

# THE IMPACT OF TENNCARE

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## *A Survey of Recipients, 2013*

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# The Impact of TennCare: A Survey of Recipients, 2013

## Method

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The Center for Business and Economic Research (CBER) at the University of Tennessee, under contract with the Department of Finance and Administration of the State of Tennessee, conducted a survey of Tennessee residents to ascertain their insurance status and use of medical facilities. A target sample size of 5,000 allowed for obtaining accurate estimates for subpopulations. CBER prepared the survey instrument in cooperation with personnel from the Bureau of TennCare.

The University of Tennessee Social Work Office of Research and Public Service conducted the survey by randomly selecting potential respondents from a land line and cell phone set of numbers between May and July 2013. We added the cell phone sample in 2011 to reach a segment of the population that could not be reached in prior years. Five calls were made to each residence, at staggered times, to minimize nonrespondent bias. The design chosen was a “Household Sample,” and the interview was conducted with the head of the household. When Hispanic households were reached, a person fluent in Spanish would call the household at a later time to conduct the survey.

Approximately 55.5 percent and 39.2 percent of those who answered their land line phone and cell phone, respectively, agreed to participate in the survey.<sup>1</sup> The large sample size allowed the weighting of responses by income and age to provide unbiased estimates for the entire population. For all statewide estimates, a correction factor was used to adjust for the degree to which the sample over- or under-represented Tennesseans grouped by household income and head of household age. In prior years, the sample had been adjusted by household income using the 2000 Census. Since 2010, the sample has been adjusted by household income and head of household age using the 3-year American Community Survey (ACS).<sup>2</sup> (Table 1)

This is a follow-up to previous surveys of 5,000 Tennessee households conducted annually since 1993, the last year of Medicaid before Tennessee adopted TennCare. Throughout this report, we make comparisons to findings from the earlier surveys.

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<sup>1</sup> In the land line phone sample, there were 4,818 completed surveys, 111 partially completed surveys, and 3,960 refusals. In the cell phone sample, there were 200 completed surveys, 6 partially completed surveys, and 320 refusals.

<sup>2</sup> The American Community Survey (ACS) is a nationwide survey designed to provide reliable and timely estimates of the demographic, social, economic and housing characteristics of the US population. The 3-year ACS data are available for any political division (state, county, city, school district, etc.) with a population greater than 20,000. It is a part of the United States Census Bureau.

**TABLE 1: Head of Household Age and Household Income**

<b>Age-Householders</b>	<b>Proportion in 2013 Survey (Percent)</b>	<b>Proportion in ACS* (Percent)</b>	<b>Deviation (Percent)</b>
Under 25	1.9	4.6	2.7
25-44	18.7	33.8	15.1
45-64	58.0	39.6	-18.4
65+	21.4	22.0	0.6

<b>Household Income Level</b>	<b>Proportion in 2013 Survey (Percent)</b>	<b>Proportion in ACS* (Percent)</b>	<b>Deviation (Percent)</b>
<10000	9.0	9.2	0.2
10,000-14,999	10.3	6.9	-3.4
15,000-19,999	9.1	6.8	-2.3
20,000-29,999	12.9	12.5	-0.4
30,000-39,999	10.5	11.5	1.0
40,000-49,999	9.3	9.7	0.4
50,000-59,999	8.6	8.3	-0.3
60,000-99,999	17.4	20.7	3.3
100,000+	12.9	14.4	1.5

\*Census Bureau, 2009-2011 American Community Survey 3-year Estimates

## Estimates for Insurance Status

Estimates for the number of Tennesseans who are uninsured are presented below (Table 2). These statewide estimates are extrapolated from the weighted sample. The estimated 611,368 uninsured represent 9.6 percent of the 6,355,603 Tennessee residents.<sup>3</sup> This represents a slight increase from 2012 and is the highest rate of uninsured since 2010, though it is well within the range of prior years (Figure 1). The uninsured rate for children is 3.7 percent, a one percentage point increase from last year's rate of 2.7 percent. The rate for adults slightly increased from the 2012 rate of 11.2 percent (Table 2a) to its current rate of 11.4 percent.

