

# Survey of Washington Residents Denied Health Coverage

Final Summary  
June 2007

THE  
GILMORE  
RESEARCH  
GROUP

# Introduction

## Mail Survey

- WSHIP designed questions
- Gilmore formatted for self-administration
- Sample provided by WSHIP
- Return mail to WSHIP; Gilmore tracked returns and added key characteristics to response data file

# Introduction, cont'd

- Survey time: April 27 – June 8, 2007
- 2,735 mailed out, 1,073 returns to date, 40% response rate (based on good addresses)
- The response rates historically were:
  - ◆ 2005, 47% (n=832)
  - ◆ 2003, 49% (n=751)

- Some questions shown in this report have been abbreviated due to space limitations.

# Respondent Profile

<b><u>Gender</u></b>	<b>2007</b>	<b>2005</b>	<b>2003</b>
Men	38%	40%	37%
Women	62 %	60 %	63 %
<b><u>Age</u></b>			
Under age 35	22%	22%	19%
35-44	15 %	15 %	19 %
45-54	24 %	27 %	25 %
55-64	39 %	37 %	37 %
Base n=	(1073)	(832)	(751)

# Respondent Profile, cont'd

<b><u>Annual Household Income</u></b>	<b>2007</b>	<b>2005</b>	<b>2003</b>
Under \$18K	24%*	28%	28%
\$18K-\$36K	32%	34%	42%
Over \$36K	43%*	38%	30%
<b><u>Size of Household</u></b>			
One-person	34%	36%	37%
Two-person	42%	40%	39%
Three-person	11%	11%	12%
Four or more persons	13%	13%	12%
Base n=	(1073)	(832)	(751)

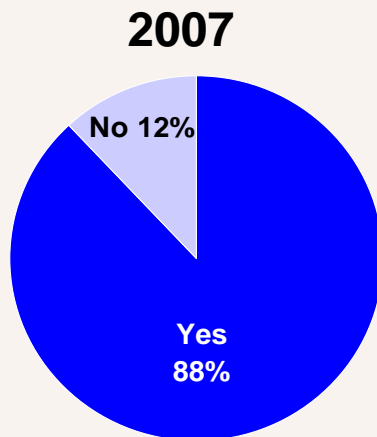
\* = statistically significant change since 2005

# FINDINGS

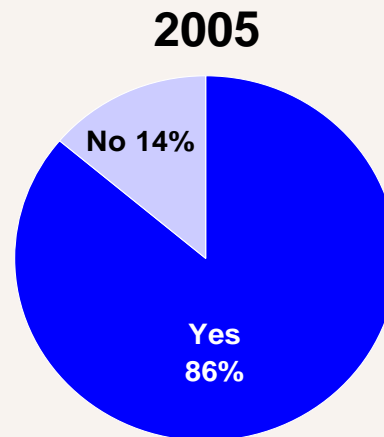
# Received WSHIP Materials

Most (88%) reported that they received WSHIP materials from the health insurer, but 12% said they did not. This level is down slightly from 14% in 2005, but this change is not significant. In 2007, lower income respondents (19%) and those age 25-34 (18%) were more likely to say they did not receive WSHIP materials. Differences in these demographic categories were significant.

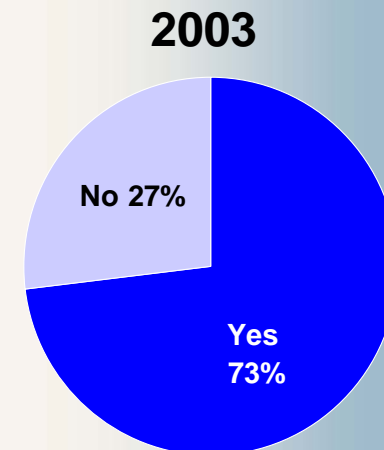
**Q1. When you received your denial letter from the insurance company, did you also receive a brochure and application to WSHIP (Washington State Health Insurance Pool)?**



