

MOLINA HEALTHCARE DATA AT A GLANCE



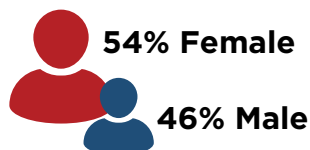
This report includes data from a sample of Medicaid members who receive long term services and supports (LTSS) from Molina Healthcare that completed the National Core Indicators - Aging and Disability (NCI-AD) Adult Consumer Survey in Virginia. All surveys were completed by phone either with a Cardinal Care Managed Care Medicaid member or with a proxy who knew the person well. Overall state results are provided for certain data points in parentheses and denoted with “VA”.

Virginia participates in the NCI-AD Project as part of the state’s effort to measure the quality of LTSS and systems performance. For more information about NCI-AD in Virginia, visit our website at: <https://nci.partnership.vcu.edu/>.

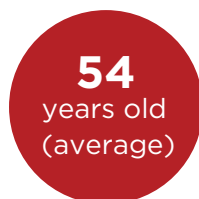
SAMPLE INFORMATION

189 total respondents

Gender

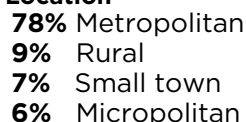


Age

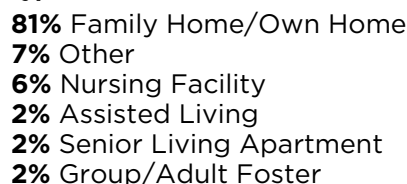


RESIDENCE

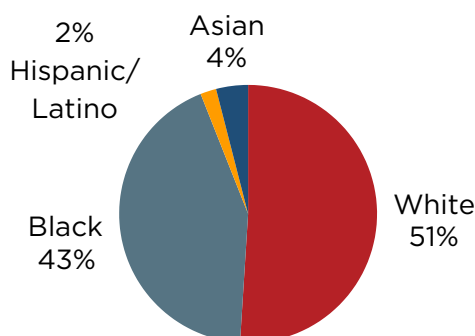
Location



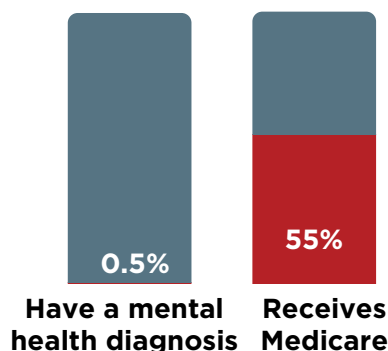
Type



RACE & ETHNICITY



MEDICAL BACKGROUND



DIAGNOSIS



**3% PHYSICAL
DISABILITY**

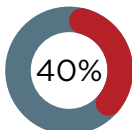
**5% ALZHEIMER'S
/DEMENTIA**

6% TBI

9% ID/DD

EMPLOYMENT

Overall **40%** of
respondents
want a job
(VA: 23%)



**For respondents
aged 18-59**

53%
reported they
wanted a job
(VA: 36%)
24%
report that someone
has talked with them
about job options
(VA: 36%)

RESPECT & PRIVACY

89%

Services and supports are
delivered in a way that is
respectful of their culture
(VA: 94%)

50%

Have **enough privacy where
they live** (if in a group
setting) (VA: 63%)

83%

Others **ask before coming in**
in their home/room (if living in a
group setting) (VA: 69%)

CHOICE & CONTROL

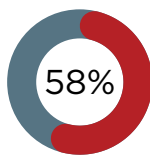
85% Can choose/change
their services and
supports (VA: 87%)

64% Can choose/change
the people who provide
paid supports (VA: 81%)

70% Can choose/change
when/how often they
receive services (VA: 82%)

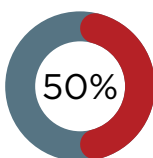
68% of respondents say
**they feel in control
of their life** (VA: 74%)

SERVICES & UNMET NEEDS



Services
meet **all their
current goals**
(VA: 59%)

Case manager
talked to them
about services
to help with
unmet needs
(VA: 45%)



STAFF LONGEVITY & TURNOVER

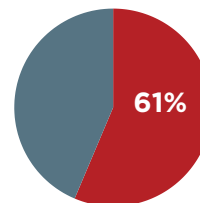
17%

Paid staff changes too
often (VA: 19%)

22%

Case manager changes
too often (VA: 24%)

SERVICE COORDINATION



**61% Have a backup plan
if their paid support staff
does not show up**
(VA: 73%)

HEALTH & HEALTHCARE

88% Have access to
mental health
services if they want
them (VA: 86%)



75% Can get an appointment to
see or talk to their primary care
doctor when needed (VA: 77%)

50% Talked to health
professionals using video
conference/telehealth
(VA: 51%)

49% Went to the emergency
room in the past 12 months
(VA: 42%)

31% Had an overnight stay in a
hospital or rehab/nursing
facility in the past 12 months
and was discharged to go home
(VA: 23%)

SUPPORT & FOOD ACCESS



68% of respondents
say they have
enough help with
everyday activities
(VA: 76%)

18% have to skip
meals due to
financial worries
(VA: 15%)



84% have access
to healthy foods
when they want them
(VA: 85%)



FALLS

25%

Have a history of falls
(VA: 21%)

44%

**Have concerns about
falling/being unstable**
(VA: 46%)

72%

**Have worked with
someone to reduce their
risk of falling** (VA: 71%)

SUPPORT ACCESS TO COMMUNITY

90% of respondents say
they can see/talk to
family/friends they do not
live with when they want
(VA: 93%)

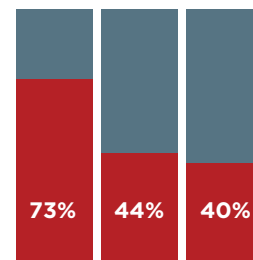
65% always have a way to
get where they want to go
(VA: 72%)

60% can take part in
activities with others as
much as they want
(VA: 69%)

20% often feel lonely
(VA: 21%)



ACCESS TO PREVENTIVE HEALTH CARE



73% Had physical exam in
past 12 months (VA: 78%)

44% Had a vision exam in
past 12 months (VA: 52%)

40% Had a dental visit in
past 12 months (VA: 47%)