

# A Survey of Seniors on Their Medicare Part D Preferred Pharmacy Network Plan

*Key findings from quantitative research conducted September 2014  
for*

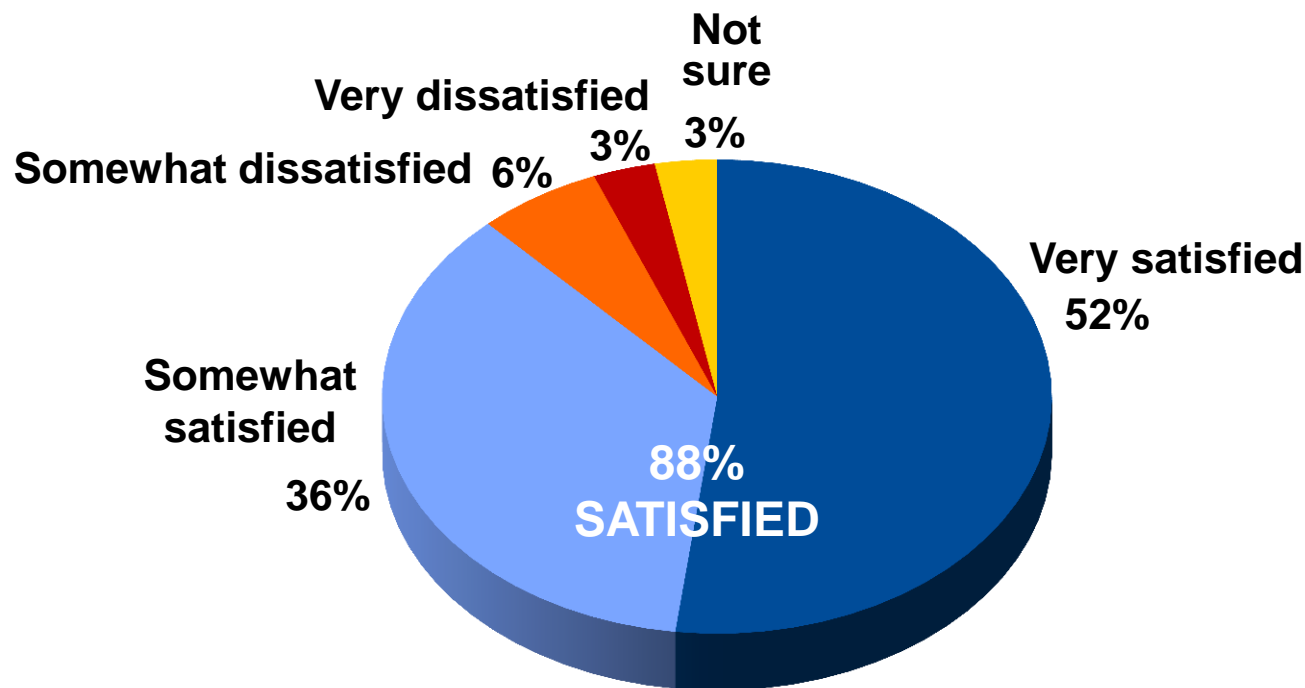
**PCMA**  
PHARMACEUTICAL CARE  
MANAGEMENT ASSOCIATION

# Methodology

- National survey among 453 Medicare beneficiaries enrolled in a Medicare Part D Preferred Pharmacy Network plan
- Survey conducted September 11 – 15, 2014
- Margin of error =  $\pm 4.6$  percentage points among all enrollees, higher for subgroups

# Seniors are overwhelmingly satisfied with their preferred pharmacy prescription drug plans.

*Generally speaking, how do you feel about your Medicare Part D prescription drug plan?*

