Seniors’ Opinions About Medicare Rx: Third Year Update

Key Findings
October 2008
Presentation

- Objective and Method
  - Opinions about Medicare Rx and how it’s working
  - Intent to shop around and change plans
  - Conclusions
Method

Nationally representative telephone sample of 1,007 seniors 65+ enrolled in Medicare conducted Sept. 16-22, 2008. The margin of error (MOE) for the full sample is ±3.1 percentage points (pps). We discuss the following groups in this report:

- **All seniors with Rx coverage** (N=913, MOE is ±3.2 pps.)
- **Medicare Rx coverage (both stand-alone and Advantage)** (N=418, MOE is ±4.8 pps.)
- **Medicare stand-alone plan** (N=228, MOE is ±6.5 pps.)
- **Medicare Advantage plan** (N=191 MOE is ±7.1 pps.)
- **Dual eligibles** (N=127 MOE is ±8.7 pps.)
- **Limited income** (N=128 MOE is ±8.7 pps.)
- **Take 6+ prescriptions** (N=298 MOE is ±5.7 pps.)
- **Have disability** (N=329 MOE is ±5.4 pps.)

The primary focus of this report is on seniors who have **Medicare Rx coverage**, in both stand-alone and Medicare Advantage plans.
### Snapshot of Seniors Interviewed

<table>
<thead>
<tr>
<th>Gender</th>
<th>%</th>
</tr>
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<tbody>
<tr>
<td>Male</td>
<td>40</td>
</tr>
<tr>
<td>Female</td>
<td>60</td>
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<tr>
<td>Age</td>
<td></td>
</tr>
<tr>
<td>65-74</td>
<td>50</td>
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<tr>
<td>75+</td>
<td>50</td>
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<tr>
<td>Ethnicity</td>
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<tr>
<td>Caucasian</td>
<td>84</td>
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<tr>
<td>African-American</td>
<td>6</td>
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<tr>
<td>Hispanic/Latino(a)</td>
<td>5</td>
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<tr>
<td>Asian/Pacific Islander</td>
<td>2</td>
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<tr>
<td>American Indian/Native</td>
<td>1</td>
</tr>
<tr>
<td>Take prescriptions</td>
<td>90</td>
</tr>
<tr>
<td>Have Rx coverage</td>
<td>91</td>
</tr>
<tr>
<td>Spend over $50 p/mth out-of-pocket</td>
<td>34</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Region</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northeast</td>
<td>18</td>
</tr>
<tr>
<td>Midwest</td>
<td>21</td>
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<tr>
<td>South</td>
<td>36</td>
</tr>
<tr>
<td>West</td>
<td>25</td>
</tr>
<tr>
<td>Population density</td>
<td></td>
</tr>
<tr>
<td>Large city</td>
<td>20</td>
</tr>
<tr>
<td>Suburban area</td>
<td>27</td>
</tr>
<tr>
<td>Small town</td>
<td>34</td>
</tr>
<tr>
<td>Rural area</td>
<td>15</td>
</tr>
<tr>
<td>Have disability</td>
<td>33</td>
</tr>
<tr>
<td>Have difficulty paying for prescriptions</td>
<td>8</td>
</tr>
<tr>
<td>Take more than 10 Rx</td>
<td>7</td>
</tr>
</tbody>
</table>
Tracking is based on identical questions asked 5 times

<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>Interview dates</strong></td>
<td>March 15 to 20</td>
<td>September 1 to 7</td>
<td>January 5 to 9</td>
<td>September 8 to 16</td>
<td>September 16 to 22</td>
</tr>
<tr>
<td><strong>Research firm</strong></td>
<td>KRC Research</td>
<td>KRC Research</td>
<td>KRC Research</td>
<td>KRC Research</td>
<td>KRC Research</td>
</tr>
<tr>
<td><strong>Sample</strong></td>
<td>Seniors 65 and older enrolled in Medicare</td>
<td>Seniors 65 and older enrolled in Medicare</td>
<td>Seniors 65 and older enrolled in Medicare</td>
<td>Seniors 65 and older enrolled in Medicare</td>
<td>Seniors 65 and older enrolled in Medicare</td>
</tr>
<tr>
<td><strong>Number of telephone interviews</strong></td>
<td>896</td>
<td>802</td>
<td>1,003</td>
<td>1,001</td>
<td>1,007</td>
</tr>
<tr>
<td><strong>Margin of error for total sample</strong></td>
<td>+3.3 percentage points</td>
<td>+3.5 percentage points</td>
<td>+3.1 percentage points</td>
<td>+3.1 percentage points</td>
<td>+3.1 percentage points</td>
</tr>
<tr>
<td><strong>Objectives</strong></td>
<td>Experiences of seniors enrolled in a Medicare Rx plan</td>
<td>Satisfaction of enrollees</td>
<td>Satisfaction of enrollees</td>
<td>Satisfaction of enrollees</td>
<td>Satisfaction of enrollees</td>
</tr>
<tr>
<td></td>
<td>Opinions and information needs of those not enrolled</td>
<td>Awareness of upcoming enrollment period and coverage gap</td>
<td>Attitudes and outcomes from the second enrollment period</td>
<td>Awareness of low-income subsidy</td>
<td>Advice to other seniors</td>
</tr>
<tr>
<td></td>
<td>Likelihood to change plans</td>
<td></td>
<td></td>
<td>Likelihood to change plans</td>
<td>Likelihood to change plans</td>
</tr>
</tbody>
</table>
Presentation