n=1017



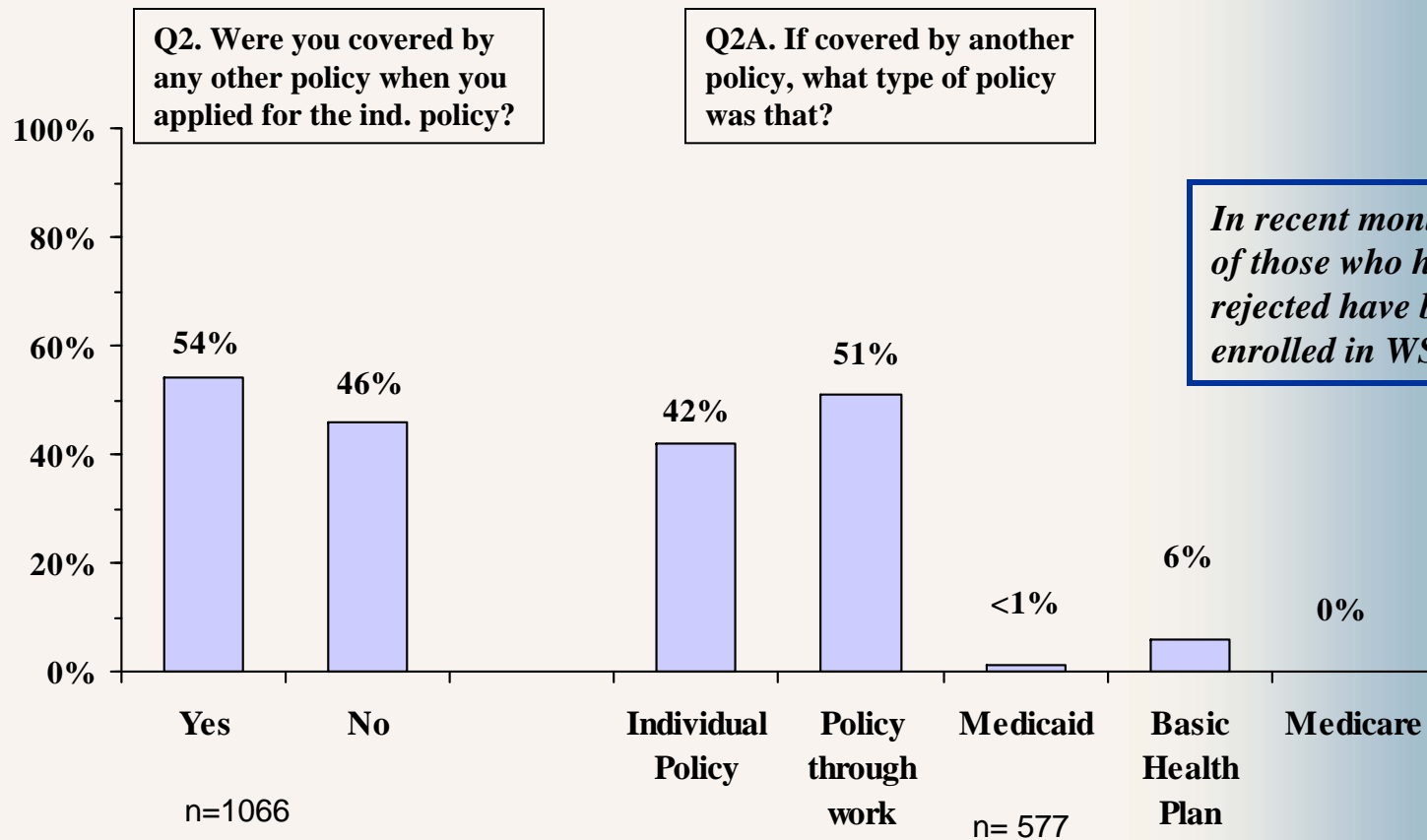
n=805



n=734

# Type of health insurance coverage when applied for new individual policy

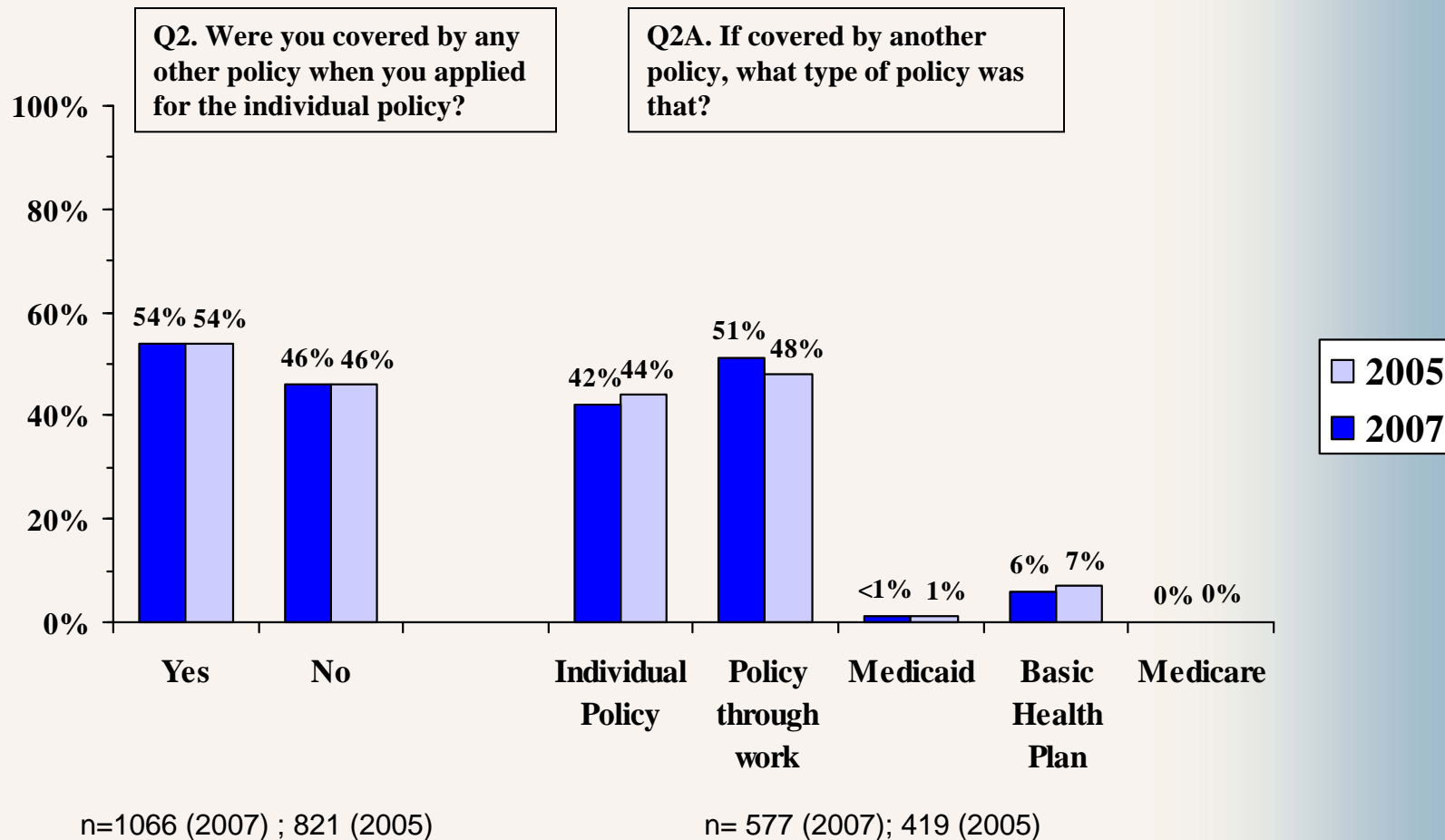
More than half (54%) were covered by another policy when they applied for their individual policy. About half who had insurance (51%) held policies through work, and 42% were individual policies. Respondents above age 55 (62%) and females (57%) were significantly more likely to have had another health plan when they applied.





