

SEPTEMBER 2021

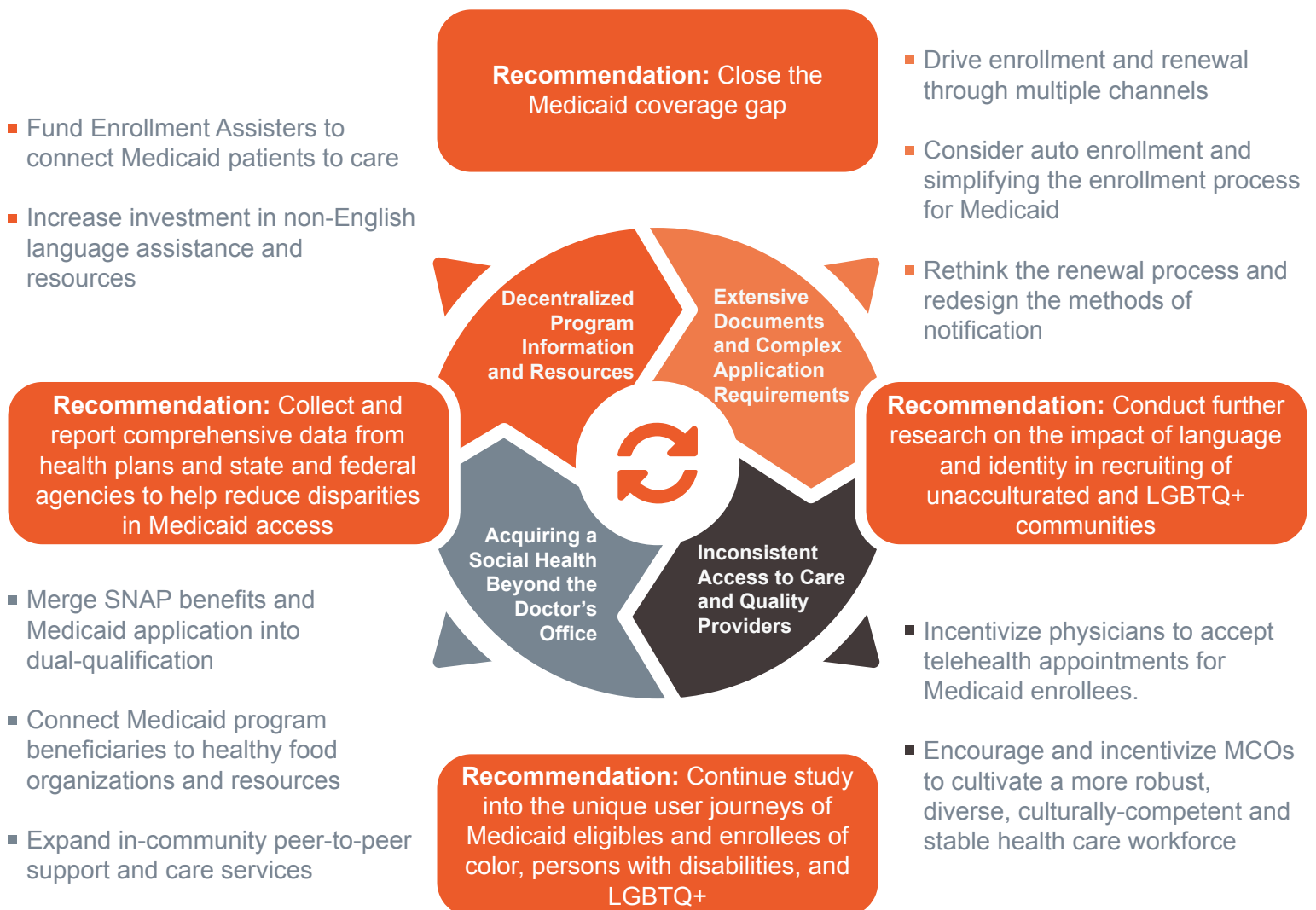
People with Disabilities who are Medicaid Eligible or Enrolled

- When looking for information in-person at a Medicaid office, 31% of Medicaid eligible or enrolled Individuals (MEEs) with disabilities surveyed report a preference of visiting a Medicaid office, while 27% preferred visiting the Medicaid website.
- 92% of MEEs with disabilities believe it is helpful to have someone who understands the Medicaid program to answer questions when applying.
- MEEs with disabilities have a strong desire for housing support, with 51% interested in the Medicaid program to help with direct placement in affordable housing.
 - On the question of interest in the Medicaid program aiding in the form of vouchers (e.g., coupon) to help cover the cost of housing, 55% of MEEs with disabilities and 44% of MEEs without disabilities are in support of this form of support.
 - Medicaid eligible and enrolled individuals with disabilities shared a desire for program assistance in the form of utility bill payments, with 65% desiring cash payments to help with utility bill payments compared to 57% of non-disabled enrollees.

“I know for a fact that it’s kinda looked down upon, even by providers. When I used to call the doctors, they would just totally disregard you and say, ‘Oh, sorry, we don’t accept that, no. No Medicare, no Medicaid.’”

