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# The Impact of TennCare: A Survey of Recipients 2007

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## Method

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The Center for Business and Economic Research at the University of Tennessee contracted with the Department of Finance and Administration of the State of Tennessee to conduct a survey of Tennessee residents in order to ascertain their insurance status and use of medical facilities. Given the necessity of obtaining accurate estimates for subpopulations, a target sample size of 5,000 was agreed upon. The survey instrument was prepared in cooperation with personnel from the Bureau of TennCare.

The survey was conducted by telephone between May and July, 2007. The survey was conducted with a Computer Assisted Telephone Interviewing System, utilizing a random-digit dialing based sample. Four calls were made to each residence, at staggered times, to minimize nonrespondent bias. The design chosen was a "Household Sample," and the interview was conducted with the Head of the Household. The University of Tennessee Social Science Research Institute administered the survey.

Approximately 49 percent of those contacted agreed to participate in the survey. The demographics very closely mirrored those for the state that were obtained from the most recent census estimates except for household income. The large sample size allowed the weighting of responses by income to provide unbiased estimates for the entire population. For all statewide estimates of the uninsured, a correction factor was used to adjust for the degree to which the sample over or under represented Tennesseans grouped by income.

This is a follow-up to previous surveys of 5,000 Tennessee households conducted annually since 1993, the last year of Medicaid before Tennessee adopted TennCare. Throughout this report, comparisons are made to findings from the earlier surveys.

<b>Tennessee Households – Household Income</b>	<b>Proportion in 2000 Census (Percent)</b>	<b>Proportion in 2007 survey (Percent)</b>	<b>Deviation (Percent)</b>
Less \$10,000	12.1	9.7	2.4
\$10,000 - \$14,499	7.4	8.3	-0.9
\$15,000 - \$19,999	7.4	8.2	-0.8
\$20,000 - \$29,999	14.4	13.8	0.6
\$30,000 - \$39,999	12.5	11.2	1.3
\$40,000 - \$49,999	11.1	10.2	0.9
\$50,000 - \$59,999	7.6	9.4	-1.8
\$60,000 - \$99,999	19.1	18.8	0.3
\$100,000 +	8.3	10.4	-2.1

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## Estimates for Insurance Status

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Estimates for the number of Tennesseans who are uninsured are presented below (Table 1). The estimated 608,234 uninsured represent 10.0 percent of the 2007 population (6,071,222<sup>1</sup>). This is somewhat lower than the 2006 estimate, though the difference is not statistically significant. The uninsured rate for children is 4.8 percent, down from last year's rate of 5.7 percent, and the rate for adults of 11.7 percent is down from the 2006 rate of 12.4 percent (Table 1a).

**Table 1: Statewide Estimates of Uninsured Populations (1993–2007)**

	1993	1994	1995	1996	1997	1998	1999
State Total	452,232	298,653	303,785	333,268	319,079	335,612	387,584
Percent	8.9	5.7	5.8	6.3	6.1	6.2	7.2

  

	2000	2001	2002	2003	2004	2005	2006
State Total	372,776	353,736	348,753	371,724	387,975	482,353	649,479
Percent	6.5	6.2	6.1	6.4	6.6	8.1	10.7

  

	2007						
State Total	608,234						
Percent	10.0						

**Table 1a: Uninsured Tennesseans by Age (1999–2007)**

	1999	2000	2001	2002	2003	2004	2005	2006	2007
Under 18 Total	56,332	56,691	56,141	54,552	46,999	67,772	72,387	82,484	70,096
Under 18 Percent	4.2	4.1	4.0	3.9	3.3	4.9	5.0	5.7	4.8
18+ Total	331,252	316,053	297,595	297,779	324,725	320,203	409,965	566,955	538,138
18+ Percent	8.2	7.4	6.9	6.9	7.4	7.2	9.1	12.1	11.7

<sup>1</sup> United States Census Bureau, Population Division, Interim State Population Projections, 2005.