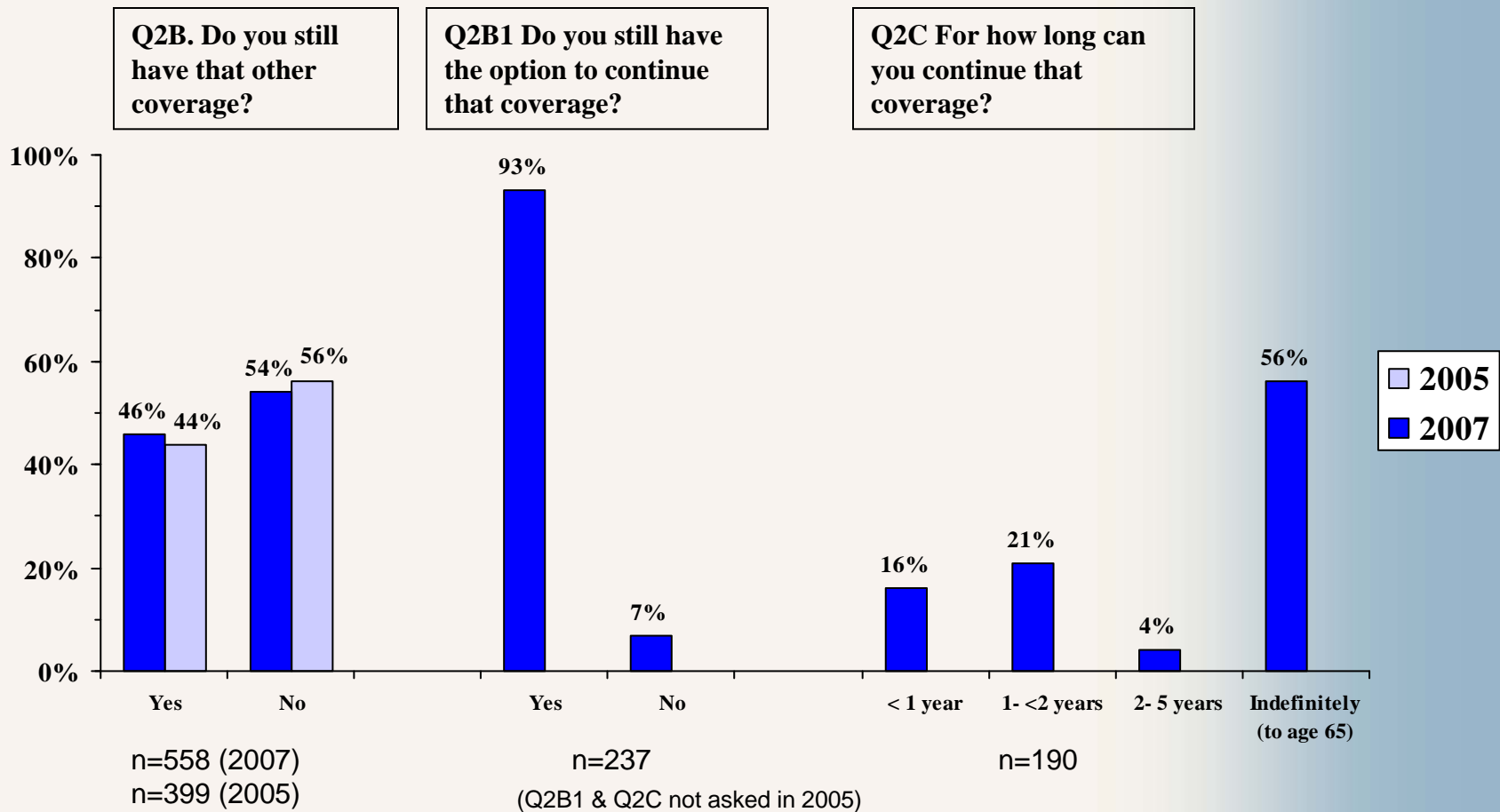
# Type of health insurance coverage when applied for new policy (2005 vs. 2007)

The proportion who were covered by another policy in 2007 matched the 54% level from 2005. The type of policy they were covered by was also about the same in both years.



