



American Association of
HEALTH PLANS

NATIONAL SURVEY OF SENIORS
REGARDING TRADITIONAL MEDICARE
AND MEDICARE+CHOICE

MAY 4-6, 2003

Conducted by:

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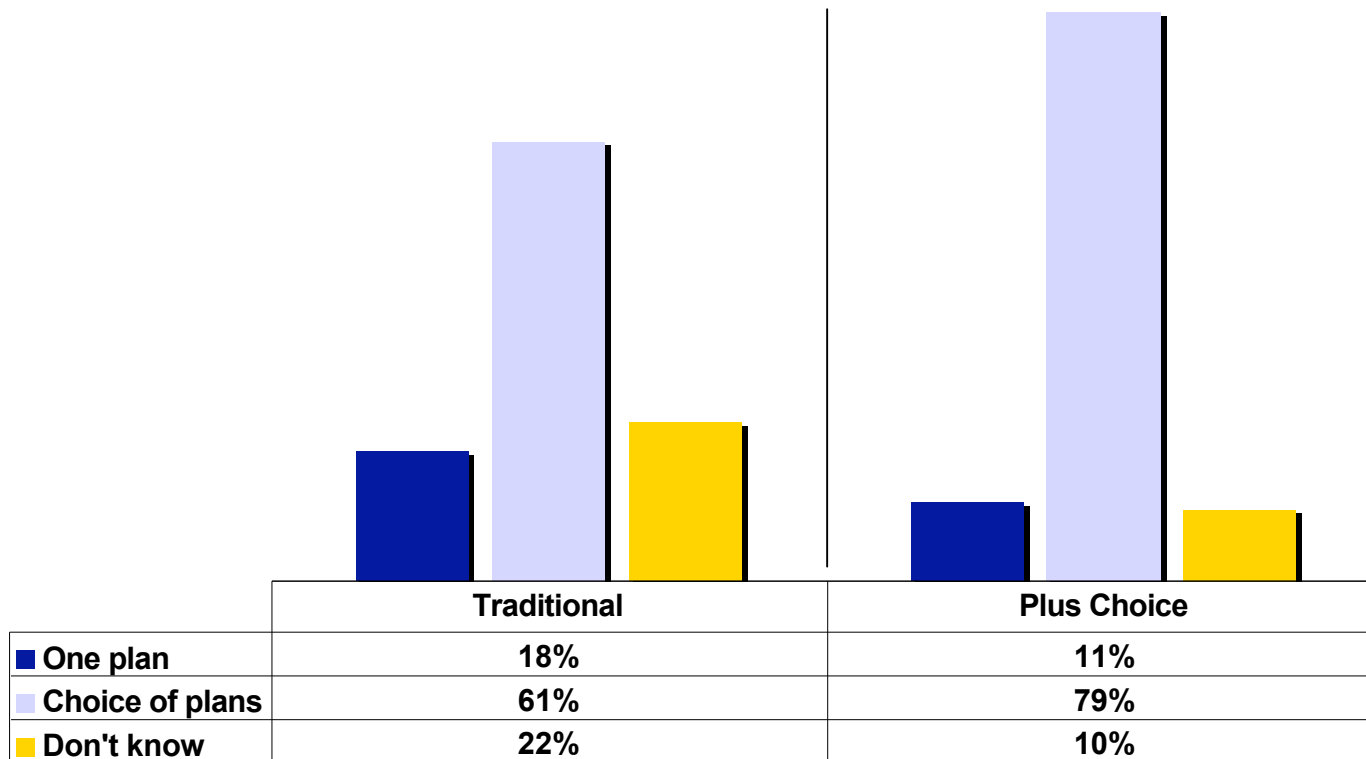
Methodology

- 800 interviews with 400 traditional Medicare enrollees and 400 Medicare+Choice enrollees.
- All respondents live in the 40 counties in the country with the highest Medicare+Choice enrollment.
- Respondents were randomly selected from a list of adults age 65 and older in the top 40 counties.
- Margin of error is plus or minus 5.00 percent on each of the 400-respondent surveys.