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## Reasons for Failure to Obtain Medical Insurance

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The underlying reason for a lack of insurance has changed little over the period since TennCare was implemented in 1994, though the percentages have shifted somewhat. The major reason that people report remaining uninsured continues to be their perceived inability to pay (Table 2). In 2007, 89 percent indicate that this is a major reason for not having insurance, an increase over 2006 and the highest number since TennCare’s inception. Though there is some variation from one year to the next, the difference among income groups has been consistently large, with those in the highest income group considerably less likely to consider it a major reason (Table 3). The lowest four groups show little change from 2006 to 2007, but households with incomes of \$30,000 and above place increased importance on cost as a reason for not being insured. Even the highest income group increasingly sees cost as a major factor. While financial pressures continue to limit people from obtaining coverage, 9 percent indicate that they just did not get around to securing it, and 5 percent indicate that a major reason is that they do not need insurance.

**Table 2: Reasons for Not Having Insurance (1993–2007) (Percent)**

Reason Year	Can’t Afford			Didn’t Get to It			Don’t Need		
	Major Reason	Minor Reason	Not a Reason	Major Reason	Minor Reason	Not a Reason	Major Reason	Minor Reason	Not a Reason
1993	83	7	10	7	10	83	6	12	82
1994	79	7	14	11	22	67	10	17	74
1995	70	11	19	7	17	77	6	16	79
1996	73	7	20	12	18	69	9	14	77
1997	79	7	14	15	18	67	9	15	76
1998	73	10	17	12	17	72	13	13	74
1999	71	10	19	15	22	63	10	16	74
2000	76	8	16	6	21	73	7	12	81
2001	78	9	13	11	20	69	12	16	72
2002	74	10	17	11	16	74	8	14	78
2003	82	8	10	10	20	70	8	15	77
2004	82	7	11	8	19	73	8	16	76
2005	82	7	10	9	16	75	8	15	77
2006	87	4	9	12	14	74	12	14	74
2007	89	6	4	9	11	79	5	13	82

**Table 3: “Cannot Afford” Major Reason for No Insurance: by Income (1994–2007) (Percent)**

Major Reason	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007
Less \$10,000	91	90	77	83	79	75	76	82	82	86	97	90	92	93
\$10,000 - \$14,999	82	80	73	87	86	76	84	84	90	84	88	82	96	95
\$15,000 - \$19,999	80	64	87	74	80	75	84	89	77	93	92	91	87	93
\$20,000 - \$29,999	87	76	69	69	73	69	80	74	70	83	87	81	90	89
\$30,000 - \$39,999	61	59	75	65	78	64	80	82	72	84	84	78	76	90
\$40,000 - \$49,999	58	82	70	80	63	73	45	69	62	82	70	64	84	88
\$50,000+	42	38	55	46	46	39	47	46	36	67	47	67	68	76

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## Evaluations of Medical Care and Insurance Coverage

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The quality of care ratings for TennCare remain high, with about two-thirds of heads of households rating their care “good” or “excellent” and more than three-fourths rating their children’s care “good” or “excellent.” Tennesseans’ overall perception of the quality of care they and their children have been receiving has been relatively stable in recent years but is up considerably since 1994. There was very little change from 2006 to 2007 among the population of all heads of households (Tables 4 and 5). Ratings of health care quality for the TennCare head of household population gradually increased from TennCare’s inception in 1994 to 2005, and ratings are slightly better again in 2007 after a setback in 2006; 67 percent rate their quality as “good” or “excellent.” Perceptions of quality for their children made progress in 2007, with fewer rating the quality of care as “poor” and more rating the quality as “good,” leading to an overall increase in favorable ratings.