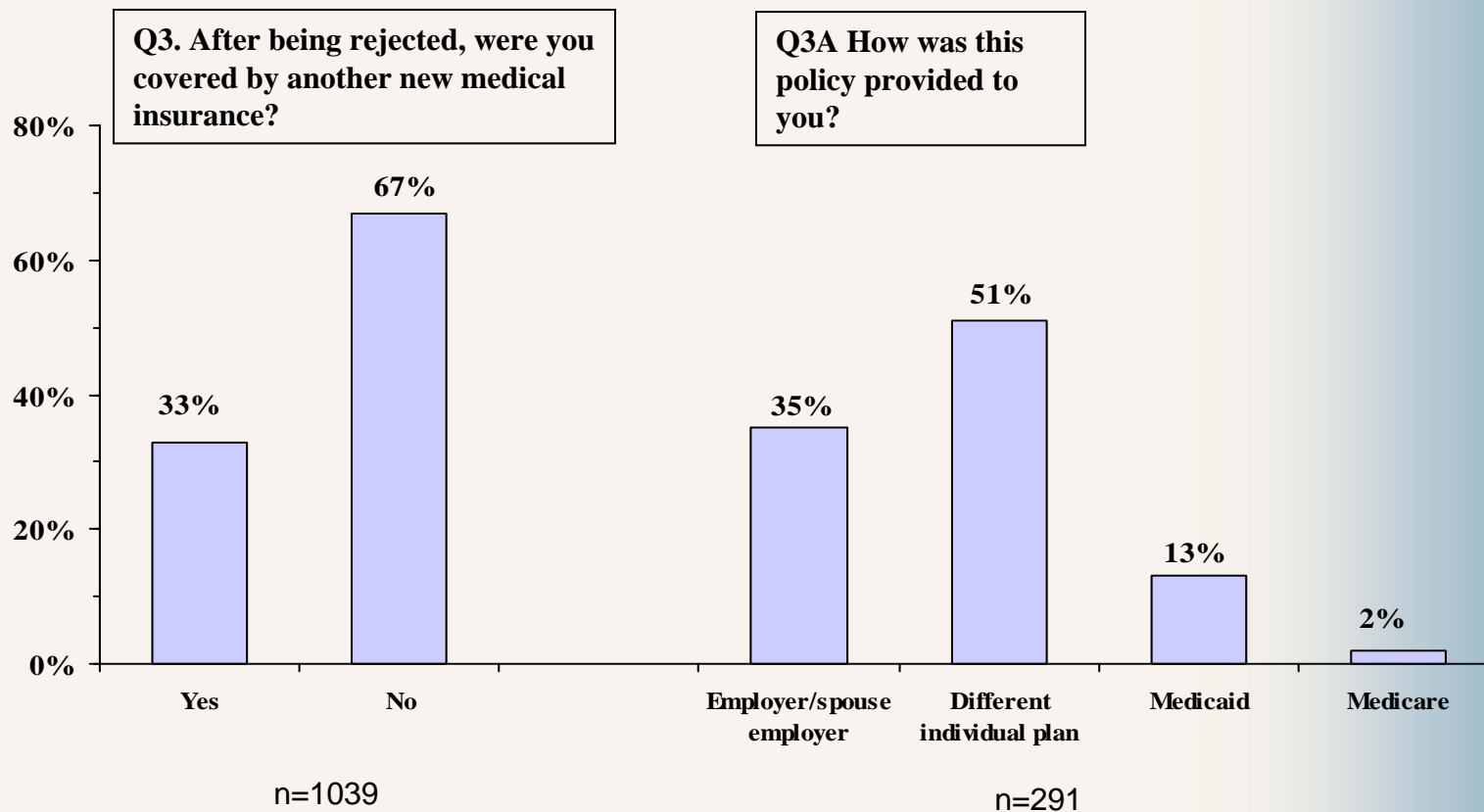
# Retention of insurance policy held when applied for new individual policy

Nearly half (46%) still have the policy they held when they were turned down on their application for individual insurance. This is very close to the 2005 level. Nine of ten say they have the option to continue that policy. More than one of three from this group (37%) say the policy can only be continued for up to two years.