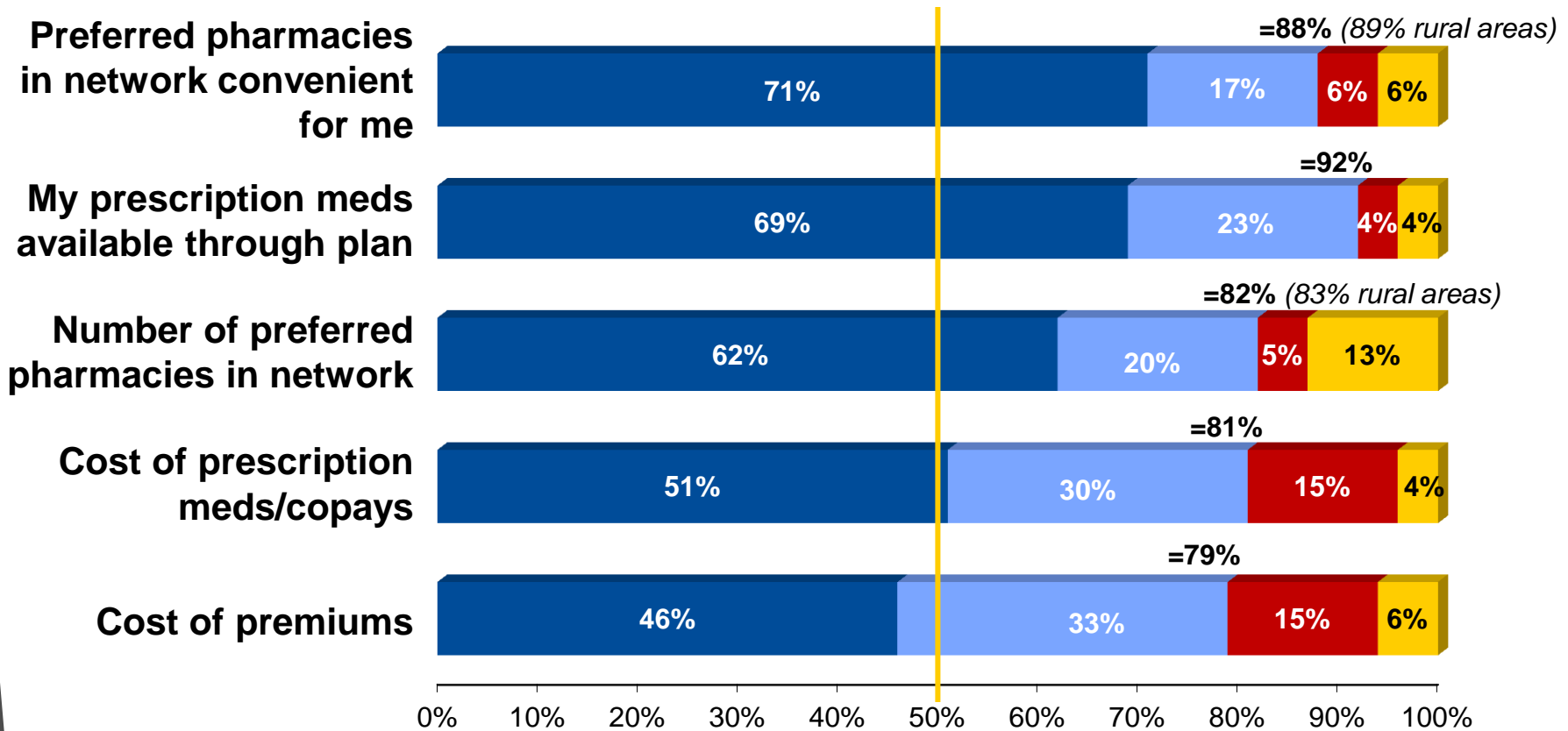


# Satisfaction is high across the board.

## *Satisfaction With My Medicare Part D Preferred Pharmacy Network Plan:*

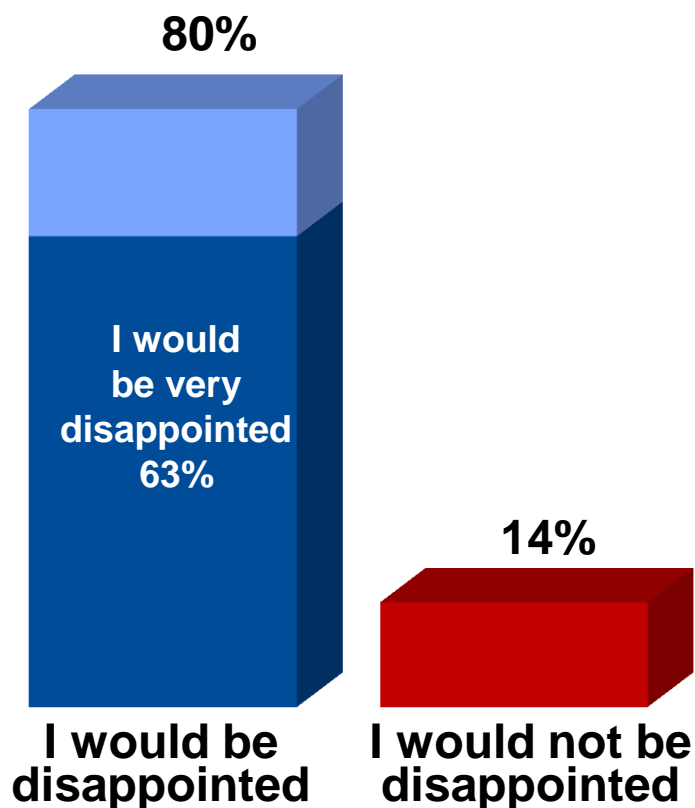
	<b>Satisfied</b>	<b>Dissatisfied</b>
<b>All Enrollees</b>	<b>88%</b>	<b>9%</b>
Men	87%	9%
Women	89%	8%
Age 65 to 69	85%	9%
Age 70 to 79	91%	7%
Age 80/over	86%	11%
Income under \$25K	87%	10%
Income \$25K to \$50K	90%	8%
Income over \$50K	91%	5%
Take 0-2 Rx medications	81%	11%
Take 3-5 Rx medications	94%	4%
Take 6 or more Rx medications	88%	12%
Live 2 miles or less from pharmacy	90%	7%
Live 3 miles or more from pharmacy	86%	11%
Urban area	86%	13%
Suburban area	91%	5%
Small town area	90%	5%
Rural area	84%	14%

Satisfaction is very high with many aspects of the plan, including number and convenience of preferred pharmacies, availability of medications, and copays/premiums.



**Four in five seniors will be disappointed if their plan is eliminated; two-thirds will be *VERY* disappointed.**

*If my current plan were eliminated:*



# Disappointment will be high across preferred pharmacy plan enrollees.

*If my current plan were eliminated, I would be:*

	<b>Disappointed</b>	<b>VERY disappointed</b>
<b>All Enrollees</b>	<b>80%</b>	<b>63%</b>
Men	76%	56%
Women	83%	68%
Age 65 to 69	83%	70%
Age 70 to 79	80%	64%
Age 80/over	77%	56%
Income under \$25K	81%	67%
Income \$25K to \$50K	81%	66%
Income over \$50K	81%	60%
Take 0-2 Rx medications	67%	52%
Take 3-5 Rx medications	86%	68%
Take 6 or more Rx medications	85%	67%
Live 2 miles or less from pharmacy	76%	60%
Live 3 miles or more from pharmacy	83%	67%
Urban area	82%	70%
Suburban area	79%	60%
Small town area	75%	60%
Rural area	83%	65%