• Purpose and method

• Opinions about Medicare Rx and how it’s working

• Intent to shop around and change plans

• Conclusions
9 in 10 seniors with Medicare Rx say they’re satisfied with their prescription drug coverage.

*More than two thirds are VERY satisfied.*

**Overall, how satisfied are you with your prescription drug coverage?**

- Very satisfied: 63%
- Somewhat satisfied: 27%
- Not too satisfied: 6%
- Not at all satisfied: 2%
- Don't know: 2%

Base: Those enrolled in a Medicare plan (stand-alone or Medicare Advantage)
Satisfaction among seniors with Medicare Rx has increased 12 points since the beginning of the program.

Overall, how satisfied are you with your prescription drug coverage?

- Somewhat Satisfied:
  - March 2006: 28%
  - September 2006: 36%
  - January 2007: 44%
  - September 2007: 29%
  - September 2008: 27%

- Very Satisfied:
  - March 2006: 50%
  - September 2006: 47%
  - January 2007: 37%
  - September 2007: 60%
  - September 2008: 63%
Now, 6 in 10 say they’re very satisfied—up 13 points since the first measure, 6 months after the program start.

Overall, how satisfied are you with your prescription drug coverage?
Satisfaction among those with Medicare Rx plans compares favorably to seniors with employer and other kinds of plans.

Overall, how satisfied are you with your prescription drug coverage?

<table>
<thead>
<tr>
<th>Category</th>
<th>Satisfied</th>
<th>Not satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Seniors with Rx Coverage</td>
<td>91%</td>
<td>7%</td>
</tr>
<tr>
<td>Employer Plans</td>
<td>95%</td>
<td>4%</td>
</tr>
<tr>
<td>All Medicare Rx Plans</td>
<td>90%</td>
<td>8%</td>
</tr>
<tr>
<td>Medicare Stand-Alone Plan</td>
<td>88%</td>
<td>11%</td>
</tr>
<tr>
<td>Medicare Advantage Plan</td>
<td>92%</td>
<td>5%</td>
</tr>
</tbody>
</table>

Satisfied □ Not satisfied □
Large majorities of people with limited income, dual eligibles, and people with disabilities say they’re satisfied with their Medicare Rx plans.

Overall, how satisfied are you with your prescription drug coverage?

- All Seniors with Medicare Rx: 90% satisfied, 8% not satisfied
- Dual Eligibles: 92% satisfied, 8% not satisfied
- Limited Income: 95% satisfied, 3% not satisfied
- Disability: 88% satisfied, 11% not satisfied

**Limited income is defined as $15,000 if single and $20,000 if married.**
Large majorities of people who take 6 or more prescriptions and who spend $50 or more each month are satisfied.

Overall, how satisfied are you with your prescription drug coverage?
Across the aisle, seniors with Medicare Part D are satisfied with their coverage.

Overall, how satisfied are you with your prescription drug coverage?

- Republicans: 91% Satisfied
  - Somewhat Satisfied: 72%
  - Very Satisfied: 19%
- Independents: 90% Satisfied
  - Somewhat Satisfied: 62%
  - Very Satisfied: 28%
- Democrats: 89% Satisfied
  - Somewhat Satisfied: 59%
  - Very Satisfied: 30%
Most seniors agree that their plan is delivering what it said it would when they signed up.