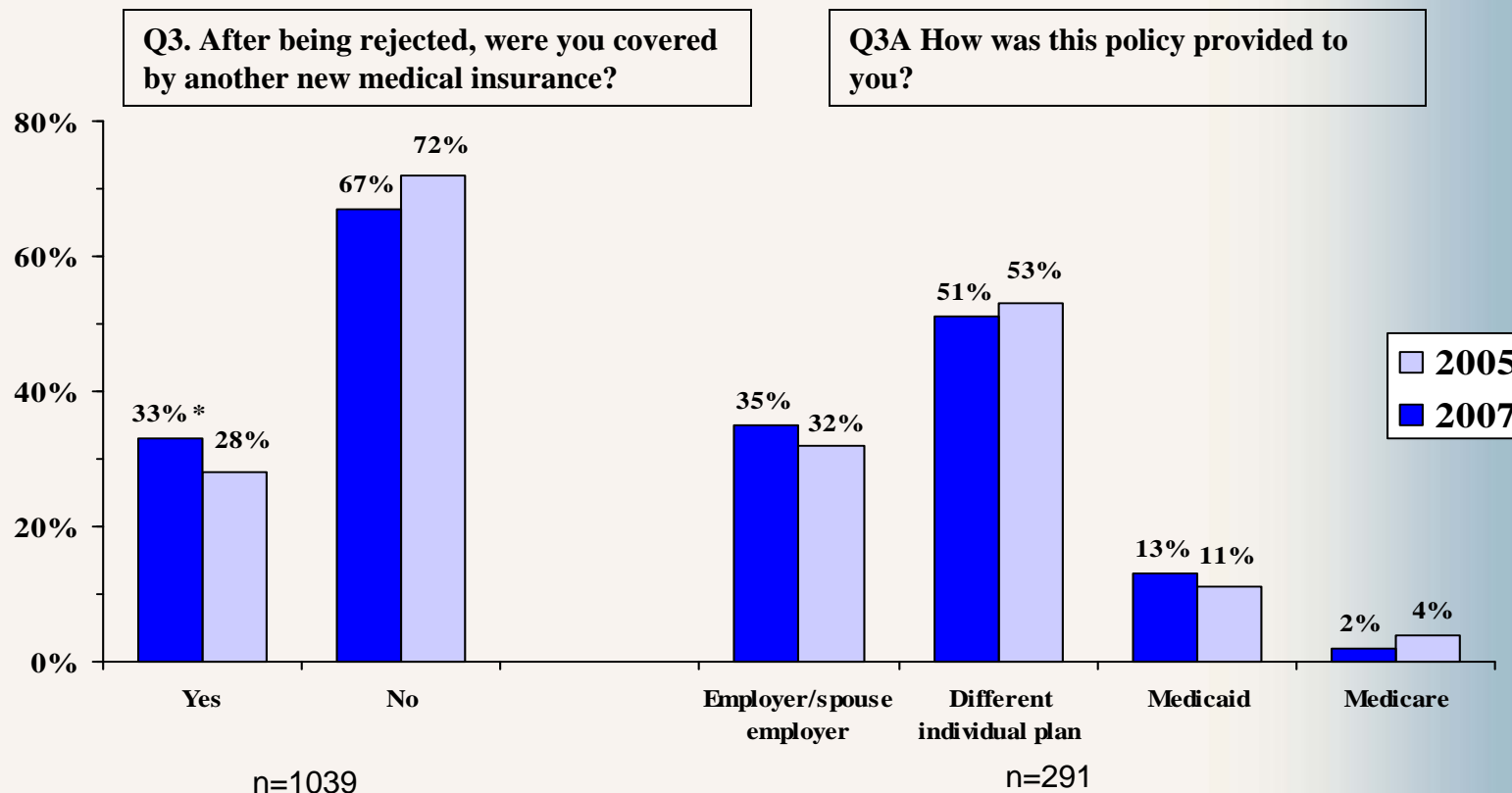
# New insurance coverage after being rejected

The one in three who obtained new medical coverage after being rejected obtained this coverage through a health plan listed below. About one-third (35%) obtained coverage through their employer or the employer of a family member, while half (51%) were able to get a different individual plan. Thirteen percent were covered by Medicaid and 2% by Medicare. Larger households were more likely to find other insurance.



# New insurance after being rejected

The one in three who obtained new medical coverage in 2007 after being rejected is significantly higher than the 28% level in 2005. The type of new policy was about the same in both years, with about half getting new individual plans, one-third group plans, just over 10% Medicaid and a small number with Medicare. Larger households were significantly more likely to find other insurance in 2007. About 44% who had four or more household members obtained new insurance compared to 26% with only one member.



