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Selected Findings from the *Kaiser Health Poll Report Survey*:

Seniors' Early Experiences with the Medicare Prescription Drug Benefit – April 2006

April 2006

Methodology

This tracking poll on the Medicare Prescription Drug Benefit is based on interviews with 517 adults ages 65 and older who were interviewed as part of the Kaiser Family Foundation *Health Poll Report Survey*. The survey was conducted and analyzed by researchers at the Kaiser Family Foundation. In total, a nationally representative random sample of 1,446 adults ages 18 and older, including an oversample of adults ages 65 and older, was contacted by telephone by Princeton Survey Research Associates International between April 6 and April 11, 2006. Interviews were conducted in English and Spanish.

The margin of sampling error for the survey is plus or minus 3 percentage points for total respondents. For respondents ages 18-64 the margin of sampling error is plus or minus 3 percentage points, and for respondents ages 65 and older it is plus or minus 5 percentage points. For results based on smaller subsets of respondents the margin of sampling error is higher. Note that sampling error is only one of many potential sources of error in this or any other public opinion poll.

Values less than 0.5% are indicated by an asterisk (*). “VOL” indicates that a response was volunteered by respondent, not an explicitly offered choice.

3. Do you currently take any prescription medicine on a daily basis, or not?
4. How many different prescription drugs do you take?

<u>Total</u>	<u>Ages 18-64</u>	<u>Ages 65+</u>	
53	47	83	Yes, take prescription medicine
34	33	40	1-3 prescription medicines
19	14	42	4 or more prescription medicines
1	*	1	Don't know how many
46	52	17	Don't take any prescription medicine
1	1	*	Don't know/Refused

5. As you may know, a new prescription drug benefit is now available for people on Medicare. How well would you say you understand this new benefit? Would you say you understand it very well, somewhat well, not too well, or not well at all?

<u>Total</u>	<u>Ages 18-64</u>	<u>Ages 65+</u>	
13	11	22	Very well
21	21	21	Somewhat well
22	22	22	Not too well
41	43	31	Not well at all
3	3	4	Don't know/Refused

6. Do you feel you have enough information about the new Medicare prescription drug benefit to understand how it will impact you personally, or not?

Based on those 65 and older (n=517)

47	Yes
46	No
7	Don't know/Refused

7. Given what you know about it, in general, do you have a favorable or unfavorable impression of the new Medicare prescription drug benefit?

<u>Total</u>	<u>Ages 18-64</u>	<u>Ages 65+</u>	
25	24	30	Favorable
39	37	46	Unfavorable
19	20	15	Neither/Neutral (VOL.)
16	18	9	Don't know/Refused

8. Is your impression of the new Medicare drug benefit based mainly on... **(READ AND RANDOMIZE 1-3, ASK 4 LAST)?**

Based on those with a favorable or unfavorable impression of Medicare drug benefit (n=961)

<u>Total</u>	<u>Ages 18-64</u>	<u>Ages 65+</u>	
44	45	41	What you've seen and heard on television, radio, and in newspapers (or)
27	30	13	What you've learned from friends and family (or)
22	19	35	Your own experience (or)
4	4	6	Some other source
2	1	4	(DO NOT READ) Don't know/Refused
n=961	n=563	n=392	

9. Overall, what grade would you give the implementation of the new Medicare drug benefit so far - A for excellent, B for good, C for average, D for poor, or F for failing?

<u>Total</u>	<u>Ages 18-64</u>	<u>Ages 65+</u>	
4	4	4	A – Excellent
16	15	19	B – Good
30	30	29	C – Average
19	19	20	D – Poor
12	11	17	F – Failing
19	20	10	Don't know/Refused

10. Since November of 2005, when you could first sign up, have you enrolled in a plan that offers the new Medicare drug benefit, or not?

11. Do you think you will enroll in a Medicare drug plan, you will NOT enroll in a Medicare drug plan, or don't you know yet?