**Table 4: Quality of Medical Care Received by Heads of Households (1993–2007) (Percent)**

<b>All Heads of Households</b>	<b>1993</b>	<b>1994</b>	<b>1995</b>	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
Excellent	21	26	20	22	22	23	21	22	22	25	25	26	29	28	28
Good	49	45	51	52	51	52	50	50	48	51	50	50	48	48	47
Fair	24	22	23	22	22	22	22	21	23	19	19	18	17	18	18
Poor	5	7	6	4	5	3	7	7	7	5	6	6	6	7	7
<b>Medicaid/TennCare</b>	<b>1993</b>	<b>1994</b>	<b>1995</b>	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
Excellent	17	17	14	15	19	18	18	18	20	21	21	23	28	21	23
Good	41	40	48	49	47	42	47	43	41	46	45	47	40	43	44
Fair	31	27	28	28	26	31	25	27	28	24	25	23	26	27	27
Poor	11	16	10	8	8	9	10	12	11	9	9	7	6	10	6

**Table 5: Quality of Medical Care Received by Children of Heads of Households (1993–2007) (Percent)**

<b>All Heads of Households</b>	<b>1993</b>	<b>1994</b>	<b>1995</b>	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
Excellent	30	32	28	30	30	30	30	33	30	34	36	36	38	39	35
Good	48	47	51	50	50	51	51	48	50	51	48	48	49	47	48
Fair	18	17	17	17	15	15	15	15	16	12	13	12	9	11	12
Poor	4	4	4	3	5	4	4	4	4	4	3	4	4	3	4
<b>Medicaid/TennCare</b>	<b>1993</b>	<b>1994</b>	<b>1995</b>	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
Excellent	20	22	27	21	27	27	29	25	24	28	32	31	34	39	30
Good	47	45	44	55	48	49	49	47	50	48	45	47	49	38	49
Fair	25	23	21	19	19	18	18	20	19	17	17	16	12	17	19
Poor	8	10	8	6	6	7	4	8	7	7	6	5	5	6	2

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**Satisfaction with Insurance Coverage**

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TennCare recipients continue to show high levels of satisfaction with TennCare (Table 6), and the 90 percent expressing satisfaction (responding “somewhat satisfied” or “very satisfied”) is an increase from 2006’s 87 percent. This is below the 2005 high of 93 percent satisfaction, but exceeds by 8 percent the satisfaction reported by Medicaid recipients in 1993 and is considerably higher than when TennCare began in 1994.

**Table 6: Percent Indicating Satisfaction with TennCare (1993–2007) (Percent)**

1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007
82	61	75	82	81	83	81	78	79	85	83	90	93	87	90

## Behavior Relevant to Medical Care

Each respondent was asked a series of questions regarding his or her behavior when seeking medical care (Table 7). The proportion of TennCare heads of households seeking care at hospital emergency rooms in 2007 is the lowest of any year, and represents a dramatic reduction in emergency room usage relative to pre-TennCare levels. It is clear that TennCare continues to have some impact on choices that people make in seeking care, and the impact is in the desired direction. A similar pattern exists when TennCare recipients seek care for their children, with the percentage using hospital emergency rooms the lowest of any year (Table 8). The share of adults initially seeking care at a doctor's office is still somewhat lower than the general population, but it is 10 percentage points (69 to 79) higher than it was in 1993 with Medicaid. More adults initially seeking care at a doctor's office results in a comparable decrease in initial visits to a hospital. The change in the share initially seeking care at a doctor's office for their children is even greater, where the increase is from 66 percent in 1993 to 83 percent in 2007. The proportion seeking care at hospitals has been reduced by more than two-thirds since 1993 for both heads of household and children on TennCare.

