

# Member Satisfaction Survey

## **Description**

Annually, South Country Health Alliance (South Country) formally evaluates member satisfaction with care coordination services and with South Country as their health plan by obtaining feedback from members through a mailed survey. Members included in the survey were enrolled in SeniorCare Complete (MSHO), AbilityCare for 2025.

South Country uses results from the Care Coordination Satisfaction Survey to analyze the effectiveness of care coordination and health plan services and identify opportunities for improvement.

## **Process**

A random sample of members were selected using a statistically valid sampling process that considered the following factors: population size, confidence interval and confidence level. Surveys were mailed to members who resided within all seven counties that South Country served in 2025. The survey included a cover letter that listed the respective members' care coordinator, to help identify the members whose services South Country would like evaluated. All member surveys were mailed on September 26, 2025, with a requested return date of November 1, 2025. South Country mailed out a second survey on October 31, 2025, to those who did not return the first survey by the requested return date. South Country accepted survey responses until December 15, 2025.

The 2025 survey was divided into three sections. The first section focused on the evaluation of the care coordinator and the members' overall satisfaction with their care coordinator. Included in that section is a question as to whether the care coordinator recommended preventive services to the member. The second section of the survey included questions as to the various other services the member was receiving, such as hospital services, dental services, clinic services and the members' overall rating of the health plan. The last section focused on social determinants of health, asking members to comment on different aspects of their life and how often they feel a certain way in response to the questions.

To ensure that all the responses were reviewed, all returned surveys were entered to see if any question received a response. For this reason, each question will have different response rates, but percentages will be based on all entered surveys.

## **Analysis**

The response rate from members in the SeniorCare Complete program increased by 7% (from 129 in 2024 to 143 in 2025.) However, the response rate from members in the AbilityCare decreased by 2% (from 88 in 2024 to 87 in 2025). Below are the details of our Medicare and Medicaid product member response rates for the past three years.

Medicare Care Coordination Satisfaction Survey Member Response Rates						
	2023		2024		2025	
Product	Returned / Sent	Response Rate	Returned / Sent	Response Rate	Returned / Sent	Response Rate
SeniorCare Complete (MSHO: Seniors)	112 / 305	37%	129 / 284	45%	143 / 274	52%
AbilityCare	59 / 219	27%	88 / 204	43%	87 / 212	41%
Medicare Overall Response Rate	171 / 524	33%	217 / 488	45%	230 / 486	47%

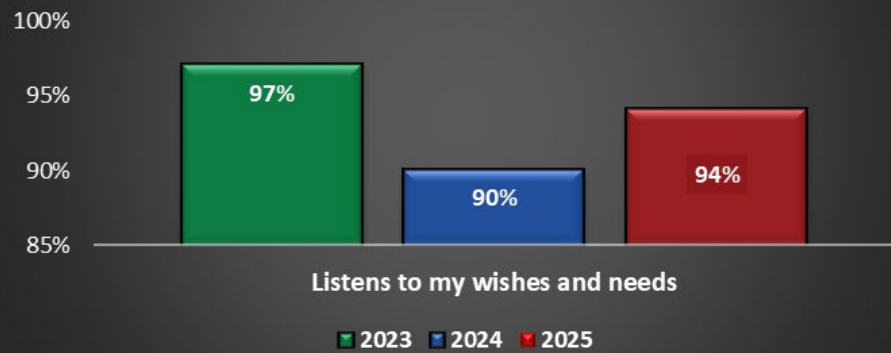
Questions in the care coordinator performance domain directly correlate to the performance of the member’s care coordinator. Overall, members responded positively with either an “Excellent,” “Very Good,” or “Good” rating related to the care coordination services they received. As noted in the chart below, South Country received the highest scores for care coordinators treating members with respect and dignity and listening to their wishes and needs.