Based on those 65 and older (n=517)

- 31 Yes, have enrolled in a Medicare drug plan
- 67 No, have not enrolled in a Medicare drug plan
- 13 Plan to enroll
- 38 Don't plan to enroll
- 16 Don't know yet/Refused
- 2 Don't know/Refused

12. Did you choose this drug plan on your own, or did someone help you?

Based on seniors who are enrolled in a Medicare drug plan (n=154)

- 54 Chose on own
- 45 Someone helped
- 1 Don't know/Refused

13. Please tell me whether each of the following people helped you choose your Medicare drug plan. (First,) how about... **(READ AND RANDOMIZE; ALWAYS ASK C AFTER B & G AFTER F)?** Did they help you choose your Medicare drug plan, or not?

Based on those who got help choosing Medicare drug plan – data not available because of small sample size

- a. Your spouse
 - b. A son or daughter
 - c. Another family member or friend
 - d. Your pharmacist
 - e. Your doctor
 - f. Someone who counsels seniors about health insurance
 - g. Another health care professional
14. Would you say it was very easy, somewhat easy, somewhat difficult, or very difficult to choose a Medicare drug plan?

Based on seniors who are enrolled in a Medicare drug plan (n=154)

- 32 Very easy
- 19 Somewhat easy
- 23 Somewhat difficult
- 25 Very difficult
- 2 Don't know/Refused

15. In choosing your Medicare drug plan, please tell me how important each of the following was to your decision. (First,) how about... **(READ AND RANDOMIZE)?** Was this very important, somewhat important, not too important or not at all important (in choosing your Medicare drug plan)?

Based on seniors who are enrolled in a Medicare drug plan (n=154)

	<u>Very Important</u>	<u>Somewhat Important</u>	<u>Not too Important</u>	<u>Not at all Important</u>	<u>DK/ Ref.</u> ¹
a. The reputation of the company offering the plan	67	19	5	6	3
b. The amount the plan charges in monthly premiums	70	15	5	4	5
c. The specific drugs covered by the plan	74	12	6	4	4
d. The amount the plan charges for each prescription	71	15	5	4	5
e. A recommendation from someone already enrolled in the plan	24	13	19	33	12

¹ Includes volunteered response “Doesn't apply”.

16. Which one was the MOST important to your decision to choose your Medicare drug plan? **(IF NECESSARY, READ ITEMS RATED “VERY IMPORTANT” IN Q15)**

Based on seniors who are enrolled in a Medicare drug plan (n=154)

- 18 The amount the plan charges for each prescription
- 16 The reputation of the company offering the plan
- 14 The specific drugs covered by the plan
- 12 The amount the plan charges in monthly premiums
- 4 A recommendation from someone already enrolled in the plan
- 23 All are important **(VOL)**
- 8 None rated very important
- 5 Don't know/Refused

17. How satisfied are you with the Medicare drug plan you are enrolled in? Would you say you are **(READ)**

Based on seniors who are enrolled in a Medicare drug plan (n=154)

- 44 Very satisfied
- 31 Somewhat satisfied
- 11 Not too satisfied OR
- 10 Not at all satisfied?
- 6 **(DO NOT READ)** Don't know/Refused

18. Compared to what you were paying before, do you think your new Medicare drug plan will save you money, cost you more, or will it cost you about the same as before?

Based on seniors who are enrolled in a Medicare drug plan (n=154)

- 55 Save money
- 19 Cost more
- 19 Cost about the same as before
- 6 **(DO NOT READ)** Don't know/Refused

19. Have you TRIED to fill any prescriptions under your new Medicare drug plan yet?

Based on seniors who are enrolled in a Medicare drug plan (n=154)

- 84 Yes
- 15 No
- 1 Don't know/Refused

20. Have you experienced any problems getting your prescriptions filled under your new Medicare drug plan, or not?

Based on seniors who tried to fill prescriptions under Medicare drug plan (n=125)

- 18 Yes, had problems
- 82 No, did not have problems
- * Don't know/Refused

Q19/Q20 COMBO TABLE

19. Have you TRIED to fill any prescriptions under your new Medicare drug plan yet?
 20. Have you experienced any problems getting your prescriptions filled under your new Medicare drug plan, or not?

