

Senior Impressions of Medicare Part D

Prepared for

Medicare Rx Education Network

November 6, 2007

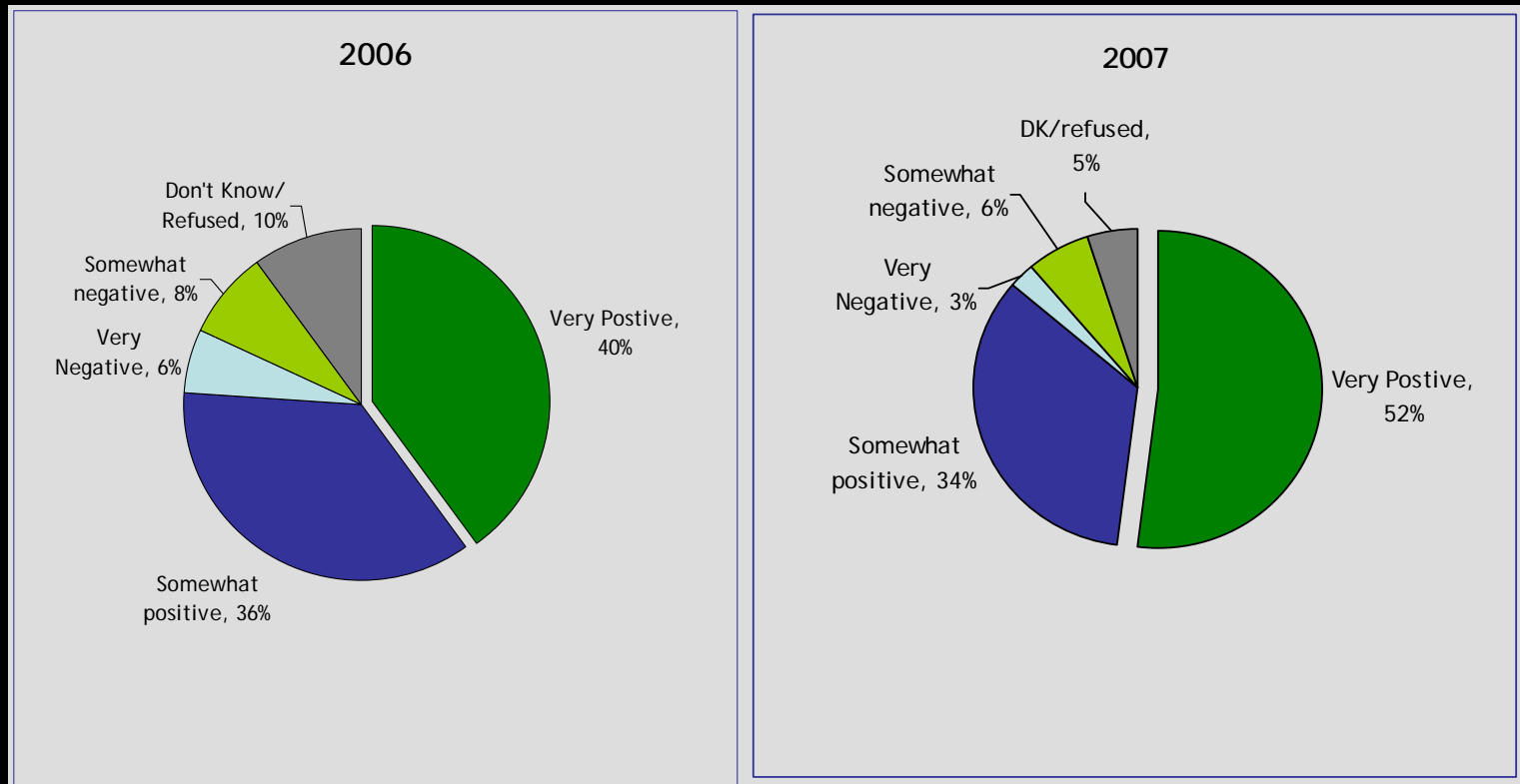


Background

- National sample of 1001 seniors (those over 65 years of age) with drug coverage
 - Medicare Part D and Medicare Advantage participants combined as Medicare Rx
 - Seniors with other Rx coverage
- Interviewed by telephone 10/25 – 10/31/07
- Margin of error +/- 3.1%

Growing number of seniors in Part D report positive overall experience

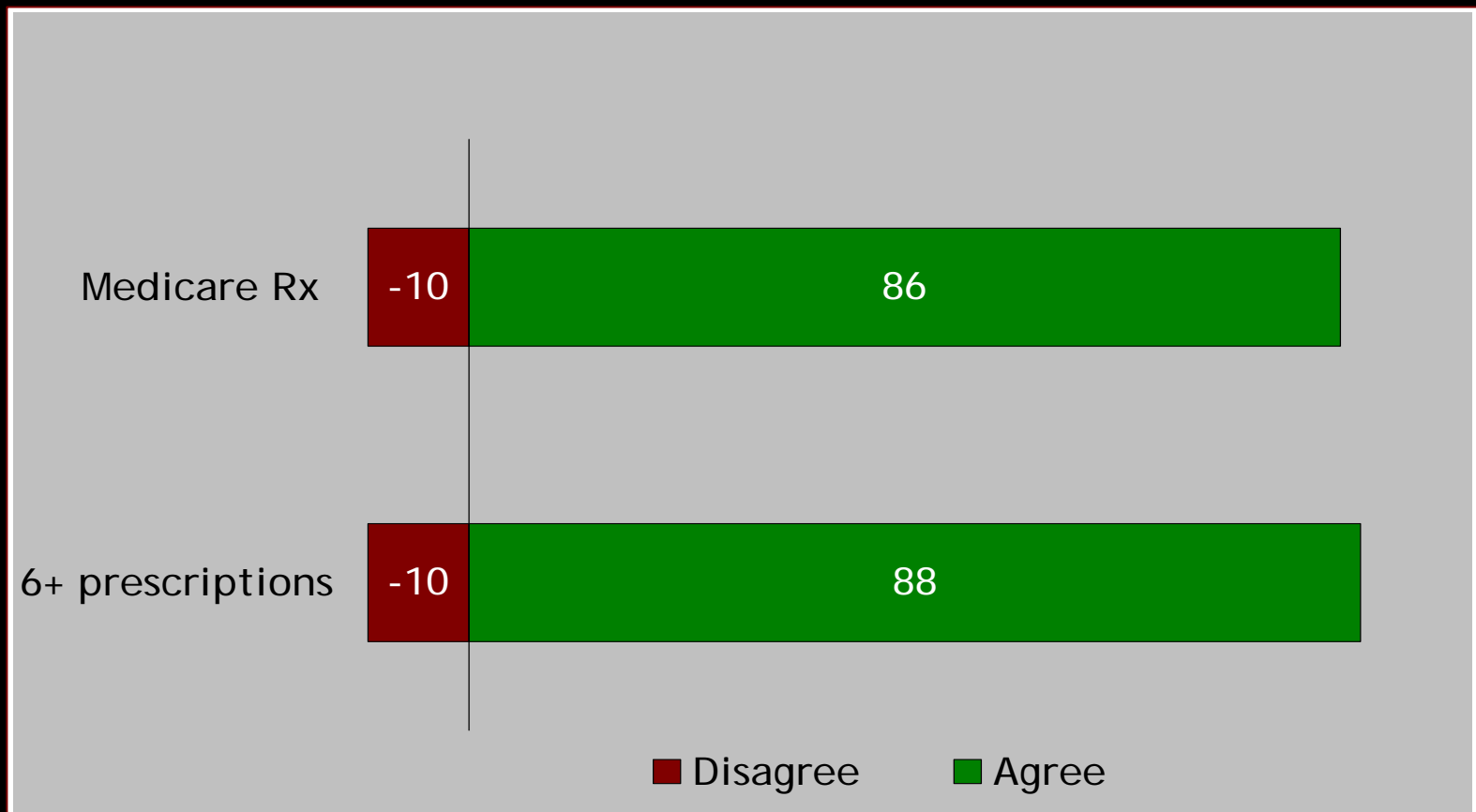
All in all, have your experiences in using your (part D plan) been very positive, somewhat positive, very negative, or somewhat negative?