# Higher costs is the most frequently cited reason that seniors will be disappointed if their plan is eliminated.

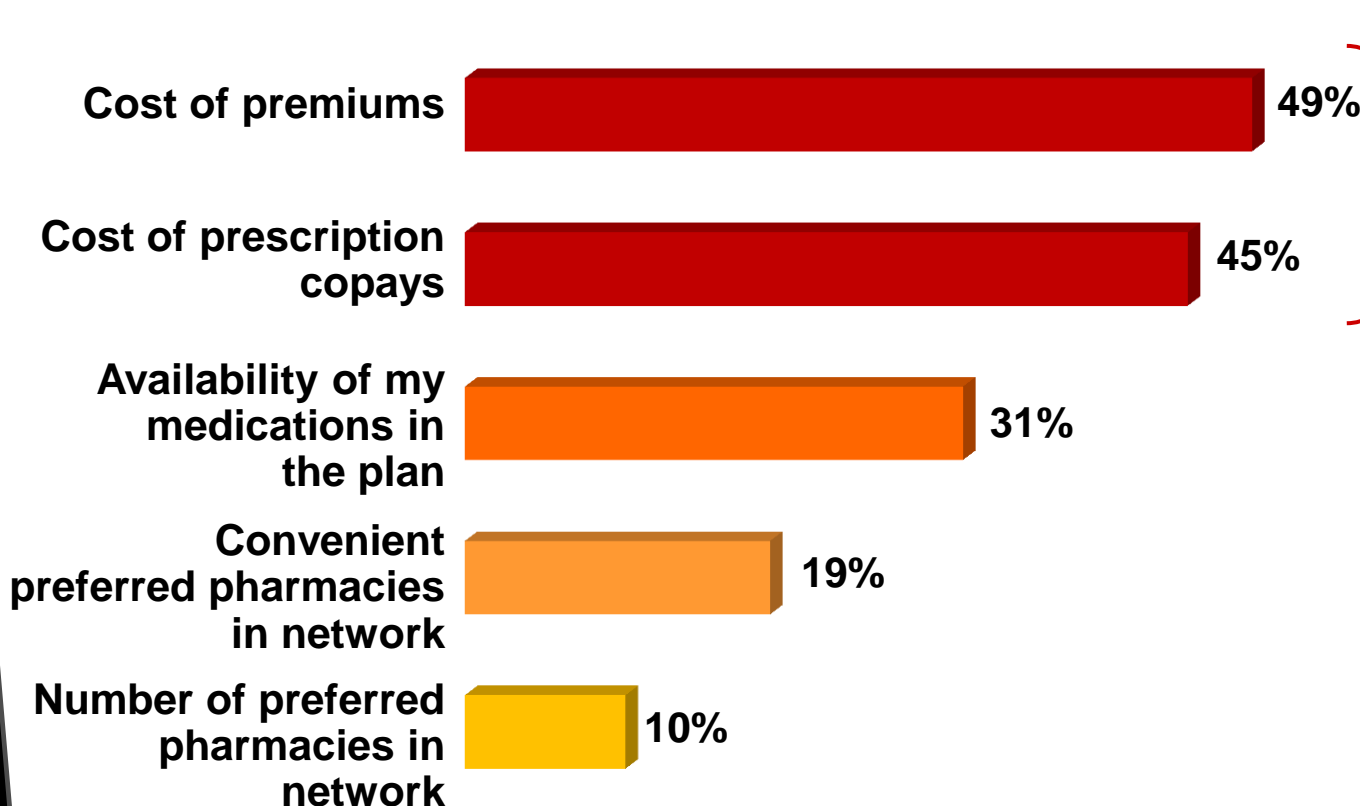
*Why would you feel disappointed if your current plan were no longer available to you?*

Aggregated Volunteered Responses	In Their Own Words
Concerns about cost, having to pay more 27%	<i>“I would miss the cost of my plan.”</i>
Medications are expensive, won't be able to afford medicines 17%	<i>“Because I wouldn't have any medications: I can't afford it.”</i>
Have to find new plan, do some research 11%	<i>“I feel like I worked all my life to get that.”</i>
Working well, good plan, happy with what insurance I have 9%	<i>“The plan that we have is satisfactory to us, and I don't know anything other than that.”</i>
Inconvenience, will miss convenience; familiar with how it works 8%	<i>“I would have to figure out something else; it takes a lot of time and it's not an easy thing to do, to get that information.”</i>
Feel bad about it, disappointed, will miss it, staying with current will be better than changing 5%	



# The cost of premiums and copays are the most important considerations for seniors in selecting their preferred pharmacy plan.