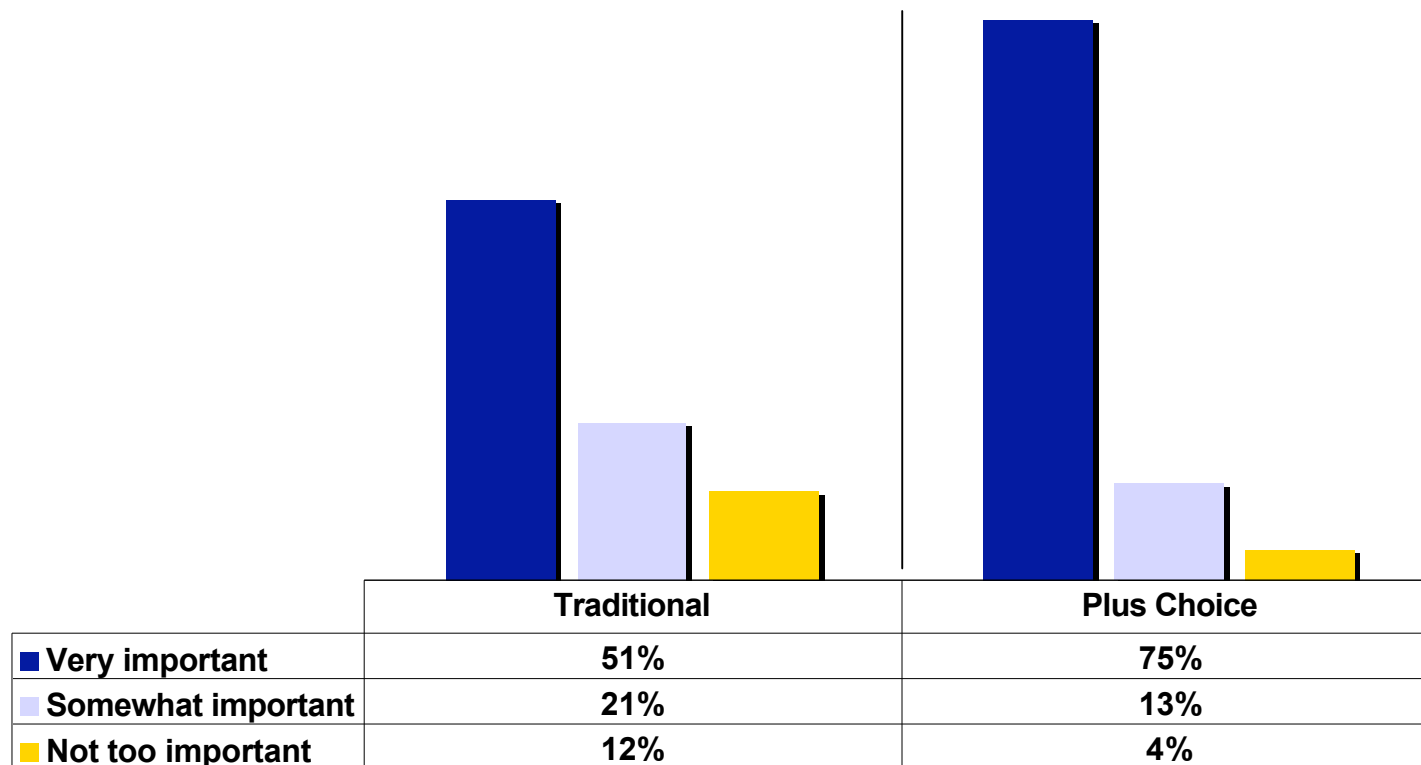
Seniors, including those in traditional Medicare, want a choice of Medicare plans.

Which statement comes closer to your view: a) Choices in health care are so complex that it is best for seniors to have just one Medicare plan. b) Since seniors' needs are different, it is important for them to have the choice of a plan other than traditional Medicare, such as a Medicare plus choice plan.



Asked another way, large proportions of both groups believe it is at least somewhat important for seniors to have a choice other than traditional Medicare.

How important do you think it is for seniors to have the choice of a plan other than traditional Medicare, such as a Medicare plus choice plan?



