

1. Would you describe yourself as:

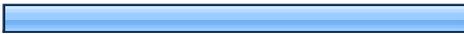
		Response Percent	Response Count
Someone who currently uses the NH Medicaid program		3.3%	27
A family member or caregiver of someone who uses the Medicaid program		33.1%	273
Someone who provides health or social services to people who use the Medicaid program		43.1%	356
Someone who does not provide or receive Medicaid health services but who has an interest in how the NH Medicaid program operates		20.6%	170
		answered question	826
		skipped question	2

Program Users

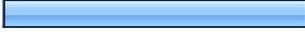
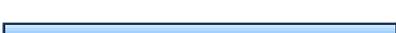
2. How frequently do you use services paid for by the NH Medicaid program?

		Response Percent	Response Count
Not very often		13.0%	3
Several times per year		13.0%	3
Every month		47.8%	11
Daily		26.1%	6
		answered question	23
		skipped question	805

3. Who uses services paid for by the NH Medicaid program?

		Response Percent	Response Count
Me		69.6%	16
My child or children		56.5%	13
A family member		0.0%	0
answered question			23
skipped question			805

4. What do you like about the current NH Medicaid program?

		Response Percent	Response Count
It is easy to use		54.5%	12
I understand how it works		45.5%	10
It will pay for most of the health needs that I or my family have		45.5%	10
I feel safer having health insurance		59.1%	13
I could not afford the care that I or my family needs without it		72.7%	16
I have a choice of doctors or health providers		59.1%	13
I would not be able to stay in my home without it		31.8%	7
I get the same quality of care as people who have other types of private insurance		59.1%	13
answered question			22
skipped question			806

5. Is there anything else that you like about the current Medicaid program that you would like to tell us about?

	Response Count
	8
answered question	8
skipped question	820

6. What don't you like about the current NH Medicaid program?

		Response Percent	Response Count
It is hard to use		6.3%	1
It is complicated and confusing		18.8%	3
It is not accepted everywhere		50.0%	8
It is hard to qualify for		18.8%	3
It doesn't cover all the services that I or my family needs		43.8%	7
I don't have enough choice of doctors or health care providers		12.5%	2
I don't feel like I get the same quality of care as other people who have private insurance		31.3%	5
		answered question	16
		skipped question	812

7. Is there anything else about the current NH Medicaid program that you don't like that you would like to tell us about?

**Response
Count**

13

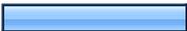
answered question

13

skipped question

815

8. The State of New Hampshire is designing a new Medicaid program featuring a Managed Care model. This means that there will be some changes in how the program operates. These include having a private insurance company administer the program for the State and having a local health care provider oversee all the health care and other medical services that people receive through the program. If you were in charge of designing the new Medicaid program, what 3 features would be most important to you?

		Response Percent	Response Count
Making it easy to use		27.3%	6
Making the rules understandable		27.3%	6
Having a choice of doctors		50.0%	11
Seeing the same doctor or health care professional every time		36.4%	8
Easy access to someone who can answer questions about what is covered and what is not		45.5%	10
Including substance abuse counseling as a covered service		18.2%	4
Including mental health counseling as a covered service		45.5%	10
Opportunity to remain in and be part of the community using natural supports		27.3%	6
Making sure it pays for the services I need		63.6%	14
	Other (please specify)		5
	answered question		22
	skipped question		806

9. From your personal experience, are there areas of inefficiency in the current Medicaid program that could be eliminated in the new one?

	Response Count
	11
answered question	11
skipped question	817

10. How optimistic are you that the new Medicaid Care Management program will be an improvement over the current Medicaid program?

		Response Percent	Response Count
Not at all optimistic		40.9%	9
Somewhat optimistic		27.3%	6
Moderately optimistic		27.3%	6
Very optimistic		0.0%	0
Extremely optimistic		4.5%	1
	answered question		22
	skipped question		806

11. How concerned are you about the State's ability to fund the Medicaid program?

		Response Percent	Response Count
Not concerned		9.1%	2
Somewhat concerned		0.0%	0
Moderately concerned		4.5%	1
Very concerned		40.9%	9
Extremely concerned		45.5%	10
answered question			22
skipped question			806

12. How important do you believe that taking personal responsibility is for people to improve the quality of their lives and health through the State's Medicaid program?