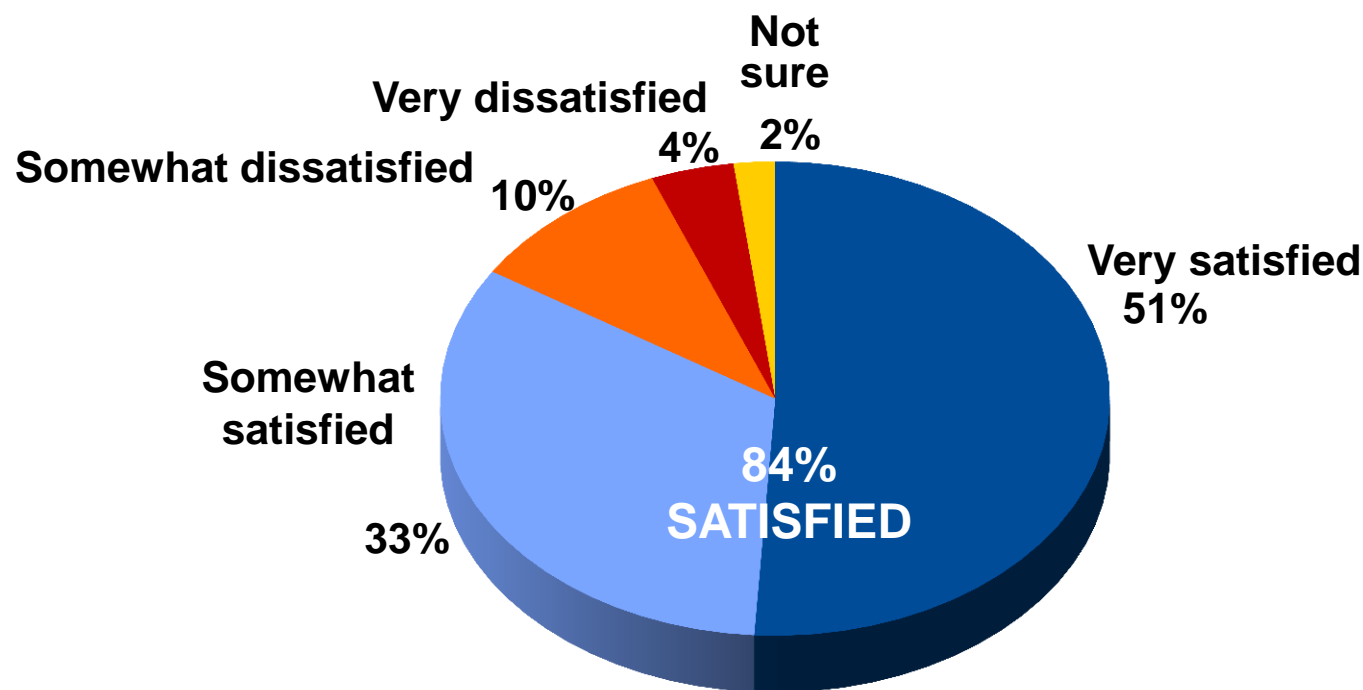
*These were my two most important considerations when I selected my current plan:*



