
Medicaid Managed Care Module

Are you enrolled in a Medicaid managed care plan?

- Yes No

If “Yes,” please complete this section. If “No,” please skip this section.

This section is about your experiences with your Medicaid managed care plan. The following questions focus on your satisfaction with the plan itself and not on the quality of the medical care you receive. Please answer these questions based on your experiences over the last 12 months. If you have been in this managed care plan for less than 12 months, answer the questions based on your experiences with the plan so far.

Definition of Terms

Medicaid Managed Care Plan: the agency or company that coordinates your Medicaid services.

1. The Medicaid managed care plan I am enrolled in is specifically for people who are HIV-positive.

- Yes No Not Sure

2. Someone explained my Medicaid managed care plan to me in a way I could understand.

- Strongly Disagree Disagree Agree Strongly Agree Does Not Apply

3. I was discouraged from joining this managed care plan because I was HIV-positive.

- Strongly Disagree Disagree Agree Strongly Agree Does Not Apply

In the last 12 months...

4. The written materials about my plan and its benefits were difficult to understand.

- All of the Time Most Times Sometimes Rarely Never Does Not Apply

5. When I had a complaint, my plan took it seriously.

- All of the Time Most Times Sometimes Rarely Never Does Not Apply

6. My plan was good at making sure that my children’s health care and my HIV-positive partner’s health care were covered.

- All of the Time Most Times Sometimes Rarely Never Does Not Apply

7. I wanted to see a doctor that was outside of my plan.

- All of the Time Most Times Sometimes Rarely Never Does Not Apply

8. I wanted a service that was not covered by my plan.

- All of the Time Most Times Sometimes Rarely Never Does Not Apply

9. It was difficult to get referrals to specialists in my plan.

- All of the Time Most Times Sometimes Rarely Never Does Not Apply

10. I had difficulty getting the HIV care I needed.

- All of the Time Most Times Sometimes Rarely Never Does Not Apply

11. I had to go to an emergency room to get care.

- All of the Time Most Times Sometimes Rarely Never Does Not Apply

12. My plan covered mental health services as much as I needed.

- All of the Time Most Times Sometimes Rarely Never Does Not Apply

13. My plan covered alcohol and drug use treatment as much as I needed.

- All of the Time Most Times Sometimes Rarely Never Does Not Apply

14. My plan protected my confidentiality.

- All of the Time Most Times Sometimes Rarely Never Does Not Apply

15. I considered changing from this plan to another one.

- All of the Time Most Times Sometimes Rarely Never Does Not Apply

16. My HIV care improved after switching to a managed care plan.

- Strongly Disagree Disagree Agree Strongly Agree

17. If I knew someone who was HIV-positive and on Medicaid, I would recommend this plan to him or her.

- Definitely Yes Maybe Definitely Not Not Sure

18. Overall, I was satisfied with this Medicaid managed care plan during the past 12 months.

- Strongly Disagree Disagree Agree Strongly Agree

19. What would you change to make the plan better for yourself and others?