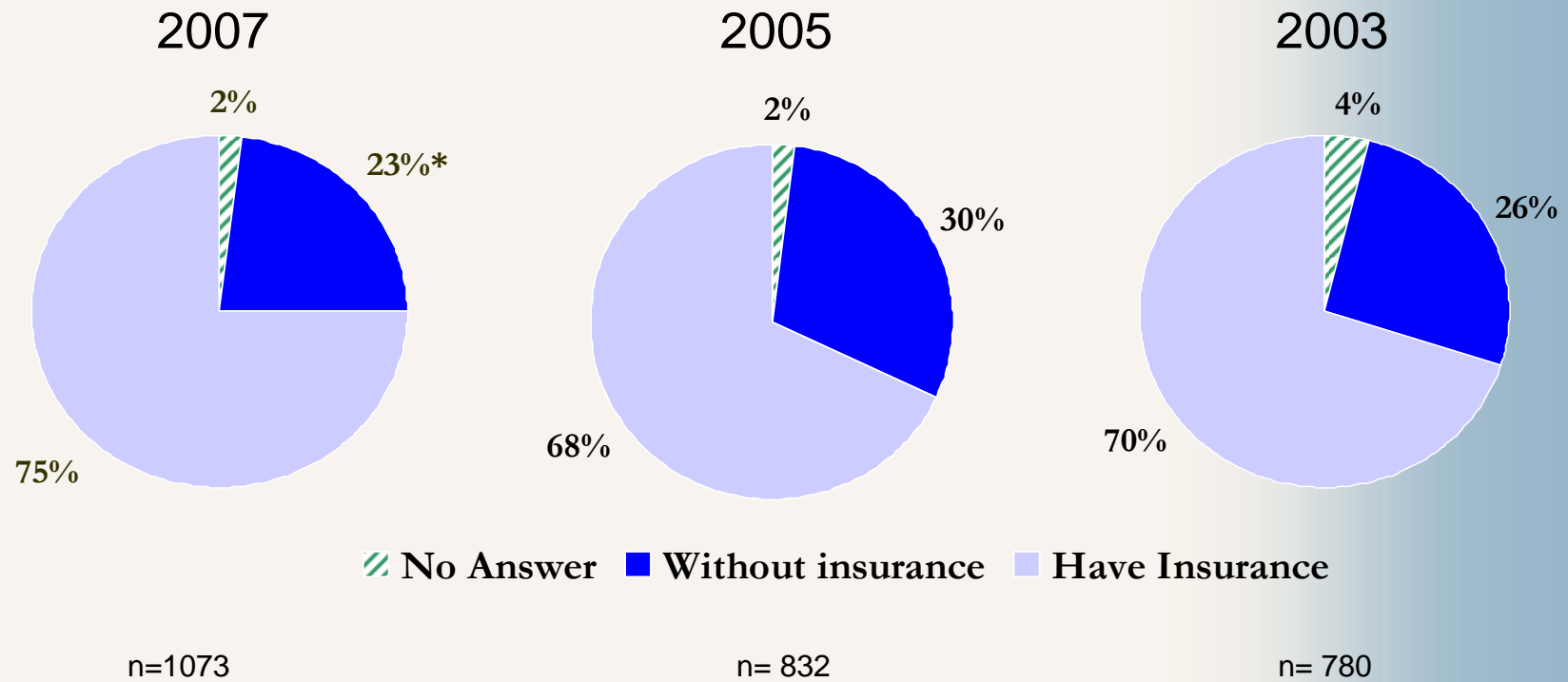
\* = Statistically significant change

# Current health insurance status

Less than one of four (23%) have no health insurance now, a significant drop from the 30% level in 2005.

Higher income respondents are more likely to be insured now. More than eight of ten (83%) who earn >\$36K per year are insured compared to 66% with annual incomes below \$18K. This is a statistically significant difference.

Q4. Do you have any health insurance right now?

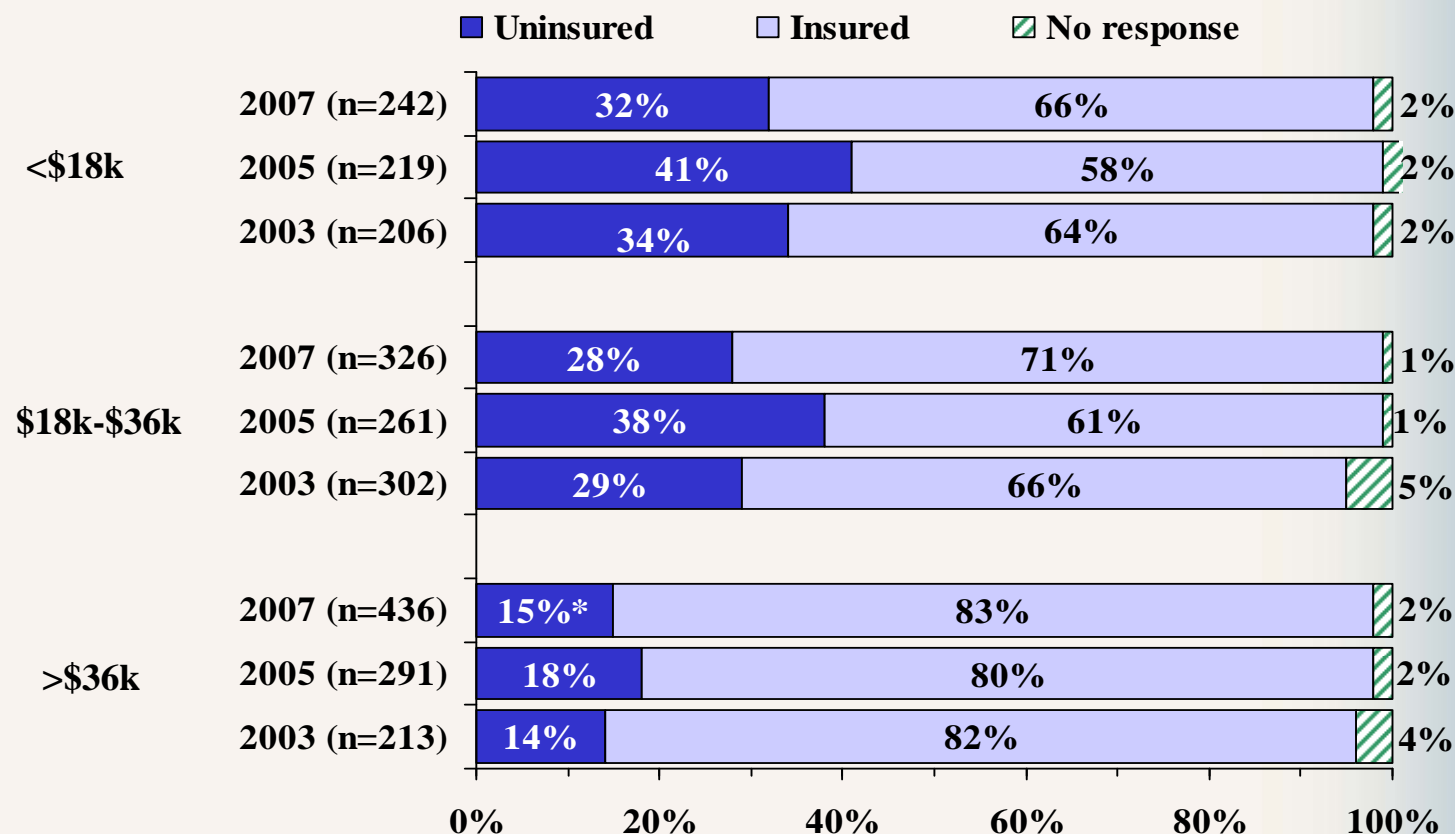


\* = Statistically significant difference

# Health insurance status by income

Lower income respondents were more likely to be uninsured. The difference between the two lower income groups and the >\$36k group is significant.