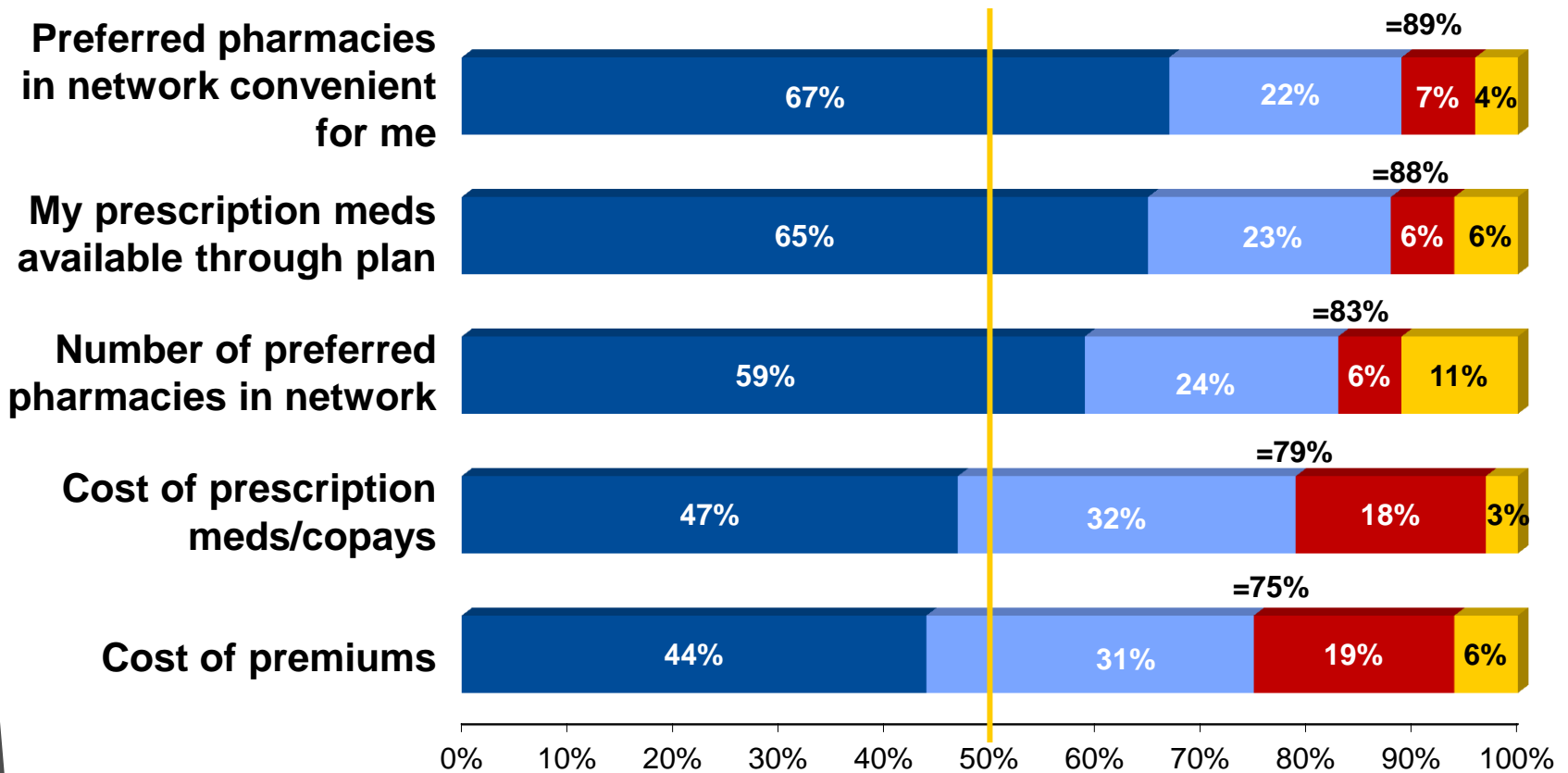
Cost is the top factor for all, regardless of income, age, number of medications they take, distance from their pharmacy, and the kind of community in which they live.

# Rural seniors are overwhelmingly satisfied with their preferred pharmacy prescription drug plans.

*Generally speaking, how do you feel about your Medicare Part D prescription drug plan?*

