

Discussion of Qualitative Findings

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Goals

- To find out about newly insured minority populations in MA since very limited information is available
- To augment quantitative findings from BRFSS data since it does not offer a full explanation of why disparities in coverage persist



Methods

- Conducted four focus groups with newly insured individuals, including one conducted in Spanish and one with enrollment specialists from safety net providers
- 20 in-depth interviews with Hispanics from a variety of countries*
- Key informant interviews with state agencies and key stakeholder groups

* Funded by RWJF's New Connections Program



Results: Coverage

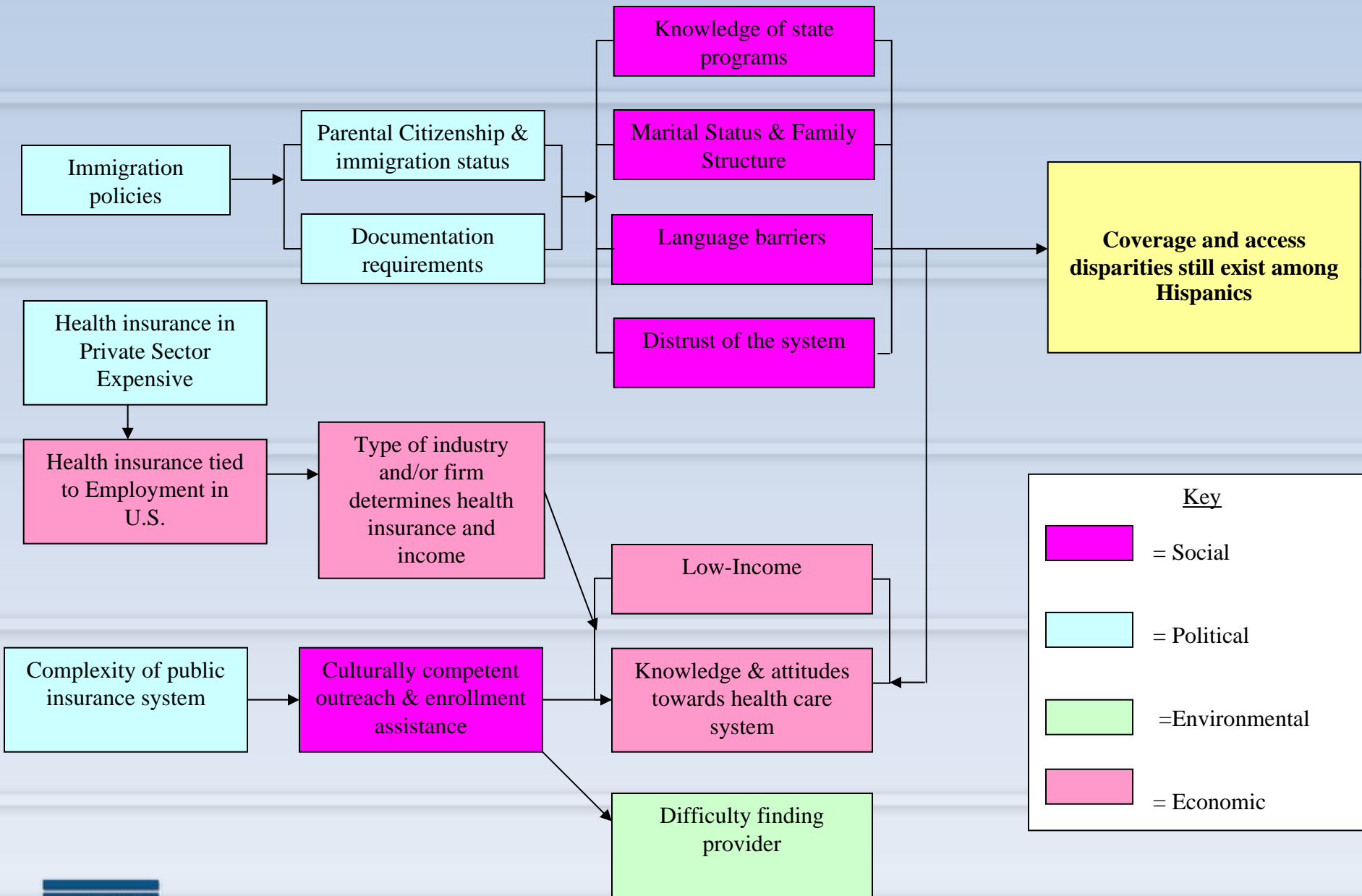
- Coverage disparities are affected by:
 - Familiarity with insurance mandate
 - Questions about affordability of coverage
 - Complexity of enrollment and re-enrollment process
 - Loss of employer-based insurance
- Decision to purchase and use health insurance is influenced by:
 - Attitudes towards coverage
 - Community-based organizations
 - Language differences



Results: Access

- Hispanics are less likely to find a provider
 - Long waits, changing doctors, doctors not accepting Medicaid patients
- Hispanics may have difficulty finding a provider due to language barriers
 - Concerns over confidentiality, interpreters
- Costs associated with finding a provider
 - Co-pays and premiums





Key

- = Social
- = Political
- = Environmental
- = Economic



Lessons

- Once Ch. 58 was mandated, people wanted to comply
- Coverage issues continue: individuals have a hard time enrolling on their own
- Access issues continue: difficult to find a provider, let alone one who speaks Spanish and accepts low-income patients
- Disparities still exist esp. among Spanish-speaking Hispanics; and one-time outreach and enrollment is not enough