- 84 Tried to fill a prescription
 - 15 Experienced problems getting prescriptions filled
 - 69 No problems getting prescriptions filled
- 15 Have not tried to fill a prescription
- 1 Don't know/Refused

21. Please tell me whether you have experienced any of the following specific problems with your Medicare drug plan. (First/Next,) how about... **(READ AND RANDOMIZE)**? Have you experienced this problem with your Medicare drug plan, or not?

Based on those who had problems getting prescriptions under Medicare drug plan - data not available because of small sample size

- a. Problems getting your enrollment card or a letter of enrollment
- b. Had to pay the full cost for a prescription because the pharmacy couldn't verify your enrollment
- c. Left the pharmacy without your prescription because the drug you take wasn't covered
- d. Left the pharmacy without your prescription because you couldn't afford the copay
- e. Had to get your doctor's help because one of your prescriptions wasn't covered

22. For each of the following, please tell me whether it is a MAJOR reason you are not planning to enroll in a Medicare drug plan at this time, a MINOR reason, or not a reason. First ... **(INSERT READ AND ROTATE)**? Is this a major reason, a minor reason or not a reason you are not planning to enroll in a Medicare drug plan at this time?

Based on those 65 and older who will not/don't know if they will enroll in a Medicare drug plan (n=286)

	<u>Major Reason</u>	<u>Minor Reason</u>	<u>Not a Reason</u>	<u>DK/Ref.</u>
a. I don't know enough about it	31	13	47	9
b. I don't need to enroll because I already have drug coverage under another plan or program	65	5	25	5
c. It's too complicated	37	9	46	8
d. I don't think it will save me money	37	13	40	10
e. I don't take enough prescriptions to need a Medicare drug plan	31	13	48	8
f. It's too hard to figure out which plan to choose	28	13	47	11

23. Did you apply for the extra financial help that is available to certain low-income people under the new Medicare benefit, or not?
- 23a. Was your application approved, or not?

Based on those 65 and older (n=517)

- 7 Total applied for financial help
 - 3 Application was approved
 - 4 Application was not approved
 - * Don't know/Refused
- 90 Did not apply for financial help
 - 3 Don't know/Refused

24. To the best of your knowledge, when is the 2006 deadline for seniors to enroll in a new Medicare drug plan, is it May 15th, June 15th, July 15th or is there no deadline?

<u>Total</u>	<u>Ages 18-64</u>	<u>Ages 65+</u>	
32	27	55	May 15 th
5	5	3	June 15 th
2	3	1	July 15 th
9	10	6	No deadline
51	55	34	Don't know/Refused

25. To the best of your knowledge, would a senior WITHOUT prescription drug coverage have to pay a financial penalty for late enrollment if he or she waits until 2007 to sign up for Medicare drug plan, or not?

<u>Total</u>	<u>Ages 18-64</u>	<u>Ages 65+</u>	
36	33	53	Yes, will have to pay
21	21	18	No, will not have to pay
43	46	29	Don't know/Refused

26. Have you heard of a toll-free phone number set up by the government, 1-800-MEDICARE, that you can call to get information about Medicare?

<u>Total</u>	<u>Ages 18-64</u>	<u>Ages 65+</u>	
55	54	61	Yes
42	43	37	No
3	3	2	Don't know/Refused

27. Have you ever called 1-800-MEDICARE, or not?

Based on those who have heard of 1-800-MEDICARE (n=816)

<u>Total</u>	<u>Ages 18-64</u>	<u>Ages 65+</u>	
17	16	20	Yes
83	83	80	No
*	*	1	Don't know/Refused

Q26/Q27 Combo Table Based on Total Respondents

26. Have you heard of a toll-free phone number set up by the government, 1-800-MEDICARE, that you can call to get information about Medicare?
 27. Have you ever called 1-800-MEDICARE, or not?