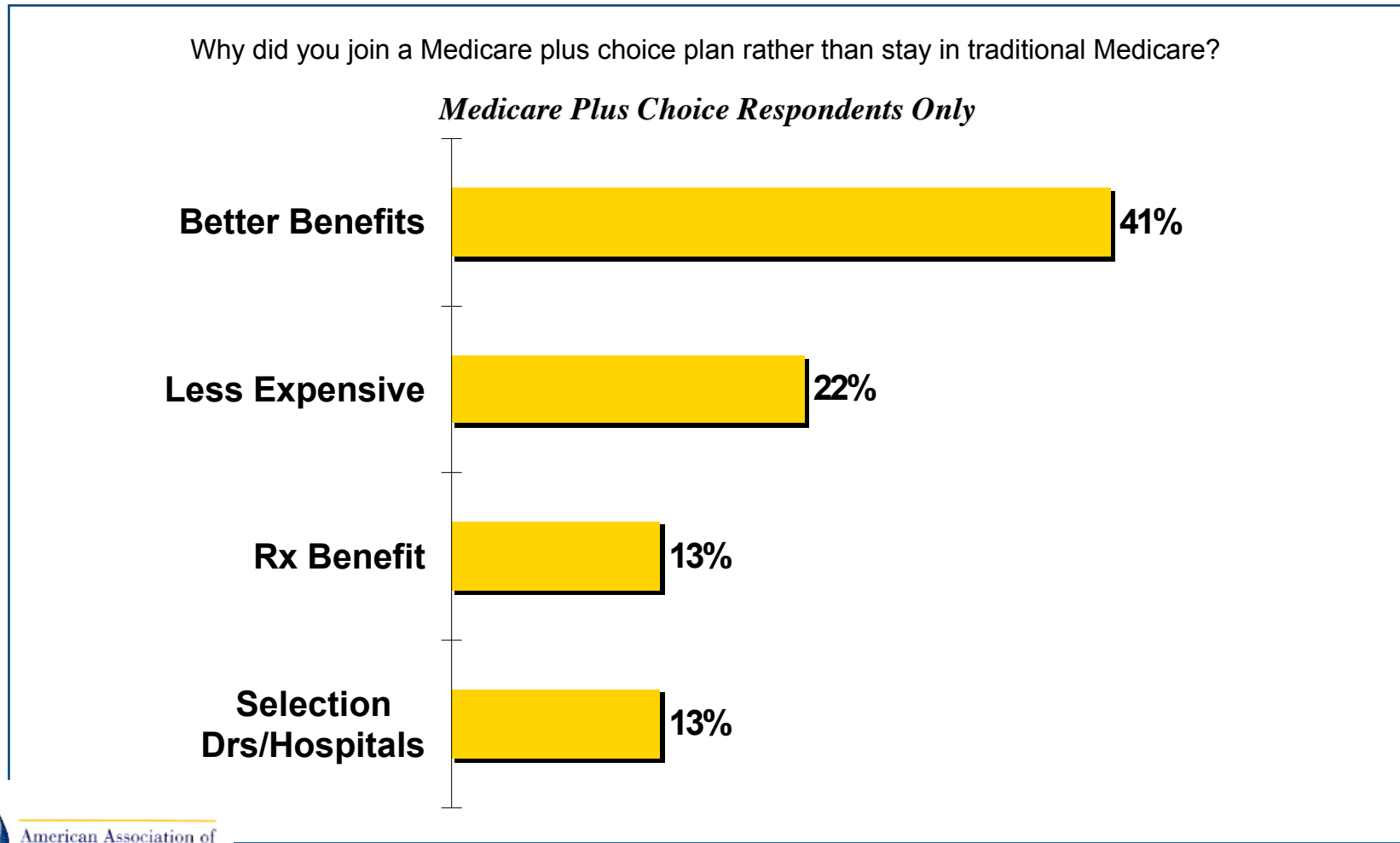
Note: "Don't Know/No Opinion" percentages are excluded from chart