**Table 7: Head of Household: Medical Facilities Used When Medical Care Initially Sought (1993–2007) (Percent)**

<b>All Heads of Households</b>	<b>1993</b>	<b>1994</b>	<b>1995</b>	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
Doctor's Office	80	82	80	82	81	81	81	83	81	84	85	85	83	83	83
Clinic	10	11	11	11	12	12	12	11	12	10	9	9	11	11	11
Hospital	9	7	7	6	6	6	6	5	6	5	5	5	5	5	4
Other	1	1	1	1	2	1	1	1	2	1	1	1	1	1	2
<b>Medicaid/ TennCare</b>	<b>1993</b>	<b>1994</b>	<b>1995</b>	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
Doctor's Office	69	70	71	73	74	74	78	76	78	77	80	77	78	76	79
Clinic	15	18	18	18	17	19	15	17	14	15	12	14	14	15	15
Hospital	14	11	10	9	7	6	6	6	7	7	7	8	7	7	4
Other	1	1	1	0	1	1	1	1	2	1	1	1	1	1	2

**Table 8: Children: Medical Facilities Used When Medical Care Initially Sought (1993–2007) (Percent)**

<b>All Heads of Households</b>	<b>1993</b>	<b>1994</b>	<b>1995</b>	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
Doctor's Office	78	80	81	82	81	83	81	84	81	85	85	85	86	87	88
Clinic	13	13	12	13	13	13	12	12	14	10	9	11	10	10	9
Hospital	8	6	5	5	5	4	6	3	4	4	5	3	3	3	2
Other	1	1	2	1	1	1	1	1	1	2	1	1	1	<1	1
<b>Medicaid/ TennCare</b>	<b>1993</b>	<b>1994</b>	<b>1995</b>	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
Doctor's Office	66	67	74	68	75	76	79	76	77	77	80	78	79	82	83
Clinic	20	21	18	24	17	18	15	17	16	17	12	16	13	12	14
Hospital	13	12	7	8	7	5	5	6	7	5	7	6	8	6	3
Other	1	0	1	0	1	1	1	1	1	1	1	0	0	1	0

A similar change has occurred over the past decade in the frequency of visits to physicians. TennCare recipients continue to see physicians on a more frequent basis than under Medicaid or than the average Tennessee household. Eighty-six percent of TennCare heads of households see a physician at least every few months (Table 9), as do 72 percent of TennCare children (Table 10). Both represent increases over 2006. Only 48 percent of adults saw a physician this often prior to TennCare’s inception in 1994. The increase in visits is much less pronounced for children than for TennCare adults, but the percent rarely seeing a physician has dropped (though this proportion is higher in 2007 than in 2006). More frequent usage of physicians may indicate increased preventative medical care through annual visits but may also reflect that the population of TennCare adults is one that has greater need for medical services.

**Table 9: Frequency of Visits to Doctor for Head of Household (1993–2007) (Percent)**

<b>All Heads of Households</b>	<b>1993</b>	<b>1994</b>	<b>1995</b>	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
Weekly	2	2	2	2	2	2	2	2	3	2	3	3	2	2	2
Monthly	8	9	8	8	10	11	12	11	13	11	11	11	11	12	13
Every Few Months	32	32	33	36	39	39	41	39	41	41	42	44	46	44	46
Yearly	33	29	33	31	27	27	25	27	25	27	27	26	26	25	23
Rarely	26	28	22	23	22	21	20	21	19	19	17	16	15	18	16
<b>Medicaid/TennCare</b>	<b>1993</b>	<b>1994</b>	<b>1995</b>	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
Weekly	3	4	5	5	4	4	5	5	7	6	8	7	6	7	8
Monthly	15	23	15	20	24	21	25	26	24	24	29	28	30	30	33
Every Few Months	30	32	36	37	39	44	45	41	44	44	42	46	46	45	45
Yearly	28	16	20	21	14	14	13	13	12	14	10	9	11	8	6
Rarely	25	25	20	18	19	19	12	15	13	13	12	10	7	10	8