Source for 2006 data: Kaiser Family Foundation, Seniors' Early Experiences with their Medicare Drug Plans, conducted June 8-15, 2006

Most seniors report Medicare Rx is working for them

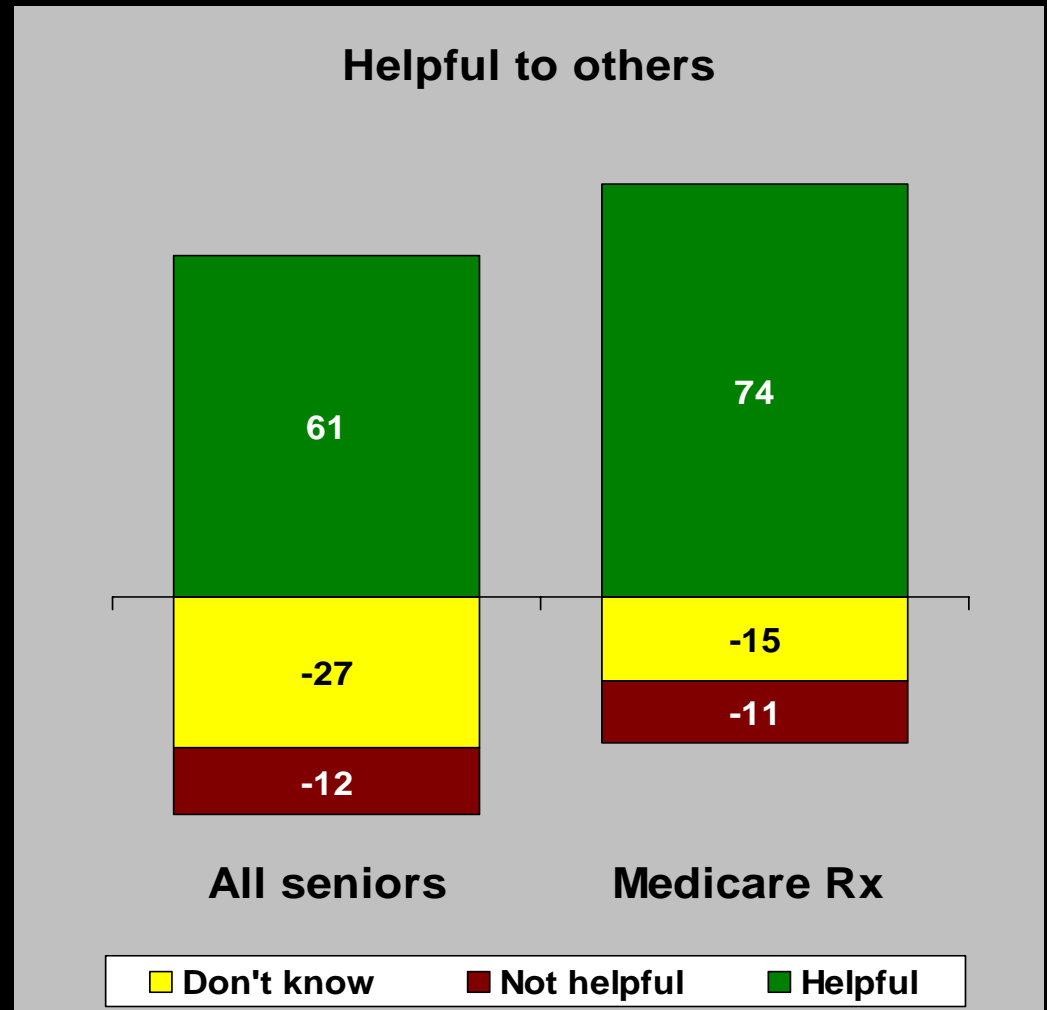
My Medicare plan is working for me and I am happy I signed up. Do you agree or disagree with this statement.



Seniors view Medicare's prescription drug coverage as helpful

Whether or not you signed up for it yourself, how helpful do you think Medicare's prescription drug coverage is for the typical person on Medicare?

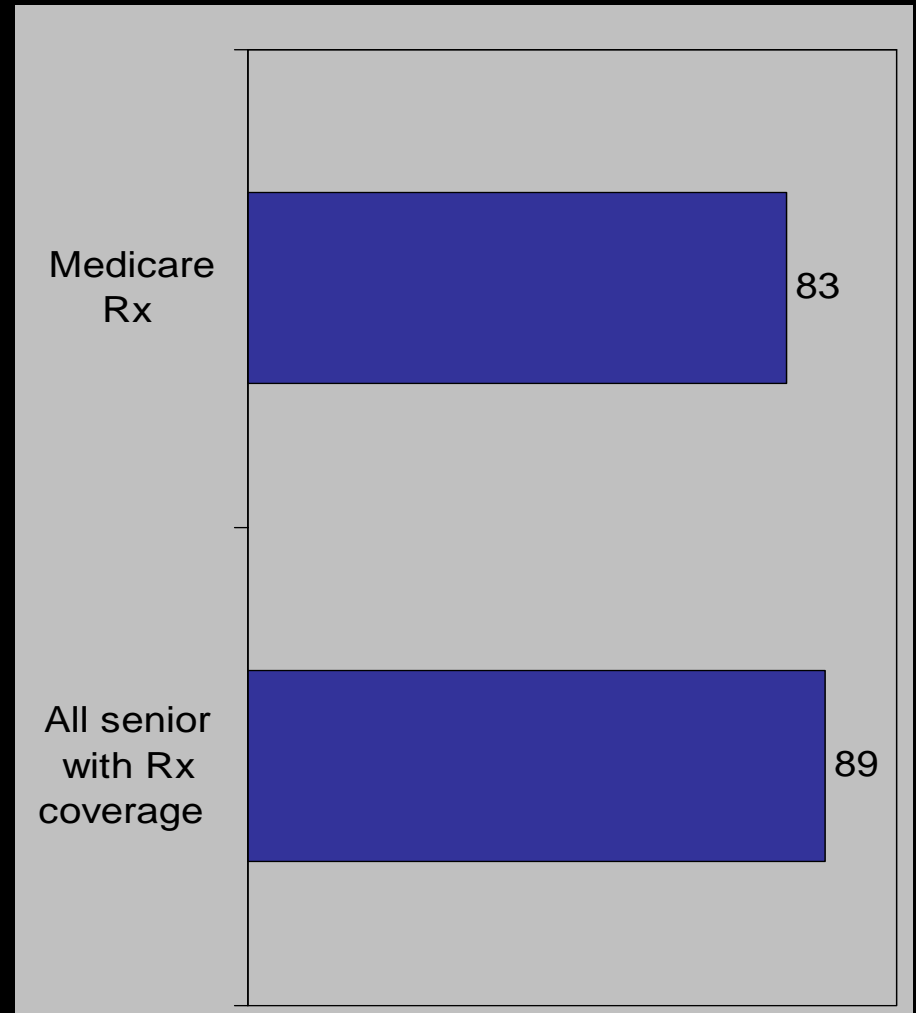
People who did sign up for Part D or who have coverage under Medicare Advantage see Medicare's prescription drug coverage more positively



