Overview and Key Findings

North Carolina for Better Medicaid (NCBM), a multi-stakeholder coalition of organizations committed to building a better Medicaid system in North Carolina, recently conducted a statewide survey to assess awareness of and opinions on the state’s transition to Medicaid Managed Care in July 2021. Findings show that the vast majority of Medicaid beneficiaries have a high degree of awareness of the transition and a favorable view of their health care coverage under North Carolina’s Medicaid program.

NCBM’s research, conducted by APCO Insight between May 11 and May 24, 2022, surveyed 1,000 North Carolina residents. The survey included an oversample of 150 Medicaid beneficiaries and some questions were asked exclusively to Medicaid beneficiaries about their experiences with the program.

Awareness of Medicaid Managed Care and the Transition

The survey found high awareness among beneficiaries of the transition:

- **68%** of Medicaid beneficiaries are aware of North Carolina’s July 2021 transition to a Managed Care model, including 38% who say they have heard “a great deal” of information about the transition.

- **57%** of Medicaid beneficiaries said they know about a Managed Care model, with 32% saying they know “a great deal” about it.

Opinions of Medicaid Managed Care and the Transition

Almost one year after North Carolina transitioned to Medicaid Managed Care, Medicaid beneficiaries in the state have an overwhelmingly positive view of the state’s Medicaid program, demonstrating the success of the transition in its first year:

- **82%** of Medicaid beneficiaries say they have a favorable view of their current health care coverage provided by North Carolina’s Medicaid program.

- **77%** of Medicaid beneficiaries rate the quality of Medicaid in North Carolina as “excellent” or “good.”

For more information, please visit northcarolinaforbettermedicaid.org
Opinions of Medicaid Managed Care and the Transition

Overall, North Carolinians remain strongly supportive of Medicaid Managed Care’s key benefits, including its focus on social determinants of health, and after hearing more information they are strongly supportive of North Carolina’s transition to a Managed Care model. These metrics slightly increased, compared to a survey conducted in 2021, prior to the transformation. When looking across all state resident respondents, key findings include:

- **72%** responded positively to Medicaid Managed Care’s focus on value-based health care, which improves access to preventive health and wellness programs to help patients achieve long-term health outcomes, compared to 70% in 2021.
- **69%** had a positive impression of Medicaid Managed Care’s ability to improve access to health care for North Carolina’s most vulnerable residents, including accessing better nutritional programs and behavioral counseling, compared to 67% in the 2021 survey.

Opinions on Medicaid Expansion

- **68%** of North Carolinians support Medicaid expansion, with half strongly supporting expansion.

Supporters agree with the argument that North Carolina should join the 40 other states that have expanded Medicaid, which would make as many as 600,000 North Carolinians eligible to receive Medicaid benefits.