

Topline Results

New Mexico Hispanic ACA and Health Survey



Implemented by:
Latino  **Decisions**

August, 2015

MAIN QUESTIONNAIRE

1) How much would you say you know about the Affordable Care Act, sometimes called Obamacare, that was signed into law back in 2010. Would you say you are very informed, somewhat informed, not that informed, or not at all informed about the Affordable Care Act or Obamacare?

Very informed.....16
Somewhat informed.....42
Not that informed.....22
Not at all informed.....20
Don't know.....1

2) Can you name any of the new policies that are part of the new health care law? [OPEN-END, Pre-code to list; allow multiple]

Medicaid Expansion 11
Kids stay on parents insurance longer (age 26) 8
Mandate to buy insurance..... 8
Pay a fine if you don't have insurance..... 9
State and federal health exchanges set up 7
Subsidies to help people buy insurance..... 7
Large businesses required to provide insurance..... 7
Can't be denied for pre-existing condition 8
Other [SPECIFY] 3
Don't know / Nothing 75
Refused 1

3) [IF SPANISH] Which of the following Spanish-language names do you prefer for this new healthcare program?

"Reforma de Seguro Medico" 8
"Ley de Salud Accesible" 8
"Ley de Cuidado Accesible" 6
"Ley de Cuidado de Salud" 20
"Obamacare" 30
"Reforma de cuidado de salud" 20
Other 1
Don't know 6

4) [IF ENGLISH] Which of the following names do you prefer for this new healthcare law?

"Healthcare reform program" 8
"Affordable Care Act" 38
"Patient Protection and Affordable Care Act" 7
"Obamacare" 30
Other 8
Don't know 8

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- 5) Generally speaking, which comes closer to your views of the new health care law? [rotate: The health care law is confusing and complicated, OR I feel pretty well informed about the health care law.

Confusing and complicated.....63
 Feel pretty well informed30
 Don't know.....7

- 6) Thinking more specifically about this law. Under the new health reform law, do you think [randomize options below] will get better, worse or will it stay about the same?"

- 6a) Your ability to get and keep health insurance

Better..... 27
 Worse..... 22
 Stay About the Same 46
 Don't Know..... 4

- 6b) The cost of health care for you and your family

Better..... 23
 Worse..... 38
 Stay About the Same 36
 Don't Know..... 3

- 6c) The quality of your own health care

Better..... 24
 Worse..... 24
 Stay About the Same 49
 Don't Know..... 3

- 7) From the following individuals and organizations, who would you trust the most for information about the new healthcare law? [ALLOW 2, RECORD ORDER OR MENTION]

Hospitals.....26
 Neighborhood clinics.....16
 Doctors.....27
 Nurses.....4
 Community centers or community organizations.....13
 Your Church.....6
 Your Employer.....10
 Health insurance companies.....17
 [H/L] elected officials.....2
 People in your family.....13
 Friends.....7
 Schools.....2
 Other.....12
 Don't know.....4
 Refused.....1

8) If you were looking for more information about the new health care law, which of the following forms of communication would you prefer to receive information? [ALLOW TWO, RECORD ORDER]

Television.....	22
Radio.....	4
Sent to you by E-mail.....	19
On the Internet.....	32
On Social Media.....	6
Telephone call to your home residence.....	7
Text message to your cell phone.....	2
Hearing from friends or family.....	8
Pamphlets or handouts at a doctor's office.....	16
Pamphlets or mailers sent to your house.....	28
Other.....	5
Don't know.....	2

9) In which language would you prefer to receive information about the new health care law? In English, Spanish, or in both languages?

English.....	66
Spanish.....	14
Bilingual/both	19
Don't Know.....	1

18) In the past year has the total amount you pay for your family's health care, including cost of insurance and any expenses not covered by insurance, gone up, gone down, or stayed about the same?

Gone up.....	43
Gone down	6
Stayed about the same.....	47
Don't Know.....	4

19) (Asked of those who respond "gone up" in q25) Has this increase been a financial burden for you, or not?

Yes.....	71
No.....	28
Don't Know.....	1

20) In the past twelve months, because of medical bills, have you

	No	Yes	DK
1. Used up all or most of your savings	63	35	2
2. Been unable to pay for basic necessities like food, heat, or housing	74	26	0
3. Had difficulty paying other bills	65	33	2
4. Borrowed money or gotten a loan or another mortgage on your home	86	12	1
5. Been contacted by a collection agency	80	19	1
6. Declared bankruptcy	96	4	1

21) In the past twelve months, have you or another family member living in your household [READ OPTION: ROTATE LIST] because of costs?