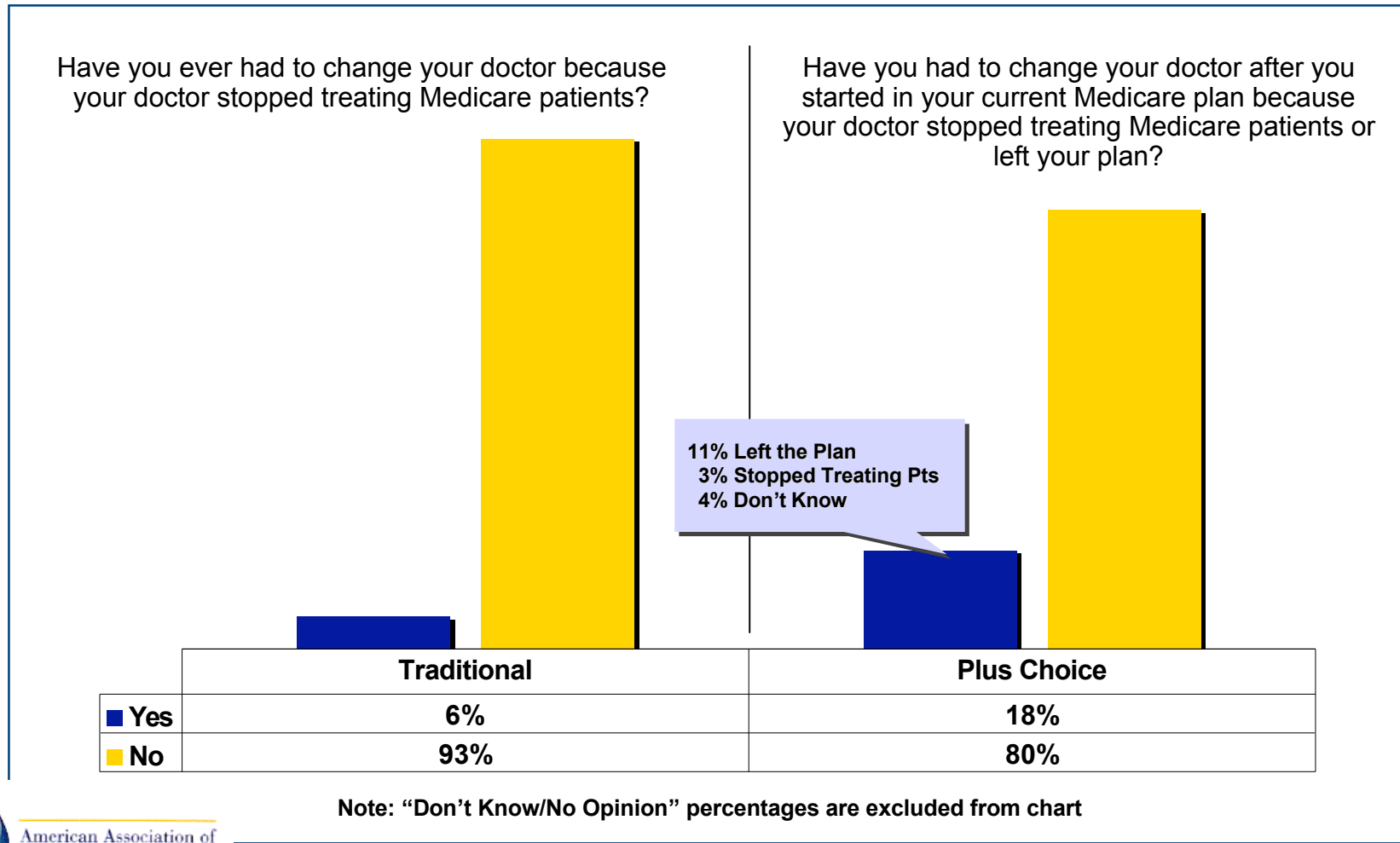
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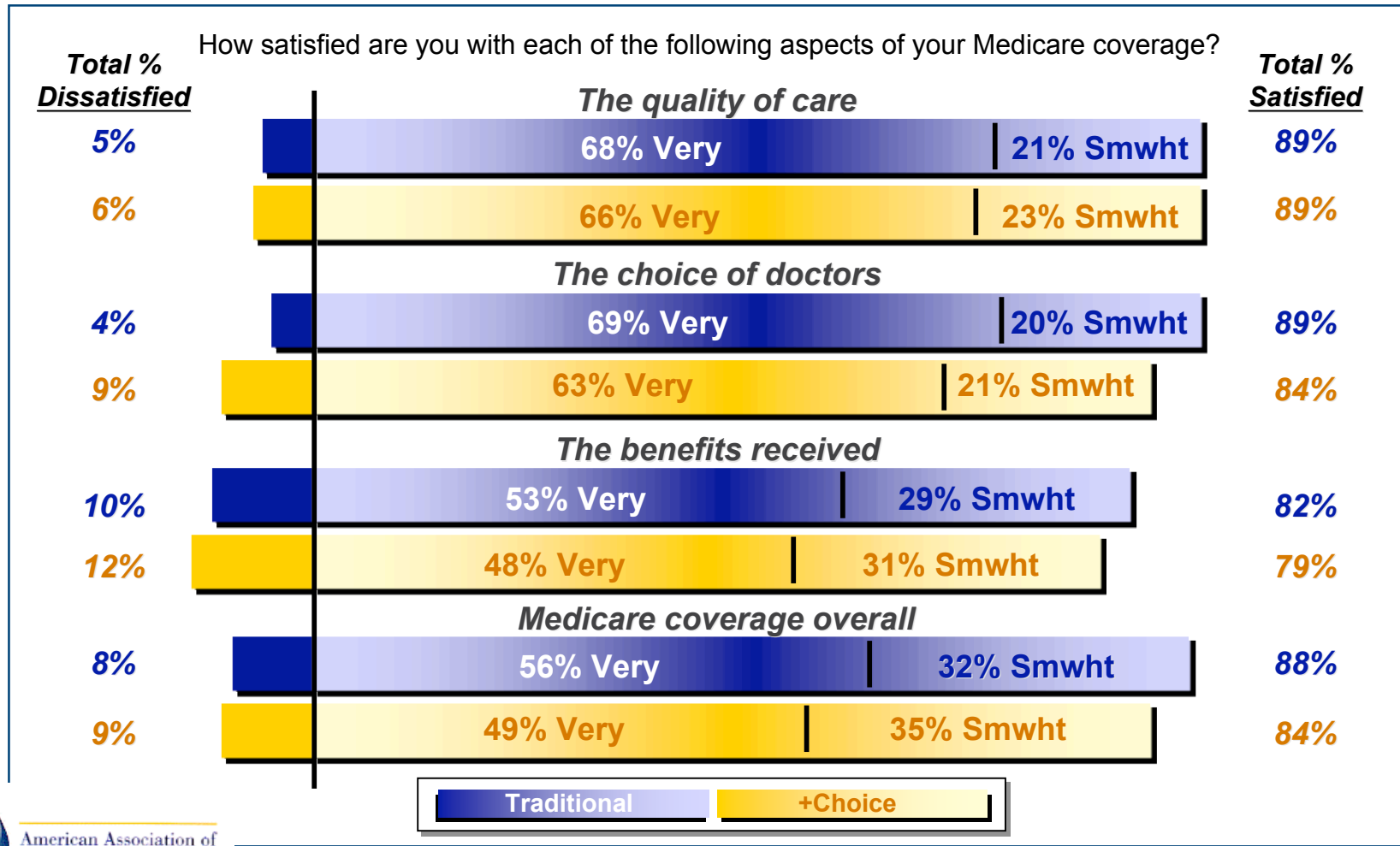
Better benefits and lower costs lead the list of reasons why seniors joined a Medicare+Choice plan.



