



Hennepin Health

2022 Member Survey Results

May 1, 2023

Hennepin Health
300 South Sixth Street, MC 604
Minneapolis, Minnesota 55487-0604

2022 Hennepin Health Member Survey

Member surveys are great tools that are used to identify the needs of Hennepin Health members and how to best meet them. Hennepin Health conducted a member survey in the fall 2022 as a follow-up to the member survey conducted in the fall 2020. The purpose of conducting this survey was to better understand member realities and to help improve member experiences.

The Member Services, MarCom, and Quality Management staff reviewed the member survey tool used in 2020, with the goal to revise or make minimal changes to the survey tool so comparisons from the 2020 and 2022 surveys could be made. Questions were added regarding dental care and how members would rate Hennepin Health on a scale of 1 – 10, with a rating score of 1 as “poor” and a rating score of 10 “excellent”. The Enrollee Advisory Council also reviewed the survey tool and provided feedback. The survey launched on September 29, 2022, and closed on October 24, 2022. Three reminders were sent to the members during this time. The survey was sent by email to 19,418 members from the three product lines – PMAP, MinnesotaCare, and SNBC. The survey was completed by 1,539 members were received for a return rate of 7.92%. The 2020 response rate was 9.95%. The responders included 1,361 PMAP members, 141 MinnesotaCare members, and 34 SNBC members which was comparable to the 2022 survey. Seven hundred thirty-three (733) members, ages 22-29, and 728 members, ages 40-64, completed the survey. Members, ages 0-21, returned 77 surveys. Racial demographics for the respondents are below.

- White population – 43%
- Black population – 24%
- Asian/Pacific Islander – 5%
- Native American – 2%
- Unknown – 26%

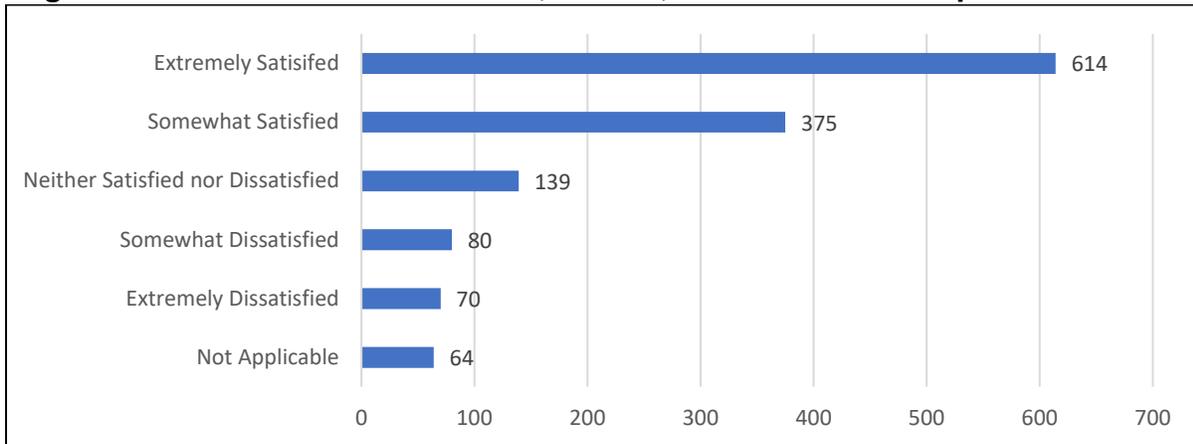
Results

Results of this survey revealed the members preferred communication method about Hennepin Health benefits, services, and rewards program was through email (41%) with text messaging (22%) the second most preferred method. Other key results of this survey are below.

Figure 1 reveals that 73.6% of the respondents stated they were extremely or somewhat satisfied with the options of doctors, clinics, and pharmacies they can choose for care. When asked about the options of hospital they can choose for care, the 64.1% of the respondents stated they were extremely or somewhat satisfied (Figure 2).

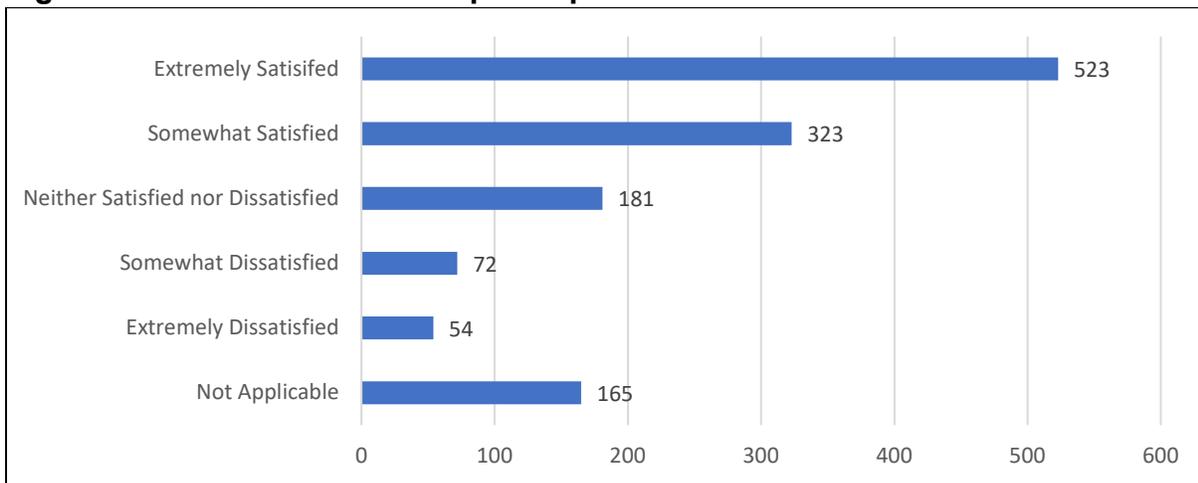
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Figure 1. Satisfaction with Doctors, Clinics, and Pharmacies Options