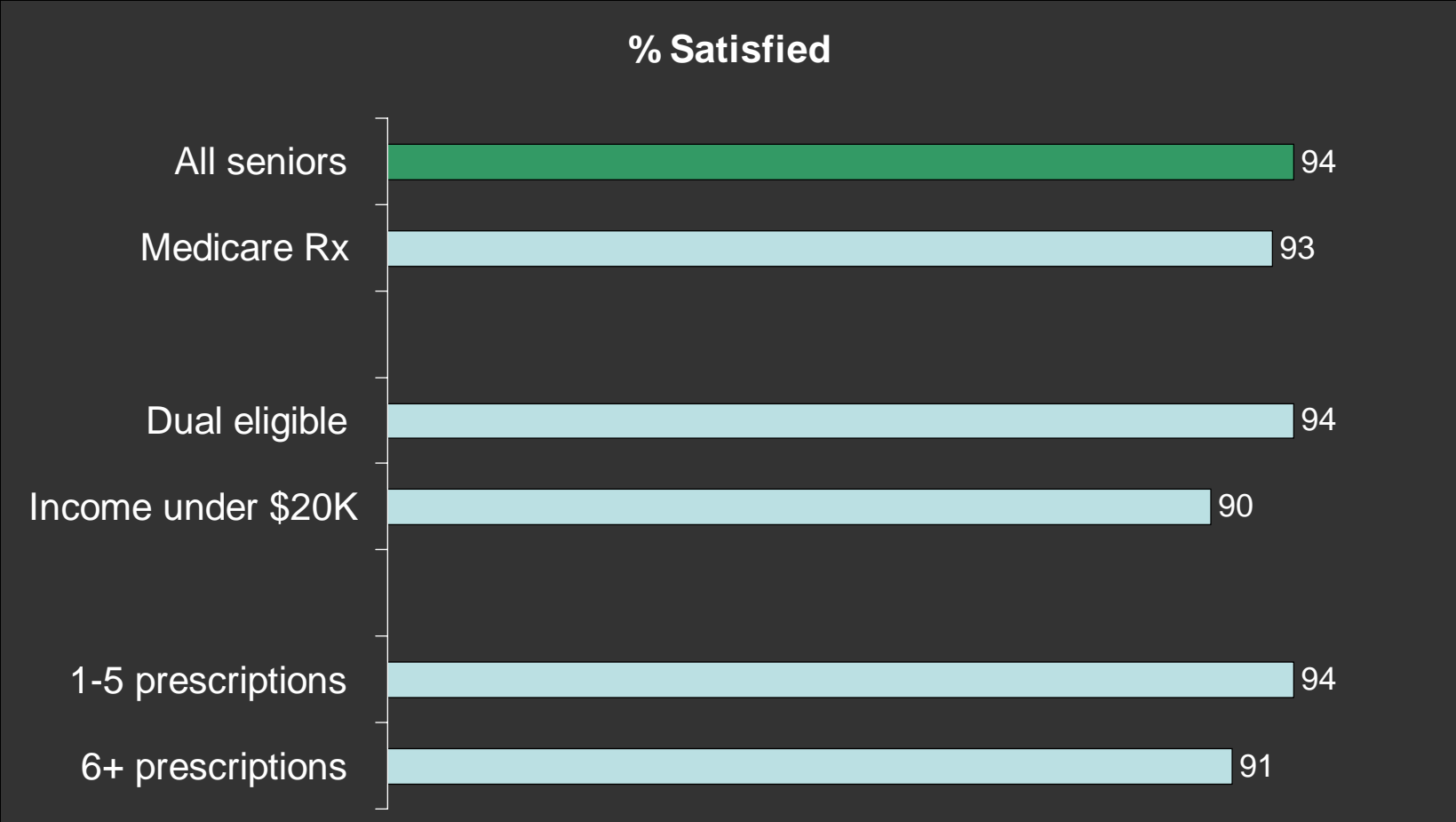
Overall seniors are very satisfied with their drug coverage

83% of Medicare Rx participants are either 'very' or 'somewhat satisfied' with their prescription drug coverage

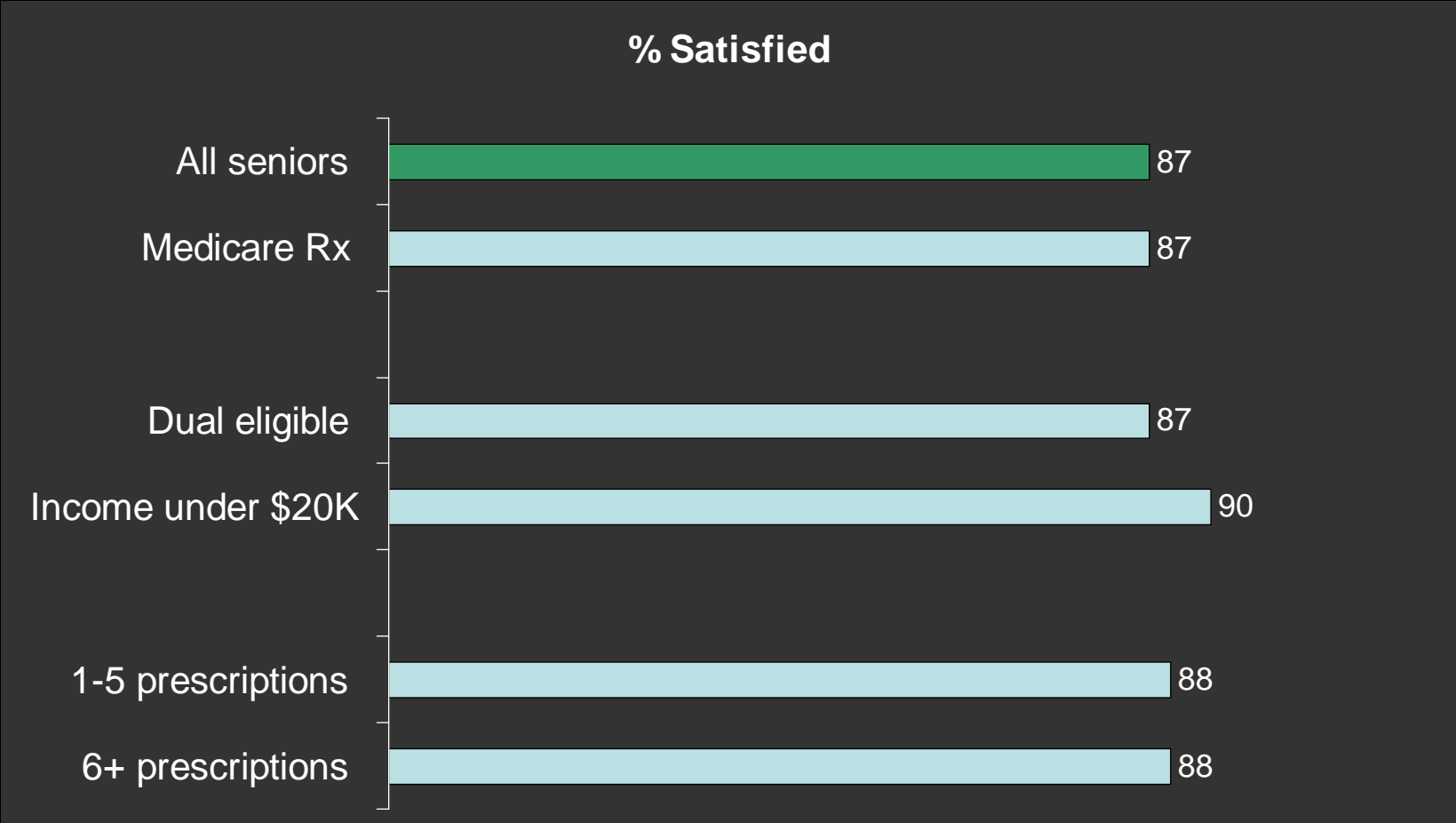
Satisfaction levels are nearly as high as for all seniors with drug coverage