	No	Yes	DK
1. Skipped a recommended medical test or treatment	71	28	1
2. Not filled a prescription for a medicine	76	24	0
3. Cut pills in half or skipped doses of medicine	78	22	0
4. Had problems getting mental health care	88	10	2
5. Put off or postponed getting health care you needed	64	36	0
6. Skipped dental care or checkups	64	36	0
7. Relied on home remedies or over the counter drugs instead of going to doctor	59	40	1

22) Based on what you have heard about the Affordable Care Act, which of the following statements is an accurate characterization of the law's approach to incorporating undocumented immigrants?

Undocumented immigrant adults will be able to purchase private health insurance through the state health exchanges.....	51
Undocumented immigrant adults will be restricted from purchasing private health insurance through the state health exchanges.....	30
Don't Know.....	19

23) Regardless of what you have heard about the new law, do you think that undocumented immigrants should be able to access the benefits of the Affordable Care Act?

Yes undocumented immigrants should be able to access benefits	64
No undocumented immigrants should not be able to access benefits.....	32
Don't know.....	3
Refused.....	1

24) Over the past six months, have you heard any announcements or advertisements about Obamacare on the radio, TV, newspaper, twitter, Facebook or the Internet?

Yes	69
No, did not hear anything about Obamacare	26
No, did not have access to these forms of communication within last 6 month.....	4
Don't know.....	1

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25) Over the past six months, have you heard any announcements or advertisements about Obamacare at a community center, health clinic, schools or church?

Yes.....29
No, did not heard anything about Obamacare55
No, have not visited any of these places within the past 6 months.....15
Don't know.....1

26) The state of New Mexico has again opened up the new health care system, called the health insurance marketplace, or exchange, in which people can compare insurance options and enroll in a new program to receive health insurance.

How much have you heard or read about the new health insurance marketplace often referred to as Be Well New Mexico?

A great deal 9
Some..... 23
Not that much..... 28
Nothing at all..... 39
Don't Know..... 1

27) The state of New Mexico agreed to expand Medicaid eligibility, which allows additional individuals and families to qualify for health insurance under the Medicaid system.

How much have you heard or read about the Medicaid expansion?

A great deal 11
Some..... 27
Not that much..... 27
Nothing at all..... 34
Don't Know..... 1

28) Recently, some groups here in New Mexico have provided information and held public educational forums to help people learn more about Obamacare. Do you recall hearing anything recently about the new health care law often called Obamacare?

Yes..... 40
No..... 59
Don't Know/Can't remember..... 1

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28B) (IF 28=1) Do you recall where you heard this information? {Allow Multiple}

Television	57
Radio.....	14
Twitter or Facebook.....	4
Public Forum.....	6
Internet	6
Word of mouth / friends.....	12
Other source of information	13
Don't remember where I heard it	88
Refused	99

28C) (IF 28=1) Did this information make you want to enroll through the health insurance marketplace?

Yes – made me want to enroll	28
No-did not make me want to enroll	44
Did not impact my desire to enroll.....	8
I don't need to enroll / already have insurance....	18
Don't Know/Can't remember.....	2

29) As you may know, the new health insurance sign-up system, called the on-line exchanges or insurance marketplace, were opened up here in New Mexico last year. Have you visited the website or called the phone number to get more information or attempted to enroll in the program that is often called Be Well New Mexico?

Yes – visited website/800 number but did not attempt to enroll	10
Yes – attempted to enroll	6
No.....	83
Don't Know/Can't remember.....	1

29a) (IF Q29=1 OR 2)] Were you able to enroll through the online health exchange system easily or did you experience problems that prevented you from enrolling?

Yes, I was able to enroll easily.....	32
No, had problems preventing from enrolling.....	31
(DON'T ASK) Didn't enroll, because of other reasons (too expensive, didn't qualify, etc).....	33
(DON'T ASK) Yes, able to enroll, but it was not easy....	3
Don't know...	1

29b) (IF Q29a=1) When choosing your health insurance plan, what was the most important criteria?

Cost of the plan.....	59
The coverage of the plan.....	15
The ability to stay with current healthcare provider.....	9
Other.....	9
Don't know.....	8

29c) (IF Q29=2) What was the most significant barrier that prevented you from enrolling?