*Nearly 8 in 10 say they’re better off now than before Medicare Rx.*

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Somewhat agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>My Medicare drug plan is delivering what it said it would</td>
<td>65%</td>
<td>24%</td>
</tr>
<tr>
<td>Overall, I'm better off now than before I had Medicare Rx</td>
<td>56%</td>
<td>22%</td>
</tr>
<tr>
<td>I've lowered the amount of money I spend on medications</td>
<td>48%</td>
<td>23%</td>
</tr>
<tr>
<td>I used to skip or reduce meds—now I don’t have to</td>
<td>14%</td>
<td>8%</td>
</tr>
</tbody>
</table>

I’m going to read you some statements to hear how you feel now that you have enrolled in a Medicare prescription drug plan. For each one, tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.
Positive feelings toward Medicare Rx have grown over the program’s first three years.

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Feel fortunate that I’m covered</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>96</td>
<td>97</td>
</tr>
<tr>
<td>Feel peace of mind</td>
<td>78</td>
<td>82</td>
<td>83</td>
<td>94</td>
<td>97</td>
</tr>
<tr>
<td>Feel a sense of relief</td>
<td>77</td>
<td>81</td>
<td>80</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>I’m better off than before I had Medicare Rx</td>
<td>66</td>
<td>69</td>
<td>67</td>
<td>68</td>
<td>78</td>
</tr>
<tr>
<td>I’ve lowered costs on Rx medicines</td>
<td>59</td>
<td>61</td>
<td>58</td>
<td>65</td>
<td>71</td>
</tr>
<tr>
<td>Feel frustrated with my coverage</td>
<td>33</td>
<td>35</td>
<td>35</td>
<td>28</td>
<td>22</td>
</tr>
<tr>
<td>Feel nervous about my coverage</td>
<td>28</td>
<td>26</td>
<td>25</td>
<td>19</td>
<td>23</td>
</tr>
</tbody>
</table>

Base: Those enrolled in a Medicare plan (stand-alone or Medicare Advantage)
Those saying they are better off now than before they had Medicare Rx increased 12 points to 78% since the start. 

7 in 10 have lowered Rx spending—up 12 points since the start.
Large majorities of seniors who take 6 or more medications feel they’re better off now that they have Part D.

- **My Medicare drug plan is delivering what it said it would**
  - All seniors with Medicare Rx: 65% Strongly agree, 24% Somewhat agree, 14% Not agree
  - Take 6+ meds: 89%

- **Overall, I'm better off now than before I had Medicare Rx**
  - All seniors with Medicare Rx: 56% Strongly agree, 22% Somewhat agree, 22% Not agree
  - Take 6+ meds: 87%

- **I've lowered the amount of money I spend on medications**
  - All seniors with Medicare Rx: 48% Strongly agree, 23% Somewhat agree, 29% Not agree
  - Take 6+ meds: 74%

- **I used to skip or reduce meds—now I don’t have to**
  - All seniors with Medicare Rx: 14% Strongly agree, 3% Somewhat agree, 22% Not agree
  - Take 6+ meds: 25%

*Base: Those enrolled in a Medicare plan (stand-alone or Medicare Advantage)*

I’m going to read you some statements to hear how you feel now that you have enrolled in a Medicare prescription drug plan. For each one, tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.
I’m going to read you some statements that may or may not describe your opinions about your Medicare prescription drug plan. For each one, tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Somewhat agree</th>
<th>Overall %</th>
</tr>
</thead>
<tbody>
<tr>
<td>My plan is convenient to use</td>
<td>74%</td>
<td>21%</td>
<td>95%</td>
</tr>
<tr>
<td>Understand how plans work</td>
<td>69%</td>
<td>25%</td>
<td>94%</td>
</tr>
<tr>
<td>Plan has good customer service</td>
<td>70%</td>
<td>23%</td>
<td>93%</td>
</tr>
<tr>
<td>Plan works well without hassle</td>
<td>70%</td>
<td>22%</td>
<td>92%</td>
</tr>
<tr>
<td>My plan offers good value</td>
<td>61%</td>
<td>30%</td>
<td>91%</td>
</tr>
<tr>
<td>My co-pays are affordable</td>
<td>58%</td>
<td>28%</td>
<td>86%</td>
</tr>
<tr>
<td>Monthly premium is affordable</td>
<td>54%</td>
<td>31%</td>
<td>85%</td>
</tr>
<tr>
<td>My total out of pocket costs are reasonable</td>
<td>54%</td>
<td>30%</td>
<td>84%</td>
</tr>
<tr>
<td>Plan covers all medicines</td>
<td>61%</td>
<td>19%</td>
<td>80%</td>
</tr>
</tbody>
</table>

Base: Those enrolled in a Medicare plan (stand-alone or Medicare Advantage)
The trend is positive on most plan measures.

