

JOSE: Opting In

Age: 76 Gender: Male Ethnicity: Mexican Primary Language: Spanish
 Education: High school (in Mexico) U.S.-Born: No Enrollment Status: CMC Enrollee

Read the related study:

Cal MediConnect Enrollment: Why Are Dual-Eligible Consumers in Los Angeles County Opting Out?
<http://healthpolicy.ucla.edu/publications/search/pages/detail.aspx?PubID=1661>

Multiple Health Concerns

Jose is a 76-year-old monolingual Spanish-speaking male. He has multiple health concerns related to his prostate, high cholesterol levels, acid reflux, head trauma, glaucoma, and dental issues. He is also missing an eye. Jose used to work in carpentry but is now retired. He has no family, lives alone, and wishes he had assistance with cleaning his home and preparing meals.

Jose's Enrollment Decision

Jose is currently in a Cal MediConnect plan, which he enrolled in after reading the information contained in the blue Cal MediConnect mailers. His decision-making process went smoothly, as he found no issues with the new program and was happy to be offered new services and benefits, such as transportation and no-cost medications. He was also able to remain with his current physicians, which he appreciated. Jose's main priority was having access to his primary care provider: "The only thing I ask for is my primary care provider — having them, with that I am tranquil."

Jose felt as though he made an informed decision about Cal MediConnect because he had read the Spanish-language material that had been sent to him. He said, "I was fine with them changing me over to Cal

MediConnect. Yes, there was no other choice. I had a different insurance. They said [CMC] was better, and I accepted." When asked how he had learned that it was better, he said, "They told me that it was better in services, that I could go to the gym. Things that I would need." After receiving the mailers, he learned more about the program by attending a gathering held

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by a local insurance provider. While Jose was there, he received a medical consultation and was provided additional information on Cal MediConnect.

How Jose Is Doing Now

Now that he has Cal MediConnect, Jose no longer has to pay for his doctor visits. He used to pay \$45 for each visit, which he experienced as a heavy cost, as he relies primarily on a small pension. Nonetheless, he needed to pay because, as he said, these services were for "priority" health issues, such as his eye care

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visits. He also mentioned that he used to pay for his four prescription medications, at the cost of \$3 each. Now that he is enrolled in Cal MediConnect, he no longer has to pay for any of these medications. He is also able to secure transportation to and from his doctor visits. In addition, he continues his relationships with the same physicians.

Jose is pleased with his decision to switch to Cal MediConnect, and says that his transition to it went smoothly. He felt well informed because of the CMC mailers and his consultation with a local insurance provider. He also attained more services and benefits that had previously been unavailable to him. These services have helped improve his access to doctor appointments and have eliminated the cost of his visits and medications. He especially appreciates the availability of transportation to his medical appointments, as he cannot drive and lives alone.

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Unlike many other participants, Jose was able to keep the same physicians after the transition to Cal MediConnect and avoid any disruption to care. He emphasizes that access to his primary care provider and specialists is of utmost importance, and that he highly values the additional benefits. He says, "Now I don't pay a dime. And above all, [it is important] that I can care

for my eyesight and that I have specialists, because I may possibly have glaucoma. In whatever moment... they could treat me. They give me an appointment, and I can go. I really saw this after I had it [Cal MediConnect]. Because in that moment, for me, that I could see my doctor and everything was for free, with that I am content. But apart from that, when they tell me that I have extras, I am quite satisfied."

The CHOICE Study: Consumer Health Care Options: Investigating Cal MediConnect Enrollment

The CHOICE study was a two-year project that examined the decision-making processes of those eligible for Cal MediConnect in Los Angeles County. The study was conducted by the **UCLA Center for Health Policy Research** in partnership with the Westside Center for Independent Living and a Community Advisory Group of five consumers and five stakeholders. Findings are drawn from 53 in-depth, one-on-one interviews and six focus groups (36 participants) conducted with dual-eligible consumers.

For more information about the CHOICE study methods and participants, including individual and composite case studies, please visit:

<http://healthpolicy.ucla.edu/publications/search/pages/detail.aspx?PubID=1661>.