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Secretary Dudek: More than 77 Percent of Florida Medicaid Long-term Care Patients Have Experienced an Improved Quality of Life

~ Continues Trend of High Consumer Satisfaction Across the Statewide Medicaid Managed Care Program ~

TALLAHASSEE, Fla. – Today, the Agency for Health Care Administration (AHCA) announced that 77.4 percent of respondents to a consumer satisfaction survey have seen an improved quality of life since enrolling in their Long-term Care (LTC) plan.

Elizabeth Dudek, Secretary for AHCA said, “Enrollees in the Long-term Care program tend to be among Florida’s most vulnerable citizens, and we are committed to providing the best possible care for the disabled and the elderly. It is comforting to know that the vast majority of those enrolled in the program, more than 77 percent, have seen their quality of life improve, and we will continue working to provide better health care for Florida families. Florida’s Medicaid program is currently operating at the highest level of quality in its history, and is doing so at a substantial per person savings to Florida’s taxpayers.”

The annual survey was developed by a team from both AHCA and the Department of Elder Affairs (DOEA). In addition to questions about their overall quality of life, enrollees also rated the quality of their plan, services received and their case manager:

- 77.4 percent of respondents reported that their quality of life had improved since enrolling in their LTC plan.
- 79.7 percent of respondents rated their LTC plan an 8, 9 or 10.
- 83.4 percent of respondents reported it is usually or always easy to get in contact with their case manager.
- 84.4 percent of respondents rated their case manager an 8, 9 or 10.
- 90 percent of respondents reported their LTC services are usually or always on time.
- 83.3 percent of respondents rated their LTC service an 8, 9 or 10.



- 59.5 percent of respondents reported that their overall health had improved since enrolling in their LTC plan.

These numbers come on the heels of recently released National Committee for Quality Assurance (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS) data which showed the Statewide Medicaid Managed Care (SMMC) program is delivering the [highest level of care in program history](#).

In addition to the SMMC's HEDIS scores, a Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey revealed that consumer satisfaction numbers for Florida's Managed Medical Assistance (MMA) program had reached exceptional levels. Eighty-nine percent of parents that participated in the CAHPS survey indicated that their children usually or always find it easy to get care quickly and 81 percent have high overall plan satisfaction. A snapshot with more details on the quality of the programs is available on [AHCA's website](#)

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The Agency for Health Care Administration is committed to better health care for all Floridians. The Agency administers Florida's Medicaid program, licenses and regulates more than 48,500 health care facilities and 45 health plans and publishes health care data and statistics at www.FloridaHealthFinder.gov. Additional information about Agency initiatives is available via [Facebook \(AHCAFlorida\)](#), [Twitter \(@AHCA_FL\)](#) and [YouTube \(/AHCAFlorida\)](#).