Unable to understand the paperwork.....	12
Unable to understand Spanish paperwork.....	2
Unable to get assistance near your home or work.....	20
Transportation issues.....	5
The cost/too expensive	30
Don't know.....	32

29b2) (If q29 = 1 and Spanish interview) Was the information easy to understand in Spanish or did you feel as though it was not translated properly?

The information was easy to understand.....	78
The information was hard to understand due to translation issues.....	11
Don't Know/Can't remember.....	11

29C2) (If q29A =2 or Q29B=2) If you experienced problems attempting to enroll did you utilize any of the following to seek out help with the system? {Allow Multiple}

Called service center	18
Utilized an in person health care guide	12
Relied on friend or family member	6
Utilized a certified health insurance broker	4
No- did not seek out help.....	40
Don't Remember	24

31) [ONLY IF Q29=No] What was the main reason you did not sign up for health insurance through the new marketplace? [CODE TO LIST, DON'T READ]

Already have insurance/satisfied with current coverage...	26
Don't want to buy it/would rather pay fine...	7
Too expensive...	15
Too complicated or confusing...	6
Do not qualify/not eligible for it...	9
Concerned about my eligibility due to my citizenship status...	0
Do not trust the government to keep my personal information safe ...	0
I am healthy and do not need insurance.....	2
Other.....	29
Don't Know...	5

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32) (ask if Q29b=1) Do you know if the health care plan that you enrolled in provides coverage for the following health services? [Rotate Options]

	Yes	No	DK
Dental	69	31	0
Vision (eye)	48	40	12
Alternative Medicine	19	60	21
Mental health and substance use disorders	43	35	22
Prescription drugs	86	14	0

33) Do you know what the co-pay for care will be for the plan you purchased through the ACA?

Yes.....	15
No.....	81
Don't Know/Can't remember.....	3
Refused	1

33.B) The following are statements people sometimes make about health insurance. Please read each statement and let us know whether you agree or disagree (rotate options)

a) I'm healthy enough that I really don't need health insurance

Strongly Agree.....	15
Somewhat Agree.....	17
Somewhat Disagree.....	22
Strongly Disagree.....	42
Don't Know.....	3
Refused.....	1

b) Health insurance is not worth the money that it costs

Strongly Agree.....	23
Somewhat Agree.....	24
Somewhat Disagree.....	21
Strongly Disagree.....	25
Don't Know.....	5
Refused.....	1

c) People who don't have health insurance have a hard time getting proper medical care and treatment

Strongly Agree.....	53
Somewhat Agree.....	22
Somewhat Disagree.....	10
Strongly Disagree.....	10
Don't Know.....	3
Refused.....	1

d) Health insurance is too confusing/I do not understand what I am covered for	
Strongly Agree.....	26
Somewhat Agree.....	30
Somewhat Disagree.....	20
Strongly Disagree.....	20
Don't Know.....	2
Refused.....	1

34. When it came filing your taxes after signing up for health insurance, did you receive an unexpected increase in your refund, an unexpected decrease in your refund, an unexpected bill owed to the government (Federal or State), or was there no change at all?

Unexpected increase in refund.....	4
Unexpected decrease in refund.....	8
Unexpected bill owed to government.....	4
No change at all.....	72
Don't Know/Can't Remember.....	9
Refused.....	2

34.B. Which of the following statements do you agree with most [ROTATE]: 1) Personal information I provide when signing up for health insurance through the ACA is secure and kept private. 2) Personal information I provide when signing up for health insurance through the ACA is sometimes shared and not always secure.

Secure and kept private.....	44
Sometimes shared and not always secure.....	40
Don't know.....	14
Refused.....	3

35.B Thinking back over the past 12 months, please tell me whether or not each of these has been a major problem for you, a minor problem for you, or not a problem at all.

A. Difficulty communicating with doctors or other health care providers because of language barriers

Major problem.....	5
Minor problem	11
Not a problem at all.....	83
Don't know	1

B. Difficulty keeping the same medical care provider, or lacking a permanent place to go to for health care

Major problem.....	15
Minor problem	16
Not a problem at all.....	67
Don't know	1

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C. Difficulty getting to a medical care facility due to lack of transportation, or lack of medical care facilities in your community

Major problem.....	11
Minor problem	13
Not a problem at all.....	75
Don't know	0

D. Waiting too long for an appointment to see a doctor

Major problem.....	28
Minor problem	22
Not a problem at all.....	49
Don't know	1

E. Feeling that my doctor did not understand my needs or my culture

Major problem.....	9
Minor problem	13
Not a problem at all.....	75
Don't know	1

F. The costs for paying for medical care including co-pays

Major problem.....	24
Minor problem	24
Not a problem at all.....	49
Don't know	2

35. How would you rate your overall experience with claiming your enrollment in the health exchange when filing your taxes? Was it difficult/confusing, easy/understandable, or no different than before having insurance?