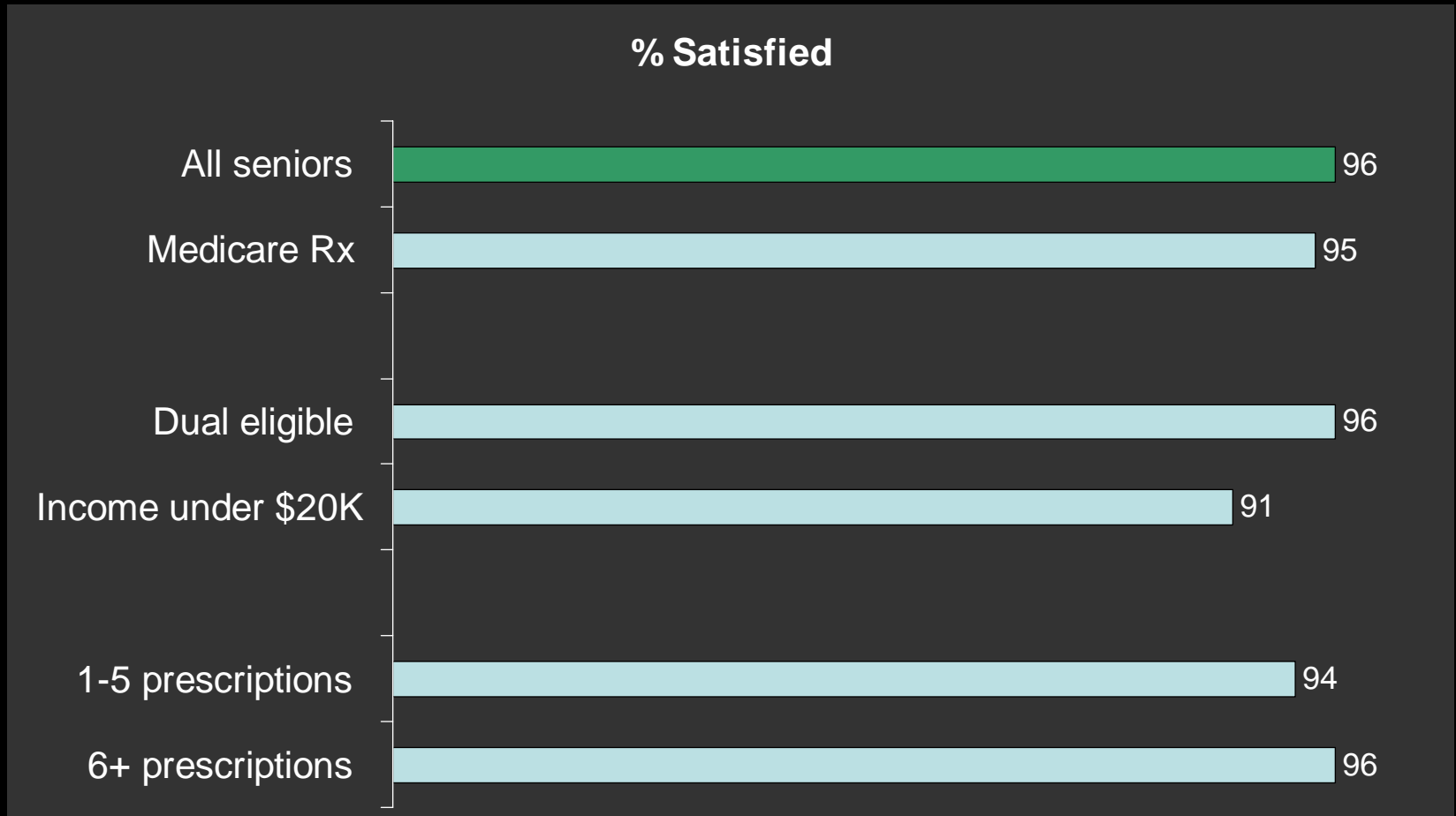
Seniors are getting the medicines they need



