By Age

- Nearly one-third of beneficiaries believed that they knew all or most of the Medicare program information they needed to know. However, over one-third of beneficiaries felt that 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-eight percent of disabled beneficiaries and nearly 30 percent of beneficiaries aged 65 to 74 reported that they tried to find Medicare, Medicaid, Medicare HMO, or supplemental insurance information. While 96 percent of aged beneficiaries found the information they sought, only 92 percent of disabled beneficiaries did.

Beneficiaries Who Sought and Whether They Found Information, By Age



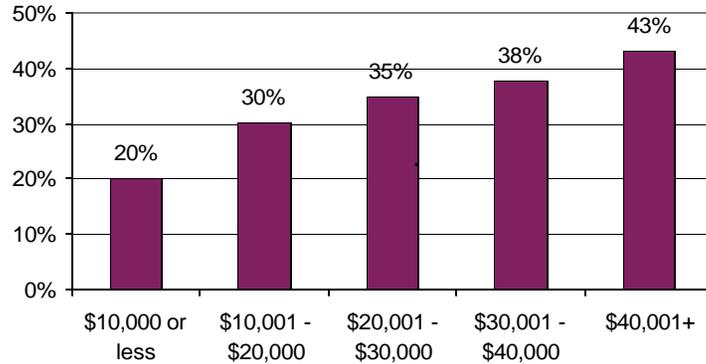
Beneficiaries Who Reported They Knew All or Most of the Medicare Information They Needed, By Age



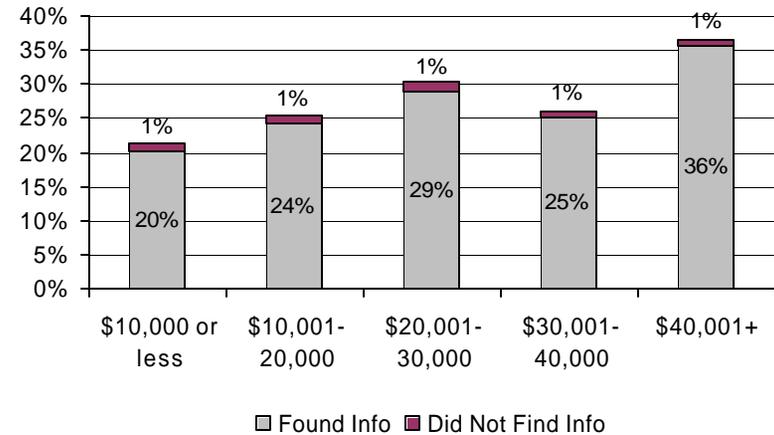
- Regardless of age, 37 percent of beneficiaries seeking information used the doctor's office, hospital, or HMO as their source.
- Seventeen percent of beneficiaries aged 85 or older reported they would not be able to suggest a contact for reporting fraud or medical service complaints. By comparison, only nine percent of beneficiaries aged 65 to 74 would not be able to suggest a contact.
- The disabled population was the most likely to report being unsatisfied with the availability of both Medicare information and ways of making suggestions.

Beneficiaries' Views on Medicare Information, By Income

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



Beneficiaries Who Sought and Whether They Found Information, By Income

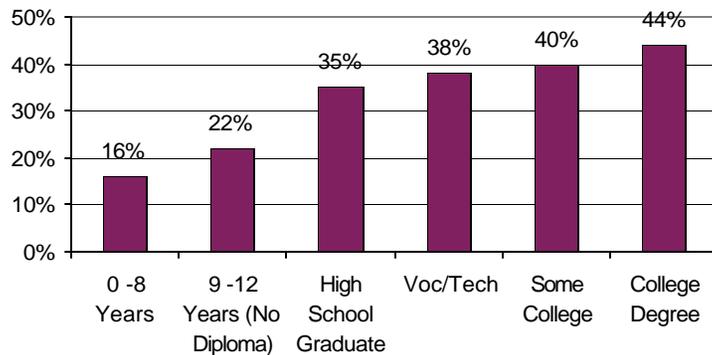


- As incomes rose, beneficiaries were much more likely to report that they knew all or most of the Medicare program information they needed. Beneficiaries with incomes of more than \$40,000 were twice as likely as those with incomes less than \$10,000 to report that they knew all or most of the Medicare 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 beneficiaries with higher incomes.
- Fourteen percent of beneficiaries with incomes of \$10,000 or less reported they would not be able to suggest a contact for reporting fraud and 15 percent would not be able to suggest a contact for medical service complaints. By comparison, for beneficiaries with incomes over \$40,000 only eight percent reported they would not be able to suggest a contact for reporting fraud and ten percent would not be able to suggest a contact for complaints.
- Satisfaction with the availability of both Medicare information and ways of making program suggestions varied by income level. Beneficiaries earning \$10,000 or less annually were the least satisfied with the availability of Medicare information. Beneficiaries earning more than \$40,000 were the least satisfied with the available ways of making program suggestions.