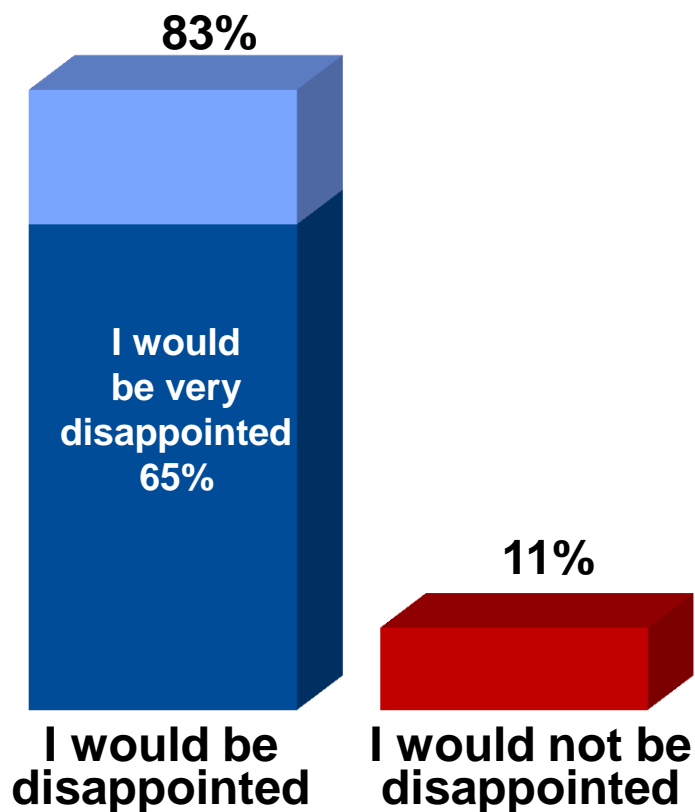


# Among rural seniors, satisfaction is very high with many aspects of the plan.



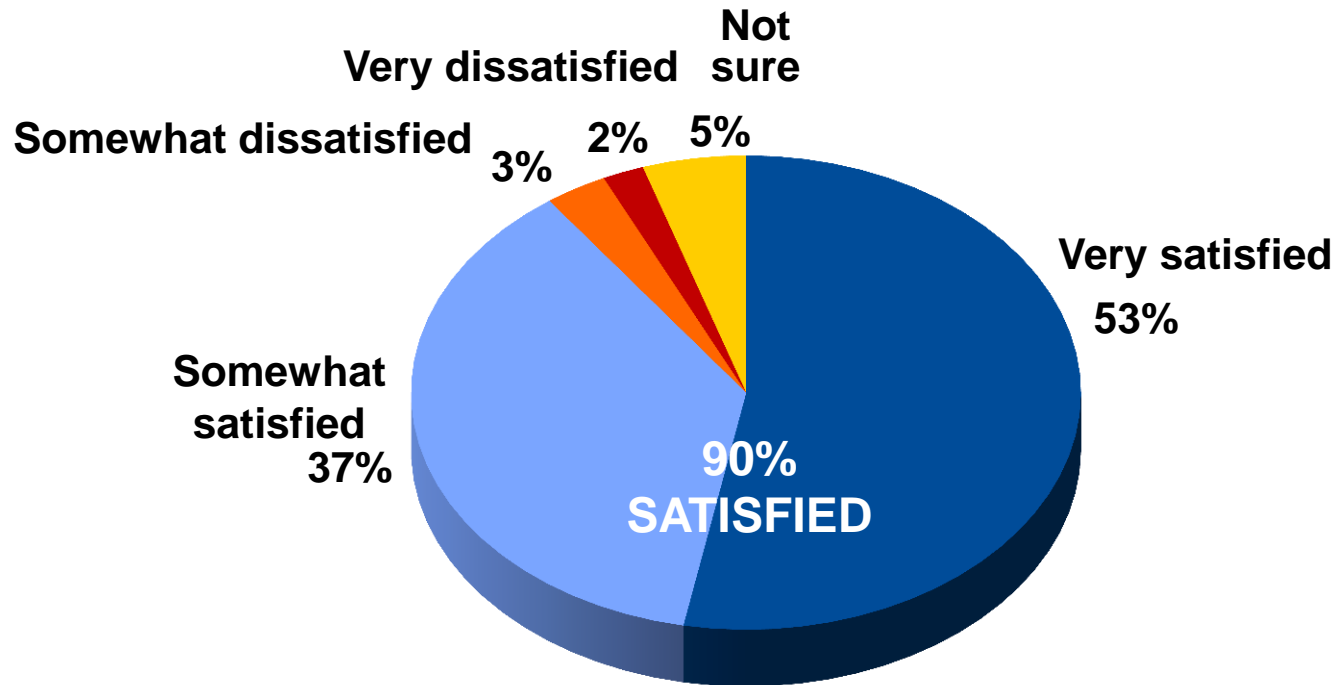
**Four in five rural seniors will be disappointed if their plan is eliminated; two-thirds will be *VERY* disappointed.**