**TABLE 2: Statewide Estimates of Uninsured Populations (1993–2013)**

	1993	1994	1995	1996	1997	1998	1999
State Total	452,232	298,653	303,785	333,268	319,079	335,612	387,584
Percent	8.9	5.7	5.8	6.3	6.1	6.2	7.2

	2000	2001	2002	2003	2004	2005	2006
State Total	372,776	353,736	348,753	371,724	387,975	482,353	649,479
Percent	6.5	6.2	6.1	6.4	6.6	8.1	10.7

	2007	2008	2009	2010	2011	2012	2013
State Total	608,234	566,633	616,967	618,445	604,222	577,813	611,368
Percent	10.0	9.3	10.0	9.9	9.5	9.2	9.6

**TABLE 2a: Uninsured Tennesseans by Age (2000–2013)**

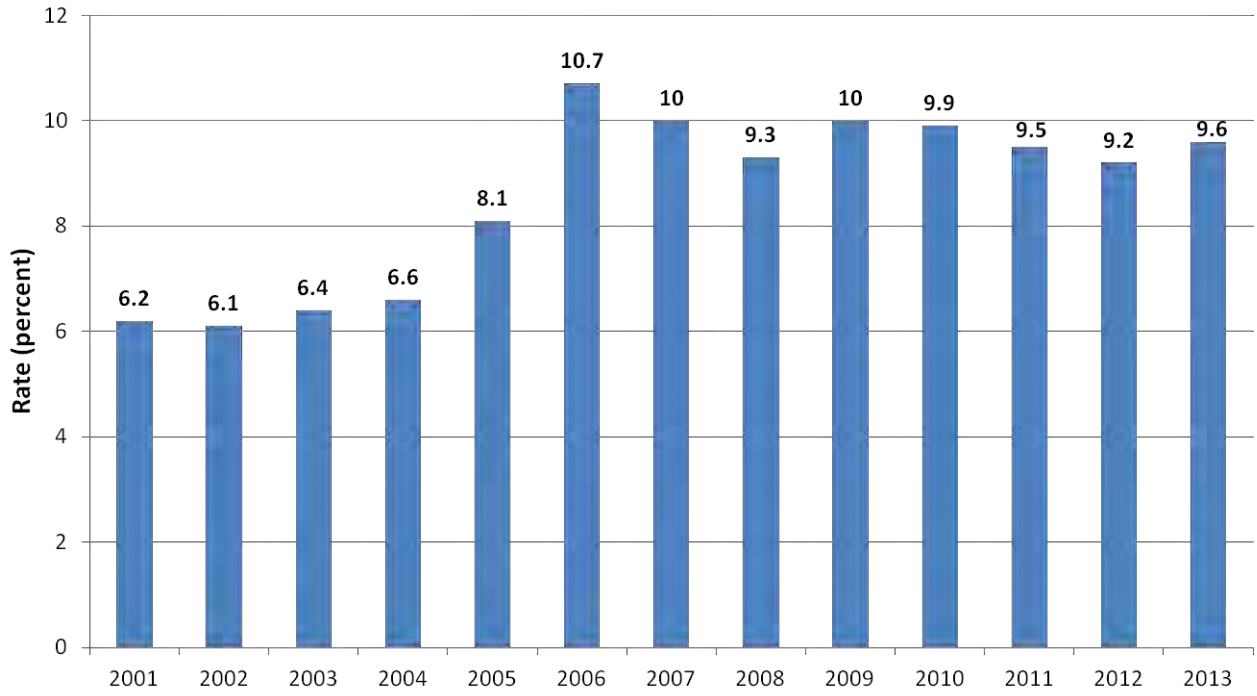
	2000	2001	2002	2003	2004	2005	2006
Under 18 Total	56,691	56,141	54,552	46,999	67,772	72,387	82,484
Under 18 Percent	4.1	4.0	3.9	3.3	4.9	5.0	5.7
18+ Total	316,053	297,595	297,779	324,725	320,203	409,965	566,955
18+ Percent	7.4	6.9	6.9	7.4	7.2	9.1	12.1

	2007	2008	2009	2010	2011	2012	2013
Under 18 Total	70,096	72,258	54,759	57,912	35,743	40,700	55,319
Under 18 Percent	4.8	4.9	3.7	3.9	2.4	2.7	3.7
18+ Total	538,138	494,375	562,208	560,532	568,479	537,113	556,049
18+ Percent	11.7	10.6	11.9	12.0	12.0	11.2	11.4

<sup>3</sup> Population estimates are found using United States Census Bureau, 2009-2011 American Community Survey. In prior years (1993-2009), population figures were gathered from the "Interim State Population Projections," also part of the United States Census Bureau.