– Individual with Disability, TX

Solutions & Recommendations:



Pain Points Among all Surveyed Populations

Searching for Information

- Medicaid eligibles and enrollees (MEEs) learn about Medicaid from a variety of sources because of the lack of a central, comprehensive source for information.
- When searching for initial information about the Medicaid program, 70% of MEEs have not visited the official Medicaid website and 27% of respondents find searching for Medicaid applications, resources, or information on the internet difficult.

Understanding Enrollment and Renewal

- 39% of Medicaid eligibles find the overall process of applying to Medicaid to be difficult, compared to 26% of Medicaid enrollees.

Examining Delivery and Care

- Nearly a quarter of respondents report a negative experience finding a provider who accepts Medicaid (24%). Medicaid enrollees say their options are limited because many doctor’s offices do not accept Medicaid, and the clinics that do accept Medicaid insurance are not in locations accessible to their communities.

Rethinking Social Needs

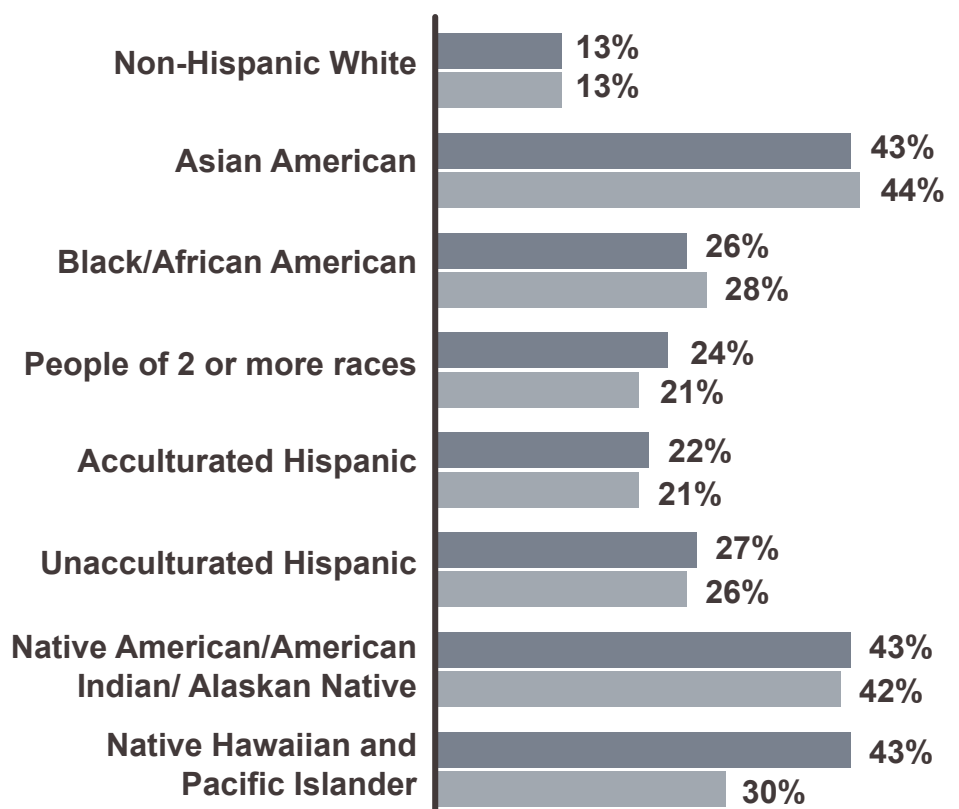
- MEEs desire Medicaid program assistance accessing affordable, nutritious foods. Over half (54%) of MEEs surveyed have experienced concerns about having enough food, with 78% being “somewhat interested” in the Medicaid program helping them get nutritious food.
- MEEs struggle with costs associated with housing rather than finding housing. 61% say it would be helpful for the program to offer assistance in the form of cash payments to help with utility bills and rent payments (59%).
- Social isolation and loneliness are the most commonly experienced social need among MEEs. 62% surveyed say they, or their families, have been concerned about being lonely and away from friends at some point.

Medicaid Enrollee Experiences of Racism is Care (YES)

- Administrative Staff
- Clinical Staff

Sample size

- Non-Hispanic White: n=1455
- Asian American: n=178
- Black/African American: n=458
- People of 2 or more races: n=155
- Acculturated Hispanic: n=332
- Unacculturated Hispanic: n=117
- American Indian/Alaska Native: n=153
- Native Hawaiian and Pacific Islander: n=60



About the Research

This study gathered the opinions and experiences of 3,080 Medicaid eligible and enrolled people of color, individuals with disabilities, and LGBTQ+ across age and gender groups. Feedback on this research was provided by a 12-member Policy Advisory Group comprised of experts across Medicaid, advocacy, and policy.

About Sensis

Sensis is an integrated cross-cultural marketing agency with full-service capabilities. SensisHealth is the agency’s health care practice, leveraging research and strategy to advance population health and drive behavior change.