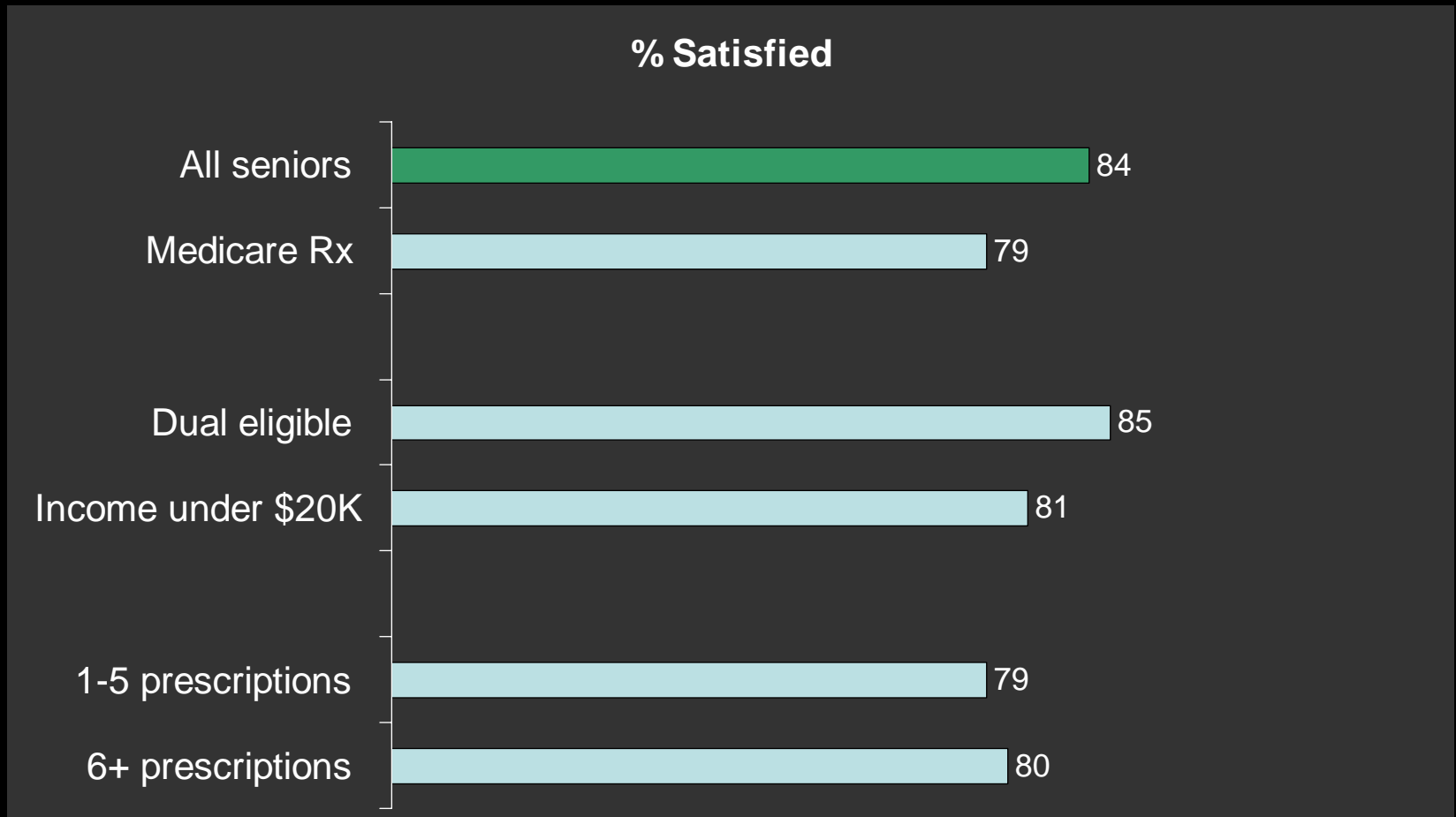
Seniors satisfied with the number of drugs covered by their plan



Seniors are able to get their prescriptions filled



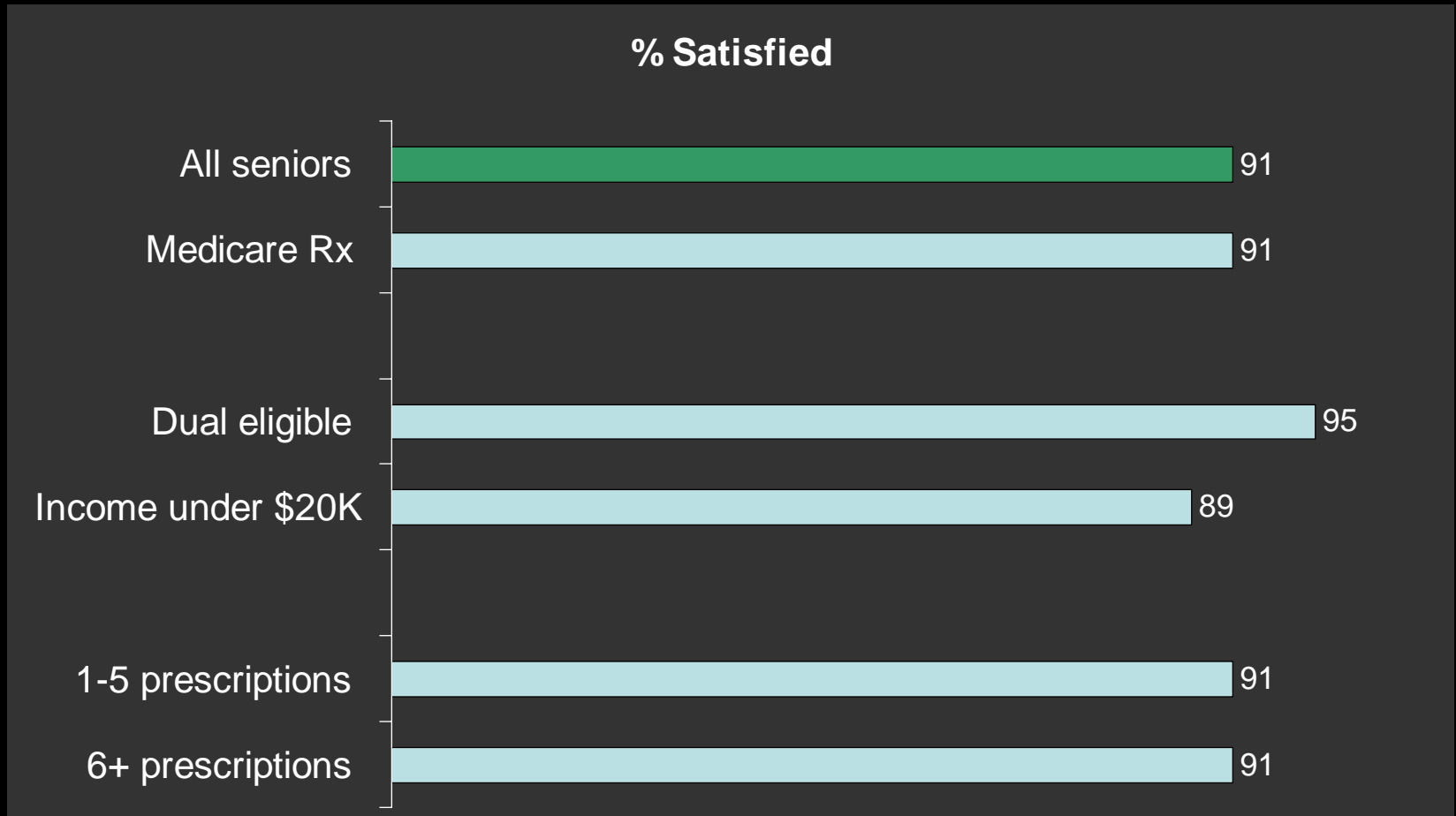
Seniors satisfied with their overall prescriptions drug costs