Care Coordinator Performance	SeniorCare Complete	AbilityCare	Overall
Treats me with respect and dignity	133 / 143 93%	85 / 87 98%	218 / 230 95%
Listens to my wishes and needs	132 / 143 92%	84 / 87 97%	216 / 230 94%
Gives me choices concerning my health care, providers, and services	130 / 143 91%	84 / 87 97%	214 / 230 93%
Follows through on actions requested by me	130 / 143 91%	84 / 87 97%	214 / 230 93%
Answers my questions	130 / 143 91%	84 / 87 97%	214 / 230 93%
Provides a timely response to my calls (within 2 business days)	128 / 143 90%	82 / 87 94%	210 / 230 91%
Provides me with resources that are helpful	129 / 143 90%	81 / 87 93%	210 / 230 91%

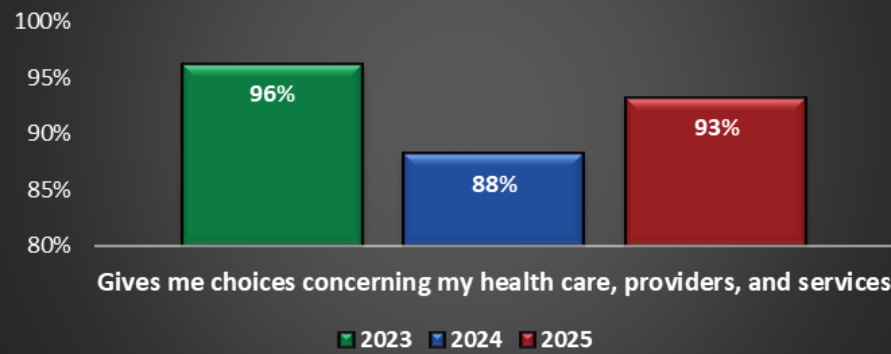
### Care Coordination Satisfaction Member Survey Results