<u>Total</u>	<u>Ages 18-64</u>	<u>Ages 65+</u>	
55	54	61	Have heard of 1-800 Medicare
9	9	12	Have called
46	45	49	Have not called
42	43	37	Have not heard of 1-800-MEDICARE
3	3	2	Don't know/Refused

Now, onto another topic...

28. Have you EVER gone online to use (**READ AND ROTATE**) for any reason?

	<u>Total</u>	<u>Ages 18-64</u>	<u>Ages 65+</u>
a. The Internet or World Wide Web			
Yes	60	67	29
No	39	33	71
DK/Ref	*	*	*
b. E-Mail			
Yes	58	63	31
No	41	36	69
DK/Ref	1	1	1

Q28a/b COMBO TABLE – Ever Online

	<u>Total</u>	<u>Ages 18-64</u>	<u>Ages 65+</u>
Online – Internet or Email			
Yes	64	71	33
No	35	29	67
DK/Ref	*	*	*

29. Have you heard of the website Medicare.gov?

<u>Total</u>	<u>Ages 18-64</u>	<u>Ages 65+</u>	
39	40	36	Yes
59	58	62	No
2	2	2	Don't know/Refused

30. Have you ever looked for information on the website Medicare.gov, or not?

Based on those who go online and have heard of Medicare.gov (n=419)

<u>Total</u>	<u>Ages 18-64</u>	<u>Ages 65+</u>	
25	23	41	Yes
75	77	59	No
*	*	*	Don't know/Refused
n=419	n=295	n=121	

31. Have you tried to compare different drug plans on Medicare.gov, or not?

Based on those who go online and have heard of Medicare.gov (n=419)

<u>Total</u>	<u>Ages 18-64</u>	<u>Ages 65+</u>	
13	11	24	Yes
86	88	75	No
1	1	1	Don't know/Refused
n=419	n=295	n=121	

Q29/Q30/Q31 Combo Table Based on Total Respondents

Q29. Have you heard of the website Medicare.gov?

Q30. Have you ever looked for information on the website Medicare.gov, or not?

Q31. Have you tried to compare different drug plans on Medicare.gov, or not?

<u>Total</u>	<u>Ages 18-64</u>	<u>Ages 65+</u>	
4	3	5	Tried to compare plans on Medicare.gov
4	4	4	Looked for information on Medicare.gov but have not tried to compare plans
57	63	24	Have been online but not visited Medicare.gov
35	29	67	Have never been online

32. As far as you know, has a friend or family member ever (**READ AND RANDOMIZE**) on your behalf, or not?

Based on those 65 and older (n=517)

	<u>Yes</u>	<u>No</u>	<u>DK/Ref.</u>
a. Called 1-800-MEDICARE	7	87	7
b. Looked for information on the website Medicare.gov	5	88	7
c. Tried to compare different drug plans on Medicare.gov	6	88	7

33. Are you NOW self-employed, working full-time for an employer, working part-time for an employer, are you retired, or are you not employed for pay?

- 10 Self-employed
- 36 Full-time for an employer
- 9 Part-time for an employer
- 23 Retired
- 12 Not employed
- 3 **(VOL.)** Homemaker
- 2 **(VOL.)** Student
- 5 **(VOL.)** Disabled
- 1 **(DO NOT READ)** Don't know/Refused

34. Thinking back to last year, in 2005, please tell me if each of the following helped you pay for your prescriptions. (First,) what about...(**READ AND RANDOMIZE**)? Did this help you pay for your prescriptions in 2005, or not?