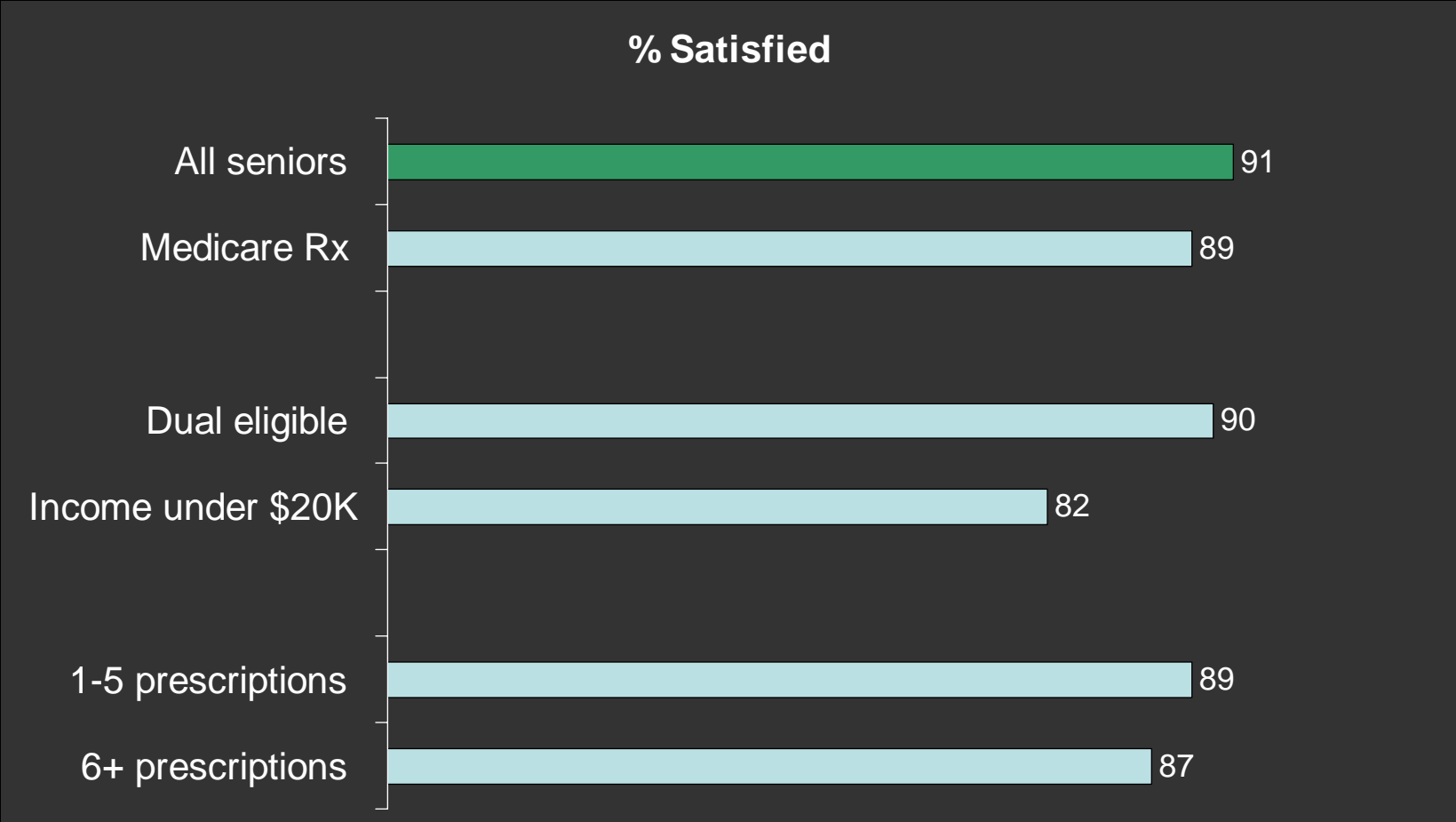
Seniors are getting answers to their questions