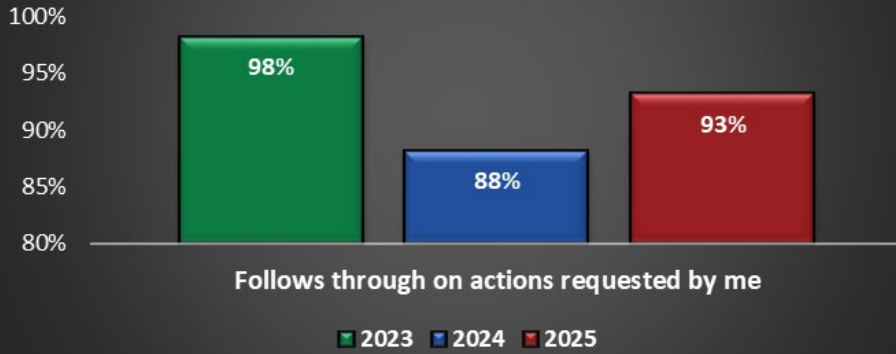
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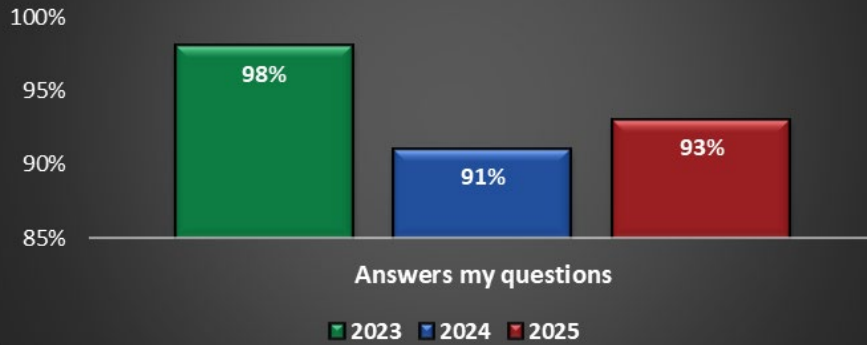
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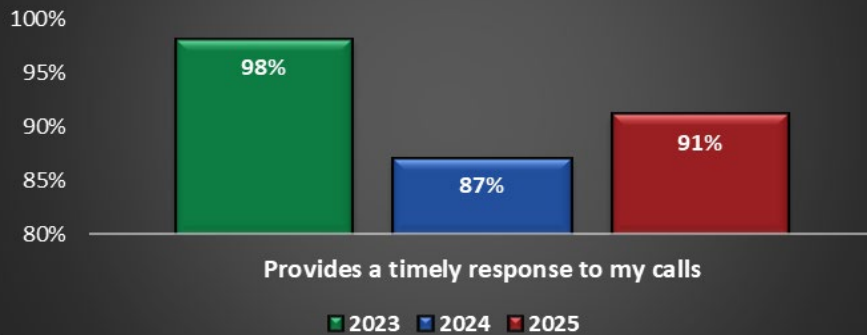
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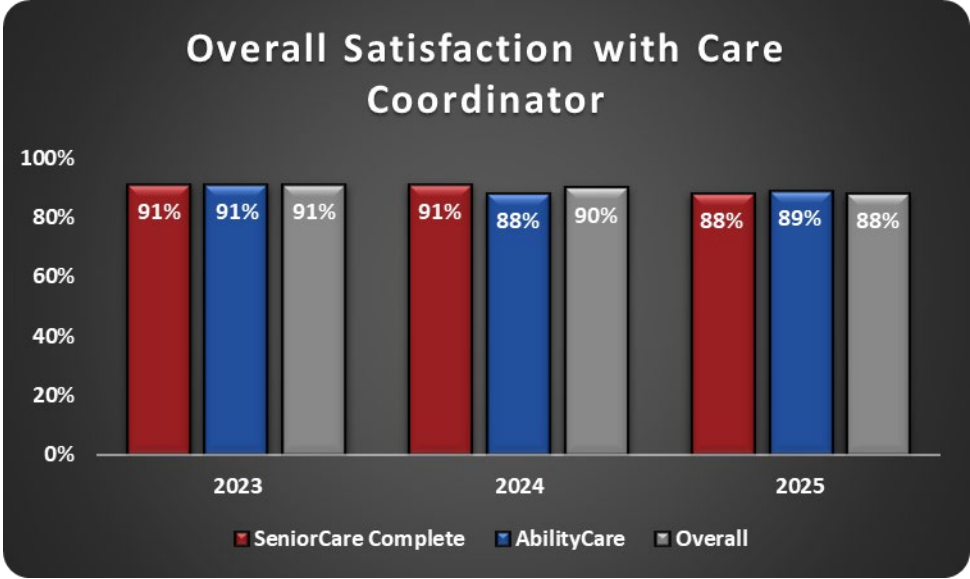


Using the member’s perspective, to gain a frequency of interaction between members and their care coordinator, South Country asked how often do you talk to or see your care coordinator. Care coordinators are required to follow up with members at least every three months if they have an active care/support plan or annually if the member does not have an active care/support plan. Overall, twenty-four percent of the members shared that they talk with or see their care coordinators every three months. Twenty-one percent shared they talk or see their care coordinator every six months, while twelve percent shared, they talk with or see their care coordinator yearly.

Care Coordination Satisfaction Member Survey Results						
How often do you talk or see your care coordinator?						
	Weekly	Monthly	Every Other Month	Every Three Months	Every Six Months	Yearly
SeniorCare Complete	9 / 143 6%	25 / 143 17%	18 / 143 13%	37 / 143 26%	24 / 143 17%	17 / 143 12%
AbilityCare	3 / 87 3%	16 / 87 18%	11 / 87 13%	19 / 87 22%	25 / 87 29%	10 / 87 11%
Overall	12 / 230 5%	41 / 230 18%	29 / 230 13%	56 / 230 24%	49 / 230 21%	27 / 230 12%

SeniorCare Complete and AbilityCare members were asked about their overall satisfaction with their care coordinator. The table below shows the product breakdown for members who stated they were “Overall Satisfied” or “Very Satisfied” with their care coordinator. The overall satisfaction rating was 90% last year and is now 88%, a slight decrease of 2% from the previous year.