Based on those 65 and older (n=517)

	<u>Yes</u>	<u>No</u>	<u>DK/Ref.</u>
a. A former employer or union	28	71	2
b. Medicaid	14	83	3
c. (IN NY: EPIC,/IN NJ: PAAD or Pharmaceutical Assistance to the Aged and Disabled,/IN PA: PACE or PACENET,) A state pharmacy assistance program	8	89	3
d. A Medicare supplement or Medigap policy that you bought yourself, from an insurance company, such as Blue Cross Blue Shield, or AARP	30	67	3
e. The Veterans' Administration	8	89	3
f. A Medicare HMO or PPO	19	75	6
g. A prescription drug discount card	32	65	3
h. Some other source	19	77	5

DEMOGRAPHICS:

(READ) Finally, I have just a few questions we will use to describe the people who took part in our survey...

D1. RECORD RESPONDENT'S SEX

- 48 Male
- 52 Female

D2. What is your age? (RECORD EXACT AGE AS TWO-DIGIT CODE.)

- 18 18-29
- 41 30-49
- 23 50-64
- 17 65 and older
- 1 Refused

D3. In politics today, do you consider yourself a Republican, Democrat, or Independent?

- 26 Republican
- 33 Democrat
- 30 Independent
- 5 **(VOL.)** No preference/Not interested in politics
- 1 **(VOL.)** Other party
- 2 Don't know
- 3 Refused

D4. What is the LAST grade or class that you COMPLETED in school? (DO NOT READ)

- 5 None, or grade 1-8
- 10 High school incomplete (grades 9-11)
- 32 High school graduate (grade 12 or GED certificate)
- 3 Technical, trade or vocational school AFTER high school
- 22 Some college, no four-year degree (includes associate degree)
- 17 College graduate (B.S., B.A., or other four-year degree)
- 9 Post-graduate or professional schooling after college (e.g., toward a Master's degree or Ph.D; law or medical school)
- 2 Refused

D5. Are you currently married, living with a partner, widowed, divorced, separated, or have you never been married?

- 56 Married
- 2 Living as married
- 11 Divorced
- 2 Separated
- 10 Widowed
- 16 Never been married
- 2 Don't know/ Refused

D6. Are you, yourself, now covered by any form of health insurance or health plan or do you not have health insurance at this time? A health plan would include any private insurance plan through your employer or a plan that you purchased yourself, as well as a government program like Medicare or (Medicaid)? **USE VARIANT WORDING IN CALIFORNIA: (Medi-Cal)**

- 80 Yes, insured
- 19 No, not insured
- 2 Don't know/Refused

D7. Last year -- that is, in 2005 -- what was your total family income from all sources, before taxes? Just stop me when I get to the right category. **(READ)**

- 11 \$10,000 or less
- 7 \$10,001 to \$15,000
- 6 \$15,001 to \$20,000
- 11 \$20,001 to \$30,000
- 15 \$30,001 to \$50,000
- 15 \$50,001 to \$75,000
- 8 \$75,001 to \$100,000
- 6 \$100,001 to \$200,000
- 2 More than \$200,000
- 6 **(DO NOT READ)** Don't know
- 12 **(DO NOT READ)** Refused

D8. Are you, yourself, of Hispanic or Latino background, such as Mexican, Puerto Rican, Cuban, or some other Spanish background?

D9. What is your race? Are you white, black, Asian or some other race? **(IF RESPONDENT SAYS HISPANIC ASK: Do you consider yourself a white Hispanic or a black Hispanic? CODE AS WHITE (1) OR BLACK (2). IF RESPONDENTS REFUSED TO PICK WHITE OR BLACK HISPANIC, RECORD HISPANIC AS "OTHER," CODE 4)**

- 70 White, Non Hispanic
- 27 Total Non-White
- 11 Black or African-American
- 11 Hispanic
- 2 Asian
- 3 Other or mixed race
- 3 Don't know/Refused



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