- **My plan is convenient to use**
  - Sep-08: 95%
  - Mar-06: 89%

- **Understand how plans work**
  - Sep-08: 94%
  - Mar-06: 88%

- **Plan has good customer service**
  - Sep-08: 93%
  - Mar-06: 85%

- **My co-pays are affordable**
  - Sep-08: 86%
  - Mar-06: 82%

- **Monthly premium is affordable**
  - Sep-08: 85%
  - Mar-06: 82%

- **My total out of pocket costs are reasonable**
  - Sep-08: 84%
  - Mar-06: 79%

- **Plan covers all medicines**
  - Sep-08: 80%
  - Mar-06: 72%

I'm going to read you some statements that may or may not describe your opinions about your Medicare prescription drug plan. For each one, tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.

Base: Those enrolled in a Medicare plan (stand-alone or Medicare Advantage)
Those agreeing that their plan covers all the medicines their doctor prescribes increased 8 points between 2006 and 2007 and remains unchanged in 2008. Six in 10 now strongly agree.

“*My plan covers all the medicines my doctor prescribes*”

I'm going to read you some statements that may or may not describe your opinions about your Medicare prescription drug plan. For each one, tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.

Base: Those enrolled in a Medicare plan (stand-alone or Medicare Advantage)
85% of seniors are getting medicines through their Medicare Rx plan.  
95% say their plan works well—71% very well.

Have you received any medicines through your new Medicare prescription drug plan?

85% received meds  
13% have not

IF RECEIVED MEDS: And, how well has your prescription drug plan worked for you?

95% works well  
71% very well  
24% somewhat well  
4% doesn’t work well  
2% not too well  
2% not well at all

Base: Those enrolled in a Medicare plan (stand-alone or Medicare Advantage)
The opinion that Medicare Rx plans work very well has risen 8 points—from 63% to 71%—over three years.

IF RECEIVED MEDICINES: How well has your prescription drug plan worked for you?

Base: Those enrolled in a Medicare plan (stand-alone or Medicare Advantage)
Medicare Rx plans are working well for 9 in 10 seniors across demographic groups.

And, how well did the new prescription drug benefit work for you?

Percent Saying Plan Works Well

<table>
<thead>
<tr>
<th>Age</th>
<th>Income</th>
<th>Gender</th>
<th>Education</th>
<th>Special Needs</th>
</tr>
</thead>
<tbody>
<tr>
<td>65-74</td>
<td>75+</td>
<td>Male</td>
<td>College Grad</td>
<td>Low Income</td>
</tr>
<tr>
<td>94%</td>
<td>96%</td>
<td>93%</td>
<td>94%</td>
<td>91%</td>
</tr>
<tr>
<td>&lt;15K</td>
<td>15K-50K</td>
<td>Female</td>
<td>Not College Grad</td>
<td>Disability</td>
</tr>
<tr>
<td>94%</td>
<td>97%</td>
<td>94%</td>
<td>94%</td>
<td>93%</td>
</tr>
<tr>
<td>&gt;50K</td>
<td></td>
<td></td>
<td></td>
<td>93%</td>
</tr>
</tbody>
</table>

Base: Medicare Rx enrollees who received medicines
About 8 in 10 made positive comments about their plan. Positive comments focused on convenience, cost, and coverage.

What’s working well

- ALL POSITIVE COMMENTS: 78%
  - Works well—no problems, hassle-free: 25%
  - Convenient and easy-to-use: 25%
  - Cost is fair and I can afford it: 20%
  - Covers all/most of my medicines: 18%
  - I’m thankful—keeps me alive: 5%

“I could not afford my medication if I did not have the plan.”

“It is easy to order, they check on you to see if you need anything else, and call to tell you when it is going to be delivered.”

“It covers medication I need and has a great premium and co-pay.”

“I am getting generic drugs for $5.”

“Never been turned down for any prescriptions.”

“It keeps me alive. I had a hard time before I had coverage.”

“With the medicine I take now there is never a hassle and I hope that this does not change in the future.”

“I am grateful for the coverage.”

“My medicine arrives by mail, and it is great not to spend a lot of money at the drug store.”

“When I need a drug I get it. I don’t have many forms to fill out and I get my prescriptions quickly.”

“I like knowing in advance what the medicine will cost.”