Care Coordinator Performance	SeniorCare Complete	AbilityCare	Overall
Overall Satisfaction with Care Coordinator	126 / 143 88%	77 / 87 89%	203 / 230 88%



One question was asked to learn whether members felt that they were educated and encouraged by their care coordinator to complete a preventive service. When asked whether their care coordinator recommended preventive services, most members surveyed provided a “Yes” response. The percentage of “Yes” responses remained the same as the previous year (2024) at 76%. (84% responded “Yes” in 2023).

Response	SeniorCare Complete	AbilityCare	Overall
Yes	109 / 143 76%	65 / 87 75%	174 / 230 76%
No	22 / 143 15%	17 / 87 20%	39 / 230 17%

Our performance target for member satisfaction with South Country as their plan is 95%. In 2025, 87% of members surveyed responded that that their overall satisfaction with South Country was “Excellent” or “Very Good.” This is a positive increase of 2% from 2024.

Response	SeniorCare Complete	AbilityCare	Overall
Excellent	80 / 143 56%	50 / 87 57%	130 / 230 57%
Very Good	46 / 143 32%	25 / 87 29%	71 / 230 31%
Good	14 / 143 10%	10 / 87 11%	24 / 230 10%
Fair	1 / 143 1%	1 / 87 1%	2 / 230 1%
Poor	0 / 143 0%	0 / 87 0%	0 / 230 0%

The next group of questions are related to overall member satisfaction with specific services: dental services, pharmacy services, clinical services including their personal doctor, mental health services, and hospital services. South Country has worked over the years to increase access to dental services for our members, but this remains a statewide issue with limited providers willing to see Medicaid members. South Country has an increased payment set up for dental providers within our servicing counties. We also have dental care coordination services through Delta Dental of Minnesota. This team specifically helps to connect members to dental services when barriers are identified. South Country has also increased our focus area on the importance of mental health services and our behavioral health professionals are working on different initiatives to improve member access in this area. However, dental services and mental health services remain the lowest percentages overall.

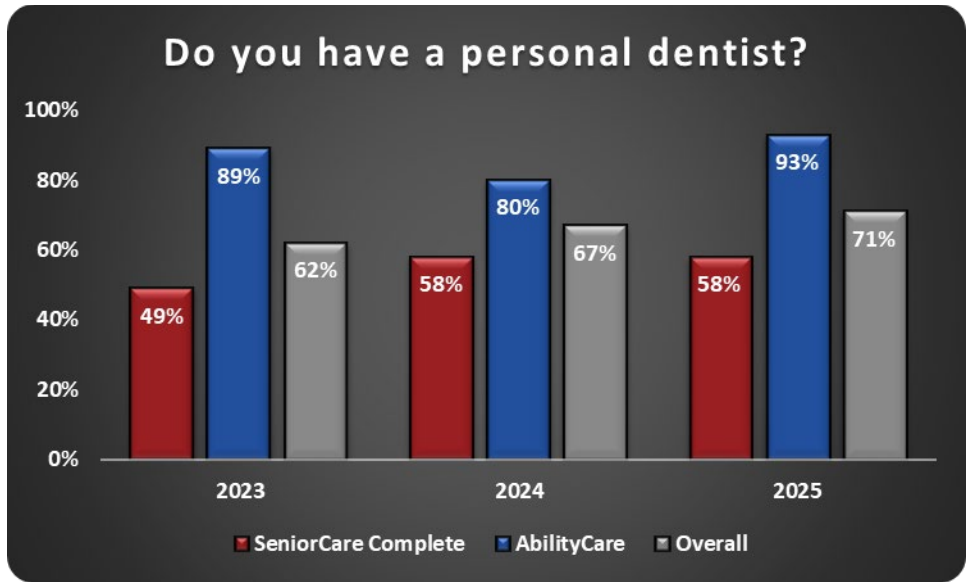
The table below reflects member satisfaction with services to include the “Very Satisfied” and “Satisfied” responses as positive responses. If a member did not respond to the question or marked N/A as they did not use the service, the response was not counted in the table below.