Four-fifths of seniors with a Medicare+Choice plan have not had to change their doctor since enrolling in the plan.



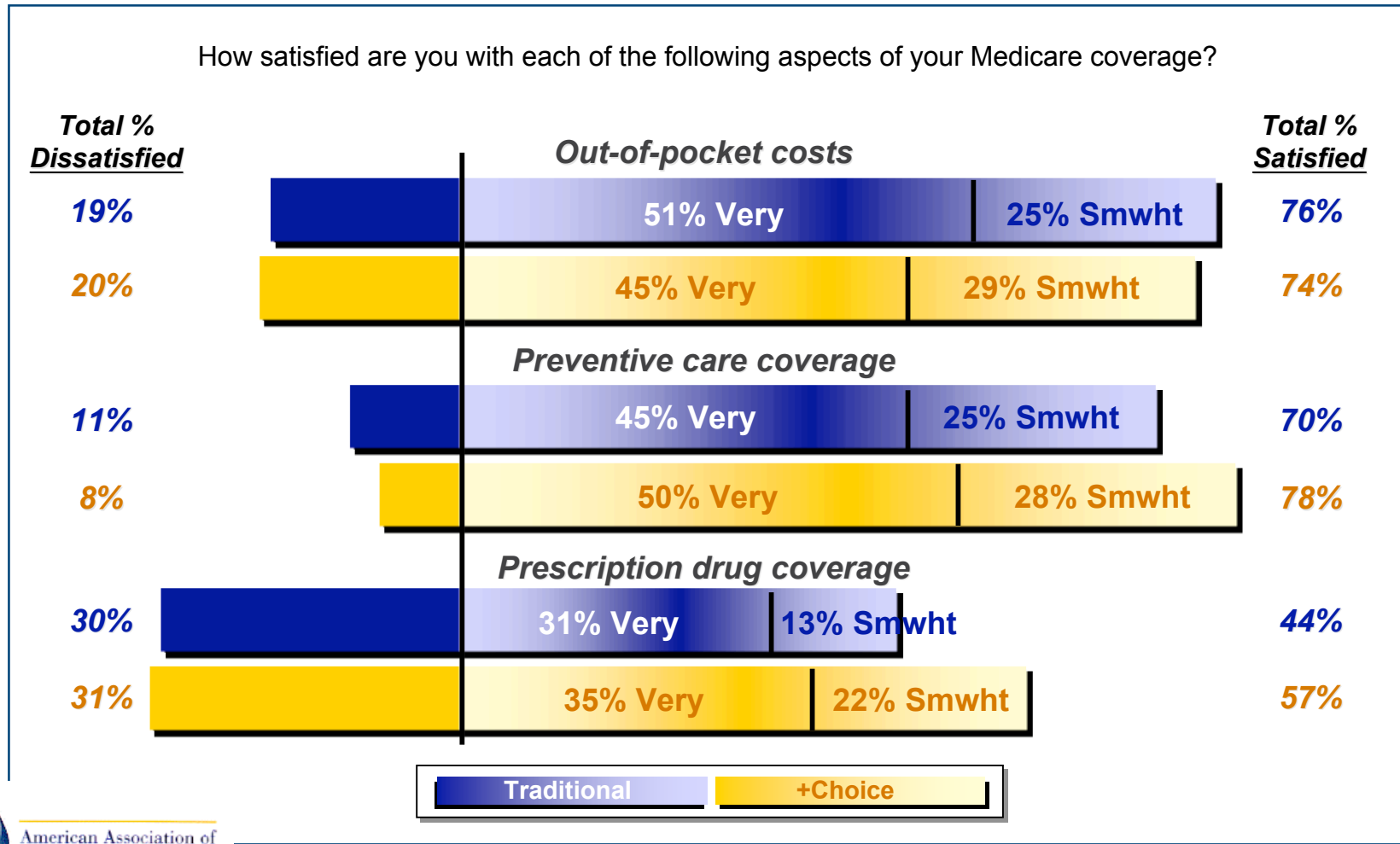
Seniors in both types of Medicare plans are overwhelmingly satisfied with most aspects of their health care plans...