**FIGURE 1: Rate of Uninsured Populations (2001-2013)**



## Reasons for Failure to Obtain Medical Insurance

The underlying reported reasons for a lack of insurance have changed little over the period since TennCare was implemented in 1994, though the percentages have shifted somewhat. The major reason that people continue to report being uninsured is their perception that they cannot afford insurance (Table 3). In 2013, 83 percent indicate that this is a major reason for not having insurance, a 5 percentage point decrease from 2012. Though there is some variation from one year to the next, the difference among income groups has been consistently large, with those in the higher income groups considerably less likely to consider affordability as a major reason (Table 4). The group least likely to consider cost a major barrier to having insurance is the \$50,000+ group, with only 71 percent claiming affordability as a major barrier for not having insurance. The \$40,000 bracket experienced a nine percentage point decrease in those claiming affordability as a major barrier to not having insurance.<sup>4</sup> Although 88 percent of the respondents in the lowest income bracket cite affordability as a major barrier to having insurance, this is a significant decline from 2008-2010 when 96-97 percent cited cost as the major factor. While financial pressures continue to limit people from obtaining coverage, 9 percent indicate that they just did not get around to securing it, and 5 percent indicate that a major reason is that they do not need insurance. (Table 3)

**TABLE 3: Reasons for Not Having Insurance (1997–2013) (Percent)**

Reason	Cannot Afford			Did Not Get to It			Do Not Need		
	Major Reason	Minor Reason	Not a Reason	Major Reason	Minor Reason	Not a Reason	Major Reason	Minor Reason	Not a Reason
1997	79	7	14	15	18	67	9	15	76
1998	73	10	17	12	17	72	13	13	74
1999	71	10	19	15	22	63	10	16	74
2000	76	8	16	6	21	73	7	12	81
2001	78	9	13	11	20	69	12	16	72
2002	74	10	17	11	16	74	8	14	78
2003	82	8	10	10	20	70	8	15	77
2004	82	7	11	8	19	73	8	16	76
2005	82	7	10	9	16	75	8	15	77
2006	87	4	9	12	14	74	12	14	74
2007	89	6	4	9	11	79	5	13	82
2008	93	4	4	7	11	82	5	8	87
2009	92	3	4	3	15	81	5	10	85
2010	91	5	4	5	13	82	6	15	80
2011	88	5	7	11	12	77	8	12	79
2012	88	5	7	9	13	78	7	13	80
2013	83	6	11	9	17	74	5	16	79

<sup>4</sup> While the \$40,000 bracket experienced a large percentage point change in the number of people claiming “cannot afford” as a major reason for no insurance, the sample size is small and merits little statistical significance. Therefore, the change may not reflect the shift in the underlying population.

**TABLE 4: “Cannot Afford” Major Reason for No Insurance: By Income (2006–2013) (Percent)**

<b>Household Income</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
Less than \$10,000	92	93	97	96	96	89	87	88
\$10,000 - \$14,499	96	95	97	96	95	90	94	83
\$15,000 - \$19,999	87	93	88	93	88	90	91	87
\$20,000 - \$29,999	90	89	96	92	94	89	92	85
\$30,000 - \$39,999	76	90	88	90	87	83	85	79
\$40,000 - \$49,999	84	88	93	92	92	80	91	82
\$50,000+	68	76	81	80	76	92	71	71