Service Type	SeniorCare Complete	AbilityCare	Overall
Dental services	91 / 143 63%	65 / 87 75%	156 / 230 68%
Pharmacy services	132 / 143 92%	80 / 87 92%	212 / 230 92%
Clinic services (including their personal doctor)	129 / 143 90%	78 / 87 90%	207 / 230 90%
Mental health services	92 / 143 64%	65 / 87 75%	157 / 230 68%
Hospital services	109 / 143 76%	63 / 87 72%	172 / 230 75%

The next two questions in the survey were regarding having a personal dentist and if the member’s care coordinator discussed going to the dentist. The data shows that on average more AbilityCare members say they have a personal dentist than SeniorCare Complete members. Although SeniorCare Complete remained steady at 58% of members who replied “Yes” to having a personal dentist, AbilityCare had an increase of 13%. This resulted in an overall increase of 10% from the previous year for our Medicare members.

Additionally, more AbilityCare members (69%) had conversations with their care coordinator about seeing a dentist than SeniorCare Complete members (48%).

Response	SeniorCare Complete	AbilityCare	Overall
Yes	83 / 143 58%	81 / 87 93%	164 / 230 71%
No	47 / 143 33%	3 / 87 3%	50 / 230 22%



Response	SeniorCare Complete	AbilityCare	Overall
Yes	68 / 143 48%	60 / 87 69%	128 / 230 56%
No	56 / 143 39%	18 / 87 21%	74 / 230 32%

### Social Determinants of Health

The last section of the survey focused on questions regarding the social determinants of health. The questions asked are listed below.

In the past year, have you, or any family members you live with, been unable to get any of the following?

- Food
- Clothing
- Utilities (gas, water, electric services)
- Childcare
- Medicine or any health care (medical, dental, mental health, vision)
- Phone
- Other

In addition, members were asked the following questions:

- Are you worried about losing your housing?
- Do you have trouble finding or paying for transportation?
- Do you feel lonely or isolated from those around you?

Members could respond to these questions with “Yes,” “No” or “N/A.”

	Social Determinants of Health All SeniorCare Complete and AbilityCare Members					
Question	Yes		No		N/A	
In the past year, have you or any family members you live with been unable to get food?	48 / 230	21%	167 / 230	73%	15 / 230	7%
In the past year, have you or any family members you live with been unable to get clothing?	42 / 230	18%	170 / 230	74%	18 / 230	8%
In the past year, have you or any family members you live with been unable to get utilities (electric, gas, water etc.)?	39 / 230	17%	168 / 230	73%	23 / 230	10%
In the past year, have you or any family members you live with been unable to get childcare?	5 / 230	2%	158 / 230	69%	67 / 230	29%
In the past year, have you or any family members you live with been unable to get medicine or health care?	44 / 230	19%	161 / 230	70%	25 / 230	11%
In the past year, have you or any family members you live with been unable to get a phone?	42 / 230	18%	167 / 230	73%	21 / 230	9%
Are you worried about losing your housing?	9 / 230	4%	205 / 230	89%	16 / 230	7%
Do you have trouble finding or paying for transportation?	19 / 230	8%	198 / 230	86%	13 / 230	6%
Do you feel lonely or isolated from those around you?	19 / 230	8%	198 / 230	86%	13 / 230	6%

## Next Steps

South Country has demonstrated improvements in several member-reported areas. We will continue to focus on the responsiveness of care coordinators to members and the importance of preventive services. Some interventions South Country will work on are:

- We will review the survey responses with the care coordination supervisors and discuss ways to impact improvement in responsiveness to members as well as the importance of preventive services;
- We will provide training for new and current care coordinators as needed throughout the year to ensure they understand South Country's care coordination model and the importance of following up with members and preventive services;
- We will monitor the decrease in member overall satisfaction with the next survey to determine if a deeper dive is warranted;
- We will continue educating about the importance of dental care; and
- We will continue educating about the importance of mental health care.