Q4. Do you have any health insurance right now?

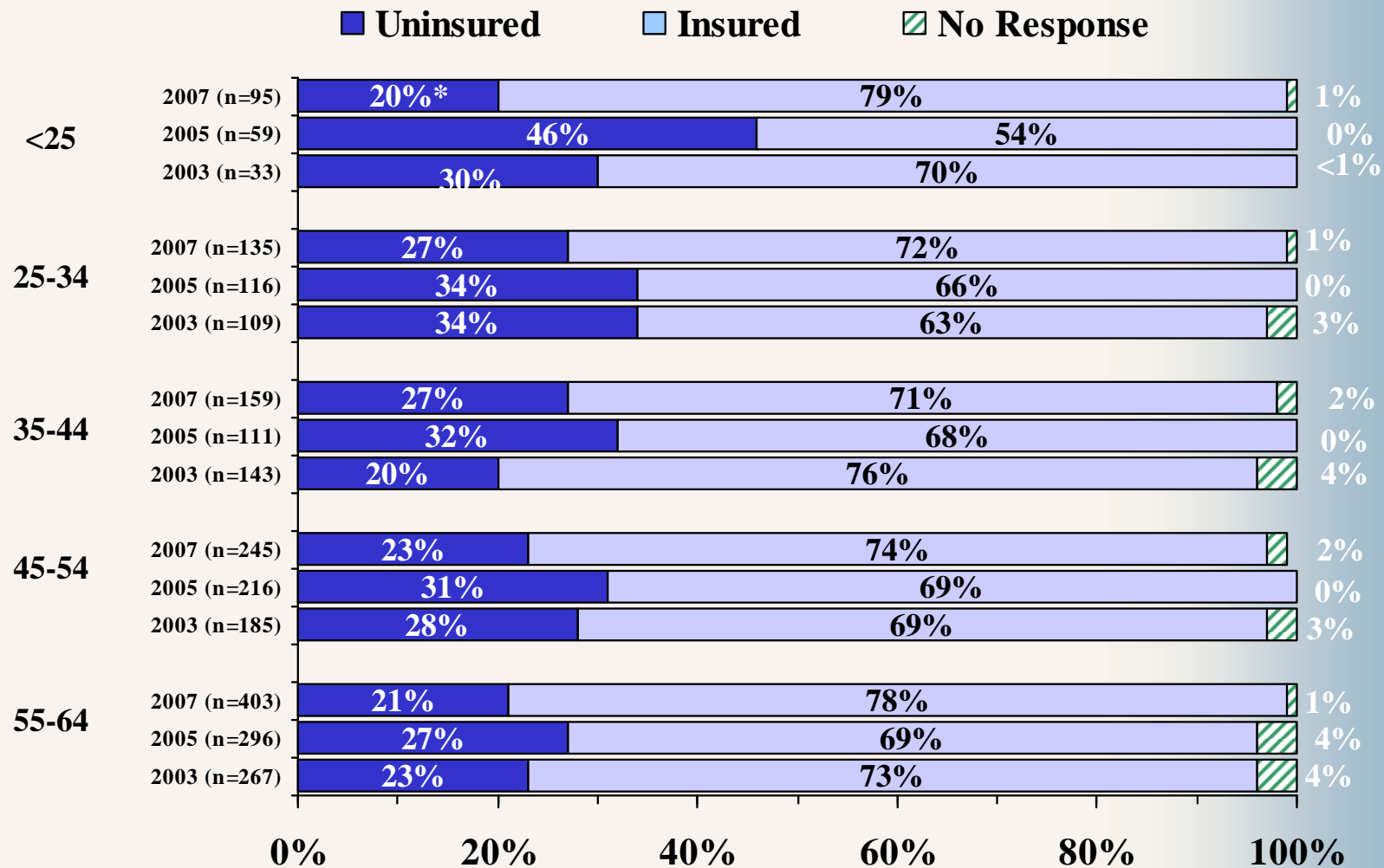


\* = Statistically significant difference from low income group

# Health insurance status by age

There were no significant differences in the proportion of uninsured by age in 2007. The proportion of uninsured under age 25 is significantly lower in 2007.

Q4. Do you have any health insurance right now?