“I can get the drugs I need and they are reasonable.”
Just over 1 in 10 made a negative comment about their plan. Negative comments focused on cost, coverage, and the gap.

“I get my prescriptions but the cost is still too high.”

“Not all medicines are covered. I don't like the donut hole—I only get 1/3 relief not the full value of my medicine, that's where the plan went wrong.”

“Half of the drugs I use are not covered and I had to pay out of my pocket.”

“This is costing more than it should, and if I needed more prescriptions, I would run into the donut hole.”

“It is too expensive.”

“It covers most of my medications, but does not cover some of the newer ones.”

“We are enrolled in an HMO and it only covers so much.”

“Costs too much/more 12%”

“Need better drug coverage/newer meds 5%”

“Coverage cap/gap is a problem 4%”

“The biggest problem is the 'donut hole' that I get into each year. I will run out of what Medicare will pay, then I have to pay, then the catastrophic part kicks in. I have to pay for the prescriptions myself for about six months of the year.”

“I can still get drugs but some that are prescribed require doctors’ contacting Medicare—there are now prerequisites and the co-pay is $50 but used to be $20.”

“Just over 1 in 10 made a negative comment about their plan. Negative comments focused on cost, coverage, and the gap.”
6 in 10 seniors are aware of the low income subsidy—but nearly 4 in 10 who would likely qualify are not aware.

Some seniors need extra help paying for their Medicare prescription drug coverage. Did you know that seniors with limited resources can get help paying for part of their monthly premiums, annual deductions, and co-payments?

- 38% of those with limited incomes who would likely qualify for extra help are not aware that extra help is available.

Base: Those enrolled in a Medicare plan (stand-alone or Medicare Advantage)
Nearly 8 in 10 seniors would advise others to sign up for a Medicare Rx plan

If you were giving advice to someone who is enrolling in Medicare for the first time, would you tell them to sign up for a Medicare prescription drug plan, or not?

- Tell them to sign up: 79%
- Tell them not to sign up: 5%
- Not sure: 16%

What advice would you give?

- Good program with lots of plans-shop around, compare: 40%
- Sign up for the plan I have-it's good: 23%
- Get expert advice (doctor, pharmacist, other seniors): 11%
- Sign up for an affordable plan and save money: 8%
- Be aware of coverage gap: 2%

Base: Those enrolled in a Medicare plan (stand-alone or Medicare Advantage)
Advice Seniors Would Give to Someone Looking for a good Medicare Rx Plan

“Go to your pharmacist and talk to him about it.”


“Talk to your doctor or the pharmacy to see what’s best for you.”

“Talk to an agency and get the best plan possible.”

“Talk to people who are on plans, talk to your drug store, maybe Medicare.”

Get expert advice

“Do research to see if it's a good, affordable plan.”

“It works for me.”

“It's easy and the cost is low.”

“Check into it early and check out everything about it.”

“Check into plans early and check out everything about it and make a decision on whatever would be best for you.”

“Donut hole is awful—you need something that pays part of the cost when you're not covered.”

“Shop around and find the best deal available.”

“It’s a good program—sign up and save money.”

“I’d tell them to read everything they can before they decide and I would go for the one with the lowest co-pay.”

”Look carefully at the policy, don't get one with the coverage gap.”

It’s a good program with lots of plans—shop around and compare
Presentation

• Purpose and method

• Opinions about Medicare Rx and how it’s working
  • Intent to shop around and change plans

• Conclusions
2 in 10 beneficiaries say they’ll be shopping around to compare Medicare Rx plans this year.

Every year between November 15th and December 31st you can change your Medicare prescription drug plan without penalty. Based on your experience with your current plan, how likely are you to shop around and compare Medicare prescription drug plans this year? Are you very likely, somewhat likely, not too likely, or not at all likely to shop around and compare plans this year?”

<table>
<thead>
<tr>
<th>Very</th>
<th>Somewhat</th>
<th>Not too</th>
<th>Not at all</th>
<th>Not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>9%</td>
<td>11%</td>
<td>19%</td>
<td>56%</td>
<td>4%</td>
</tr>
</tbody>
</table>

Base: Those enrolled in a Medicare plan (stand-alone or Medicare Advantage)
Seniors say health care providers and Medicare are good sources of information about Medicare Rx plans.