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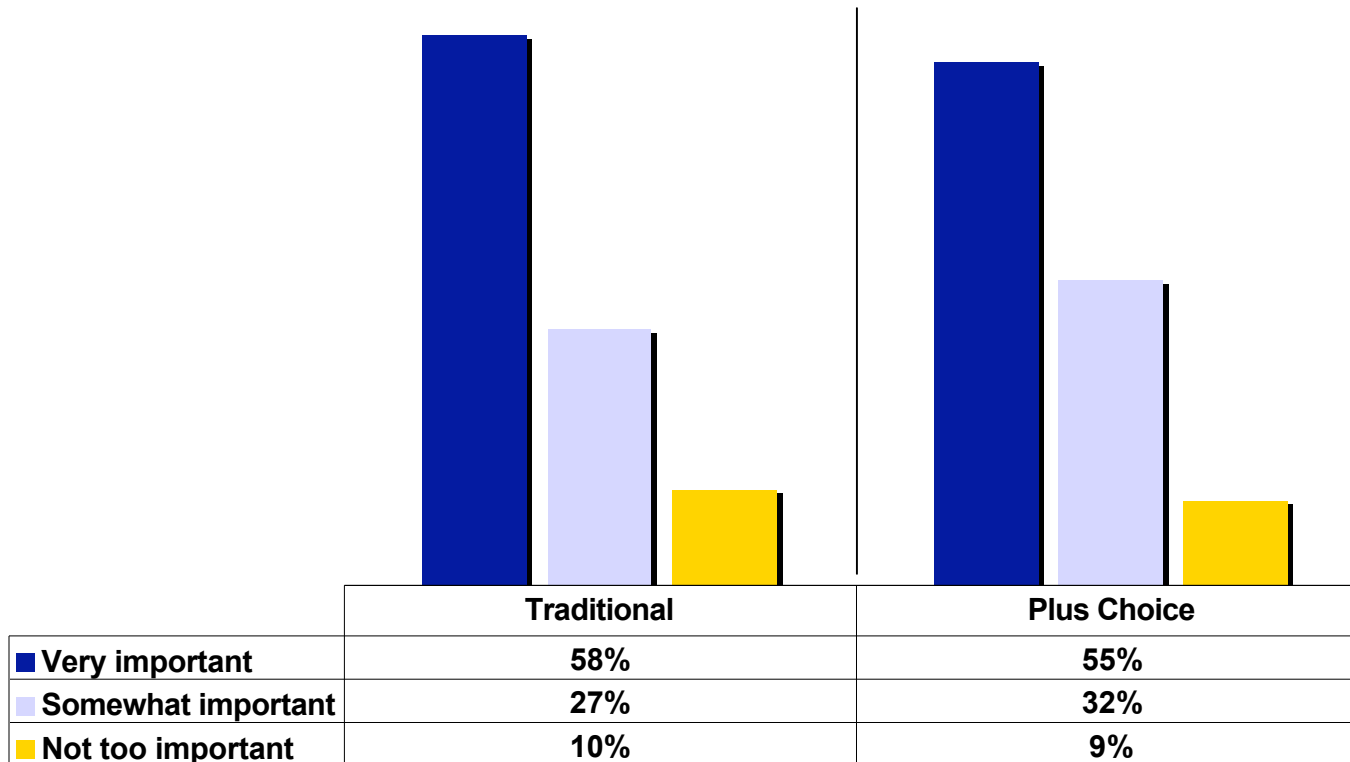
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...with those in Medicare+Choice more satisfied with their preventive care and prescription drug coverage.



Majorities of registered voters in both types of plans say a candidate's position on Medicare is very important in deciding their vote.

How important is a candidate's position on Medicare in deciding your vote?