**Table 10: Frequency of Visits to Doctor for Children (1993–2007) (Percent)**

<b>All Heads of Households</b>	<b>1993</b>	<b>1994</b>	<b>1995</b>	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
Weekly	2	2	2	2	2	2	2	2	2	2	2	1	2	1	2
Monthly	10	11	10	12	12	11	11	11	11	11	12	10	11	10	11
Every Few Months	50	52	49	55	52	55	54	52	52	51	52	53	53	52	50
Yearly	23	23	26	21	23	22	24	24	24	23	26	26	23	28	27
Rarely	15	13	11	10	12	10	9	11	11	13	8	10	11	10	10
<b>Medicaid/TennCare</b>	<b>1993</b>	<b>1994</b>	<b>1995</b>	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
Weekly	3	4	4	4	3	3	4	3	3	2	4	3	2	2	4
Monthly	13	19	15	19	15	12	14	16	14	17	17	14	21	16	14
Every Few Months	49	53	48	58	54	57	56	53	56	56	53	53	49	51	54
Yearly	21	13	20	12	16	19	18	18	16	17	17	22	17	23	16
Rarely	15	11	11	7	12	9	8	10	11	9	8	9	11	8	11

## Appointments

The time required to obtain an appointment is comparable to the 2006 findings, with more reporting a wait of a week but fewer reporting two weeks or more. The percent of TennCare recipients obtaining a doctor appointment on the same day that the request is made or the next day fell to 42 percent in 2007, but 72 percent of TennCare heads of household were able to obtain an appointment within one week. The number reporting having to wait longer than three weeks is 15 percent (Table 11). TennCare recipients are waiting just under an hour on average to see their physicians once they reach the office (Table 12). This is a decrease from the 2006 high of 80 minutes, and is more consistent with previous wait times in the TennCare era.

**Table 11: Time between Attempt to Make Appointment and First Availability of Appointment: TennCare Heads of Household (1994–2007) (Percent)**

When you last made an appointment to see a primary care physician for an illness in 2004, how soon was the first appointment available?	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007
Same day	29	32	32	29	26	23	22	19	22	20	20	21	22	22
Next day	17	22	27	17	21	18	19	15	18	16	17	17	27	20
1 week	28	23	23	28	27	27	31	31	29	29	33	31	22	30
2 weeks	10	9	8	11	10	12	11	12	9	11	11	10	10	8
3 weeks	4	4	5	5	4	5	4	5	5	5	3	5	4	4
Over 3 weeks	11	11	5	11	11	15	15	18	18	18	15	16	16	15

**Table 12: Wait for Appointments: TennCare Heads of Household (1994–2007) (Minutes)**

	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007
Number of minutes wait past scheduled appointment time?	105	62	52	52	49	52	64	61	64	50	63	57	80	57
Number of minutes to travel to physician's office?	25	42	22	21	21	22	24	23	23	22	27	32	30	21

## TennCare Providers

The largest number of TennCare recipients (35 percent) continues to report being signed up with Blue Cross/Blue Shield as their TennCare MCO. Other respondents were scattered among the other providers, with TLC, PHP, TennCare Select, Omnicare, and John Deere managing many of the remaining TennCare recipients, and an unusually large number reporting "other" as their MCO (Table 13).

**Table 13: Company Managing TennCare Plan (1994–2007) (Percent)\***

What company manages your TennCare plan?	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007
Blue Cross / Blue Shield	52	62	57	48	48	50	50	50	40	42	39	36	31	35
Health Net	7	7	7	8	2	1								
John Deere (Heritage)	3	1	2	2	3	4	5	4	7	7	6	9	6	7
TLC (Memphis Managed Care)	3	2	2	4	4	4	3	5	12	12	13	13	11	7
Phoenix (Advantage Care)	3	2	4	6	13	8	--							
Preferred Health Partner	6	3	4	8	6	7	7	4	8	12	10	10	11	8
Prudential (Prudential)	1	1	0	1	1	1	--							
TennSource (Health Source)	1	1	1	1	0	0	--							
Access Med Plus	18	16	17	19	18	20	22	23	5	3	1	1		2
Total Health Plus (THP)	1	.5	1	1	0	0	--							
Vanderbilt Health Plan	1	.5	1	1	0	0	1	1	0	1	1	1	1	<1
Omnicare (Affordable)	2	2	2	3	3	4	2	2	7	6		6	9	7
Xantus Health Plan							9	8	9	10				<1
Universal Care								2	9	4	1		1	1
Better Health Plans								1	3	4	2	2	3	1
TennCare Select											21	21	18	6
Premier Behavioral											1		1	
Tennessee Behavioral											1			<1
VHP Community Care													1	
Windsor Health Plan of TN, Inc.														<1
Other	3	1	0	0	2	1	1				4	1	6	22