I’m going to read you a list of places where you can get information about Medicare prescription drug plans. For each one, tell me if you think that would be an excellent, good, fair, or poor source of information about Medicare prescription drug plan. First…

<table>
<thead>
<tr>
<th>Source</th>
<th>Percent Saying Excellent or Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your pharmacist</td>
<td>77%</td>
</tr>
<tr>
<td>The Medicare &amp; You handbook</td>
<td>66%</td>
</tr>
<tr>
<td>Your doctor</td>
<td>63%</td>
</tr>
<tr>
<td>Medicare or the Centers for Medicare &amp; Medicaid Services</td>
<td>63%</td>
</tr>
<tr>
<td>The Medicare toll-free number</td>
<td>60%</td>
</tr>
<tr>
<td>Your state’s Office on Aging</td>
<td>58%</td>
</tr>
<tr>
<td>The Medicare website</td>
<td>54%</td>
</tr>
<tr>
<td>Your state’s health insurance assistance program</td>
<td>51%</td>
</tr>
<tr>
<td>Various Insurance companies</td>
<td>43%</td>
</tr>
</tbody>
</table>

Base: Those enrolled in a Medicare plan (stand-alone or Medicare Advantage)
More than 8 in 10 say they’ll probably keep their current plan; less than 1 in 10 say they’re likely to change plans.

Based on your experience with your current plan, how likely are you to change your plan this year? Do you think you will definitely change your plan, probably change your plan, probably will not change your plan, definitely will not change your plan, or are you not sure?

- Definitely: 25%
- Probably: 84%
- Will Change: 91%
- Will Not Change: 8%
- Not Sure: 6%

Base: Those enrolled in a Medicare plan (stand-alone or Medicare Advantage)
Of the 9% thinking of changing their plan, lower cost and better coverage are the main features they’re looking for in a new plan.

What are the main reasons you will [probably/definitely] change your Medicare prescription drug plan this year?

- I want to lower my premium, costs in general: 38%
- I want to lower my co-payment/deductible: 33%
- I’m not happy with my plan, want a better one: 27%
- I want a plan that covers more of my medications: 22%
- My plan is too complicated: 20%
- I want a plan without a coverage gap: 15%

Base: N=39; Those enrolled in a Medicare plan (stand-alone or Medicare Advantage)
Most of the 84% unlikely to change their plan say they’re happy with the one they have.

*What are the main reasons you will [probably/definitely] not change your Medicare prescription drug plan this year?*

- I’m happy with the plan I have: 79%
- My costs/premium/co-pays are reasonable: 24%
- It’s too much hassle to change plans: 13%
- All the plans are about the same: 6%
- I don’t take many medications: 4%

Base: N=351; Those enrolled in a Medicare plan (stand-alone or Medicare Advantage)
Lack of need is the main reason why most seniors without Rx coverage opted not to enroll.

You said you are not enrolled in a Medicare prescription drug plan. I’m going to read a list of reasons some seniors give for why they have not enrolled in a Medicare prescription drug plan and when I finish I’d like you to tell me which one is the main reason you have not enrolled.

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>My needs are taken care of</td>
<td>29%</td>
</tr>
<tr>
<td>Enrolling in a plan wouldn’t save me money</td>
<td>25%</td>
</tr>
<tr>
<td>I don’t use any or very many prescription medicines</td>
<td>23%</td>
</tr>
<tr>
<td>It’s too complicated</td>
<td>11%</td>
</tr>
</tbody>
</table>

Base: Those without prescription drug coverage (N=94)
Presentation

• Purpose and method
• Opinions about Medicare Rx and how it’s working
• Likelihood to shop around, credible sources

• Conclusions
Conclusions

• Three years after Medicare Part D was made available, seniors enrolled in the program feel extremely positive about it and would recommend it to other seniors.
  – Overall satisfaction has grown from 78% to 90% (12 points) since early 2006; those very satisfied have increased from 50% to 63% (13 points);
  – 97% feel fortunate to have Part D and 97% say it gives them peace of mind;
  – 95% say their plan works well and 92% say it works without hassle;
  – 91% say their plan offers good value—71% say they’ve lowered their prescription drug spending;
  – 89% say their plan is delivering what it said it would;
  – 80% say it covers their doctor-prescribed medicines—61% strongly agree;
  – 79% would advise other seniors to sign up for the program;
  – 78% feel better off now that they have Part D—up 12 points since 2006; and
  – Almost 1 in 4 now get medications they once had to skip or ration.

• Positive feelings cross demographic and political party lines.

• About 1 in 10 expect to change the plan they have, primarily to reduce costs and to get one that covers more of their medicines.
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