## Evaluations of Medical Care and Insurance Coverage

Tennessee residents' perceptions about the quality of care received changed little over the past decade. Overall, 78 percent of all heads of households, and 68 percent of heads of households with TennCare, rated the quality of care as "good" or "excellent." During the period 2004-2013, these figures have ranged from 74-78 percent for all heads of households and from 64-76 percent for TennCare heads of households. The most notable difference between TennCare heads of households and all heads of households is the share of heads of households rating the care they receive as "excellent." In 2013, 32 percent of all heads of households (including those on TennCare) rated their care as "excellent" versus only 24 percent of TennCare recipients. (Table 5)

Heads of households rate the quality of care received by children consistently high. In 2013, 86 percent of all heads of households rated their children's quality of care as "excellent" or "good," down slightly from 87 percent in the prior year. Ratings from TennCare heads of households are slightly lower, with 80 percent rating the quality of care for their children as "excellent" or "good." This percentage remains the same as 2012 for TennCare heads of households and is in the middle of the range for the past decade. The share of TennCare heads of households rating their children's care "excellent" has declined from a high of 48 percent in 2011 to 35 percent in 2013, but remains higher than the 31 percent who gave the highest ranking in 2004 and is also in the middle of the range for the prior decade. Notably, in 2013 only 4 percent of heads of household (including those on TennCare) rate the quality of care received by their children as "poor." (Table 6)

**TABLE 5: Quality of Medical Care Received by Heads of Households (2004–2013) (Percent)**

<b>All Heads of Households</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
Excellent	26	29	28	28	28	32	32	31	30	32
Good	50	48	48	47	46	46	46	46	46	46
Fair	18	17	18	18	18	16	16	15	17	16
Poor	6	6	7	7	8	6	6	7	7	6
<b>Heads of Households w/ TennCare</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
Excellent	23	28	21	23	24	29	24	30	24	24
Good	47	40	43	44	43	47	41	41	45	44
Fair	23	26	27	27	25	18	29	19	22	24
Poor	7	6	10	6	8	6	6	10	9	8

**TABLE 6: Quality of Medical Care Received by Children of Heads of Households (2004–2013) (Percent)**

<b>All Heads of Households</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
Excellent	36	38	39	35	34	39	46	44	42	43
Good	48	49	47	48	51	49	43	45	45	43
Fair	12	9	11	12	11	9	9	9	10	10
Poor	4	4	3	4	4	3	3	2	3	4
<b>Heads of Households w/ TennCare<sup>5</sup></b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
Excellent	31	34	39	30	32	41	43	48	38	35
Good	47	49	38	49	49	48	45	39	42	45
Fair	16	12	17	19	14	8	6	11	14	14
Poor	5	5	6	2	6	3	6	2	6	6

<sup>5</sup> This subgroup includes all children who are on TennCare, regardless of the insurance status of the head of household.

## Satisfaction with Quality of Care Received from TennCare

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TennCare recipients continue to show high levels of satisfaction with quality of care received from TennCare (Table 7), with 95 percent responding “somewhat satisfied” or “very satisfied,” exceeding the satisfaction level reported by Medicaid recipients in 1993 by 13 percent.<sup>6</sup> This satisfaction level matches the previous high that was reached in 2011.

**TABLE 7: Percent Indicating Satisfaction with TennCare (2000–2013) (Percent)**

2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
78	79	85	83	90	93	87	90	89	92	94	95	93	95

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<sup>6</sup> We used a three point scale, and respondents could indicate “very satisfied,” “somewhat satisfied,” or “not satisfied.”

## Behavior Relevant to Medical Care

Each respondent was asked a series of questions regarding his or her behavior when seeking medical care (Table 8). The portion of TennCare heads of households reporting initially seeking care at hospitals in 2013 is 4 percentage points less than it was in 2012, dropping from 10 percent to 6 percent. This decrease in TennCare adults initially seeking care at hospitals has been accompanied by an increase in the portion of TennCare adults initially seeking care at a doctor's office. In 2012, that portion was 75 percent; in 2013, that portion increased to 80 percent. For all heads of households, the choice of venue for initial care changed slightly from 2012, with 81 percent reporting initially seeking care from a doctor's office (a one percentage point decrease from 2012). The portion of TennCare households reporting initially seeking medical care for their children from hospitals remained 3 percent in 2013. (Table 9)