Difficult/Confusing.....	18
Easy/Understandable.....	19
No different than before.....	47
Don't Know/Can't remember.....	12
Refused.....	4

36. During any time over the last year, did you go without health insurance, even for a month, or did you have health insurance throughout the entire time?

Went WITHOUT health insurance.....	19
Had insurance entire year.....	75
Don't know.....	1
Refused.....	5

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37. And what is your current health insurance status today? Do you currently have health insurance coverage or not? [IF YES: Is that through your employer or place of work; something you purchase privately; through a public or government insurance plan, or through the military?]

No, do NOT have insurance	8
Yes – through employer /work.....	33
Yes – privately purchased.....	8
Yes – through public / government	17
Yes- through military or TRICARE.....	2
Yes – through something else / other.....	4
Yes through Medicaid.....	16
Yes through spouses/family members employer/work.....	4
Don't know.....	3
Refused.....	5

38. [If response to 37 = anything but Medicaid] Are you eligible for Medicaid based on your family income?

Yes.....	23
No.....	61
Don't Know/Can't remember.....	10
Refused	7

39. [If response to 38 = 1] It appears as though you are eligible for Medicaid but are not currently using this path to health insurance coverage. Which of the following best reflects why you are not utilizing Medicaid.

I have coverage through my employer.....	20
I prefer to have health insurance that I have purchased on my own.....	18
I have used Medicaid in the past and was not happy with my coverage.....	12
Don't Know/Can't remember.....	40
Refused	10

40. [If 39 = anything but 2 or 8) Does your employer or a family member's employer offer health insurance that could cover you?

Yes, employer (either yours or family member's) does offer health insurance.....	20
No, employer does not offer health insurance.....	62
Don't know.....	7
Refused.....	11

41. [If 40 = 1) What is the main reason you do not currently have health insurance? [Rotate Options}]

You were turned down by an insurance company because of your health.....	6
You were turned down by an insurance company for other reasons.....	9
The benefit package didn't cover the services you need.....	0
It is too hard to purchase coverage.....	26
You could not afford coverage.....	26
You don't know how to purchase coverage.....	9
Neither you or your spouses employer provides coverage.....	5
You are healthy and don't need health insurance.....	4
Other (Please specify) [TEXT BOX]	16

42. Now thinking about the medical care you receive, how satisfied are you with--(ROTATE A&B)-
(ROTATE: very satisfied, satisfied, dissatisfied (or) very dissatisfied)

A. The quality of medical care available to you and your family

Very satisfied.....	40
Somewhat satisfied	37
Somewhat dissatisfied	9
Very dissatisfied.....	6
Don't know.....	1
Refused.....	7

B. The cost of medical care for you and your family

Very satisfied.....	29
Somewhat satisfied	33
Somewhat dissatisfied	16
Very dissatisfied.....	13
Don't know.....	2

43. There are different terms that people from Latin American, Spanish or mestizo descent living in the United States use including 'Hispanic' / 'Latino' / 'Chicano' / 'Spanish'. Of these four terms, which do you prefer, or are you not of Hispanic origin?

Hispanic (Use Hispanic for the rest of the survey).....	60
Latino (Use Latino for the rest of the survey).....	12
Chicano (Use Chicano for the rest of the survey).....	9
Spanish (Use Spanish for the rest of the survey).....	13
Any are acceptable (Use Hispanic for the rest of the survey).....	5
Don't care (Use Hispanic for the rest of the survey).....	1
DK/NA (Use Hispanic for the rest of the survey).....	1
Not Hispanic or Latino.....	TERMINATE.....0

METHODOLOGY STATEMENT

Latino Decisions surveyed a representative sample of 600 Hispanic/Latino adults in New Mexico between June 16 and July 14, 2015. Surveys were implemented to randomly selected phone numbers, conducted via live, person-to-person (i.e. not robocalls) phone calls, and Email addresses. Respondents were reached on a combination of both landline and mobile phones, as well as through Email. Interviews were conducted in English (82%) or Spanish {18%}, according to the respondent's choice. All interviewers were fully bilingual. The survey carries a margin of error of +/- 4 percent points, and the survey was informed by focus groups conducted prior to the implementation of the survey.

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