		Response Percent	Response Count
Not important		0.0%	0
Somewhat important		9.5%	2
Moderately important		9.5%	2
Very important		38.1%	8
Extremely important		42.9%	9
answered question			21
skipped question			807

13. Is there anything else you wished we had asked or you would like to tell us?

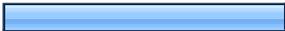
	Response Count
	12
answered question	12
skipped question	816

Families and Caregivers

14. How frequently does your family member or the person you care for use services paid for by the NH Medicaid program?

		Response Percent	Response Count
Not very often		3.7%	9
Several times per year		16.3%	40
Every month		32.5%	80
Daily		47.6%	117
		answered question	246
		skipped question	582

15. Who in your care uses services paid for by the NH Medicaid program?

		Response Percent	Response Count
A child under the age of 18		42.3%	104
An adult age 18-62		57.7%	142
An adult age 62-80		4.1%	10
An adult age 81+		2.0%	5
		answered question	246
		skipped question	582

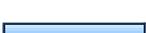
16. What do you like about the current NH Medicaid program?

		Response Percent	Response Count
It is easy to use		32.8%	80
It will pay for most of the health needs that I or my family have		33.2%	81
I feel safer having health insurance		33.6%	82
I could not afford the care that I or my family needs without it		74.2%	181
I have a choice of doctors or health providers		40.6%	99
I would not be able to stay in my home without it		25.4%	62
I get the same quality of care as people who have other types of private insurance		33.2%	81
answered question			244
skipped question			584

17. Is there anything else that you like about the current Medicaid program that you would like to tell us about?

	Response Count
	109
answered question	109
skipped question	719

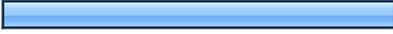
18. What don't you like about the current NH Medicaid program? Please choose 3.

		Response Percent	Response Count
It is hard to use		7.1%	14
It is not accepted everywhere		59.4%	117
It is hard to qualify for		16.8%	33
It doesn't cover all the services that I or my family needs		42.6%	84
I don't have enough choice of doctors or health care providers		16.2%	32
It is complicated and confusing		25.4%	50
I don't think I get the same quality of care as other people who have private insurance		20.8%	41
answered question			197
skipped question			631

19. Is there anything else about the current NH Medicaid program that you don't like that you would like to tell us about?

	Response Count
	109
answered question	109
skipped question	719

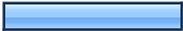
20. The State of New Hampshire is designing a new Medicaid program featuring a Managed Care model. This means that there will be some changes in how the program operates. These include having a private insurance company administer the program for the State and having a local health care provider oversee all the health care and other medical services that people receive through the program. If you were in charge of designing the new Medicaid program, what features would be most important to you? Please choose 3.

		Response Percent	Response Count
Making it easy to use		39.7%	96
Making the rules understandable		37.6%	91
Having a choice of doctors		57.9%	140
Seeing the same doctor or health care professional every time		41.3%	100
Easy access to someone who can answer questions about what is covered and what is not		43.4%	105
Including substance abuse counseling as a covered service		13.6%	33
Including mental health counseling as a covered service		40.1%	97
Opportunity to remain in and be part of the community using natural supports		59.1%	143
Making sure it pays for the services I need		74.0%	179
	Other (please specify)		59
answered question			242
skipped question			586

21. From your personal experience, are there areas of inefficiency in the current Medicaid program that could be eliminated in the new one?

	Response Count
	105
answered question	105
skipped question	723

22. How optimistic are you that the new Medicaid Care Management program will be an improvement over the current Medicaid program?

		Response Percent	Response Count
Not at all optimistic		56.3%	135
Somewhat optimistic		26.7%	64
Moderately optimistic		14.6%	35
Very optimistic		2.1%	5
Extremely optimistic		0.4%	1
	answered question		240
	skipped question		588

23. How concerned are you about the State's ability to fund the Medicaid program?

		Response Percent	Response Count
Not concerned		2.8%	7
Somewhat concerned		12.6%	31
Moderately concerned		13.4%	33
Very concerned		34.6%	85
Extremely concerned		36.6%	90
answered question			246
skipped question			582

24. How important do you believe that taking personal responsibility is for people to improve the quality of their lives and health through the State's Medicaid program?

		Response Percent	Response Count
Not important		2.5%	6
Somewhat important		7.6%	18
Moderately important		19.9%	47
Very important		43.6%	103
Extremely important		26.3%	62
answered question			236
skipped question			592

25. Is there anything else you wished we had asked or you would like to tell us?

	Response Count
	133
answered question	133
skipped question	695

Providers

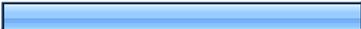
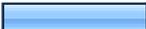
26. In your view, for someone receiving Medicaid, what are the top factors that define having the highest quality or life and health? Please choose 3.