**TABLE 8: Head of Household: Medical Facilities Used When Medical Care Initially Sought (2004–2013) (Percent)**

<b>All Heads of Households</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
Doctor's Office	85	83	83	83	83	83	82	83	82	81
Clinic	9	11	11	11	11	12	12	12	13	13
Hospital	5	5	5	4	4	4	4	4	4	4
Other	1	1	1	2	2	2	2	2	1	2
<b>Heads of Households w/ TennCare</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
Doctor's Office	77	78	76	79	80	83	77	80	75	80
Clinic	14	14	15	15	13	12	15	11	14	14
Hospital	8	7	7	4	6	4	7	8	10	6
Other	1	1	1	2	<1	1	<1	2	1	<1

**TABLE 9: Children: Medical Facilities Used When Medical Care Initially Sought (2004–2013) (Percent)**

<b>All Heads of Households</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
Doctor's Office	85	86	87	88	88	86	87	88	88	86
Clinic	11	10	10	9	10	10	11	9	10	12
Hospital	3	3	3	2	2	3	2	2	2	1
Other	1	1	<1	1	<1	<1	<1	<1	<1	1
<b>Heads of Households w/ TennCare<sup>7</sup></b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
Doctor's Office	78	79	82	83	83	85	82	84	86	84
Clinic	16	13	12	14	14	15	15	7	11	12
Hospital	6	8	6	3	3	0	3	9	3	3
Other	0	0	1	0	<1	0	0	0	0	<1

<sup>7</sup>This subgroup includes the children of heads of household enrolled in TennCare.

TennCare recipients continue to report seeing physicians on a more frequent basis than the average Tennessee household. Eighty-two percent of TennCare heads of households (compared to 59 percent of all heads of households) report seeing a physician at least every few months (Table 10). This figure represents a slight increase for TennCare adults from 2012 to 2013. Only 73 percent of TennCare children visit physicians at that same frequency (Table 11).

**TABLE 10: Frequency of Visits to Doctor for Head of Household (2004–2013) (Percent)**

<b>All Heads of Households</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
Weekly	3	2	2	2	3	2	2	2	1	2
Monthly	11	11	12	13	12	12	11	11	11	11
Every Few Months	44	46	44	46	46	49	45	44	46	46
Yearly	26	26	25	23	22	22	24	25	25	24
Rarely	16	15	18	16	17	15	18	17	17	17
<b>Heads of Households w/ TennCare</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
Weekly	7	6	7	8	7	6	6	6	4	5
Monthly	28	30	30	33	33	30	29	26	31	34
Every Few Months	46	46	45	45	47	51	47	46	43	43
Yearly	9	11	8	6	8	7	7	10	8	8
Rarely	10	7	10	8	4	6	12	11	14	10

**TABLE 11: Frequency of Visits to Doctor for Children (2004–2013) (Percent)**

<b>All Heads of Households</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
Weekly	1	2	1	2	2	1	2	1	1	1
Monthly	10	11	10	11	9	9	9	10	8	9
Every Few Months	53	53	52	50	50	51	51	50	50	52
Yearly	26	23	28	27	29	31	29	31	35	30
Rarely	10	11	10	10	10	8	9	8	6	8
<b>Heads of Households w/ TennCare<sup>8</sup></b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
Weekly	3	2	2	4	1	1	3	1	0	1
Monthly	14	21	16	14	16	18	13	15	15	19
Every Few Months	53	49	51	54	55	50	51	55	58	53
Yearly	22	17	23	16	21	27	24	25	22	25
Rarely	9	11	8	11	7	4	10	4	5	2

<sup>8</sup> This subgroup includes the children of heads of household enrolled in TennCare.

## Appointments

The reported time required to obtain an appointment is comparable to previous years' findings, with slightly more respondents reporting having to wait 3 or more weeks for the first available appointment. The percent of TennCare recipients reporting obtaining a doctor's appointment on the same day that the request is made or the next day increased slightly to 43 percent in 2013, a 2 percentage point increase from 2012. The proportion of TennCare heads of household being able to obtain an appointment within one week remained 66 percent, representing no change from 2012. This also matches the proportion of all heads of households being able to obtain a doctor's appointment within one week. The number of TennCare heads of households reporting having to wait longer than three weeks is 20 percent (Table 12). TennCare recipients wait 51 minutes on average to see their physicians once they reach the office (Table 13). This is slightly less, but similar, to wait times in previous years and is five minutes longer, on average, than the wait time for all heads of households. The average travel time a physician's office (22 minutes) is the same for TennCare heads of households as it is for all heads of households.

