Despite Much Greater Health Care Spending, High-Need Adults Reported More Unmet Needs and Mixed Care Experiences

Note: Noninstitutionalized civilian population age 18 and older.

Unmet Medical Need Was Greatest Among High-Need Adults with Private Insurance

- Total adult population
- Three or more chronic conditions, no functional limitations
- Three or more chronic conditions, with functional limitations (high need)

**Percent with unmet medical need**

**Medicare and Medicaid (dually eligible)**
- Total: 12%
- Three or more chronic conditions, no functional limitations: 13%
- Three or more chronic conditions, with functional limitations (high need): 14%

**Medicare**
- Total: 8%
- Three or more chronic conditions, no functional limitations: 7%
- Three or more chronic conditions, with functional limitations (high need): 15%

**Medicaid**
- Total: 12%
- Three or more chronic conditions, no functional limitations: 20%
- Three or more chronic conditions, with functional limitations (high need): 28%

**Private insurance**
- Total: 6%
- Three or more chronic conditions, no functional limitations: 11%
- Three or more chronic conditions, with functional limitations (high need): 32%

Notes: Noninstitutionalized civilian population age 18 and older. Unmet medical need means the respondent reported they needed necessary health care or prescription medicine but were unable to receive it or were delayed in receiving it during the past 12 months. Data: 2009–2011 Medical Expenditure Panel Survey (MEPS). Analysis by C. A. Salzberg, Johns Hopkins University.

High-Need Adults with Medicare Were Most Likely to Report Easy Access to Specialists

<table>
<thead>
<tr>
<th></th>
<th>Medicare and Medicaid (dually eligible)</th>
<th>Medicare</th>
<th>Medicaid</th>
<th>Private insurance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total adult population</td>
<td>54%</td>
<td>62%</td>
<td>54%</td>
<td>54%</td>
</tr>
<tr>
<td>Three or more chronic conditions, no functional limitations</td>
<td>53%</td>
<td>64%</td>
<td>39%</td>
<td>52%</td>
</tr>
<tr>
<td>Three or more chronic conditions, with functional limitations (high need)</td>
<td>55%</td>
<td>55%</td>
<td>37%</td>
<td>45%</td>
</tr>
</tbody>
</table>

Notes: Noninstitutionalized civilian population age 18 and older. Easy access to specialist means the respondent reported they needed to see a specialist and that it was always easy to get a specialist referral.

Exhibit 4

High-Need Adults Were Less Likely to Report Good Patient–Provider Communication

Notes: Noninstitutionalized civilian population age 18 and older. This composite is restricted to respondents who went to a doctor’s office or clinic to get care and reported that health providers always: listened carefully; explained things in a way that was easy to understand; showed respect for what the patient had to say; and spent enough time with the patient.


High-Need Adults Were More Likely to Have Comprehensive, Accessible, and Responsive Care, Consistent with a Medical Home

Notes: Noninstitutionalized civilian population age 18 and older. Medical home means the respondent had a usual source of care that provided comprehensive, accessible, and responsive care (i.e., engaged the patient in his/her own care). See How This Study Was Conducted for definitions of components.