	Response Percent	Response Count
The opportunity to live as fully as someone not on Medicaid	30.0%	92
Resources for every recipient	20.2%	62
Availability of a comprehensive array of services	41.4%	127
Meaningful choice of providers and services directed by the recipient and/or family	35.2%	108
All encompassing health and wellness	18.2%	56
Independence and relationships built on trust	13.4%	41
Continuity and constancy of care. The right care at the right time	51.5%	158
Quality of care	52.4%	161
Affordability of care	37.1%	114
Integration of services at all levels -- Federal, State, provider and individual level	17.6%	54
Other (please specify)		18

answered question 307

skipped question 521

27. What are your top 3 recommendations to increase the number of people in the Medicaid program experiencing a high quality of life and health?

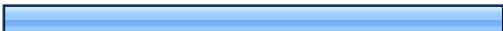
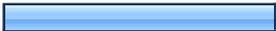
		Response Percent	Response Count
Integrate primary care with mental health, substance abuse, developmental services, nursing, etc		45.1%	139
Include a full array of mental health and substance abuse disorder services as part of a benefits package		43.8%	135
A centralized, current and shared database of, and for, providers that is easy to access		16.6%	51
Eliminating redundancy within the provider system to facilitate clear consistent communication		17.5%	54
Utilize technology to improve coordination		8.1%	25
Empower consumers through health literacy standards		4.9%	15
Reduce barriers to services. Have a care coordinator who works for the consumer, not for the system		53.9%	166
Choice and flexibility for Medicaid recipients and families		28.9%	89
Adequate funding to cover the cost of care delivery and administration		53.2%	164
Access to information		6.2%	19
Increased flexibility of programing and funding		21.4%	66

Other (please specify) 16

answered question 308

skipped question 520

28. What do you believe is needed in a new Medicaid Care Management program to encourage health care and service providers to want to participate? Please choose 3.

		Response Percent	Response Count
Adequate reimbursement		75.6%	232
Integrate behavioral health into primary care		31.6%	97
Streamline and simplify licensure and regulatory requirements		23.5%	72
Have the system be patient-centered		45.9%	141
Establish a positive and rewarding regulatory framework with a streamlined paperwork and authorization process and a respect for quality care		63.2%	194
Respect and allow caregivers to use professional judgment		40.7%	125

Other (please specify) 15

answered question 307

skipped question 521

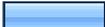
29. What should be avoided in designing a new Medicaid Care Management program that would cause health care and other service providers to not want to participate? Please choose 3.

		Response Percent	Response Count
Reduced reimbursement		54.9%	169
Reduced access to medically necessary services		42.5%	131
Putting cost of care above quality of care		51.0%	157
Anything that changes the current system		2.3%	7
Decline in positive outcomes and patient/client satisfaction		20.8%	64
Expectations that providers deliver with inadequate resources		39.0%	120
Bonuses and incentives paid to gatekeepers for denials of care		44.8%	138
Arbitrary decisions by a care management vendor about who gets care		40.3%	124
	Other (please specify)		15
		answered question	308
		skipped question	520

30. From your personal experience, are there areas of inefficiency in the current Medicaid program that could be eliminated in the new one?

	Response Count
	144
answered question	144
skipped question	684

31. How concerned are you about the State's ability to fund the Medicaid program?

		Response Percent	Response Count
Not concerned		2.0%	6
Somewhat concerned		6.2%	19
Moderately concerned		15.0%	46
Very concerned		37.6%	115
Extremely concerned		39.2%	120
	answered question		306
	skipped question		522

32. How optimistic are you that the new Medicaid Care Management program will be an improvement over the current Medicaid program?

		Response Percent	Response Count
Not at all optimistic		42.7%	131
Somewhat optimistic		38.8%	119
Moderately optimistic		15.0%	46
Very optimistic		2.9%	9
Extremely optimistic		0.7%	2
answered question			307
skipped question			521

33. How important do you believe that taking personal responsibility is for people to improve the quality of their lives and health through the State's Medicaid program?

		Response Percent	Response Count
Not important		2.7%	8
Somewhat important		10.0%	30
Moderately important		20.3%	61
Very important		45.7%	137
Extremely important		21.3%	64
answered question			300
skipped question			528

34. Is there anything else you wish we had asked or that you would like to tell us?

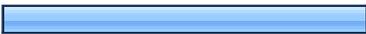
	Response Count
	112
answered question	112
skipped question	716

Indirect Stakeholders

35. How would you describe yourself?

	Response Percent	Response Count
A NH legislator	0.7%	1
Someone who works for State government	5.1%	7
An elected County official	0.0%	0
Someone who works for County government	0.0%	0
An elected or appointed city or town government official	1.5%	2
Someone who works for City or Town government	0.7%	1
Someone with a professional interest in state health policy	33.1%	45
Someone with an interest in state health policy but who is not paid to be involved	58.8%	80
Other (please specify)		19
answered question		136
skipped question		692

36. The State of New Hampshire is designing a new Medicaid program featuring a Managed Care model. This means that there will be some changes in how the program operates. These include having a private insurance company administer the program for the State and having a local health care provider oversee all the health care and other medical services that Medicaid recipients receive through the program. If you were in charge of designing the new Medicaid program, what 3 features would be most important to you?