\*=down significantly since 2005

# Reasons why some respondents are not insured

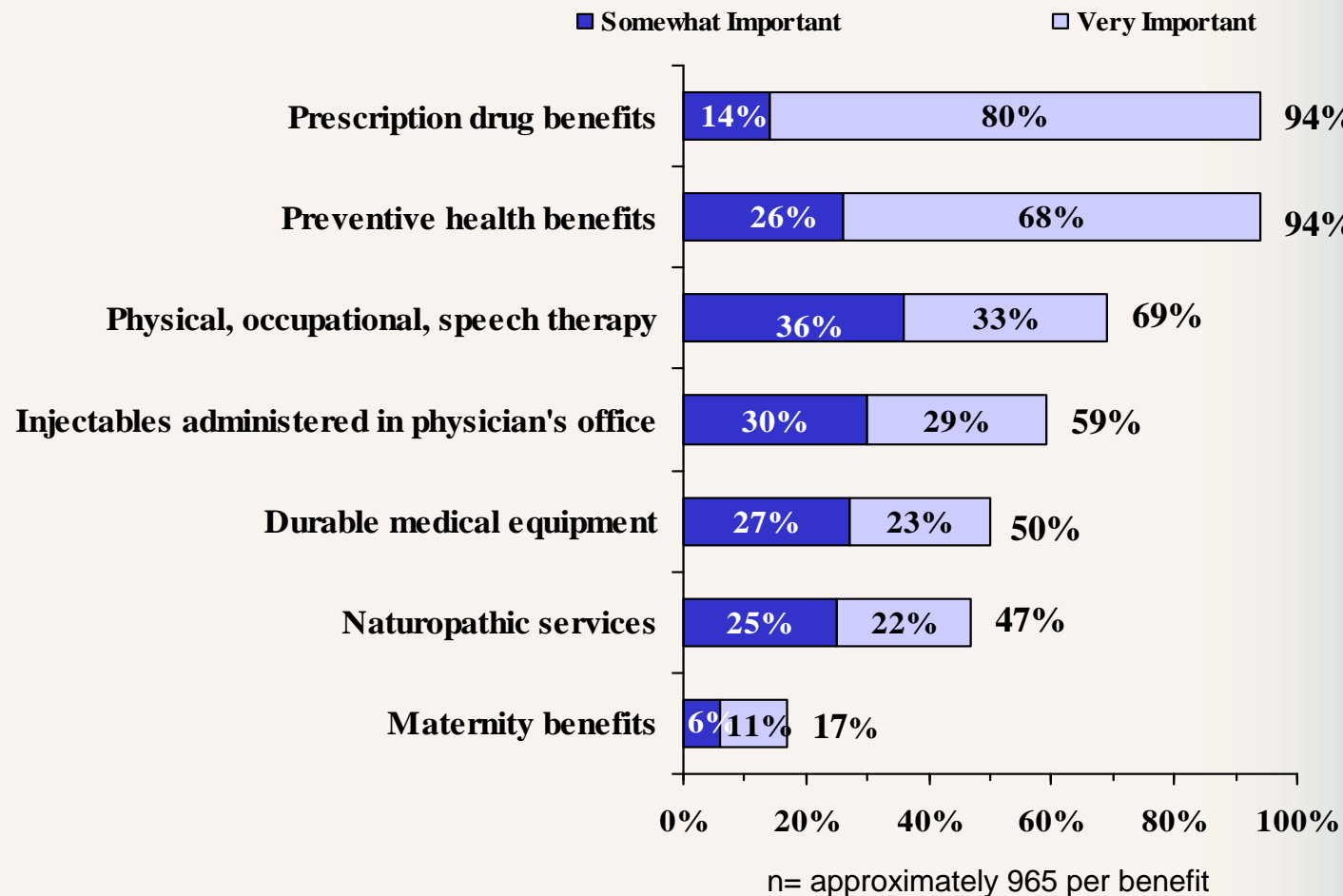
Q4b. Check the reason for not having health insurance right now.

Why not insured by WSHIP	2007	2005	2003
WSHIP too expensive	58%	60%	66%
Unaware of high risk pool availability or eligibility	24%	26%	31%
WSHIP application process was too confusing/ difficult			
■ General	13%	13%	NA
■ Didn't understand material	10%	8%	7%
■ Cumbersome process	13%	9%	7%
■ Too much info required on application	7%	5%	4%
■ Other	10%	11%	7%
Obtained health care another way	10%	9%	8%
Prefer being uninsured than to be in public program	3%	2%	2%
Don't need insurance now	2%	1%	1%
	(226)	(231)	(190)



# Importance of keeping each of the following benefits in a future health plan

Respondents were asked how important it is to keep each of these benefit features in their health plan. Prescription drug benefits and preventive health benefits were rated the most important.



## Summary & Conclusions

- **Received WSHIP materials-** Nearly nine of ten applicants for individual insurance who were denied coverage (88%) said they received a brochure and application from WSHIP. The 12% who say they did not receive WSHIP materials is about the same as in 2005 (14%).
- **Insurance coverage when applied for individual policy-** Nearly half (54%) who were denied coverage in 2007 were covered by another plan. Most who had coverage were insured by a plan through work (51%) or another individual policy (42%). More than half of these people (54%) still have that policy and most of these respondents have the option to continue to renew that policy.
- **New insurance plan-** After being rejected, one of three (33%) found coverage through a new health plan. About half of these are individual plans, 35% are group plans, 13% are Medicaid, and 2% are Medicare.

## Summary & Conclusions (Cont.)

- **Percent currently covered**- Three of four respondents (75%) are currently covered, 23% are uninsured, and 2% gave no answer. The proportion of uninsured has dropped significantly from the 30% level in the 2005 survey. Respondents earning less than \$36K per year are more likely to be uninsured.
- **Reasons for being uninsured**- The main reason for not currently having health insurance is that WSHIP is too expensive (52%). Another 22% were not aware that the high risk pool is available or that they were eligible, and 12% say the WSHIP application process is too cumbersome.
- **Most Important benefit features**- Prescription benefits and preventive health benefits were the most important types of coverages in respondents' health plans (94% each). Physical, occupational, speech therapy was a distant third (69%), followed by injectables administered at the doctor's office (59%).
- Maternity benefits (17%), naturopathic services (47%) and durable medical equipment (50%) are the more expendable types of coverages for these respondents.