Note: "Don't Know/Refused" percentages are excluded from chart



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**NATIONAL SURVEY OF SENIORS
REGARDING TRADITIONAL MEDICARE
AND MEDICARE+CHOICE**

MAY 4-6, 2003

Hello, may I please speak with Mr./Mrs. _____? Mr./Mrs. _____ this is _____ with Western Wats, a public opinion research company. We're talking with seniors today for just a few minutes about the Medicare program and some related health care issues. We are not trying to sell anything, your answers are completely confidential, and we would really appreciate your cooperation (DO NOT PAUSE).

A. Because we are talking about the Medicare Program, we need to talk with people who are age 65 or older. May I ask if you are at least 65 years old?

YES, AT LEAST 65 100%

1. Seniors in the Medicare Program can belong to either traditional Medicare, or to a Medicare plus choice plan administered by a private sector health plan. Have you stayed in traditional Medicare, or have you joined a Medicare plus choice plan?

TRADITIONAL MEDICARE	50%	GO TO Q. 4
MEDICARE PLUS CHOICE.....	50%	GO TO Q. 2

2. Why did you join a Medicare plus choice plan rather than stay in traditional Medicare?

BETTER BENEFITS OVERALL	41%
PRESCRIPTION DRUG BENEFIT	13%
LESS EXPENSIVE.....	22%
GOOD SELECTION OF DOCTORS/HOSPITALS	13%
OTHER (SPECIFY).....	23%
DON'T KNOW/NO OPINION	15%

Note: Total exceeds 100% because multiple responses were accepted.

3. How long have you been in a Medicare plus choice plan: less than one year, one to three years, or more than three years?

LESS THAN ONE YEAR.....	8%
ONE TO THREE YEARS	20%
MORE THAN THREE YEARS	72%
DON'T KNOW/NO OPINION	1%

Note: Percentages may not equal 100 percent due to rounding. **TRAD** and **+CHOICE** results are based on 400 respondents each, MoE = ±5.00 percent.

How satisfied are you with each of the following aspects of your Medicare coverage: very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied? (ROTATE Q. 4-9)

		<i>VERY SATIS</i>	<i>SOMWHT SATIS</i>	<i>SOMWHT DISSAT</i>	<i>VERY DISSAT</i>	<i>DON'T KNOW</i>
4. The benefits you receive	<i>TRAD</i>	53%	29%	6%	4%	9%
	<i>+CHOICE</i>	48%	31%	5%	7%	9%
5. The quality of care you receive	<i>TRAD</i>	68%	21%	3%	2%	6%
	<i>+CHOICE</i>	66%	23%	4%	2%	6%
6. The number of doctors from which you can choose	<i>TRAD</i>	69%	20%	2%	2%	7%
	<i>+CHOICE</i>	63%	21%	5%	4%	8%
7. Your out-of-pocket costs	<i>TRAD</i>	51%	25%	9%	10%	6%
	<i>+CHOICE</i>	45%	29%	11%	9%	7%
8. The coverage you receive for prescription drugs	<i>TRAD</i>	31%	13%	10%	20%	26%
	<i>+CHOICE</i>	35%	22%	11%	20%	12%
9. The coverage you receive for preventive care	<i>TRAD</i>	45%	25%	5%	6%	20%
	<i>+CHOICE</i>	50%	28%	4%	4%	14%
10. Your Medicare coverage overall	<i>TRAD</i>	56%	32%	5%	3%	5%
	<i>+CHOICE</i>	49%	35%	4%	5%	7%

ASK QUESTION 11A ONLY OF RESPONDENTS IN TRADITIONAL MEDICARE (RESPONSE 1 FOR QUESTION 1).

11A. Have you ever had to change your doctor because your doctor stopped treating Medicare patients?

YES	6%
NO	93%
DON'T KNOW/NO OPINION	1%

ASK QUESTION 11B ONLY OF RESPONDENTS IN MEDICARE PLUS CHOICE PLANS (RESPONSE 2 FOR QUESTION 1).

11B. Have you had to change your doctor after you started in your current Medicare plan because your doctor stopped treating Medicare patients or left your plan?

YES, STOPPED TREATING MEDICARE PATIENTS ...	3%
YES, LEFT PLAN.....	11%
YES, DON'T KNOW SPECIFIC REASON.....	4%
NO.....	80%
DON'T KNOW/NO OPINION.....	2%

Note: Percentages may not equal 100 percent due to rounding. *TRAD* and *+CHOICE* results are based on 400 respondents each, MoE = ±5.00 percent.

ASK QUESTION 12 ONLY OF RESPONDENTS IN TRADITIONAL MEDICARE (RESPONSE 1 FOR QUESTION 1).