\* On April 1, 2007 two new managed care organizations began operations in Middle Tennessee: AmeriGroup Corporation (AmeriGroup) and UnitedHealth Plan of River Valley, Inc. (AmeriChoice). This may explain the unusually high number of respondents selecting "other" as their MCO in their response to this question. It may also explain the large increase in provider changes and the number of respondents receiving ballots to change providers and grievance forms, due to TennCare's increased correspondence with Middle Tennessee enrollees (see Table 14).

In 2007 receipt of information (enrollment card, grievance form, a list of rights and responsibilities, and information on filing grievances) continues to improve. The percentage of households responding that they received information improved in four of the six items (Table 14). Seventy-eight percent recall receiving an enrollment card, up from last year's 73 percent; 44 percent recall receiving a grievance form, up from 42 percent; 46 percent received information on filing grievances, up from 41 percent; and 40 percent respond that they received a ballot to change providers, an increase from 25 percent. Respondents reported receiving a list of rights and responsibilities and the name of their assigned provider in proportions comparable to 2006. Twenty-five percent indicate that they changed providers in 2007, an increase from 17 percent in 2006. The preferred method for receiving information about TennCare remains through the mail, with 72 percent reporting this is the best way they obtain TennCare information (Table 15).

**Table 14: Households Receiving TennCare Information for Providers (1994–2007) (Percent)**

<b>Please indicate whether or not you or anyone in your household has received each of the following regarding TennCare</b>	<b>1994</b>	<b>1995</b>	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
An enrollment card	68	68	71	70	77	76	74	65	70	65	74	70	73	78
A grievance form	19	20	33	28	41	39	33	32	34	35	33	24	42	44
Information on filing grievances	24	23	35	31	43	44	36	46	39	40	40	26	41	46
A list of rights and responsibilities	53	58	66	63	73	70	66	63	70	70	75	71	78	77
Name of provider to whom assigned								72	79	76	81	79	82	81
Ballot to change provider								64	43	29	31	21	25	40
Changed providers								31	32	18	19	32	17	25

**Table 15: Best Way to Get Information about TennCare (2001–2007) (Percent)**

	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
Mail	66	67	75	73	75	75	72
Doctor	7	7	5	5	6	8	8
Phone	12	11	10	9	9	5	8
Handbook	9	8	6	4	4	3	6
Drug Store	1	1	0	1	1	2	1
Friends	1	2	0	1	0	1	1
TV	1	0	1	1	1	1	0
Paper	0	0	0	0	0	0	0
Other	3	4	3	3	4	5	4

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**Conclusion**

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The survey reveals that from the perspective of the recipients, the TennCare program continues to work as expected. TennCare recipients see physicians more often, visit emergency rooms less for routine care, and are able to see a physician without excessive travel or waiting time. Tennessee's rate of uninsured remains high in 2007 at 10.0 percent, though this is a decline from 10.7 percent in 2006. The rate remains substantially higher than years past; just two years prior the rate was 8.1 percent. The total uninsured population is approximately 608,000, including just over 70,000 children.

In 2007, recipients expressed overall satisfaction with TennCare, with a slight increase over the proportion expressing satisfaction in 2006. The satisfaction rate remains dramatically higher (29 percentage points) than the rate in the program's first year. Additionally, TennCare recipients' experience with medical care remains positive, with the gap between their experiences and those of all Tennesseans narrowing somewhat compared to 2006. Information provided to recipients advanced considerably with substantial improvements in 2007, the second consecutive year of major improvement in this area. TennCare continues to receive positive feedback from its recipients, indicating the program is providing health care in a satisfactory manner and up to the expectations of those it serves.