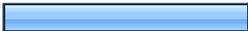
		Response Percent	Response Count
Making it easy to use		19.7%	28
Making the rules understandable		15.5%	22
Offering a choice of doctors		26.1%	37
Easy access for Medicaid users to someone who can answer questions about what is covered and what is not		26.8%	38
Including substance abuse counseling as a covered service		39.4%	56
Including mental health counseling as a covered service		45.1%	64
The opportunity for people with disabilities to remain in and be part of the community using natural supports		41.5%	59
Making sure it pays for needed services		54.9%	78
Making sure costs are controlled and care is needed		17.6%	25
Making sure the program is not abused		17.6%	25
	Other (please specify)		19
answered question			142
skipped question			686

37. What are your top 3 recommendations to increase the number of people in the Medicaid program experiencing a high quality of life and health?

		Response Percent	Response Count
Integrate primary care with mental health, substance abuse, developmental services, nursing, etc		52.1%	74
Include a full array of mental health and substance abuse disorder services as part of a benefits package		31.7%	45
A centralized, current and shared database of, and for, providers that is easy to access		16.9%	24
Eliminating redundancy within the provider system to facilitate clear consistent communication		11.3%	16
Utilize technology to improve coordination		6.3%	9
Empower consumers through health literacy standards		4.9%	7
Reduce barriers to services. Have a care coordinator who works for the consumer, not for the system		53.5%	76
Choice and flexibility for Medicaid recipients and families		19.7%	28
Adequate funding to cover the cost of care delivery and administration		39.4%	56
Access to information		4.2%	6
Increased flexibility of programing and funding		9.2%	13
Health education and preventive care		34.5%	49

Emphasize personal responsibility		12.7%	18
		Other (please specify)	7
		answered question	142
		skipped question	686

38. What do you believe is needed in a new Medicaid Care Management program to encourage health care and service providers to want to participate? Please choose 3.

		Response Percent	Response Count
Adequate reimbursement		66.2%	94
Integrate behavioral health into primary care		36.6%	52
Streamline and simplify licensure and regulatory requirements		19.7%	28
Have the system be patient-centered		45.1%	64
Establish a positive and rewarding regulatory framework with a streamlined paperwork and authorization process and a respect for quality care		55.6%	79
Respect and allow caregivers to use professional judgment		41.5%	59
Financial incentives for cost-effective care		28.2%	40
We shouldn't worry about it. Health care providers will make their own decisions about whether to participate or not.		2.8%	4
		Other (please specify)	5
		answered question	142
		skipped question	686

39. What should be avoided in designing a new Medicaid Care Management program that would cause health care and other service providers to not want to participate? Please choose 3.

		Response Percent	Response Count
Reduced reimbursement		51.1%	72
Reduced access to medically necessary services		50.4%	71
Putting cost of care above quality of care		48.2%	68
Anything that changes the current system		2.1%	3
Decline in positive outcomes and patient/client satisfaction		22.7%	32
Expectations that providers deliver with inadequate resources		39.0%	55
Bonuses and incentives paid to gatekeepers for denials of care		43.3%	61
Arbitrary decisions by a care management vendor about who gets care		36.2%	51
We shouldn't worry about it. Health care providers will make their own decisions about whether to participate or not		2.8%	4
	Other (please specify)		6
answered question			141
skipped question			687

40. From your personal experience, are there areas of inefficiency in the current Medicaid program that could be eliminated in the new one?

	Response Count
	53
answered question	53
skipped question	775

41. How concerned are you about the State's ability to fund the Medicaid program?

		Response Percent	Response Count
Not concerned		0.7%	1
Somewhat concerned		4.3%	6
Moderately concerned		20.6%	29
Very concerned		42.6%	60
Extremely concerned		31.9%	45
	answered question		141
	skipped question		687

42. How optimistic are you that the new Medicaid Care Management program will be an improvement over the current Medicaid program?

		Response Percent	Response Count
Not at all optimistic		20.7%	29
Somewhat optimistic		40.7%	57
Moderately optimistic		32.1%	45
Very optimistic		5.7%	8
Extremely optimistic		0.7%	1
answered question			140
skipped question			688

43. How important do you believe that taking personal responsibility is for people to improve the quality of their lives and health through the State's Medicaid program?

		Response Percent	Response Count
Not important		1.4%	2
Somewhat important		5.0%	7
Moderately important		29.5%	41
Very important		40.3%	56
Extremely important		23.7%	33
answered question			139
skipped question			689

44. Is there anything else you wish we had asked or that you would like to tell us?

**Response
Count**

52

answered question

52

skipped question

776