12. Have you ever had trouble finding a doctor who will treat Medicare patients?

YES	4%
NO	95%
DON'T KNOW/NO OPINION	1%

13. How satisfied are you with your current doctor: very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

	<i>TRAD</i>	<i>+CHOICE</i>
VERY SATISFIED	79%	77%
SOMEWHAT SATISFIED	16%	17%
SOMEWHAT DISSATISFIED	3%	1%
VERY DISSATISFIED	1%	2%
DON'T KNOW/NO OPINION	1%	4%

14. Since you have been in Medicare, have you ever had to forego or delay medical treatment that you wanted because of the cost?

	<i>TRAD</i>	<i>+CHOICE</i>
YES	4%	6%
NO	95%	93%
DON'T KNOW/NO OPINION	1%	1%

15. How important do you think it is for seniors to have the choice of a plan other than traditional Medicare, such as a Medicare plus choice plan: very important, somewhat important, or not too important?

	<i>TRAD</i>	<i>+CHOICE</i>
VERY IMPORTANT	51%	75%
SOMEWHAT IMPORTANT	21%	13%
NOT TOO IMPORTANT	12%	4%
DON'T KNOW/NO OPINION	17%	8%

16. Which statement comes closer to your view:

- a. Choices in health care are so complex that it is best for seniors to have just one Medicare plan.
- b. Since seniors' needs are different, it is important for them to have the choice of a plan other than traditional Medicare, such as a Medicare plus choice plan.

	<i>TRAD</i>	<i>+CHOICE</i>
ONE PLAN	18%	11%
HAVE A CHOICE OF PLANS	61%	79%
DON'T KNOW/NO OPINION	22%	10%

Note: Percentages may not equal 100 percent due to rounding. *TRAD* and *+CHOICE* results are based on 400 respondents each, MoE = ±5.00 percent.

Now I would like to ask you about some elections next year.

17. Are you registered to vote in the county in which you live?

	<i>TRAD</i>	<i>+CHOICE</i>	
YES	94%	91%	
NO	4%	8%	GO TO Q. 20
REFUSED.....	2%	1%	GO TO Q. 20

18. If next year's election for Congress were being held today, would you vote for (ROTATE: the Republican candidate or the Democratic candidate)?

	<i>TRAD</i>	<i>+CHOICE</i>
REPUBLICAN.....	25%	29%
DEMOCRAT	33%	29%
DEPENDS ON THE CANDIDATES (VOL).....	24%	25%
DON'T KNOW/REFUSED	18%	18%

19. How important is a candidate's position on Medicare in deciding your vote: very important, somewhat important, or not too important?

	<i>TRAD</i>	<i>+CHOICE</i>
VERY IMPORTANT	58%	55%
SOMEWHAT IMPORTANT	27%	32%
NOT TOO IMPORTANT	10%	9%
DON'T KNOW/REFUSED	6%	4%

Now I have a few questions just for statistical purposes.

20. Do you normally consider yourself to be a (ROTATE: Republican, Independent, or Democrat)?

	<i>TRAD</i>	<i>+CHOICE</i>
REPUBLICAN.....	28%	32%
INDEPENDENT	22%	20%
DEMOCRAT	35%	33%
NO OPINION.....	16%	15%

21. What was the last year of school you completed?

	<i>TRAD</i>	<i>+CHOICE</i>
LESS THAN HIGH SCHOOL	11%	9%
HIGH SCHOOL GRADUATE	30%	32%
SOME COLLEGE	23%	23%
COLLEGE GRADUATE.....	22%	24%
POST-COLLEGE	9%	11%
REFUSED.....	5%	2%

Note: Percentages may not equal 100 percent due to rounding. *TRAD* and *+CHOICE* results are based on 400 respondents each, MoE = ±5.00 percent.

22. Would you please stop me when I read the correct category for your age?

	<i>TRAD</i>	<i>+CHOICE</i>
65 TO 69.....	22%	27%
70 TO 74.....	20%	29%
75 TO 79.....	24%	21%
80 OR OLDER.....	30%	21%
REFUSED.....	5%	3%

23. Would you please stop me when I read the correct category for your total household income before taxes?

	<i>TRAD</i>	<i>+CHOICE</i>
\$15,000 OR LESS.....	15%	16%
\$15,000 TO \$30,000.....	20%	21%
\$30,000 TO \$50,000.....	20%	20%
\$50,000 TO \$75,000.....	8%	9%
\$75,000 OR MORE.....	5%	6%
REFUSED.....	32%	28%

24. Gender (from observation)

	<i>TRAD</i>	<i>+CHOICE</i>
MALE.....	55%	42%
FEMALE.....	45%	58%

25. Finally, in which county do you live?

WRITE IN COUNTY FIPS CODE: _____

That's all the questions I have. Thank you very much for sharing your opinions with us.

Note: Percentages may not equal 100 percent due to rounding. *TRAD* and *+CHOICE* results are based on 400 respondents each, MoE = ±5.00 percent.