**TABLE 12: Time between Attempt to Make Appointment and First Availability of Appointment: TennCare Heads of Household (2005–2013) (Percent)**

When you last made an appointment to see a primary care physician for an illness in the last 12 months, how soon was the first appointment available?	2005	2006	2007	2008	2009	2010	2011	2012	2013
Same day	21	22	22	21	18	20	21	20	18
Next day	17	27	20	17	23	19	19	21	25
1 week	31	22	30	27	25	29	30	25	23
2 weeks	10	10	8	10	9	11	10	14	10
3 weeks	5	4	4	4	4	4	4	2	4
Over 3 weeks	16	16	15	22	20	17	16	18	20

**TABLE 13: Wait for Appointments: TennCare Heads of Household (2004–2013) (Minutes)**

	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Number of minutes wait past scheduled appointment time?	63	57	80	57	50	52	65	58	58	51
Number of minutes to travel to physician's office?	27	32	30	21	25	24	31	23	22	22



## TennCare Plans

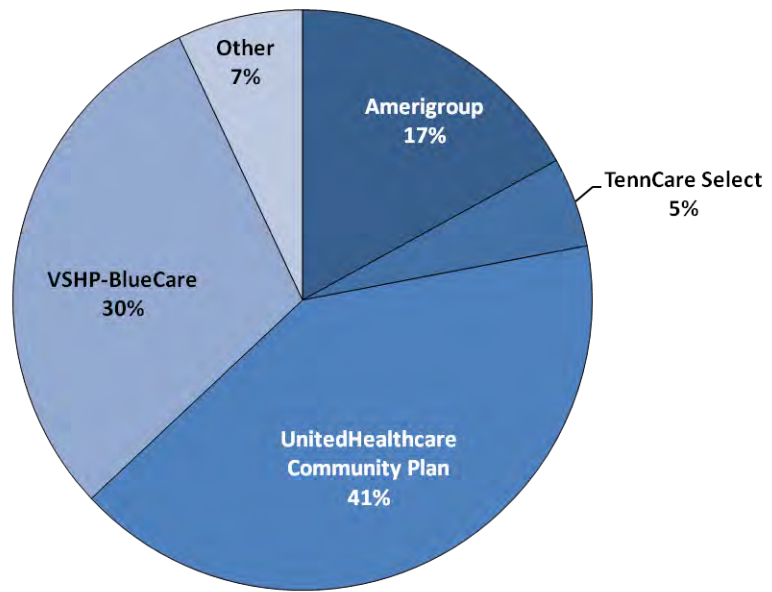
The largest number of TennCare recipients (41 percent) report being signed up with UnitedHealthcare Community Plan as their TennCare MCO. Volunteer State Health Plan (BlueCare) also accounts for a large percentage of the TennCare recipients (30 percent). Amerigroup accounts for another 17 percent, while 5 percent are represented by TennCare Select. Seven percent report being represented by other plans, though there are no other active TennCare plans (Table 14).<sup>9</sup>

**TABLE 14: Reported TennCare Plan (2005–2013) (Percent)**

What company manages your TennCare plan?	2005	2006	2007	2008	2009	2010	2011	2012	2013
<b>Active Plans</b>									
Amerigroup					8	10	16	20	17
TennCare Select	21	18	6	7	10	8	8	6	5
UnitedHealthcare Community Plan (formerly AmeriChoice)					26	37	41	37	41
VSHP – BlueCare					41	36	32	33	30
<b>Inactive Plans</b>									
Access Med Plus	1		2	3	<1				
Better Health Plans	2	3	1	1	<1				
Blue Cross / Blue Shield	36	31	35	37					
John Deere (Heritage)	9	6	7	4	1				
Omnicare (Affordable)	6	9	7	5	2				
Preferred Health Partner	10	11	8	6	2				
Premier Behavioral		1		<1					
Tennessee Behavioral			<1						
TLC (Memphis Managed Care)	13	11	7	9	2				
Universal Care		1	1	1					
Vanderbilt Health Plan	1	1	<1						
VHP Community Care		1		<1					
Windsor Health Plan of TN, Inc.			<1	<1					
Xantus Health Plan			<1						
Other	1	6	22	27	7	7	4	4	7