Data Source: Hennepin County Analytics

Figure 2. Satisfaction with Hospital Options



Data Source: Hennepin County Analytics

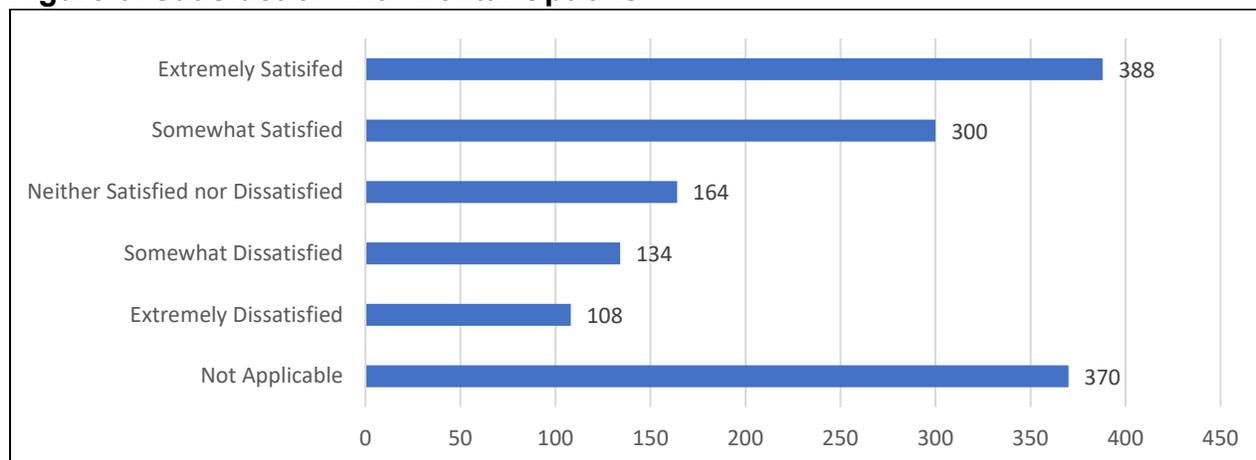
When asked about telehealth appointments, 32.38% responded they had had a telehealth appointment in the last 12 months. Of those members who had had a telehealth visit, 82% were extremely or somewhat satisfied with the experience. When asked what prevented them from trying telehealth services, the top two reasons given were they preferred in-person appointments (37.7%) or did not know telehealth was an option (21.7%). Lack of access to a computer/mobile device or the internet ranked 5 and 6, respectively, out of 8 options.

Figure 3 shows that 46.9% of the respondents stated they were extremely or somewhat satisfied with the options for dental care. Reasons given by 631 members who responded to the question as to what was the reason for not having a regular dentist included being afraid, disliked dentist, bad experience, could not find one that took new

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patients or Medicaid, not high on my to-do list, or did not know they had dental coverage.

Figure 3. Satisfaction with Dental Options



Data Source: Hennepin County Analytics

Survey questions about transportation were asked as this is the highest grieved service Hennepin Health members have. Transportation services (bus, rail, taxicab, or specialized transportation) was used by 404 respondents. Of those members who used bus services, 67% were extremely satisfied or somewhat satisfied, 12% were neither satisfied nor dissatisfied, and 14% were somewhat or extremely dissatisfied. For members using taxicabs services, 66% were extremely satisfied or somewhat satisfied, 12% were neither satisfied nor dissatisfied, and 17% were somewhat or extremely dissatisfied.

Using a rating scale of 1 – 10, with 10 being the highest, members were asked “How likely are you to recommend Hennepin Health to a friend or colleague?” Results, displayed in Figure 4, shows 74% of members marked 7 and above, with 32% giving Hennepin Health a mark of 10. Members, what Hennepin Health could do better, responses varied. There continues to be confusion between the services Hennepin Health provides as a health plan vs. Hennepin Healthcare. Members had several suggestions for Hennepin Healthcare such as more health care locations, updated hours for clinic websites, allow texts to schedule for appointments, and shorter waits in the lobby. Potential suggestions provided by members for Hennepin Health included doing updates through email, talk more about rewards, offer rewards for eating healthy or paying for alternative health options, faster pre-authorizations, and provide a presentation about Hennepin Health benefits and services.

Overall, the survey results were comparable to the 2020 survey and the 2019-2020 Bluespire, Inc., results. Confusion continues to exist about the services and benefits provided by Hennepin Health as a health plan versus the services and benefits provided by Hennepin Healthcare System.

Recommendations and Next Steps

The 2022 member survey results will be shared with the Executive Leadership and Manager team to review and identify possible opportunities. Strategies will be prioritized and implemented to address the opportunities such as improving member communication and exploring other rewards to be included in the rewards program.

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Opportunities are present to educate members about Hennepin Health and the Hennepin Healthcare System.



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