*If my current plan were eliminated:*

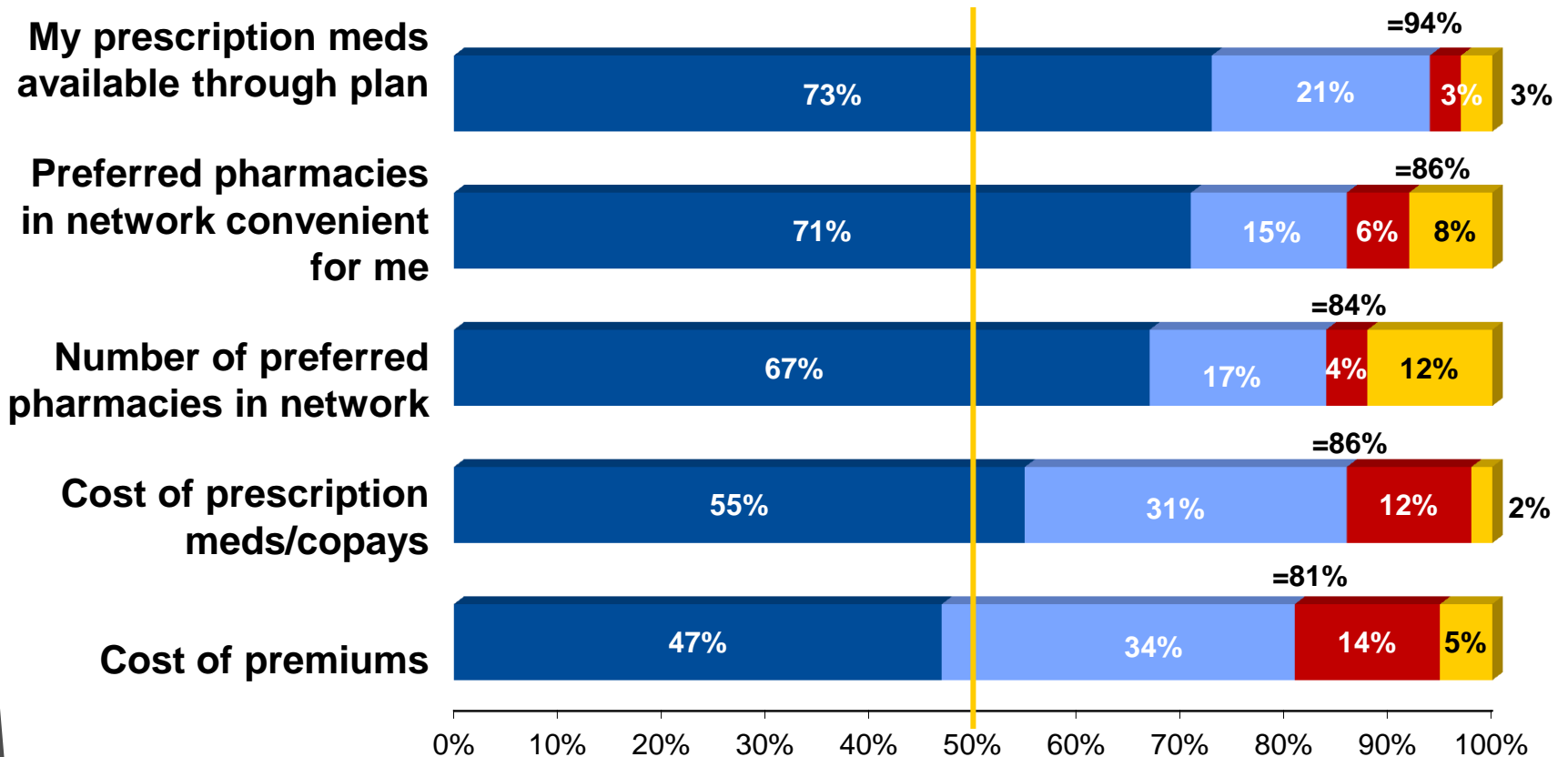


# Small town seniors are overwhelmingly satisfied with their preferred pharmacy prescription drug plans.

*Generally speaking, how do you feel about your Medicare Part D prescription drug plan?*



# Among small town seniors, satisfaction is very high with many aspects of the plan.



**Three in four small town seniors will be disappointed if their plan is eliminated; 60% will be *VERY* disappointed.**

*If my current plan were eliminated:*