Seniors find their insurance plan easy to use

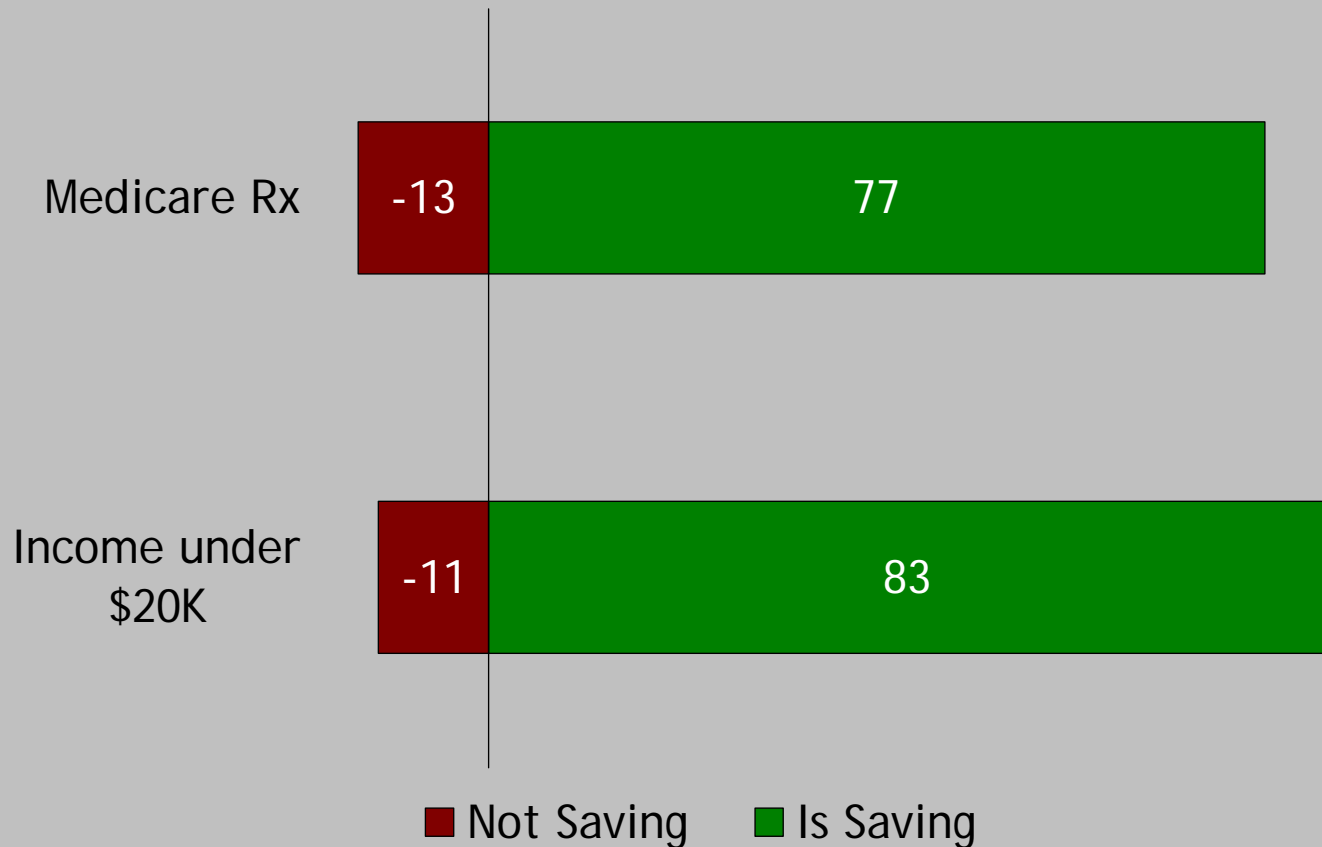


Seniors satisfied with the customer service provided by their plans

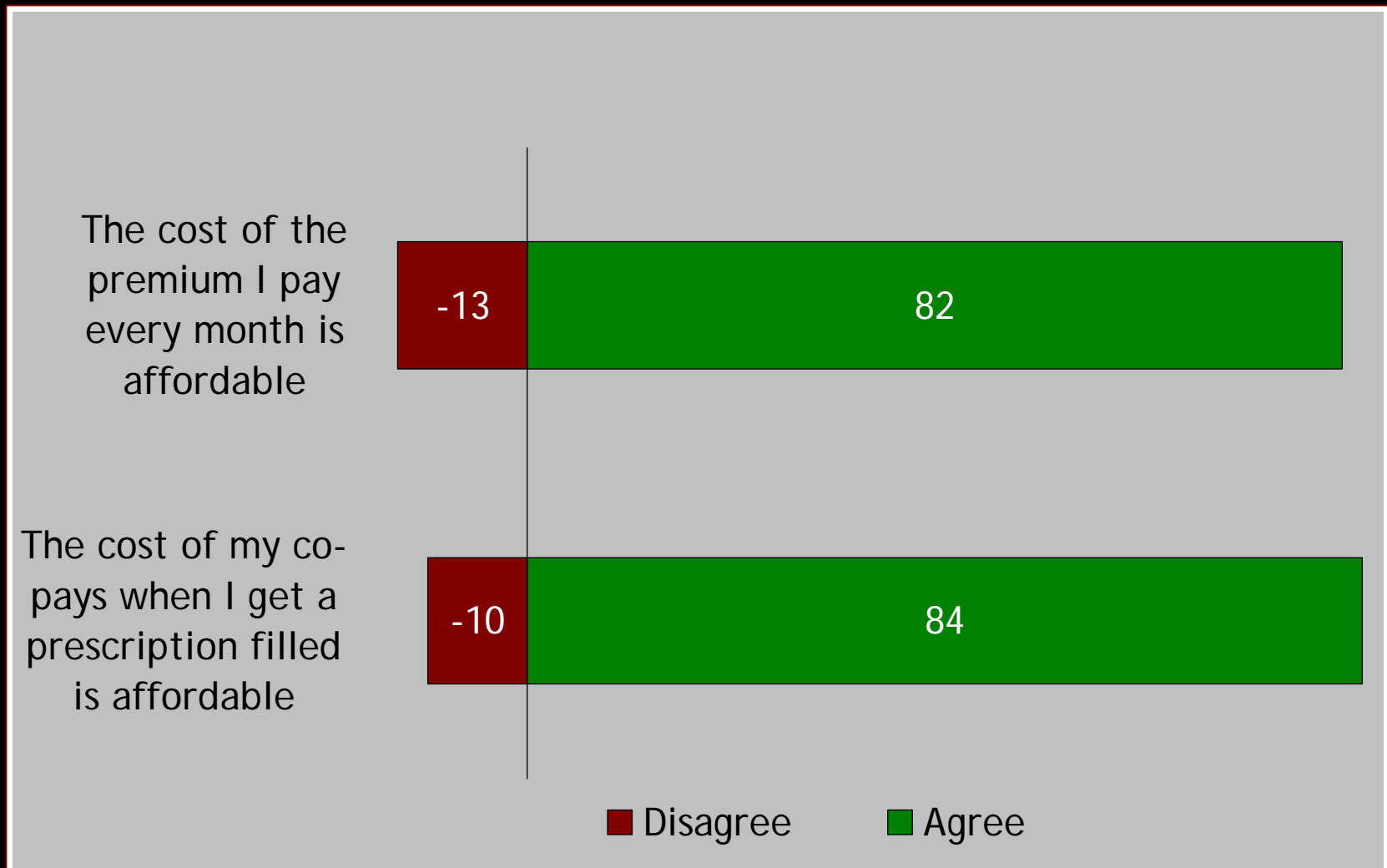


Seniors on Medicare Rx are saving money

And is your Medicare prescriptions drug coverage saving you money on your prescription drug expenses or not?

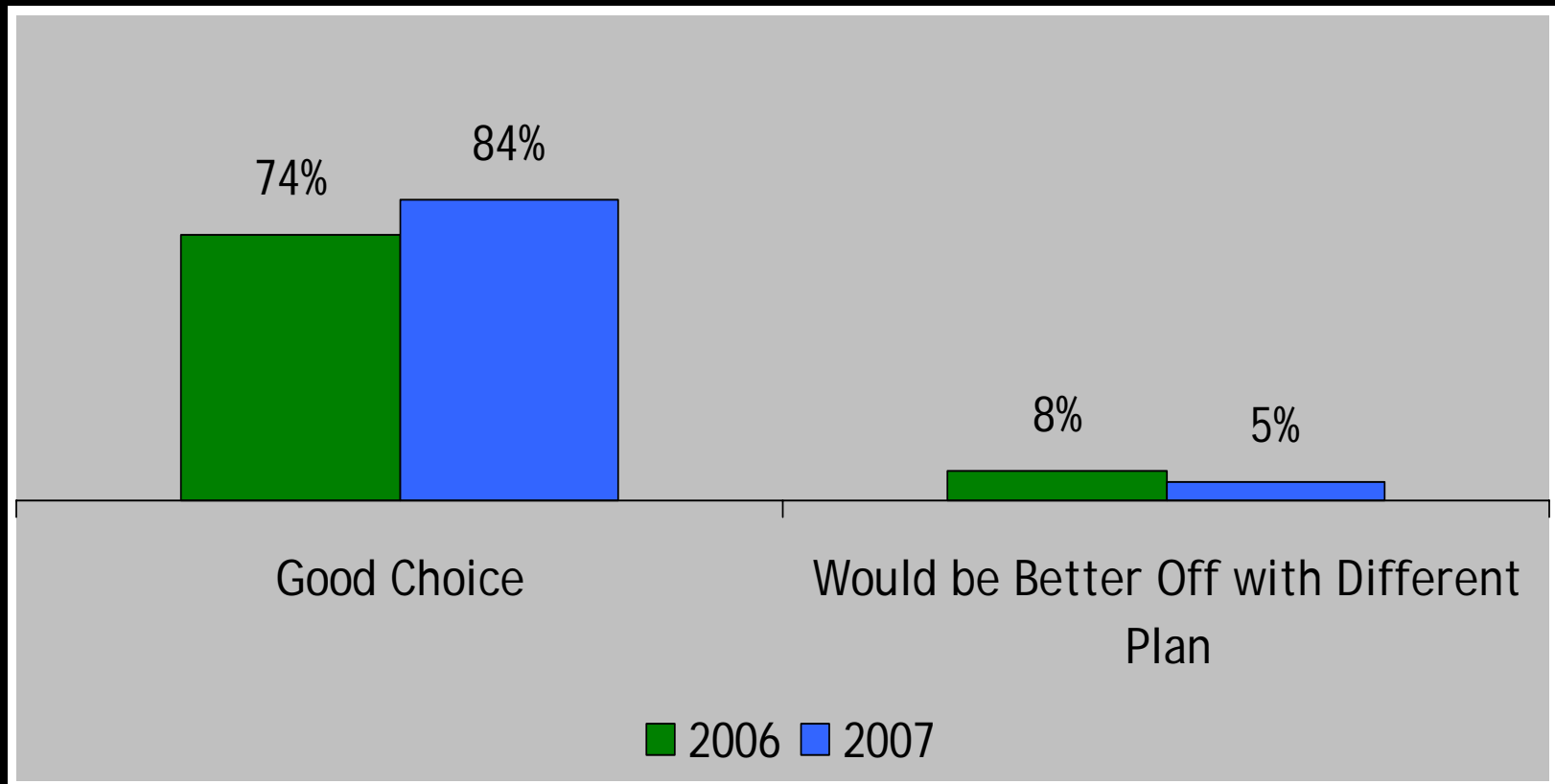


Seniors on Medicare Rx find their premiums and co-pays affordable



Most seniors with Medicare Part D think they made a good plan choice

Do you feel you made a good choice in selecting your Medicare drug plan, or do you think you would have been better off with a different plan?