Beneficiaries' Views on Medicare Information, By Years of Schooling

- Sixteen percent of beneficiaries with less than nine years of schooling reported they knew all or most of the Medicare program information they needed to know, compared to 42 percent of beneficiaries with some college education.
- Beneficiaries with some college education were much more likely to report that they had sought Medicare information than 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 looking for, 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 doctor's office, HMO, or hospital than other beneficiaries.

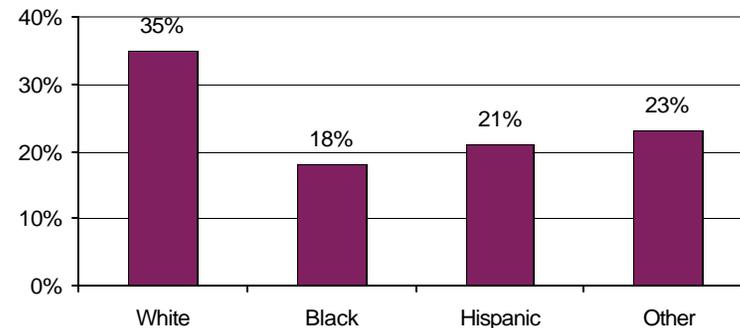
Beneficiaries Who Reported They Knew All or Most of the Medicare Information They Needed, By Years of Schooling



Beneficiaries' Views on Medicare Information, By Race and Ethnicity

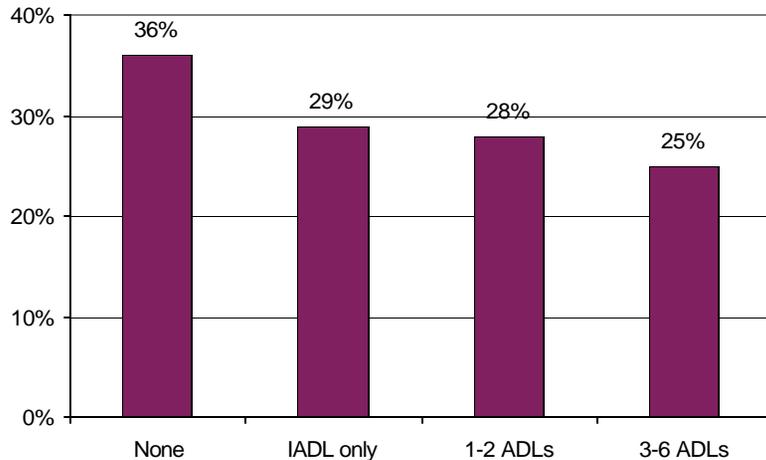
- More than one-third of white beneficiaries compared to 21 percent of Hispanic and 18 percent of black beneficiaries reported they knew all or most of the Medicare program information they needed. About half of black and Hispanic beneficiaries reported that they knew little or none of the Medicare program information they needed.
- Twenty-nine percent of white beneficiaries reported that they had tried to find Medicare information compared to 18 percent of black and 23 percent of Hispanic beneficiaries.
- Black beneficiaries had the highest satisfaction rates with the availability of Medicare information and the ways available for making suggestions--over 80 percent reported being satisfied.

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

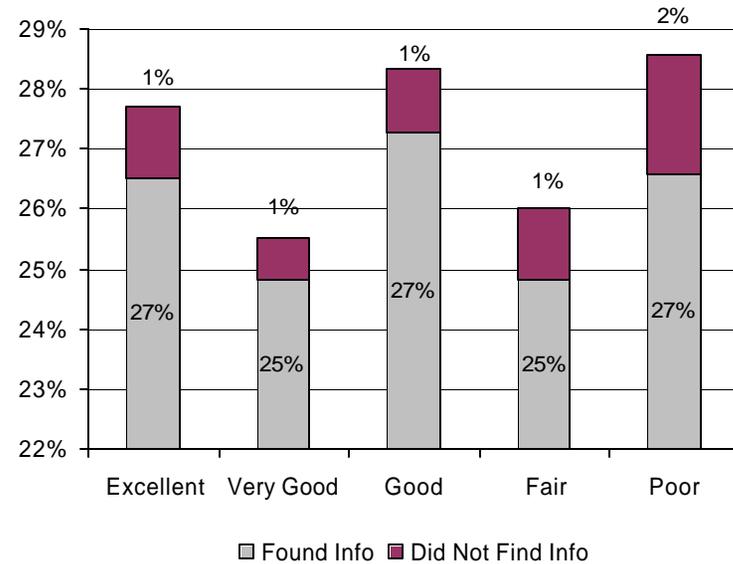


Beneficiaries' Views on Medicare Information, By Health and Functional Status

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



Beneficiaries Who Sought and Whether They Found Information, By Health 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 that they had sought Medicare information.
- As health status declined, beneficiaries were slightly less likely to be able to suggest a contact for reporting fraud or medical service complaints.
- 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.