<sup>9</sup> UnitedHealthcare Community Plan serves all regions of the state, while BlueCare serves east and west Tennessee. Amerigroup serves only middle Tennessee. TennCare Select serves a specialized segment composed primarily of children in DCS custody.

**FIGURE 2: Reported TennCare Plan (2013)**



In 2013, an increased share of TennCare households reported receiving information from MCOs (enrollment card, a list of rights and responsibilities, and name of MCO assigned). Sixty-nine percent recall receiving an enrollment card, a seven percentage point increase from 2012 (Table 15).

Seven percent of respondents indicated that either they or someone else in their family had changed plans within the preceding twelve months, a one percentage point increase from 2012. Of that total, twenty nine percent had requested the change (as opposed to being automatically reassigned from one plan to another). The most commonly cited reasons for changing plans include dissatisfaction with the quality of the plan’s service, inadequate coverage of services, limited choices of doctors and hospitals, and location of providers.

A greater proportion of respondents than in 2013 reported receiving both a list of rights and responsibilities (82 percent) and information on filing appeals (76 percent). The preferred method for receiving information about TennCare remains through the mail, with 74 percent reporting this is the best way they obtain TennCare information (Table 16).

**TABLE 15: Households Receiving TennCare Information from Plans (2005–2013) (Percent)**

<b>Please indicate whether or not you or anyone in your household has received each of the following regarding TennCare</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
An enrollment card	70	73	78	78	77	74	61	62	69
Information on filing grievances	26	41	46	41	41	43	29		
Information on filing appeals <sup>10</sup>								73	76
A list of rights and responsibilities	71	78	77	73	75	74	68	80	82
Name of MCO to whom assigned	79	82	81	79	79	79	76	79	76

**TABLE 16: Best Way to Get Information about TennCare (2005–2013) (Percent)**

	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
Mail	75	75	72	73	71	72	78	80	74
Doctor	6	8	8	5	6	5	5	6	9
Phone	9	5	8	11	10	11	5	4	6
Handbook	4	3	6	6	7	5	6	5	4
Drug Store	1	2	1	1	1	<1	<1	<1	<1
Friends	0	1	1	<1	1	1	2	<1	<1
TV	1	1	0	1	<1	<1	<1	<1	<1
Paper	0	0	0	<1	1	<1	0	<1	<1
Other	4	5	4	3	3	4	4	4	6

<sup>10</sup> In previous years, survey respondents were asked whether they had received “information on filing grievances.” The term “appeals” is much more widely used in the TennCare program than the term “grievances.” Therefore, the question was changed in 2012 to ask whether respondents had received “information on filing appeals.”

## Conclusion

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The survey reveals that from the perspective of the recipients, the TennCare program continues to work as expected. Since the beginning of TennCare, its recipients have continued to see physicians more often and are able to see a physician without excessive travel or waiting time. Tennessee's 9.6 percent rate of uninsured in 2013 is a slight increase from the 2012 rate of 9.2. While the 2013 rate is well within the range of prior years (from 2006 on), it is still significantly higher than before 2006. Additionally, fewer people in nearly every income group consider affordability as a major barrier to obtaining health insurance. The total uninsured population is approximately 611,368, including about 55,319 children, a considerable increase from last year's number of 40,700 uninsured children.

In 2013, recipients expressed high overall satisfaction with TennCare, with 95 percent claiming satisfaction with the program. This is tied for the highest level of satisfaction since the program began. The satisfaction rate remains dramatically higher (34 percentage points) than the rate in the program's first year. TennCare continues to receive positive feedback from its recipients, indicating the program is providing medical care in a satisfactory manner and up to the expectations of those it serves.