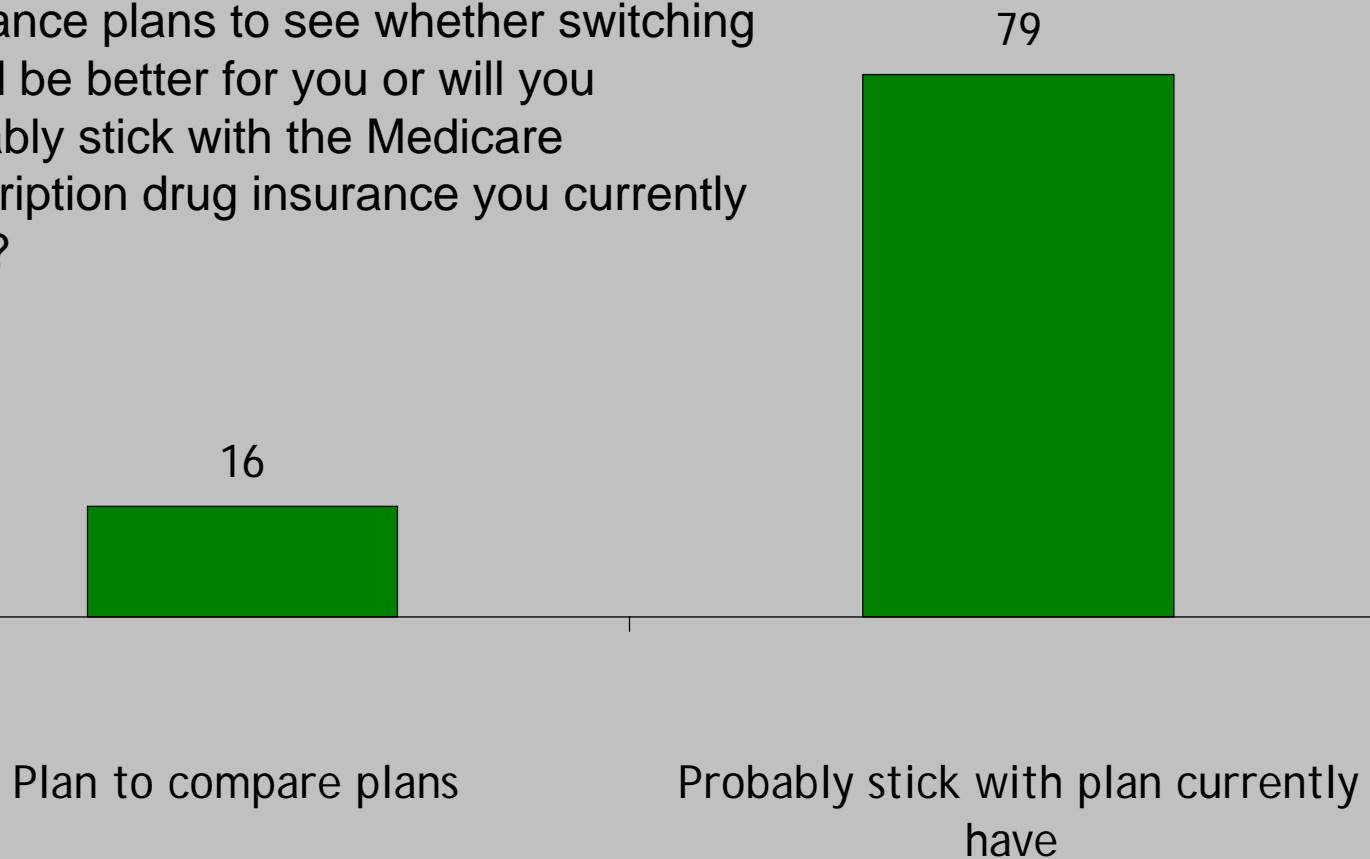
Source for 2006 data: Kaiser Family Foundation, Seniors' Early Experiences with their Medicare Drug Plans, conducted June 8-15, 2006

Most seniors with Medicare Rx are aware of open enrollment

- 85% of Medicare Rx participants are aware of the open enrollment period from 11/15 to 12/31
 - Of these 85% (72% of total) are aware plans can change the drugs covered and co-pay amounts.
- 79% of Medicare Rx participants believe they have the information they need to decide which type of coverage is best for them.

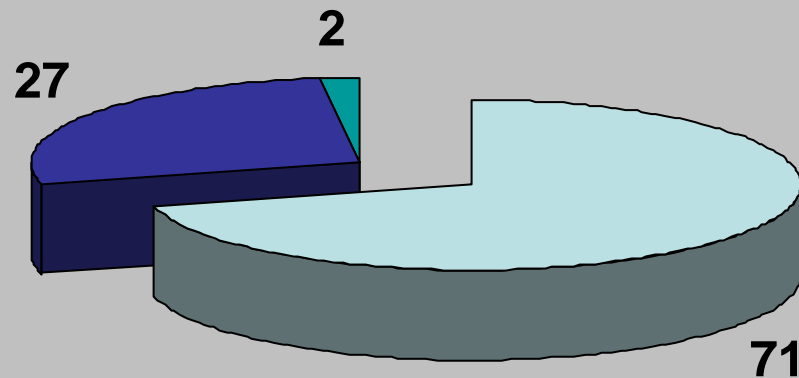
Few seniors with Medicare Rx plan to compare options

And as of right now, are you planning to compare Medicare prescription drug insurance plans to see whether switching would be better for you or will you probably stick with the Medicare prescription drug insurance you currently have?



Seniors with Medicare Rx are aware of financial assistance to low income seniors

Medicare and Social Security have programs like Extra Help to provide financial assistance to low income seniors to help them pay for part of their monthly premiums, deductibles and co-pays for prescription drug coverage. Were you aware of these financial assistance programs or not? (Among seniors with Medicare Rx)



□ Aware □ Not aware □ Don't know/refused

Conclusions

- Positive experience with Medicare Rx plans is high and rising
 - Those with ***very positive*** experience increased by 12 percentage points
- Overall satisfaction with Medicare Rx is high
- Medicare Rx plans are viewed as saving money and being affordable
- Awareness of open enrollment period is high
 - But few with Medicare Rx plan to compare options
- Awareness of financial assistance to low income seniors is good but has room for growth